



sedgwick®

Corporate citizenship report 2019/20

Sedgwick International UK





At Sedgwick, our values and ethics are founded on one simple belief: that Caring Counts® and every day we take care of our customers when they need it most.

But this spirit of caring goes much deeper. We also care about how our colleagues are supported and celebrated, our impact on the planet, and how we contribute to society on a wider scale. Our actions need to go beyond compliance, positively adding value to the people, organisations and the communities we touch.

As CEO of our UK business, I am proud to lead an amazing team of people who are dedicated every day to putting people's lives back together in what can often be very difficult, stressful or even tragic circumstances.

But we have a responsibility that goes beyond this – to give something back to our colleagues, the environment and the wider world. In this report, you can see the many ways that we are making progress in these areas – and our ambition is to develop and evolve what we do on an ongoing basis.

Despite the changes and challenges we are all experiencing in 2020, by staying true to our Sedgwick values of accountability, collaboration, growth, empathy and inclusion – and of course our culture of caring – I firmly believe that we can continue to make a real difference both now and in the future.

Paul White,
CEO, Sedgwick International UK

Sedgwick International UK's corporate citizenship strategy is supported by three pillars that form the foundation of our activities:

Our corporate citizenship strategy links to what we do – caring in the areas of activity and incidents which support our business success. As an insurance claims management organisation, Sedgwick helps people, businesses and communities in their time of greatest need. Our impact spans a wide range of challenges from the community that's been flooded, to the homeowner whose house has been badly damaged by a storm, or the business that can't open following a devastating fire.

This report outlines our achievements in 2019/20 and our strategy and goals for the next twelve months, which include working with social enterprises, international engagement and developing skills which help colleagues to care for the people we interact with both internally and externally.



COLLEAGUES

Creating a culture of support and belonging, that celebrates individuality



ENVIRONMENT

Creating a culture that respects and preserves the planet, and minimises our impact on it



SOCIETY

Creating a culture that makes a meaningful contribution to communities, supports those in need and acknowledges our responsibility to the wider world

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COLLEAGUES

Creating a culture of support and belonging, that celebrates individuality

Colleagues in action

The colleagues in action network was set-up at the end of 2019 with the aim of developing our culture in three key areas:

- Diversity & inclusion and networking opportunities within the business
- Charitable giving & fundraising
- Health & wellbeing

We have formed a community of dynamic people who are passionate about workplace culture and want to make a difference to the colleague experience. These colleagues are working locally and nationally to co-ordinate, support and encourage networking, communication and fundraising.

Diversity and inclusion

There are a number of initiatives underway across our business to drive parity and equality. Although this journey is not complete, we are proud of the steps we are taking and are confident that the results that we are seeing will contribute to our ultimate aim of creating a diverse, inclusive and engaged workplace where all colleagues can achieve their full potential and enable the company to deliver innovative, industry-leading solutions.

We are leveraging the diversity of our colleagues by:

- Promoting diversity of thought and inclusion of ideas
- Fostering an environment of engagement fairness and respect

Following an organisational gap analysis, and delivered through our global D&I infrastructure, an ongoing campaign of communications, training, leadership events, support materials, and guidance is shifting the culture of our organisation. From this we have developed our strategic diversity and inclusion principles.

750 number of colleague nominations for a 'Values in action' award



In early 2020 the network began organising mental health awareness and local fundraising initiatives.

The Cardiff to Cape Town challenge encouraged colleagues to take a break and get at least **10** minutes exercise during the working day



D&I accomplishments

50 Forward campaign launch

Leading up to Sedgwick’s 50th anniversary, the 50 Forward campaign focussed on what our values mean to us day-to-day and how we can all live and breathe them. Colleagues were all given ‘birthday gifts’ and celebrations were held globally on the day of the anniversary.

Path to Success competency model

Flowing from our values, the competency model provides example behaviours for individual contributors and people leaders on what living the values means. These are used for ongoing management and will be embedded within our new global HR system to align personal goals with the values.

D&I communication – iMatter

iMatter is our regular communication on D&I related themes – raising awareness of observances around the world that may mean something to colleagues, as well our response to global issues.

Global colleague engagement survey

Carried out in 2019, we surveyed all colleagues globally. The outcomes resulted in local initiatives to enhance engagement as well as giving colleagues a voice in influencing global colleague initiatives. Key outcomes were the need to streamline work processes and to ensure a better flow of information between leadership and departments and teams, which are now being implemented. The survey results also reflected colleagues trust in management, the purpose-driven and meaningful nature of our work and how much colleagues values feedback from managers on performance enhancement.

Leading Forward

Supported by our global CEO, in 2019 people managers across Sedgwick attended training conferences to explore unconscious bias and the importance (from a range of perspectives) of creating a truly diverse and inclusive workplace where colleagues feel that they belong. The aim is to support and encourage colleagues to recognise, embrace and celebrate differences within our current and future workforce.

Values in action awards

Launched at the start of 2019, colleagues have continued to nominate individuals and teams who have demonstrate one or more of our five company value.



So far in 2020 there have been 250 nominations, 20 individual winners and three team winners.

In 2019 there were more than 750 nominations with 20 individual and three team winners of the values in actions award. Here are just a few of them:



Sam Trotter | Accountability



Adam Leach | Growth



Joshua Jermyn | Inclusion



Chloe Prenter | Collaboration



Rosemary Palmer | Empathy



Hurricane Dorian Response Team

In 2020/21 colleague health and wellbeing will continue to be our key cultural focus, and we will continue to roll out the mental health first aiders pilot across other offices.



Colleague volunteering

We have now launched colleague volunteer days, so colleagues can take one day's paid leave per annum, giving their time to registered charities, good causes and local communities, helping to make small differences either as individuals, or as a team.

ISO 45001 certification

Sedgwick Repair Solutions holds ISO 45001 certification, which is the international standard for health and safety systems. This gives 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, which drive continual performance improvement.

The certification also covers wellbeing and we have a number of initiatives which promote this. An example is the Cardiff to Cape Town challenge. That encourages colleagues to take a break and walk, or other physical exercise for at least 10 minutes during the working day.

Mental health awareness

Our Cardiff office is piloting the training and development of mental health first aiders. Our request for volunteers was overwhelming and 13 colleagues have completed an external professional training course to support the mental health and wellbeing of their colleagues. We have also rolled out an online Mental Health module, which 201 colleagues and 40 managers have completed so far.

The COVID-19 pandemic has enforced widespread home working and the potential for difficult working environments and isolation. Sedgwick Global is ensuring mental health has remained a priority through regular positivity messaging.

5 Compliments to give yourself in the morning

- I am making a difference.
- I am someone's reason to smile.
- My perspective is so inspiring.
- I am really something special.
- I am the most perfect me there is.

Attitude is a little thing that makes a

BIG
Difference

Winston Churchill

201

Colleagues have completed our mental health programme

Talent First programme

Our 'Talent First' framework recognises the need to create the right environment for our colleagues so they can be comfortable in being their true authentic selves and be proud of who they are.

Talent First is the framework by which we deliver our mission and values within Sedgwick. It's our strategic approach to identifying how Sedgwick can not only best support operational needs and aspirations across Sedgwick, but also to ensure we work together collaboratively to enhance the colleague experience.

The Talent First framework is based on four key components of the colleague lifecycle these being Join, Grow, Support and Empower.

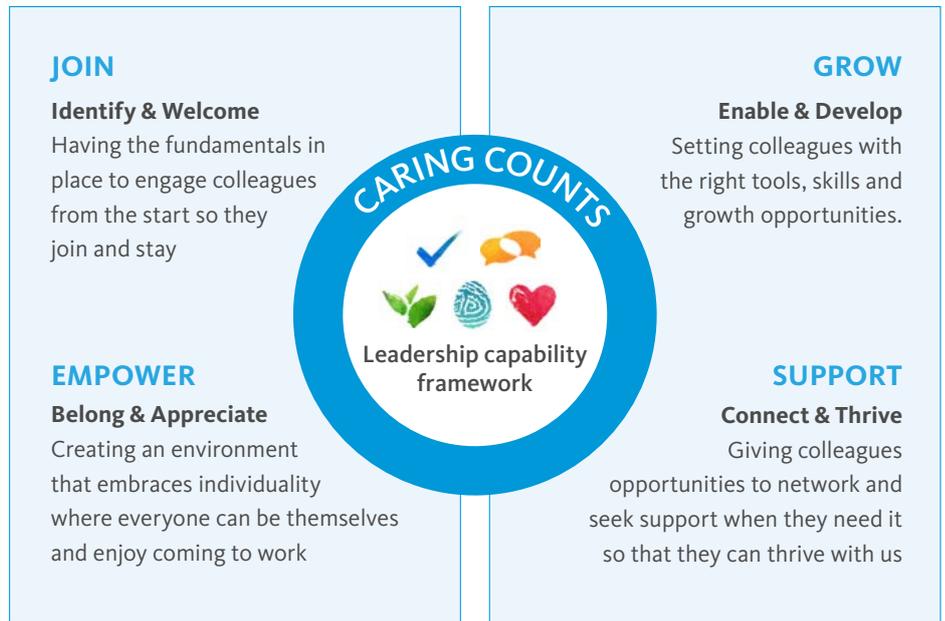
Colleague development

Sedgwick's success comes from the success, growth and expertise of our valued colleagues. That's why we help them to thrive and feel empowered to take advantage of all that Sedgwick offers. Together, we're making Sedgwick the employer of choice.

The outcomes are good for Sedgwick and good for our colleagues with optimisation of talent, higher engagement, better retention, improved performance, greater customer satisfaction and improved client and industry reputation.

We currently have 25 UK colleagues on our global protégé scheme to develop major and complex loss adjusters and we have 15 graduate recruits planned 2021.

Upskilling and graduate recruitment is supported by our CILA accredited examination training programmes and a suite of technical training courses, all overseen by a Colleague Development Director with responsibility for delivery of all programmes.



Colleague wellbeing

We launched Employee Assistance programme, including the wellbeing hub – which gives access to counsellors and financial and legal support. The EAP has had a take up of 11.8% compared to the average take up of the programme of circa 5%.

Progress continues as we encourage more colleagues to take up wellbeing programmes.



ENVIRONMENT

Creating a culture that respects and preserves the planet, and minimises our impact on it

Our challenge in 2020 is how we continue to track and measure our environmental impact as more colleagues work remotely.

ISO 14001 accreditation

The post COVID-19 government drive for a greener UK economy means businesses will have to ensure they reduce their impact on the environment.

Sedgwick Repair Solutions has been working hard to manage the effects the repairs they complete have on natural resources, and to help with this, we have developed an environmental management system which is ISO 14001 certified, which is the gold standard for environmental management.

Our environmental policy includes a commitment to continual improvement and we've a number of measure in place to help do that, as we're looking to deliver a sustainable service to customers and clients which continues to be market leading – including the increasingly important area of how we affect the natural world around us.

Carbon neutrality

Through the Climate Change Act, the UK government has set a challenge for the economy to be carbon neutral by 2050. Whilst our business isn't a significant polluter, we've responded by starting a programme within Repair Solutions aimed at having zero emissions based on the principals set out in PAS 2060. We're reviewing travel, energy and resource use and understanding what offsetting may be needed.

Car fleet

The most significant environmental impact of our claims handling operation is travel as we visit customers to review losses and damage. In 2019 changes were made to our car fleet to introduce a new and wide range of hybrid, plug-in-hybrid and all electric vehicles.

Paper usage down by

46%

Printing of documents is down by **5%**

Saving **3** trees



ClimateWise

Sedgwick is a member of ClimateWise with the Cambridge University of Sustainability Leadership. Previously, we worked with the Carbon Trust and BDMA to develop the Sustainable Claims guidance. We've implemented the procedures and have been reporting to clients on the savings made in energy, materials and cost through adopting the principles when handling certain wet peril and fire claims. These involve Repair Solutions Restoration Consultants reviewing projects with contractors to find the optimum repair route, which will dry buildings in the most effective way, reduce strip out and minimise the amount of energy used in all aspects of the repair.

Community initiatives

During the last 12 months we've been involved in beach cleans and tree planting initiatives in the community. Repair Solutions colleagues have worked with the local authority to collect waste from beaches near to our Cardiff administration hub and plant new trees in the Lake District.



1,400

boxes of paper less than our target



1,032

restoration cases completed so far this year where we've been able to prevent contents being disposed of

Sustainability programme

The Sedgwick sustainability programme measures the company environmental impact in key areas. It has three objectives of reducing consumption of limited resources, recycling where possible and limiting pollution and we track and measure progress.

OBJECTIVE	METHOD
Improve our consumption of limited resources	<ul style="list-style-type: none"> • Reduce volumes purchased of products using limited resources • Give preference to suppliers who in turn use fewer limited resources
Recycle wherever possible	<ul style="list-style-type: none"> • Encourage the identification and recycling of waste • Give preference to suppliers who utilise recycled materials • Give preference to suppliers who supply recyclable products
Limit pollution/damage to the environment	<ul style="list-style-type: none"> • Improve energy consumption/ efficiency throughout our business • Reduce usage of motor vehicles and encourage lower emission vehicles • Switch off equipment when not in use



Recycling continues to be promoted and undertaken in all offices.



54
TCO²e

of savings made
through the use of
train instead of cars

We reduced
our carbon
footprint by

60%

by avoiding travelling to
meetings – that's the equivalent
of 388TCO² (based on Webex use)

SOCIETY

Creating a culture that makes a meaningful contribution to communities, supports those in need and acknowledges our responsibility to the wider world



Partnership with Alzheimer's Society

We are proud that so far nearly 300 colleagues have completed awareness sessions to become Dementia Friends. This provides unique insight into how it feels to be directly or indirectly affected by the condition and provides valuable guidance on what we can positively do when encountering those with dementia at work or home.

During the COVID-19 pandemic, 15 colleagues have also joined the Alzheimer's Companion Calls Volunteer Programme pilot, making regular weekly phone calls to the isolated and lonely affected by dementia.

A great range of fundraising activities have taken place which, along with a corporate donation, generated over £33,000 for the Society, including Dementia Awareness Week and our Insurance United Against Dementia quiz attended by more than 300 colleagues and clients.

Further Dementia Friends sessions are planned, and we will continue to support Alzheimer's Society in 2020/21.



PMA Treasure Hunt



Belfast Team Memory Walk



Tracy Tanner makes a big leap

Local fundraising

Across our 27 UK offices, we continue to support local charities and fundraising events. These included:

- On 5 September 2019 our Glasgow commercial team raised £512 for MacMillan by taking part in their annual coffee morning
- In December, our Fenchurch Street office collected old coats for Wrap up London, to support homeless shelters, refugee centres, women's and children's refuges and charities helping people in crisis
- Sedgwick has helped several community groups in the refurbishment of premises, working with our Repair Solutions contractors, donating skills, labour and materials to transform buildings where resources wouldn't otherwise be available. The most recent project is the creation of a new courtyard for use by a children's Special Education Needs Unit

Colleagues have been raising money for local charities and causes in their communities and Sedgwick support these efforts by contributing £100 per event.

Local fundraising is good but in 2020/21 the focus is on how we track and measure local fundraising initiatives.



Fundraising activities and a corporate donation generated **£33k** for the Alzheimer's Society

Our coffee morning raised

£512 for MacMillan
Cancer Support



In 2020/21 we will continue assisting on flood resilience and support more on cyber and digital transformation.



Business in the Community

Our Business in the Community (BITC) membership supports small businesses in the UK. Tools available to us as members include The Responsible Business Tracker – allowing us to benchmark our corporate citizenship initiatives, and Diversity Intelligence – offering an in-depth assessment of diversity and inclusivity in the workplace.

BITC membership also provides an opportunity to give back to smaller organisations and charities that are in need of help.

Business Emergency Resilience Group

The Business Emergency Resilience Group (BERG) helps businesses and communities across the UK to prepare for, respond to, and recover from emergencies and our work with them has continued in 2019/20. We've contributed building and surveying expertise to assist with the planning of flood resilience measures.

DEFRA Community Flood Defence

We're serving on the DEFRA Community Flood Defence committee to help support communities to minimise damage and disruption from flooding incidents. In addition, we've been working with the National Flood Forum on a specific programme of training on empathy, to help better understanding about the impact of flooding on individuals, families and communities. This work is due to continue throughout 2020/21, and we are actively promoting our contribution.

Customer Care Managers

Our Customer Care Managers have continued their invaluable work with vulnerable customers. These are specially trained colleagues who act as a conduit for vulnerable customers throughout a claim providing a single point of contact and the ability to support them during the claim process. In 2019/20 they have been working to broaden our colleague's ability to recognise and provide the right care and support during the trauma that can stem from a loss.

The Hunting Dynasty were brought into the project to look specifically at our written communications. Taking advice from the Alzheimer's society, and from their own expert knowledge, The Hunting Dynasty reformatted our written communications, enhancing them with headings, colours and photos. The work is currently in testing, which we have expanded to see if this new format of communication will benefit all our customers.

The customer care initiative will continue to roll-out throughout 2020/21.

Modern Slavery Business Network

Repair Solutions been an active member of the Modern Slavery Business Network. Our network contractors and colleagues have all been trained by specialists in Stronger Together, learning to identify and deal with modern slavery which has been prevalent in certain sectors of the construction industry.

20
employees registered and participating in the INS-pire programme

INS-pire Academy

Sedgwick Repair Solutions has been actively involved in the INS-pire Academy and sit on its leadership board. This is an industry initiative supporting apprentices and trainees in all sectors of the insurance industry supply chains, promoting learning and education, and being an initiative to address the skills shortage. We have 20 employees registered and participating in the programme.

External collaborations

- Building Research Establishment (BRE) Centre – we helped fund a resilient house to raise awareness on reducing damage and improving recovery following a flood
- British Damage Management Association (BDMA) and the Carbon Trust – we helped ClimateWise produce their sustainable claims guidance
- British Standards Institute – we've attained ISO 14001 (environmental management)
- The Department for Environmental, Food and Rural Affairs (DEFRA) – We're the surveying representative (and co-chair) of the Property Flood Resilience Roundtable (PFRR) which is driving a change in the national approach to resilience in flood zones. One of the main activities being worked on is the creation of the standards which surveyors, adjusters and insurers will need to adhere to in the future
- Prince's Trust Business Emergency Resilience Group (BERG) – helping businesses and communities prepare and respond to flooding
- University of West England – working on pioneering flood resilience research projects





LOOKING FORWARD TO 2020/21





STRATEGIC GOALS

To achieve balance across all CSR pillars and across Sedgwick UK and Repair Solutions, by identifying transferable initiatives.

To continue to be recognised by our clients and colleagues for our CSR approach by communicating a clear vision with measurable and time specific goals.



COLLEAGUES

Creating a culture of support and belonging, that celebrates individuality by:



- Continuing our journey to understand and improve diversity and inclusion, by developing robust reporting and benchmarking
- Continuing to promote and encourage take-up of the wide range of colleague programmes and initiatives





SOCIETY



Creating a culture that makes a meaningful contribution to communities, supports those in need and acknowledges our responsibility to the wider world by:

- Procuring from social enterprise suppliers across Sedgwick UK and Repair Solutions where feasible
- Increasing colleague volunteering and fundraising and establishing ways to track and measure our contributions



ENVIRONMENT



Creating a culture that respects and preserves the planet, and minimises our impact on it by:

- Committing to becoming carbon neutral across Sedgwick UK and Repair Solutions, and creating a robust and realistic plan of delivery
- Driving further reductions in waste, increased recycling, and minimising our use of non-sustainable resources



Global solutions.
Local expertise.