



Dear Members...

Time is such a strange thing - January this year seemed to last forever; but February has zipped by in a flash! For the last few days, the 'Beast from the East' has certainly caused a lot of disruption, and I hope you and your families have been coping without any major issues. I work from home, so for me it has just been a case of a few cancelled meetings (and a considerably bigger heating bill). Being effectively snowed in does mean, however, that I have managed to get a few things ticked off my 'to do' list, not least, composing this penultimate message to you. Yes - penultimate; I can't quite believe I am nearly at the end of my presidential year, but it's true. There are just two months left before I hand over to my very capable deputy, Richard Brame. Richard is a Senior Director at Willis Towers Watson - and if you are coming to our annual dinner, that will be your first chance to hear from him about his plans for the year ahead.

## **Ipswich CII Symposium – Thursday 22nd March 2018**

This is the key event that I have been working towards during my presidential year (apart from the dinner of course). If you haven't booked your place yet, [click here](#) to look at the programme and secure your place, which will earn you six hours of CPD.

The aim of the day is to reinforce the values of equality, diversity and inclusion, bringing together the ideas that I have been working to promote in my role as president, alongside some practical and technical sessions.



In my messages throughout this year I have shared interviews with various different people whom I see as role models in our industry, and this event kicks off with a panel discussion in which they will be invited to further explore views and experiences around equality, diversity and inclusion. Alongside Sam White, Jess Addison, David Williams and Devdeep Ahuja, we will also be welcoming my final interviewee, Debbie Cannon, whose honest and enlightening 60-second interview is included at the end of this message.

**Annual Dinner, Friday 20th April 2018 - last remaining table**



Numbers for the annual dinner are now up to 240, but we do have one more table left for anyone who might not have organised their booking yet - if that's you, contact me quickly at [Johanna.mulley@crowco.co.uk](mailto:Johanna.mulley@crowco.co.uk) to secure your place; trust me, you won't want to miss this night...

## See Ed Sheeran, live – for a fiver!



Enter our raffle for your chance to win two tickets (kindly donated by Crawford and Company) to see Ed Sheeran at Wembley Stadium on Thursday, 14th June 2018.

I will be offering raffle tickets for sale at all of our events between now and the Dinner, or you can contact me directly at [Johanna.mulley@crowco.co.uk](mailto:Johanna.mulley@crowco.co.uk)

All proceeds will go to the Addenbrooke's Charitable Trust. Purchases are limited to no more than five per person, at a fixed price of £5 per ticket. The draw will take place at our Annual Dinner in April 2018.

Don't forget to buy your ticket(s); you have to be in it to win it!

## Annual Charity Quiz

We were overwhelmed by the support we received for our annual charity quiz. Our venue this year was Degeros, where we were kindly given private use of their bar for the evening, free of charge.

For the second year running Oliver Mark, our able quizmaster, tested everyone's brains with a varied and fun bank of questions, including music, logo and photo rounds. Our deepest thanks go to Oliver for his devotion to making the quiz so enjoyable for all of us.

On the evening Oliver was supported by deputy Sports and Social Secretary, Rhiannon Shave, and Prize Secretary Sarah Deacon, without whom the evening would not have been as seamless as it was (and we wouldn't have had snacks!)



Congratulations to the winning team, NFU Mutual's 'The Liabilities' (pictured right).

Well done to Willis Towers Watson's 'Let's get quizzical' for coming in second, and to Lark's 'You can call us AI' who were a close third.

We are pleased to announce that we raised a total of £325 for my chosen charity this year, Addenbrooke's Charitable Trust.



---

Johanna Mulley  
President at the Insurance Institute of Ipswich, Suffolk and North Essex



## **\*\* JUST A MINUTE... \*\***

When she was named Insurance Leader of the Year at the Women in Finance Awards 2017, Debbie Cannon could hardly believe what she was hearing; but the truth is, she works in an industry that values diversity as well as dedication and drive...



### **Q Did you always want to work in insurance?**

**A** No, I didn't have a clue what I wanted! As a child, born male - but struggling to identify as such from an early age - I was really focused on gender-conforming. I was in the Scouts, and the Cadets, then joined the army straight out of school, as a chef. I left the forces after four years, and worked in hotels and catering – the management side of things was fulfilling, but the rest of it definitely wasn't. When I was told by the golf club where I was regularly putting in a 90-hour week that I “wasn't committed enough”, I knew it was time to look for something different. Churchill Insurance, in Ipswich, was advertising for an FNOL role; I applied... and the rest is history. I took on a range of roles over the following years, with a number of companies – accident and damage; service driver; disputed claims; personal injury; fleet management; and then European injury claims with LV. And it was about a year into that role when I finally knew that I needed to transition.

### **Q How supportive were your employers? And colleagues?**

**A** Fully. I decided I needed to move away from Ipswich – I had a daughter in primary school at the time, and I wanted to make it easier for her, as well as a fresh start for me, personally and professionally. LV offered me Leeds or Bournemouth, and I decided on the latter, partly because I knew it had a strong LGBT community... but also because, well, who doesn't love the seaside?

### **Q So, how did you end up at Action 365?**

**A** While I was at LV in Bournemouth, I started doing diversity and inclusion work, which included a certain amount of outreach. When AIG Insurance was launching its LGBT network, I was asked to join a panel discussion, which I did; this led to other requests for me to speak. It all kind of snowballed from there, really – I set up a website, established support networks, wrote articles for Diva magazine... and eventually, to my utter astonishment, found myself nominated for a Women in Finance Award – Insurance Leader of the Year, 2017. When I won, I was even more shocked, especially considering the incredible, inspirational women – like Pauline Miller – whom I was up against. Insurance Post called me in for a photoshoot, and that's where I met Sam White, the formidable woman behind Action 365. She offered me a job within about three minutes of us meeting each other. It meant relocating to Manchester (no more sea!), but I reckoned I'd gone as far as I could at LV, and I'm someone who always needs to be challenging myself and improving. The photoshoot was in August; by October I was living in Manchester and working full time at Action 365. It's been quite a whirlwind...

### **Q What's your role now?**

**A** Senior claims manager, with overall responsibility for the insurer claims department. I love it – it's dealing with people, and I'm a people person. What I really enjoy is supporting others and helping them be the best that they can be. That's how I see management; giving people the encouragement and tools they need to grow and develop.

### **Q Who have been your biggest influences so far, professionally and personally?**

**A** Sam, for sure! But also – and I know it's a bit of a cliché – as a Geordie, and a Newcastle United supporter, I have huge admiration for Alan Shearer, as well as for Bobby Robson, who overcame huge adversities to become the successful manager he was. I have also learned lots from many amazing life coaches: Brendan Burchard (who coaches Oprah Winfrey and Usher); Tony Robins; Zig Ziglar; Bob Proctor; Earl Nightingale; Les Brown... right back to the grandfather of life coaching, Jim Rohn. I find TED talks hugely inspirational, too, especially Simon Sinek's 'How Great Leaders Inspire Action', which I think is the third most watched overall. I love his approach to management, which is to be person-centric, not results-centric. When you focus on the person, the results follow.

**Q It's sometimes said of the insurance industry that it's 'pale, male and stale'; is that a fair assessment, in your experience?**

**A** Maybe 20 years ago; but certainly not now. Millennials are moving into middle level management, and they have a very different understanding of inclusion and diversity from previous generations. Legislative changes have certainly helped, and mainstream perceptions have changed – people are far more openly sharing their differences. And besides, the big insurers are global corporations, making them to a certain extent inclusive by default. They're canny, too; demonstrating great practice in terms of LGBT inclusivity and equality ensures they get a much better pick of the talent pool, because it reassures members of other minorities that they will also be fairly treated. The 'Old Boys' Network' is really not very conducive to effective recruitment!

**Q How do you like to relax?**

**A** I enjoy reading, and writing – I contribute to a number of blogs as well as my own. I like to meditate – it's good to ground yourself, especially when your working life is full on and stressful. And I love running.

**Q And where do you see yourself in ten years' time?**

**A** I want to be a director here at Action 365. I believe I have the skill set, motivation and drive to help the company move forward and have the global impact for which I know it has the capacity. I quite fancy working in Sydney, Australia actually...

--

---