

Client bulletin

Sedgwick's response to Coronavirus

Preparation stage

Since the emergence of the COVID-19 virus at the end of 2019, Sedgwick has been closely monitoring its progress and its impact. Our contingency plans are in place which allow us to continue to deliver our services whilst also protecting our colleagues, clients and their customers.

The significant investment in our digital capability over the past 24 months has considerably improved our ability to react to the COVID-19 challenge, and indeed more than 90% of our colleagues in the UK are now equipped to work from home. And this figure continues to rise. This has been possible through a company wide move away from a fixed location infrastructure, to a much more dynamic one supported by laptops, soft phones, secure remote data infrastructure and video streaming amongst other things.

Over the past week, and in anticipation of a tightening by the Government of social distancing measures, we have been stress testing our capability for large numbers of our colleagues from multiple locations to work from home.

Next stage

In light of the UK Government announcement yesterday evening restricting social contact, we are now accelerating our remote working preparations in order to reduce contact between colleagues and with customers.

All non-essential internal meetings and team briefings will now be held via WebEx rather than face to face, and the same applies to external meetings with clients and customers.

As part of the required social distancing, we are also moving to a stage where we must be more



selective about the types of visit we undertake. The additional measures we recently introduced in as part of our pre-visit and site-visit risk assessment process will remain in place, but this now needs to go further.

As a result, we will now be making much greater use of virtual visits; this will involve the same technical resource performing the same activity, but by way of a virtual visit through live video streaming, as opposed to a traditional physical visit.

In accordance with the Government guidelines, physical visits will now be restricted to higher priority scenarios, including:

- Major losses
- Cases involving vulnerable customers
- Cases where alternative accommodation is required
- Cases otherwise defined as urgent by Sedgwick or our clients

Looking ahead

These measures will be kept under regular review and we'll continue to follow Government advice. We are also committed to keeping you informed of any material changes as and when they arise.