



everywhen

For every you





When it counts.

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everywhen for every you

Our colleagues are our greatest strength and only by creating a supportive, inclusive and rewarding environment, can we ensure that we attract and recruit the most talented people who want to stay, develop and progress with us.

Culture is and always will be the core of our success and we're determined to have a culture where everyone can thrive both personally and professionally, know that they can bring their whole, authentic selves to work and be celebrated for the difference they make.

We'll be there in all the moments that matter.

Whether you're navigating significant life events, planning for your future or thinking about your next career move, we want you to feel valued, supported and empowered.

Care for our colleagues goes beyond our core benefits and reward packages – wellbeing, recognition, belonging and opportunity means there's something for every you to thrive at **everywhen**.

everywhen for every you

for every



“With **everywhen**, we’re rebuilding something special together. **everywhen** means “always” or “all the time” and that’s exactly what we stand for. We’ll be there for you when it matters – whether you’re in need of support, ready to explore the next step of your career or simply want to save some money, there’s something for everyone. Thank you for your continued support to make our business the best it can be.”

Rob Worrell
Chief Executive Officer



“We’re committed to providing a workplace that truly cares for you, especially at the times you need it most. It’s more than just the policies we have – we recognise the power in nurturing your wellbeing, rewarding your loyalty, recognising your needs and celebrating your success. We want each and every one of you to feel comfortable and confident to be yourself, understand how you can develop and progress and feel empowered to be the best you can be.”

Claire Hunt
Chief People Officer



for every lifestyle

“

An inclusive culture is so important,
especially within our industry

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The **everywhen** culture is built on every colleague having a voice. No matter who you are, what you enjoy, what is important to you or what matters most.

everywhen is for every lifestyle, every choice, every belief, everyone.



for every lifestyle

Flexible working patterns aligned to the role you do, enabling colleague connection

We have four working patterns, reflecting the diversity of our business in servicing the widest set of clients and customers across the UK.

Office based - predominantly for our contact centre colleagues who need to be in an office every day.

Home based - predominantly for our central services colleagues who don't need a specific office base but are still required to travel for meetings and events to connect with colleagues and their wider team.

Hybrid - the majority of our colleagues will have a hybrid working pattern, where they undertake a mixture of office and home working activity. By creating modern office spaces, we want our colleagues to enjoy connecting, collaborating and learning from each other. We want to strike the right balance of a high-quality service for our clients and flexibility for our colleagues.

Field-based - predominantly for our account executive population who are out visiting our clients in-person across the UK.

“ I enjoy having a hybrid working pattern and feel it gives me the best of both worlds. I make sure to pop in once or twice a week to meet my colleagues and catch up. Nothing beats the buzz of the office environment and being able to get clarity on something across the desk, rather than emailing back and forth all day! My colleagues are far more likely to tell me how their projects are going in person too. I equally enjoy being able to get my head down and catch up on more focus-heavy tasks when working from home - as well as catching up on housework and having my favourite meals on the sofa.

Imad Abziouad, Geo

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“I am part of a large, multi ethnic, cultural and professional family. Diversity, curiosity and respecting those with a background that differs from myself was an important consideration in my upbringing. I joined the Ethnicity Community to assist with educating and raising awareness in all areas of the business also to hear stories from colleagues and learn something new. We cannot work effectively with those we do not understand, and we cannot understand without asking questions. DEI is so important, especially within our industry, as we serve clients from different walks of life. If our workforce is not representative of our clients how can we understand their needs and effectively communicate with them.”

Alicia Ngoma

Central Services and co-chair of Ethnicity community

for every lifestyle

Life Events

Here for life's journey's: Care for every milestone

Our flexible, caring and supportive policies are there for your significant life events.

From moving house to expanding your family, caring for loved ones to navigating ill health, coping with bereavement to dealing with menopause, our policies are centred on creating a supportive and inclusive environment.

We understand that life's challenges and milestones are unique to each individual and our approach adapts to what's important to you. With flexible working options and paid leave, we will help you balance work and personal life, ensuring you have the support you need, when you need it most.

Community Celebrations

Celebrating key dates and events together

Our Community Calendar shines light on key religious observances, community and cultural events and awareness days, helping to educate and build understanding, forming deeper connections with each other, our clients, customers and business partners.

Colleague Communities

Celebrating every voice

Our Colleague Communities have led the way when it comes to driving meaningful change and futureproofing our business to ensure we have a positive workplace culture. They have become trusted advisors to our business on many inclusion topics and continue to challenge our business so we can ensure everyone can thrive.

Made by colleagues for colleagues, our community groups create a safe space so we can hear first-hand the experiences of our colleagues.

Our colleague communities are:

- Disability
- Ethnicity
- Gender
- Pride
- Family life
- Mental Health First Aiders
- Menopause
- Women in Tech
- Social Mobility
- Neurodiversity Support



for every lifestyle

Everyone has a voice

Nurturing experience and talent

We have colleagues with wealths of experience and expertise who are embracing and flourishing in a new working world. Prioritising wellbeing and mental health while passing on their experience to the next generation, we're proud of our inclusive culture where everyone of our colleagues can thrive.

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I joined the disability steering group to actively promote disability awareness, celebrate difference within the workplace, and to ensure that support is offered to individuals with disabilities. I have had my condition all my life and it can affect my work so I have experienced firsthand the daily challenges and obstacles that people face and empathise with the struggles to overcome them. The Colleague Communities are like breath of fresh air by having a safe space to talk and share experiences with the aim to raise awareness, celebrate differences, provide support, and empower everyone to have a better workplace environment.

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Tim Morris
General Insurance and member of DisAbility community

for every opportunity

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We learn, develop and achieve
excellence together

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Continuous learning and growth are the key to achieving excellence together. We make it easier for you to take the opportunities that are available to you, striving to empower your growth every step of the way.

everywhen will help you prepare for today's challenges and succeed in the future.



for every opportunity

Award-winning Learning and Development

Achieving Excellence Together: Learning, Developing, Succeeding

Our dedicated, award-winning in-house Learning and Development team design, deliver and evaluate a range of learning offerings. Our Learning and Development offering is designed to help you unlock your full potential whether through skill-building, leadership programmes, apprenticeships, or personalised training paths.

The team are constantly looking to evolve and grow and have achieved external recognition by being awarded a Princess Royal Hallmark for our Emerging Careers Apprenticeship Programme, our Women in Leadership programme and won Silver in the 2024 Global Learning Awards for L&D Team of the Year. The team also won Team of the Year at our internal Global Spotlight Awards.

Together we are learning, developing and achieving excellence.

“My career in insurance started at the age of 18 on the first ECAP program. This was an 18-month program led by the Learning and Development team who helped guide me through the whole process from start to finish. It started with an 8 week introduction into insurance which fast tracked my knowledge of the industry and how it operates and went on to aide me in passing all three of my Cert CII exams. This programme meant that, as well as gaining my qualification, I was also able to become a part of an organisation that truly cares about the development of their colleagues. I have now been with the business for over two years and in that time I have been given a mentor who has supported me with my career aspirations and I am coming up to the end of my Women in Leadership programme, also run by the Learning and Development team, which I began after completing my apprenticeship programme. I am proud to be part of this incredible organisation who have helped me develop as an insurance broker and are always willing to help me with my career aspirations.”

Kimberley Pettit
General Insurance

for every opportunity

Early Careers

Induction

The start you deserve

Starting a new role can be daunting and we want to ensure that all our new colleagues have a positive and welcoming first experience with us. A clear induction provides new joiners with all of the information they need to understand their role in the business, enabling them to integrate into their new role with ease. Our induction programme is designed to help line managers support their new team members by providing a consistent on-boarding experience.

Apprenticeships

Supporting new and existing colleagues to reach their potential

Our apprenticeship programmes are delivered remotely and are a great way of obtaining external qualifications, whilst receiving ongoing study support and coaching through our apprenticeship providers.

With apprenticeships available across the following subjects, there's something for everyone:

- CII certificate, diploma and advanced diploma through the Insurance standards
- Coaching Professional
- HR
- Finance
- Fraud Specialist
- Compliance Practitioner
- Data Analysis
- Junior Management Consultant

“The sales training was split into bitesize sections, making each topic easy to understand and informative. The whole day was very insightful, with many things that I could take away and put into use not only in my current role, but in my day-to-day life outside of work as well. I found the assumptive language particularly valuable and have been using this in all my calls since. This programme has increased my self-confidence, my ability to build rapport through asking the right questions and actively listening and I’m more confident dealing with objections. Putting these things into practice, my conversion rate has increased across new business and renewals!”

Sam Johns
Direct

for every opportunity

Professional Development

Client Service and Personal Excellence

Our suite of learning develops your skills to deliver Client Excellence as well as learning aimed at personal development.

The content has been accredited by the Institute of Customer Services and can be delivered flexibly to meet your needs, using various media including webinar and remote delivered workshops.

Sales

Our broad range of programmes include Telephony Sales Skills, Bite-Sized Sales skills (covering 15 individual topics) and our Super Broker Workshops and are delivered in-house.

We also facilitate development workshops aimed at our client facing colleagues including Account Executives, Relationship and Sales Managers. Topics include enhanced questioning & listening skills, identifying referral opportunities and how the use of language can influence those who we are communicating with.

Technical and Acturis

Our technical training webinars run throughout the year and we encourage everyone to attend these as they support in maintaining and growing skills and knowledge.

All webinars are recorded and made available on MyLearning providing an ever-present bank of learning to take advantage of. MyLearning is available via an app, giving the chance to listen whilst away from your workstation.

Our role specific competency technical pathways are available for each of the business areas and are mandatory for new starters and available for existing colleagues across the business and help go towards your Continuing Professional Development (CPD).

Our variety of Acturis courses are tailored to enhance your knowledge and skills whilst using the system. Our training offers guidance on how to use the Acturis system compliantly and in line with Advisory's procedures.

Wellbeing

Looking after yourself from the inside out

Our team have created several wellbeing webinars, such as Resilience, Managing Emotions, Avoiding Burnout, Dealing with Uncertainty, Positive Mindset, Winter Well-being and Self-Confidence.

For line managers, we have online and webinar training on Leading Virtual Teams as well as offering coaching sessions on leading others.

for every career

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The opportunities are endless

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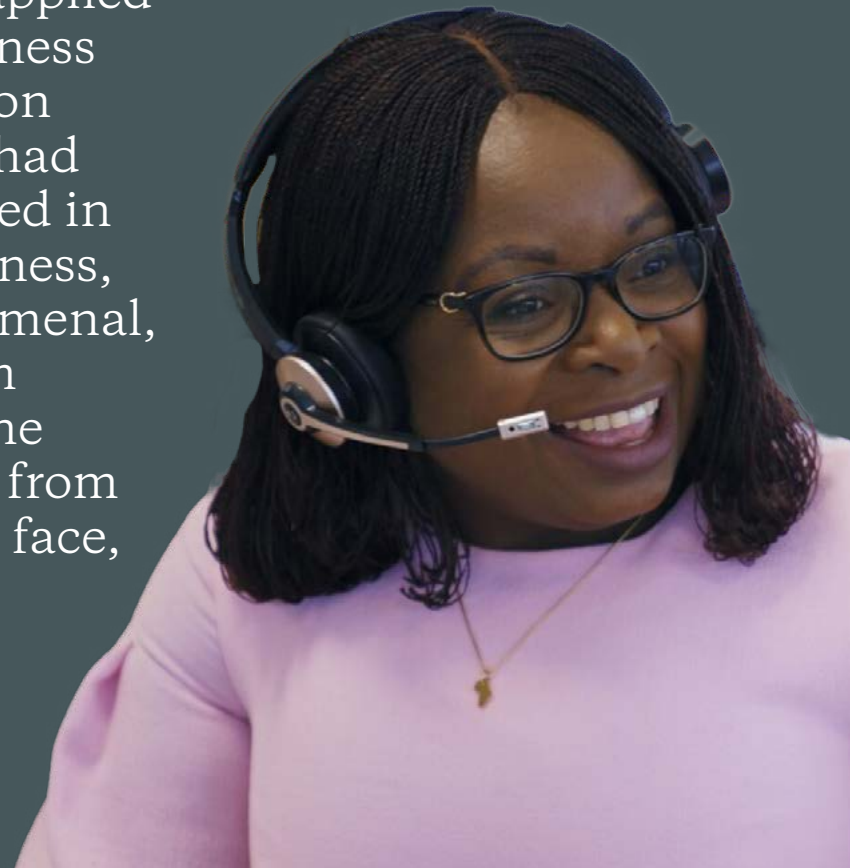
Our ambition is for you to see your future with **everywhen**. Through our career pathways, mentoring and coaching programmes and professional and personal development, there is a career for everyone at **everywhen**.

We support your career ambition, no matter what it is.

“One the most valuable lessons I’ve ever received is that if you don’t change you don’t grow, and Bob Dylan says it best with “he not busy being born is busy dying”. It’s the same with learning. If you are prepared to put the effort in, our learning programmes are your oyster. The single biggest win for me has been the ability to pursue studies that I can apply immediately to my role and also use to demonstrate readiness for future career opportunities. Curiosity led me to join Ardonagh, curious as to whether I could try something new and how far I could go if I applied myself in a supportive environment. I work in a business that gives you the bandwidth to balance your ambition with its needs and supports you to be your best. I’ve had the freedom to identify and take courses I’m interested in and believe will provide multiple benefits to the business, the customer and me. The range of options is phenomenal, and the L&D team are a knowledgeable, can-do team who will make things happen to support you. Over the years I’ve probably sampled everything on the menu from professional qualifications, lunch and learns, face to face, self-study sessions and everything in between!”

Zanele Sibanda

Health & Employee Benefits



for every career

BIBA Membership

Accessing industry opportunities

Our membership of BIBA gives colleagues access to opportunities over and above our business. The chance to get involved in regional and technical committees, Young Brokers or public affairs work, brings benefits of gathering and sharing valuable information and exchanging views with other like-minded people.

You can tap into vast knowledge and insight, keep up to speed with the latest information and access guides and supports to help your career flourish.

Career Pathways

Building your career path, one step at a time

Our job architecture provides a transparent framework for you to understand your role, how it fits within the company and, how we can help you progress your career with us.

We have many career pathways across roles and professional job families that will show you the skills, knowledge and experience required for each role level and identifies recommended learning materials to help you reach your full potential. We want you to build a career with us and we will be there to help and support you on every step of that journey.

Mentoring and Coaching

Challenging for personal and professional growth

A successful mentoring relationship is recognised as being transformative for mentees and mentors alike, challenging individuals to develop personally and professionally, while achieving goal-oriented life outcomes.

Through the Ardonagh Academy, we are partnered with global mentoring training and software provider, MentorcliQ, to create a mentoring experience that provides our people, across our global group of businesses, with the structure and environment to interact, engage, create and foster relationships with people they may not otherwise have encountered in their day-to-day roles.

“When I joined the business at the age of 23 as a Marketing Manager, I could have never imagined that 13 years later I would be leading the brand, marketing and internal communications function. With the support of our fantastic learning and development team, I completed a Chartered Management Institute professional qualification in leadership having started it in 2017 and completing it in 2019 after nine months of maternity leave! Before this, I thought qualifications were only for those starting out in their career. I’ve had different mentors at different stages of my career journey, each one giving a new perspective and learning opportunity as well as fantastic managers who have supported and encouraged by development. The opportunities are endless for those who want to take them!”

Kirsty Wainwright-Noble
Central Services

for every career

Leadership

Talent Programmes

Our talent programmes are available for anyone who wants to start or develop their career path, whatever that looks like.

- Aspiring Team Leader
- Agile Leader
- Inspirational Leader
- Transformational Leader
- ATL Evolve
- Women in Leadership

The programmes are delivered over a six to twelve-month period consisting of facilitated workshops, self-learn modules and webinars covering learning topics such as Insights discovery, situational leadership, influencing skills, coaching, creating high performing teams, emotional intelligence and positive leadership.

for every cause

“ Every year you can take a day out
to give back through volunteering

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Your spirit, resilience and unique perspective is something we are ever in awe of. The genuine care you have for the communities you're involved in is shown in the money you raise for charities, causes and projects close to your hearts.

everywhen supports the causes that mean the most to you.



for every cause

Ardonagh Community Trust (ACT)
Building better, brighter and stronger futures for all

Being part of Ardonagh gives you the opportunity to raise money for charities and causes close to your heart. With six inclusive and accessible actions: Match Funding, Volunteering, Community Grants, Charity Partnerships, Sustainability and our Bright Future Prize, our goal is to ensure that every colleague makes a difference by taking part in at least one ACT project during your time with us.

Volunteering days
Grow, learn and thrive while giving back

We support you to donate your time and skills to help your local communities. Every year you can take a day out to give back through volunteering. We can also help to match you with charities, causes and projects that need help if you don't have a specific one in mind.

Give back days
Rallying together in the spirit of community

Give back is a Group-wide annual charity event where colleagues, teams and offices are encouraged to unite to make a difference through the power of giving. It's a day to reflect on those less fortunate, coming together as a community to raise awareness and funds – with an extra boost from ACT in addition to what you raise.

Match funding
Boost your fundraising for the causes you care about

We never fail to be humbled by the selfless acts of fundraising, awareness and volunteering you do in the communities you're involved in. Through match funding, we enhance the money you raise to support you reaching and smashing through your goals. The process is easy, meaning you can focus on making a difference.

for every reward

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Recognising the talented
colleagues we have across our
business is core to our culture

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We celebrate ambition and strive
for high performance in all we do
and love to share the rewards with
you when we are all successful.



for every reward

Bonus

Rewarding great performance

We have a range of competitive bonuses schemes that encompass all roles and contributions. From sharing in the success of personally generated income, through to support roles which share in the overall success of our business, there is a reward scheme for everyone.

Recognising the talented colleagues we have across our business is core to our culture. Through learning, development, incentive schemes and more, we aim to retain the best talent in the market, enabling our colleagues to flourish.

Bonus scorecards are based on several factors including business and individual performance, ensuring we maintain our high performance culture.

Referral Incentives

Recognition for demonstrating care through curiosity and excellent delivery

We are proud of the proposition we offer to clients and customers and want to give you the tools you need to share it with your friends, family, clients, customers and connections – with the opportunity to earn as a thank you. We have incentives for the following products and services, where you receive a financial reward for referring business:

- Credit
- Cyber
- Friends & Family
- Private Clients
- Employee Benefits
- Management Liability Portfolio (MLP)
- Buildings Valuations
- Stallard Kane

for every benefit

“ Each one of you is different ”



Benefits should be as individual as the person receiving them. That's why we have our core benefits for everyone and our flexible benefits that can be tailored to your specific needs and preferences.

Everyone benefits with **everywhen.**



for every benefit

Core benefits

A thank you for being part of our family

We are proud to offer benefits packages which help you plan for your future and offers protection for you and your family, when you would need it the most. Our employer paid benefits include **pension, Group Income Protection and Life Assurance.**

Support when you need it most

Policies that are fit for purpose

Designed with supporting colleagues at the core, we have a range of policies that are regularly reviewed to ensure they're fit for purpose, regardless of what stage you're at in your life or career.

Flexible benefits

Benefits that are as individual as you

Each one of you is different. You have loved ones and a life outside of work. Flexible benefits are designed to recognise you as an individual, through benefits you can personalise. Each year, during enrolment, you can select from a range of benefits to help you achieve the perfect work-life balance. You can save money on activities you enjoy, look after your health, plan for your future, and much more.



for every benefit

When protection matters

AAG Financial Education

Are you financially fit?

Dive into our new financial wellbeing initiative and take control of your financial future. Providing an interactive space for you to discover top money management tips, helping you to feel confident when making financial decisions and achieve your financial plan - be that getting on the property ladder or rethinking your retirement.

Critical Illness Insurance

Prepare for the impact of a serious illness

Cover yourself against the financial impact of a critical illness. Choose a lump sum from £10,000 to £500,000. You can extend cover to your partner too. Children are automatically covered at 25% of your cover.

Motor Breakdown Cover

Be prepared for an unexpected break down

Cover your vehicle against breakdown, 24 hours a day, 365 days a year. Choose from four levels of cover from National Recovery to European Rescue, for up to three cars.



for every benefit

When your wellbeing matters

Employee Assistance Programme (EAP)

Life's a journey and every road has a few bumps

Buying a new home, illness, managing money, relationships and raising children – just a few of the events we experience, making the journey both exciting and challenging.

Through the EAP provided by Care first, you can rest assured you have an expert team to help you plan the highs and support you through the lows.

With the EAP you have 24-hour personal assistance. At any time, day or night, you can talk in confidence to a qualified adviser.

The EAP provides counselling services from BACP accredited counsellors who provide in-the-moment advice and support and information services equipping you with essential knowledge to help you address everyday challenges at work and in your personal life.

You also have help and support on the move with the Thrive: Mental Wellbeing app, an NHS-approved app designed to not only help you manage common mental health conditions but also to detect the early signs and help prevent them from happening in the first place. Use it to track and record how you feel, learn about different ways of thinking about a situation and guide you to support, if and when you need it.

The app provides easy access to 24/7 counselling provided by BACP accredited counsellors, Care first lifestyle, an information resource containing advice, articles and webinars on a range of everyday topics and Care first's information specialists contactable directly from the app for help and practical advice on a range of work-related and personal subjects.

Healthcare Cash Plan

Help cover the cost of routine healthcare

Claim back on a wide range of everyday healthcare, such as dental treatments, eye care, physiotherapy and more. Choose between six levels of cover with the option of adding your partner. As a bonus, up to four dependent children are automatically covered under your policy.

Health Screening

Monitor your health and make lifestyle changes

Undergo a series of tests to identify potential health problems. You'll receive a comprehensive report of your results, along with the support you need to make the necessary lifestyle changes. Choose from two levels, with the option to add a mammogram for females. You can also choose a screening for your partner.

“I want to use my position in the company to amplify the message of our Colleague Communities and help raise awareness of the issues with all my colleagues. Being an ally is about wanting to learn, wanting to help educate others and wanting to create an environment where everyone feels safe and included, regardless of what it is that makes them feel different.”

Richard Senior
General Insurance

for every benefit

When your wellbeing matters

Cycle to Work

Get fit on a brand-new bike for less

Choose a brand-new bike and accessories and save on tax and National Insurance. The cost is spread over 12 months, interest free. You can now choose a bike and accessories worth up to £5,000.

Gym Membership

Save money on keeping fit with a corporate deal

Find a membership to suit you with discounted rates and no joining fees (on a number of options). Choose from over 3,000 gyms and include your partner too.

Dental Insurance

Easing the financial strain of dental fees

Access private dentists and claim back money on routine visits and expensive treatments. Choose from four levels of cover and extend to your family.

Digicare app

A hands-on approach to health care and support

Aviva DigiCare+ is a complimentary health and wellbeing benefit available via an easy to use app. What's included with Aviva DigiCare+?

- Annual health check - test your risk of diabetes and high cholesterol, as well as your liver, kidneys, and bone health.
- Nutritional support and consultations - Advice on how to improve your eating habits as part of a healthy lifestyle.
- GP appointments for you and your family at a time to suit you
- Mental health support - you can make your way towards a healthier and clearer mind with the help of qualified therapists.
- Second opinion service - have another expert look at your medical treatment and diagnosis for reassurance.
- Bereavement support - practical support and emotional comfort when you lose someone close to you.

Private Medical Insurance

Get fast access to medical treatment when you need it

Cut NHS waiting times and gain access to comprehensive, high-quality medical care. Extend cover to include your family too.



for every benefit

When your lifestyle matters

Charitable Giving

Donate to a cause close to your heart

Pay into a Charitable Giving account and manage your charity donations whenever you want. Choose a monthly amount to contribute to your account.

Travel Insurance

Stay covered for multiple trips

Get worldwide cover, for you and your family, provided as standard, with winter sports and COVID cover automatically included.

Holiday Buy

Adjust your annual leave to meet your needs

Extend your holiday for the year ahead, you can buy up to five days annual leave (in the annual enrolment window). This is pro-rated for part-time colleagues and proportionally adjusted throughout the year if you are a new starter.

Technology Vouchers

Get your hands on the latest tech and spread the cost

Select up to £2,500 worth of vouchers to spend on the latest technology at Currys PC World. Pay back the cost in 12 monthly instalments and spend your voucher within 24 months.

Car Salary Sacrifice

Get behind the wheel of a brand-new car

Get your hands on a brand-new car with fully comprehensive insurance, servicing, tax, breakdown cover, replacement tyres, windscreen cover and more in exchange for a regular, affordable, monthly salary deduction.

Restaurant Discount Card

Save money on meals out and takeaways

Enjoy money off deals at 10,000 restaurants nationwide. Including Prezzo, ASK Italian, Pizza Hut delivery, Pizza Express and many more. Choose from two dining cards and select up to three of each to share with friends and family.

for every thank you

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The Spotlight Awards celebrate
the people of Ardonagh

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Thank you is one of our favourite phrases and we can't say it enough. You are our greatest strength and we are grateful for all you do to support our clients, customers and colleagues.

We recognise and celebrate those who go above and beyond in their pursuit of excellence.

“The Ardonagh Group Spotlight Awards was such a wonderful experience. The support I received leading up to the event was amazing; everyone went above and beyond to make sure I felt comfortable. As someone who is neurodivergent, it meant so much to receive the Diversity, Equity, and Inclusion Award for my work in raising awareness about neurodiversity in the workplace. It was a moment to not only celebrate but also shine a light on the importance of inclusion and creating spaces where everyone can thrive. What really stood out to me was how much Everywhen and the wider organisation genuinely cares for its people—all people. They provide opportunities for us to share our passions and be heard, which is so important. This award has given me a platform to continue advocating for neurodivergent individuals, and I feel so proud to be part of a group that values diversity and inclusion so deeply. I’m hugely grateful for this recognition and to everyone who made the experience such a positive one.”

Abbie Davies
RiskSTOP

for every **thank you**

Applause

Everyday recognition for every achievement

Applause is our Group-wide, everyday instant recognition platform that gives all our colleagues the opportunity to show their appreciation, say thank you, well done, and just generally recognise colleagues by giving them a virtual shout-out for the great work they do on a day-to-day basis.

Loyalty Recognition Scheme

Celebrating loyal service

Whether you have been with us for three years, five years, or 20+ years, we want to celebrate your commitment and hard work.

As part of the scheme, colleagues receive an additional day's annual leave to be taken where possible on their birthday (or to be used within 12 months from their anniversary month) and a Lifestyle e-voucher, in which the amount will depend on the length of service. The anniversaries covered by the scheme are: 3, 5, 10, 15, 20, 25, 30 (and so on in increments of five).

Spotlight

Shining a spotlight on excellence and outstanding achievements

The Spotlight Awards celebrate, the people of Ardonagh. They're our chance to recognise the outstanding performance, dedication and effort that we see from our colleagues throughout the business every day; and to say thank you for all our colleagues do to make our business great.

