



# UK repair solutions

# Making property restoration and repair easy

*Sedgwick provides a wide range of property restoration and repair services through our national managed network of licensed contractors. We're trusted with over 35,000 domestic and commercial property repairs each year — ranging from £100 to £1.5 million and totalling more than £120 million annually.*

## OUR OFFERINGS INCLUDE:



**Home emergency repairs**



**Post-disaster restoration of contents and buildings**



**Building repairs**



**Specialist services for subsidence repairs**



**Repair technical design service**



**OUR DEDICATED TEAM**

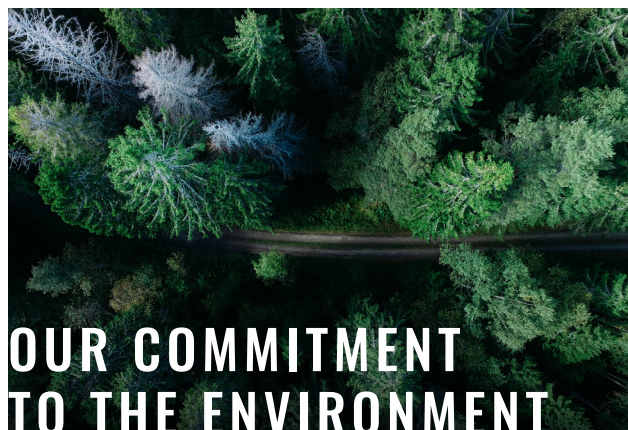
Sedgwick's dedicated team of 100 UK repair specialists work closely with our network contractors, supporting and enabling the highest quality service delivery to clients and customers — every time. Whether it's our customers, clients or network contractors, taking care of people is at the heart of everything we do.



**OUR NETWORK**

Driven by Sedgwick's caring counts philosophy, our network has earned a reputation as one of the most trusted in the industry. Plus, all our work has the security of a Sedgwick three-year guarantee. We aim to foster a culture of collaboration within our network. Our contractor retention rate is 90%, as we're the management network of choice across the UK.





We're proud to be the first managed repair network provider certified as carbon-neutral by the British Standards Institution (BSI) in accordance with internationally recognised standards for carbon neutrality.

Additionally, we've developed a **carbon value calculator** that identifies the environmental impact of each claim and the related repairs by applying CO2 values to materials, labour and plant. The tool assigns emissions on a per-line basis to help insurers understand the cost of repairs in not just monetary value, but in tonnes of carbon. By instantly calculating the potential impact of greener materials and processes, we aim to empower insurers to make informed claims-handling decisions.



Sedgwick's bespoke technology enhances our services, and our automated processes promote efficiency for all parties. Our platforms support complete integration and collaboration between clients and contractors, including video technology. We provide a customer portal for live claim updates and dashboards for clients and contractors. Our network contractors appreciate that they can securely access our systems from the office and while on-site.

## Why choose Sedgwick?

### Happy customers

We have a net promoter score (NPS) of 65 and customer satisfaction scores over 90%.

### Our three-year guarantee

Covered workmanship and materials offer you and your customers added peace of mind.

### Our robust internal audit process

We undertake 15,000 audits annually through automatic system checks, desk reviews and site visits.

### Cost certainty

Our universal rate set (URS) is reviewed quarterly by Chartered Quantity Surveyors using market intelligence benchmarking.

### Our unparalleled contractor network

We collaborate with well established, reputable professionals with whom we have longstanding relationships. Sedgwick closely monitors contractors for workmanship quality and reliability to ensure satisfaction. Our network includes over 350 home emergency specialists and 100 contractors who have extensive experience completing insurance disaster restoration and repairs. All of our drying and restoration services are provided by local independent experts.

### A fully rounded service

Sedgwick has teams dedicated to client, customer and contractor support, as well as specialists focused on supply chains, technical aspects of claims, and risk and compliance.

# Sedgwick makes claims easy

## For customers

Businesses and families dealing with property damage have enough on their minds, so we strive to simplify the process. We provide 24/7 access to emergency services and telephone support. Every customer is assigned a consistent, single point of contact, and they are granted ready access to our network of vetted contractors. To eliminate the need for separate specialist contractors, we offer single repair options — further simplifying the customer journey.

With Sedgwick's repair solutions, customers don't have to worry about sourcing estimates, negotiating costs, or making upfront payments for materials or labour. Our expert professionals take care of it all. A separately held guarantee fund provides added certainty to our customers and clients. All customers are invited to complete an end-of-repair satisfaction survey to help us continually improve the experience we offer.

## For clients

Sedgwick has been in the property repair business in the UK for more than 20 years, and we're proud to share our knowledge and experience with our clients. Our management service can help you lower contractor overhead, ensure compliance with all regulations, and reduce your carbon footprint. Our clients incur no network fees, paying only for repair costs. Sedgwick's flexible and proven surge response capabilities will be there for you and your customers when it matters most.

Stringent audits and governance of service level agreements (SLA) by our supply chain management team ensure the consistent delivery of high-level workmanship by our contractor network. Our dedicated risk and compliance team guarantee we're fully compliant with all relevant legislation, including the Construction Industry Scheme (CIS). We've earned ISO 14001 accreditation for our commitment to environmental sustainability, including carbon reduction and waste recycling. Additionally, our health and safety managers ensure our contractors meet all regulatory requirements and have helped us achieve ISO 45001 accreditation, the international standard for health and safety.

## For contractors

Restoration and repair contractors in Sedgwick's national managed network benefit from our dedicated supply management team. Each network contractor has an assigned supply chain manager, and our team is committed to fostering positive working relationships and a collaborative culture. To help contractors grow their businesses, Sedgwick provides ongoing development programmes, ranging from technical training to focusing on customer outcomes. Our low management charge, inclusive in the repair rate, reduces the cost of service delivery.

We act as business consultants for our network contractors, providing technical assistance and advice on operational structures and business models. Our in-house design centre offers technical guidance as needed on designing structural repairs and obtaining statutory approvals.





[sedgwick.com/uk](https://sedgwick.com/uk)

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UK repair solutions, contact:



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