



Floor & Decor

Exceptional service for forward-thinking flooring retailer

John was getting ready to remodel his bathroom and needed tiles that matched his vision of a Mediterranean theme. He drove to his local Floor & Decor, which has the largest selection of tile, wood and stone in stock and under one roof. He was impressed with the selection and the opportunity to see what the tiles would look like in his own home due to visual displays in the 72,000-square-foot facility. John was able to browse, choose the tile and take it home the same day.

“We’re able to offer everyday low prices by cutting out intermediaries and middle men in the process,” said David Christopherson, Floor & Decor executive vice president and general counsel.

The flooring retailer works directly with more than 180 vendors in 22 countries, and John visited one of its 85 stores that span 22 states. It became a public company in April 2017 and is growing at a rapid pace, which requires an insurance broker that understands its business. Floor & Decor has more than 6,000 employees who operate heavy equipment and lift heavy products, which requires a risk management program that is integrated with a strong safety culture.



DAVID CHRISTOPHERSON
Executive Vice President & General Counsel

Lockton actually asked to look under the hood. They looked at our financials, losses, claims and programs and came back with specific recommendations on how [to] enhance coverage while delivering lower costs.”

Floor & Decor’s stores are “working warehouses,” so the organization strives to stay ahead of the risk by evaluating probability and severity. Lockton helps the business focus on the right risks by looking at programs like property, workers’ compensation, business interruption, inventory and stock throughput to make the best business impact.





Focusing on the risks really paid off when torrential rain, wind and subsequent flooding damaged a Houston, Texas, location following Hurricane Harvey. Lockton was there to reassure Floor & Decor’s leadership while having boots on the ground to assess the damage and handle the claims process.



“Lockton was a great partner in working us through that claim and making sure that minimized the impact to the business and there were no surprises,” said Christopherson.

Lockton Associates continue to work with Floor & Decor to understand its risk as it evolves through rapid growth. We work with the retailer to find strategic solutions through a holistic view of the business.