

# Caring counts with Sedgwick



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*As a leading global provider of technology-enabled risk, benefits and integrated business solutions, Sedgwick provides a broad range of resources tailored to our clients' needs in casualty, property, marine, benefits, brand protection and other lines.*

*Every day, our colleagues around the world are busy helping people, restoring property, preserving brands and empowering performance. We take care of people and organisations by promoting health and productivity, and by containing costs that can impact the bottom line.*

## Workers compensation solutions

As the largest administrator of workers compensation claims in the world, Sedgwick handles more than one million claims related to on-the-job injuries every year. We continue to enhance our productivity and benefits services around the world, and recently entered the personal injury sector in Australia with the acquisition of absence management business Direct Health Solutions, a leading specialist provider of employer-based telehealth solutions.

Over the course of our 53-year history, we have sought to develop our capabilities by expanding into new markets and geographies, always keeping in mind our purpose and core values.

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## Why Sedgwick?

### Local knowledge, global capability

While Sedgwick is a relative newcomer to the Australian workers compensation marketplace, we have provided similar services in the US for more than 50 years. We manage an open portfolio of 35.6 million workers compensation claims and accept 1.36 million new claims annually. We manage claims for 1,300 employers and public-sector state scheme clients in the US and employ 5,000 workers compensation and injury management specialists in seven countries. Those public-sector state scheme clients include a wide range of risk profiles, from small towns to major cities and collectives, the largest of which represents a portfolio of more than 121,000 employers. We understand your challenges.

More broadly, we are a leading global provider of technology-enabled risk, benefits and integrated business solutions. Our more than 30,000 employees in 80 countries serve more than 10,000 clients, representing every industry in every time zone in the world. Globally, we handle 9.3 million claims annually, with responsibility for claim payments totalling more than AU \$36.4 billion.



### People first

Sedgwick's advocacy-based approach to workers compensation reflects our caring counts culture. Our colleagues manage each claim – from time of injury through resolution – with empathy and patience, using creative strategies to produce the best outcomes in accordance with the complex laws that govern these claims.

We use timely and clear communication throughout the claims process to minimise the confusion and frustration injured workers and employers often experience, to improve recovery and return to work outcomes and to create a simpler, more positive experience.

### Measured growth, guided by our culture

Sedgwick maintains a 100% retention rate year-on-year and 56% of our new business is generated from existing relationships – demonstrating that clients continue to place their trust in Sedgwick to care for their most valued assets. We have built and retained our reputation in the industry by listening carefully to the needs of our clients and building programs around those needs, creating a foundation for truly collaborative partnerships that withstand industry and economic challenges.

### Quality care

Our workers compensation process is designed to engage the most appropriate clinical resource at the most appropriate time, when they can truly and positively impact the overall outcome of the claim.

Our clinical team provides expertise across all aspects of care including diagnosis, preparation for and recovery from surgery, determination of appropriateness of ongoing treatment, and oversight of medication plans.

### Tech forward

Technology is transforming the claims world. Sedgwick's team of 1,700 technology colleagues lead the industry with innovative solutions that streamline the claims process with artificial intelligence, machine learning, data insights and robotic process automation.

We deliver superior, technology-enabled solutions to employers around the world. Our capabilities and expertise are unparalleled in the industry – our technology enables our colleagues to do their best work and binds us in fulfilling our commitment to care.

### Data driven

Accurate and actionable data is invaluable for any workers compensation program, powering decision-making, automation and the ability to improve claim outcomes. The amount of data we hold – and how we use it to benefit our clients and partners – is one of the many differentiators that sets Sedgwick apart from our competitors.

Sedgwick's extensive and diverse dataset allows for sophisticated predictive analytics, industry benchmarking and data analysis that can clearly pinpoint claim trends, identify cost drivers and track outcome-based performance metrics.

*Taking care of people is at the **heart** of everything we do.  
At Sedgwick, caring counts.*

