


Sustainability is viability

As a global professional services business, we recognise our duty of care for the planet we live on. That's why it makes up one third of our People, Planet, Purpose *responsible business strategy*.

 We want to reduce our environmental impact across our entire business. So, we have set ourselves ambitious goals to:



Cut emissions in half by 2030



Reach net-zero by 2050

To help us, we have embedded sustainability initiatives into our property claims service ranges to reduce environmental impact, while maintaining the same exceptional customer service standards. We have done this by implementing the following:

Field visit scheduler system

Assessing property damage typically requires in-person visits, which can often lead to the generation of excess emissions from the travel to and from multiple properties.

Our field visit scheduler system prevents this by tactically calculating routes, starting with the furthest away property and working back towards the closest property.

- + Improves efficiencies
- + Reduces driving time and distance
- + Reduces emissions

Desk-based video technology

Our video technology enables access to remote areas to optimise desk-managed claims and allows for real-time validation and scoping. It streamlines remedial work requirements and ensures our claims team can assist customers in real time.

- + Reduces claim lifecycles significantly
- + Reduces travel times for loss adjusters
- + Improves customer feedback
- + Encourages better cost management
- + Supports immediate mitigation actions and customer assistance

DBVS Metrix

Efficient and accurate information capture is crucial when it comes to the claims process. Our technology includes 360-degree camera equipment to assist with retrospective review of damages.

- + Removes need for revisits where variations are seen
- + Minimises loss adjusters' carbon footprint
- + Speeds up variation approvals, reducing lifecycles

Davies is committed to continually minimising our environmental impact. We are working further on developing these initiatives across the business and continually seeking new ways to make our offerings more sustainable.

For more information on our responsible business strategy, or sustainability initiatives, please contact:



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