

OUR FOCUS

People first

INTRODUCTION

At Sedgwick, taking care of people is at the heart of everything we do — every day, 31,000 Sedgwick colleagues around the world live that mission statement. Whether they start their day in Memphis, Montreal, Melbourne or Munich, our colleagues embrace the honor and responsibility of caring for employees, claimants, policyholders and consumers on behalf of our clients. An important part of our ability to deliver these services is centered in how we care for each other as colleagues and members of our larger Sedgwick community. Please join us as we get to know some of our valued colleagues and learn about their Sedgwick journey.

WHAT OUR COLLEAGUES SAY ABOUT SEDGWICK



Emilee, Benefits liaison

Sedgwick has always supported Emily's career path – even when she left the company and came back.

“Sedgwick has always supported me in my decisions – what paths I wanted to take and what careers I want to explore. It’s something I’ll respect and cherish forever.”



Willie, Program design specialist

Team comradery at Sedgwick helps Willie feel welcomed and valued.

“I’ve never felt indifferent about going to work. Everyone at Sedgwick has always made me feel welcome.”



Kathleen, Team lead | Centralized nursing unit

As a nurse for Sedgwick, Kathleen finds her work incredibly rewarding; every day, she helps others and makes a difference in their lives.

“My job at Sedgwick is very rewarding. I feel awesome at the end of the day, knowing that I’ve touched a person’s life at a time that is difficult and they needed it the most.”



Christopher, Sr. customer service representative

Chris enjoys being able to help people who call into Sedgwick, and that he gets to do it while working from home.

“I’m proud of what we do at Sedgwick. I feel truly blessed to be a part of this great atmosphere that Sedgwick has put in front of me.”



Emilee, VP operations

Emilee came to Sedgwick because she wanted to work for a company where caring counts.

“Sedgwick’s core values were a big part of what drew me to Sedgwick and inspired me to apply – specifically empathy and the philosophy that caring counts.”



Brett, Executive general adjuster

Sedgwick’s training and mentoring programs were invaluable for Brett in advancing his career, and now, he’s committed to passing on what he’s learned.

“Knowledge not shared is knowledge wasted. You should pass it on.”



Julia, Claims adjuster

Julia joined Sedgwick after graduating college because the company offered extensive training – both initial and ongoing – to kick-start her career.

“Sedgwick offers countless resources for you to learn and grow as you go.”

TALENT ACQUISITION AND RETENTION

Promoting an inclusive work environment

We want all colleagues to feel like they belong and are respected and valued at Sedgwick. It’s the right thing to do, it enables our business strategy and it equips us to provide better service to clients.

To encourage and celebrate uniqueness across all levels of the organization, we train colleagues on their role in creating an inclusive culture at Sedgwick. We have a council and advisory board dedicated to diversity, equity and inclusion (DEI) initiatives and have invested in new leadership to further integrate diversity, equity and inclusion into everything we do at Sedgwick. This includes talent acquisition, management and professional development. Our new initiatives combine diverse talent sourcing, recruiter/interviewer training, managing bias and ally training and colleague resource focus groups.

Fostering long, satisfying careers

We invest in our colleagues and encourage their self-improvement and professional growth.

Training and professional development

Expanding the training and professional development courses available internally as part of our Sedgwick University training program

Tuition reimbursement

Offering tuition reimbursement for colleagues to pursue ongoing education for a relevant field

Covering costs and providing award payments

Covering the cost of job-related educational expenses and providing award payments for colleagues who obtain professional certifications and designations



accountability



collaboration



empathy



growth



inclusion

TALENT ACQUISITION AND RETENTION

Staying tuned into colleague needs

We take care of our colleagues – mentally, physically and financially – with generous and competitive compensation and benefit packages.

In response to pandemic-related needs, we added specialty benefits to support mental health, working parents and our colleagues' weight management goals – all at no cost to colleagues. Our comprehensive package includes:

- Quality medical, dental and vision coverage for colleagues and their families
- Competitive pay with merit-based bonuses that recognize colleagues for high performance
- Financial security programs including short- and long-term disability and life insurance
- 401(k) employer matches
- Paid parental leave
- Marriage, financial and legal counseling
- Personal health assistants
- Telemedicine diabetes reversal and management programs
- Health coaches and dietitians for gastrointestinal conditions
- Weight management program
- Mental health therapists and psychiatrists
- Backup care sessions through Care.com
- Fertility and adoption services

Attracting the best new talent

Sedgwick is committed to attracting top talent from around the world. Our hiring strategy maintains a keen focus on the needs of our future colleagues, understanding their expectations on the application process, compensation, professional development opportunities and work culture. Our talent acquisition initiatives focus on the following key areas:

Recruitment and brand awareness

- Enhancing social media outreach and advertising
- Augmenting internal recruitment efforts with outside resources
- Increasing hires of recent college graduates
- Adding to our colleague referral bonus

Candidate experience

- Providing a user-friendly application process
- Prioritizing the hiring process to close applicants quickly
- Offering a highly competitive salary and benefits package
- Introducing a year-long onboarding program, optimized for a virtual experience

Culture

- Offering flexible work options
- Promoting an inclusive work environment
- Giving back to our communities

