

# Unacceptable behaviour policy

Sedgwick is committed to maintaining a safe, respectful and professional environment for all colleagues. This policy sets out the standards of behaviour expected from those who interact with Sedgwick colleagues and the actions Sedgwick may take where behaviour is abusive, aggressive, threatening, discriminatory or otherwise unreasonable.

## 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.

## Abusive, aggressive, threatening or discriminatory behaviour

Sedgwick does not accept or tolerate abusive behaviour, communication or language toward any colleague. Sedgwick may refuse to engage with any person who behaves in a way that includes (but is not limited to):

- violence or threats of physical violence
- abusive behaviour

- threatening or intimidating conduct
- offensive or insulting language
- aggressive or threatening behaviour or language
- racist, sexist or homophobic language or any other discriminatory language
- any other form of discrimination
- leaving threatening or aggressive voicemails
- posting aggressive or abusive comments about a colleague on social media, including on a colleague's professional profile or on another account naming a Sedgwick colleague

## Unreasonable behaviour

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

- unreasonably refusing to cooperate or clarify information reasonably required to progress a claim or matter
- repeatedly making excessive communication demands (frequent calls, emails, letters or voicemails) to the same or multiple colleagues, including demanding immediate responses
- insisting on speaking to someone else during a call after being advised the appropriate person is already dealing with the matter

- insisting on a face-to-face meeting where Sedgwick does not consider this necessary
- visiting Sedgwick offices without an agreed appointment and insisting on being seen
- pursuing distracting or non-constructive tactics that are not central to the issues in question, and insisting all are answered

**Actions we might take**

Where it is safe and appropriate to do so, Sedgwick will explain what it considers unacceptable and ask the individual or organisation to change their behaviour, communication and/or language.

If unacceptable behaviour continues, or where the severity warrants, Sedgwick may take one or more of the following actions:

- formally put the individual or organisation on notice that their actions, behaviour or tactics are contrary to this policy and advise of consequences if it persists
- stop communicating with the person or company (including ending calls or refusing further direct contact)
- make the policyholder and/or the insurance company aware of the persistent behaviour and Sedgwick’s attempts to resolve the matter informally
- restrict communications to a specific channel, topic, or designated contact
- report the person or company to an appropriate authority (including the police, regulator, or any other authority with jurisdiction)

Sedgwick will take a proportionate approach, considering colleague safety and wellbeing, the seriousness of the behaviour, any repeated pattern, and operational impact.

**Any such issues should be escalated to a people leader.**



**Governance, monitoring and review**

The **Risk & Regulation** function owns this policy and will review it in line with the stated review date or earlier where required due to operational need, incident trends, regulatory developments, or material changes to Sedgwick’s operating model.

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