

**23 April 2026**

Nick Hawkins  
Chief Executive Officer  
IAG

By email: [REDACTED]  
[REDACTED]  
[REDACTED]

Dear Nick,

**Re: Suspension of office attendance requirements**

The FSU recently called on IAG to suspend in-office mandates, given the war in the Middle East and the worsening fuel crisis.

The response is disappointing. During a global fuel crisis, members feel that IAG is more concerned with employees working in the office than helping conserve fuel for those who need it most.

This contrasts with employers in the insurance sector such as HBF, who have suspended in-office mandates and RACQ, who are providing a fuel allowance for staff.

Since our initial request, the global situation has further deteriorated with long term impacts to fuel supply and the economy already expected. The need for IAG to step up for their workers and communities has become more pressing.

**We are asking IAG to immediately suspend all in office mandates and work with staff who must travel to provide appropriate additional support such as allowances.**

IAG workers have given hundreds of responses to the union about this crisis. They have spoken to the rising costs impacting their lives, responsibilities to care for their families and the impact of growing uncertainty.

From the recent FSU survey:

- 79% of IAG workers reported they would greatly benefit from a reduction or removal of work from office requirements until the current crisis ends. With less than 5% of respondents reporting they would not benefit from a reduction in WFO requirements
- 84% strongly believe that IAG should suspend work from office requirements until the current crisis and its impact to prices and communities is resolved
- The same proportion also strongly believed that Australian businesses suspending work from office requirements is an appropriate way for a business to support the wider community during a

time where fuel and resource scarcity is impacting vulnerable individuals, businesses and the wider community.

- A majority of staff advise that if required to work in office the best way to support them would include a travel allowance or vouchers to help cover the increased costs associated with travel

It has become clear that the vast majority of IAG workers require support from the business in handling the personal impact this crisis is having on cost of living. IAG, as an employer, is in a unique position to provide that support through reducing working from office requirements and supporting staff who are still required to attend IAG sites by the nature of their work through relief on the costs of travel.

IAG's workers are proud to work for an organisation with a purpose and mission to help its customers and their communities and do its part for Australian society. They communicate these expectations in a desire for IAG to live up to the values of the organisation and its workers.

The personal impact this cost-of-living crisis is having on IAG employees is deep. Some direct experiences staff have shared in recent weeks include:

- "The impact on both myself and my family has been significant. I have made a conscious effort to use public transport to reduce fuel costs; however, this has added up to an extra hour to my daily commute to and from the office. This represents not only additional money but also valuable time away from my young children."
- "As a company that actively promotes a flexible working environment, I believe it would be inconsistent with our values not to place the needs of employees at the forefront of these decisions. While other companies may not yet be taking a stand, I believe we should lead by example and be at the forefront of pioneering this change during this time of uncertainty."
- "I have been severely impacted. As a single parent on IAG wages I struggle to pay rent, bills and food let alone the increase in travel costs."
- "It has impacted me severely as rising costs are not helping and that means we as a family need to dip in to whatever small savings we have to cater for the difference and the uncertainty around rising cost does affect us as well. "
- "I live on my own, pay a large amount in rent, and have no one to split costs with. Up until the 28th of February, I was managing my costs. But the increase in fuel prices was unexpected and it's been tough managing it. I now have to overthink my trips and try to drive less than usual. I work overtime on the weekends nearly every week (working 6-7 days a week) just to have a comfortable amount of money, and this was before the increase in fuel costs."
- "I am constantly worried about the financial impact its causing. Driving my car has become a constant source of stress. I catch public transport where necessary but i need to drive to the station in order to do so which is costing money on fuel and public transport. I am spending more money on fuel which has tightened my budget and as a result i am concerned about my ability to pay for other necessary costs such as my bills and groceries."

**We seek IAG's understanding of the impact this fuel crisis is having on all staff and particularly those who already find themselves in challenging financial circumstances. We call on IAG to confirm its commitment to employee welfare by providing the requested relief.**

Yours sincerely,



**Ben Gallen**  
FSU Campaign Manager

**Kai Bristol, Rosalyn Watts, Candice McHale, Stephen Philip,  
Wayne Johannsen, Tiffany Toth, Gillian H Chang,  
Evonne Coletti, Troy Dick, Catherine Stewart, Aleta Larder**  
FSU Workplace Representatives Committee for IAG