



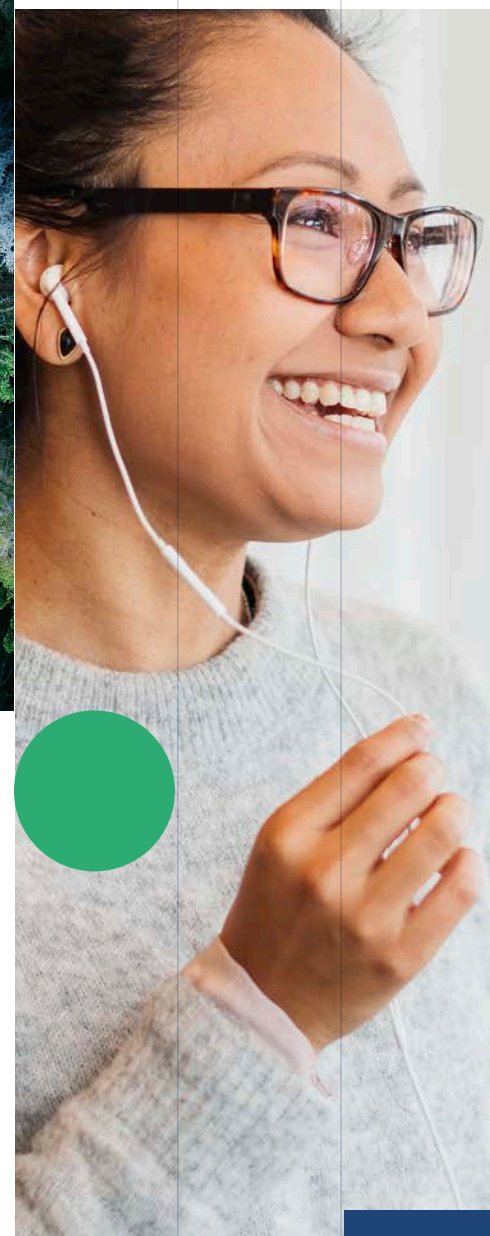
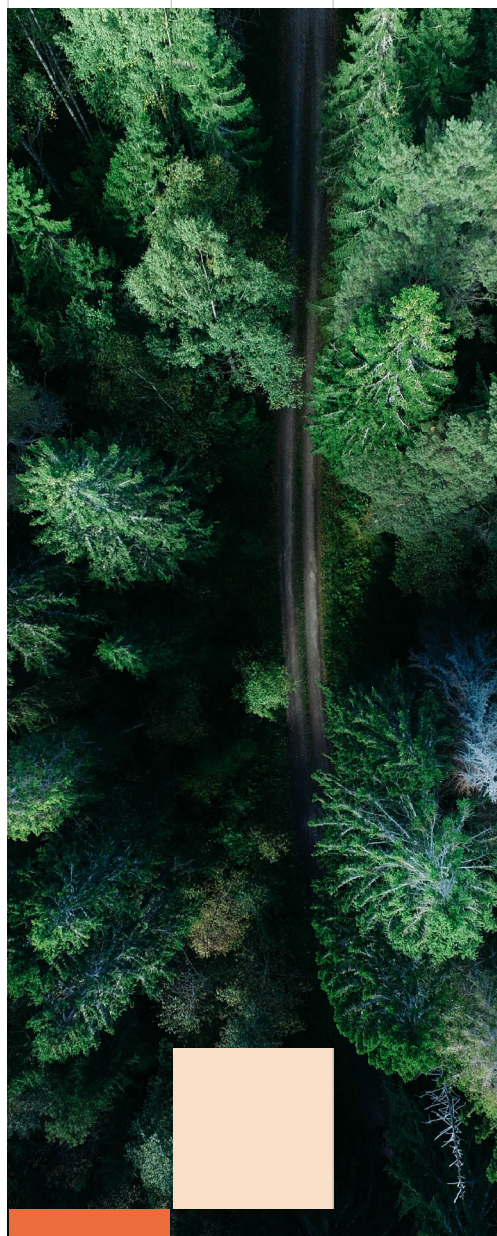
*Environmental, social  
and governance.*

2022 SNAPSHOT



**OUR VISION**

We aspire to lead our industry in acting with purpose and social consciousness and to promote sustainable practices, so that our planet and all of us on it can thrive long into the future.



ESG

At Sedgwick, taking care of people – colleagues, clients and communities – is at the heart of everything we do. That is why we will maximize our opportunities for collective impact by 2030.

*Sedgwick has been committed to environmental, social and governance for decades and making an impact around the world. As Sedgwick grows, our global strategy continues to evolve.*

# E

## ENVIRONMENTAL

*We are focused on promoting sustainable practices so that our planet can thrive long into the future. We believe that caring counts, and that extends to caring for the Earth and helping to protect our natural world.*

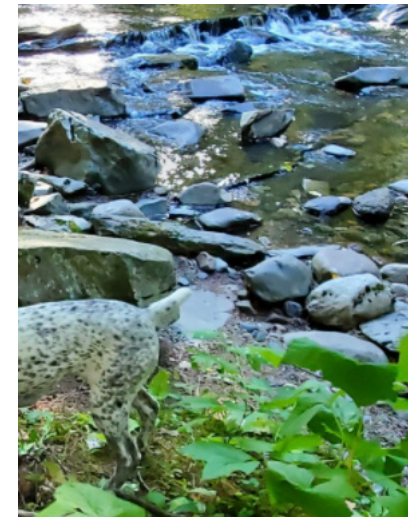
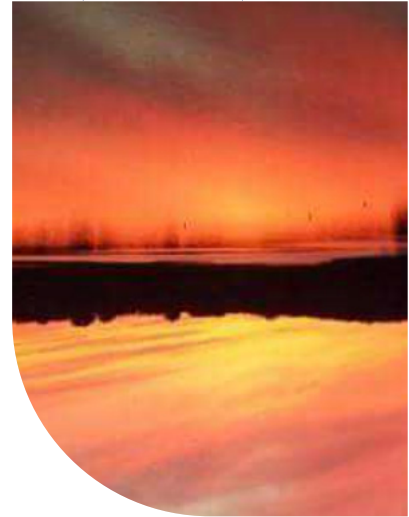
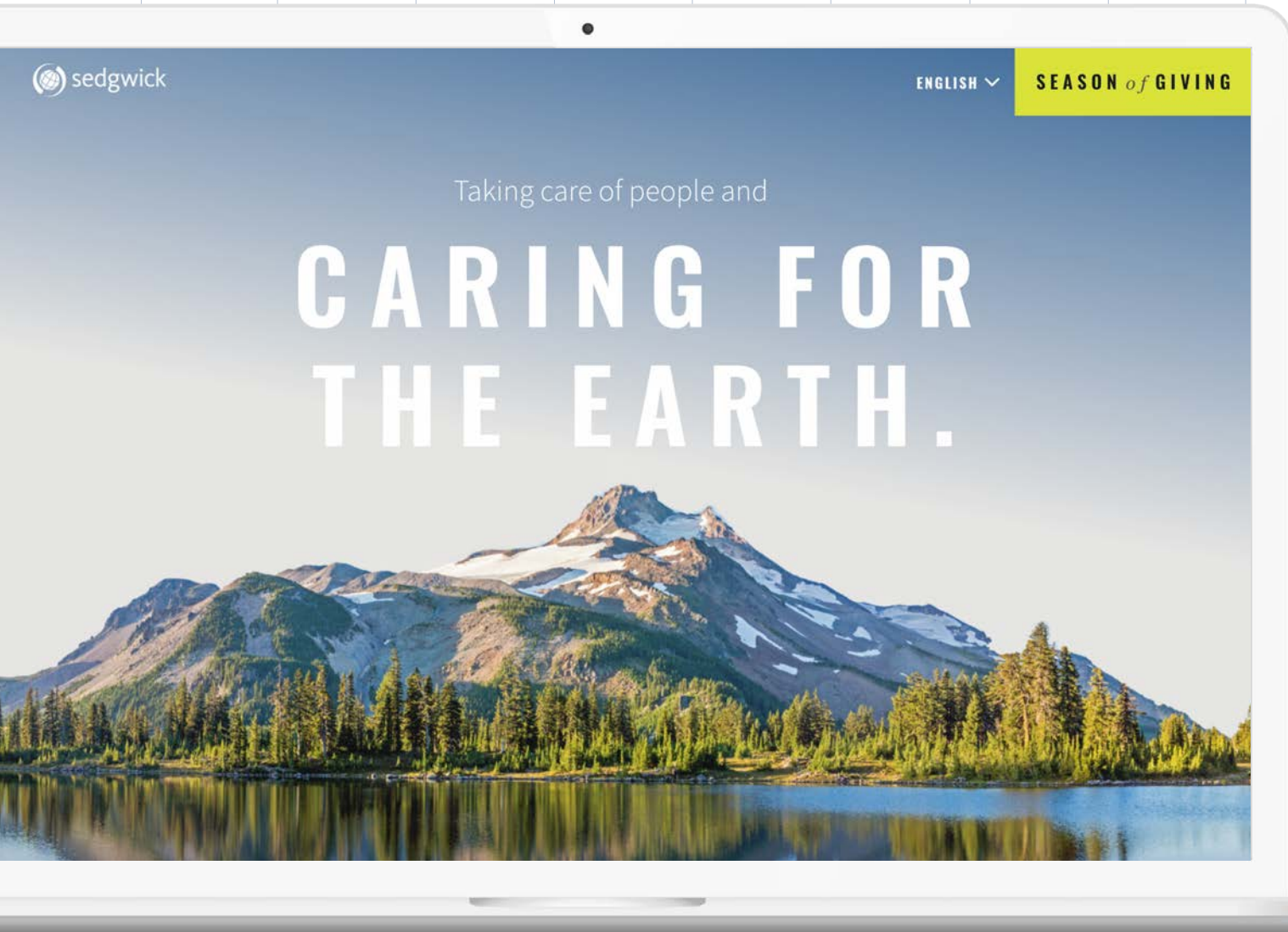


*Taking care of people  
and caring for the Earth*

**F**or many of us, 2021 offered a fresh perspective on the world. Between the lingering COVID-19 pandemic and multiple natural disasters, we gained a renewed appreciation for the interconnectedness and fragility of Earth's ecosystem.

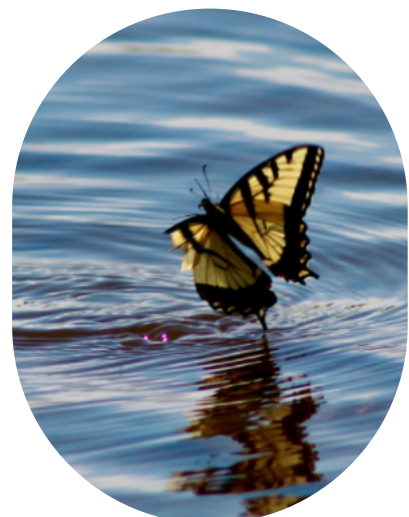
In particular, societal restrictions related to the coronavirus have disrupted behavioral patterns and encouraged us to spend more time in the great outdoors. Whether we were dining al fresco, walking around our neighborhoods, or vacationing in the woods or the mountains, 2021 brought us closer to nature than ever before.

*Our commitment to caring counts also extends to caring about the Earth.*



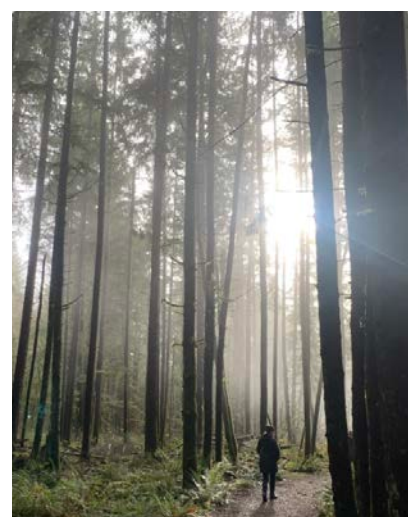
**SEEING THE WORLD THROUGH A NEW LENS**

We encouraged colleagues and clients to share how they engaged with nature. These are some of the photos submitted.



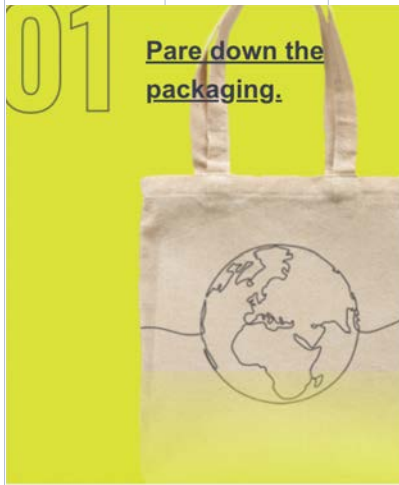
In December 2021, Sedgwick launched its annual season of giving campaign to drive awareness and engagement with our colleagues, clients and communities around the world.

*We chose to support Conservation International and put our focus on the importance of protecting and restoring the natural world, so it can sustain our communities and thrive long into the future.*

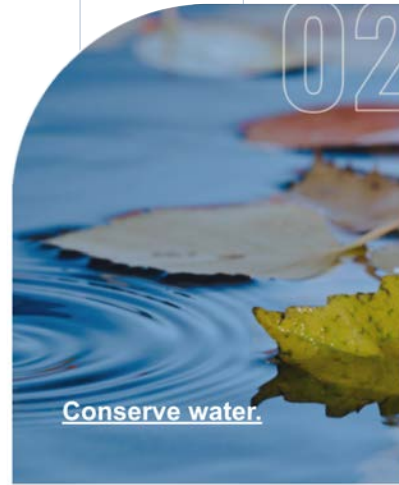


## Collective efforts

Our 2021 end of year, season of giving campaign focused on the importance of protecting our fragile ecosystem, so that planet Earth can thrive long into the future. By committing to small, incremental changes to our individual consumption habits, we can have a significant collective impact on the natural world.



*Sedgwick encourages each colleague to sustainably care for the well-being of our planet with these simple tips.*



*Conservation: Colleagues shut down computers and turn off lights when not in use. Sedgwick regularly provides conservation tips to colleagues through email reminders.*

## E-waste

When technology is no longer useful at Sedgwick, we partner with a leading provider of sustainable IT asset management and disposition solutions, which is e-Stewards certified, to strategically reuse more of the technology components. The management services include technology removal from our offices, data sanitization for security and recovering and recycling materials where practical.



(Globally recognized standards for electronics recycling and reuse)

## Paper use

Reducing paper use is a significant part of our environmental strategy and our vision for 2030.

Our commitment to reducing paper includes going digital whenever possible. As one example of our paper reduction, business cards, brochures and other materials are now digital and leverage QR codes such as this when attracting new candidates to learn more about a career at Sedgwick.



Paper usage down by

**46%\***

Most recent UK CSR report

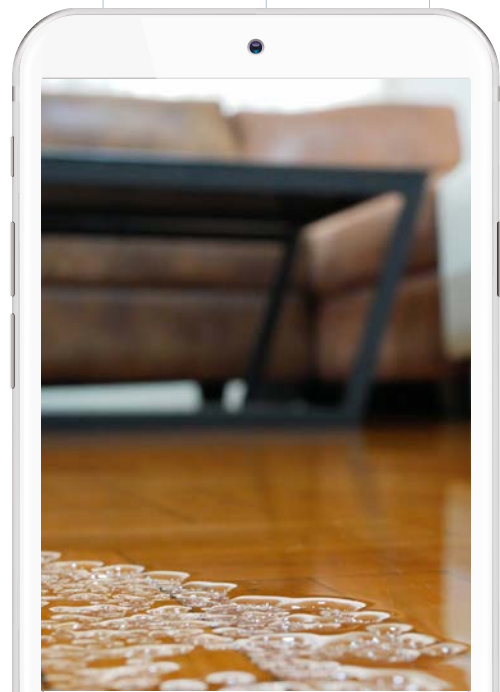
**1,400**

boxes of paper less than target\*

Most recent UK CSR report

### Greenhouse gas emissions

Our claims professionals around the world proactively protect environmentally fragile sites and reduce our carbon footprint by using virtual site inspection tools, when possible.



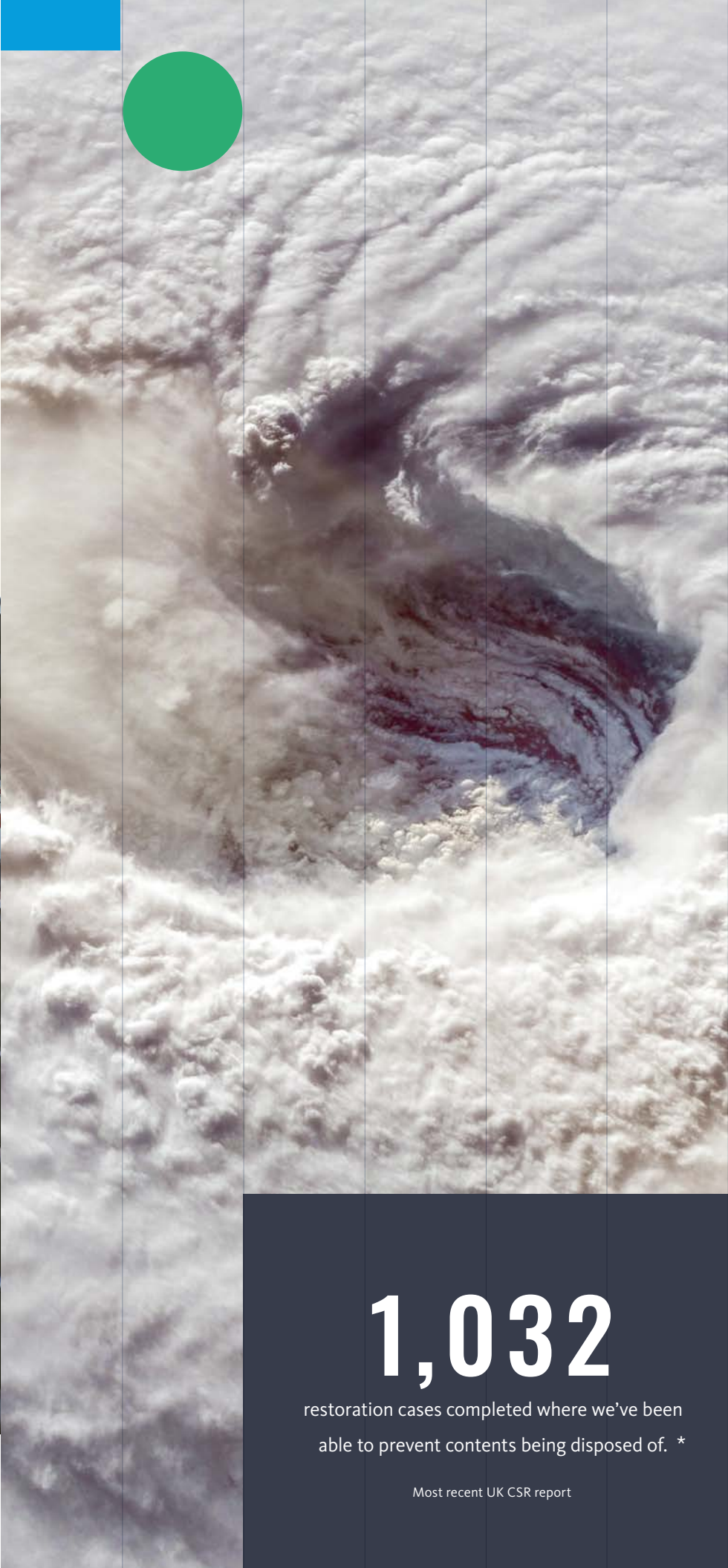
We reduced our carbon footprint by **60%**\*  
by avoiding traveling to meetings — that's the equivalent of 388TCO<sup>2</sup> (based on Webex use).

Most recent UK CSR report



**54** savings made through the use of train instead of cars.\*  
**TCO<sub>2</sub>e**

Most recent UK CSR report



### Physical impacts of weather-related incidents

We have an entire team of experts specialized in the environmental industry to help restore property damaged by natural disasters, and to mitigate losses on the property.

### ISO 14001 ACCREDITATION

*Sedgwick's UK repair solutions division has been working hard to manage the effects that their repairs have on natural resources. To help with this, Sedgwick developed an environmental management system that is ISO 14001 certified, the gold standard for environmental management. Our environmental policy includes a commitment to continual improvement. We're looking to deliver a sustainable service to customers and clients that continues to be market leading, and we have a number of measures in place to help us do that, including increasing our awareness on how we impact the natural world.*

**1,032**

restoration cases completed where we've been able to prevent contents being disposed of.\*

Most recent UK CSR report

## Client solutions

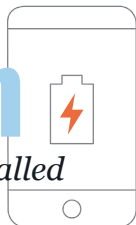
### Dialed in to clients' brand protection needs

#### CHALLENGE

Warnings by the U.S. Consumer Product Safety Commission about fire and burn hazards in the lithium-ion batteries powering nearly 1 million smartphones made headline news. The device manufacturer sought to ensure customer safety while mitigating business disruption and harm to its reputation as a trusted electronics provider.

#### SOLUTION

The manufacturer partnered with Sedgwick's brand protection team to swiftly launch a voluntary recall and the complex undertaking of safely getting the defective devices out of the hands of consumers, retailers and wireless carriers. A large, dedicated team quickly mastered how to assemble, inventory, ship, track and handle the thousands of specially engineered fireproof boxes that transported potentially hazardous devices into and out of the warehouse daily — all while supporting individual consumer needs, to protect both people and the environment.

**1 million**   
smartphone batteries recalled

**THE MANUFACTURER TURNED TO SEDGWICK'S BRAND PROTECTION TEAM BECAUSE OF OUR VAST EXPERIENCE HANDLING LARGE-SCALE RECALLS, KNOWLEDGE OF REGULATORY REQUIREMENTS AND ABILITY TO SCALE QUICKLY.**

#### RESULTS

The flexibility, ingenuity and responsiveness of our brand protection solutions team helped the client make things right for consumers and retailers, navigate safety and compliance complexities, and get back to doing what they do best: creating products that enhance people's lives.

#### OUR BRAND PROTECTION TEAM:

**700** HIRED  
additional workers  
to support the recall

.....  
**30,000** LEASED  
square-foot facility to  
handle recall overflow

.....  
**250,000** BUILT  
fireproof boxes  
for device transportation

# S

## SOCIAL

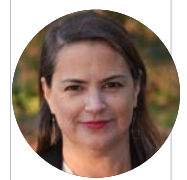
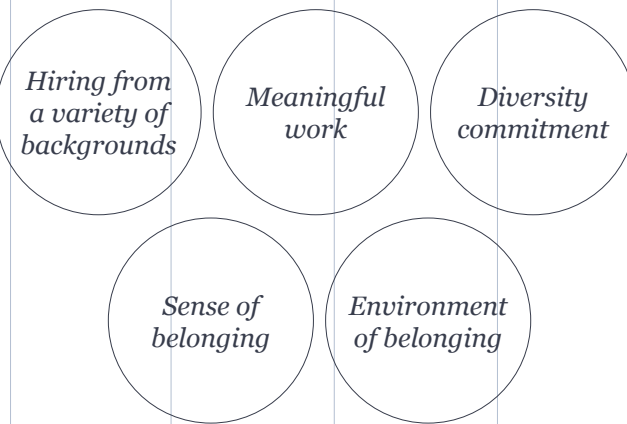
*We are focused on meaningful work and the colleague experience specific to well-being, connectedness and growth for our 30,000 colleagues and communities worldwide.*



**Sedgwick is committed to a diverse, equitable and inclusive environment.**

This commitment has been a part of Sedgwick’s DNA for many years and is not a department or siloed focus. It is woven into talent practices including hiring, development, performance management and colleague engagement. The diversity, equity and inclusion infrastructure includes a cross-functional DEI council, DEI advisory board, training curriculum through our proprietary Sedgwick University, among other important elements.

In our global colleague engagement survey from 2021, we’re proud to highlight that our diversity, equity and inclusion index had the highest colleague rankings. Colleagues ranked and provided feedback regarding Sedgwick’s strengths specific to:



**HEATHER LAWLEY**  
Global head of DEI and ESG



In 2022, Sedgwick launched colleague resource groups (CRGs) that will be focused on various affinities for our 30,000 colleagues to participate, engage and drive a culture of belonging. With Sedgwick’s colleagues comprising 65% women, the first of the colleague resource groups is the Women’s CRG, which launched in March on International Women’s Day. We also launched our LGBTQ+ CRG in 2022 and anticipate others to follow.

We believe that everyone is unique, that everyone should get what they need and have access to opportunities and advancement, and that everyone deserves to feel welcomed, valued, respected and heard. It’s just how we do things.

*“At Sedgwick, taking care of people is at the heart of everything we do. We are committed to creating and continuously fostering a diverse, equitable and inclusive environment where all voices and perspectives are welcomed, valued, respected and heard. This focus enriches our culture and better enables us to take care of each other, our clients and our communities.”*



**MIKE ARBOUR**  
CEO



## Colleague engagement

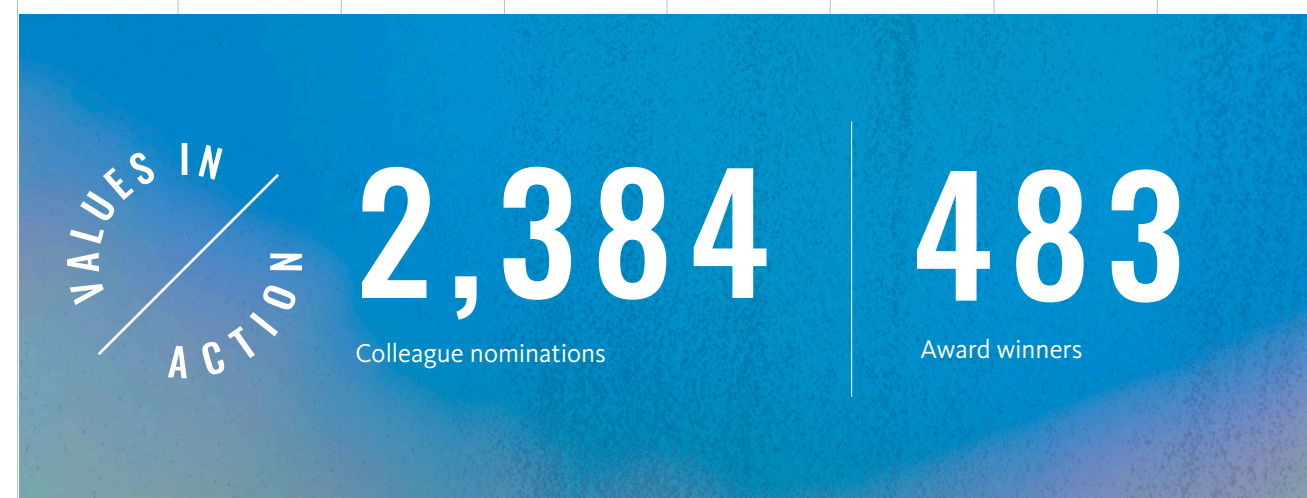
### Our core values

At Sedgwick, we believe in five core values: empathy, accountability, inclusion, collaboration and growth. We strive to live our values every day, in every interaction, to ensure that our care for others actively informs our business judgment.



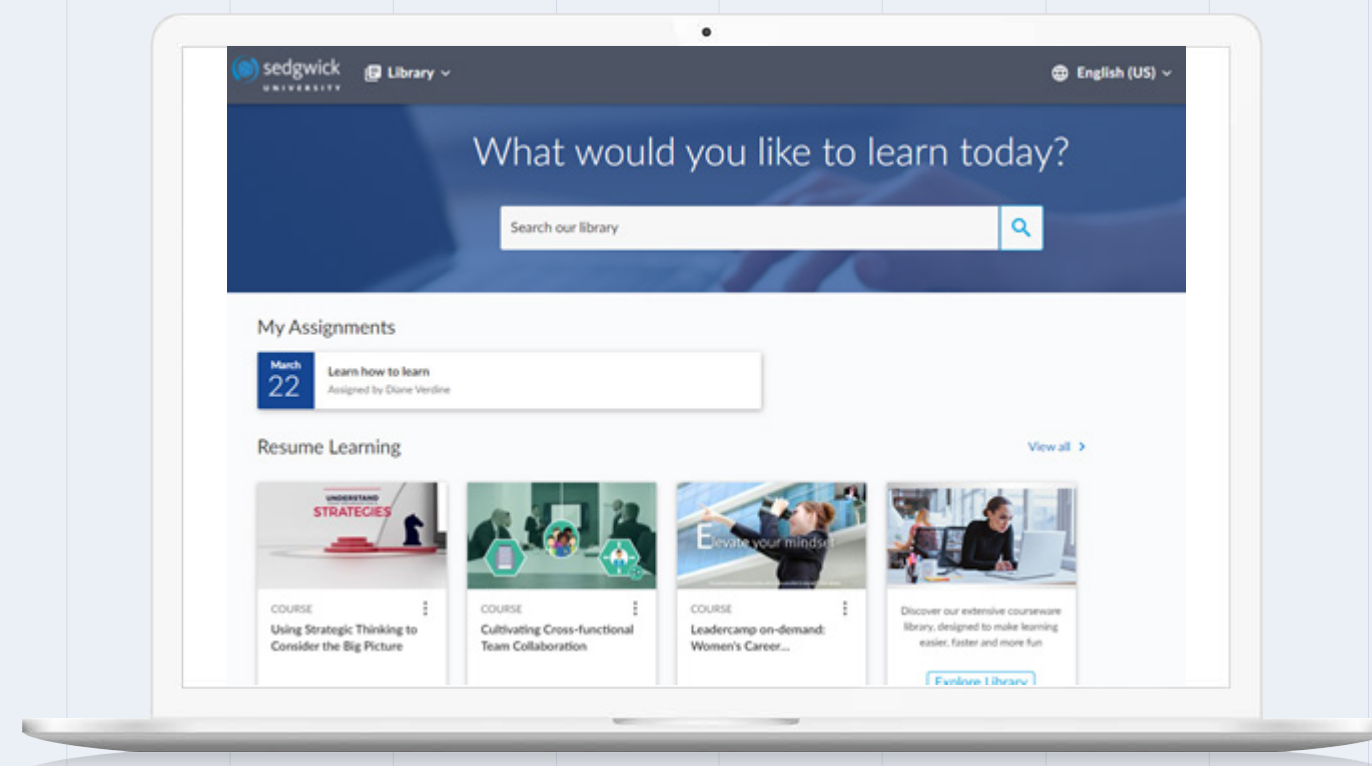
### Living our values

We focus on recognizing colleagues around the world who are doing a great job of demonstrating living these values through our Values in Action awards. Through our quarterly Values in Action award process, we receive nominations and recognize award winners.



## Culture of learning for growth and development

Sedgwick's success comes from the success, growth and expertise of our valued colleagues. In addition to a strong focus on living our core values, we believe in a culture of learning for continuous growth and development. The foundation supporting this learning culture is our proprietary training and development offering, Sedgwick University. In 2022, we are reimagining Sedgwick University and will expand to include more robust training with 15,000 classes across our "colleges," more technical resources, a better user experience for colleague engagement and more opportunities to learn, grow and advance, both professionally and personally. We care about elevating each colleague's career potential and longevity with Sedgwick.



## Community engagement and charitable contributions

In addition to our support for Conservation International in 2021 through our annual season of giving campaign, Sedgwick prepared for the launch of our own Sedgwick Family Fund.

For decades, Sedgwick has been committed to supporting communities and doing good in the world. Sedgwick's commitment to caring for people and acting with empathy begins with our colleagues. In 2022, we are proud to have launched the Sedgwick Family Fund, which demonstrates our unwavering commitment to taking care of our people by making assistance grants available to colleagues in need.

*Through the Sedgwick Family Fund, colleagues have the opportunity to show one another how caring counts during the times of greatest need.*

The Sedgwick Family Fund is fueled by a combination of company donations and colleague contributions and is designed to help our colleagues get back on their feet during or following extreme personal hardships, such as a short-term illness in the family or damage from a natural disaster.

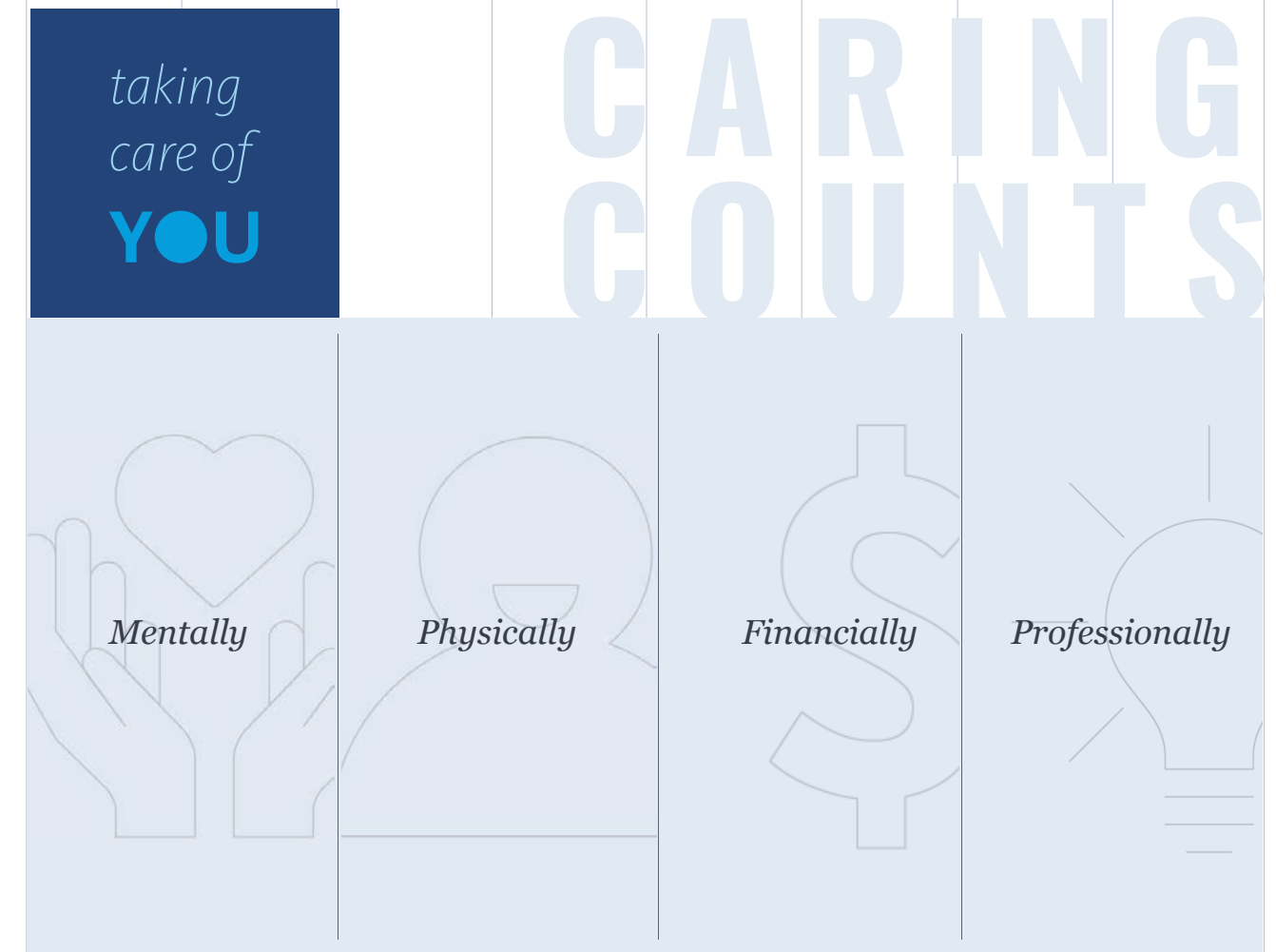
Through an application process handled by an external partner, the Sedgwick Family Fund will provide grants to members of our Sedgwick family who qualify.

The Sedgwick Family Fund is a meaningful way for the company to support colleagues through tough circumstances and for colleagues to help one another when they need it the most. It's a true expression of our core values and caring counts philosophy.



## Self-care matters

As we're focused on the colleague experience, specifically well-being, we care about our colleagues' mental, physical, financial and professional needs through our diverse and comprehensive rewards and benefit offerings.



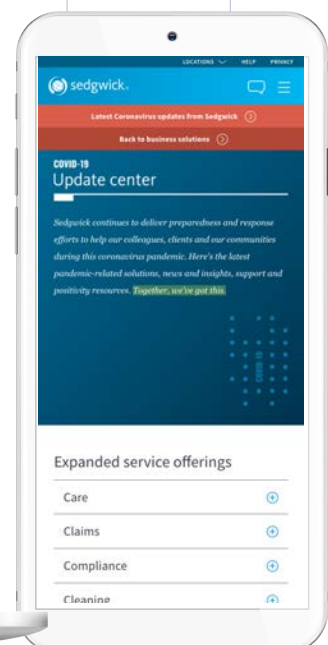
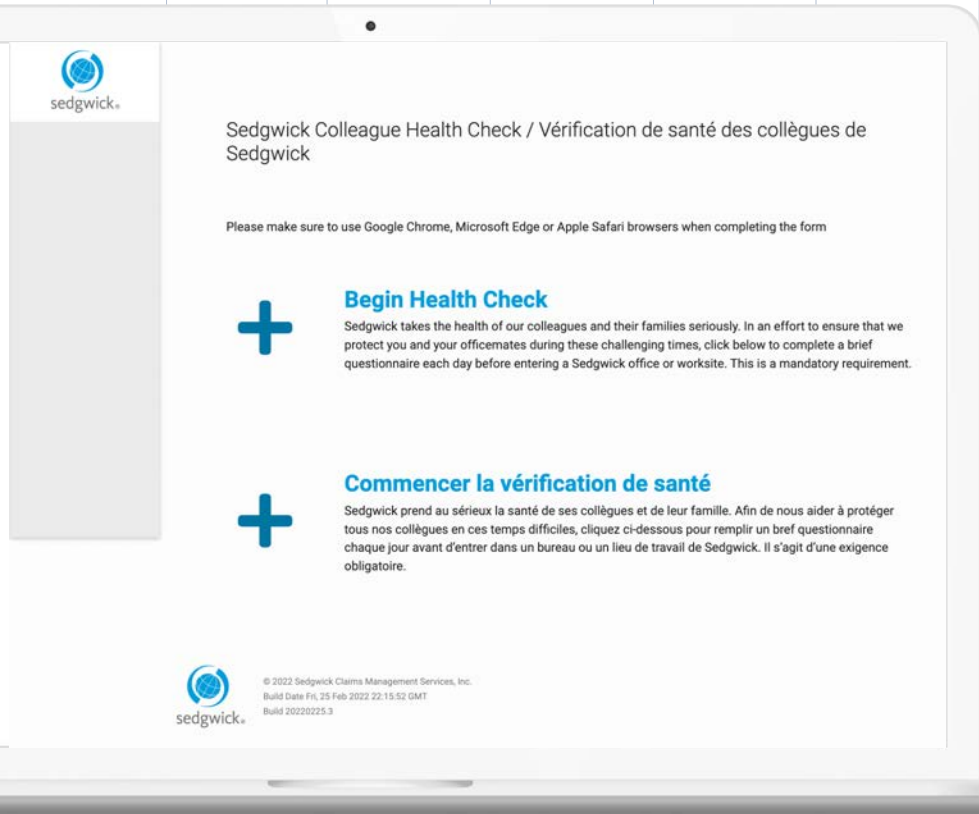
# COVID-19

## Health and safety

The COVID-19 pandemic changed our world; however, it didn't change our number one priority of taking care of people when they need it most, including our colleagues' health and safety and that of our clients.

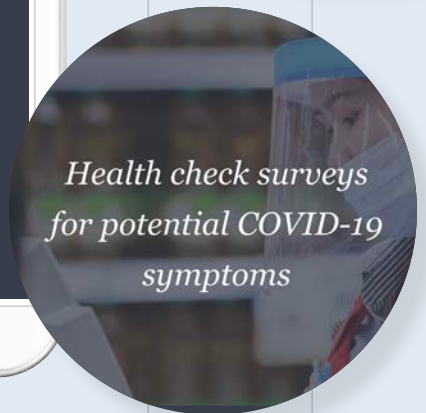
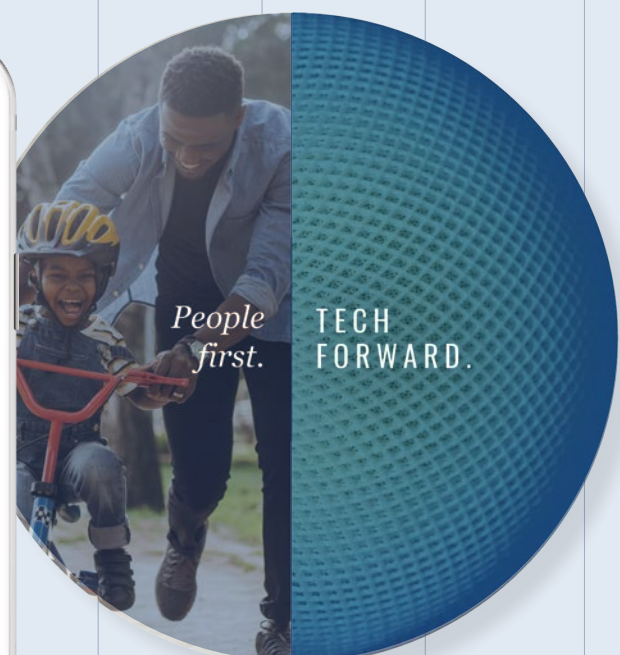
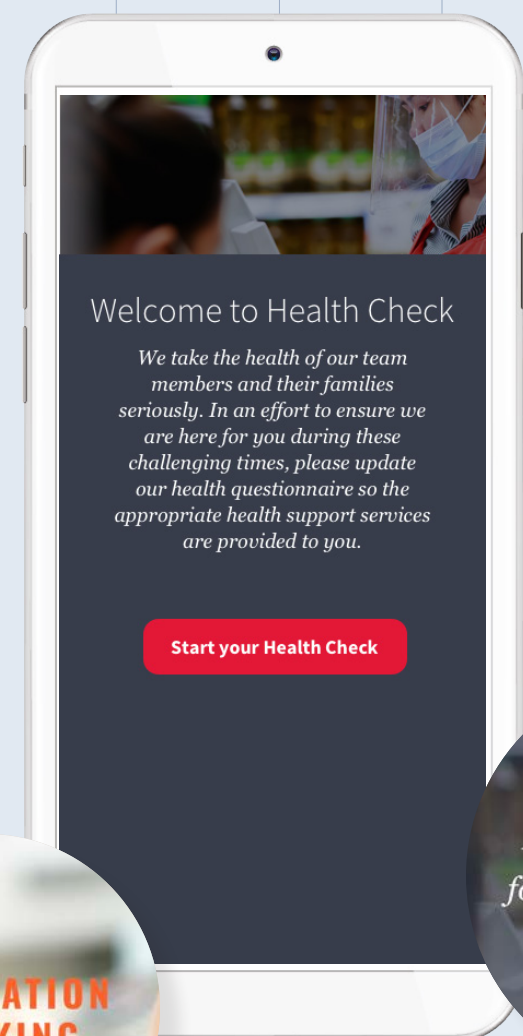
### Taking care of colleagues

Sedgwick's commitment to health and safety is always at the forefront. The majority of our global workforce of 30,000 colleagues work remotely from home or in a hybrid capacity to protect themselves and others from illness and help minimize the spread of COVID-19. Sedgwick's COVID-19 center for both colleagues and clients has the latest information regarding the Center for Disease Control and Prevention (CDC) guidelines, Sedgwick protocols, health screening questionnaire, reference guides for office health and safety requirements and more.



### Taking care of clients

Sedgwick has a broad range of solutions to help clients in support of their employee health and safety including a COVID-19 hotline; telemedicine; clinical consultation; vaccine tracking through our proprietary smart.ly technology platform; behavioral health, disability and absence management workplace solutions; and extensive risk control and safety services to help prevent injury or illness.





### ISO 45001 CERTIFICATION

*Sedgwick's UK repair solutions division holds ISO 45001 certification, which is the international standard for health and safety systems. This includes a detailed and compliant management system for taking care of both the physical and mental safety of colleagues when at work, with objectives and targets that drive continual performance improvement. Sedgwick has a number of initiatives that promote well-being.*

### Supplier diversity

Sedgwick's supplier diversity mission is to strategically develop and expand our diverse supplier base and business opportunities for socio economically disadvantaged businesses as defined by governing municipalities and the Small Business Association. By engaging supplier diversity as a value-added focus, Sedgwick expands business and obtains quality products and services while ensuring that our suppliers adequately reflect our customer base.

It is Sedgwick's practice to facilitate the achievement of its negotiated subcontracting goals by developing the capabilities of and pursuing opportunities to award subcontracts and other procurements to socio economically disadvantaged organizations. This includes small business enterprises, small disadvantaged, women, HUBZone, veteran, service disabled veteran, and minority-owned business enterprises.

Sedgwick continues to expand its program with proactive supplier diversity designed to develop the growth and competitive capabilities that will enable such businesses to become responsible suppliers.



# G

## GOVERNANCE

*Since 1969, Sedgwick has been committed to and continuously demonstrates its strength in business ethics, data protection and security, and customer privacy. This strength is one of the reasons why more than 10,000 clients around the world trust us with their programs and data.*



*Trusted by 10,000 clients  
around the world.*

*Business  
ethics*

*Data  
protection  
and security*

*Customer  
Privacy*



## Business ethics

For more than 50 years, Sedgwick has conducted its business by doing the right thing, and that is embedded in our caring counts philosophy.

Sedgwick’s commitment to embedding business ethics into the fabric of our organization starts with ensuring our 30,000+ global colleagues are well versed in business ethics. Our annual “the Right Thing” colleague education and training stresses the importance of privacy, confidentiality, security and ethical standards in our everyday work.

There are standing committees that meet quarterly to proactively address emerging topics and identify education for the organization:

Sedgwick  
Compliance  
Committee  
(SCC)

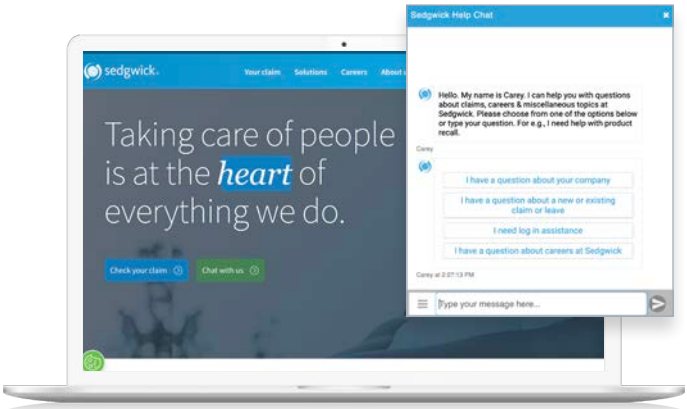
Regional Data  
Protection  
Forums

*The Committee is comprised of integral members who determine and document policies, procedures, service expectations, auditing, training and systems and make these resources and tools available to colleagues through our company intranet, theCurrent.*

Sedgwick’s robust suite of global policies is dedicated to promoting our business ethics and includes:

- [Code of conduct and ethics](#)
- [Anti-corruption policy](#)
- [Anti-money laundering policy](#)
- [Anti-slavery and human trafficking policy](#)
- [Conflict of interest policy](#)
- [Hospitality and gifts policy](#)
- [Whistleblowing policy](#)
- [Sanctions policy](#)

To ensure that we are adhering to identified practices, the policies are supported by a global Ethics line, leveraging a third party for anonymity, that colleagues can access through Sedgwick’s intranet to report concerns. In addition, Sedgwick’s clients and consumers can report concerns via our online chat, Carey, at Sedgwick.com.



## Data protection and security

*Protecting the information that our clients entrust to us is one of Sedgwick's most critical responsibilities.*

Our Global Information Security Program (GISP) is designed to ensure that our systems are protected and to quickly respond to evolving threats to ensure our defenses remain effective. Sedgwick has designated its global chief Information security officer (CISO) to be responsible for the GISP. Sedgwick's CISO reports to the global chief information officer and co-chairs the data protection forum in partnership with the data protection officer and chief privacy officer.



**ERIC SCHMITT**  
Global chief information security officer

Sedgwick's GISP was established in accordance with, and certified to, the requirements of ISO 27001:2013 and applies to anyone who accesses information using Sedgwick's systems. It consists of standards, procedures, and more than 17 policies including:

*Access Control Policy*

*Asset Management Policy*

*Information Classification*

*Communications Security Policy  
(Including Information Transfer)*

*Compliance Policy  
(Including Records Management)*

*Cryptography Policy*

*Information Security Aspects of Business  
Continuity Management Policy*

*Mobile Device and Teleworking Policy*

*IT Change Management Policy*

*Physical Security Policy*

*Supplier Relationship Policy*

*System Acquisition Development  
and Maintenance Policy*

*We take a multi-layered approach to data security throughout our computing environment, which limits access to sensitive systems and data.*

Sedgwick requires that multi-factor authentication (MFA) be used when remotely accessing the network environment or production applications that hold confidential data. Sedgwick maintains a documented information security incident management policy, with applicable playbooks tailored for various types of scenarios including phishing and cyberthreats. The incident response team consists of a multidisciplinary team supported by in-house forensics specialists.

Sedgwick has deployed an adaptive machine learning and artificial intelligence (AI) network system globally to monitor, classify, visualize and terminate cyberthreats. All servers and workstations have application whitelisting deployed in full control and endpoint detection and response (EDR) software installed. Sedgwick engages with other businesses, the data intelligence community and industry organizations to share information about cyberthreats and monitors industry-standard information channels, including advisories from various government agencies globally, for newly identified system vulnerabilities.

## Customer privacy

*Regulatory and legal compliance is an essential component of Sedgwick's solutions.*

Our team of cross-functional, subject matter experts includes compliance, anti-fraud, legal, quality performance and line of business practices – all working together to actively monitor, assess and apply the applicable requirements.

Data privacy and data transfer regulation occur throughout the global organization to manage compliance with data protection laws around the globe.

### OneTrust

PRIVACY, SECURITY & GOVERNANCE

Sedgwick uses OneTrust for privacy and security management of assets, processes, vendors, incidents and data rights requests. Sedgwick is transparent and meets privacy laws including:

[Consumer privacy and data subject rights notice at sedgwick.com/global-privacy-policy](https://www.sedgwick.com/global-privacy-policy)

[Links to the Sedgwick global privacy notice in communications](#)

[Notice and ability to manage e-cookies](#)



Sedgwick has undertaken a series of external compliance assessments where appropriate: SOC1, SOC2, ISO 27001 and PCI. The areas focus on internal controls to protect our client's finances, information and timely processing of claims.

We maintain a compliance policy and records retention schedule for all significant manual and electronic document types, which are available to all colleagues via the company intranet. Requests for electronic records follow a defined process, whether for internal use or legal eDiscovery to ensure compliance.

The IT security and internal audit teams conduct regular company-wide risk assessments with a variety of leaders across the global business to assess awareness and address risks to compliance with local regulations and financial reporting accuracy. The assessments are used to help management recognize areas for continued reinforcement of controls and to guide the internal audit plan, with audit committee involvement.



# ESG COMMITTEE



**ADAM CROWE**  
SVP procurement



**ERIC SCHMITT**  
Chief global information security officer



**LORI PELCHAT**  
SVP real estate and administration



**PATRICK WALSH**  
President, casualty



**SCOTT ROGERS**  
Chief client officer



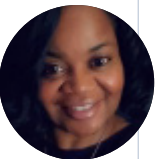
**BOB BLANKENSHIP**  
Managing director finance Americas



**HEATHER LAWLEY**  
Global head of DEI and ESG



**MARIA CONRY**  
SVP global communications and brand experience



**RACHEL JACKSON**  
Managing director colleague resources



**THERESE MYHRSTAD**  
Senior foreign claims adjuster



**BRENDA COREY**  
SVP compliance and regulatory affairs



**JIM MOLZAHN**  
SVP compliance and audit



**MICHELLE HAY**  
Global chief people officer



**RICHARD MARX**  
VP infrastructure services



**TRACEY HARRIS**  
Chief operating officer, Australia



**DAVE LLOYD**  
Senior industrial hygienist advisor



**LAURA JACHINO**  
ESG manager



**NEIL GIBSON**  
Chief operating officer, U.K.



**ROBIN ROEDER**  
SVP risk management



*For more information  
about Sedgwick, visit*

SEDGWICK.COM