

Our Sedgwick team helps repair properties after they've been damaged by water related incidents.

## Fast and reliable service

By partnering the expertise and services of our companies, Sergon and Oriel, we offer a unique approach to the total restoration of a property following wet peril damage. We help repair properties, often on behalf of the insurance industry. Through our proven approach, we provide and manage contractors who perform emergency mitigation, restoration and repair and also undertake work to strengthen the property against future threats. We provide:

- **A one-stop service** – a total restoration arrangement from first notification through to completion of repairs
- **Reduced repair lifecycle** – by combining our teams and skills we reduce the time to get the property back to its original state
- **An experienced team** – with over a decade of consulting and property reinstatement experience, we complete restorations quickly and effectively with minimal disruption

## Our approach

### A customer-focused solution

For each claim, we develop a solution based on the technical aspects of the incident and the customer's unique needs. We take the time to understand what's important to the customer and right for the property.

### Best practice knowledge

We look to do things the right way. At the outset of the claim, we explore a variety of restoration options and conduct a robust cost-benefit analysis to determine the most appropriate solution for each customer.

We also offer expert advice about how to prevent further damage. For example, when flooding occurs, we conduct a resilience survey and offer detailed advice on how to protect against future damage.

## Minimal disruption

Our goal is always to keep the customer at home, or the business operational throughout the entire recovery process. When this isn't possible, we look to limit any need for alternative accommodation or business interruption and to make buildings habitable quickly after an event.

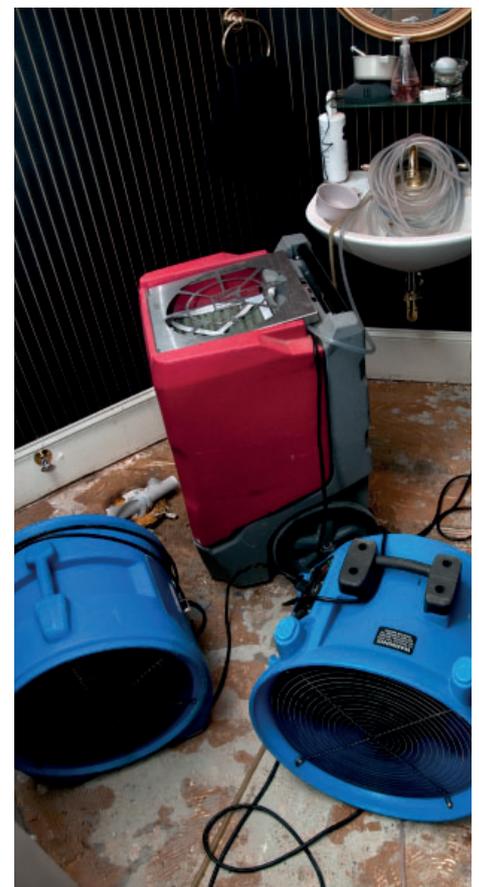
### How we work with you

Beginning with the first notification of loss, our experts manage the entire mitigation/restoration process.

- **Provide immediate emergency response** – one of our Oriel specialists will be on-site within 24-hours (or less) and will provide a stabilisation report within 48-hours
- **Handle the property stock or contents** – we help manage the stock or contents of the property and can provide storage, removal, and restoration of materials as needed
- **Conduct the initial assessment** – at the outset, we meet with the customer on-site to assess the impact of the flood and develop a tailored action plan
- **Determine the full project scope** – using our knowledge and resources, a surveyor or Oriel contractor will determine the best approach and techniques for necessary strip out and/or drying regime
- **Monitor progress and minimise disruption** – we make sure the project remains on track and limit any need for alternative accommodations or business interruption
- **Co-ordinate with various trades and approved contractors** – we can ensure early scheduling and immediate start dates with multiple parties
- **Work closely with loss adjusters** – when necessary, we work directly with our loss adjusters to provide a seamless service to the customer

## The benefits of working with us

- **A seamless approach** – one point of contact into our team of experts
- **Simplification** – we manage the process from start to finish
- **Immediate action** – we respond within 24-hours of notification
- **Clear documentation** – we provide an inventory of what's beyond economic restoration
- **Partnership** – you retain authority over all decisions
- **Ongoing communication** – we provide in-depth analysis of key milestones dates, as well as frequent progress updates
- **Expertise** – we offer expert advice for preservation of property and solutions to prevent future damage



## Resilience Service Flood

### For those impacted by the water damage

- **Immediate action** – we respond within 24-hours of notification and provide a detailed stabilisation report within 48-hours
- **Customer focus** – we offer tailored and practical assistance
- **Convenience** – we eliminate or reduce the need for alternative accommodation or business interruption
- **Full service** – we co-ordinate all phases of the claim and restoration to ensure a speedy completion
- **Cost savings** – we manage costs effectively by:
  - limiting strip out only of what can't be restored
  - reducing drying time
  - using the most effective drying regime based on a thorough cost-benefit analysis
  - completing the job fast and with minimal disruption
- **Expert advice** – we have the experience and insight on the best restoration solutions and how to minimise future threats

### Our success in numbers

#### The results from 2016:

- **70%** of customers remained in their properties after flash flooding, with minimal strip out which resulted in:
- **60-70%** reduction in spending on alternative accommodations
- An average reduction in claims spending of:
  - **15%** for escape of water
  - **11%** for flooding
  - **10-20%** reduction on surveyors fees

### What our clients have said

“ Effective stabilisation has helped us to mitigate secondary damage and determine what the most appropriate drying regime is for each individual customer's home.

“ Customer satisfaction has been high as a result of our quick stabilisation response and efficient programming of the drying, strip out (where required) and reinstatement works.

“ By investing some money up front in the stabilisation and specification of the correct drying regime, we have been able to mitigate secondary damage, which has had an overriding positive impact on the final claims cost.

### Get in touch

To find out more about our flood and resilience service, please contact:

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