

**PREMCO**

**Commercial Combined**

**Insurance Policy**

## IMPORTANT NOTICE

This policy (and the schedule which forms an integral part of the policy) is a legal contract. Please examine it thoroughly to ensure it meets with your requirements. If it does not please advise your insurance advisor or us immediately. This policy is issued by Premco as underwriting agent for QBE Insurance (Europe) Limited.

We would remind you that you are required to inform us immediately of any facts or changes which we would take into account in our assessment or acceptance of this insurance. Failure to do so may invalidate your Policy or result in certain aspects of cover not operating fully. If you are in any doubt as whether a fact is material or not, please contact your insurance adviser or us.

This Policy, the Schedule (including any Schedule issued in substitution), the Statement of Fact and any Memoranda shall be considered one document and any word or expression to which a specific meaning has been attached shall bear such meaning wherever it appears.

The Statement of Fact and any information supplied by the Insured shall be incorporated in the contract. The Company will provide the insurance described in the Policy, subject to the terms and conditions, for the Period of Insurance shown in the Schedule and any subsequent period for which the insured shall pay and the Company shall agree to accept the premium.

Premco provides insurance solutions for UK insurance intermediaries and is a trading style of Premier Commercial Limited authorised & regulated by the Financial Services Authority.

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## General Conditions

- 1 This Policy shall be voidable in the event of misrepresentation misdescription or non-disclosure in any material particular
- 2 Observance of the terms of this Policy relating to anything to be done or complied with by the Insured is a condition precedent to any liability of the Company except in so far as is necessary to comply with the requirements of any legislation enacted in Great Britain Northern Ireland the Channel Islands or the Isle of Man relating to compulsory insurance of legal liability to employees
- 3 The Insured at his own expense shall
  - (A) take all reasonable precautions to prevent or diminish loss destruction or damage or any occurrence or cease any activity which may give rise to liability under this Policy and to maintain all buildings furnishings ways works machinery plant caravans and vehicles in sound condition
  - (B) exercise care in the selection and supervision of employees
  - (C) as soon as possible after discovery cause any defect or danger to be made good or remedied and in the meantime shall cause such additional precautions to be taken as the circumstances may require
- 4 This Policy shall be avoided if
  - (A) the Business be wound up or carried on by a liquidator or receiver or permanently discontinued or
  - (B) the Insured's interest cease otherwise than by death or
  - (C) any alteration be made either in the Business or in the Premises or property therein the occupation of any Insured Person or any other circumstances whereby the risk is increased at any time after the commencement of this insurance unless its continuance be admitted by memorandum signed by or on behalf of the Company
- 5 This Policy shall be avoided if the Insured's interest ceases and nothing herein contained shall give any right against the Company to any person other than the Insured except to a transferee approved by the Company
- 6 If any part of the Premium or Renewal Premium is based on estimates provided by the Insured the Insured shall keep an accurate record containing all relevant particulars and shall allow the Company to inspect such record
- 7 Cancellation when the premium is paid annually  
This Policy may be cancelled by  
the Insured giving written instruction to the Company  
or  
the Company sending 30 days written notice to the last known address of the Insured  
Cancellation will be effective from  
the receipt of valid instruction from the Insured provided that where a Certificate of Insurance has been issued as a statutory requirement to provide evidence of cover cancellation will only be effective from the date of receipt of the Certificate(s) of Insurance to the Company  
or  
the expiry of the 30 days written notice sent by the Company  
The Insured will be entitled to a proportionate return of premium in respect of the unexpired portion of the current Period of Insurance provided that no claim has been made in that Period nor any incident occurred that might give rise to a claim

- 8** Cancellation when the premium is paid monthly  
The Insured may cancel this Policy by giving written instruction to the Company and cancellation will be effective from the date of receipt of valid instructions provided that where a Certificate of Insurance has been issued as a statutory requirement to provide evidence of cover cancellation will only be effective from the date of receipt of the Certificate(s) of Insurance by the Company

The Insured will be responsible for cancellation of the relevant Direct Debit Mandate

Should the Insured cancel or fail to comply with the credit agreement relating to this Policy and fail to pay immediately to the Company the full amount of premium or fail to take the action specified in a default notice issued by the Company before the date shown therein the insurance by this Policy is thereupon cancelled

The Company may cancel this Policy by sending 14 days written notice to the last known address of the Insured who will return to the Company any Certificate(s) of Insurance issued as a statutory requirement

- 9** All the Sums Insured Limits of Indemnity Limits of Liability and any other restrictions on the amount of the Company's liability stated in this Policy will apply as maximum limits to the Company's liability irrespective of the number of persons entitled to indemnity under this Policy

For the purposes of the Sums Insured Limits of Indemnity Limits of Liability and any other restrictions on the amount of the Company's liability the Insured and all other persons entitled to indemnity under this Policy shall be treated as one party or legal entity so that there will be only a single contract of insurance between the Company as one party and the Insured and all other persons entitled to indemnity as the other party

- 10** This Policy will be governed by English Law and the Parties submit to the exclusive jurisdiction of the English Courts

## Claims Conditions

- 1** If the claim be in any respect fraudulent or if any fraudulent means or devices be used by the Insured or anyone acting on his behalf to obtain any benefit under this Policy or if any loss destruction or damage be occasioned by the wilful act or with the connivance of the Insured all benefit under this Policy shall be forfeited
- 2** On the discovery of any circumstance or event which may give rise to a claim under this Policy the Insured shall
- (A) notify the Company in writing forthwith
  - (B) give immediate notice to the Police Authority in respect of loss destruction or damage (other than by fire or explosion) caused by malicious persons or thieves if insured by this Policy
  - (C) carry out and permit to be taken any action which may be reasonably practicable to prevent further loss destruction or damage and to minimise or check any interruption of or interference with the Business or to avoid or diminish the loss
  - (D) as soon as possible after discovery cause any defect or danger to be made good or remedied and in the meantime shall cause such additional precautions to be taken as the circumstances may require
  - (E) within 30 days (7 days in the case of Damage caused by riot civil commotion strikers locked-out workers persons taking part in labour disturbances or malicious persons if insured by this Policy) after the circumstances or event or of the expiry of the Indemnity Period or such further time as the Company may allow at his own expense deliver to the Company
    - (1) full information in writing of the claim
    - (2) details of any other insurance relating to the claim

- (3) all such business books documents proofs information explanation and other evidence as may be reasonably required all of which information and details may be produced by the Insured's professional accountants or auditors who are regularly acting as such their report being prima facie evidence of such information and details
- (4) if demanded a statutory declaration of the truth of the claim and of any matter connected with it

- 3 No claim under this Policy shall be payable unless the terms of Claims Condition 2 have been complied with
- 4 If the Company elects or becomes bound to reinstate or replace any property the Insured shall at his own expense produce and give to the Company all such plans documents books and information as the Company may reasonably require The Company shall not be bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner and shall not in any case be bound to expend in respect of any one of the items insured more than the sum insured thereon
- 5 (A) On the happening of any loss destruction or damage in respect of which a claim is or may be made under this Policy the Company and every person authorised by the Company may without thereby incurring any liability and without diminishing the right of the Company to rely upon any conditions of this Policy enter take or keep possession of the building or premises where the loss destruction or damage has happened and may take possession of or require to be delivered to them any of the property hereby insured and may keep possession of and deal with such property for all reasonable purposes and in any reasonable manner This condition shall be evidence of the leave and licence of the Insured to the Company so to do If the Insured or anyone acting on his behalf shall not comply with the requirements of the Company or shall hinder or obstruct the Company in doing any of the above - mentioned acts then benefit under this Policy shall be forfeited The Insured shall not in any case be entitled to abandon any property to the Company whether taken possession of by the Company or not
- (B) No admission offer promise payment or indemnity shall be made or given by or on behalf of the Insured without the written consent of the Company which shall be entitled to take over and conduct in the name of the Insured the defence or settlement of any claim or to prosecute any claim in the name of the Insured for its own benefit and shall have full discretion in the conduct of any proceedings and in the settlement of any claim

The Insured shall give all such assistance as the Company may require

- 6 The Insured shall at the Company's request and expense do and concur in doing and permit to be done all such acts and things as may be necessary or reasonably required by the Company for the purpose of enforcing any rights and remedies or of obtaining relief or indemnity from other parties to which the Company shall be or would become entitled or subrogated upon the Company paying for or making good any loss under this Policy whether such acts and things shall be or become necessary or required before or after the Company indemnifies the Insured
- 7 **Not applicable to Money Personal Accident and Personal Injury (Robbery) Insurance**  
If at the time of any claim there is any other insurance covering the Insured's interest in the property lost destroyed or damaged or the same legal liability the Company's liability under this Policy shall be limited to its rateable proportion of such claim If any such other insurance is subject to any condition of average this Policy if not already subject to any condition of average shall be subject to average in like manner If any other insurance effected by or on behalf of the Insured is expressed to cover any of the property hereby insured but is subject to any provision whereby it is excluded from ranking concurrently with this Policy either in whole or in part or from contributing ratably to the loss destruction or damage the Company's liability hereunder shall be limited to such proportion of the loss destruction or damage as the sum hereby insured bears to the value of the property

**8 Not applicable to Liability Personal Accident Personal Injury (Robbery) and Legal Expenses Insurance**

If any difference shall arise as to the amount to be paid under this Policy (liability being otherwise admitted) such difference shall be referred to an arbitrator to be appointed by the parties in accordance with the statutory provisions in that behalf for the time being in force Where any difference is by this condition to be referred to arbitration the making of an award shall be a condition precedent to any right of action against the Company

**9 Applicable only to Glass Breakage Damage to Neon and Illuminated Signs Electric Light Fittings and Sanitary Earthenware Insurance**

Notwithstanding Claims Condition (2A) of this Policy in the event of any breakage loss or damage the Insured shall give immediate telephone notice to the Company If such breakage relates to stained glass the Company shall only be liable for the cost of repairing the broken glass by stained glass artists of recognised repute and standing and shall not pay any loss arising from alleged inferior artistic merit

**10 Applicable only to Liability Insurance**

Every letter claim writ summons and process in connection with the event shall be forwarded to the Company immediately on receipt The Insured shall also give the Company written notice immediately the Insured has knowledge of any prosecution or inquest in connection with any occurrence which may give rise to liability under this Policy

**11 Applicable only to Personal Accident and Personal Injury (Robbery) Insurance**

All certificates information and evidence required by the Company shall be furnished free of expense to and in the form prescribed by the Company The Insured Person shall as often as required submit to medical examination on behalf of and at the Company's expense in connection with any claim The Insured's or the Insured's personal representative's receipt shall discharge the Company The Insured Person or the Insured Person's personal representative shall have no right to claim from or sue the Company If the Insured comprises more than one party having an interest in the Insured Person the Benefit shall represent the total amount payable in respect of that Insured Person for all interests covered by this insurance

# Terrorism Exclusion

This Policy does not cover Damage or loss resulting from Damage occasioned by or happening through or in consequence directly or indirectly of

A) Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss other than as stated in the **Special Provision - Terrorism**

and

B) in Northern Ireland civil commotion

This Policy also excludes Damage or loss resulting from Damage directly or indirectly caused by resulting from or in connection with any action in controlling preventing suppressing or in any way relating to any act of Terrorism

For the purpose of this exclusion

Terrorism shall mean any act including but not limited to the use of force or violence or the threat thereof of any person or group of persons whether acting alone or on behalf of or in connection with any organisation or government committed for political religious ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear

In any action suit or other proceedings where the Company alleges that by reason of this exclusion any Damage or loss resulting from Damage is not covered by this Policy (or is covered only up to a specified limit of liability) the burden of proving that such Damage or loss is covered (or is covered beyond that limit of liability) shall be upon the Insured

## Special Provision - Terrorism

Subject otherwise to the terms definitions exclusions provisions and conditions of this Policy this Policy includes Damage (as insured by this Policy) or loss resulting from Damage in Great Britain the Isle of Man and the Channel Islands occasioned by or happening through or in consequence of Terrorism as defined above

provided that the Company's liability in respect of all losses arising out of any one occurrence and in the aggregate in any one period of insurance shall not exceed

A) the limits shown against the undernoted property and interests (if insured by this Policy) after the application of all the provisions of the insurance including any Insured's Contribution

### Property/interests

### Limit of liability

Property Damage  
Buildings  
Other Property

£100,000  
£100,000

Business Interruption/Loss of Income and Rent  
(in the aggregate)

£100,000

Book Debts / Outstanding Debit Balances

£100,000

or

B) any limit of liability or sum insured stated in this Policy

whichever is the lower

Any provision in this Policy which provides for any sum insured or limit of liability to be automatically reinstated following a loss shall not apply to losses covered under this Special Provision

**THESE SERVICES HAVE BEEN ARRANGED TO PROVIDE ASSISTANCE IN EMERGENCIES AND WHEN PREMISES BECOME UNOCCUPIED LEGAL ADVICE AND GLASS REPLACEMENT WHICH MAY RESULT IN THE INSURED INCURRING COSTS AND EXPENSES WHICH ARE NOT RECOVERABLE UNDER THIS OR ANY OTHER POLICY OF INSURANCE**

## **Commercial Customer Care Service**

Customer Care Service shall provide the Insured with the following 24 hour assistance service

The Insured can request arrangements to be made for a contractor to carry out emergency repair work at the Business Premises

The Insured can request arrangements to be made for a contractor to provide a specialist service for unoccupied premises

The Insured can seek legal advice on any commercial problem related to the Business

## **Glass Replacement Service**

Our Glass Replacement Service shall provide the Insured with the following 24 hour assistance service

The Insured can contact our Claims Helpline for glass replacement at the Business Premises

### **Provisions**

- 1)** The Company cannot accept responsibility for the unavailability or standard of the services nor for any consequences resulting from the use of the service
- 2)** The Insured is responsible for the payment of any charges fees or costs resulting from the use of these services although if a claim is subsequently made under this Policy some of the charges fees or costs may be recoverable
- 3)** The Commercial Customer Care and Glass Replacement Service telephone numbers are detailed on the Policy Information Booklet provided with this Policy although the services are only available during any Period of Insurance for which the Insured has paid or agreed to pay the premium

# Property Damage Insurance

## THIS INSURANCE IS OPERATIVE ONLY IF SHOWN AS SUCH IN THE SCHEDULE

If any of the Property Insured other than Own Computer Equipment described in the Schedule suffers Damage at the Premises by any of the Covers insured the Company will in accordance with the provisions of the insurance pay to the Insured the amount of loss or at its option reinstate or replace such property

In respect of Own Computer Equipment as described in the Schedule if such Property suffers Damage at the Premises by any of the Covers insured the Company will in accordance with the provisions of the insurance pay to the Insured

- 1) in respect of Reinstatement of Data the amount of loss or at its option reinstate or replace such property up to the limit shown in the Schedule
- 2) in respect of Additional Cost of Working the amount of loss resulting from the interruption or interference with the Insured's Business at the Premises caused by the Damage up to the limit shown in the Schedule

provided that payment has been made or liability admitted for the Damage under an insurance covering the interest of the Insured in the property  
or  
payment would have been made or liability admitted for the Damage but for the operation of a proviso in such insurance excluding liability for losses below a specified amount

The Company's liability in any one Period of Insurance shall not exceed in the whole the total sum insured or in respect of any one item its sum insured or any other stated limit of liability

For the purpose of this insurance Damage shall mean loss destruction or damage

## Covers

The following are the Covers insured except as otherwise stated in the Schedule

- 1 A **Fire** excluding Damage
  - 1) by explosion resulting from fire
  - 2) to property caused by its undergoing any process involving the application of heat
- B **Explosion** excluding Damage
  - 1) caused by the bursting of any boiler economiser or other vessel machine or apparatus belonging to or under the control of the Insured in which internal pressure is due to steam only
  - 2) to any vessel machine or apparatus or its contents resulting from the explosion thereof but this shall not exclude Damage caused by explosion of
    - any boiler
    - gasused for domestic purposes only
- C **Lightning**
- D **Aircraft** or other aerial devices or articles dropped therefrom
- 2 **Earthquake** excluding Damage caused by fire

- 3 Riot civil commotion strikers locked-out workers or persons taking part in labour disturbances or malicious persons** excluding Damage
- 1) arising from confiscation requisition or destruction by order of the government or any public authority
  - 2) arising from cessation of work
  - 3) A) in the course of theft or attempted theft  
B) in respect of any building which is empty or not in use  
directly caused by malicious persons not acting on behalf of or in connection with any political organisation
- 4 Storm or flood** excluding Damage
- 1) attributable solely to change in the water table level
  - 2) caused by frost subsidence ground heave or landslip
  - 3) to fences gates and moveable property in the open
- 5 Escape of water from any tank apparatus or pipe** excluding Damage
- 1) by water discharged or leaking from an automatic sprinkler installation
  - 2) in respect of any building which is empty or not in use
- 6 Impact by any road vehicle** (including any fork lift truck or other industrial vehicle) or animal
- 7 Accidental escape of water from any automatic sprinkler installation** excluding Damage
- 1) by freezing in any building which is empty or not in use
  - 2) by heat caused by fire
- 8 Theft** (which shall be deemed to include attempted theft) excluding Damage
- 1) which does not involve
    - entry to or exit from that part of the building occupied by the Insured for the purpose of the Business by forcible and violent means  
or
    - actual or threatened assault or violence or use of force at the Premises against the Insured or any employee of the Insured or any other person lawfully on the Premises
  - 2) from any part of the building not occupied by the Insured for the purpose of the Business
  - 3) from the open or from any outbuilding
  - 4) to property in transit
  - 5) to Money and securities of any description
- 9 Subsidence ground heave or landslip** excluding Damage
- 1) arising from the settlement or movement of made-up ground or by coastal or river erosion
  - 2) occurring as a result of the construction demolition structural alteration or structural repair of any property at the Premises
  - 3) arising from normal settlement or bedding down of new structures
  - 4) commencing prior to the granting of cover under this insurance
- 10 Any other accident** excluding Damage
- 1) by any of
    - A) the Covers
    - B) the causes expressly excluded from the Covers
 specified in the paragraphs 1-9 or 12-13 (whether or not insured)
  - 2) to any property caused by
    - A) its own faulty or defective design or materials
    - B) inherent vice latent defect gradual deterioration wear and tear
    - C) faulty or defective workmanship operational error or omission on the part of the Insured or any of their employees but this shall not exclude subsequent Damage which itself results from a cause not otherwise excluded

- 3) caused by
  - A) corrosion rust wet or dry rot shrinkage evaporation loss of weight dampness dryness marring scratching vermin or insects
  - B) change in temperature colour flavour texture or finish
  - C) joint leakage failure of welds cracking fracturing collapse or overheating of boilers economisers superheaters pressure vessels or any range of steam and feed piping in connection therewith
  - D) mechanical or electrical breakdown or derangement in respect of the particular machine apparatus or equipment in which the breakdown or derangement originates but this shall not exclude
    - 1) such Damage which itself results from other Damage and is not otherwise excluded
    - 2) subsequent Damage which itself results from a cause not otherwise excluded
- 4) caused by
  - A) pollution or contamination
  - B) acts of fraud or dishonesty
  - C) disappearance unexplained or inventory shortage misfiling or misplacing of information
- 5) to
  - A) a building or structure caused by its own collapse or cracking
  - B) moveable property in the open fences and gates by wind rain hail sleet snow flood or dust
  - C) to property resulting from its undergoing any process of production packing treatment testing commissioning servicing or repair
- 6) to
  - A) property in transit
  - B) money and securities of any description
  - C) vehicles licensed for road use (including accessories thereon) caravans trailers railway locomotives rolling stock watercraft or aircraft
  - D) property or structures in course of construction or erection and materials or supplies in connection with all such property in course of construction or erection
  - E) property recoverable under any guarantee or Maintenance Agreement in force at the happening of the Damage

- 11 A Accidental breakage of fixed Glass** by fracture extending through its entire thickness
- B Damage to neon and illuminated signs and electric light fittings
  - C Accidental breakage of sanitary earthenware
  - D Damage by impact or falling glass to
    - 1) the framework and fittings of the ground floor frontage
    - 2) goods on display in windows

excluding

- 1) breakage or Damage
  - A) consequent upon alterations to the framework or position of any of the Glass or to neon and illuminated signs and electric light fittings or to sanitary earthenware
  - B) consequent upon settlement or expansion or contraction of frames or fittings in buildings under construction and during a period of six months after the date of completion of the buildings
  - C) whilst the Premises are empty or disused unless specifically agreed
  - D) existing prior to the commencement of this insurance and not subsequently replaced
  - E) in respect of neon and illuminated signs and electric light fittings
    - 1) occasioned by or traceable to wear and tear or gradual deterioration mechanical or electrical breakdown or removal from the fixed position other than by theft or attempt thereat
    - 2) of bulbs or tubes unless consequent upon Damage to signs or fittings

- F) of
  - 1) Glass which is bent tinted stained and fired or incorporated in multiple glazed units
  - 2) lettering or decoration or protective film or alarm foil on Glass unless to comply with the quality recommended in the British Standard Code of Practice BS 6262:1982
- 2) any consequence of fire or explosion unless more specifically insured under Cover 1

**12 Damage to Office Machines** if insured excluding

- 1) Damage by any of the Covers (or the causes expressly excluded from such Covers) specified in paragraphs 1-9 (whether or not insured)
- 2) Damage caused by
  - A) wear and tear moth vermin atmospheric or climatic conditions or any gradually operating cause
  - B) alterations maintenance repairs or any process of cleaning or restoring
  - C) delay confiscation or detention by order of any Government or Public Authority
  - D) counterfeit substitute or foreign coins
  - E) mechanical or electrical breakdown or derangement
- 3) breakage of electrical valves bulbs or tubes unless forming part of the property and fixed therein and happening as the result of Damage to such property
- 4) the contents of machines unless such contents are shown in the Schedule
- 5) depreciation contamination consequential loss or consequential damage of any kind or description
- 6) Damage consequent upon any person obtaining any property by deception

**13 Mechanical or Electrical Breakdown or derangement** in respect of Own Computer Equipment excluding Damage

- A) by any of
    - 1) the Covers
    - 2) the causes expressly excluded from the Covers specified in paragraphs 1-9 or 11 (whether or not insured)
  - B) to any property caused by or consisting of wear and tear or deterioration due to atmospheric conditions rust or corrosion faulty or defective workmanship operational error or omission on the part of the Insured or their employees but this shall not exclude subsequent Damage which itself results from a cause not otherwise excluded
  - C) to property in the open
  - D) which would be covered by any guarantee or Maintenance Agreement whether or not in force at the happening of the Damage
  - E) to property resulting from
    - its undergoing any process of production packing treatment testing commissioning servicing or repair
    - pollution or contamination
    - acts of fraud or dishonesty
    - the deliberate act of a supply undertaking in withholding the supply of water gas electricity fuel or telecommunications services
- but this shall not exclude
- such Damage or subsequent Damage which itself results from other Damage and is not otherwise excluded

## Insured's Contribution

This insurance does not cover the Insured's Contribution (as shown below or as otherwise specified in the Schedule) being the first part of each and every loss to be borne by the Insured at each separate premises as ascertained after the application of all other terms and conditions of the insurance including the Underinsurance Provision

A	Cover 9 (Subsidence) if insured	£1,000
B	All other Covers	£ 250

## Exclusions

This insurance does not cover

### A **Marine Policies**

Damage to property which at the time of the happening of the Damage is insured by or would but for the existence of this insurance be insured by any marine policy or policies except in respect of any excess beyond the amount which would have been payable under the marine policy or policies had this insurance not been effected

### B **Sonic Bangs**

Damage caused by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds

### C **War and allied Risks**

Damage occasioned by

- 1) riot or civil commotion except to the extent that it is specifically insured
- 2) war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power

### D **Pollution and Contamination**

Damage caused by pollution or contamination except (unless otherwise excluded) destruction of or damage to the Property Insured caused by

- 1) pollution or contamination which itself results from any Cover insured (other than Cover 10)
- 2) any Cover insured (other than Cover 10) which itself results from pollution or contamination

### E **Radioactive Contamination**

Damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss directly or indirectly caused by or contributed to by or arising from

- 1) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
- 2) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

### F **Satellite Telecommunications**

Additional Cost of Working arising from

- failure of any satellite prior to its obtaining its full operating function or while in or beyond the final year of its design life
- atmospheric solar or lunar conditions causing temporary interference with transmission to or from any satellite

### G **Computer Systems Records**

Computer Systems Records unless at the time of the Damage a back-up copy is maintained either at a location other than the Premises or alternatively a back-up copy is kept in a fireproof safe or cabinet on the Premises

## H Maintenance Agreement

Additional Cost of Working incurred during the first 48 hours following Damage as provided by Cover 13 unless a Maintenance Agreement is in force at the time of the Damage

### Data Recognition Exclusion

Unless Damage results from Covers insured 1 to 9 this insurance does not cover loss resulting from direct or indirect Damage caused by any Failure of a System resulting in Damage (whether direct or indirect) to any such System or to any other Property Insured

For the purposes of this Exclusion -

Failure of a System means the failure or inability of a System (whether or not owned by the Insured)

- 1) correctly to recognise or utilise any data concerning a date (whether a date in the Year 2000 or any other date) as being such calendar date as the data is intended to represent
- 2) to operate as a result of any command programmed into the System utilising any date (whether a date in the Year 2000 or any other date)

System includes computers other computing and electronic and mechanical equipment linked to a computer hardware software programs data electronic data processing equipment Microchips and anything which relies on a Microchip for any part of its operation

Microchip includes integrated circuits and microcontrollers

## Definitions of Property

### Property Insured

-  
Buildings



at the Premises including within the

open yards forming part of the

all as defined below or more fully described in the Schedule and all being the property of the Insured or for which they are legally responsible but excluding

- property which is more specifically insured
- unless specifically notified to and accepted by the Company as insured
  - A) land roads pavements piers jetties bridges culverts or excavations
  - B) livestock growing crops or trees

### Buildings

- buildings (being built mainly of brick stone concrete or other non-combustible materials unless otherwise stated in the Schedule or Statement of Fact)
- landlord's fixtures and fittings in and on the buildings
- small outside buildings extensions annexes gangways
- walls gates and fences
- services which shall mean
  - telephone gas and water mains electrical instruments meters piping cabling and the like and the accessories thereon extending from the buildings to the perimeter of the premises or to the public mains (including those underground)

### Tenant's Improvements

- all tenant's improvements alterations additions and decorations belonging to the Insured or for which they are responsible

## **General Contents** (excluding Own Computer Equipment)

- machinery plant fixtures fittings and other trade equipment
  - all Office Machines and other contents
  - patterns models moulds plans and designs
  - documents manuscripts and business books for an amount not exceeding £25,000 in respect of any one loss
  - in so far they are not otherwise insured
    - directors' partners' and employees' personal effects including clothing pedal cycles tools instruments and the like for an amount not exceeding £500 per person
- but any cover granted under this insurance for Damage by Theft shall not apply to
- personal effects partly or wholly of precious metal jewellery watches furs contact lenses portable electronic entertainment equipment cameras Money and securities of any description
  - Money and securities of any description but for not more than £1,000 in total and subject to any specific exclusions in this insurance
  - wines spirits cigarettes and tobacco held for entertainment purposes but for not more than £500 in total in respect of Damage by Theft (if insured)
  - to the extent that they are not otherwise insured motor vehicles motor chassis and their contents
  - closed circuit television and alarm system equipment
  - Glass Sanitary Earthenware neon and illuminated signs and electric light fittings

## **Money**

- cash bank notes currency notes cheques bankers' drafts postal orders money orders current postage stamps and revenue stamps National Insurance stamps National Savings stamps and certificates holiday savings stamps luncheon vouchers credit company sales vouchers VAT purchase invoices Premium Bonds bills of exchange giro cheques and drafts gift tokens trading stamps unused units in franking machines consumer redemption vouchers and credit cards

## **Stock**

- stock and materials in trade work in progress and finished goods (including telephone cards lottery tickets scratch cards and postage stamps intended for sale)

## **Designation of Property**

Where necessary the item heading under which any property is insured shall be determined by the designation under which such property appears in the Insured's books

## **Glass**

Normal flat annealed glass including toughened and laminated glass unless otherwise shown in the Schedule

## **Office Machines**

Typewriters duplicators photocopying machines calculators accounting machines telephone installations public address systems dictating equipment postal and franking machines and similar office machinery belonging to the Insured or for which the Insured is responsible

## **Own Computer Equipment**

- Computer Equipment
- Ancillary Equipment
- Computer Systems Records
- programs and/or information stored upon fixed disks

as defined below and all being the property of the Insured or for which they are responsible but excluding property which is more specifically insured

## Computer Equipment

All Computer Equipment (including interconnecting wiring fixed disks and telecommunications equipment) used for the storage and communication of electronically processed data but excluding Computer Equipment used solely or in part for the control or monitoring of any manufacturing repair handling alteration and/or treatment process or plant machinery vehicles airborne or waterborne craft of any kind

## Ancillary Equipment

Ancillary Equipment solely for use with the Computer Equipment comprising air conditioning equipment generating equipment UPS voltage regulating equipment temperature and humidity recording equipment electronic access equipment heat smoke and water detection equipment lightning and transient overvoltage protection devices lockdown security devices gas flooding cylinders and pipework and computer room partitioning

## Computer Systems Records

All current and back-up Computer Records (excluding Fixed Disks and paper records of any description) incorporating stored programs and/or information thereon

## Sanitary Earthenware

Sanitary ware of every description

## Maintenance Agreement

A maintenance rental hire or lease agreement which provides a minimum service of on-call remedial and/or corrective maintenance at inclusive cost

## The Insurance Provided

The Company will pay

**In respect of Buildings and General Contents** (other than motor vehicles directors' partners' and employees' personal effects)

- A i) **the cost of reinstatement** being
- where the property is destroyed the cost of rebuilding or in the case of General Contents the cost of its replacement by similar property
  - where the property is damaged the cost of repairing or restoring the damaged portions to a condition substantially the same as but not better or more extensive than its condition when new

### In respect of Own Computer Equipment

- A ii) **the cost of reinstatement** being
- where the property is destroyed or damaged beyond economic repair replacement by new property of equal performance and/or capacity or if such be impossible replacement by property having the nearest higher performance and/or capacity to the property lost destroyed or damaged
  - where the property is damaged the cost of repairing or restoring the damaged portions to a working condition substantially the same as but not better or more extensive than its condition when new
- A iii) **the cost incurred by the Insured in taking reasonable but exceptional measures to avoid or mitigate Damage** provided that
- the impending Damage does not stem from any reasonably foreseeable cause and that Damage would be the natural outcome to be expected in the absence of such measures
  - the Company is satisfied that Damage has been avoided or reduced in consequence of the measures taken

- A iv) **the cost necessarily and reasonably incurred in the making of temporary repairs** upon and/or the expediting of the repair reinstatement or replacement of property consequent upon the Damage provided that the liability of the Company shall not exceed £5,000
- B **the cost of complying with Public Authorities' requirements** being such additional cost of reinstatement of the property as may be incurred with the Company's consent in complying with Building Regulations or local authority or other statutory requirements first imposed upon the Insured following the Damage provided that the reinstatement is completed within twelve months of the occurrence of the Damage or within such further time as the Company may in writing allow
- C **the cost of removing debris** being the cost incurred with the Company's consent in removing debris dismantling demolishing shoring up and propping portions of the property but excluding any costs or expenses
- 1) incurred in removing debris except from the site of such property damaged and the area immediately adjacent to such site
  - 2) arising from pollution or contamination of property not insured by this Policy provided that the liability of the Company shall not exceed £5000 in respect of Own Computer Equipment
- D **the cost of professional fees** being those necessarily incurred in the reinstatement of the property but not for preparing any claims
- E **reinstatement of Data** being the costs necessarily and reasonably incurred by the Insured in the reinstatement of programmes and/or information onto fixed disks
- The undernoted provisions apply

1 **Public Authorities' requirements**

The Company shall not be liable in respect of cost B above for

- requirements relating to undamaged property or undamaged portions of property other than foundations (unless foundations are specifically excluded from the insurance)
- any rate tax duty development or other charge or assessment which may arise out of capital appreciation as a result of complying with any of the regulations or requirements referred to

2 **Partial Damage**

Where Damage occurs to only part of the property the Company's liability shall not exceed the amount which the Company would have been liable to pay had the property been wholly destroyed

3 **Reinstatement on Another Site**

The work of reinstatement may be carried out wholly or partially upon another site and in any manner suitable to the requirements of the Insured provided that it does not increase the Company's liability

4 **Insurable Amount**

For the purpose of the Underinsurance Provision the Insurable Amount shall be the Day One Reinstatement Value

Day One Reinstatement Value shall mean

the total of the insured costs A B C and D in reinstating the Property Insured to a condition substantially the same as when new at the level of costs applying at the commencement of the period of insurance

## 5 **Alternative Basis of Settlement (except Own Computer Equipment)**

The Company's liability shall be limited to the Alternative Basis of Settlement (as defined below)

- A) until the cost of reinstatement has actually been incurred
  - B) if the work of reinstatement is not carried out as quickly as is reasonably practicable
  - C) if at the time of its Damage the property is covered by any other insurance effected by or on behalf of the Insured and such other insurance is not on the identical basis of reinstatement defined in cost A i)
  - D) if in the Schedule it is stated that the Alternative Basis of Settlement applies
- Under the Alternative Basis of Settlement the Company will pay the value of the property at the time of its destruction or the amount of the damage including the cost of
- complying with Public Authorities' requirements
  - removing debris
  - professional fees

as defined in costs B C and D above and subject to the provisions and exceptions applying to those costs

For the purpose of the Underinsurance Provision the Insurable Amount shall be the total of the value at the time of the Damage of the Property Insured by the item and the additional costs B C and D

## 6 **Alternative Basis of Settlement for Own Computer Equipment**

Under the Alternative Basis of Settlement the Company will pay the value of the property at the time of its destruction or the amount of the damage including the cost of

- minimising Damage and temporary repairs
- removing debris
- professional fees

as defined in costs A ii) A iii) A iv) C D & E above and subject to the provisions and exceptions applying to those costs

For the purpose of the Underinsurance Provision the Insurable Amount shall be the total of the value at the time of the Damage of the Property Insured by the item and the additional costs C D & E

## **In respect of Computer Systems Records documents manuscripts and business books**

The Company will pay

- the value of the materials as stationery
  - the clerical labour and computer time expended in reproducing such Computer Systems Records documents manuscripts and business books
  - the costs necessarily and reasonably incurred in connection with the reproduction of any information to be recorded
- but excluding the value to the Insured of the information
- the cost incurred with the Company's consent in removing debris dismantling demolishing shoring up and propping portions of the property but excluding any costs or expenses
    - 1) incurred in removing debris except from the site of such property damaged and the area immediately adjacent to such site
    - 2) arising from pollution or contamination of property not insured by this Policy

The undernoted provision applies

For the purpose of the Underinsurance Provision the Insurable Amount shall be the value at the time of Damage

## **In respect of Additional Cost of Working**

Subject to the provision below the Company will pay as indemnity the expenditure necessarily and reasonably incurred in order to minimise any interruption of or interference with the Business during the Indemnity Period in consequence of the Damage

The following is the provision referred to above

#### Professional Accountants' charges

The Company will pay the reasonable charges payable by the Insured to their professional accountants for producing information required by the Company under the terms of the Claims Conditions and for reporting that such information is in accordance with the Insured's accounts

#### **In respect of Stock and other insured property not specifically provided for**

The Company will pay

- A) the value of the property at the time of its destruction or the amount of the damage
- B) the cost incurred with the Company's consent in removing debris dismantling demolishing shoring up and propping portions of the property but excluding any costs or expenses
  - 1) incurred in removing debris except from the site of such property damaged and the area immediately adjacent to such site
  - 2) arising from pollution or contamination of property not insured by this Policy

The undernoted provisions apply

#### **1 Seasonal Increase**

The sum insured in respect of Stock shall be increased by 25% for the months of November and December and for 31 days immediately preceding Easter Day  
This provision shall not apply to the Stock in Transit Extension

#### **2 Contract Price**

In respect only of goods sold but not delivered for which the Insured is responsible and with regard to which under the conditions of the sale the sale contract is cancelled by reason of any Damage insured under this Policy either wholly or to the extent of the Damage the Company's liability shall be based on the contract price

#### **3 Insurable Amount**

For the purpose of the Underinsurance Provision the Insurable Amount shall be the contract price of those goods to which provision 2 applies and the value at the time of Damage of all other property

**In respect of Rent** of Buildings which suffer Damage the Company will pay

- A) if the loss relates to rent receivable by the Insured
    - the actual reduction in rent received solely in consequence of the Damage
  - B) if the loss relates to rent payable by the Insured
    - the amount of rent which continues to be payable by the Insured in respect of the Buildings or portions of the Buildings whilst unfit for occupation in consequence of the Damage
- but the Company's liability shall be limited to the loss suffered within the period of rent insured as specified in the Schedule which commences from the date of the Damage

The undernoted provision applies

#### **Insurable Amount**

For the purpose of the Underinsurance Provision the Insurable Amount shall be the annual rent receivable (or in the case of B) above the annual rent payable) at the commencement of the period of insurance such amount to be proportionately increased to correspond with the period of rent insured where that period exceeds twelve months

## **Special Provisions**

#### **Underinsurance**

If at the time of the Damage

- the Declared Value by the relative item on Buildings or General Contents or Own Computer Equipment or
- the sum insured by the relative item on other property or interests

is less than the Insurable Amount the amount otherwise payable shall be proportionately reduced

Declared Value shall mean

the base value shown on the Schedule in brackets below the sum insured such value excluding any provision for inflation but if the loss is settled under the Alternative Basis of Settlement the Declared Value shall be 115% of the base value shown or if no base value is shown it shall be deemed to be the sum insured

### **Reinstatement by the Company**

The Company may at its own option reinstate or replace any property destroyed or damaged without being bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner The Insured shall at their own expense produce and provide the Company with all such plans documents books and information as the Company may reasonably require

### **Extinguishment Expenses**

The Company will pay the reasonable costs incurred by the Insured in refilling fire extinguishing appliances and replacing used sprinkler heads solely in consequence of insured Damage to the Property Insured

### **Glass Cover Extension**

Any cover granted under this insurance in respect of Damage to fixed glass includes the reasonable cost of

- A) any necessary boarding up or temporary glazing pending replacement of broken glass
- B) removing and refixing window fittings and other obstacles to replacement

### **Theft Cover Extension**

Any cover granted under this insurance in respect of Theft includes

- A) the cost of repairing Damage to the Buildings (whether or not the Buildings are insured hereunder) if the Insured is responsible for the repairs and the Damage is not otherwise insured
- B) the reasonable expenses (not exceeding £1000) incurred in necessarily replacing locks to the Buildings or safes or strongrooms therein consequent upon the Theft (as insured) of keys from such building or from the residence of any of the authorised keyholding directors partners or employees of the Insured

### **Theft Cover Extension (CCTV and Alarm System Equipment)**

Any cover granted under this insurance in respect of Theft includes Damage (not exceeding £2500) to any closed circuit television and alarm system equipment externally fixed to the Premises the property of the Insured or for which they are responsible Exclusions 1 and 3 to Cover 8 - Theft do not apply

### **Trace and Access and Repair or Replacement Extension**

In the event of Damage resulting from escape of water or oil as covered by this Policy the Company will pay

- A) the costs necessarily and reasonably incurred in locating the source of such Damage and subsequently making good
- B) the cost of repairing or replacing tanks apparatus pipes or appliances which have been damaged by freezing

### **Loss of Metered Water**

The Company will pay the additional metered water charges incurred by the Insured as a result of Damage caused by any of the Covers insured under Property Damage Insurance except those in respect of any loss which has not been discovered and remedial action taken within 30 days of the occurrence of the Damage

The amount payable as indemnity shall be ascertained by comparing the charge made by the water suppliers on their account for the period during which the loss occurred with the normal charge adjusted for any relevant factors affecting the Insured's liability for metered water charges during such period subject to the Company's liability under this extension not exceeding £2500 any one loss

## Unauthorised Use of Electricity Gas or Water Extension

The Company will pay the cost of metered electricity gas or water for which the Insured are legally responsible arising from its unauthorised use by persons taking possession keeping possession or occupying the Premises without the Insured's authority subject to the Company's liability not exceeding £25,000 any one claim

It is a condition of this Special Provision that such Premises have been inspected weekly by a responsible person on behalf of the Insured and that all practicable steps are taken to terminate such unauthorised use as soon as it is discovered

## Stock in Transit Extension

In the event of Damage by any cause to Stock while

- 1 being loaded upon carried by or unloaded from any vehicle owned or operated by the Insured anywhere in Great Britain Northern Ireland and the Republic of Ireland the Channel Islands or the Isle of Man
- 2 at exhibitions which do not exceed 7 days duration

the Company will by payment or at its option by repair reinstatement or replacement indemnify the insured in respect of such Damage provided that the liability of the Company in respect of any claim arising out of any one event shall not exceed the limit per vehicle (except as provided for in A B and C below) and in respect of property at exhibition premises shall not exceed £5000 in any one Period of Insurance

Limit per vehicle £10,000 or any limit otherwise stated in the Schedule

In addition the Company will indemnify the Insured in respect of

- A) additional costs reasonably incurred in
- 1) transshipping Stock to another vehicle delivering it to the original destination or returning it to the place of despatch following Damage to the Stock or an accident to the conveying vehicle
  - 2) removal of debris following Damage to the Stock or an accident to the conveying vehicle
  - 3) reloading on to any vehicle any Stock if it falls from such vehicle

Limit of Liability in respect of all claims arising out of any one event £2,500

- B) Damage to sheets ropes packing materials dunnage securing chains and toggles owned by the Insured or in the charge or control of the Insured while carried on any such vehicle

Limit of Liability in respect of all claims arising out of any one event £2,500

- C) Damage to the personal effects belonging to the driver or attendant while carried by any such vehicle in the course of the employment of the driver or attendant with the Insured

Limit of Liability in respect of all claims arising out of any one event for any one person £2,500

## Exclusions

The Company shall not be liable in respect of

- 1 Loss of market delay or any consequential loss
- 2 Loss resulting from dishonesty or insolvency of persons to whom goods are entrusted
- 3 Damage to glass china marble earthenware scientific instruments furniture antiques curios sculptures work of art pictures prints drawings engravings and goods of a brittle nature unless caused by fire theft or as a direct result of collision or overturning of the conveying vehicle
- 4 Loss of sheets ropes packing materials dunnage securing chains and toggles as a result of disappearance or shortage if such loss is only revealed when an inventory is made unless such loss is the result of an incident recorded by the Insured
- 5 Stock warehoused at a rental or under contract for storage and distribution
- 6 Money and securities
- 7 Jewellery watches furs cameras radios televisions record players cassette players and video equipment belonging to vehicle drivers or attendants
- 8 Stock carried by or dispatched by the Insured for hire or reward
- 9 Damage to Stock arising as a result of packing which was inadequate to withstand normal handling during transit
- 10 Damage to Stock
  - A) due to insufficient labelling or incorrect addressing
  - B) in any vehicle which is being used outside the normal course of the Business for social domestic or pleasure purposes
  - C) in open vehicles owned or operated by the Insured caused
    - 1) by atmospheric or climatic conditions unless the stock is protected by vehicle sheets
    - 2) by theft unless the vehicle is individually attended
  - D) left in any vehicle for the night except where such vehicle is left closed and locked and either
    - 1) garaged in a building which is securely closed and locked or
    - 2) left in a compound secured by locked gates
- 11 Damage to Stock as a result of theft from any vehicle not individually attended except where
  - A) all doors windows and other openings are left closed securely locked and properly fastened and
  - B) entry or access to the vehicle has been effected by forcible and violent means
- 12 The first £100 of each and every loss
- 13 Unless Damage results from a Specified Peril loss resulting from direct or indirect Damage caused by any Failure of a System resulting in Damage (whether direct or indirect) to any such System or to any other Property insured

### Definitions

For the purposes of this Exclusion

- A) Failure of a System means the failure or inability of a System (whether or not owned by the Insured)
  - 1) correctly to recognise or utilise any data concerning a date (whether a date in the Year 2000 or any other date) as being such calendar date as the data is intended to represent

2) to operate as a result of any command programmed into the System utilising any date (whether a date in the Year 2000 or any other date)

- B) System includes computers other computing and electronic and mechanical equipment linked to a computer hardware software programs data electronic data processing equipment Microchips and anything which relies on a Microchip for any part of its operation
- C) Microchip includes integrated circuits and microcontrollers
- D) Specified Peril shall mean to the extent that these are insured by this insurance

fire explosion lightning aircraft or other aerial devices or articles dropped therefrom earthquake riot civil commotion strikers locked out workers persons taking part in labour disturbances malicious persons storm flood escape of water or oil from any tank or apparatus or pipe or impact by any road or rail vehicle or animal accidental escape of water from any automatic sprinkler installation theft subsidence ground heave or landslide

## Deterioration of Stock Extension

In the event of Damage by deterioration or putrefaction of Stock in the Cold Chamber of any refrigerating machine at the Premises

- A) due to the rise or fall in temperature resulting from any cause not hereunder excluded or
  - B) due to the action of refrigerant fumes which have escaped from the machine
- during any Period of Insurance at the commencement of which such machine does not exceed the age of fifteen years the Company will pay to the Insured the amount of such Damage but not exceeding £2,000 in any one machine or any limit otherwise stated in the Schedule

### Exclusions

The Company shall not be liable in respect of

- 1 Deterioration or putrefaction resulting from Damage at the Premises by fire lightning explosion flood earthquake aircraft or other aerial devices or articles dropped therefrom or by leakage from a sprinkler installation
- 2 Loss or damage resulting from the deliberate act of any public electricity supply authority or the exercise by any such authority of its power to withhold or restrict supply or from the wilful neglect of the Insured
- 3 Loss of goodwill or other consequential loss of any nature whatsoever
- 4 The first £100 of each and every loss
- 5 Unless Damage results from a Specified Peril loss or damage of whatever nature caused by any Failure of a System resulting in loss destruction or damage (whether direct or indirect) to any such Systems or to any other stock insured

Definitions

for the purpose of this Exclusion

- A) Failure of a System means the failure or inability of a System (whether or not owned by the Insured)
  - 1) correctly to recognise or utilise any data concerning a date (whether a date in the Year 2000 or any other date) as being such calendar date as the data is intended to represent
  - 2) to operate as a result of any command programmed into the System utilising any date (whether a date in the Year 2000 or any other date)
- B) System includes computers other computing and electronic and mechanical equipment linked to a computer hardware software programs data electronic data processing equipment Microchips and anything which relies on a Microchip for any part of its operation
- C) Microchip includes integrated circuits and microcontrollers
- D) Specified Peril shall mean to the extent that these are insured by this insurance

fire explosion lightning aircraft or other aerial devices or articles dropped therefrom earthquake riot civil commotion strikers locked out workers persons taking part in labour disturbances malicious persons storm flood escape of water or oil from any tank or apparatus or pipe or impact by any road or rail vehicle or animal accidental escape of water from any automatic sprinkler installation theft subsidence ground heave or landslide

## Interpretation

### Stock in the Cold Chamber

The term 'Stock in the Cold Chamber' shall be deemed to include the stock which at the time of the loss or damage giving rise to such deterioration or putrefaction is elsewhere on the Premises but which would in normal course be placed in the said Cold Chamber

# General Memoranda

## Property at other locations

Subject to all the provisions and exclusions the cover granted by this insurance is extended to apply to the under noted Property Insured whilst removed from the Premises as indicated below

except that

- 1) the insurance applies only so far as the property is not otherwise insured
- 2) this extension applies to Damage to property by theft from a building occupied by the Insured for the purpose of the Business whether or not there has been forcible or violent entry or actual or threatened assault or violence
- 3) this extension applies to Damage to property by theft from any building not permanently occupied by the Insured for the purpose of the Business provided the building is securely locked
- 4) this extension applies to Damage to property in transit
- 5) this extension shall not apply to Damage to property by theft from any vehicle which is away from the site where the Insured is undertaking work between the hours of 1800 and 0800 unless such vehicle is contained in a securely locked building or guarded security park
- 6) any cover granted in respect of Damage by theft shall not apply in respect of theft from any unattended vehicle unless all doors windows or other points of access have been closed and locked security devices have been set and all keys removed or the vehicle is stolen at the same time
- 7) this extension applies only to Damage occurring anywhere in Europe except in respect of Specified Equipment when the extension applies world wide
- 8) the Company's liability for any one loss shall not exceed the limit stated

## Property and Location

## Limit of Liability for any one loss

A	Computer Systems Records documents manuscripts and business books at any location and whilst in transit	The limit stated in the General Contents definition
B	Specified Equipment at any location and whilst in transit	The sum insured subject to the Insured's Contribution all as shown in the Schedule
C	Other property (excluding vehicles licensed for road use) at any location to which the property has been temporarily removed for cleaning renovation repair or other similar reasons and whilst in transit for such purposes	15% of the relative sum insured

## Buildings General Contents and Own Computer Equipment - Alterations and Additions

If during the Period of Insurance

- alterations or additions are made to any Buildings insured or

- Buildings or General Contents or Own Computer Equipment are acquired or constructed at any Premises covered by this insurance or elsewhere in Great Britain or Northern Ireland and such additional property is not otherwise insured it will be held covered under the relative items of this insurance from the time from which the Insured became responsible for it until the next renewal of the insurance at which date specific insurance shall be effected The sum insured (and declared value) by each item shall be deemed to be increased for that period only by the value of the additional Property Insured under the item but by not more than 10% and subject to the Company's liability not exceeding £500,000 in respect of additional property at any one Premises All the provisions and conditions of this insurance (including the Alteration Condition) apply to this extension except as expressly varied

## Automatic Reinstatement after a Loss

In the absence of written notice by the Insured or the Company to the contrary within 30 days of the occurrence of any Damage the Company's liability shall not be reduced by the amount of any loss and the Insured shall pay the appropriate additional premium for such automatic reinstatement of cover provided that in respect of Damage by Theft (if insured) the automatic reinstatement shall apply on the first occasion only in each Period of Insurance

## Index Linking

The Company will adjust the sum insured (and the declared value where appropriate) by each item on Buildings General Contents Own Computer Equipment Stock and Specified Equipment in line with suitable indices of costs and the premium for renewal will be based on the adjusted amounts

## Transfer of Interest

If at the time of any insured Damage to any building insured the Insured shall have contracted to sell their interest in the building and the purchase is subsequently completed the purchaser shall be entitled on completion of the purchase to the benefit of this Insurance in respect of such Damage if and so far as the property is not otherwise insured by the purchaser or on the purchaser's behalf against such Damage without prejudice to the rights and liabilities of the Insured or the Company under this insurance up to the date of completion

## Misuse or Contamination of Computer Systems

Insofar as this insurance covers loss resulting from Computer Misuse the Company's liability in respect of any such loss shall not exceed £100,000 (or the total sum insured or any other stated limit of liability if less) after the application of all the provisions of the insurance including any deductible

Computer Misuse shall mean the deliberate or accidental misuse or contamination of any computer system (including programs and data) from

- A) Any act executed through accessing the system
- B) Any infection of any kind within the system

**Additional Computer Rental**

The Company will pay the additional rental arising out of the replacement of a lease/hire agreement in respect of the Property Insured by a new contract for similar property consequent upon Damage up to an amount not exceeding £7,500

**Incompatibility of Computer Records**

The Company will pay

- A) the costs of modifying Own Computer Equipment  
or
- B) the costs of replacement of Computer Systems Records together with reinstatement of programs and/or information thereon

(whichever is less) to achieve compatibility in the event Damage to Own Computer Equipment has resulted in undamaged Computer Systems Records being incompatible with the replacement Computer Equipment subject to the Company's liability not exceeding £10,000

**Accidental Discharge of Gas Systems**

The Company will pay the cost of refilling the cylinder(s) of any gas flooding systems installed solely for the protection of the Property Insured arising out of the accidental discharge of such system provided the liability of the Company shall not exceed £5,000 However the Company shall not be responsible for any costs incurred as a direct result of the gas system being installed commissioned or undergoing any form of testing

**Payments on Account**

(Additional Cost of Working only)

Payments on account may be made during the Indemnity Period if desired

**Special Condition**

(Additional Cost of Working only)

Damage shall be extended to include

- A) accidental loss distortion corruption or erasure of programs and/or information stored on Computer Systems Records caused by Damage as insured by this Policy
- B) Damage recoverable under any guarantee or Maintenance Agreement on the Property Insured
- C) Damage in respect of any item due to its own breakdown or derangement if a Maintenance Agreement is not in force on such item
- D) the accidental failure or fluctuation of the public supply of electricity at the terminal ends of the public supply authority's service feeders at the premises in which the Property is situated not occasioned by the deliberate act of any supply authority nor the exercise by any such authority of its power to withhold or restrict supply other than for the sole purpose of safeguarding life or the authority's property
- E) the accidental failure of the electricity supply in the distribution wiring within the premises in which the Property Insured is situated not occasioned by failure as in (C) above
- F) the accidental failure of any telecommunications system used in connection with the Property Insured not occasioned by
  - 1) the deliberate act of any telecommunications authority nor the exercise by any such authority of its power to withhold or restrict operation of the system nor the inability of any such authority to maintain the system due to industrial action by any of its employees
  - 2) the use by the Insured of machinery and equipment which is not acceptable to the telecommunications authority as properly installed and compatible with the telecommunications system

- G) 1) physical loss of or damage to the premises in which the Property is situated or to any contents thereof or to property in the vicinity at the premises and/or
- 2) the exercise by any public and/or police authority of its power for the sole purpose of safeguarding life which prevents the Insured access to and/or using the Computer Equipment

## Risk Protections

### A Automatic Sprinkler and Fire Alarm Installations

(Applicable if a reduced premium rate is allowed on account of such an installation or if the insurance covers Damage by the accidental escape of water from a sprinkler installation)

The Insured shall

- 1) take all reasonable steps to
  - A) prevent frost and other damage to the installations and in so far as it is their responsibility
  - B) maintain the installations (including the automatic external alarm signal) in efficient condition
  - C) maintain ready access to the water supply control facilities
- 2) in the event that changes repairs or alterations to the installations are proposed notify the Company in writing and obtain its prior agreement in writing
- 3) allow the Company access to the Premises at all reasonable times for the purpose of inspecting the installations
- 4) carry out the routine tests laid down by the Company and remedy promptly any defect revealed by a test In the event that alterations or repairs become necessary to the automatic sprinkler installation the Company may at its option suspend any cover which is granted against Damage by the accidental escape of water from the installation until the alterations or repairs have been carried out and approved by the Company Notice of any such action will be given by the Company in writing

### B Fire Extinguishing Appliances

It is a condition precedent to the Company's liability for Damage that the Insured shall maintain all fire extinguishing appliances in efficient working order

### C Security Precautions

(Applicable to any cover granted in respect of Damage by Theft)

It is a condition precedent to the Company's liability for Damage that

- A) in respect of any Intruder Alarm System installed at the Premises
- 1) the Intruder Alarm System is maintained in full and effective working order under a contract to provide both corrective and preventative maintenance with the installer or such other contractor agreed by the Company in writing
  - 2) the Business Premises are not left unattended
    - A) unless the Intruder Alarm System is tested and set in its entirety and is together with the means of communication used to transmit signals in full and effective operation and where the equipment permits any Alarm Receiving Centre to which the Intruder Alarm System is connected has acknowledged the setting signal
    - B) if police response to alarm calls has been withdrawn without the written agreement of the Company
  - 3) where the Intruder Alarm System is required or approved by the Company as a condition of cover it is installed in accordance with a specification agreed in writing by the Company
  - 4) no alteration to or substitution of
    - A) any part of the Intruder Alarm System
    - B) the procedures agreed by the Insured for policy or any other response to any activation of or other warning signal pertaining to the Intruder Alarm System

- C) the maintenance contract shall be made without the written agreement of the Company
- 5) no structural alteration of or changes in layout to the Premises that could affect operation of the Intruder Alarm System shall be made without the written agreement of the Company
- 6) the Insured shall maintain secrecy of codes for operation of the Intruder Alarm System and shall not leave details of such codes at the Business Premises when the Business Premises are unattended
- 7) the Insured shall appoint at least two Keyholders and shall record details of the Keyholders with the police and any Alarm Receiving Centre to which the Intruder Alarm System signals
- 8) any change of Keyholder details shall be notified immediately to the police and any Alarm Receiving Centre to which the Intruder Alarm System signals
- 9) in the event of notification of any activation of the Intruder Alarm System or interruption of the means of communication during any period that the system is set a Keyholder shall attend and allow access to the Business Premises without delay
- 10) in the event that the Insured receives any notification
  - A) from the police alarm installer/maintenance contractor or Alarm Receiving Centre that response to alarm signals or line interruptions from the Intruder Alarm System may be withdrawn or the level of response reduced or delayed
  - B) from a Local Authority or Magistrate imposing any requirement for abatement of nuisance
  - C) that the Intruder Alarm System cannot be returned to or maintained in full working order the Insured shall advise the Company as soon as possible and in any event not later than 10am on the Company's next working day and comply with any subsequent requirements stipulated by the Company

B) whenever the Business Premises are left unattended

- 1) all locks bolts and other protective devices are in full and effective operation
- 2) all keys (including those relating to any part of the Intruder Alarm System) are removed from the Business Premises

## Interpretations

Intruder Alarm System includes all lines and equipment used to transmit the signals to and from the Premises

Keyholder shall mean any person or keyholding company authorised by the Insured who is available at all times when the Intruder Alarm System is set to accept notification of faults or alarm signals or messages relating to the Intruder Alarm System

Business Premises shall mean that part of the Premises occupied by the Insured for the purposes of the Business described in the Schedule

## D Physical Security Standard

(Applicable to any cover granted in respect of Damage by Theft and shown as operative on the Schedule)

It is a condition precedent to the Company's liability for Damage that the Insured shall have implemented the following security measures within 8 weeks of commencement of Theft cover

## Doors

In respect of all external doors (including wicket gates) and internal doors leading to other premises or part of premises not occupied by the Insured.

## **Timber and Steel Doors**

To be secured by either

- (i) a mortice deadlock conforming to BS 3621 together with a compatible boxed striking plate or
- (ii) a close shackle padlock with minimum shackle thickness of 10mm together with the manufacturer's corresponding locking bar or (for doors other than final exit)
- (iii) two key operated security bolts for doors one fitted approximately 300mm from the top of the door and the other approximately 300mm from the bottom

## **Aluminium and UPVC Doors**

To be secured by a cylinder operated mortice deadlock or deadlocking multi-point locking system

## **Roller Shutter Doors**

To be secured by either

- (i) two cylinder operated shutter locks with one lock fitted at each end of the shutter or
- (ii) a close shackle padlock with minimum shackle thickness of 10mm together with the manufacturer's corresponding locking bar

## **Horizontal Sliding or Folding Doors**

To be secured by either

- (i) a hook bolt mortice deadlock or
- (ii) a close shackle padlock with minimum shackle thickness of 10mm together with the manufacturer's corresponding locking bar

## **Double Leaf Doors**

The final closing leaf to be secured by the appropriate locks as detailed above the first closing leaf to be secured by flush bolts or key operated security bolts top and bottom throwing into the framework and sill

## **Outward Opening Doors** (applicable to timber and steel doors only)

In addition to the appropriate locks and bolts detailed above each outward opening door to be fitted with hinge bolts top and bottom

*The above requirements do not apply to any door officially designated as a fire exit by the fire authority*

## **Windows**

Each ground floor and basement opening window or skylight and other window or skylight accessible from decks roofs balconies canopies fire escapes or downpipes to be secured by a key operated lock fitted independently of the existing fastener unless the lock forms part of the original fastener design

*This requirement does not apply to any window or skylight which is either*

- (i) *protected by solid steel bars grilles lockable gates expanded metal or weld-mesh or*
- (ii) *officially designated as a fire exit by the fire authority*

## Electronic Office Equipment

In respect of each individual item of portable electronic office equipment

### Replacement Value over £1,000

To be either

- (i) permanently and prominently marked with the owner's name (or company logo) and postcode or
- (ii) securely anchored to the desk workstation or to the structure of the building by a lock down device

### Replacement Value over £2,500

To be securely anchored to the desk workstation or to the structure of the building by a lock down device

Keys to lock down devices must be removed from the Premises or alternatively held in a locked security safe the combination/keys to which must be removed from the Premises whenever the Premises are left unattended

## Portable Power Tools

In respect of portable power tools with a combined replacement value over £2,500

All portable power tools to be kept within either

- (i) a locked metal security container constructed of minimum 2.5mm steel plate or framed minimum 1.5mm sheet steel and securely anchored to the floor or structure of the building The container to be secured by a mortice deadlock conforming to BS 3621 together with a compatible boxed striking plate or a close shackle padlock with minimum shackle thickness of 10mm together with the manufacturer's corresponding locking bar or integral staple or
- (ii) kept within a storeroom having brick or block walls and a steel lined or solid timber door secured by a mortice deadlock conforming to BS 3621 together with a compatible boxed striking plate or a close shackle padlock with a minimum shackle thickness of 10mm together with the manufacturer's corresponding locking bar

Windows must be protected by solid steel bars grilles lockable gates expanded metal or weld-mesh

Keys to containers and storerooms must be removed from the Premises or alternatively held in a locked security safe the combination/keys to which must be removed from the Premises whenever the Premises are left unattended

### E Storage in Basements

It is a condition precedent to the Company's liability in respect of any General Contents or Stock or Own Computer Equipment kept in a basement that such property is racked and kept at least 6" above the floor of the basement

### F Storage of Flammable Solvents

It is a condition precedent to the Company's liability that in respect of Damage caused by fire or explosion under this Insurance that all flammable solvents are kept in closed tins and are stored in a fire resisting compartment

# Money Insurance

## Section 1 Money

The Company will indemnify the Insured up to the Limit of Liability for any loss of or damage to the Money and property described in Items 1 to 5 below occurring during the Period of Insurance provided that

- A) as regards Item 3 the loss or damage is due to robbery or attempt thereof
- B) as regards Item 5 the loss or damage is due to theft or attempt thereof and
- C) the Company's liability in respect of any one occurrence or number of occurrences arising directly or indirectly from any one source or original cause shall not exceed the relevant Limit of Liability

<b>Item No</b>	<b>Limit of Liability any one loss</b>
1	
A)	
in the Business Premises during Working Hours or in transit or in a bank night safe and thereafter within bank premises until at the bank's risk or at any of the Insured's contract sites during Working Hours	As shown in the Schedule
B)	
in the Business Premises out of Working Hours	} As shown in the Schedule
1) in locked safes or strongrooms as shown in the Schedule	
2) in all other locked safes or strongrooms	
3) not in a locked safe or strongroom	£250
C)	
in the Insured's residence or that of any of the Insured's directors partners or employees	
1) while in a locked safe or while an adult is in the residence	£500
2) otherwise	£250
2	£250,000
3	
Clothing and personal effects (not exceeding £25 per person in personal money) belonging to the Insured or any of the Insured's directors partners or employees while engaged in the Business	£250 per person
4	Unlimited
5	
Any postal franking machine safe strongroom or any container or waistcoat used for the carriage of Money belonging to the Insured or for which the Insured is responsible	Unlimited

### Exclusions

The Company shall not be liable for

- 1) loss by theft by any director partner or employee of the Insured not discovered within seven working days of the occurrence
- 2) shortage due to error or omission
- 3) loss from an unattended vehicle

- 4) loss due to the use of counterfeit Money
- 5) loss or damage arising from riot or civil commotion in Northern Ireland
- 6) loss or damage not within Great Britain Northern Ireland the Republic of Ireland the Channel Islands or the Isle of Man
- 7) loss destruction or damage directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds
- 8) loss or damage arising from war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power
- 9) loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss directly or indirectly caused by or contributed to by or arising from
  - 1) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - 2) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
- 10) the first £50 of each and every loss or as otherwise shown in the Schedule

## Interpretations

- 1 Money shall mean
  - A cash bank notes currency notes uncrossed cheques (including uncrossed giro cheques giro cash cheques and travellers cheques but excluding pre-signed blank cheques) uncrossed bankers' drafts uncrossed postal orders uncrossed money orders current postage stamps intended for the Insured's own use current revenue stamps telephone cards intended for the Insured's own use National Insurance stamps (not fixed to cards) National Savings stamps bills of exchange luncheon vouchers consumer redemption vouchers Holiday with Pay stamps gift tokens and trading stamps
  - B crossed cheques (including crossed giro cheques and drafts but excluding pre-signed blank cheques) crossed bankers' drafts crossed postal orders crossed money orders unused units in franking machines National Savings Certificates Premium Bonds credit company sales vouchers VAT purchase invoices  
belonging to the Insured or for which the Insured is responsible and pertaining to the Business
- 2 Working Hours shall mean  
the period during which the Business Premises are actually occupied for Business purposes and during which the Insured or those of the Insured's employees who are entrusted with Money are in the Business Premises or on the Insured's contract sites

## Special Conditions

- 1 It is a condition precedent to the Company's liability for loss or damage that
  - A) in respect of any Intruder Alarm System installed at the Business Premises
    - 1) a maintenance contract is maintained in force during the currency of the Policy with the installing contractor or such other contractor as is agreed in writing by the Company
    - 2) the Business Premises are not left unattended unless
      - A) the Intruder Alarm System is tested and set in its entirety and where the equipment permits any Central Station to which the Intruder Alarm System is connected has acknowledged the setting signal and
      - B) as far as the Insured or his representative is aware the Intruder Alarm System is in full and efficient working order

- 3) the agreement of the Company is obtained in writing before replacing extending or otherwise altering the Intruder Alarm System
- 4) the Company is notified immediately and in writing if
  - A) the Insured receives written notification from a Police Authority that they may be withdrawing response to alarm calls or
  - B) the Insured is required to abate a nuisance under the Code of Practice on Noise from Audible Intruder Alarms 1983 or by the Force policy issued by the Chief Constable
- B) whenever the Premises are left unattended
  - 1) all locks bolts and other protective devices are in full operation
  - 2) all keys (including those relating to any part of the Intruder Alarm System) other than keys to safes or strongrooms containing money are
    - A) removed from the Business Premises or
    - B) placed within a locked safe or strongroom the keys to which are themselves removed from the Business Premises
- C) out of Working Hours all keys and notes of combination lock letters and numbers of safes and strongrooms containing Money are removed from the Business Premises

#### Interpretation

Intruder Alarm System shall be deemed to include all lines and equipment used to transmit the signals to and from the Premises

## 2 Contribution

If at the time of any claim under this Section the Insured is or would but for the existence of this Policy be entitled to indemnity under any other policy or policies the Company shall not be liable except in respect of any excess beyond the amount which would have been payable under such other policy or policies had this Section not been effected

## Section 2 Personal Injury (Robbery)

In the event of the Insured or any director partner or employee of the Insured (hereinafter called the Insured Person) sustaining accidental Bodily Injury during the Period of Insurance which

- A) is sustained solely and directly as a result of robbery or attempt thereof while such Insured Person is engaged in the Business and
- B) within two years is the sole cause of Death Disablement or incurring Medical Expenses for which the Benefit is claimed

the Company will pay the appropriate Benefit to the Insured in accordance with the number of Units of cover as shown in the Schedule

Bodily Injury does not include sickness or disease or any naturally occurring condition or degenerative process or the result of a gradually operating cause

## Exclusions

The Company will not pay the Benefit if

- 1 Bodily Injury is sustained by any person before such person attains the age of sixteen years or after the expiry of the Period of Insurance during which such person attains the age of seventy years
- 2 Bodily Injury Death Disablement or Medical Expenses is the result of or is contributed to by the Insured Person having a physical or mental defect of any sort which was known either to the Insured or the Insured Person when the Policy was issued or at renewal  
However this exclusion shall not apply if the defect has been notified to the Company and accepted in writing

## Interpretations

- 1 Benefits shall mean
  - 1 Death  
Disablement
  - 2 Loss of one or more Limbs or Eyes
  - 3 Permanent Total Disablement other than by Loss of Limb or Eye from gainful employment of any and every kind
  - 4 Temporary Total Disablement from usual occupation
  - 5 Medical Expenses necessarily incurred in the treatment of the Insured Person
  
- 2 The amount payable for each Unit of cover shall be:  
Benefit
  - 1 £5000
  - 2 £5000
  - 3 £5000
  - 4 £50 per week for a maximum of 104 weeks in all and not necessarily consecutive
  - 5 Reimbursement up to 15% of the amount payable under Benefit 4
  
- 3 Loss of Limb shall mean
  - A) in the case of a leg loss by physical severance at or above the ankle or permanent total loss of use of a complete foot or leg
  - B) in the case of an arm loss by physical severance of the entire four fingers through or above the meta carpo phalangeal joints or permanent total loss of use of a complete arm or hand
  
- 4 Loss of Eye shall mean permanent and total loss of sight which will be considered as having occurred
  - A) in both eyes if the Insured Person's name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist
  - B) in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale (meaning seeing at 3 feet what the Insured Person should see at 60 feet)
  
- 5 Medical Expenses shall mean the cost of medical surgical or other remedial attention treatment or appliances given or prescribed by a qualified member of the medical profession and all hospital nursing home and ambulance charges

## Special Condition

### Benefits

- A) Benefit shall not be payable for any one Insured Person under more than one of the Benefits 1 to 3 in connection with the same occurrence of Bodily Injury
- B) On the happening of any occurrence giving rise to a claim under any of Benefits 1 to 3 this Section shall thereafter cease to apply to that Insured Person
- C) Total Disablement shall have lasted for 104 weeks and have been proved to the Company's satisfaction to be permanent and without expectation of recovery before Benefit 3 becomes payable
- D) The amount payable per week under Benefit 4 shall not exceed the Insured Person's pre-injury weekly earnings from the Business
- E) No sum payable shall carry interest
- F) No Benefit shall be payable due solely to inability to take part in sports or pastimes

# Business Interruption Insurance

## THIS INSURANCE IS OPERATIVE ONLY IF SHOWN AS SUCH IN THE SCHEDULE

If Damage by any of the Covers insured occurs at the Premises

- A) to property used by the Insured for the purpose of the Business which causes interruption of or interference with the Insured's Business at the Premises
- B) which prevents the Insured from tracing or establishing customers' Outstanding Debit Balances in whole or in part due to them

the Company will pay to the Insured

- 1) in respect of A) the amount of loss resulting from the interruption or interference caused by the Damage in accordance with the provisions of the insurance

provided that payment has been made or liability admitted for the Damage under an insurance covering the interest of the Insured in the property

or

payment would have been made or liability admitted for the Damage but for the operation of a proviso in such insurance excluding liability for losses below a specified amount

- 2) in respect of B) the amount of loss resulting from the Damage in accordance with the provisions of the insurance

The Company's liability in any one Period of Insurance shall not exceed in the whole

- 1) in respect of A) the total sum insured or in respect of any item its sum insured or any other stated limit of liability
- 2) in respect of B) the limit of liability stated in the Schedule

For the purpose of this insurance Damage shall mean loss destruction or damage

## Covers

The following are the Covers insured except as otherwise stated in the Schedule

- 1 A **Fire** excluding Damage
  - 1) by explosion resulting from fire
  - 2) to property caused by its undergoing any process involving the application of heat
- B **Explosion** excluding
  - 1) Damage caused by the bursting of any vessel machine or apparatus belonging to or under the control of the Insured in which internal pressure is due to steam only
  - 2) loss resulting from the Insured being deprived of the use of any vessel machine or apparatus or its contents as a result of the explosion thereofbut this shall not exclude explosion of
  - any boiler used for domestic purposes only or of any other boiler or economiser on the Premises
  - gas used for domestic purposes only

## C Lightning

D **Aircraft** or other aerial devices or articles dropped therefrom

- 2 **Earthquake** excluding Damage caused by fire

- 3 Riot civil commotion strikers locked-out workers or persons taking part in labour disturbances or malicious persons** excluding Damage
- 1) arising from confiscation requisition or destruction by order of the government or any public authority
  - 2) arising from cessation of work
- 4 Storm or Flood** excluding Damage
- 1) attributable solely to change in the water table level
  - 2) caused by frost subsidence ground heave or landslip
  - 3) to fences gates and moveable property in the open
- 5 Escape of water from any tank apparatus or pipe** excluding Damage
- 1) by water discharged or leaking from an automatic sprinkler installation
  - 2) in respect of any building which is empty or not in use
- 6 Impact** by any road vehicle (including any fork lift truck or other industrial vehicle) or animal
- 7 Accidental escape of water from any automatic sprinkler installation** excluding Damage
- 1) by freezing in any building which is empty or not in use
  - 2) by heat caused by fire
- 8 Theft or attempted theft** excluding theft
- 1) which does not involve
    - entry to or exit from a building by forcible and violent means
    - or
    - actual or threatened assault or violence
  - 2) of property in transit
- 9 Subsidence ground heave or landslip** excluding Damage
- 1) arising from the settlement or movement of made-up ground or by coastal or river erosion
  - 2) occurring as a result of the construction demolition structural alteration or structural repair of any property at the Premises
  - 3) arising from normal settlement or bedding down of new structures
  - 4) commencing prior to the granting of cover under this insurance
- 10 Any other accident** excluding Damage
- 1) by any of
    - A) the Covers
    - B) the causes expressly excluded from the Covers specified in paragraphs 1-9 (whether or not insured)
  - 2) to any property caused by
    - A) its own faulty or defective design or materials
    - B) inherent vice latent defect gradual deterioration wear and tear
    - C) faulty or defective workmanship operational error or omission on the part of the Insured or any of their employees

but this shall not exclude subsequent Damage which itself results from a cause not otherwise excluded
  - 3) caused by
    - A) corrosion rust wet or dry rot shrinkage evaporation loss of weight dampness dryness marring scratching vermin or insects
    - B) change in temperature colour flavour texture or finish
    - C) joint leakage failure of welds cracking fracturing collapse or overheating of boilers economisers superheaters pressure vessels or any range of steam and feed piping in connection therewith

- D) mechanical or electrical breakdown or derangement in respect of the particular machine apparatus or equipment in which the breakdown or derangement originates
  - E) the deliberate act of a supply undertaking in withholding the supply of water gas electricity fuel or telecommunication services
- but this shall not exclude
- 1) such Damage which itself results from other Damage and is not otherwise excluded
  - 2) subsequent Damage which itself results from a cause not otherwise excluded
- 4) caused by
    - A) pollution or contamination
    - B) acts of fraud or dishonesty
    - C) disappearance unexplained or inventory shortage misfiling or misplacing of information
    - D) erasure or distortion of information on computer systems or other records
      - 1) whilst mounted in or on any machine or data processing apparatus or
      - 2) due to the presence of a magnetic flux
        - unless caused by Damage to the machine or apparatus in which the records are mounted
  - 5) to
    - A) a building or structure caused by its own collapse or cracking
    - B) moveable property in the open fences and gates by wind rain hail sleet snow flood or dust
    - C) property resulting from its undergoing any process of production packing treatment testing commissioning servicing or repair
  - 6) to
    - A) property in transit
    - B) property or structures in course of construction or erection and materials or supplies in connection with all such property or structures
    - C) vehicles licensed for road use (including accessories thereon) caravans trailers railway locomotives rolling stock watercraft or aircraft
    - D) land roads pavements piers jetties bridges culverts or excavations
    - E) livestock growing crops or trees

## Exclusions

The Company shall not be liable for loss resulting from

### A **War and allied Risks**

Damage occasioned by

- 1) riot or civil commotion unless such Cover is specifically insured and then only to the extent stated
- 2) war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power

### B **Sonic Bangs**

Damage caused by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds

### C **Pollution and Contamination**

pollution or contamination but this shall not exclude loss resulting from Damage (not otherwise excluded) caused by

- 1) pollution or contamination which itself results from any Cover insured (other than Cover 10)
- 2) any Cover insured (other than Cover 10) which itself results from pollution or contamination

## D **Radioactive Contamination**

Damage occasioned by or happening through or occasioning loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss directly or indirectly caused by or contributed to by or arising from

- 1) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
- 2) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

## E **Data Recognition Exclusion**

Unless interruption of or interference with the Business or Damage results from Covers insured 1 to 9 the Company shall not be liable for loss resulting from direct or indirect interruption of or interference with the Business or Damage caused by any Failure of a System resulting in Damage (whether direct or indirect) to any such System or to any other Property Insured

For the purposes of this Exclusion-

Failure of a System means the failure or inability of a System (whether or not owned by the Insured)

- 1) correctly to recognise or utilise any data concerning a date (whether a date in the Year 2000 or any other date) as being such calendar date as the data is intended to represent
- 2) to operate as a result of any command programmed into the System utilising any date (whether a date in the Year 2000 or any other date)

System includes computers other computing and electronic and mechanical equipment linked to a computer hardware software programs data electronic data processing equipment Microchips and anything which relies on a Microchip for any part of its operation

Microchip includes integrated circuits and microcontrollers

# The Insurance Provided

## Gross Profit - if shown in the Schedule

Subject to the provisions below the Company will pay as indemnity-

- A) In respect of Reduction in Turnover  
the sum produced by applying the Rate of Gross Profit to the amount by which the Turnover during the Indemnity Period falls short of the Standard Turnover in consequence of the Damage
- B) In respect of Increase in Cost of Working  
the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in Turnover which but for that expenditure would have taken place during the Indemnity Period in consequence of the Damage  
but not exceeding the total of
  - the sum produced by applying the Rate of Gross Profit to the amount of the reduction thereby avoided
  - plus
  - 5% of the sum insured by the item (but not more than £250,000)

## Special Provisions

- 1 Alternative Trading  
If during the Indemnity Period goods are sold or services rendered elsewhere than at the Premises for the benefit of the Business either by the Insured or by others on the Insured's behalf the money paid or payable in respect of such sales or services shall be taken into account in arriving at the Turnover during the Indemnity Period
- 2 Savings  
If any of the charges or expenses of the Business payable out of Gross Profit cease or reduce in consequence of the Damage the amount of such savings during the Indemnity Period shall be deducted from the amount payable
- 3 Professional Accountants' Charges  
The Company will pay the reasonable charges payable by the Insured to their professional accountants for producing information required by the Company under the terms of the Claims Conditions and for reporting that such information is in accordance with the Insured's accounts
- 4 Underinsurance  
(Not applicable if the insurance is on the Declaration-Linked basis)  
If the sum insured is less than the Insurable Amount the amount payable shall be proportionately reduced

## Additional Cost of Working - if shown in the Schedule

Subject to the provision below the Company will pay as indemnity the additional expenditure necessarily and reasonably incurred in order to minimise any interruption or interference with the Business during the Indemnity Period in consequence of the Damage

The following is the provision referred to above

### Professional Accountants' Charges

The Company will pay the reasonable charges payable by the Insured to their professional accountants for producing information required by the Company under the terms of the Claims Conditions and for reporting that such information is in accordance with the Insured's accounts

Definitions Extensions and Clauses to this insurance are not operative

## Outstanding Debit Balances

Subject to the provisions below the Company will pay as indemnity -

- A) the difference between
  - 1) the Outstanding Debit Balances
  - and
  - 2) the total of the amounts received or traced in connection with such balances
- B) the additional expenditure incurred with the consent of the Company in tracing and establishing customers' debit balances after the Damage

The following are the provisions referred to above

- 1 Professional Accountants' Charges  
The Company will pay the reasonable charges payable by the Insured to their professional accountants for producing information required by the Company under the terms of the Claims Conditions and for reporting that such information is in accordance with the Insured's accounts

## 2 Limit of Liability

The Company's liability in any Period of Insurance shall not exceed in the whole the limit of liability stated in the Schedule

## Definitions

The following notes refer to the Definitions stated below

- 1 To the extent that the Insured is accountable to the tax authorities for Value Added Tax all terms in this insurance shall be exclusive of such tax
- 2 For the purpose of these definitions any adjustment implemented in current cost accounting shall be disregarded
- 3 The amounts of the opening and closing stocks and work in progress shall be arrived at in accordance with the Insured's normal accountancy methods due provision being made for depreciation
- 4 The Uninsured Variable Costs have the meaning usually attached to them in the Insured's accounts
- 5 In the definitions of Estimated Gross Profit and Insurable Amount the amount of Gross Profit shall be proportionately increased to correspond with the Maximum Indemnity Period where it exceeds twelve months

### Indemnity Period

the period beginning when the Damage occurs and ending when the results of the Business cease to be affected by the Damage but not exceeding the Maximum Indemnity Period (as shown in the Schedule)

### Turnover

the money paid or payable to the Insured for goods sold and delivered and for services rendered in course of the Business at the Premises

### Gross Profit

the amount by which the sum of the amount of the Turnover and the amounts of the closing stock and work in progress shall exceed the sum of the amounts of the opening stock and work in progress and the amount of the Uninsured Variable Costs

### Uninsured Variable Costs

Purchases and related discounts

Bad debts

unless otherwise stated in the Schedule

### Estimated Gross Profit

the amount declared by the Insured to the Company as representing not less than the Gross Profit which it is anticipated will be earned by the Business during the financial year most nearly concurrent with the period of insurance (subject to the provision of Note 5 above)

### Actual Gross Profit

the Gross Profit earned during the financial year most nearly concurrent with the period of insurance (subject to the provision of Note 5 above)

Rate of Gross Profit  
the rate which Gross Profit would have borne to Turnover during the Indemnity Period

Standard Turnover  
the Turnover which would have been obtained during the Indemnity Period

Insurable Amount  
the Gross Profit which would have been earned in the twelve months immediately following the date of the Damage

had the Damage not occurred after account has been taken of the of the Business and of the variations in or other circumstances affecting the Business either before or after the Damage or which would have affected the Business had the Damage not occurred (subject to the provision of Note 5 above)

Outstanding Debit Balances  
the total recorded under the provisions of Debit Recording adjusted for

- A) bad debts
- B) amounts debited (or invoiced but not debited) and credited (including credit notes and cash not passed through the books at the time of the Damage) to the credit accounts of the Business in the period between the date to which the last monthly record relates and the date of the Damage and
- C) any abnormal condition of trade which had or could have had a material effect on the Business so that the figures thus adjusted shall represent as nearly as reasonably practicable those which would have been obtained at the date of the Damage had the Damage not occurred

## Extensions

The insurance is extended to include loss as insured in consequence of

- 1 Damage as insured at any premises not occupied by the Insured but used by them solely for storage purposes within the Territorial Limits
- 2 A Damage as insured to computer systems or other records  
or  
B) Damage to machinery and plant (but not motor vehicles) removed for cleaning renovation repair or other similar purposes  
  
whilst temporarily removed from the Premises and in transit by road rail or inland waterway to and from the Premises within the Territorial Limits
- 3 Damage as insured at any situations (or to property) as specifically mentioned in the Schedule
- 4 Damage as insured at any situation not in the occupation of the Insured where the Insured is carrying out a contract

in Great Britain Northern Ireland and the Republic of Ireland provided that the Company's liability after the application of all other terms and conditions of the Policy shall not exceed 10% of the sum insured by this insurance as stated in the Schedule or £1,000,000 whichever is the less

- 5 Damage as insured to any suppliers' or customers' premises within Great Britain Northern Ireland the Channel Islands or the Isle of Man up to a limit of 10% of the sum insured by this insurance as stated in the Schedule or £1,000,000 whichever is the less
- 6 A) closure or restrictions placed on the Premises on the advice or with the approval of the Medical Officer of Health of the Public Authority as a result of a notifiable human disease manifesting itself at the Premises  
B) injury or illness sustained by any customer or employee arising from a traceable to foreign or injurious matter in food or drink sold from the Premises

- C) closing of the whole or part of the Premises by order of the Public Authority for the area in which the Premises are situated consequent upon defects in the drains and other sanitary arrangements at the Premises
- D) murder or suicide occurring at the Premises
- E) vermin and pests at the Premises
- F) loss destruction or damage caused by any of the Covers to property in the vicinity of the Premises which prevents or hinders the use of the Premises or access thereto whether the Premises or the Insured's property therein shall be damaged or not but excluding Damage which prevents or hinders the supply of electricity gas water or telecommunications services

provided that the Company's liability after the application of all other terms and conditions of the Policy shall not exceed the sum insured by this insurance or £1,000,000 whichever is the less

- 7 Damage by any of the Covers insured to property at any generating station or substation of the public electricity supply undertaking land based premises of the public gas supply undertaking or of any natural gas producer linked directly therewith water works or pumping station of the public water supply undertaking from which the Insured obtains electricity gas or water shall be deemed to have resulted from Damage to property at the Premises

provided that the Company's liability after the application of all other terms and conditions of the Policy shall not exceed the sum insured by this insurance

## Memoranda

### Payments on Account

Payments on account may be made during the Indemnity Period if desired

### Automatic Reinstatement after a Loss

(not applicable in respect of Outstanding Debit Balances)

In the absence of written notice by the Insured or the Company to the contrary the Company's liability shall not be reduced by the amount of any loss the Insured undertaking to pay the appropriate additional premium for such automatic reinstatement of cover

### Index Linking

The Company will adjust the estimate of Gross Profit or Additional Cost of Working provided by the Insured and on which the premium for this Insurance is based in line with suitable indices of costs and the premium for renewal will be based on the adjusted amount

### Debit Recording Warranty

The Insured shall maintain a record elsewhere than in the building in which the original records are kept showing the total amount outstanding in the credit accounts of the Business at the end of each month and in the event of Damage giving rise to a claim shall supply that record to the Company

### Misuse or Contamination of Computer Systems

Insofar as this insurance covers loss of Outstanding Debit Balances resulting from Computer Misuse the Company's liability in respect of any such loss shall not exceed £50,000 (or any other stated limit of liability if less) after the application of all the provisions of the insurance including any deductible

Computer Misuse shall mean the deliberate or accidental misuse or contamination of any computer system (including programs and data) from

- A) Any act executed through accessing the system
- B) Any infection of any kind within the system

# Liability Insurance

THIS INSURANCE IS OPERATIVE ONLY IF SHOWN AS SUCH IN THE SCHEDULE

## Definitions

- 1 Person entitled to Indemnity shall mean
- A) the Insured
  - B) the personal representatives of the Insured in respect of legal liability incurred by the Insured
  - C) at the request of the Insured
    - 1) any principal
    - 2) any director or partner of the Insured
    - 3) any Person Employed
- against legal liability in respect of which the Insured would have been entitled to indemnity under this Policy if the claim had been made against the Insured
- 4) the officers committees and members of the Insured's canteen social sports and welfare organisations and first aid fire ambulance medical and security services in their respective capacities as such but this shall not include medical or dental practitioners in relation to medical services provided
  - 5) any director or partner of the Insured or Employee in respect of private work undertaken by any Person Employed for such director partner or Employee with the prior consent of the Insured
- each of whom shall as though the Insured be subject to the terms of this Policy so far as they can apply

- 2 Employee shall mean any individual under a contract of service or apprenticeship with the Insured

- 3 Person Employed shall mean any

A)  
Employee

B)  
labour master and individuals supplied by him



while under  
the direct  
control and

- 4 Injury shall mean

### Section 1

bodily injury death disease or illness

### Sections 2 and 3

bodily injury death disease illness wrongful arrest or false imprisonment

- 5 Property shall mean material property

- 6 Business shall mean that which is specified in the Schedule and conducted solely from the premises in Great Britain Northern Ireland the Channel Islands or the Isle of Man and shall include

- A) ownership repair and maintenance of the Insured's own property
- B) provision and management of canteen social sports and welfare organisations and first aid ambulance and medical services for the benefit of any Person Employed

- C) fire and security services maintained solely for the protection of premises owned or occupied by the Insured
  - D) private work undertaken by any Person Employed for any director or partner of the Insured or Employee with the prior consent of the Insured
- but in respect of Section 1 shall not include any work undertaken Offshore
- 7** Offshore shall mean embarkation on to a vessel or aircraft for conveyance to an offshore rig or platform until disembarkation from the conveyance on to land upon return from such offshore rig or platform
  - 8** Event shall mean one occurrence or all occurrences of a series consequent on or attributable to one source or original cause
  - 9** Insured's Contribution shall mean the amount or amounts specified in the Schedule which the Insured agrees to pay
  - 10** Intellectual Property Rights shall mean any patent trade mark copyright registered design technical or commercial information or other intellectual property

**The insurance provided by Section 1 is on a costs inclusive basis whereby the costs and expenses of the claimant and the costs and expenses (incurred by the Company or with the Company's written consent) of any Person Entitled to indemnity are included within the Limit of Indemnity stated in the Schedule**

## **Section 1 Employers' Liability**

The Company will provide indemnity to any Person Entitled to indemnity

- 1 against legal liability for damages in respect of Injury of any Person Employed caused during any Period of Insurance

- A) in Great Britain Northern Ireland the Channel Islands or the Isle of Man  
or
- B) while temporarily outside these territories

arising out of and in the course of employment by the Insured in the Business

- 2 against legal liability for claimant's costs and expenses in connection with 1 above

- 3 in respect of

- A) cost of legal representation at
  - 1) any coroner's inquest or inquiry in respect of any death
  - 2) proceedings in any court arising out of any alleged breach of statutory duty resulting in Injurywhich may be the subject of indemnity under this Section
- B) all other costs and expenses in relation to any matter which may form the subject of a claim for indemnity under 1 above

incurred with the Company's written consent

Provided that in respect of any one Event

- 1 the total amount payable under this Section (including all Extensions and Memoranda) shall not exceed the Limit of Indemnity
- 2 the Company may at any time pay the Limit of Indemnity (less any sums already paid or incurred) or any less amount for which at the absolute discretion of the Company the claims arising out of such Event can be settled The Company will then relinquish control of such claims and be under no further liability in respect thereof

### **Exclusions to Section 1**

The indemnity will not apply to legal liability

- 1 of whatsoever nature directly or indirectly caused by or contributed to by or arising from
  - A) ionising radiations or contaminating by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - B) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereofwhere such legal liability is

- 1) that of any principal
  - 2) accepted under agreement and would not have attached in the absence of such agreement
- 2 in respect of Injury for which the Insured is required to arrange motor insurance or security in accordance with any road traffic legislation within the European Community

**Extensions to Section 1** (each of which is subject otherwise to the terms of this Policy)

### 1 Unsatisfied Court Judgements

In the event of a judgement for damages being obtained

- A) by any Employee or the personal representatives of any Employee in respect of Injury of the Employee caused during any Period of Insurance and arising out of and in the course of employment by the Insured in the Business
- B) against any company or individual operating from premises within Great Britain Northern Ireland the Channel Islands or the Isle of Man

in any court situate in the territories specified in B) above and

- C) remaining unsatisfied in whole or in part six months after the date of such judgement

at the request of the Insured the Company will pay to the Employee or the personal representatives of the Employee the amount of any such damages and any awarded costs to the extent that they remain unsatisfied

Provided that

- A) there is no appeal outstanding
- B) if any payment is made under the terms of this Extension the Employee or the personal representatives of the Employee shall assign the judgement to the Company

### 2 Compensation for Court Attendance

In the event of any of the undermentioned persons attending court as a witness at the request of the Company in connection with a claim in respect of which the Insured is entitled to indemnity under this Section the Company will provide compensation to the Insured at the following rates per day for each day on which attendance is required

- |   |      |
|---|------|
| A) any director or partner of the Insured | £500 |
| B) any Employee                           | £250 |

## Memoranda

### Index Linking

The Company will adjust the estimate of wages provided by the Insured and on which the premium for this Section is based in line with suitable indices of costs and the premium for renewal will be based on the adjusted amount

## Section 2 Public/Products Liability

The Company will provide indemnity to any Person Entitled to Indemnity

- 1 up to the Limit of Indemnity against legal liability for damages in respect of
  - A) accidental Injury of any person
  - B) accidental loss of or damage to Property
  - C) nuisance trespass to land or trespass to goods or interference with any easement right of air light water or way other than legal liability for damages which result from a deliberate act or omission of the Insured or which is a natural consequence of the ordinary conduct of the Business and which could reasonably have been expected by the Insured having regard to the nature and circumstances of such act or omission

happening during any Period of Insurance in connection with the Business
- 2 against legal liability for claimant's costs and expenses in connection with 1 above
- 3 in respect of
  - A) costs of legal representation at
    - 1) coroner's inquest or inquiry in respect of any death
    - 2) proceedings in any court arising out of any alleged breach of statutory duty resulting in any occurrence specified in 1 above

which may be subject of indemnity under this Section
  - B) all other costs and expenses in relation to any matter which may form the subject of a claim for indemnity under 1 above

incurred with the Company's written consent

Provided that in respect of

- A) any one Event
- B) all Events happening during any Period of Insurance in respect of products supplied
- C) all incidents considered by the Company to have occurred during any Period of Insurance in respect of pollution or contamination of buildings or other structures or of water or land or of the atmosphere

the following shall apply

- 1 the total amount payable by the Company in respect of 1 above and all Extensions and Memoranda shall not exceed the Limit of Indemnity
- 2 the Insured's Contribution in respect of damages and claimant's costs and expenses will be payable before the Company shall be liable to make any payment
- 3 the Company may at any time pay the Limit of Indemnity (less any sums already paid as damages) or any less amount for which at the absolute discretion of the Company the claims arising out of such Event can be settled The Company will then relinquish control of such claims and be under no further liability in respect thereof except for costs and expenses for which the Company may be responsible prior to the date of such payment

- 4 where the Company is liable to indemnify more than one person the total amount of indemnity in respect of damages shall not exceed the Limit of Indemnity

### Insured's Contribution

The indemnity provided by this Section is subject to an Insured's Contribution of £250 each event in respect of loss of or damage to Property arising from work away from the Insured's premises

### Exclusions to Section 2

The indemnity will not apply to legal liability

- 1 arising from or out of the ownership possession or use by or on behalf of the Insured or any Person Entitled to Indemnity of any
- A) mechanically propelled vehicle other than legal liability arising out of
    - 1) the use of plant as a tool of trade on site
    - 2) the use of plant at the premises of the Insured
    - 3) the loading or unloading of any vehicleexcept where the indemnity is provided by any motor insurance contract or where insurance or security is required by law
  - B) aircraft or other aerial device
  - C) aerospace device
  - D) hovercraft
  - E) water-borne craft (other than hand-propelled or sailing craft in inland or territorial waters)
- 2 for bodily injury to or death disease or illness of any Person Employed arising out of and in the course of employment by the Insured in the Business
- 3 for or arising from loss of or damage to any Property which at the time of the Event giving rise to such legal liability is owned by or held in trust by or in the custody or control of the Insured other than
- A) Employees' directors' partners' or visitors' personal effects including vehicles and their contents
  - B) premises and their contents not owned by or leased or rented to the Insured at which the Insured is undertaking work in connection with the Business
  - C) premises and their fixtures and fittings leased or rented to the Insured unless such legal liability
    - 1) has been accepted by agreement in which case the indemnity will only be provided to the extent that such liability would have attached in the absence of such agreement
    - 2) arises from an agreement to maintain in force insurance in respect of loss of or damage to such premises and their fixtures and fittings
- 4 caused by or arising out of pollution or contamination of buildings or other structures or of water or land or the atmosphere unless the pollution or contamination is caused by a sudden identifiable unintended and unexpected incident which takes place in its entirety at a specific moment in time and place during any Period of Insurance

Provided that all pollution or contamination which arises out of one incident shall be considered by the Company for the purpose of this Policy to have occurred at the time such incident takes place

- 5 A) in respect of loss of or damage to any
- 1) product supplied
  - 2) contract work executed
- } by the Insured

caused by any defect therein or the unsuitability thereof for its intended purpose

- B) for the costs of recall removal repair alteration replacement or reinstatement of any
  - 1) product supplied
  - 2) contract work executed
 } by the Insured

necessitated by any defect therein or the unsuitability thereof for its intended purpose

- 6 arising from or in connection with
  - A) advice
  - B) design
  - C) specification
 } provided for a fee

- 7 arising from or in connection with any
  - 1) product supplied
  - 2) contract work executed
 } by the Insured

where such legal liability has been accepted by agreement except to the extent that such liability would have attached in the absence of such agreement

- 8 for the costs of remedying any defect or alleged defect in premises disposed of by the Insured

- 9 for
  - A) fines or penalties
  - B) compensation ordered or awarded by a Court of Criminal Jurisdiction
  - C) aggravated exemplary or punitive damages awarded by any court outside Great Britain Northern Ireland the Channel Islands or the Isle of Man

- 10 of whatsoever nature directly or indirectly caused by or contributed to by or arising from
  - A) ionising radiations or contaminating by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - B) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

- 11 arising from any consequence of war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power

- 12 of whatsoever nature which is caused directly or indirectly by or arises out of the Failure of a System

### Definitions

For the purpose of this Exclusion

- A) Failure of a System means the failure or inability of a System (whether or not owned by the Insured)
  - 1) correctly to recognise or utilise any data concerning a date (whether a date in the Year 2000 or any other date) as being such calendar date as the data is intended to represent
  - 2) to operate as a result of any command programmed into the System utilising any date (whether a date in the Year 2000 or any other date)
- B) System includes computers other computing and electronic and mechanical equipment linked to a computer hardware software programs data electronic data processing equipment Microchips and anything which relies on a Microchip for any part of its operation
- C) Microchip includes integrated circuits and microcontrollers

**Extensions to Section 2** (each of which is subject otherwise to the terms of this Policy)

**1 Cross Liabilities**

If the Insured comprises more than one party the Company will provide indemnity to each in the same manner and to the same extent as if a separate Policy had been issued to each

Provided that the total amount payable in respect of damages shall not exceed the Limit of Indemnity

**2 Compensation for Court Attendance**

In the event of any of the undermentioned persons attending court as a witness at the request of the Company in connection with a claim in respect of which the Insured is entitled to indemnity under this Section the Company will provide compensation to the Insured at the following rates per day for each day on which attendance is required

- A) any director or partner of the Insured £500
- B) any Employee £250

**3 Contingent Motor Liability**

Notwithstanding Exclusion 1A) the Company will provide indemnity to the Insured against legal liability arising out of the use in the course of the Business by any Employee of any mechanically propelled vehicle not the property of nor provided by the Insured

The indemnity will not apply to legal liability

- A) in respect of loss of or damage to such vehicle or to property conveyed therein
- B) arising while such vehicle is being driven by the Insured
- C) in respect of which the Insured is entitled to indemnity under any other insurance
- D) arising outside Great Britain Northern Ireland the Channel Islands or the Isle of Man

**4 Overseas Personal Liability**

The Company will provide indemnity to the Insured and if the Insured so requests any Employee or director or partner of the Insured against legal liability incurred in a personal capacity while temporarily outside Great Britain Northern Ireland the Channel Islands or the Isle of Man in connection with the Business

The indemnity will not apply

- A) to legal liability arising out of the ownership or occupation of land or buildings
- B) where indemnity is provided by any other insurance

**5 Data Protection Act 1998**

The Business shall include the provision of any reciprocal arrangement for the storage or processing of computer data or for use of computer facilities

Provided that the indemnity will not apply to legal liability in respect of any loss or damage sustained by any party to such an arrangement

The Company will also provide an indemnity to the Insured and if the Insured so requests any Employee or director or partner of the Insured against legal liability to pay damages and claimant's costs and expenses for damage or distress as described in Section 13 of the Data Protection Act 1998

Provided that the Insured is registered in accordance with the terms of the Act or has applied for such registration which has not been refused or withdrawn and has taken all reasonable care to comply with the requirements of the Data Protection Act 1998

This Extension shall not apply in respect of

- A) the payments of fines or penalties
- B) the costs of replacing reinstating rectifying or erasing blocking or destroying any personal data
- C) liability arising from or caused by a deliberate or intentional act by or omission of any person eligible for indemnity by this Extension if the result thereof could reasonably have been expected by the Insured or any other person having regard to the nature and circumstances of such act or omission
- D) claims which arise out of circumstances notified to previous insurers or known to the Insured at inception of this Extension
- E) legal liability where indemnity is provided by any other insurance

## Special Conditions

### Application of Heat Away from the Premises

In respect of Section 2 it is warranted that the following precautions are complied with on each occasion there is application of heat involving a naked flame open heat source or hot air paint stripper away from the Insured's premises

- A) The area of the work will be cleared of combustible material for a safe distance from or beneath the place where such work is being carried out A safe distance shall not be less than fifteen metres when welding or cutting operations are carried out

Where such precautions are impracticable such material will be covered with not-combustible blankets or screens Combustible parts of premises will be similarly protected

- B) At least one fire extinguisher of a type suitable for the combustible material and the premises will be kept immediately adjacent to the area of work in full working order and available for immediate use
- C) Equipment will be lit as short a time as possible before use and extinguished immediately after use
- D) Equipment which is lit or switched-on will not be left unattended
- E) A thorough examination for any signs of combustion will be made within or below the area in which work has been undertaken half an hour after the termination of each period of work

### Car Parks

It is a condition of Section 2 that at any garage or parking space owned by or under the control of the Insured that notices shall be displayed permanently in prominent position stating that the Insured is not liable for any loss of or damage to any vehicle or anything in or about any vehicle and a similar notice shall be printed on every ticket issued by the Insured in respect of the garaging or parking of any vehicle

## Memoranda

### Index Linking

The Company will adjust the estimates of turnover and wages provided by the Insured and on which the premium for this Section is based in line with suitable indices of costs and the premium for renewal will be based on the adjusted amount

## Section 3 - Legal Defence Costs

The Company will provide indemnity to the Insured and if the Insured so requests any Employee or director or partner of the Insured

up to the Limit of Indemnity in respect of

- A) legal costs and other expenses incurred with the Company's written consent
- B) costs awarded against the Insured or any director partner or Person Employed

in connection with the defence of criminal proceedings brought or in appeal against a conviction arising from such proceedings relating to an offence alleged to have been committed during any Period of Insurance in the course of the Business but only in respect of proceedings brought as stated in Parts **A** and **B** below

### Part A

In respect of a breach of

- 1 the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978 where the proceedings relate to the health safety and welfare of any Person Employed director or partner of the Insured

### Part B

In respect of a breach of

- 1 the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978 where the proceedings relate to the health safety and welfare of any person other than a Person Employed director or partner of the Insured
- 2 Part II of the Consumer Protection Act 1987

Provided that in respect of Part **A** and **B**

- 1 the indemnity will not apply
  - A) to fines or penalties of any kind
  - B) to compensation ordered or awarded by a Court of Criminal Jurisdiction
  - C) where Injury of any person or loss of or damage to Property has occurred
  - D) where indemnity is provided by any other insurance
  - E) to proceedings consequent upon any deliberate act or omission by
    - 1) the Insured
    - 2) any partner or director of the Insured
    - 3) any Employee with any specific responsibility for compliance with the legislation specified in this Section which could reasonably have been expected to constitute a breach of the legislation specified in this Section
- 2 the indemnity will apply only where shown in the Schedule
- 3 the Company may at any time pay the Limit of Indemnity (less any sums already paid) or any less amount for which at the absolute discretion of the Company the claims arising can be settled but including any amount for which the Company may be responsible prior to the date of such payment The Company will then relinquish control of such claims and be under no further liability in respect thereof

- 4 where the Company is liable to indemnify more than one person the total amount of indemnity shall not exceed the Limit of Indemnity

### **Special Provision**

The Company shall pass notification to an organisation in the UK which has an agreement for the provision of legal defence costs services and which shall thereafter administer claims settlement on the Company's behalf

## **Exclusions**

### **Data Recognition Exclusion**

The indemnity will not apply to proceedings which result directly or indirectly from or arise out of the Failure of a System

#### Definitions

For the purposes of this Exclusion

- A) Failure of a System means the failure or inability of a System (whether or not owned by the Insured)
  - 1) correctly to recognise or utilise any data concerning a date (whether a date in the Year 2000 or any other date) as being such calendar date as the data is intended to represent
  - 2) to operate as a result of any command programmed into the System utilising any date (whether a date in the Year 2000 or any other date)
  
- B) System includes computers other computing and electronic and mechanical equipment linked to a computer hardware software programs data electronic data processing equipment Microchips and anything which relies on a Microchip for any part of its operation
  
- C) Microchip includes integrated circuits and microcontrollers

# Personal Accident Insurance

## THIS INSURANCE IS OPERATIVE ONLY IF SHOWN AS SUCH IN THE SCHEDULE

If during the Operative Time the Insured Person sustains accidental Bodily Injury which within two years is the sole cause of Death Disablement or incurring of Medical Expenses for which the Benefit is claimed the Company will pay the appropriate Benefit to the Insured

If the Insured Person suffers Death Disablement or incurs Medical Expenses as the result of exposure to the elements the Company will consider that as having been caused by accidental Bodily Injury

Bodily Injury does not include sickness or disease or any naturally occurring condition or degenerative process or the result of a gradually operating cause

### Exclusions

The Company will not pay the Benefit if

- 1 Bodily Injury results from
  - A) the Insured Person engaging in or practising for any of the Excluded Activities
  - B) the Insured Person committing or attempting to commit suicide
  - C) War or Terrorism
  
- 2 Bodily Injury or Death Disablement or Medical Expenses is the result of or is contributed to by the Insured Person
  - A) having taken a drug unless it is taken on proper medical advice and is not for the treatment of drug addiction or
  - B) having a physical or mental defect of any sort which was known either to the Insured or the Insured Person when the Policy was issued or at renewal  
However the exclusion shall not apply if the defect has been notified to the Company and accepted in writing
  
- 3 Death Disablement or Medical Expenses is the result of or is contributed to by the pregnancy (including childbirth) of the Insured Person
  
- 4 Bodily Injury is sustained by any Insured Person before such person attains the age of sixteen years or after the expiry of the Period of Insurance during which such person attains the age of seventy years

### Interpretations

- 1 The Insured Person shown in the Schedule shall have the following meanings

Clerical and Administrative staff

staff wholly engaged in clerical and/or administrative duties in the Business

Any other Employee of the Insured

staff NOT wholly engaged in clerical and/or administrative duties in the Business

**2** The Operative Time shown in the Schedule shall have the following meanings

24 Hour	At any time
Occupational Accidents Only	While engaged on the Insured Person's occupation in the Business
Occupational Accidents plus Commuting Risks	While engaged on the Insured Person's occupation in the Business including daily travel directly between residence (normal or temporary) and place of work

**3** Benefits shall mean

- 1 Death
- Disablement
- 2 Loss of two or more Limbs or both Eyes or one of each
- 3 Loss of one Limb or Eye
- 4 Permanent Total Disablement other than by Loss of Limb or Eye from gainful employment of any and every kind unless otherwise shown in the Schedule
- 5 Temporary Total Disablement from usual occupation
- 6 Temporary Partial Disablement i.e. disablement from a substantial part of usual occupation
- 7 Medical Expenses necessarily incurred in the treatment of the Insured Person

**4** Excluded Activities shall mean

- Aqualung diving
- Flying other than
  - A) as a passenger or
  - B) as a member of the crew or
  - C) in order to carry out work in the aircraft
- Football other than association football (soccer) as an Amateur (Amateur shall mean a person who receives no financial gain from or payment for participation in that sport other than the reimbursement of reasonable travel and other out-of-pocket expenses)
- Hang gliding
- Hunting on horseback
- Motor competitions
- Motorcycling as a rider or passenger
- Mountaineering or cliff or rock climbing
- Parachuting
- Pot-holing

Racing other than on foot or in dinghies

Using power driven woodworking machinery in connection with business or occupation

Winter sports other than curling or skating

**5** Loss of Limb shall mean

- A) in the case of a leg loss by the physical severance at or above the ankle or permanent total loss of use of a complete foot or leg
- B) in the case of an arm loss by physical severance of the entire four fingers through or above the meta carpo phalangeal joints or permanent total loss of use of a complete arm or hand

**6** Loss of Eye shall mean permanent and total loss of sight which will be considered as having occurred

- A) in both eyes if the Insured Person's name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist
- B) in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale (meaning seeing at 3 feet what the Insured Person should see at 60 feet)

**7** Medical Expenses shall mean

the cost of medical surgical or other remedial attention treatment or appliances given or prescribed by a qualified member of the medical profession and all hospital nursing home and ambulance charges

**8** Aircraft Accumulation Limit

If a limit is shown in the Schedule this shall mean the maximum amount the company will pay under this Policy and any other Policy issued by the Company in the name of the Insured in respect of all Insured Persons travelling in the same aircraft In the event of the Aircraft Accumulation Limit being exceeded the Company's liability in respect of each Insured Person travelling in the aircraft shall be proportionately reduced until the total does not exceed that limit

**9** Incident shall mean

The duration and radius of any one incident shall be limited to

- A) 72 consecutive hours and
- B) 100 miles

no loss which occurs outside this distance or period shall be included in that incident

**10** Incident Limit shall mean

The maximum amount the Company will pay in the aggregate under this Policy and any other policy of Personal Accident Insurance issued by the Company in the Insured's name in respect of all losses arising out of one and the same Incident

**11** Terrorism shall mean

Any act including but not limited to the use of force or violence and/or threat thereof of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political religious ideological or similar purposes including the intention to influence any government and / or to put the public or any section of the public in fear

**12** War shall mean

War invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power

## Special Conditions

### Disappearance

In the event of disappearance of the Insured Person if after a suitable period of time it is reasonable to believe that death has occurred as a result of accidental Bodily Injury the Death Benefit shall become payable subject to a signed undertaking that if the belief is subsequently found to be wrong such Death Benefit shall be refunded to the Company

### Benefits

- A) Benefits shall not be payable in respect of any one Insured Person under more than one of Benefits 1 to 4 in connection with the same accident
- B) on the happening of an accident giving rise to a claim under any of Benefits 1 to 4 this insurance shall thereafter cease to apply to that Insured Person
- C) Total Disablement shall have lasted for 104 weeks and have been proved to the satisfaction of the Company to be permanent and without expectation of recovery before Benefit 4 becomes payable
- D) If no Death Benefit is included in respect of the Insured Person no Benefit shall be payable for Loss of Limb or Eye until at least thirteen weeks after the date of the accident and such Benefit shall then only be payable if the Death Benefit would not if included have become payable during that thirteen weeks as a result of the accident If a Death Benefit is included but is less than the appropriate Benefit for Loss of Limb or Eye the amount payable for Loss of Limb or Eye shall not exceed the Death Benefit until thirteen weeks have elapsed from the date of the accident and the balance shall then only be payable if the Death Benefit has not in the meantime become payable as a result of the accident
- E) The amount payable under Benefit 7 shall be reimbursement up to the amount specified in the Schedule in respect of any accident to any one Insured Person
- F) no sum payable shall carry interest
- G) no Benefit shall be payable due solely to inability to take part in sports or pastimes
- H) Benefits 5 and 6 are payable per week for a maximum of 104 weeks in all not necessarily consecutive

### Other Interests

The Insured's receipt shall discharge the Company's liability to pay any amount in respect of a claim The Insured Person or the Insured Person's personal representatives shall have no right to claim from or sue the Company The total amount payable by the Company in respect of any benefits shown in the Schedule irrespective of the number of parties insured by this Policy having a claim under this Policy in respect of such benefits shall not exceed in the whole the total sum insured stated in the Schedule for the benefit claimed

### Special Provisions

The Company shall not automatically accept or be affected by any notice of any trust assignment or the like which relates to this insurance

### Contribution

Claims Condition 7 does not apply to this insurance

# Fidelity Insurance

**THIS INSURANCE IS OPERATIVE ONLY IF SHOWN AS SUCH IN THE SCHEDULE**

## Cover

The Company will indemnify the Insured

- 1 against direct loss of money or goods belonging to them or for which they are legally responsible caused by any act of Theft committed during the Period of Insurance by any Employee described in the Schedule normally resident within the Geographical Limits and discovered not later than 24 months after the termination of
  - A) this insurance
  - B) the insurance in respect of any Employee specified by name or positionwhichever occurs first
- 2 for auditor's fees incurred with the Company's written consent solely to substantiate the amount of the claim
- 3 for the reasonable cost of re-writing or amending the software programs or systems where such re-writing or amending is necessary to correct the programs or amend the security codes following the fraudulent use of computer hardware or software programs or computer systems the subject of a claim for which liability is admitted under the Policy

## Previous Insurance

If this insurance immediately supersedes a Fidelity Insurance effected by the Insured (the 'Superseded Insurance') the Company will indemnify the Insured in respect of any loss discovered during the continuation of this insurance but committed during the continuation of the Superseded Insurance if the loss is not recoverable thereunder solely because the period allowed for discovery has expired

Provided that

- 1 such insurance had been continuously in force from the time of the loss until inception of this insurance
- 2 the loss would have been insured by this insurance had it been in force at the time of the loss
- 3 the liability of the Company shall not exceed whichever is the lesser of
  - A) the amount recoverable under the insurance in force at the time of the loss or
  - B) the Limit of Indemnity under this insurance

In any event the total liability of the Company in respect of any One Claim continuing through both the term of the Superseded Insurance and the continuation of this insurance shall not exceed the Limit of Indemnity applicable under this insurance

## Non-Contribution - Legal Liability

If at the time of loss of money or goods for which the Insured is legally responsible or at the time a claim for such property arises the Insured is or would but for the existence of this insurance be entitled to indemnity under any other insurance or to recovery under any guarantee or indemnity fund the Company shall not be liable except in respect of any excess beyond the amount which would have been payable under such other insurance guarantee or fund had this insurance not been effected

## Application of Limitations

Irrespective of the number of Periods of Insurance during which this insurance (and any insurance issued in substitution therefore) shall remain in force the total liability of the Company in respect of any One Claim shall not exceed the Limit of Indemnity

## Limitations

The liability of the Company in respect of any One Claim caused by one employee shall not exceed the Limit of Indemnity applicable to that Employee. The liability of the Company in respect of all claims during any one Period of Insurance shall not exceed the Aggregate Limit of Indemnity specified in the Schedule

## Exclusions

The Company shall not be liable for

- 1 loss of interest or consequential loss of any kind
- 2 the amount of the Insured's Contribution as shown in the Schedule
- 3 loss caused by any act of any Employee committed prior to the Commencement Date applicable to that Employee

## Interpretations

### Theft

shall include any act of fraud or dishonesty by any Employee committed with the clear intent of obtaining an improper financial gain for themselves or for any other person or organisation intended by the Employee to receive such gain other than salaries fees commission or other employee benefit earned in the normal course of employment

### Employee

shall mean any person

- A) under a contract of service or apprenticeship with the Insured or
  - B) undergoing training under any Government approved training scheme under the control of the Insured
- in connection with the Business whilst in the service of the Insured

The term **Employee** shall include

- A) any director of the Insured if such person
  - 1) is also employed by the Insured under a contract of service and
  - 2) controls no more than 5% of the issued share capital of the Insured company or of any subsidiary of the Insured company
- B) any person retired from full-time employment with the Insured who is working for the Insured as a consultant under the control or direction of the Insured

### Commencement Date

shall mean the date from which insurance in respect of any Employee commenced

### Whilst in the service of the Insured

shall include the period of 30 days immediately following the termination of service

## **Geographical Limits**

shall mean Great Britain Northern Ireland the Channel Islands and the Isle of Man

## **Insured's Contribution**

the first part of any One Claim borne by the Insured as specified in the Schedule or as otherwise provided for by this Policy

## **One Claim**

shall mean all acts of Theft throughout the continuation of this insurance (or any insurance issued in substitution therefore or for which this insurance is substituted) committed by one individual Employee or by two or more Employees Acting in Collusion

## **Acting in Collusion**

shall mean all circumstances where two or more Employees are concerned or implicated together or materially assist each other in committing the acts of Theft

# **Minimum Standards of Control**

## **Auditors**

The accounts of the Insured including all subsidiary companies shall be examined by external auditors every twelve months

All recommendations or alternatives acceptable to the auditors shall be implemented without delay

## **Cash receipts**

Employees receiving cash and cheques in the course of their duties shall be required to remit all monies received and/or bank in full on the day of receipt or next banking day

## **Reconciliation**

Independently of Employees responsible bank statements receipts counterfoils and supporting documents are checked at least monthly against cash book entries and the balance tested with cash and unprocessed cheques

## **Cheque signing**

- A) all manually prepared cheques or other bank instruments drawn for more than £25,000 shall require two manually applied signatures to be added after the amount has been inserted. No cheque or instrument shall be signed until one signatory has examined the supporting documentation
- B) in the case of computer or machine prepared cheques or other bank instruments the supporting documentation shall be examined and authorised before the requisition for the cheque or instrument is input. All such cheques or instruments drawn for an amount in excess of £25,000 shall require one manually applied signature added after the cheque or instrument is prepared

The Insured's bankers shall be advised of the above requirements as to signatures

## **Cash and petty cash**

Cash in hand and petty cash shall be checked independently of Employees responsible at least monthly and additionally without warning every six months

## **Payroll**

In respect of Employees not paid by crossed cheque or credit transfer the cast of the payroll will be subject to an independent check before payment to ensure that the total amount drawn is correct

At least quarterly and independently of persons responsible the payroll will be checked to minimise the possibility that fictitious names and enhanced payments have been included

### **Stocktaking**

There will be a physical check on all stock and materials held against verified stock records independent of Employees responsible at intervals of not more than twelve months except where otherwise stated herein

In respect of the following stock or goods a physical check shall be carried out against verified records independently of Employees responsible at intervals of not more than six months

Non Ferrous Metals  
Wines and Spirits  
Cigarettes and Tobacco

### **Ordering goods**

Employees acting independently shall be responsible for the ordering of stock and materials the recording of receipt of such and the authorising of payment for them

### **Statements of account**

Statements of account for all amounts due will be issued at least monthly and direct to customers independently of Employees receiving or collecting monies

Action by management shall be taken if an account becomes three months overdue

### **References Condition**

The Insured shall obtain satisfactory references to confirm the honesty of each Employee who will be responsible for money goods accounts computer operations or computer programming engaged after commencement of this Policy

Such references shall be obtained directly from former employers for the three years immediately preceding engagement and before the Employee is entrusted without supervision

References need not be obtained in respect of Employees who have satisfactorily and continuously served the Insured for at least one year in another capacity before being entrusted with the duties referred to above

In respect of Employees joining directly from school or government sponsored youth training schemes one character reference shall be obtained

A written record of any verbal reference shall be made at the time it is obtained the original copy of each written reference and the record of any verbal reference shall be retained by the Insured and shall be made available for inspection by the Company on request

## **Minimum Standards of Control Condition**

The Insured shall operate or bring into force the Minimum Standards of Control and shall not make any change to any of the Minimum Standards of Control unless the Company is advised and its written approval obtained All Employees shall be instructed as to their duties or responsibilities in respect of the Minimum Standards of Control and be expected to comply Compliance with this condition is a condition precedent to any liability of the Company

### **20/80 extension**

In the event that any claim results from or is contributed to by the failure of any Employee or Employees to observe any part of the Minimum Standards of Control provided that the Insured can conclusively demonstrate

- A) that they had complied with the condition stated above and
- B) such failure was without their knowledge or consent or that of any Responsible Official

Then the Company will pay any claim resulting therefrom but subject to the Insured bearing

- A) in addition to the amount of the Insured's contribution 20% of the amount for which the Company would otherwise have been liable or
- B) £2,500 in all

whichever shall be the greater

If the Minimum Standards of Control are evaded by the actual Employee or Employees committing the Theft without the knowledge of some other person who is a Responsible Official or of the Insured the claim will be payable without deduction subject otherwise to the terms of the Policy

Responsible Official shall mean

- A) any director or executive officer or accounting or audit manager of the Insured or of any subsidiary company whose employees are insured by this Policy
- B) any internal auditor inspector accountant or other person responsible for overseeing compliance with standards of supervision accounting or security

## Temporary Agency Staff Extension

The term Employee shall include

any person furnished by a staff or employment agency who by arrangement with such agency is working for the Insured on a temporary or part-time basis in connection with the Business to perform the functions and duties of an Employee under the control or direction of the Insured but not including persons employed as drivers or in connection with warehouse duties or with computer operations or computer programming unless specifically stated as insured herein

Provided that

- 1 the Company shall not be liable for any loss caused by any such person if such loss is also covered for the benefit of the Insured by any insurance or guarantee held by the staff or employment agency furnishing the person concerned
- 2 the amount of wages and salaries declared shall include the total amount of fees paid to staff and employment agencies in respect of temporary agency staff described above
- 3 the References Condition shall not apply to the temporary agency staff described above

## Pension Fund Trustees Extension

At the request of the Insured the Company will indemnify the Trustees of any pension fund or other employee benefit scheme set up to provide benefit to the Insured's Employees in respect of any loss of money or goods which the Trust may incur as a result of any act of Theft as otherwise insured by this Policy committed by any Employee of the Insured

For the purpose of this extension all persons nominated as Trustees shall be deemed Employees

## Special Conditions

- 1 Immediately following the discovery by the Insured of any act of Theft by an Employee all indemnity for further acts of Theft by that Employee shall cease
- 2 A Any money of the Employee in the Insured's hands upon discovery of any loss and any money which but for the Employee's Theft would have been due to the Employee from the Insured shall be deducted from the amount of the loss before a claim is made under this insurance  
  
B) Any further monies which are recovered less any costs incurred in recovery shall accrue
  - 1) in the event that the Insured's claim has exceeded the Limit of Indemnity firstly to the benefit of the Insured to reduce or extinguish the amount of the Insured's loss (but not the Insured's Contribution)
  - 2) thereafter to the benefit of the Company to the extent of the claim paid or payable
  - 3) and finally to the benefit of the Insured where the Insured's Contribution had been deducted from the claim
- 3 Upon the termination of service of any Employee the Insured shall take all reasonable security precautions to prevent Theft by that Employee

## Memoranda

### Index Linking

The Company will adjust the estimate of wages provided by the Insured and on which the premium for this Insurance is based in line with suitable indices of costs and the premium for renewal will be based on the adjusted amount

# Complaints Procedure

We aim to provide you with a first class service. If we have not delivered the service that you expect or you are concerned with the service provided, we would like the opportunity to put things right.

## Our complaints process

- Initially please raise your concerns with your usual business contact.
- If your complaint is not resolved or you are not happy with our response and the course of action proposed, you can progress your complaint to our Customer Relations Office.
- A separate investigation will then be carried out in an attempt to resolve your complaint and a final decision issued. However if resolution is not possible they will issue a response within 8 weeks of your original complaint.

## Customer Relations Contact Details

Premier Commercial Limited  
1a Lansdowne Crescent  
Edinburgh  
EH12 5EQ

Tel: 0845 111 0125

Fax: 0845 111 0126

e-mail: [info@premiercoomercial.co.uk](mailto:info@premiercoomercial.co.uk)

## What to do if you are still not satisfied

If you are still not satisfied QBE Insurance (Europe) Limited is regulated by the Financial Services Authority whose arbitration service is the Financial Ombudsman Service and you may be able to refer your complaint to them.

## Financial Ombudsman Service

South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

Tel: 0845 0801800

e-mail [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)

web: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## Your rights

Your rights as a customer to take legal action remain unaffected by the existence or use of any complaints procedures referred to above. However the Financial Ombudsman Service will not adjudicate on any cases where litigation has commenced.

## Law Applicable Clause

Unless the parties have agreed otherwise in writing any dispute concerning the interpretation of the Policy shall be governed and construed in accordance with English law and shall be resolved within the non-exclusive jurisdiction of the courts of England and Wales.