

IAG New Zealand

Work Life Balance

New Zealand's largest general insurer has addressed declining employee engagement by doubling down on flexible working and supporting the development of an agile, adaptive and engaged workforce.

IAG New Zealand employs 3,600 staff across 75 locations. Its commitment to be there for customers often means hours of work are spread out, particularly for call centre teams.

To address difficult hours of work and employee engagement, IAG launched MyFlex, a flexible working programme, in November 2017.



MyFlex recognises that everyone's situation is different and aims to provide an environment of wellbeing that supports a whole of life approach. It includes:

- FlexiTime, which allows for adjusted start or finish times, reduced hours, and compressed working weeks
- FlexiPlace, which allows staff to work from home or an alternative site
- FlexiJob, which gives employees the opportunity to do a job share or secondment
- FlexiLeave, which provides the ability to take career breaks or recreational leave

While not every type of flex will work for every role, IAG's goal is that everyone has access to some form of flexible working option.

The programme was implemented with the support of senior leadership, and employees were encouraged to share stories of flexible working on internal communication channels, which helped to build momentum and showed other employees that it was an option. A team of "MyFlexibles" were recruited to champion MyFlex and support others looking for more work life balance.

MyFlex has contributed to a significant increase in productivity, quality of work and wellbeing:

- Contact centre employees working from home have experienced a reduction in their average handle time of calls and an increase in their adherence percentage
- There was a seven per cent decrease in sick and domestic leave usage
- People frequently report reduced travel times and a reduction in stress and an increase in overall wellbeing
- IAG's eNPS, which measures employee engagement, has increased by 36 points since December 2017, and there is a significant variance between the scores of people who have adopted some form of flexible working and those who have not
- 53 per cent of staff have a flexible work arrangement in place

- Many employees who have moved out of central locations to more remote regions have been able to continue working for IAG

Employees have made a number of positive comments about the effect MyFlex has had on their life, including several parents and carers who are able to spend valuable time with their whanau through MyFlex.

Mendia, an assistant store manager, says, "It was thanks to MyFlex and my manager that I was able to enjoy my six-year-old daughter's athletics day yesterday. A year ago I was working for another company and I was unable to watch her first athletics day ever, which was quite hard to explain to her. "I am very proud of working for a company which has such a good initiative that allows its employees to be able to juggle private and professional life without compromising the quality of our work."

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