

Sedgwick's unacceptable behaviour policy



Overview

The work that Sedgwick undertake for our clients, our customers and their representatives, can sometimes be emotive. People's lives may have been significantly impacted by the event that they are claiming for and our job is to listen, understand and support them throughout the life of their claim until it's resolved.

Despite our best efforts, occasionally individuals may speak to us or correspond with us in a manner that isn't professional or respectful of the professional services we provide and makes us uncomfortable. Sedgwick seeks always to ensure that the safety and wellbeing of our colleagues is paramount. We will not tolerate abusive or unreasonable behaviour.

Aggressive or abusive behaviour

Sedgwick do not accept or tolerate any behaviour, communication or language that we consider to be abusive towards any of our colleagues. We will refuse to deal with anyone that behaves in a way that:

- is violent or makes threats of physical violence
- is abusive
- is threatening or intimidating
- uses offensive or insulting language
- uses aggressive or threatening behaviour or language
- uses racist, sexist or homophobic language or any other discriminatory language

- includes any other form of discrimination
- includes the leaving of threatening or aggressive voicemails
- includes posting aggressive or abusive comments or posts on a colleague's professional profiles on social media (e.g. LinkedIn) or posts on their own social media naming a Sedgwick colleague

Unreasonable behaviour

Sedgwick will also not tolerate unreasonable behaviour in our dealings with any person or company. Examples of unreasonable behaviour include, but are not limited to:

- unreasonably refusing to cooperate, or clarify an issue which is reasonably required to progress a claim or other matter
- repeatedly making excessive communication demands by way of frequent calls, emails, letters or voice messages to the same or numerous other Sedgwick colleagues and expecting or demanding immediate responses
- during a call, insisting on speaking to someone else, when we have explained they are speaking to the appropriate person
- insisting on a face-to-face meeting when we do not consider it necessary
- visiting our offices without an agreed appointment and insisting on being seen

- pursuing a range of distracting and non-constructive tactics that are not central to the issue(s) to the claim in question, and insisting they are all answered
- persistent refusal to accept a factually correct answer

Actions we might take

We will explain what we see as unacceptable and ask that person to change their behaviour, communication and/or language informally first. If it continues, we may:

- formally put them on notice that their actions/behaviour/tactics are contrary to this policy and advise them if they persist, we will either:
 - stop communicating with that person or company
 - make the policyholder and the insurance company aware of their persistent actions and our attempts to resolve this informally first
 - restrict communicating with that person or company on a specific matter or topic
 - report the person or company to any appropriate authority (including police, regulator or any other authority who has jurisdiction to deal with the behaviour)

Any such issues should be escalated to a people leader.

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