

Construction & Engineering

Major and complex loss



Construction is a hallmark of expertise at Sedgwick – our reputation is founded upon retaining the finest construction adjusters who really understand the sector and consistently deliver exceptional service to clients in the UK and around the world.

Construction accounts for almost 10% of the GDP of the UK and employs around two million people. London, in particular, is home to some of the world's foremost construction projects, buildings like the Shard, the 'Gherkin' and Lloyd's of London. Around the world, infrastructure projects vary greatly – encompassing power facilities, bridges, tunnels, railways and iconic landmarks. Major losses associated with construction are also varied in nature, and often technically complicated, making a specialist response paramount.

Proven results

We have been the nominated loss adjusters on some of the largest and most prestigious building developments around the world. Our success is based on understanding what our clients need – and delivering it, fast. With unrivalled

Construction All Risk (CAR) and Engineering All Risk (EAR) expertise, we reduce claims spend by recommending a swift and appropriate course of action from day one.

True experience

We place significant emphasis on speedy, pragmatic claims settlement and we have the experience to make sure your construction claims run smoothly. You will have one point of contact throughout the life of the claim, along with access to a wide variety of in-house specialists and trusted affiliates. Our dedicated adjusters ensure coverage and consistency of approach, and our global network means that we are there quickly, when and where you need us.

Systems and structure

We reduce your costs wherever possible

by applying project management principles to the claim from the outset. You will have full access to claims information via our online web portal – one of a number of bespoke IT systems we have developed to provide you with data in a format that is best suited to your needs. Indeed, many of our own internal procedures are structured around these systems to ensure a smooth, seamless transfer of management information between each party.

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Case Study

Evidencing our capabilities – Days under water

A UK office block suffered extensive damage whilst under construction, when water cascaded down a vehicle access ramp into the below ground levels as a result of a failed water main adjacent to the site. Although the basement level suffered somewhat, the critical damage occurred in the sub-basement levels where the development's principal plant – including a sub-station, switchgear and combined heat and power systems – were housed. This equipment was submerged for several days before the water could be successfully pumped out.

Managing Expectations

We were on-site on the day of the incident, putting procedures in place to agree the extent of damage, use of external experts, methods of procurement and cost recording. The development was nearing completion and was pre-let, so that in addition to Contract Works damage, there were also significant issues with respect to Loss of Advance Revenue. Trade contracts were assessed and advice was quickly

provided in relation to valuing what would clearly be a substantial claim. Policy coverage and, in particular, limits and deductibles were addressed at the outset so that potential uninsured losses could be recognised and made subject to provision immediately.

No surprises

We were able to link into the project valuation process, agreeing monthly repair/prolongation valuations with the cost consultants prior to certification and enabling a steady flow of funds from insurers throughout the 14-month repair programme. Consequently, all parties were able to make suitable cost provisions. This approach was extended to Third Party adjusters, who were given the opportunity to be involved in key decisions, making sure of a full recovery of both insured and uninsured losses.

A good result

Throughout our discussions, advice was given to mitigate the delay effects of damage and the consequential financial

loss. Beyond the expected increased costs to expedite repairs, a separate negotiation with the incoming tenant was crucial to the outcome achieved. With our help, the tenant accepted that the combined heat and power plant was a secondary system and was not essential to the handover to allow them to commence their fit out. Coupled with a legal agreement to complete reinstatement in a set timescale, the agreement to lease was altered, restricting revenue losses to only seven months.

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