

For the third consecutive year, we conducted an employee survey. The results show that 98% of Chaucer staff are willing to go the extra mile, 93% enjoy the work they do and 96% get personal satisfaction from doing their job well.

2008 highlights

- Integration and expansion of the London Human Resource team and Learning and Development function to Human Capital
- Positive results gained in the 2008 Employee Survey. An external provider conducted the survey, which received a 68% response rate across the Group. Significant improvements have been made in areas including teamwork and in management
- Benefits review and subsequent revision, including enhancement and introduction of new policies in relation to maternity and sabbaticals
- Successfully moved the Performance Reviews on line
- Introduction of ability testing to enhance the selection process

Working at Chaucer

We place great value on employing the right people and seek to ensure that Chaucer attracts and retains the highest calibre of employee. We operate first class employment practices and have an employment policy in place to encourage, develop and retain staff.

For the third consecutive year, we conducted an employee survey to assess the integration of our corporate values within our culture and working environment. We expanded the scope of the survey to allow us to benchmark our performance as an employer, identify and share good practice, and focus our efforts on issues that mean the most to our employees.

- 98% of Chaucer staff are willing to go the extra mile
- 93% of Chaucer staff enjoy the work they do
- 96% of Chaucer Staff get personal satisfaction for doing a job well

Our current turnover rate is below the Market average and we benefit from exceptional levels of expertise and commitment from our underwriters.

Graduate Scheme

We offer a structured twenty-four month rotational programme, which exposes individuals to all areas of the business, developing technical skills and personal development

competencies. Professional study is also a key component of the programme. We place graduates permanently within a business area on completion of the programme, based on requirements of both the individual and the business.

Learning, development and continued improvement

Our London and Whitstable offices have dedicated in-house learning and development teams so all employees have access to high quality initiatives. Our teams have responsibility for the co-ordination of training company-wide and seek to deliver the majority of courses in-house.

- 85% of Chaucer staff agree that they are encouraged to learn new skills

Both our Learning and Development Teams have a wealth of technical and management experience and our technical trainers and programmes are accredited by the Chartered Insurance Institute and the Financial Services Skills Council.

All employees receive semi-annual performance reviews linked to personal performance to competency frameworks. These operate in support of individual development programmes, which we deliver as part of our group-wide training plans.

Professional studies and qualifications

We strongly support professional studies. We provide financial assistance, study leave, and offer financial rewards as a means for achieving professional status.

Management development

During the last two years, managers and supervisors have undertaken a skills development programme to help them apply management tools and techniques to their roles in the business.

- 83% of Chaucer staff have confidence in the leadership of Senior Management

This programme enabled participants to share their knowledge and experiences and to build support-networks around them to improve their performance and move our business forwards.

We are in the process of gaining formal accreditation with the Institute of Leadership and Management.

Coaching and mentoring

A number of our people benefit from an internal or external mentor. The Group has supported these relationships to enhance career and personal development.

Our mentoring charter and guidelines underpin our internal scheme.

Looking forward to the year ahead

Our priority is to integrate and enhance the initiatives currently underway to support our robust people strategy, which will provide us with the resources to deliver a superior performance.

This includes:

- Development and implementation of a Chaucer specific leadership programme
- Comprehensive talent management and succession planning
- Integration and harmonisation of people practices across the Group
- Further utilisation of Human Capital systems to enhance and automate processes
- Increased transparency and integration with relation to grading, competency frameworks and performance management systems



Jonathan Powell - Graduate Trainee

"I am currently in my second year of Chaucer's Graduate Scheme.

The Scheme provides graduates with good experience of all the main areas of the business, helping me to understand how underwriting works and where my skills are best suited. My experience to date has focused on the essential business management and processing areas including Management Information, Actuarial, Finance, Operations and Risk Management.

Chaucer organises regular sports and social events, including annual football, rugby and cricket tournaments. These events have helped me to get to know my colleagues outside of work.

Chaucer is an excellent company to work at. It has a friendly culture in which people are willing to share knowledge and support each other; combine this with an excellent remuneration package and you have a great place to work."



Oliver Howard - Graduate Trainee

"I joined Chaucer's graduate scheme in September 2007.

The highlight to date was my seven months spent with the Hull and Liability Underwriting Team, learning about the marine business, supporting both the Class and Assistant Underwriters and making invaluable contacts within the Lloyd's market. The role has given me a good insight into the marine market, in particular, how we model and underwrite risks.

The graduate scheme provides great scope for personal development, and Chaucer has helped me work towards my Chartered Insurance Institute qualification, offering both time out of the office for study and training sessions to support coursework material.

I have been at Chaucer for 18 months now and am sure that the skills I have gained will be a big help to me in my professional career. While I'm still finding my feet, Chaucer provides a good mix of experience, career progression support and personal development and in an enthusiastic environment to work in."