

# Our Company





## About Us

Founded in 1999, Commercial Express has enjoyed a consistent level of growth. The company proposition is based on understanding a broker's business and its vision. Our professional people provide the highest quality service and use their unrivalled industry knowledge to compliment our range of insurance schemes.

As a successful insurance provider, we work closely with a selected number of insurers whose aim is to deliver our customers with a range of superior products.

**We aim to become one of the best managing general agents in the UK.**

At Commercial Express we find and hire the best people. Our process is thorough, transparent and fair to all.

We previously held the Investors In People Gold Standard for demonstrating that our employees are at the forefront of the company and at the heart of all we do. It is vital that all applicants understand the pride we have in our company.

In being approachable, flexible and providing great customer service we in turn satisfy our mission statement "Offering the best solutions and service possible so we're the smart choice and first choice for our customers."

We would like any potential candidates to have the same vision and focus as our amazing teams.



## Our Mission & People Values

### Our Mission

To offer the best solutions and service possible. We are the smart choice and first option for our customers.

### Our People Values

- Our **culture** is warm and friendly, with a can-do attitude.
- We **communicate** effectively to ensure transparency.
- Our support builds long term trusting **relationships** with both internal and external partners.
- **Innovation** is encouraged and supported in our people, products and technology.
- **Investment** in performance through training and development.
- Personal and **professional** in our approach.



## Your Benefits

- **Workplace Pension Scheme** offering you flexibility of up to 16%
- Minimum of 27 days **holiday** plus bank holidays
- 1 Paid **Volunteer Day** per year
- **Hybrid Working** – Flexibility to work from home combined with a number of days per week in our office on The Waterfront in Brierley Hill
- Providing a fantastic **work environment** to drive our commitment to learning and development, innovation, and collaboration
- **Health Cash Plan** and Virtual GP Services
- **Trained Mental Health First Aiders** and access to 24/7 Employee Assistance Programme, offering a range of health and wellbeing, financial and counselling services
- **Professional Memberships Funding Options** – as part of holding CII Chartered Insurance Underwriting Agent Status we offer a variety of funding options to support our people in achieving industry standard qualifications
- **Employee recognition** awards and annual employee awards
- Staff social events throughout the year, including **Summer and Christmas parties**
- **Long Service** awards
- **Free** on site parking
- **Matched funding** for charities
- Death in Service **benefit**

## Your Commercial Express Journey

We pride ourselves on looking after the wellbeing of our people, and have invested in Trained Mental Health First Aiders and access to 24/7 Employee Assistance Programme. You will have monthly 121 meetings with your line manager to spend quality time together discussing your performance, your training needs and your future goals. More importantly, understanding how you feel and ensuring you have all of the support that you need from Commercial Express. You will have Appraisal reviews twice a year to measure progress on objectives and celebrate successes. These reviews will contribute towards the annual performance-based pay review process.



## Industry Qualification Support

We achieved Chartered Insurance Underwriting Agents Status in 2023 and we offer a variety of funding options to support our people in achieving industry standard qualifications.

This boosts their personal development and promotes the level of knowledge and expertise within our teams.

We understand that training for CII qualifications requires commitment in both time and finances, which is why Commercial Express offer incentive schemes for people to choose the best options for them.

Our most popular option is that we can provide an interest-free loan to cover the cost of course materials and exam fees. Offer paid time off to attend exams. Upon completion of the qualification, you would be rewarded with a guaranteed pay rise.

Alternatively, we can offer a learner agreement where the business would provide the full financial investment to cover course materials and exam fees to achieve the qualification.





At Commercial Express, we are committed to actively seeking and hiring the best people... That's because people are at the forefront of our Company and the heart of everything we do. If you are enthusiastic, passionate and enjoy being part of a first-class team, then Commercial Express could be the company for you.

Our success is built upon offering our people the best of both worlds, flexibility to work from home combined with the buzz and teamwork within the office.

We embrace equality and inclusivity so if full-time hours are not suitable for your work-life balance, we are open to discussing part-time hours.

Please feel free to talk to us about the flexibility that you need, together we can help you thrive at Commercial Express.

## Here are some testimonials from our amazing teams



“ I chose to join CE because of the people. For both interviews, I got a real sense of friendliness and warmth which is so important in the workplace. I came from a very large business – so it was very appealing to come to work for a smaller team, with more ability to make an impact and contribute towards the growth of the business. This is only the end of my second week and I know now that I made the right decision, everyone has been so welcoming, helpful and given me some real direction.”

**Claudia Partridge, Marketing & L&D Manager**



“ I was made aware of the vacancy through people I had previously worked with. They highly recommended CE, outlining the job prospects and focusing on employee wellbeing. I had basically hit the ceiling at my previous place of employment and CE opened many more doors for me. Allowing me to expand my knowledge and apply it.

I particularly like the fact that CE encourages it's employees to venture into new roles and acquire licenses in different schemes.”

**Kieran Jones, Renewals Underwriter**



“ Commercial Express ticked all the boxes for me when it came to searching for job roles. Being a company that offered excellent benefits, embraced the modern approach of hybrid working & encouraged growth in a number of technical areas made it a no-brainer for me to apply to work at CE – thankfully I was rewarded with a job offer to become their newest IT Developer.

Everyone on the team, and in the company as a whole, has been extremely welcoming and supportive, allowing me to make excellent progress in my first few months.”

**Daniel Forrester, IT Developer**

## Our Awards



### Customer Service Provider of the Year & Schemes Partner of the Year



**Insurance Times Gold Award, MGA Initiative of the year**







## Our Commitment to Care and Charity

Commercial Express are committed to looking after the well-being of our people and actively promote monthly well-being topics.

In line with this, we are proud sponsors of the Birmingham Adult Transplant Sport Team, to whom we have a five-year commitment to support their fantastic achievements and promote the very important message around organ donation. This is a fantastic team of people made up of recipients of organ, stem cell or bone marrow transplants. Members range in age from 18 to over 80, all of whom have used sports to help their recovery after their transplants. Some of the members have even donated organs themselves.



# Careers with Commercial Express

We have an amazing team of people who all contribute towards the success of our business.

**What are you waiting for? An exciting career awaits.**

Why not follow us on Social Media and discover all our latest updates?



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