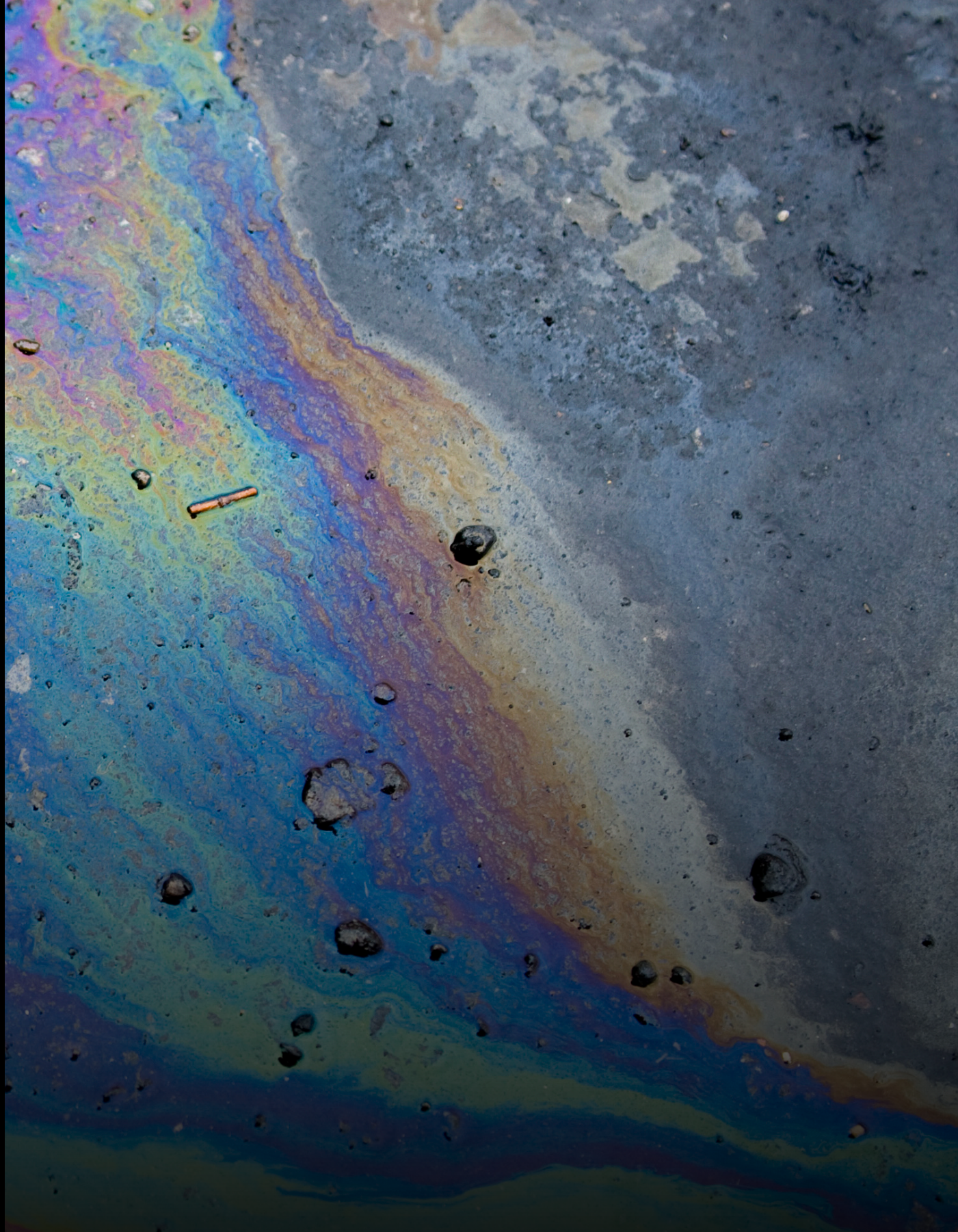
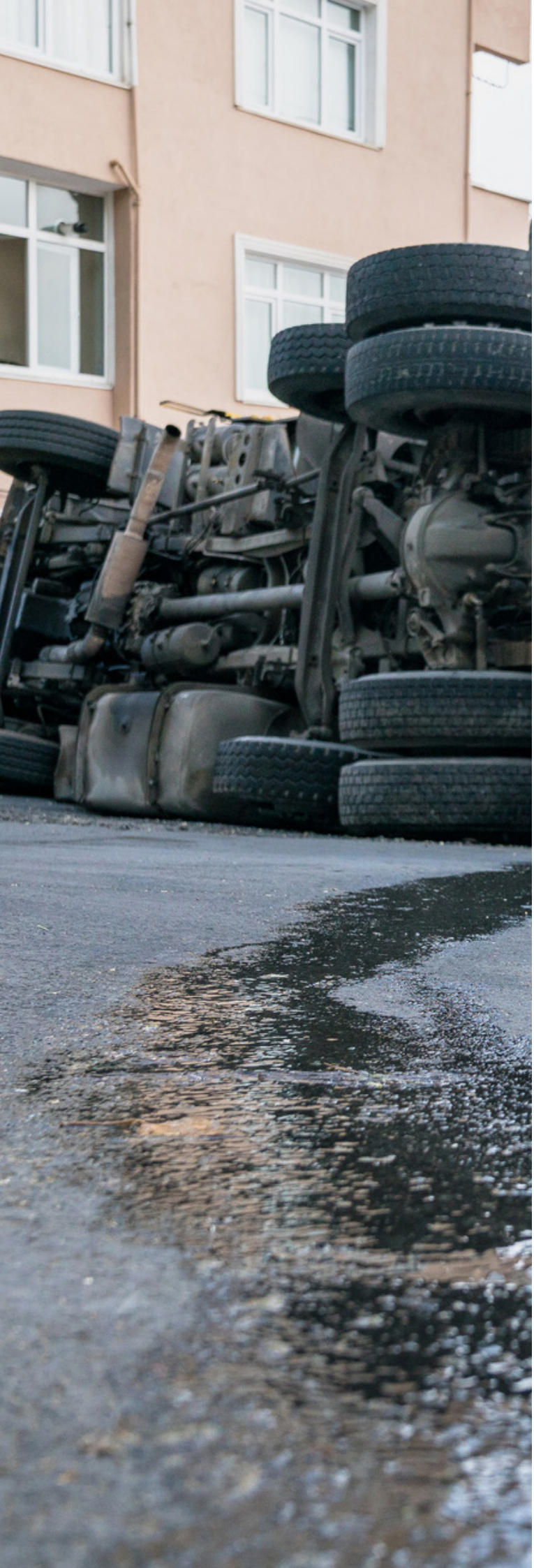
sedgwick



AUSTRALIA

Environmental solutions



Environmental services

Our waste and environmental experts specialise in environmental services, claims support, incident assessments, environmental management of large losses, waste consultation and waste beneficiation (resource recovery).

Reducing the impact on the environment

At Sedgwick, we care greatly about our impact on the environment and have a team focused on not only minimising our output but partnering with our clients to help them do the same. Recognising the impact that our activities, operations and those of our service providers have on the environment related to the use of raw materials, emissions to air and water and responsible waste management of waste generated from insurance claims is critical.

As many organisations aim to become environmentally compliant and seek ways to reduce their impact to the environment, they may look into:

- Reducing waste to landfill
- Using service providers that apply environmentally friendly principles
- Using green building materials to reinstate properties
- Managing internal waste and energy consumption
- Waste resource management at restoration/repair/remediation sites or claims

Core environmental pillars:

Environmental claims assessments and investigations (assess potential impacts, cause, origin and extent of contamination)

Waste beneficiation, resource recovery and alternative waste solutions (source alternative uses for waste streams, recycling and reuse of waste)

Consultation on claims where environmental support is required (remediation, rehabilitation, engineering and reinstatement)

Project management on environmental claims (catastrophic events and large and complex claims support)

With our extensive industry experience, we can perform the assessment, investigation, oversight and remediation for any given project and environmental condition. Our oversight capabilities include services associated with expense and loss allocation, environmental file review, environmental claims management, waste management and remediation cost control options.

Our expert routinely assists with potential recovery through subrogation support services. We can quickly review files and invoices while providing oversight and review of the activities slated towards the mitigation of environmental risks. We will review the consultants, responders and spill contractors' activities to ensure compliance with required procedures and best management practices.

We will also determine appropriate clean up options, measures and/or strategies to mitigate and resolve an incident in a timely and cost-efficient manner, as well as providing regular updates and specialist reports.



Our capability

At Sedgwick, we offer the following services to both insurance and non-insurance related work: Our complete line of environmental services is designed to help property owners, insureds, insurers and developers maintain compliance with current environmental regulations, minimise risks and optimise business objectives.

- Environmental pollution claims assessments
- Environmental consultation on complex losses
- Site assessments and investigations (phases I and II)
- Third-party peer review, desktop assessments, quantification, scrutinisation and data verification
- Waste beneficiation/resource recovery assessments and consultation
- Sudden and accidental incident management
- Marine oil spill consultation and emergency management
- Hazardous materials facility claim management
- Environmental project management
- Plant decontamination and soil remediation management
- Soil and groundwater contamination management – external services providers
- Occupational health and hygiene assessment services – external services providers
- Aquatic and ecological assessment services – external services providers
- Any additional environmental consultancy services, as and when required

Our experience enables us to find faster and more efficient ways to approach specialist problems, to manage disputes and resolve claims quickly. We combine our international experience with local expertise to provide expert professional advice together with recommendations and long-term solutions.



Sedgwick (repair solutions - environmental) benefits of using our environmental services:

- Increase operational capacity – the insured does not have to dedicate resources to remove, treat, remediate or dispose of damaged goods or waste generated from the incident or catastrophe
- Accelerate the claim process, clean-up process and waste removal (reduce BI costs)
- Legally compliant solutions (legislative requirements)
- Increase service offerings to both the insurers and insured
- By promoting waste beneficiation (resource recovery) alternative solutions, we increase the insured's environmental sustainability score
- Providing solutions around historical environmental-related incidents and claims which generated waste
- Insureds' and insurers' satisfaction

We manage our claims processes by using external approved consultants, contractors and suppliers. The process is as follows:

- Using preferred suppliers and contractors of the insured (client) and as instructed by the policyholder
- Suppliers and contractors in the local market, available to Sedgwick or its divisions (repair solutions - environmental) for rendering the required services in line with the insured's consent and requirements
- External specialist suppliers, not under Sedgwick's agreed arrangements (external from Sedgwick's database – but supervised and controlled by Sedgwick)

In cases where the insured's preferred contractor or supplier cannot be engaged in an appropriate time frame, we have access to and can provide alternative options for consideration.

Repair solutions – additional services:

Sedgwick's repair solutions team provides an alternative,competitive restoration model to the insurance industry. Since 2009, our dedicated team of repair solutions experts have invested time and energy to develop longstanding relationships with more than 300 certified, professional and quality contractors across Australia. With over 100 years of collective industry experience, our specialists have worked on A$63M in building and restoration projects, completed across more than 7,500 authorities.

Key services:

- 24/7 contact centre
- Restoration and mitigation
- Clandestine lab testing and decontamination
- Building and restoration cost validation
- Building repairs

To learn more about our environmental services offering and how we can help you, please contact:



Duane Pretorius
+61 477 953 264
duane.pretorius@au.sedgwick.com



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TOGETHER WE *THRIVE*

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