



u n d e r w r i t e r s

Premco iConstruct Insurance Policy

for your business

This policy is a contract between **you** and **us** and is based on the information **you** have given on **your** Statement of agreed facts and any other information **you** or **your insurance agent** have supplied.

We have agreed to insure **you** under the conditions and exclusions in this policy and any endorsements.

We will indemnify **you** by payment, repair or reinstatement for any liability, loss, **damage**, accident or injury that happens during the **period of insurance** for which **you** have paid or agreed to pay the premium.

For and on behalf of the underwriters

A handwritten signature in black ink, appearing to read "Crawford Boyd", is written in a cursive style.

Crawford Boyd LLB
Underwriting Director

Contents

Important

This policy is a legal contract and it is important that **you** read it carefully to make sure that it meets **your** requirements. If it does not, or if **your** insurance requirements change, please let **your** insurance adviser know immediately.

We would remind **you** that **you** must tell **us** immediately of any facts or changes which might affect **our** assessment or acceptance of this insurance. If **you** do not disclose all relevant facts **you** may invalidate **your** policy or **your** policy may not operate fully.

You should read this policy together with **your** current schedule of insurance which gives precise details of the cover.

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Introduction

Welcome to your Premco Business Insurance Policy which is underwritten by Lloyd's Syndicate 1110 managed by Prosight Speciality Managing Agency Limited and as detailed in the Schedule of insurance.

In addition Financial & Legal Insurance Company Limited underwrite a Legal Expenses policy which is an Appendix (i) at section 12.

SEVERAL LIABILITY CLAUSE

In this contract of insurance, **our** syndicate numbers are noted in the Schedule of insurance. **We** bind ourselves severally and not jointly, that is, in the event of a loss, each of **us** (and **our** Executors and Administrators) is liable only for **our** share of **our** syndicate's proportion of the risk.

You or **your** representative can obtain the name of each of **us** and **our** respective shares by applying to:
Market Services, Lloyd's, One Lime Street, London EC3M 7HA.

We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

Our Firm Reference Numbers and other details can be found on the Financial Services Register at www.fca.org.uk.

Financial & Legal Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

COVERHOLDER

Premier Commercial Limited
1a Lansdowne Crescent, Edinburgh EH12 5EQ

CONFORMITY

When **you** read the policy **you** will find that some items can be singular or plural, feminine or masculine. This clause is designed to correct this. Words in the singular shall include the plural and vice versa. Words importing the masculine will import the feminine and the neuter. References to 'a person' will also include any individual, company, partnership, or any other legal entity. References to a statute law also includes all its amendments or replacements.

General definitions

The following definitions apply in all sections of this policy unless otherwise stated. Each time one of the words below is used it will have the same meaning wherever it appears in the policy, schedule, endorsements or conditions. To help identify these words they will appear in **bold** in the policy wording.

Business

The business activities as described in the Schedule and shall include

- (i) the ownership repair and maintenance of **your own property**
- (ii) the provision and management of canteen social sports and welfare activities for the benefit of **you or your employees**
- (iii) the provision and management of first aid fire security and ambulance services
- (iv) the performance of private duties carried out by **your employees** with **your** written consent for any director partner or senior official of **yours**

and no other business for the purposes of this insurance

Computer virus

Computer virus means a set of corrupting, harmful or otherwise unauthorised instructions or code including a set of maliciously introduced unauthorised instructions or code, programmatic or otherwise, that propagate themselves through a computer system or network of whatsoever nature. Computer virus includes but is not limited to "Trojan Horses", "worms" and "time or logic bombs".

Contract works

The permanent and temporary works executed in performance of the contract and materials for use in connection therewith.

Damage

Loss, destruction of or damage to the property insured.

Data processing

Data Processing System shall mean any computer or data processing equipment or media or microchip or integrated circuit or any similar device or any computer software or computer firmware.

Defined cover

Shall mean any of the Covers insured in Section 1. Material damage

Electronic data

Electronic data means facts, concepts and information converted to a form useable for communications, interpretation or processing by electronic and electromechanical data processing or electronically controlled equipment and includes programmes, software and other coded instructions for the processing and manipulation of such equipment.

Electronic data processing media valuation

Notwithstanding any provision to the contrary within the Policy or any endorsement thereto, it is understood and agreed as follows:

Should electronic data processing media insured by this Policy suffer physical loss or damage insured by this Policy, then the basis of valuation shall be the cost of the blank media plus the costs of copying the electronic data from back-up or from originals of a previous generation. These costs will not include research and engineering or any costs of recreating, gathering or assembling such electronic data. If the media is not repaired, replaced or restored the bases of valuation shall be the cost of the blank media. However this Policy does not insure any amount pertaining to the value of such electronic data to the Assured or any other party, even if such electronic data cannot be recreated, gathered or assembled

Employee

Any person who is

- a) under a contract of service or apprenticeship with **you**.
- b) a labour master or supplied by a labour master.
- c) employed by labour only sub-contractors.
- d) self-employed and working for **you** and under **your** control.
- e) hired to or borrowed by **you**.
- f) supplied to **you** for the purposes of study, work or training experience.
- g) a prospective employee who is undergoing practical work experience whilst being assessed by **you** as to his or her suitability for employment.
- h) a voluntary helper while working under **your** supervision and control in connection with the **business**.
- i) an outworker or homeworker employed under a contract to personally carry out any work in connection with the **business** while they are engaged in that work.

Employees Tools

Personal tools and effects the property of the Insured's employees other than motor vehicles precious metals precious stones or articles made therefrom or money

General definitions

Excess

This is the first part of any claim that **you** will have to pay after the application of all other terms and conditions of the insurance including average (General condition 5).

Goods

Any goods or products (including containers labelling instructions or advice provided in connection therewith) manufactured sold supplied erected repaired altered treated transported serviced or installed by **you** in the course of the **business**

Injury

Bodily injury death illness disease or shock causing bodily injury

Money

Cash, bank and currency notes, postal and money orders, bankers' drafts, cheques, giro cheques, giro drafts, national giro payment orders, travellers cheques, crossed warrants, bills of exchange, securities for money, postage revenue, current postage stamps and unused postal franking machine units, national insurance and holiday with pay stamps, stamped national insurance and holiday with pay cards, national savings certificates, national savings stamps, saving stamps, war bonds, premium savings bonds, franking machine impressions, credit company sales vouchers, luncheon vouchers, trading stamps, VAT invoices, travel vouchers, travel tickets, airline tickets, uncrossed dividend warrants, consumer redemption vouchers, gift tokens, certificates of deposit and credit cards.

Offshore

From the moment in time that an **employee** shall embark onto any conveyance at the point of final departure on land to any offshore installation until the moment in time that an **employee** shall disembark from any conveyance onto land upon their return from any offshore installation

Period of insurance

The period from the effective date shown in the schedule until midnight on the expiry date shown in the schedule. This includes any subsequent period for which **we** may accept payment for renewal of this policy.

Pollution

Pollution or contamination by naturally occurring or man-made substances, forces, organisms or any combination of them whether permanent or transitory and all loss, damage or injury, directly or indirectly caused by such pollution or contamination.

Premises &/or property

The premises and the material property stated in the schedule.

Terrorism

Any act whether involving violence or the use of force or not or the threat or the preparation 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) which is designed to or does intimidate or influence a de jure or de facto government or governmental organisation or the public or a section of the public or disrupt any segment of the economy and from its nature or context is done in connection with political social religious ideological or similar causes and objectives.

Unoccupied

Any building or part of any building which is unoccupied or not in use by **you** or any tenant of **you** for more than thirty consecutive days.

We/us/our

Lloyd's Syndicate 1110 managed by ProSight Speciality Underwriters Limited.

You/your/yours

The person or persons or corporate body named in the schedule and includes

- (a) any subsidiary company which is named in the policy schedule operating in or from premises in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man
- (b) at **your** written request
 - (i) any director or **employee** of **yours** while acting on behalf of or in the course of his employment or engagement by **you** in respect of liability for which **you** would have been entitled to indemnity under this insurance if the claim against any such person had been made against **you**
 - (ii) any officer member or **employee** of **yours**, social sports or welfare organisation or fire first aid or ambulance service in his respective capacity as such
 - (iii) any director partner or senior official of **yours** in respect of private work carried out by any **employee** of **you** for any such person with **your** the consent
- (c) in the event of **your** death **your** personal representatives in respect of liability incurred by **you** provided that such person shall, as though he were **you**, observe fulfil and be subject to the terms exceptions conditions and endorsements of this insurance as far as they can apply

How to intimate a claim

If you need to make a claim

Please telephone Premier Commercial on 0845 111 0125 and quote the name of the policyholder detailed on the policy schedule.

You may email claims@premco.co.uk

You may write to Premier Commercial 1a Lansdowne Crescent, Edinburgh EH12 5EQ

You may also call **us** on **0845 111 0125** and **you** will be advised of the steps to take. It will assist if **you** have details of **your** policy and cover available when telephoning.

Please refer to the claims conditions of the policy set out on pages 7.

In all communications please quote **your** policy number.

How to make a complaint

Your right to complain

We intend to provide a first class service at all times to **our** policyholders.

If, however, **you** have cause for complaint, **we** would ask that **you** first contact the insurance adviser who arranged the insurance for **you**.

If **you** are not satisfied with the manner in which **your** complaint has been dealt with, any further complaint should be addressed to **us** at

Premier Commercial Limited 1a Lansdowne Crescent, Edinburgh EH12 5EQ

Or you may address your complaint to the underwriter:

Prosight Speciality Managing Agency Limited, Mincing Lane, 1 Minister Court, London EC3R 7AA

In the first instance, **we** will review your complaint and hope to resolve the matter. **We** will investigate the circumstances regarding **your** complaint and write to **you** within two weeks with our response.

If **you** are not satisfied with **our** response, or have not heard from them within two weeks, **you** are entitled to refer the matter to Lloyd's. Lloyd's will then conduct a full investigation of **your** complaint and provide **you** with a written final response.

If **you** wish to ask Lloyd's to investigate **your** complaint **you** may do so by contacting:

Complaints, Lloyd's, One Lime Street, London, EC3M 7HA

Email: complaints@lloyds.com

Telephone +44 (0) 20 7327 5693 Fax +44 (0) 20 7327 5225

www.lloyds.com/complaints

You may have the right to refer **your** case to the Financial Ombudsman Service. This also applies if **you** are insured in a business capacity and have an annual turnover of less than £2 million and fewer than ten staff.

The FOS can be contacted at:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

By Phone: 0800 023 4567/ 0300 123 9123

By Email: complaint.info@financial-ombudsman.org.uk

Please remember that **you** will have to refer **your** complaint to the Financial Ombudsman Service within 6 months of receiving a final response.

Making a complaint will not affect **your** legal rights. If **you** appoint someone to act on **your** behalf or if **you** ask someone else to act on **your** behalf **you** should provide **us** with written authority to allow **us** to deal with them, **you** will pay their costs.

IMPORTANT NOTE

Premier Commercial Limited acts as a managing general agent for the underwriters and not for you.

General conditions

1. **Policy voidable**
This policy shall be voidable if there has been any misrepresentation, misdescription or non-disclosure of any material fact.
2. **Conditions precedent**
There are conditions contained within the policy that are condition precedent to **our** liability. If **you** breach any of these conditions precedent this may render **your** claim null and void or reduce the amount payable or **we** may treat this insurance as though it never existed.

You may find conditions precedent apply only to a particular section in which case it will be shown under that section.
3. **Statutory requirements, maintenance and reasonable precautions**
You shall at **your** own expense
 - a) take all reasonable precautions to prevent or reduce **damage**;
 - b) cease any activity which may give rise to liability under this policy;
 - c) maintain all buildings, furnishings, ways, works machinery, caravans and vehicles in sound condition;
 - e) exercise care in the selection and supervision of **employees**;
 - f) remedy any defect or danger as soon as possible after discovery and in the meantime take such additional precautions as the circumstances may require; and
 - g) comply with all statutory requirements and other safety regulations imposed by any authority.
4. **Alteration**
This policy shall be avoided if
 - a) any alteration after the commencement of this insurance increases the risk of injury, **damage** or liability; or
 - b) **your** interest ceases except by will or operation of lawunless **we** agree in writing to continue the policy.
5. **Average**
Wherever a sum insured is stated to be subject to average, if at the time of any **damage** such sum insured on any item of the **property** insured is less than the total value of such **property**, **you** shall be considered as being **your** own insurer for the difference and shall bear a rateable share of the loss accordingly.
6. **Cancellation**
We may cancel this **policy** where there is a valid reason by giving **you** 30 days' notice in writing to **your** last known address. Any return premium due to **you** will depend on how long this insurance has been in force and whether **you** have made a claim.

If the premium has been calculated on any estimates provided by **you**, it shall be adjusted in accordance with General condition 12.
7. **Your rights**
You may cancel this policy in the first year of insurance during the 14 days after the contract has been concluded by giving notice in writing to **your** broker at the address shown in their correspondence or to **us** at the address shown on **your** policy schedule. This right does not apply at the first or any subsequent renewal of the policy or if the premium is shown in the schedule of insurance as the minimum and deposit premium we will accept:

You will only have this right provided that there have been no
 - a) claims made under the policy for which **we** have made a payment;
 - b) claims made under the policy which are still under consideration; or
 - c) incidents likely to give rise to a claim but yet to be reported to **us**.
We will give a refund of part of the premium paid proportionate to the unexpired **period of insurance**.

If a claim has been submitted or there has been any incident likely to give rise to a claim during the current **period of insurance**, no refund of the premium will be given.
8. **Index linking**
(Applies only to Section 1 - Material damage, Section 2 - Business interruption, Section 4 - Trade all risks and Section 5 - Goods in transit if insured)

Renewal
Where the schedule states that index linking applies, **we** will adjust the amounts insured to take into account movements in the appropriate index shown below.

Building and tenants improvements items
The General Building Cost Index issued by the Building Cost Information Service of the Royal Institute of Chartered Surveyors.

Other items

General conditions

The Producer Price Index for Home Sales of Manufactured Products issued by the Department of Trade and Industry.

Claims

For claims settlement purposes (except Section 2 - Business interruption) the adjustments set out above will continue during the **period of insurance** and the period of repair, replacement or reinstatement as long as the work is carried out and completed without undue delay.

NOTE: *If either of the above indices is not available, we may select a suitable alternative.*

9. Discharge of liability

We may at any time pay the limit of indemnity or the sum insured (less any sum already paid) or any lower amount for which a claim can be settled. **We** shall be under no further liability except for the payment of costs and expenses incurred before the date of payment.

10. Excess

We shall not be liable for the amount of the **excess** stated in the schedule in respect of each and every loss calculated after the application of all other terms and conditions of this policy.

11. Identification

The policy, schedule, certificates and appendices shall be read together as one contract. Any word or expression to which a specific meaning has been given in any part of the policy, schedule or sections shall have the same meaning wherever it appears unless **we** state otherwise.

12. Adjustment of premium

The premium payable under this policy is provisional and has been calculated on estimates given by **you**. The premium is subject to adjustment upon disclosure of the actual values for the **period of insurance** in respect of the following;

- i) gross profit / revenue
- ii) wageroll
- iii) turnover
- iv) new replacement value of owned plant
- v) charges for hired in plant

The actual premium will be calculated at the rates applicable on the amounts declared and if the actual premium differs from the provisional premium **you** will pay or **we** shall refund the difference subject to a minimum retention of any minimum premium payable referred to in the schedule or 75% of the provisional premium whichever is the greater.

You must keep an accurate record of all relevant particulars which shall be available to **us** for inspection and within a reasonable time after the end of each **period of insurance**, **you** shall supply to **us** an accurate statement in the form required so that the premium for that period can be calculated and the difference paid by or returned to **you**.

If **you** do not supply such a statement within a reasonable time after the end of the **period of insurance**, **we** shall be entitled to charge an additional premium in respect of that **period of insurance** equivalent to 20% of the provisional premium.

13. Instalments

If **you** are paying the premium through a loan taken out with a finance house and **we** cancel the policy due to non-payment of an instalment or any other reason, any refund of premium will be made directly to the finance house.

In the event of a default, the cancellation will be effective from the day the finance house advises **us** of the default except for Section 10 – Motor where the cancellation will be effective seven days after the finance house advises **us** of the default provided all certificates of motor insurance have been returned to **us**.

14. Long term undertaking

(Applies only if stated in the schedule)

In consideration of a discount off the net premium being allowed until the date stated in the schedule, **you** undertake to offer annually for three years the insurance under this policy on the terms and conditions in force at the expiry of each **period of insurance** and to pay the premiums annually in advance it being understood that

- a) **we** shall be under no obligation to accept an offer made in accordance with this undertaking; and
- b) the sum insured may be proportionately reduced at any time to correspond with any reduction in value of the **business**.

This undertaking applies to any policy or policies which may be issued by **us** in substitution of this policy and the same discount shall be allowed off the net premium on any substituted policy or policies issued by **us**.

Payment of the first or renewal premium due at the effective date shall be deemed acceptance by **you** of this clause.

Nothing in this undertaking shall prejudice **our** right to cancel this policy or any of its sections in accordance with the conditions.

General conditions

15. **Contract (Rights of Third Parties) Act 1999**
The terms of this policy are only enforceable by the named insured. A person who is not a named insured has no rights under the Contract (Rights of Third Parties) Act 1999 to enforce any term of this policy but this does not affect any right or remedy of a third party which exists or is available apart from that Act.
16. **Choice of law**
There is a choice of law which can apply to this policy but the pre-contractual offer by **us**, subsequent acceptance by **you** and the contract itself have been made on the basis of English law and this can only be amended with the express written agreement of both parties to the contract.
17. **Law interpretation**
The proper law for the interpretation of the construction and language of this policy is English law and the courts of England and Wales alone shall have jurisdiction for hearing and determining any litigation arising out of or in connection with any dispute regarding the interpretation of this policy.
18. **Tax**
You will pay any tax due on the premium in accordance with current legislation.
19. **Unoccupied property**
We must be notified in writing immediately of any **unoccupied** building or **unoccupied** portion of a building insured that becomes occupied or any occupied building which becomes **unoccupied** or partially **unoccupied**. An additional premium and terms will be applied if required.
20. **Security of unoccupied property**
It is a condition precedent to **our** liability that in respect of **property unoccupied** for more than 30 days the following conditions are complied with unless otherwise agreed by **us**.
- The gas, electricity (other than power required for an intruder alarm or fire alarm system) and water supplies are turned off at the mains and all water pipes, apparatus and tanks are drained down.
 - All devices for preventing access to the buildings are in full and effective operation at all times.
 - The **premises** and yards are clear of all waste materials and redundant contents.
 - All accessible windows and doors are securely boarded over.
 - The letter box is permanently sealed shut or a non combustible receptacle is permanently fixed to the letter box.
 - The **premises** are inspected at least once a week by a responsible person to ensure that there is no deterioration in the fabric of the building and that compliance with conditions a) - e) continues.
21. **Sanctions**
We shall not provide any benefit under this contract of insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.
22. **Access and reasonable precautions**
You will afford reasonable facilities for **our** representatives to examine any **property** insured under this policy. **You** will also take and cause to be taken all reasonable precautions to prevent accidents and to safeguard the **property** insured against loss or **damage** and to ensure that all statutory and other regulations relating to the **property** insured are observed.
23. **Joint Code of Practice**
You undertake to comply with the Joint Code of Practice on the Protection from Fire of Construction Sites and Buildings undergoing renovation dated May 1992 or any subsequent amendment to or revised edition thereof current at inception (or subsequent renewal if applicable) of the policy hereinafter referred to as The Joint Code.

In the event of **our** becoming aware of a breach of The Joint Code, **we** may inform the main/management contractor's site management of the nature of the breach specifying the remedial measures required by **us** (the remedial measures) and the period within which these must be completed.

Where **we** consider such a breach is of sufficient importance **we** may confirm the same by notice in writing (the notice) to the Employer and the main/management contractor and the first named party collectively forming the insured business(es), when this is not the employer or the main/ management contractor, at their respective addresses nominated by **you** at the inception of cover or as subsequently amended. Under the terms of this or any subsequent notice **we** may suspend or cancel all cover at the contract site concerned from the date named in the notice not being a date earlier than the date named for completion of the remedial measures it being understood that upon suspension such cover shall be reinstated when **we** are satisfied that the remedial measures have been completed. Such notice shall be given by registered post, recorded delivery facsimile transmission or by hand.

This additional clause shall not in itself be considered a condition precedent to liability but its inclusion shall not prejudice, waive or remove **our** rights under the terms of this policy.

General conditions

24. **Stoppage of work**

In the event of stoppage of work by **you** on the contract site from any cause for a period of one month cover under Section 11 Part 1. **Contract works** shall be suspended unless its continuance be agreed in writing by **us**. In the event of such total or partial cessation of work **you** shall use due diligence and do all things reasonably practicable to protect the **property** insured.

25. **Series defects**

If the development or discovery of a defect in any part of the **property** insured by Section 11 Part 1. **Contract works** shall indicate or suggest that similar defects exist in other parts of the said **property you** will forthwith investigate and if necessary rectify the defects in such other parts at his own expense or alternatively bear all losses arising out of the said defects.

Claims conditions

1. If **you**, or anyone acting on **your** behalf, make a claim knowing it to be false or fraudulent in amount or in any other respect this insurance will become invalid. This means **we** will not pay the false or fraudulent claim, or any subsequent claim.
2. On the discovery of any incident which may give rise to a claim under this policy **you** shall
 - a) notify **us** by telephone immediately and in writing as soon as practicable;
 - b) notify the police as soon as possible in respect of **damage** caused by malicious persons or thieves if insured by this policy;
 - c) take all reasonable steps to prevent further **damage** and to minimise any interruption of the **business**;
 - d) remedy any defect or **damage** as soon as possible after discovery and in the meantime take such additional precautions as the circumstances may require; and
 - e) send to **us** at **your** expense 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 incident or after expiry of the indemnity period or such further time as **we** may allow
 - i) full information in writing of the claim;
 - ii) details of any other insurance relating to the claim;
 - iii) any business books, documents, proofs, information and other evidence as **we** may reasonably require; and
 - iv) if required, a statutory declaration of the truth of the claim and of any matter connected with it.
3. **We** will not pay any claim under this policy unless **you** have complied with the terms of condition 2.
4. If **we** choose or are required to reinstate or replace any **property** **you** shall at **your** own expense give **us** all such plans, documents, books and information as **we** may reasonably require.
We 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 pay out more than the sum insured on any item.
5.
 - a) In the event of any **damage** for which a claim is or may be made under this policy **we** and any person authorised by **us** may without incurring any liability or diminishing **our** right to rely upon any conditions of this policy enter, take or keep possession of the building or **premises** where the **damage** has happened and any **property** insured under this policy.

If **you** or anyone acting on **your** behalf does not comply with **our** requirements or hinders or obstructs **us** in doing any of the above, then all benefit under this policy shall be forfeited. **You** shall not in any case be entitled to abandon any **property** to **us** whether **we** take possession of it or not.
 - b) **You** or anyone acting on **your** behalf must not make any admission, offer, promise or payment without **our** written consent. **We** have the right to take over and conduct in **your** name the defence or settlement of any claim or to prosecute any claim in **your** name for **our** own benefit and **we** shall have full discretion in the conduct of any proceedings and in the settlement of any claim.
 - c) **You** shall give all such assistance as **we** may require.
6. Any claimant under this policy shall at **our** request and expense do and allow all such acts and things as **we** may reasonably require for the purpose of enforcing any rights and remedies **we** may have of obtaining recovery or indemnity from third parties, irrespective of whether **we** require this before or after **we** indemnify **you**.
7. **You** must send **us** unanswered every letter, claim, writ, summons and process in connection with the incident immediately on receipt. **You** shall also give **us** written notice immediately **you** know of any prosecution or inquest in connection with any occurrence which may give rise to a claim under this policy.
8. *Not applicable to Section 3 part 2 - Personal injury (robbery)*
If at the time of any claim there is any other insurance covering **your** interest in the **property damaged** or the same legal liability **our** liability under this policy shall be limited to its rateable proportion of such claim.

If the 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 the same way.

If any other insurance effected by **you** or on **your** behalf covers any of the **property** insured but is subject to any provision which excludes it from ranking concurrently with this policy either in whole or in part or from contributing rateably to the **damage**, **our** liability under this policy shall be limited to such proportion of the **damage** as the sum insured bears to the value of the **property**.
9. *Not applicable to Section 3 part 2 - Personal injury (robbery)*
If any difference as to the amount to be paid under this policy (liability being otherwise admitted) arises, it may be referred to an arbitrator to be appointed by the parties in accordance with statutory provisions. Where any difference is referred to arbitration the making of any award shall be a condition precedent to any right of action against **us**.

General exclusions

1. This policy does not cover failure of any computer system, whether or not **your property**, to be date or time compliant including failure of any correction, attempted correction, conversion, renovation, rewriting or replacement of any computer system relating to date or time compliance.
2. This policy does not cover any award of punitive or exemplary damages whether as fines, penalties, multiplication of compensatory awards or damages, or in any other form whatsoever.
3. This policy does not cover any liability assumed by **you** under any express warranty, agreement or guarantee unless such liability would have attached to **you** irrespective of such express warranty, agreement or guarantee.
4. This policy does not cover death, disablement or **damage** to any **property**, any loss or expense resulting or arising therefrom or any legal liability of whatsoever nature directly or indirectly caused by, contributed to or arising from
 - a) ionising radiation or contamination 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 its nuclear components; or
 - c) war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, nationalisation, requisition or **damage to property** by or under the order of any government or public or local authority.
5. This policy does not cover **damage** directly caused by pressure waves caused by aircraft and other aerial devices travelling at Sonic or supersonic speeds.
6. This policy does not cover
 - i) **money**, jewellery, precious stones, precious metals (except where parts of machinery or tools) bullion, bonds, furs, curiosities, rare books, works of art, patterns, models, moulds, plans and designs;
 - ii) goods held in trust or on commission, documents, manuscripts, business books, computer systems, records, explosives, video tapes or cassettes for sale or hire; or
 - iii) **property** in transit unless specifically mentioned.
7. This policy does not cover liability, **damage** or consequential loss directly or indirectly caused by or arising out of **terrorism**. In any action, suit or other proceedings where **we** allege that **damage** or consequential loss caused by **terrorism** is not covered by this policy, the burden of proving that such **damage** or consequential loss is covered shall be upon **you**.
8. This policy does not cover **damage** or consequential loss in Northern Ireland occasioned by, happening through or in consequence directly or indirectly of civil commotion.
9. This policy does not cover any liability caused by or arising out of **pollution** apart from that specified under Section 1 – Material damage, Section 2 - Business interruption, Section 4 – Trade all risks and Section 9 - Public/products liability.
10. **We** will not indemnify **you** against liability in respect of any loss, cost or expense directly or indirectly arising out of, resulting as a consequence of or related to the manufacture, mining, processing, distribution, testing, remediation, removal, storage, disposal, sale, use or exposure to asbestos or materials or products containing asbestos whether or not there is another cause of loss which may have contributed concurrently or in a consequence of loss.
11. This policy does not cover **damage** or consequential loss directly or indirectly occasioned by, happening through or as a result of computer virus or from erasure, corruption or alteration of electronic data.

For the purpose of this exclusion

 - a) computer virus means a corrupting instruction that propagates itself via a computer system or network.
 - b) electronic data means facts, concepts and information converted to a form useable for communications, interpretation or processing by electronic and electromechanical data processing or electronically controlled equipment and includes programmes, software and other coded instructions for the processing and manipulation of data or the direction and manipulation of such equipment.

This exclusion shall not apply to **damage**, interruption of or interference with the **business** not otherwise excluded which results from fire, explosion, aircraft, earthquake, riot, storm, flood, escape of water, impact or sprinkler leakage all as defined in Section 1 – Material damage and stated as insured in the schedule applicable to that section.

Section 1 - Material damage

Definitions

The following words will have the same meaning wherever they appear in this section of the policy or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

Alarmed premises

The **premises** or those parts of the **premises** protected by the **intruder alarm system**.

All other contents

- a) Personal effects, pedal cycles, tools, instruments and the like belonging to **employees**, principals, directors, customers and visitors to the extent that they are not more specifically insured.
We will not pay more than £750 in respect of any one person or for jewellery, watches, furs, contact lenses, portable electronic entertainment equipment, cameras or **money** or £250 for any one pedal cycle in respect of any one person.
- b) Computer records, documents, manuscripts and business books for an amount not exceeding £25,000 in respect of any one loss.
- c) Patterns, models, moulds, plans and designs.
- d) **Money** and securities of any description but for not more than £1,000 in total and subject to any specific exclusions in this insurance.
- e) Wines, spirits, cigarettes and tobacco other than **stock** but for not more than £1,000 in total in respect of **damage** by theft (if insured).
- f) Motor vehicles and their contents but only if they are not otherwise insured.
- g) Rare books or works of art but for not more than £1,000 in total any one **period of insurance**.

Buildings

(Applies also to Section 2 - Business interruption)

- a) Buildings (being built mainly of brick, stone, concrete or other non-combustible materials unless otherwise stated in the schedule).
- b) Landlords' fixtures and fittings in and on the buildings.
- c) Small outside buildings, extensions, annexes, gangways.
- d) Walls, gates and fences, yards, car parks, roads, pathways and loading bays.
- e) Services, meaning telephone, gas and water mains, electrical instruments, meters, piping, cabling and the like extending from the buildings to the perimeter of the **premises** or to the public mains (including those underground).

General contents

Machinery, plant, fixtures and fittings, tenants improvements, alterations, decorations, improvements, internal and external glass being part of the **buildings** not owned by **you** but for which **you** are responsible, office equipment and **all other contents**.

Intruder alarm system

The component parts including the means of communication used to transmit signals detailed in the alarm specification agreed by **us**.

Keyholder

You or any **responsible person** or keyholding company **you** authorise

- a) to accept notification of faults or alarm signals relating to the **intruder alarm system**; and
- b) to attend and allow access to the **premises**.

At least one keyholder must be available at all times.

Other property

Any other items of property not specifically insured above which **you** have advised to **us** and **we** have specified on the schedule.

Property insured

Buildings, general contents, all other contents, stock and **other property** at the **premises** (subject to any specific exclusions) all as defined below or more fully described in the schedule and all belonging to **you** or for which **you** are responsible but excluding

- i) property which is more specifically insured; and
- ii) unless specifically notified to and accepted by **us** as insured
 - a) land, piers, jetties, bridges, culverts or excavations
 - b) livestock, growing crops or trees unless they form part of the **general contents**.

Responsible person

You or any person **you** authorise to be responsible for the security of the **premises**.

Stock

Stock and materials in trade, work in progress, goods held in trust and finished goods for which **you** are responsible.

Section 1 - Material damage

Insuring clause

We will at our option pay for, repair or reinstate any **property insured** that sustains **damage** at the **premises** directly caused by any of the covers listed below provided they are shown as applying in the schedule.

Our liability in any one **period of insurance** shall not exceed

- a) the total sum insured; or
- b) in respect of any item its sum insured; or
- c) any other stated limit of liability.

Covers

1. **Fire, lightning and explosion** but not **damage** caused by
 - i) earthquake, subterranean fire, riot, civil commotion.
 - ii) its undergoing any heat process or any process involving the application of heat.
 - iii) explosion of non – domestic steam pressure machinery or equipment under **your** control.
2. **Aircraft** or other aerial devices or articles dropped from them but not **damage** caused by
 - i) pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
 - ii) fire.
3. **Riot, civil commotion, strikers, locked out workers or persons taking part in labour disturbances or malicious persons** but not **damage** arising from
 - i) confiscation, requisition or destruction by order of the government or any public authority.
 - ii) stopping work.
 - iii) fire caused by strikers, locked out workers or persons taking part in labour disturbances or malicious persons.
 - iv) theft or attempted theft directly caused by malicious persons to any **building** which is **unoccupied** or not in use for more than 30 days.
4. **Earthquake or subterranean fire.**
5. **Storm** but not **damage**
 - i) caused by lightning, frost, subsidence, ground heave or landslip.
 - ii) in respect of movable **property** in the open, fences and gates.
6. **Flood** but not **damage**
 - i) attributable solely to change in the water table level.
 - ii) caused by lightning, frost, subsidence, ground heave or landslip.
 - iii) in respect of movable **property** in the open, fences and gates.
7. **Escape of water** from any tank, apparatus or pipe but not **damage**
 - i) by water discharged or leaking from any automatic sprinkler installation.
 - ii) in respect of any **building** which is **unoccupied** or not in use for more than 30 days.
8. **Accidental escape of water** from any automatic sprinkler installation in the **premises** but not **damage** caused by
 - i) freezing whilst the **building** is **unoccupied** or not in use for more than 30 days.
 - ii) explosion, earthquake, subterranean fire or heat caused by fire.
9. **Impact** by any road vehicle or animal.
10. **Accidental damage** but not
 - i) **damage** caused by
 - a) any of the covers specified above.
 - b) the causes expressly excluded from the covers specified above whether or not insured.
 - c) inherent vice, latent defect, gradual deterioration, wear and tear, faulty or defective design or materials.

Section 1 - Material damage

- d) faulty or defective workmanship, operational error or omission on the part of **you** or any **employee**, but this shall not include subsequent **damage** which itself results from a cause not otherwise excluded.
 - e) corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, marring, scratching, vermin or insects.
 - f) change in temperature, colour, flavour, texture or finish.
 - g) the deliberate act of a supply undertaking in withholding the supply of water, gas, electricity, fuel or telecommunication services.
 - h) joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, superheaters, pressure vessels or any steam and feed piping connected to them.
 - i) mechanical, electronic, electrical or computer breakdown or derangement of the particular machine, apparatus or equipment in which such breakdown or derangement originates but this shall not exclude subsequent **damage** so long as it is not excluded above.
 - j) **pollution**.
 - k) normal settlement or bedding down of new structures.
 - l) acts of fraud or dishonesty.
 - m) disappearance, unexplained or inventory shortage, misfiling or misplacing of information.
 - n) **damage** to a **building** or structure caused by its own collapse or cracking.
 - o) any process of production, packing, treatment, testing, commissioning, servicing or repair.
 - p) nationalisation, confiscation, requisition, seizure or destruction by the government or any public authority.
- ii) **damage to**
- a) movable **property** in the open, fences and gates caused by wind, rain, hail, sleet, snow, flood or dust.
 - b) vehicles licensed for road use (including their accessories) caravans, trailers, railway locomotives, rolling stock, watercraft or aircraft.
 - c) **property** or structures in course of construction or erection and materials or supplies in connection with this other than internal alterations or refurbishments not more specifically insured under a contract works policy.
 - d) glass.
11. a) **Glass breakage** at the **premises** all being plain sheet or plain plate glass unless stated otherwise in the schedule including the cost of boarding up and any lettering and artwork.
- b) **Damage to**
- i) the contents of display windows;
 - ii) windows and doorframes, vitrolite, marble, marmerile and similar materials, intruder alarm foils and other detection devices and circuits;
 - iii) electric light fittings; or
 - iv) neon and illuminated signs
- as a direct result of glass breakage as defined under paragraph 11. a) provided that **our** liability shall not exceed £10,000 in total.
12. **Breakage of fixed sanitaryware** but not breakage or **damage**
- i) in vehicles, vending machines or to **stock** in trade.
 - ii) in any **building** which is **unoccupied** or not in use for more than 30 days unless specifically agreed by **us**.
 - iii) in transit or while being fitted.
 - iv) due to settlement, expansion or contraction of frames or fittings in **buildings** under construction and during a period of six months after the date of completion.
 - v) existing before the start of the **period of insurance**.
 - vi) of neon and illuminated signs and electric light fittings.
 - vii) by wear and tear, gradual deterioration, mechanical or electrical breakdown or removal from the fixed position other than by theft or attempted theft.
 - viii) of bulbs or tubes unless the signs or fittings are also damaged.
 - ix) caused by fire or explosion.
13. **Theft or attempted theft** but not **damage**
- i) which does not involve
 - a) entry to or exit from a **building** by forcible and violent means; or
 - b) actual or threatened assault or violence.
 - ii) from any part of the **building** not occupied by **you** for the purpose of the **business**.
 - iii) from the open or from any outbuilding not communicating with the main **building** unless otherwise specified.
 - iv) to **property** in transit.
 - v) to **money** and securities of any description.
- For the purpose of this cover **building** does not include walls, gates, fences, yards, car parks, roads, pathways and loading bays.

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14. **Subsidence, ground heave or landslip** of any part of the site on which the **property** stands but not **damage**
- i) to yards, carpark, roads, pavements, walls, gates and fences unless also affecting the structure of a **building**.
 - ii) caused by
 - a) normal settlement or bedding down of new structures.
 - b) settlement or movement of made up ground.
 - c) coastal or river erosion.
 - d) fire, subterranean fire, explosion, earthquake or the escape of water from any tank apparatus or pipe.
 - iii) which originated before the inception of this cover.
 - iv) resulting from
 - a) demolition, construction, structural alteration or repair of any **property**; or
 - b) groundwork or excavation at the same **premises**.

Special condition to cover 14

- a) **You** must notify **us** immediately **you** become aware of any demolition, groundworks, excavation or construction being carried out on any adjoining site.
- b) **We** shall then have the right to vary the terms or cancel this cover.

Excess

An **excess** applies to the covers under this section as shown in the schedule.

Clauses

1. **Designation**

For the purpose of determining the heading under which any **property** is insured **we** agree to accept the designation under which such **property** has been entered in **your** books.

2. **Additions**

The insurance extends to include

- a) any newly acquired or built **property** which is not insured elsewhere; and
- b) alterations, additions and improvements to **property insured** but not increases in value anywhere in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.

Cover under this clause in any one situation is limited to 15% of the sum insured on **buildings** and **general contents** or £500,000 whichever is the lesser. **You** must advise **us** of all such additional **property** within 6 months and pay the appropriate additional premium from the date on which the items become **your** responsibility.

Once the premium has been paid for the additional **property**, the provisions of this clause are reinstated.

3. **Professional fees**

The sum insured for each **building**, block of flats and machinery item described in the schedule includes an amount for professional fees necessarily incurred in reinstating or repairing the **property insured** following **damage** covered by this section.

We will not indemnify **you** in respect of fees

- i) more specifically insured; or
- ii) incurred in preparing a claim.

4. **Automatic reinstatement after a loss**

Unless **we** advise **you** to the contrary **our** liability shall not be reduced by the amount of any loss as long as

- a) **you** pay the appropriate additional premium for reinstatement of cover; and
- b) **you** carry out any reasonable recommendations **we** put forward to prevent further loss.

If the **damage** is by theft (if insured), automatic reinstatement shall apply once in each **period of insurance**.

5. **Changes of temperature**

We will pay for **damage** to the **property insured** caused by change of temperature resulting from **damage** to the refrigerating plant, air conditioning plant or connected electrical plant or apparatus as a result of the operation of an insured cover.

6. **Clearing of drains**

We will pay for expenses necessarily incurred in clearing, cleaning or repairing drains, gutters, sewers and the like for which **you** are responsible as a result of the operation of an insured cover.

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7. **Contract price**
If goods sold but not delivered for which **you** are responsible suffer **damage** and as a result the sale contract is cancelled either wholly or to the extent of the **damage**, **our** liability shall be based on the contract price for the purpose of average and the value of all goods to which this clause applies shall be calculated on the same basis.
8. **Contracting purchaser's interest**
If at the time of **damage**, **you** have contracted to sell **your** interest in any **building** insured and the purchase has not been but will be completed, the purchaser on completion shall be entitled to benefit under this policy without prejudice to the rights and liabilities of **you** or **us** from the date of the **damage** until completion as long as the purchaser has not otherwise insured the **building** against such **damage**.
9. **Customers' goods**
If **you** have intimated to **your** customers that **you** have accepted responsibility for **damage** to their goods or goods for which they may be legally responsible and which are temporarily in **your** custody and control, **we** agree that all such goods shall be held to be insured by this policy as **stock** unless they are more specifically insured elsewhere.
10. **Debris including stock removal**
The sum insured for each item of **property** insured includes costs and expenses **you** necessarily incur with **our** consent for
a) removing debris from;
b) dismantling or demolishing;
c) shoring or propping up; and
d) boarding up
those parts of the **property** insured damaged by any cover insured. **We** will not pay more than the sum insured for each item.

We will not pay for any costs or expenses
i) incurred in removing debris except from the site of **property** damaged and the area immediately adjacent to it;
ii) arising from **pollution** of **property** not insured by this policy; or
iii) in respect of **damage** which occurred before the granting of cover under this insurance.
11. **Exhibitions**
The insurance on **general contents** and **stock** applies also at any exhibition premises and while in transit to and from in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man subject to a maximum liability of £12,500 in any one **period of insurance**. **We** shall not be liable for the first £250 of each and every loss.
12. **Fire extinguishing expenses**
We will pay the reasonable costs incurred by **you** for
a) refilling fire extinguishing appliances and replacing used sprinkler heads solely in consequence of insured **damage**.
b) extinguishing operations in order to minimise loss.
c) **damage** to lawns, trees, shrubs and gardens caused by extinguishing operations.
13. **Fire extinguishing appliances**
If **you** maintain fire extinguishing appliances at the **premises**, **you** must ensure all appliances are in efficient working order and remedy promptly any defects.
Providing **you** do this, **we** agree **we** will not invalidate this policy because of any defect in any of the appliances due to circumstances unknown to or beyond **your** control.
14. **Interest**
It is understood that other parties may have an interest in certain **property** insured by this policy. The nature and extent of this interest must be disclosed in the event of **damage**.
15. **Non- invalidation**
This insurance shall not be invalidated by any act, omission or alteration whereby the risk of **damage** is increased unknown to or beyond **your** control, provided that immediately **you** become aware of it **you** tell **us** and pay any additional premium required.
16. **Property at other locations**
This insurance applies to the following **property insured** while it is not on the **premises** except that
a) the insurance applies only if the **property** is not otherwise insured;
b) this extension applies only to **damage** occurring within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man; and
c) **our** liability for any one loss shall not exceed the limit shown.

Property and location
A. Computer records, documents, manuscripts and business books at any location and while in transit subject to a limit of £25,000.
B. **Stock** (excluding goods held in trust) at any location used by **you** for storage subject to a limit of

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- i) £25,000 in respect of theft or attempted theft; and
- ii) 15% of the **stock** sum insured but not exceeding £500,000 in respect of other covers.

C. **Other property** (excluding vehicles licensed for road use) at any location to which the **property** has been temporarily removed for cleaning, renovation or repair and whilst in transit subject to a limit of

- i) £25,000 in respect of theft or attempted theft; and
- ii) 15% of the other **property** sum insured but not exceeding £500,000 in respect of other covers.

17. European Union and public authorities

Subject to the following special conditions, the insurance by this section extends to include the additional cost of reinstatement that may be incurred solely by reason of the necessity to comply with the stipulations of

- a) European Union legislation, or
 - b) building or other regulations under or framed in pursuance of any Act of Parliament or public authority bye-law
- in respect of the **damaged property** insured and any undamaged portions but excluding the following.

- i) The cost incurred in complying with the stipulations
 - a) in respect of **damage** occurring before the inception of this clause;
 - b) in respect of **damage** not insured by the section;
 - c) under which notice has been served on **you** before the happening of the **damage**;
 - d) for which there is an existing requirement, which has to be implemented within a given period; or
 - e) in respect of **property** entirely undamaged by any insured cover.
- ii) The additional cost that would have been required to make good the **property damaged** to a condition equal to its condition when new, had the necessity to comply with the stipulations not arisen.
- iii) The amount of any charge or assessment arising out of capital appreciation which may be payable in respect of the **property** or by its owner by reason of compliance with the stipulations.

Special conditions

1. The work of reinstatement must be commenced and carried out without unreasonable delay, and in any case must be completed within twelve months after the **damage** or within any further time that **we** may allow (during the twelve months), and may be carried out upon another site (if the stipulations require it) subject to **our** liability under this clause not being increased by this.
2. If **our** liability under any item of the section, apart from this clause, is reduced by the application of any of the terms and conditions of the policy, then **our** liability under the clause will be similarly reduced.
3. The total amount recoverable under any item of the section in respect of this clause will not exceed
 - i) in respect of the **damaged property**
 - a) 15% of its sum insured;
 - b) where the sum insured by the item applies to **property** at more than one premises, 15% of the total amount for which **we** would have been liable had the **property insured** at the **premises** where the **damage** has occurred been wholly destroyed; or
 - ii) in respect of undamaged portions of **property** (other than foundations), 15% of the total amount for which **we** would have been liable had the **property** insured at the **premises** where the **damage** occurred been wholly destroyed.
4. The total amount recoverable under any item of the policy shall not exceed its sum insured.
5. All the terms and conditions of the policy, except where they are varied by this clause, will apply as if they had been incorporated in it.

18. Re-erection

The insurance within the limits of the sum insured for **general contents** includes the cost of re-erection and fixing machinery and plant because of **damage** covered by this policy.

19. Reinstatement

Subject to the following special conditions, the basis upon which **we** will calculate the amount payable in respect of **property** insured by all items, other than **stock**, motor vehicles and their accessories, pedal cycles and personal effects belonging to **employees**, directors, visitors and guests or rent, shall be the reinstatement of the **property damaged** to a condition equivalent to or substantially the same as but not better or more extensive than its condition when new.

For this purpose "reinstatement" means

- a) the rebuilding or replacement of **property damaged** which may be carried out in any manner suitable to **your** requirements or on another site as long as **our** liability is not increased; or
- b) the repair or restoration of **property damaged**.

Special conditions

1. **Our** liability for the reinstatement of **property partly damaged** shall not exceed the amount which would have been payable had such **property** been wholly destroyed.
2. If at the time of reinstatement the sum representing 85% of the cost which would have been incurred in reinstating the whole of the **property** covered by any item exceeds its sum insured at the start of any **damage**, **our** liability shall not

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- exceed that proportion of the amount of the **damage** which the sum insured shall bear to the sum representing the total cost of reinstating the whole of such **property** at that time.
3. No payment beyond the amount which would have been payable in the absence of this clause shall be made
- unless reinstatement commences and proceeds as quickly as possible.
 - until the cost of reinstatement shall have been actually incurred.
 - if the **property** insured at the time of its **damage** shall be insured by any other insurance effected by or on **your** behalf which is not upon the same basis of reinstatement.
4. All the other terms and conditions of the policy shall apply in respect of any claim payable under this clause so far as they are able.
20. **Rent**
If **we** cover rent of **buildings** which suffer **damage**, **we** will pay
- in respect of rent receivable, the actual reduction in rent received solely in consequence of the **damage**.
 - in respect of rent payable, the amount of rent which continues to be payable by **you** in respect of the **building** or parts of the **building** whilst unfit for occupation in consequence of the **damage**.
- Our** liability shall be limited to the loss suffered within the period of rent insured as shown in the schedule which starts from the date of the **damage**.
- For the purpose of average (General condition 5) the total value shall be the annual rent receivable or payable at the start of the **period of insurance**. This amount will be proportionately increased where the period of rent insured exceeds twelve months.
21. **Subrogation waiver**
In the event of a claim arising under this policy, **we** agree to waive any rights, remedies or relief to which **we** might become entitled by subrogation against
- any company standing in the relation of parent to subsidiary (subsidiary to parent) to **you** as defined in the Companies Act or Companies (N.I.) Order current at the time of the **damage**; or
 - any company which is a subsidiary of a parent company of which **you** are a subsidiary as defined in the Companies Act or Companies (N.I.) Order current at the time of the **damage**.
22. **Theft cover**
Any cover in respect of theft includes
- the cost of repairing **damage** to the **buildings** (whether or not the **buildings** are insured under this section) if **you** are responsible for the repairs and the **damage** is not otherwise insured; and
 - the reasonable expenses incurred in necessarily replacing locks to the **buildings** or safes and strongrooms
 - following a hold-up accompanied by violence or threat of violence whilst such keys are in **your** personal custody or that of any of **your** directors, partners or authorised **employees**; or
 - involving entry to or exit from the **premises** by forcible and violent means; or
 - involving entry to or exit from **your** residence or that of any of **your** directors, partners or authorised **employees** by forcible and violent means.
23. **Trace and access**
In the event of **damage** resulting from escape of water or oil as covered by this policy, **we** will pay
- the costs necessarily and reasonably incurred in locating the source of such **damage** and subsequently making good; and
 - the cost of repairing or replacing tanks, apparatus, pipes or appliances which have been **damaged** by freezing.
- We** shall not pay more than £10,000 or 10% of the sum insured by this section, whichever is the lesser.
24. **Workmen and alteration to the premises or business**
Workmen and tradesmen are allowed in or about the **premises** for maintenance purposes and for undertaking minor repairs and alterations without affecting this insurance, but **we** have insured **you** on the basis of information supplied and cover under this policy will cease if
- there are changes to the **premises** or the **building** in which it is located or to **your business** which may increase the risk of **damage**, liability, accident or injury; or
 - there are changes in the occupancy or use of the **premises**.
25. **Additional metered water or oil charges**
The insurance covers additional metered water or domestic heating oil charges **you** incur as a result of **damage** by an insured cover to the water installation or fixed heating installation at the **premises** insured by this policy.
We shall calculate the amount to be paid by comparing the charge made by the water suppliers for the period during which the **damage** occurred with the charges for the previous period, adjusted for any relevant factors affecting **your** consumption of water during the periods concerned.
This extension is not subject to any condition of average.
We shall not pay more than £10,000 in all in respect of any one **period of insurance** excluding the cost or value of metered water or heating oil lost when the **premises** are **unoccupied** or not in use.

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26. Minimum security condition

The following is a condition precedent to **our** liability.

- a) All external doors at the **premises** and any internal doors leading to other premises must be secured by mortise deadlocks and box striking plates which conform to British Standard 3621 specification or by other locking devices agreed by **us**;
- b) All opening sections of external ground floor windows and all other windows which are accessible from roofs, fire escapes or downpipes must be fitted with key operated window locks.

Any door or window officially designated a fire exit by the fire authority is excluded from this condition.

No cover will be in operation for theft or attempted theft involving entry into or exit from the **premises** and malicious damage and fire caused by arson unless

- a) the **premises** are protected to the minimum standard detailed above;
- b) security devices stipulated are in full and effective operation whenever the **premises** are left unattended; or
- c) the **premises** have been surveyed by one of **our** Risk Control Surveyors and **we** have accepted alternative levels of security.

27. Computer system records

It is a condition precedent to liability that computer systems records used in connection with the **business** are backed up on a daily basis with a copy being kept elsewhere than at the **premises**.

28. Underground services

We will pay for

- a) accidental **damage** not otherwise excluded to underground water, gas, oil, drain or sewer pipes and underground electricity or telephone cables which extend from the **premises** to the public mains and for which **you** have responsibility for repair or reinstatement; and
- b) **costs and expenses** incurred in clearing and cleaning drains, gutters, sewers, drain inspection covers and similar underground service areas for which **you** are responsible in consequence of any cover insured by this section.

We will not pay more than £5,000 in any one **period of insurance**.

29. Electrical circuits condition

It is a condition precedent to liability that all electrical circuits are tested at least every five years by qualified electrical engineers and that any defects identified are remedied in accordance with the regulations of the Institute of Electrical Engineers.

30. Seasonal stock increase

Any sum insured in respect of **stock** is increased by 25% for the months of November and December and for a period of 30 days preceding Easter Day in each **period of insurance**.

Optional clauses

(These apply only if stated in the schedule)

31. Automatic fire alarm

We have given **you** a discount off the premium for this insurance because there is an automatic fire alarm installed on the **premises** and **you** undertake to keep the installation in efficient working order.

It is a condition precedent to **our** liability that **you**

- a) make a test every day (holidays excepted) for the purpose of checking the condition of the batteries, the brigade connection and all detector circuits;
- b) obtain promptly a quarterly report from the installing engineers and remedy any defect revealed and make the report available to **our** representatives when required;
- c) advise the installing engineers immediately of any serious disablement, disconnection or temporary disuse of the installation (except during actual testing) and keep a note of this together with a note of the length of time the installation was not working for examination by **our** representatives when required;
- d) notify **us** immediately of the removal of any automatic fire alarm installation for which a discount has been allowed and undertake to return a pro rata share of the discount for the unexpired time.

Providing **you** do this, **we** agree **we** will not invalidate this policy because of any defect in the automatic fire alarm installation due to circumstances unknown to or beyond **your** control.

32A. Day one basis (non-adjustable)

The insurance by the item(s) indicated in the schedule is subject to the following.

1. The premium on each item has been calculated on the declared value calculated by **you**.

"Declared value" shall mean **your** assessment of the cost of reinstatement of the **property** insured in a condition equal to but not better or more extensive than when new at the level of costs applying at the inception of the **period of insurance** (ignoring inflationary factors which may operate subsequently) together with allowance if required for

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- a) the additional cost of reinstatement to comply with public authority requirements;
 - b) professional fees; and
 - c) debris removal costs.
2. At the beginning of each **period of insurance**, **you** shall notify **us** of the declared value of the **property insured** by each of the item(s). In the absence of such declaration, **we** will take the last amount declared by **you** as the declared value for the next **period of insurance**.
 3. Special conditions 2 and 4 of the Reinstatement clause are restated as follows.
 2. If at the time of **damage** the declared value of the **property** covered by such item is less than the cost of the reinstatement at the inception of the **period of insurance** then **our** liability for the **damage** shall not exceed that proportion which the declared value bears to the cost of reinstatement.
 4. All the other terms and conditions of the policy shall apply in respect of any claim payable under this clause so far as they are able except that where claims are payable as if this clause had not been incorporated the sum(s) insured shall be limited to 115% of the declared value(s).
- 32B. **Day one basis (adjustable)**
The insurance by the item(s) indicated in the schedule is subject to the following.
1. The premium on each item has been calculated on the declared value calculated by **you**.
"Declared value" shall mean **your** assessment of the cost of reinstatement of the **property** insured in a condition equal to but not better or more extensive than when new at the level of costs applying at the inception of the **period of insurance** (ignoring inflationary factors which may operate subsequently) together with allowance if required for
 - a) the additional cost of reinstatement to comply with public authority requirements;
 - b) professional fees; and
 - c) debris removal costs.
 2. At the beginning of each **period of insurance**, **you** shall notify **us** of the declared value of the **property** insured by each of the item(s). In the absence of such declaration, **we** will take the last amount declared by **you** as the declared value for the next **period of insurance**.
 3. The premium calculated on the items is provisional. On expiry of each **period of insurance**, **we** will adjust the premium by 50% of the difference between
 - a) the provisional premium at the beginning of the **period of insurance**; and
 - b) the premium calculated for the subsequent **period of insurance**based on the terms which have applied during the period under adjustment.
 4. For the purpose of paragraph 3 of this clause only
 - a) If **you** cancel or do not renew the policy or any of the items, **you** shall tell **us** the declared value of the **property** insured by each of the item(s) which apply at the date of cancellation or non-renewal.
 - b) If **property** has not been reinstated following **damage**, **you** shall tell **us** the declared value as though the **property** had not been **damaged**.
 - c) If **you** do not tell **us** the declared value, **we** will charge an additional premium of up to 7.5% of the provisional premium.
 5. Special conditions 2 and 4 of the Reinstatement clause are restated as follows.
 2. If at the time of **damage** the declared value of the **property** covered by such item is less than the cost of the reinstatement at the inception of the **period of insurance**, then **our** liability for the **damage** shall not exceed that proportion which the declared value bears to the cost of reinstatement.
 4. All the other terms and conditions of the policy shall apply in respect of any claim payable under this clause so far as they are able except that where claims are payable as if this clause had not been incorporated the sum(s) insured shall be limited to 102% of the declared value(s).
33. **Foundations**
In respect of any sum insured on **buildings** subject to any condition of average, those parts of the foundations and incombustible floors of **buildings** (other than machinery foundations) more than 8 cms below the level of floors of the lowest storeys (whether such floors constitute the flooring of the basements or otherwise) are excluded from this insurance except where they are within a radius of 60 cms around and below any structural column or similar superstructure support.
34. **Metal workers**
The insurance on **general contents** and **stock** applies to the premises
 - a) of any machine maker, engineer, founder or other metal worker;

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- b) of any customer, agent, supplier or exhibition; or
 - c) of any sub-contractor
- but not any **premises** occupied by **you** in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man subject to a limit overall of 10% of the sum(s) insured on these items or £100,000 whichever is the less.

35. **Mortgagees**

The act or neglect of any mortgagor or occupier of any **building** insured which increase the risk of **damage** without the authority or knowledge of any mortgagee shall not prejudice the interest of the latter party (parties) in this insurance as long as they notify **us** immediately on becoming aware of such increased risk and pay an additional premium if required.

36. **Sprinkler installations and fire extinguishing appliances maintenance**

We have given **you** a discount off the premium for this insurance because there are automatic sprinklers and fire extinguishing appliances installed on the **premises** and **we** hold details of these.

It is a condition precedent to **our** liability that **you** maintain both the automatic sprinklers and fire-extinguishing appliances in full working order at all times and **you** must

- a) arrange a weekly test to check that the alarm gong is working and that the stop valves controlling the individual water supplies and the installation are fully open.
- b) arrange quarterly or half-yearly tests if **we** require for the purpose of checking that each water supply is in order. **You** must record the results of each test.
- c) arrange a weekly test to check the condition of the fire brigade connection and the batteries for each approved system for sending alarm signals from sprinkler installations to the fire brigade.
- d) test every day (holidays excepted) to check the condition of the circuit between the alarm switch and the control panel.
- e) remedy promptly any defect revealed by such tests.

Providing **you** do this, **we** agree **we** will not invalidate this policy because of any defect in any of the automatic sprinklers or appliances due to circumstances unknown to **you** or beyond **your** control.

37. **Stock declaration**

The insurance by the item(s) indicated in the schedule is subject to the following.

The first and annual premiums are provisional and at the end of each **period of insurance** the actual premium shall be calculated as follows.

- a) **You** will tell **us** in writing as soon as possible the value of the **property** on the last day of each calendar month or each quarter as agreed with **us**. If **you** do not tell **us**, **we** shall take the maximum sum insured as the value declared.
- b) At the end of each **period of insurance** the actual premium shall be calculated on the average amount insured i.e. the total of the values declared divided by the number of declarations. If the actual premium is greater than the first or annual premium paid, **you** shall pay **us** the difference. If it is less, **we** will refund the difference to **you** but only up to one third of the first or annual premium paid.

We will not reduce the sum insured by the amount of any loss as long as **you** pay the extra premium on the amount of the loss from the date it occurred to the date of the expiry of the **period of insurance**.

It is a condition precedent to **our** liability that every insurance on the **property** be identical in wording with this insurance.

38. **Triennial valuation**

You undertake to provide **us** at inception and every three years with the separate values of

- a) **buildings** and **general contents** in each **building** or group of **buildings** which **we** classify as a separate risk.
- b) **stock** in each **building** or group of **buildings** which **we** classify as a separate risk.
- c) **stock** in the open (if insured) based on the figure in **your** last annual stocktaking.

We will revise the rate applied to the insurance if the figures **you** provide differ from those which **we** last used to calculate the average rate.

Special conditions

(These apply only if stated in the schedule)

A. **Intruder alarm**

It is a condition precedent to **our** liability in respect of **damage** that

- 1. the **alarmed premises** are protected by the **intruder alarm system** whenever they are closed for business or left unattended.
- 2. the **intruder alarm system** is maintained in full and efficient working order under a contract to provide both corrective and preventative maintenance with the installing company or such other company agreed with **us**.
- 3. no alteration to or substitution of
 - a) any part of the **intruder alarm system**;
 - b) the procedures agreed with **us** for police or any other response to any activation of the **intruder alarm system**;
 - or
 - c) the maintenance contract

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- shall be made without **our** written agreement.
4. no structural alteration of or changes in the layout to the **premises** that could affect the operation of the **intruder alarm system** shall be made without **our** written consent.
 5. the **alarmed premises** shall not be left without at least one **responsible person** on them without **our** agreement
 - a) unless the **intruder alarm system** is set in its entirety with the means of communication used to transmit signals in full operation; or
 - b) if the police have withdrawn their response to alarm calls.
 6. all keys to the **intruder alarm system** are removed from the **premises** when they are left unattended.
 7. the **keyholders** will keep all codes for the operation of the **intruder alarm system** secret and will not leave details of them on the **premises**.
 8. **you** shall appoint at least two **keyholders** and lodge written details (which must be kept up to date) with the police and the alarm company who are contracted to maintain the alarm.
 9. if the **intruder alarm system** is activated or the communication signal interrupted then (unless alternative procedures have been agreed with **us** in writing) a **keyholder** will attend the **premises** as soon as reasonably possible following notification and will not leave without there being at least one **responsible person** on the **premises** until the provisions of paragraph 5 have been complied with.
 10. in the event of **you** receiving any notice
 - a) that police response to alarm signals/calls 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 requirements for abatement of a nuisance; or
 - c) from the installing company or other such company as agreed by **us** that the **intruder alarm system** cannot be returned to or maintained in fully working order

you shall advise **us** as soon as possible and in any event not later than 10.00 am on the next working day and comply with all **our** subsequent requirements.

Special provision

It is a condition precedent to **our** liability that before **we** agree the alarm specification and maintenance contract arrangements, **you** shall comply with all the requirements detailed above as if **we** had agreed the specification and maintenance arrangements.

B. Waste

It is a condition precedent to **our** liability that all oily and/or greasy waste and used cleaning cloths which remain in the **buildings** overnight are kept in metal receptacles with metal lids and removed from the **building** at least once a week.

C. Waste

It is a condition precedent to **our** liability that all combustible trade waste and refuse is removed from the **buildings** every night.

D. Waste

It is a condition precedent to **our** liability that all combustible trade waste and refuse is swept up daily and kept in bags or bins and removed from the **buildings** at least once a week.

E. Waste

It is a condition precedent to **our** liability that all sawdust, shavings and other refuse is removed from the **buildings** every night.

F. Waste

It is a condition precedent to **our** liability that any combustible trade waste including oily and/or greasy wipes and cloths which remain in the **buildings** overnight are kept in metal receptacles having metal lids.

G. Fireproof doors

It is a condition precedent to **our** liability that all fireproof doors and shutters are kept closed except during working hours and will be kept in efficient working order during the currency of this section.

H. Portable space heater

It is a condition precedent to **our** liability that any portable space heater

- a) is not sited in passageways and other places where it is liable to be overturned or subject to mechanical damage;
- b) is not sited in areas where flammable atmospheres are habitually or intermittently present;
- c) is not sited on combustible floors or surfaces; and
- d) is kept clear of combustible materials and is provided with a guard to maintain a clear space of at least 1 metre around it.

I. Premises inspection

It is a condition precedent to **our** liability that

- a) the **buildings** are examined at the end of each business day for smouldering matches, tobacco or other material;
- b) the **employee** detailed to make the examination signs a daily report; and
- c) the management checks these reports at least once a week.

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J. **Frying and cooking equipment**

It is a condition precedent to our liability that

1. any frying range together with the connecting flue pipe be securely fixed and well clear of or protected from contact with woodwork or other combustible materials.
2. the equipment is fitted with a thermostat which will prevent the temperature of oil or fat exceeding 205 degrees Celsius (401 degrees Fahrenheit).
3. all extraction hoods, canopies, filters and grease traps are cleaned at least once a week.
4. all extraction ducts are cleaned at least once every three months.
5. any range and extraction equipment are cleaned and serviced at least annually by a qualified contractor.
6. crackling oily and greasy waste and cloths are removed from the **building** at the close of each business day.
7. the following are kept near the frying equipment and maintained in efficient working order.
 - a) A fire blanket; and
 - b) a portable fire extinguisher either foam (9 litres), carbon dioxide (2kgs), dry powder (4.5kgs) or wet chemical (6 litres).

Exclusions

This section does not cover

1. **Marine policies**
Damage to property which 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.
2. **Pollution and contamination**
Damage caused by **pollution**.
However, **we** will cover **damage** to the **property** insured caused by
 - a) **pollution** which itself results from any cover insured (other than cover 10); or
 - b) any cover insured (other than cover 10) which itself results from **pollution** provided it is not otherwise excluded.
3. **Consequential loss**
Consequential loss of any kind except loss of rent when such loss is included in the cover under this section.

Section 2 – Business interruption

Definitions

The following words will have the same meaning wherever they appear in this section of the policy or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

Note 1

To the extent that **you** are accountable to the tax authorities for Value Added Tax all terms in this section shall be exclusive of such tax.

Note 2

For the purpose of these definitions any adjustment implemented for current cost accounting shall be disregarded.

Buildings

See Section 1- Material damage.

Consequential loss

Loss resulting from interruption of or interference with the **business** carried on by **you** at the **premises** in consequence of **damage** to **property** used by **you** at the **premises** for the purpose of the **business**.

Customers

The companies, organisations or individuals with whom, at the time of the **incident**, **you** have contracts or trading relationships to supply goods or services.

Incident

Damage to property used by **you** at the **premises** for the purpose of the **business**.

Indemnity period

The period beginning with the occurrence of the **incident** and ending not later than the **maximum indemnity period** thereafter during which the results of the **business** shall be affected in consequence of the **incident**.

Maximum indemnity period

As stated in the schedule.

Other property

Any other items of **property** not specifically insured which **you** have advised to **us** and **we** have specified on the schedule.

Insuring clause

If any **building** or **other property** used by **you** at the **premises** for the purpose of the **business** suffers **damage** by any of the covers specified in the schedule and there is a **consequential loss**, **we** will pay **you** in respect of each item in the schedule the amount of the loss provided that

1. at the time of the happening of the **damage** there is in force an insurance covering **your** interest in the **property** at the **premises** against such **damage** and that
 - a) payment has been made or liability admitted; or
 - b) payment would have been made or liability admitted but for the operation of a clause in such insurance excluding liability for losses below a specified amount.
2. **our** liability under this section shall not exceed
 - a) in the whole the total sum insured or in respect of any item its sum insured or any other limit of liability stated in schedule at the time of the **damage**.
 - b) the sum insured remaining after deduction for any other **consequential loss** occurring during the same **period of insurance** unless **we** have agreed to reinstate any such sum insured.

Covers

1. **Fire, lightning and explosion** but not **consequential loss** caused by
 - i) earthquake, subterranean fire, riot, civil commotion.
 - ii) its undergoing any heat process or any process involving the application of heat.
 - iii) explosion of non – domestic steam pressure machinery or equipment under **your** control.
2. **Aircraft** or other aerial devices or articles dropped from them but not **consequential loss** caused by
 - i) pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
 - ii) fire.

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3. **Riot, civil commotion, strikers, locked out workers or persons taking part in labour disturbances or malicious persons but not consequential loss** arising from
 - i) confiscation, requisition or destruction by order of the government or any public authority.
 - ii) stopping work.
 - iii) fire caused by strikers, locked out workers or persons taking part in labour disturbances or malicious persons.
 - iv) theft or attempted theft directly caused by malicious persons to any **building** which is **unoccupied** or not in use for more than 30 days.

4. **Earthquake or subterranean fire.**

5. **Storm but not consequential loss**
 - i) caused by lightning, frost, subsidence, ground heave or landslip.
 - ii) in respect of movable **property** in the open, fences and gates.

6. **Flood but not consequential loss**
 - i) attributable solely to change in the water table level.
 - ii) caused by lightning, frost, subsidence, ground heave or landslip.
 - iii) in respect of movable **property** in the open, fences and gates.

7. **Escape of water** from any tank, apparatus or pipe but not **consequential loss**
 - i) by water discharged or leaking from any automatic sprinkler installation.
 - ii) in respect of any **building** which is **unoccupied** or not in use for more than 30 days.

8. **Accidental escape of water** from any automatic sprinkler installation in the **premises** but not **consequential loss** caused by
 - i) freezing whilst the **building** is **unoccupied** or not in use for more than 30 days.
 - ii) explosion, earthquake, subterranean fire or heat caused by fire.

9. **Impact** by any road vehicle or animal.

10. **Accidental damage** but not **consequential loss** caused by
 - i)
 - a) any of the covers specified above.
 - b) exclude **consequential loss** caused by subsequent **damage** so long as it is not excluded above.
 - c) inherent vice, latent defect, gradual deterioration, wear and tear, faulty or defective design or materials.
 - d) faulty or defective workmanship, operational error or omission on the part of **you** or any **employee** but this shall not include subsequent **consequential loss** which itself results from a cause not otherwise excluded.
 - e) corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, marring, scratching, vermin or insects.
 - f) change in temperature, colour, flavour, texture or finish.
 - g) the deliberate act of a supply undertaking in withholding the supply of water, gas, electricity, fuel or telecommunications services.
 - h) joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, superheaters, pressure vessels or any steam and feed piping connected to them.
 - i) mechanical, electronic, electrical or computer breakdown or derangement of the particular machine, apparatus or equipment in which such breakdown or derangement originates but this shall not exclude subsequent **consequential loss** so long as it is not excluded above.
 - j) **pollution.**
 - k) normal settlement or bedding down of new structures.
 - l) acts of fraud or dishonesty.
 - m) disappearance, unexplained or inventory shortage, misfiling or misplacing of information.
 - n) **damage** to a **building** or structure caused by its own collapse or cracking.
 - o) any process of production, packing, treatment, testing, commissioning, servicing or repair.
 - p) nationalisation, confiscation, requisition, seizure or destruction by the government or any public authority.
 - ii) **consequential loss** in respect of
 - a) movable **property** in the open, fences and gates caused by wind, rain, hail, sleet, snow, flood or dust.
 - b) vehicles licensed for road use (including accessories) caravans, trailers, railway locomotives, rolling stock, watercraft or aircraft.

Section 2 – Business interruption

- c) **property** or structures in course of construction or erection and materials or supplies in connection with this other than internal alterations or refurbishments not more specifically insured under a contract works policy.
 - d) glass.
11. a) **Glass breakage** at the **premises** all being plain sheet or plain plate glass unless stated otherwise in the schedule including the cost of boarding up and any lettering and artwork.
- b) **Damage to**
- i) the contents of display windows;
 - ii) windows and doorframes, vitrolite, marble, marmarile and similar materials, intruder alarm foils and other detection devices and circuits;
 - iii) electric light fittings; or
 - iv) neon and illuminated signs
- as a direct result of glass breakage as defined under paragraph 11a) provided that **our** liability shall not exceed £10,000 in total.
12. **Breakage of fixed sanitaryware** but not breakage or **consequential loss**
- i) in vehicles, vending machines or to stock in trade.
 - ii) in any **building** which is **unoccupied** or not in use for more than 30 days unless specifically agreed by **us**.
 - iii) in transit or while being fitted.
 - iv) due to settlement, expansion or contraction of frames or fittings in **buildings** under construction and during a period of six months after the date of completion.
 - v) existing before the start of the **period of insurance**.
 - vi) of neon and illuminated signs and electric light fittings.
 - vii) by wear and tear, gradual deterioration, mechanical or electrical breakdown or removal from the fixed position other than by theft or attempted theft.
 - viii) of bulbs or tubes unless the signs or fittings are also **damaged**.
 - ix) caused by fire or explosion.
13. **Theft or attempted theft** but not **consequential loss**
- i) which does not involve
 - a) entry to or exit from a **building** by forcible and violent means; or
 - b) actual or threatened assault or violence.
 - ii) from any part of the **building** not occupied by **you** for the purpose of the **business**.
 - iii) from the open or from any outbuilding not communicating with the main **building** unless otherwise specified.
 - iv) to **property** in transit.
 - v) to **money** and securities of any description.
14. **Subsidence, ground heave or landslip** of any part of the site on which the **property** stands but not **consequential loss**
- i) to yards, carparks, roads, pavements, walls, gates and fences unless also affecting the structure of a **building**.
 - ii) caused by
 - a) normal settlement or bedding down of new structures.
 - b) settlement or movement of made up ground.
 - c) coastal or river erosion.
 - d) fire, subterranean fire, explosion, earthquake or the escape of water from any tank, apparatus or pipe.
 - iii) which originated before the inception of this cover.
 - iv) resulting from
 - a) demolition, construction, structural alteration or repair of any **property**; or
 - b) groundwork or excavationat the same **premises**.
- Special condition applicable to cover 14**
- a) **You** must notify **us** immediately **you** become aware of any demolition, groundworks, excavation or construction being carried out on any adjoining site.
 - b) **We** shall then have the right to vary the terms or cancel this cover.

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Clauses

1. **Alteration**

The insurance by this section shall be avoided if

- a) the **business** is wound up, carried on by a liquidator or permanently discontinued; or
 - b) **your** interest ceases otherwise than by death
- at any time after the commencement of this insurance unless **we** agree it may continue.

2. **Automatic reinstatement after loss**

The sums insured stated in the schedule will not be reduced by the amount of any claim unless **we** or **you** give written notice to the contrary. However, **you** must pay the additional premium required to reinstate the sum insured.

3. **Departments**

If the **business** is conducted in departments and their trading results can be calculated separately, clauses a) and b) of the item on **gross profit** or **revenue** shall apply separately to each department affected.

4. **Payments on account**

Payments on account will be made at **our** discretion during the **indemnity period** if desired.

5. **Prevention of access**

Consequential loss as a result of **damage to property** near the **premises** which prevents or hinders the use of the **premises** or access to them shall be deemed to be an **incident**, provided that **our** liability in respect of any one occurrence does not exceed the total of the sum insured (or 133.33% of the estimated amounts) or any limit of liability shown in the schedule.

6. **Utilities**

Consequential loss as a result of the accidental failure of the supply of electricity, gas or water at the **premises** or at the premises of any supply undertaking or as a result of **damage** to any of their pipes, stopcocks, meters, cabling and the like at the **premises** shall be deemed to be an **incident**, provided that **our** liability under this clause in respect of any one occurrence does not exceed the sum insured (or 133.33% of the estimated amount) shown in the schedule.

This extension does not cover **consequential loss**

- i) brought about by the deliberate act of any supply authority, by the exercise of any such authority of its power to withhold or restrict supply or by drought; or
- ii) following any failure which does not involve a total cessation of supply for at least 30 minutes.

7. **Suppliers and customers**

Consequential loss as a result of **damage** at any **customer's** or supplier's premises within member countries of the European Union, Norway, Switzerland and Iceland shall be deemed to be an **incident**, provided that **our** liability under this clause shall not exceed 10% of the sum insured (or 133.33% of the estimated amount) shown in the schedule or £250,000 whichever is the less.

8. **Temporary removal**

Consequential loss as a result of **damage**

- a) at any premises not occupied but used by **you** solely for storage purposes; or
- b) to computer systems, other records, machinery and plant (but not motor vehicles) removed for cleaning, renovation, repair or other similar purposes, patterns, models, moulds, plans and designs whilst temporarily removed from the **premises** and in transit by road, rail or inland waterway to and from the **premises**

in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man shall be deemed to be an **incident**, provided that **our** liability shall not exceed 15% of the total of the sums insured (or 133.33% of the estimated amount) or £250,000 whichever is the less.

9. **Removal of computer disks and tapes condition**

It is a condition precedent to liability in respect of any claim for **damage** to computer disks, tapes or other recording materials (excluding paper records) under this policy that copies of all computer disks, tapes or other recording materials are made each day and the copies removed from the **premises** and kept at a secure location on a daily basis.

10. **Murder, disease or public health closure**

Loss resulting from interruption of, or interference with, the **business** by

- a) murder, suicide or serious crime at the **premises**;
- b) contagious or infectious human disease (excluding acquired immune deficiency syndrome (Aids) or an Aids related condition), an outbreak of which a competent public authority has stipulated shall be notified to them, manifested by any person whilst at the **premises** or within a 25 mile radius of it;
- c) closure, in whole or in part, of the **premises** by a competent public authority following defects in drains or other sanitary arrangements at the **premises**; or
- d) food or drink poisoning contracted at the **premises**

shall be deemed to be an **incident**, provided that **our** liability under this extension in respect of each and every claim shall not exceed the sum insured stated in respect of this sub section in the schedule or £100,000 whichever is the less.

11. **Additional expenses - employees' lottery win**

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We will indemnify **you** in respect of any additional expense **you** incur to prevent or limit a reduction in income during the **indemnity period** due to an **employee** or group of **employees** resigning from their posts within **your business** as a direct consequence of their securing a win in a lottery, including but not limited to

- a) recruitment and additional overtime costs; and
- b) the cost of employing temporary staff for amounts in excess of permanent full time rates of payment.

We will not indemnify **you** unless

- a) the **employee** or group of **employees** resign within fourteen days from the date of the successful lottery win; and
- b) the amount won by any one **employee** is not less than £100,000.

We will not pay under this extension more than £50,000 in any one **period of insurance**.

For the purposes of this extension only.

1. Indemnity period means the period during which the **business** results are affected due to an **employee** or group of **employees** resigning from their posts within **your business** as a direct consequence of their securing a win in a lottery, starting from the date of their first departure.
2. Maximum indemnity period means one month.
3. Lottery means
 - a) UK National Lottery prize draws including scratchcards.
 - b) UK National Football Pools (Littlewoods and Vernons).
 - c) Euro Millions lottery.
 - d) Irish National lottery.
 - e) UK Premium Bond prize draws.

Optional clauses

(These apply only if stated in the schedule)

12. **Contract sites**

Consequential loss as a result of **damage** at any site in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man which **you** do not occupy but where **you** are carrying out a contract shall be deemed to be an **incident** provided that **our** liability under this clause in respect of any one occurrence shall not exceed

 - a) the percentage of the total sum insured (or 133.33% of the estimated amount); or
 - b) the amount shown in the schedule as the limit.
13. **Specified customers**

Consequential loss as a result of **damage** at the premises of **customers** detailed in the schedule shall be deemed to be an **incident** provided that **our** liability under this clause in respect of any one occurrence shall not exceed

 - a) the percentage of the total sum insured (or 133.33% of the estimated amount); or
 - b) the amount shown in the schedule as the limit.
14. **Specified suppliers**

Consequential loss as a result of **damage** at the premises of suppliers detailed in the schedule shall be deemed to be an **incident** provided that **our** liability under this clause in respect of any one occurrence shall not exceed

 - a) the percentage of the total sum insured (or 133.33% of the estimated amount); or
 - b) the amount shown in the schedule as the limit.
15. **Transit**

Consequential loss as a result of **damage** to **your property** whilst in transit by road, rail or inland waterway in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man shall be deemed to be an **incident** provided that **our** liability under this clause in respect of any one occurrence shall not exceed

 - a) the percentage of the total sum insured (or 133.33% of the estimated amount); or
 - b) the amount shown in the schedule as the limit.

We shall not be liable for any loss arising from delay or loss of use of the conveying road or rail vehicle or waterborne craft.

Exclusion

1. **Pollution and contamination**

We shall not be liable for loss resulting from **pollution**.
However, **we** will cover **consequential loss** caused by

 - a) **pollution** which itself results from any cover insured (other than cover 10); or
 - b) any cover insured (other than cover 10) which itself results from **pollution** provided it is not otherwise excluded.

Section 2 – Business interruption

Appendix A – Gross profit (declaration-linked basis)

Additional definitions

The following words will have the same meaning wherever they appear in this section or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

Notes

1. To the extent that **you** are accountable to the tax authorities for Value Added Tax all terms in this section shall be exclusive of it.
2. For the purpose of these definitions any adjustment implemented for current cost accounting shall be disregarded.

Annual turnover

The **turnover** during the twelve months immediately before the date of the **incident**.

Estimated gross profit

The amount **you** declare to **us** as representing the **gross profit** which **you** anticipate will be earned by the **business** during the financial year most nearly concurrent with the **period of insurance** (proportionately increased where the **maximum indemnity period** exceeds twelve months).

Gross profit

The amount of the **turnover** (net of discounts allowed), closing stock and work in progress less the amount of the opening stock, work in progress and **specified working expenses**.

N.B. For the purpose of this definition gross profit is as defined but the words and expressions used shall (subject to Note 2 above) have the meaning attached to them in **your** usual accounting methods, due provision being made for depreciation of stock and work in progress.

Limit of liability

133.33% of the **estimated gross profit** stated in the schedule and 100% of the sums insured on other items.

Our liability shall not be reduced by the amount of any loss as long as **you** agree to pay the appropriate additional premium for such automatic reinstatement of cover.

Rate of gross profit

The rate of gross profit earned on the **turnover** during the financial year immediately before the date of the **incident**.

Specified working expenses

- a) 100% of purchases (less discounts received).
- b) 100% of discounts allowed.
- c) 100% of bad debts written off.

Standard turnover

The **turnover** during that period in the twelve months immediately before the date of the **incident** which corresponds with the **indemnity period**. **We** will adjust the figures as necessary to provide for the trends or special circumstances affecting the **business** before or after the **incident** or which would have affected the **business** had the **incident** not occurred.

Turnover

The **money** paid or payable to **you** for goods sold or delivered and for services rendered in course of the **business** at the **premises**.

Claims - basis of settlement

The insurance by this item is limited to loss of **gross profit** not exceeding the **limit of liability** due to

- a) reduction in **turnover**; and
- b) increase in cost of working

and the amount payable as indemnity shall be

1. 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** shall in consequence of the **incident** fall short of the **standard turnover**
2. 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 **incident** but not exceeding the total of
 - a) the sum produced by applying the **rate of gross profit** to the amount of reduction thereby avoided; plus
 - b) 25% of the sum insured by this item (but not more than £250,000)

Section 2 – Business interruption

less any sum saved during the **indemnity period** in respect of such of the charges and expenses of the **business** payable out of **gross profit** as may cease or be reduced in consequence of the **incident**.

Additional increased cost of working (if insured) is limited to additional expenditure in consequence of the **incident** in excess of the amount recoverable under clause b) above, necessarily and reasonably incurred to maintain the **business** during the **indemnity period**.

Memoranda

1. **Alternative premises**

If during the **indemnity period** goods are sold or services carried out elsewhere than at the **premises** for the benefit of the **business** either by **you** or by others on **your** behalf, **we** shall take into account the **money** paid or payable for such sales or services in arriving at the **turnover** during the **indemnity period**.

2. **Professional accountants**

We will pay for professional accountants' charges **you** reasonably incur for producing and certifying any particulars, details, information or evidence that **we** may require under the terms of the claims conditions, provided that the amount payable under this memorandum together with the amount otherwise payable under this section does not exceed the **limit of liability**.

3. **Renewal**

You shall before each renewal tell **us** the **estimated gross profit** for the financial year most nearly concurrent with the next **period of insurance**.

4. **Premium adjustment**

The first and annual premiums for **gross profit** are provisional and are based on the **estimated gross profit** for the financial year most nearly concurrent with the **period of insurance**.

Within six months of the expiry of each **period of insurance**, **you** shall give **us** a declaration of the **gross profit** earned during the financial year most nearly concurrent with the **period of insurance** as confirmed by **your** auditors.

If any **incident** has occurred giving rise to a claim for loss of **gross profit**, **we** shall increase the declaration for the purpose of premium adjustment by the amount by which the **gross profit** was reduced during the financial year solely in consequence of the **incident**.

If the declaration (adjusted as above and proportionately increased where the **maximum indemnity period** exceeds twelve months)

- a) is less than the **estimated gross profit** for the relative **period of insurance**, **we** will allow a pro rata return of premium not exceeding 50% of such premium.
- b) is greater than the **estimated gross profit** for the relative **period of insurance**, **you** shall pay a pro rata additional premium.

5. **Uninsured standing charges**

If any standing charges of the **business** are not insured by this section (having been deducted in arriving at the **gross profit**), then in calculating the amount recoverable as increase in cost of working that proportion only of any additional expenditure shall be brought into account which the **gross profit** bears to the sum of the **gross profit** and the uninsured standing charges.

Section 2 – Business interruption

Appendix B – Gross revenue (declaration-linked basis)

Additional definitions

The following words will have the same meaning wherever they appear in this section or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

Notes

1. To the extent that **you** are accountable to the tax authorities for Value Added Tax all terms in this section shall be exclusive of it.
2. For the purpose of these definitions any adjustment implemented for current cost accounting shall be disregarded.

Annual revenue

The **revenue** during the twelve months immediately before the date of the **incident**.

Estimated revenue

The amount **you** declare to **us** as representing the **revenue** which **you** anticipate will be earned by the **business** during the financial year most nearly concurrent with the **period of insurance** (proportionately increased where the **maximum indemnity period** exceeds twelve months).

Limit of liability

133.33% of the **estimated revenue** stated in the schedule and 100% of the sums insured by other items.

Our liability shall not be reduced by the amount of any loss as long as **you** agree to pay the appropriate additional premium for such automatic reinstatement of cover.

Revenue

The **money** paid or payable to **you** in respect of the work done or services rendered in the course of the **business**.

Standard revenue

The **revenue** during that period in the twelve months immediately before the date of the **incident** which corresponds with the **indemnity period**. **We** will adjust the figures as necessary to provide for the trends or special circumstances affecting the **business** before or after the **incident** or which would have affected the **business** had the **incident** not occurred.

Claims - basis of settlement

The insurance by this item is limited to loss of **revenue** not exceeding the **limit of liability** due to

- a) reduction in **revenue**; and
- b) increase in cost of working

and the amount payable as indemnity shall be

1. in respect of reduction in **revenue** the amount by which the actual **revenue** during the **indemnity period** shall in consequence of the **incident** fall short of the **standard revenue**
2. 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 **revenue** which but for that expenditure would have taken place during the **indemnity period** in consequence of the **incident** but not exceeding the total of
 - a) the amount of reduction in **revenue** thereby avoided; plus
 - b) 25% of the sum insured by this item (but not more than £250,000)

less any sum saved during the **indemnity period** in respect of such charges and expenses of the **business** payable out of **revenue** as may cease or be reduced in consequence of the **incident**.

Additional increased cost of working (if insured) is limited to additional expenditure in consequence of the **incident** in excess of the amount recoverable under clause b) above necessarily and reasonably incurred to maintain the **business** during the **indemnity period**.

Memoranda

1. **Alternative premises**
If during the **indemnity period** goods are sold or services carried out elsewhere than at the **premises** for the benefit of the **business** either by **you** or by others on **your** behalf, **we** shall take into account the **money** paid or payable for such sales or services in arriving at the **revenue** during the **indemnity period**.

Section 2 – Business interruption

2. **Professional accountants**

We will pay for professional accountants' charges you reasonably incur for producing and certifying any particulars, details, information or evidence that **we** may require under the terms of the claims conditions provided that the amount payable under this memorandum together with the amount otherwise payable under this section does not exceed the limit of liability.

3. **Renewal**

You shall before each renewal tell **us** the **estimated revenue** for the financial year most nearly concurrent with the next **period of insurance**.

4. **Premium adjustment**

The first and annual premiums for **revenue** are provisional and are based on the **estimated revenue** for the financial year most nearly concurrent with the **period of insurance**.

Within six months of the expiry of each **period of insurance**, **you** shall give **us** a declaration of the **revenue** earned during the financial year most nearly concurrent with the **period of insurance** as confirmed by **your** auditors.

If any **incident** shall have occurred giving rise to a claim for loss of **revenue**, **we** shall increase the declaration for the purpose of premium adjustment by the amount by which the **revenue** was reduced during the financial year solely in consequence of the **incident**.

If the declaration (adjusted as provided above and proportionately increased where the **maximum indemnity period** exceeds twelve months)

- a) is less than the **estimated revenue** for the relative **period of insurance**, **we** will allow a pro rata return of premium not exceeding 50% of such premium.
- b) is greater than the **estimated revenue** for the relative **period of insurance**, **you** shall pay a pro rata additional premium.

Section 2 – Business interruption

Appendix C – Additional cost of working

Claims - basis of settlement

The insurance by this item is limited to additional cost of working due to additional expenditure and costs necessarily and reasonably incurred in order to minimise any interruption or interference with the **business** during the **indemnity period** but not exceeding the sum insured stated in the schedule.

Memorandum

1. **Professional accountants**

We will pay for professional accountants' charges **you** reasonably incur for producing and certifying any particulars, details, information or evidence that **we** may require under the terms of the claims conditions provided that the amount payable under this memorandum together with the amount otherwise payable under this section does not exceed the sum insured.

Section 2 – Business interruption

Appendix D – Rent receivable

Additional definitions

The following words will have the same meaning wherever they appear in this section or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

Notes

1. To the extent that **you** are accountable to the tax authorities for Value Added Tax all terms in this section shall be exclusive of it.
2. For the purpose of these definitions any adjustment implemented for current cost accounting shall be disregarded.

Annual rent receivable

The **rent receivable** during the twelve months immediately before the date of the **incident**.

Rent receivable

The **money** paid or payable to **you** for accommodation and services provided in course of the **business** at the **premises**.

Standard rent receivable

The **rent receivable** during that period in the twelve months immediately before the date of the **incident** which corresponds with the **indemnity period**.

We will adjust the figures as necessary to provide for trends or special circumstances affecting the **business** before or after the **incident** or which would have affected the **business** had the **incident** not occurred.

Claims - basis of settlement

The insurance by this item is limited to loss of **rent receivable** not exceeding the sum insured stated in the schedule due to

- a) loss of **rent receivable**; and
- b) increase in the cost of working

and the amount payable as indemnity shall be

1. in respect of loss of **rent receivable**, the amount by which the **rent receivable** during the **indemnity period** shall in consequence of the **incident** fall short of the **standard rent receivable**
2. 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 **rent receivable** which but for that expenditure would have taken place during the **indemnity period** in consequence of the **incident** but not exceeding the reduction in **rent receivable** thereby avoided

less any sum saved during the **indemnity period** in respect of such of the charges and expenses of the **business** payable out of **rent receivable** as may cease or be reduced in consequence of the **incident**.

However, if the sum insured by this item is less than the **annual rent receivable** (proportionately increased where the **maximum indemnity period** exceeds twelve months) the amount payable shall be proportionately reduced.

Memoranda

1. Alternative trading clause

If during the **indemnity period**, **you** or others on **your** behalf provide accommodation or services elsewhere than at the **premises** for the benefit of the **business**, **we** shall take into account the **money** paid or payable for such accommodation or services in arriving at the **rent receivable** during the **indemnity period**.

2. Professional accountants

We will pay for professional accountants' charges **you** reasonably incur for producing and certifying any particulars, details, information or evidence that **we** may require under the terms of the claims conditions provided that the amount payable under this memorandum together with the amount otherwise payable under this section does not exceed the sum insured.

3. Return of premium

If the **rent receivable** earned (proportionately increased where the **maximum indemnity period** exceeds twelve months) during the accounting period of twelve months most nearly concurrent with any **period of insurance** as certified by **your** auditors is less than the sum insured, **we** will make a pro rata return of premium not exceeding 50% of the premium paid on such sum insured for such **period of insurance**. If any **incident** shall have occurred giving rise to a claim under this section, the return of premium shall be made in respect only of so much of the difference as is not due to the **incident**.

Section 2 – Business interruption

Appendix E – Research expenditure

Additional definitions

The following words will have the same meaning wherever they appear in this section or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

Notes

1. To the extent that **you** are accountable to the tax authorities for Value Added Tax all terms in this section shall be exclusive of it.
2. For the purpose of these definitions any adjustment implemented for current cost accounting shall be disregarded.

Annual research expenditure

The aggregate amount of the **research expenditure** incurred during the twelve months immediately before the date of the **incident**. **We** will adjust the figures as necessary to provide for trends or special circumstances affecting the **business** before or after the **incident** or which would have affected the **business** had the **incident** not occurred.

Insured amount per week

One-fiftieth part of the **research expenditure** incurred during the financial year immediately before the date of the **incident**.

Research expenditure

The total expenditure on research by **you** at the **premises** less the relative cost of raw materials consumed.

Claims - basis of settlement

The insurance by this item is limited to the loss sustained by **you** in respect of

- a) **research expenditure** and
- b) increase in cost of working

and the amount payable as indemnity shall be

1. in respect of **research expenditure**, for each working week in the **indemnity period** during which the activities of the **business** are in consequence of the **incident**
 - a) totally interrupted or totally given over to the re-working of projects affected by the **incident** the **insured amount per week**;
or
 - b) partially interrupted or partially given over to the re-working of projects affected by the **incident**, an equitable proportion of the **insured amount per week** based upon the time rendered ineffective because of the **incident**
2. in respect of increase in cost of working, the additional expenditure necessarily and reasonably incurred solely in consequence of the **incident** in order to minimise the interruption but the amount payable under this heading shall not exceed the additional amount that would have been payable under paragraph 1 above for loss of **research expenditure** if no such increase in cost of working had been incurred

less any sum saved during the **indemnity period** in respect of such of **research expenditure** as may cease or be reduced in consequence of the **incident**.

However, if the sum insured by this item is less than the **annual research expenditure** (proportionately increased where the **maximum indemnity period** exceeds twelve months) the amount payable under paragraphs 1 and 2 above shall be proportionately reduced.

Section 2 – Business interruption

Appendix F – Loss of book debts

Additional definitions

The following words will have the same meaning wherever they appear in this section or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section of the wording.

Notes

1. To the extent that **you** are accountable to the tax authorities for Value Added Tax all terms in this section shall be exclusive of it.
2. For the purpose of these definitions any adjustment implemented for current cost accounting shall be disregarded.

Book debts

The financial amounts due to **you** but not yet paid in respect of goods or services supplied by **you** to **customers** on a credit or hire purchase basis and for which they have accepted delivery.

Outstanding debit balances

Where there are monthly declarations, the total declared under the last statement adjusted for

- a) bad debts;
- b) amounts debited (or invoiced but not debited) and credited to customer accounts in the period between the date to which the statement applied and the date of **damage**; and
- c) any abnormal trade condition which had or could have a material effect on the **business**

OR

A reasonable estimate of the total outstanding debits at the date of the **damage** after adjustment for bad debts and as agreed between **you** and **us** provided that this estimate does not exceed 75% of the sum insured as set out in the schedule.

Claims - basis of settlement

The insurance by this item is limited to the loss not exceeding the sum insured sustained by **you** in respect of

- a) loss of **book debts**; and
- b) additional expenditure

and the amount payable as indemnity shall be

1. in respect of loss of **book debts**, the amount of total **outstanding debit balances** less the total of amounts of **outstanding debit balances** traced or received.
2. in respect of additional expenditure, the amount necessarily and reasonably incurred solely in consequence of the **incident** in order to trace and establish the amount of customer debit balances but the amount payable under this heading shall not exceed the additional amount that would have been payable under a) for loss of **book debts** if no such increase in additional expenditure had been incurred.

Memoranda

1. Professional accountants

We will pay for professional accountants' charges **you** reasonably incur for producing and certifying any particulars, details, information or evidence that **we** may require under the terms of the claims conditions provided that the amount payable under this memorandum together with the amount otherwise payable under this section does not exceed the sum insured.

2. Declaration

Within 30 days of the end of each calendar month, **you** will advise **us** in writing of the total amount of **outstanding debit balances** as shown in **your** accounts. If **you** do not advise **us**, **we** shall take the maximum sum insured as the total amount declared.

At the end of each **period of insurance** the actual premium shall be calculated on the average amount insured i.e. the total of the amounts declared divided by the number of declarations. If the actual premium is greater than the first or annual premium paid, **you** shall pay **us** the difference. If it is less **we** will refund the difference to **you** but only up to one half of the first or annual premium paid.

3. Automatic reinstatement

We will not reduce the sum insured by the amount of any loss as long as **you** pay the extra premium on the amount of the loss from the date it occurred to the date of the expiry of the **period of insurance**.

Special condition

It is a condition precedent to our liability that

- a) **your** books of account and other business books or records in which **you** record customer accounts are kept in fire resisting safes or cabinets when not in use; and
- b) **you** must calculate the total of outstanding customers' accounts every month and keep a record of each month's total (including back-up copies of computer data) in a place other than at the **premises**.

Section 2 – Business interruption

Appendix G - Loss of Liquor licence Extension (operative if shown as insured on the policy schedule)

In the event of the forfeiture suspension or withdrawal of the **licence** in force in respect of the **premises** we will pay to **you**:

- A. the loss of **gross profit** and the amount payable as indemnity shall be the aggregate of
 - i. **Shortage in turnover** less **turnover** from **alternative trading** multiplied by the **rate of gross profit**
 - ii. **Additional Expenditure** less **Savings in Costs**
- B. the reduction in the value of the **premises** if the Insured is unable to obtain a **licence** for a period of twelve months from the date of the forfeiture suspension or withdrawal of the **licence** and the Insured sells the **premises**

but not exceeding in respect of any loss £100,000 or any other limit of liability stated in the Schedule.

Exclusions

We shall not be liable for loss arising from

1. such refusal to renew a **licence** as entitles **you** to claim compensation under any Statute
2.
 - a) actual or proposed compulsory acquisition of the **premises**
 - b) any scheme of town or country planning improvement or redevelopment
 - c) redistribution reduction in number or extinguishment of **licences** as a result of war damage whether such loss be direct or indirect.
3. alteration after the commencement of the **period of insurance** of the law governing the grant surrender renewal suspension forfeiture withdrawal or transfer of **licences** unless **we** confirm in writing that the insurance will apply after such alteration.
4. failure
 - a) other than for good cause to keep open the **premises** during the permitted hours
 - b) to comply with any direction or requirement of the licensing justices or other authority
 - c) to maintain the **premises** in good sanitary and general repair.
5. refusal to renew or forfeiture of **licence** occasioned wholly or in part by any act or omission by **you** or by **your** failure to take all reasonable action to maintain the **licence** in force.
6. the removal suspension or failure to grant or renew any late night afternoon or morning extension of the standard opening hours (England and Wales) or Permitted Hours as defined in Section 53 of the Licensing (Scotland) Act 1976 unless such removal suspension or failure to grant or renew is ancillary to the **licence** being removed suspended or not renewed.

Definitions

Licence

The Justices Licence from time to time in force in respect of the Premises (England and Wales) or the **licence** granted pursuant to the Licensing (Scotland) Act 1976.

Turnover

The money paid or payable to **you** for goods sold and delivered and for services rendered in course of the **business** at the **premises**.

Indemnity period

The period beginning with the loss of the **licence** and ending not later than twelve months thereafter during which the results of the **business** shall be affected in consequence of the loss of **licence** provided that if the **premises** are disposed of within twelve months after the loss of **licence** the **indemnity period** shall terminate upon disposal.

Shortage in turnover

The amount by which the **turnover** during the **indemnity period** shall in consequence of the forfeiture suspension or withdrawal of the **licence** fall short of the **turnover** which but for the loss of **licence** would have been achieved during the **indemnity period**.

Turnover from alternative trading

The money paid or payable for goods sold and delivered and for services rendered during the **indemnity period** elsewhere than at the **premises** either by or on **your** behalf for the benefit of the **business**.

Gross profit

The amount by which the sum of the amounts of the **turnover** and **closing stock** shall exceed the sum of the amounts of the **uninsured working expenses** and opening stock.

(Note The amounts of the opening and closing stocks shall be arrived at in accordance with **your** normal accountancy methods due provision being made for depreciation The words and expressions used in the definition of **uninsured working expenses** shall have the meaning usually attached to them in the books and **your** accounts).

Rate of gross profit

The rate which but for the loss of **licence** **gross profit** would have borne to **turnover** during the **indemnity period** subject to the other circumstances clause.

Additional expenditure

The **additional expenditure** necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the **shortage in turnover** which would have occurred but for that expenditure but not exceeding the reduction in **gross profit** thereby avoided.

Section 2 – Business interruption

Savings in costs

Any sum saved during the **indemnity period** in respect of such of the charges and expenses of the **business** payable out of **gross profit** as may cease or be reduced in consequence of the loss of **licence**.

Uninsured working expenses

Purchases and discounts relative thereto and bad debts.

Special Provisions

1. To the extent that **you** are 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 the definitions contained in this insurance any adjustment implemented in current cost accounting shall be disregarded
3. **Other Circumstances Clause** - in arriving at any figure subject to this clause regard shall be taken of the trend of the **business** and of all circumstances that affected the **business** either before or after the loss of **licence** or which would have affected the **business** had the loss of **licence not occurred**
4. **Professional Accountants' Charges** - **We** will pay the reasonable charges payable by **you** to their professional accountants for producing information required by **us** under the terms of the Claims Conditions and for reporting that such information is in accordance with **your** accounts.

Special Conditions

1. The Duties of the Insured

You shall give **us** written notice within forty-eight hours of receiving information whether oral or written that

- a) any notice caution or complaint has been given or made against the **premises** or the tenant manager occupier or **licence** holder or that such person has been summoned or charged with or convicted of or committed for trial for any offence whatsoever
- b) an application for renewal is to be opposed or that its consideration is adjourned or referred to the compensation authority or the **licence** holder is required to give any undertaking or structural alterations are required
- c) the **licence** holder has died become bankrupt absconded or been rendered incapable by sickness or other infirmity of carrying on business.

2. Claims

Notwithstanding Claims Condition 2 of this policy **you** shall give **us** written notice within twenty-four hours of the forfeiture suspension or refusal to renew any **licence** or of any event likely to prejudice the **licence** coming to **your** knowledge stating (as far as **you** are able) the grounds on which any order was made or the particulars of such event and **we** shall be entitled to appeal in the **your** name against any such refusal to renew forfeiture or suspension and shall have full discretion in the conduct of any proceedings **You** shall give **us** all such assistance as **we** may require.

3. Alterations

No alteration to the **premises** shall be made without the sanction of the licensing and other competent authorities and no application shall be made for the removal of the **licence** to other premises nor shall any offer be made to surrender or discontinue any **licence** without **our** written consent. **You** shall from time to time give all such information as **we** may require for any purpose connected with this insurance and the risk hereby insured against and any of **our** duly authorised representatives may at all reasonable times enter and inspect the **premises**.

4. Our rights

We shall exercise against the tenant manager or occupier of any **premises** and the **licence** holder all rights powers and privileges which **you** may be entitled so to exercise and which may be calculated to protect any **licence** against loss or to protect **your** interest. **You** shall make all such applications including application to the Magistrates Court for a protection order and generally do all such acts or things which **you** may be entitled to do under the Licensing Acts or otherwise and which are calculated or intended to prevent the loss of any **licence** by non-renewal forfeiture or suspension. In the event of the death bankruptcy or incapacity of any tenant manager occupier or **licence** holder or if any such person shall abscond or be convicted of any offence **you** shall procure a suitable person to replace him and forthwith make application for the transfer of the **licence** or grant of the **licence** by way of renewal to such other person.

Section 3 – Money

Part 1 – Loss of money

Definitions

The following words will have the same meaning wherever they appear in this section or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

Alarmed premises

The **premises** or those parts of the **premises** protected by the **intruder alarm system**.

Business hours

The usual working hours (including overtime) during which **you** or **your employees** entrusted with **money** are on the **premises** for the purpose of the **business**.

Estimated annual amount of money

Money excluding stamped National Insurance Cards, crossed cheques, crossed bankers drafts, crossed warrants, National savings certificates, premium savings bonds, franking machine impressions, credit company sales vouchers and VAT invoices.

Intruder alarm system

The component parts including the means of communication used to transmit signals detailed in the alarm specification agreed by **us**.

Keyholder

You or any **responsible person** or keyholding company **you** authorise

1. to accept notification of faults or alarm signals relating to the **intruder alarm system**; and
2. to attend and allow access to the **premises**.

At least one keyholder must be available at all times.

Limits any one loss

As stated in the schedule in respect of the following.

1. Stamped national insurance cards, crossed cheques (including crossed giro cheques and drafts but excluding pre-signed blank cheques) crossed money orders, crossed postal orders, crossed bankers draft, crossed warrants, national savings certificates, premium savings bonds, unused units in franking machines, credit company sales vouchers and VAT invoices.
2. **Money** other than as described in item 1 not contained in locked safes
 - a) in **your premises** outside **business hours**.
 - b) in the private houses of **your** principals or authorised **employees** or the premises of solicitors or authorised agents to the extent that **money** is not otherwise insured.
 - c) in the custody of collectors for twenty four hours from the time of receipt or until the next working day whichever is the later.
3. **Money** other than as described in item 1 from locked safes outside **business hours**. **We** shall not be liable for loss of **money** from any safe or strongroom not listed in the schedule above a limit of £1,500 in total.
4. Any other loss of **money** other than as described in item 1 insured by this section.

Responsible person

You or any person **you** authorise to be responsible for the security of the **premises**.

Insuring clause

We will indemnify **you** in respect of the following.

1. Loss of or **damage to money, your property** or for which **you** are responsible, in the course of the **business** up to the **limit any one loss** stated in the schedule
 - a) in transit.
 - b) in the custody of collectors for twenty four hours from time of receipt or until the next working day whichever is the later.
 - c) on sites of contracts where **employees** are working.
 - d) on the **premises**.
 - e) at the private houses of **your** principals or authorised **employees** or the premises of solicitors or authorised agents, to the extent that **money** is not otherwise insured, up to a maximum amount of £500 for any one loss or any higher limit shown in the schedule for any one loss.
 - f) deposited in any bank night safe and within bank premises until removed by a bank official, up to a maximum amount of £5,000 for any one loss or any higher limit shown in the schedule for any one loss.
 - g) on the **premises** outside of **business hours** as shown in the schedule.
 - h) on the **premises** outside of **business hours** in a locked safe or strongroom as shown in the schedule.
2. Loss of or **damage** following robbery or attempted robbery to any safe or strongroom at the **premises**, any container, case, bag or waistcoat used for the carriage of **money** or any stamp franking machine used for **your business**.

Section 3 – Money

3. **Damage** to clothing and personal effects (including up to £25 per person for personal **money**) belonging to **you** or any of **your** directors, partners or **employees** following robbery or any attempted robbery subject to a limit any one person of £500.

Special conditions

- A. It is a condition precedent to **our** liability under item 3 of the schedule (**money** from locked safes outside **business hours**) that outside **business hours** the safes are kept locked and the keys of the safes are not be left on the **premises** unless

1. the **premises** are occupied by **you** or an authorised **employee**, in which case such keys if left on the **premises** must be kept in a secure place not in the vicinity of the safes; or
2. if the **premises** are **unoccupied**, the keys to the safe(s) detailed under item 3 on the schedule are placed in a separate locked safe or strongroom and the keys to this removed from the **premises**. In this event **our** maximum liability shall not exceed the limit of liability stated in the schedule under item 3 or £5,000 whichever is the less in respect of loss of **money**.

If **you** do not comply with this special condition, **we** will deal with any loss of **money** under Item 2 i) of the schedule (**money** not contained in locked safes in **your premises** outside **business hours**), provided that **our** maximum liability shall not in the aggregate exceed the **limit any one loss** stated in the schedule.

B. **Intruder alarm**

(Applies only if stated in the schedule)

It is a condition precedent to **our** liability in respect of **damage** that

1. the **alarmed premises** are protected by the **intruder alarm system** whenever they are closed for business or left unattended.
2. the **intruder alarm system** is maintained in full and efficient working order under a contract to provide both corrective and preventative maintenance with the installing company or such other company agreed with **us**.
3. no alteration to or substitution of
 - a) any part of the **intruder alarm system**;
 - b) the procedures agreed with **us** for police or any other response to any activation of the **intruder alarm system**;
 - or
 - c) the maintenance contractshall be made without **our** written agreement.
4. no structural alteration of or changes in the layout to the **premises** that could affect the operation of the **intruder alarm system** shall be made without **our** written consent.
5. the **alarmed premises** shall not be left without at least one **responsible person** on them without **our** agreement unless the **intruder alarm system** is set in its entirety with the means of communication used to transmit signals in full operation.
6. all keys to the **intruder alarm system** are removed from the **premises** when they are left unattended.
7. the **keyholders** will keep all codes for the operation of the **intruder alarm system** secret and will not leave details of them on the **premises**.
8. **you** shall appoint at least two **keyholders** and lodge written details (which must be kept up to date) with the police and the alarm company who are contracted to maintain the alarm.
9. if the **intruder alarm system** is activated or the communication signal interrupted then, unless alternative procedures have been agreed with **us** in writing, a **keyholder** will attend the **premises** as soon as reasonably possible following notification and will not leave without there being at least one **responsible person** on the **premises** until the provisions of paragraph 5 have been complied with.
10. in the event of **you** receiving any notice
 - a) that police response to alarm signals/calls 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 requirements for abatement of a nuisance; or
 - c) from the installing company or other such company as agreed by **us** that the **intruder alarm system** cannot be returned to or maintained in fully working order**you** shall advise **us** as soon as possible and in any event not later than 10.00 am on the next working day and comply with all **our** subsequent requirements.

Section 3 – Money

Special provision

It is a condition precedent to **our** liability that before **we** agree the alarm specification and maintenance contract arrangements **you** shall comply with all the requirements detailed above as if **we** had agreed the specification and maintenance arrangements.

Exclusions

We will not be liable for losses from the following.

1. By theft by any of **your** directors, partners or **employees**
 - a) not discovered within fourteen working days of its occurrence; or
 - b) more specifically insured by any other policy or policies except in respect of any excess beyond the amount payable under such other policy or policies.
2. Arising elsewhere than in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.
3. From an unattended vehicle unless the vehicle is stolen at the same time or the vehicle is securely locked and **money** stored out of sight at the time of the loss.
4. Due to the dishonest acts of any person in **your** employment or service not discovered within fourteen days of the actual occurrence.
5. Due to falsification of accounts.
6. More specifically insured under another policy except for any amount in excess of the amount payable under this policy.
7. Arising from shortages due to error, omission, depreciation in value or the use of counterfeit **money**.
8. Of **money** or contents from any gaming or vending machine in excess of £500.
9. Arising from consequential loss of any kind.
10. **Damage to money** during transit by post (other than registered post).

Part 2 – Personal injury (robbery)

Definitions

*Each time one of the definitions below is used in this section it will have the same meaning wherever it appears in this section or in the schedule in relation to this section. To help identify these words they appear in **bold** in this section wording.*

Bodily injury

Injury resulting solely and directly from accident caused by outward, violent and visible means which shall directly and independently of any other cause result in death or disablement.

Insured person

You or any director, principal, partner or **employee**.

Loss of limb

- A. in the case of an upper limb, the physical severance of four fingers through or above the meta-carpo phalangeal joints or permanent total loss of use of an entire arm or hand.
- B. in the case of a lower limb, the physical severance at or above the ankle or permanent total loss of use of an entire leg or foot.

Loss of sight

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).

Section 3 – Money

Medical expenses

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 or ambulance charges.

Permanent total disablement

Bodily injury (not resulting in **loss of limbs** or **loss of sight**) which is the sole and direct cause of the **insured person** being totally disabled and prevented from attending to any business or occupation, with proof satisfactory to **us** that such disablement has continued for 104 weeks from the date of the occurrence and will in all probability continue for the remainder of the life of the **insured person**.

Temporary total disablement

Bodily injury which is the sole and direct cause of the **insured person** being totally disabled and prevented from attending to their business or occupation.

Temporary partial disablement

Bodily injury which is the sole and direct cause of the **insured person** being partially disabled and prevented from attending to a substantial part of their business or occupation.

Insuring clause

- a) **We** will pay the benefits stated in the schedule in respect of **bodily injury** sustained by the **insured person** as a result of robbery or attempted robbery arising in the course of the **business** and within two years resulting in the following.
1. Death.
 2. **Loss of sight.**
 3. **Loss of limbs.**
 4. **Permanent total disablement** (other than by **loss of limbs** or **loss of sight**).
 5. **Temporary total disablement .**
 6. **Temporary partial disablement.**
 7. **Damage** to clothing or personal effects belonging to **you** or any of **your employees** subject to a limit of £500 any one person.
- b) **We** will reimburse **you** in respect of **medical expenses** necessarily incurred in the treatment of the **insured person** up to 15% of any amount paid under benefit 5 and 6.

Benefits

The benefits applicable are as stated in the schedule.

Limits of amounts payable

1. The benefit under item 5 and 6 shall not be payable for more than 104 weeks in respect of any one injury calculated from the date of commencement of disablement.
2. If and when benefit becomes payable under any of items 1, 2 or 3, any weekly benefit being paid in connection with the same injury will cease.
3. **Permanent total disablement** shall have lasted for 104 weeks and have been proved to **our** satisfaction to be permanent and without expectation of recovery before benefit under item 4 becomes payable.
4. Payment of a claim under one of the items 1, 2, 3 or 4 will end the cover granted insofar as it applies to the **insured person** concerned.
5. No benefit shall be payable for more than one of the items 1, 2, 3 or 4 in respect of the same injury.
6. No benefit shall be payable in respect of death or disablement consequent upon aggravated or prolonged by any pre-existing physical or mental defect, infirmity, pregnancy or childbirth.

Section 3 – Money

Special conditions

- A. The cover under this part of the section applies only to persons between the ages of 16 and 70 years.
- B. **Bodily injury** must occur in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.

Claims condition

- a) **You** shall provide all certificates, information and evidence required by **us** in the form prescribed by **us** at **your** expense. The **insured person** shall as often as required submit to medical examination on **our** behalf and expense in connection with any claim. In the event of the death of an **insured person**, **we** are entitled to have a post mortem examination at **our** own expense.
- b) **We** shall not be affected by notice of any trust, charge, lien, assignment or other dealing with this section and **our** liability shall be discharged when **you** or **your** personal representative receive any compensation payable.
- c) The **insured person** or their personal representative shall have no right to claim from or sue **us**.
- d) If more than one party has 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.

Exclusions

We will not be liable for the following.

- 1. Loss arising elsewhere than in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.
- 2. Loss more specifically insured under another policy except for any amount in excess of the amount payable under this policy.
- 3. Loss arising from consequential loss of any kind.

Section 4 – Trade all risks

Definitions

The following words will have the same meaning wherever they appear in this section or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

Alarmed premises

The **premises** or those parts of the **premises** protected by the **intruder alarm system**.

Intruder alarm system

The component parts including the means of communication used to transmit signals detailed in the alarm specification agreed by **us**.

Keyholder

You or any **responsible person** or keyholding company **you** authorise

1. to accept notification of faults or alarm signals relating to the **intruder alarm system**; and
2. to attend and allow access to the **premises**.

At least one keyholder must be available at all times.

Property insured

Property belonging to **you** or for which **you** are responsible as set out in the schedule.

Responsible person

You or any person **you** authorise to be responsible for the security of the **premises**.

Territorial limits

The limits chosen by **you** and shown in the schedule attaching to this policy.

- A. At **your business premises**;
- B. Anywhere in the UK;
- C. Anywhere in the EU; or
- D. Anywhere in the world.

Insuring clause

We will indemnify **you** for **damage** by any cause not specifically excluded to **property insured** set out in the schedule anywhere in the **territorial limits**, provided the **damage** occurs within the **period of insurance** and subject to the limits specified in the schedule.

Clauses

1. Interest

It is understood that other parties may have an interest in certain **property insured** by this policy. The nature and extent of this interest must be disclosed in the event of **damage**.

2. Subrogation waiver

In the event of a claim arising under this policy, **we** agree to waive any rights, remedies or relief to which **we** might become entitled by subrogation against

- a) any company standing in the relation of parent to subsidiary (subsidiary to parent) to **you** as defined in the Companies Act or Companies (N.I.) Order current at the time of the **damage**.
- b) any company which is a subsidiary of a parent company of which **you** are a subsidiary as defined in the Companies Act or Companies (N.I.) Order current at the time of the **damage**.

3. Reinstatement

Subject to the following special conditions, the basis upon which **we** will calculate the amount payable in respect of **property insured** by all items, other than stock or rent, shall be the reinstatement of the **property damaged** to a condition equivalent to or substantially the same as but not better or more extensive than its condition when new.

For this purpose reinstatement means

- a) the rebuilding or replacement of **property damaged** which may be carried out in any manner suitable to **your** requirements or on another site as long as **our** liability is not increased; or
- b) the repair or restoration of **property damaged**.

Special conditions

1. **Our** liability for the repair or restoration of **property** partly **damaged** shall not exceed the amount which would have been payable had such **property** been wholly destroyed.

Section 4 – Trade all risks

2. If at the time of reinstatement the sum representing 85% of the cost which would have been incurred in reinstating the whole of the **property** covered by any item exceeds its sum insured at the start of any **damage**, **our** liability shall not exceed that proportion of the amount of the **damage** which the sum insured shall bear to the sum representing the total cost of reinstating the whole of such **property** at that time.
 3. No payment beyond the amount which would have been payable in the absence of this clause shall be made
 - a) unless reinstatement commences and proceeds as quickly as possible.
 - b) until the cost of reinstatement shall have been actually incurred.
 - c) if the **property insured** at the time of its **damage** shall be insured by any other insurance effected by or on **your** behalf which is not upon the same basis of reinstatement.
 4. All the other terms and conditions of the policy shall apply in respect of any claim payable under this clause so far as they are able.
- NB:** This clause does not apply to claims for **employees**, principals' or directors' personal effects.

Special condition

(Applies only if stated in the schedule)

A. Intruder alarm

It is a condition precedent to **our** liability in respect of **damage** that

1. the **alarmed premises** are protected by the **intruder alarm system** whenever they are closed for business or left unattended.
2. the **intruder alarm system** is maintained in full and efficient working order under a contract to provide both corrective and preventative maintenance with the installing company or such other company agreed with **us**.
3. no alteration to or substitution of
 - a) any part of the **intruder alarm system**;
 - b) the procedures agreed with **us** for police or any other response to any activation of the **intruder alarm system**;
 - or
 - c) the maintenance contractshall be made without **our** written agreement.
4. no structural alteration of or changes in the layout to the **premises** that could affect the operation of the **intruder alarm system** shall be made without **our** written consent.
5. the **alarmed premises** shall not be left without at least one **responsible person** on them without **our** agreement unless the **intruder alarm system** is set in its entirety with the means of communication used to transmit signals in full operation.
6. all keys to the **intruder alarm system** are removed from the **premises** when they are left unattended.
7. the **keyholders** will keep all codes for the operation of the **intruder alarm system** secret and will not leave details of them on the **premises**.
8. **you** shall appoint at least two **keyholders** and lodge written details (which must be kept up to date) with the police and the alarm company who are contracted to maintain the alarm.
9. if the **intruder alarm system** is activated or the communication signal interrupted then, unless alternative procedures have been agreed with **us** in writing, a **keyholder** will attend the **premises** as soon as reasonably possible following notification and will not leave without there being at least one **responsible person** on the **premises** until the provisions of paragraph 5 have been complied with.
10. in the event of **you** receiving any notice
 - a) that police response to alarm signals/calls 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 requirements for abatement of a nuisance; or
 - c) from the installing company or other such company as agreed by **us** that the **intruder alarm system** cannot be returned to or maintained in fully working order**you** shall advise **us** as soon as possible and in any event not later than 10.00 am on the next working day and comply with all **our** subsequent requirements.

Section 4 – Trade all risks

Special provision

It is a condition precedent to **our** liability that before **we** agree the alarm specification and maintenance contract arrangement, **you** shall comply with all the requirements detailed above as if **we** had agreed the specification and maintenance arrangements.

Exclusions

We will not pay for the following.

1. Any consequential loss.
2. Financial loss caused by the loss of use or malfunction of the **property insured**.
3. **Damage** arising from
 - a) faulty or defective design materials, inherent vice or latent defect.
 - b) mechanical, electrical, electronic, computer breakdown, failure or derangement.
 - c) wear and tear, gradual deterioration, the action of light, atmospheric conditions or other gradually operating cause.
 - d) process of cleaning, restoring or repairing.
 - e) process of production, packing, treatment, testing or commissioning.
 - f) confiscation or detention by Customs or government officials.
 - g) disappearance or shortage identified only by stocktaking.
 - h) riot, civil commotion occurring elsewhere than in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.
4. **Damage** resulting from theft or attempted theft or unexplained disappearance or shortages
 - a) from an unattended vehicle unless the item stolen is stored in a locked boot; or
 - b) of **property insured** which is unattended unless there is forcible and violent entry or exit.
5. **Damage** to
 - a) **property insured** loaned or hired out by **you**.
 - b) glass and other fragile or brittle materials unless as a direct result of fire, theft or accident to the vehicle in which the **property insured** was being transported.
 - c) **property insured** left in the open by theft, attempted theft, storm or flood.
 - d) **property insured** carried on the outside of vehicles unless as a direct result of collision or overturning.
6. **Damage** caused by **pollution**.
However **we** will cover **damage** to the **property insured** caused by
 - a) **pollution** which itself results from fire, lightning, explosion, aircraft or other aerial devices dropped therefrom, riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances, malicious persons other than thieves, earthquake, storm, flood, escape of water from any pipe, tank or apparatus, sprinkler leakage or impact by any road vehicle or animal; or
 - b) any of the above named covers which itself results from **pollution** provided it is not otherwise excluded.
7. **Damage** occurring outside the **territorial limits**.
8. The **excess** shown in the schedule.

Section 5 - Goods in transit

Definitions

The following words will have the same meaning wherever they appear in this section of the policy or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

High value property

Cigars, cigarettes and tobacco, non-ferrous metals, wines and spirits, clocks and watches, photographic equipment, furs, jewellery, gold, silver, precious stones and precious metals, radio, TV, hi-fi and video equipment, computers, mobile phones, video tapes, cassettes, CDs and DVDs, antiques and works of art belonging to **you** or for which **you** are responsible.

In transit

The period of time beginning when the **property insured** comes under the control of the carrier and ending when it is delivered. This will include loading, temporary housing en route for a period not exceeding 30 days and unloading. This will also include return transits to **you** from **your** customers.

Property insured

Goods or merchandise belonging to **you** or for which **you** are responsible incidental to the **business**. This excludes any **property** carried for hire or reward.

Territorial limits

Great Britain, Northern Ireland, the Channel Islands and the Isle of Man including direct sea or air transit between these territories.

Vehicle

Vehicle including any trailer attached to it.

Insuring clause

We will at **our** option indemnify **you** by payment or reinstatement for accidental **damage** to the **property insured** while **in transit** within the **territorial limits** from any of **your premises** whilst being carried by **vehicles** operated by **your** hauliers, rail or by parcel post.

We will not pay more than the limits shown in the schedule and **you** will be responsible for any **excess** that applies.

Extensions

We will extend this section to cover the following.

1. Extra costs and expenses necessarily incurred in reloading onto any vehicle any **property insured** which has fallen from the **vehicle** and removing debris of the **property insured** following **damage** which is not excluded or following accident to the **vehicle**.
Our limit of liability will not exceed £2,500.
2. **Damage** to containers, tarpaulins, ropes, chains and other fastenings owned by **you** or in **your** charge and control while carried on any **vehicle**.
3. **Damage** to the personal effects of the driver and his attendant up to a maximum amount of £500.
We will not be responsible for the first £25 of each claim.
We will not indemnify **you** or **your** driver for **damage** to any item insured by any other insurance policy.
4. Expenses reasonably incurred for which **you** are responsible in transferring the **property insured** to any other vehicle following fire, collision, overturning or impact of the **vehicle** including carrying the **property insured** to the original destination or to place of collection.
5. Costs and expenses reasonably incurred by **you** in re-securing the **property insured** following a dangerous movement of the load **in transit** for an amount not exceeding £500 any one event.
6. Any vehicle used temporarily in substitution of any **vehicle** referred to in the schedule applicable to this section whilst it is out of use for maintenance, repair or official vehicle testing. Any substitute vehicle will be subject to the terms applicable to the original **vehicle**.

Section 5 - Goods in transit

Special conditions

A. Due care

It is a condition precedent to **our** liability under this section that

1. in respect of any **vehicle you** own or operate under **your** control that
 - a) it is maintained in an efficient and roadworthy condition and is regularly serviced with particular attention to the roadworthiness of steering, brakes, tyres, lights and all security devices fitted;
 - b) all protective devices specified in the schedule and all other security devices fitted are properly maintained and not changed without **our** written agreement; and
 - c) whenever the **vehicle** containing the **property insured** is left unattended
 - i) all doors and boot are locked and all windows and other openings are securely closed; and
 - ii) all protective devices are put into operation.
2. **you** take all reasonable care in the selection and employment of drivers and should obtain satisfactory written references as to their ability, integrity and honesty from two previous employers before **property insured** is entrusted to them.
3. **you** ensure the reasonable monitoring of the performance of **your** drivers and attendants is carried out.
4. **you** take due care to make sure that each package or parcel insured is securely and adequately packed according to the nature of the goods and that each package or parcel is correctly and fully addressed. **You** should obtain proper receipts from the postal and rail authorities and any other carrier and keep them for **our** inspection at any time.

B. Alarm

(Applies only if stated in the schedule)

We will not be liable for any **damage** by theft or attempted theft from any unattended **vehicle** unless the alarm system

1. is maintained and inspected in accordance with the terms and conditions of the installing company's agreement; and
2. put into operation and all alarm keys removed from the **vehicle**.

Claims condition

- a) **You** should keep any merchandise or package for which **you** are making a claim together with its packaging as far as possible in the same state as delivered so **we** or any person authorised by **us** can inspect it.
- b) **You** shall assist **us** at **our** expense in providing details of any claim against carriers or others for any **damage** for which **we** shall be liable.
- c) If **we** ask, **you** shall assign the claim against the carriers or others to **us** so **we** can make the claim in **our** own name.
- d) Once a claim has been paid, any compensation recovered from the carriers or others for any **damage** shall belong to **us**, except that any amount recovered in excess of the sum paid by **us** as compensation shall belong to **you**.
- e) Once a claim has been paid, the **property** for which payment is made shall belong to **us**.

Exclusions

We will not be liable for **damage**

1. to **money**, deeds, bonds, documents, manuscripts, business books and computer system records, patterns, moulds, models, designs, plans.
2. to **high value property** unless specifically insured.
3. to livestock or other living creatures.
4. to explosives or goods of a dangerous nature.
5. to tools of trade.
6. caused by deterioration due to change in temperature of **property insured** carried in a chilled, refrigerated, frozen or insulated condition unless caused by an accident to the **vehicle**.
7. caused by

Section 5 - Goods in transit

- a) wear and tear, gradual deterioration, contamination, depreciation, evaporation, leakage spillage or shortage of weight, inherent vice, insects, mildew, vermin or nature of the **property insured**;
 - b) normal atmospheric conditions where the **property insured** is on an open vehicle unless it is properly protected;
 - c) mechanical, electrical, electronic, computer breakdown, failure or derangement unless external **damage** occurs first to the **property insured**;
 - d) delays, loss of market or other consequential loss;
 - e) not making full and complete declarations or not getting receipts for parcels, packages or consignments.
8. resulting from theft or attempted theft or unexplained disappearance
- a) from an unattended **vehicle** unless the item stolen is stored in a locked boot; or
 - b) of **property insured** which is unattended unless there is forcible and violent entry or exit.
9. caused by strikes, riots, civil commotion and malicious damage in Northern Ireland.
10. to **property insured** carried on vehicles other than those listed in the schedule.
11. to **property insured** in any **vehicle you** own or which is in **your** custody or control while it is being used for private purposes outside the normal course of **your business**.
12. caused by nationalisation, confiscation, requisition or destruction by order of any government, public or local authority.
13. to **property insured** arising as a result of packing which was inadequate to withstand normal handling during transit or from overloading of the **vehicle**.
14. to **property insured** more specifically insured.

Section 6 – Computer breakdown

Definitions

The following words will have the same meaning wherever they appear in this section of the policy or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

Breakdown

Damage to an item of **equipment** resulting from the actual breaking, distortion or electrical burn-out of any part whilst in use at the **premises** arising from defects in the item of **equipment** causing sudden stoppage of its function and requiring its repair or replacement but excluding **damage** caused by fire or by any cause external to the **equipment**.

We shall not be liable for breakdown of any **equipment** that is not the subject of a maintenance contract with a competent computer maintenance firm, affording free parts and free labour for repairs necessitated by breakdown arising from wear and tear or the fault of the maintenance firm. This proviso shall be of no effect in respect of any **equipment** whilst it is the subject of a guarantee provided by the manufacturer or supplier under which equivalent services are afforded.

Computer virus

Any software program routine code or system or any part thereof which causes loss, distortion, destruction, corruption of or restricted access to any information data program routines or software forming part of any computer media.

Equipment

- a) Computer equipment including fixed disks and interconnected wiring used for processing electronic data together with visual display units, printers and data carrying materials but excluding any such equipment controlling any manufacturing process.
- b) Ancillary equipment solely for use with the computer equipment comprising air conditioning, cooling equipment, generating equipment, voltage regulating equipment, telecommunication links, electronic access equipment and temperature and humidity recording equipment.
- c) Data carrying materials being current and back-up disks, tapes and other materials (excluding paper records of any description).

Insuring clause

We will indemnify you for **damage** to the **equipment** insured as stated in the schedule due to **breakdown** occurring whilst the **equipment** is at your premises.

Extensions

1. Incompatibility of computer records

In the event of a claims settlement resulting in the replacement of **equipment** insured with **equipment** which is incompatible with your undamaged computer data and programme records, we will indemnify you for

- a) the costs of modification of the **equipment**; or
- b) the costs of replacing or reinstating programmes or data necessarily and reasonably incurred with our consent to achieve compatibility.

We will not pay more than £10,000 under this extension.

2. Increased costs of working/reinstatement of data

In the event of

- a) **damage** for which we are liable above, or would be liable but for the application of any excess, which causes interruption or interference with the computer operations of the **business** for a period of at least 24 consecutive hours;
- b) total or partial failure for a period of at least 30 consecutive minutes of the supply of electricity to the **premises** which is not caused by a deliberate act of the supply undertaking, unless performed for the sole purpose of safeguarding life or protecting a part of the supply undertaking's system, or by a scheme of rationing, unless necessitated solely by physical damage to a part of the supply undertaking's system;
- c) total failure for a period of at least 30 consecutive minutes of the electricity supply to an item of **equipment** resulting from sudden and unforeseen **damage** to the distribution equipment within the **premises**;
- d) total failure for a period of at least 24 consecutive hours of the supply of telecommunication services at the **premises** which is not caused by a deliberate act of the supply authority, unless performed for the sole purpose of protecting their equipment, or by your use of machinery and **equipment** which is not accepted by the telecommunications authority as properly installed and compatible with the telecommunications system;

Section 6 – Computer breakdown

- e) the accidental or malicious erasure, destruction, distortion or corruption of data or programmes on the **equipment** resulting from an identifiable cause but excluding the permanent or temporary loss of or loss of use of or inaccessibility of data or programmes directly resulting from pre-existing faults in or unsuitability of programmes or computer systems software and also excluding losses caused by a malicious act and discovered later than twelve months after the loss was initiated; or
- f) prevention or hindrance of the use of or access for a period of at least 24 consecutive hours to an item of **equipment** caused by **damage** of any **property** at or in the vicinity of the **equipment** within the **premises**

we will indemnify **you** for

- a) the increase in cost of working; and
- b) the cost of replacement of and reinstatement of data on to data carrying media

and the amount payable as indemnity is the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing interruption of or interference with the **business** which but for such expenditure would have taken place in consequence thereof during the period beginning with the occurrence and ending not later than the indemnity period stated in the schedule immediately thereafter during which the results of the **business** are affected.

This indemnity includes the reasonable charges payable by **you** to **your** professional accountants or auditors for producing any particulars or details or any other proofs, information or evidence as may be required under the claims conditions and reporting that such particulars or details are in accordance with **your** books of account or other business books or documents.

We will not pay more than the amounts stated in the schedule for

- a) increased cost of working excluding the costs of reinstatement of data and replacing data carrying media; or
- b) the costs of reinstating data and programmes and replacing data carrying media.

3. Consulting engineers' fees and claims investigation costs

We will indemnify **you** for all costs incurred with **our** consent, including consulting engineers' fees, in investigating possible repairs (whether or not successful) or the reinstatement of an item of **equipment** but not the costs of preparing any claim.

We will not pay more than £5,000 in total in respect of such fees and costs.

4. Temporary repairs and expediting permanent repairs

We will indemnify **you** for the reasonable additional expenses incurred with **our** consent in making a temporary repair or in carrying out a permanent repair to an item of **equipment**.

Our liability under this extension shall not exceed £25,000 or 50% of the cost of such damage whichever is the lesser.

5. Removal of debris/protection from further damage

We will indemnify **you** for the costs and expenses necessarily incurred with **our** consent in

- a) removing debris, dismantling or demolishing any part of an item of **equipment** which has sustained **damage** insured under this section; and
- b) protecting any part of an item of **equipment** whether **damaged** or not provided that this is necessitated by insured **damage**.

We will not pay more than £10,000 in total in respect of this extension.

6. Additional rental charge

If, as a direct result of **damage** insured, the lease or hire contract in force at the time of the accident in respect of the **damaged equipment** is cancelled by the owners of the **equipment** and replaced by a new one in respect of similar **property** to that **damaged** but at a rental charge rate above that payable under the cancelled contract, **we** will indemnify **you** for the additional rental charges to be paid during the two years commencing from the time of such **damage**.

We will not pay more than £25,000 in total in respect of this extension.

7. Refilling charges

We will indemnify **you** for the cost of refilling the cylinders of any gas-flooding systems installed solely for the protection of the computer **equipment** arising out of the accidental discharge of such system.

We will not pay more than £5,000 in total in respect of this extension.

8. Additions

The insurance extends to include additions to **equipment** occurring after the commencement of the **period of insurance** up to next renewal provided that this cover shall not exceed 10% of the total sum insured on **equipment** or £30,000 whichever is the lesser.

9. Anti-theft device

We will indemnify **you** to replace or repair any anti-theft device which is permanently fitted to **equipment** following **damage** covered under this section.

We will not pay more than £5,000 in total in respect of this extension.

Section 6 – Computer breakdown

Basis of settlement

1. In respect of **damage** to an item of **equipment** for which, at the time of the **damage**, all parts are obtainable from its manufacturer or the agent or factors of the manufacturer at list prices, the basis of indemnity shall be reinstatement of the **property damaged** and this shall mean
 - a) its replacement by similar **equipment** in a condition equal to but not better or more extensive than its condition when new; or
 - b) the repair of the **damage** and the restoration of the **damaged** portion of the **equipment** to a condition substantially the same as but not better or more extensive than its condition when newsubject to the following.
 - i) The work must be carried out as quickly as possible.
 - ii) If at the time of repair or reinstatement the sum representing 85% of the cost which would have been incurred in reinstatement if all **equipment** had been destroyed or **damaged** exceeds its sum insured, the amount payable shall be proportionately reduced.
 - iii) **Our** liability shall not exceed the sum representing the cost which could have been paid if the **equipment** had been wholly destroyed.

2. In respect of **damage** to **equipment** not falling within the terms of 1 above, the basis of indemnity will be
 - a) the cost of replacement by similar **property** of similar capacity in a condition equal to but not better or more extensive than its condition when new;
 - b) if all the necessary parts to repair the **damage** are obtainable from the manufacturer, their agent or factor at list prices, the cost of repair of the **equipment**; or
 - c) if all the necessary parts to repair the **damage** to the **equipment** are not obtainable from the manufacturer, their agent or factor at list prices, the cost of an equivalent repair to similar **property** of similar capacity for which all spare parts are obtainable at list prices.subject to the following.
 - i) The work of replacement or repair must be carried out as quickly as possible.
 - ii) If, at the time of repair or reinstatement, the sum representing 85% of the cost which would have been incurred in reinstatement if all **equipment** had been destroyed or **damaged** exceeds its sum insured, the amount payable shall be proportionately reduced.
 - iii) **Our** liability shall not exceed the sum representing the cost which could have been paid if the **equipment** had been wholly destroyed.

Limit of indemnity

We will not pay more than the sum insured against any one item of **equipment** or in total the sum insured stated in the schedule plus any extra amounts for which **we** are liable under the extensions specified above.

Special condition

1. **Precautions**
You shall at all times take precautions to maintain in efficient working condition and available for immediate use any standby or spare machinery or any other loss-minimising factors in existence when this insurance was first effected.

Exclusions

We will not provide cover for the following.

1. Repair or replacement necessitated solely by wasting, wearing away or wearing out caused by or resulting from ordinary use or working, rusting or gradual deterioration of any part of an item of **property** but **we** shall be liable for the cost of **damage** insured by this section resulting from such causes.
2. Increase in cost of working incurred as a result of
 - a) temporary interference with transmissions to and from satellites due to atmospheric weather, solar or lunar conditions.
 - b) failure of any satellite before it attains its full operating function or whilst in or beyond the final year of its design life.
3. Prototype **equipment**.
4. **Equipment** more than 10 years old at inception of the policy.
5. Loss of use of **equipment** or any other consequential loss except as provided for under Extension 2.
6. Any loss recoverable under any guarantee, maintenance, rental, hire or lease agreement or contract.
7. The **excess** shown in the schedule.
8. **Damage**, liability or expense arising from a **computer virus**.

Section 7 – Employee dishonesty

Additional definitions

The following words will have the same meaning wherever they appear in this section or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

Loss

Direct financial loss (other than salary or other remuneration) of money, securities or tangible **property** owned by **you** or in **your** care, custody or control and for which you are liable, in connection with any act or series of related acts of fraud or dishonesty. Loss shall not include costs, fees or other expenses incurred in establishing the existence or amount of any loss.

Insuring clause

We shall indemnify **you** for your direct **loss** which occurs during the **period of insurance** as a direct result of an act or series of related acts of fraud or dishonesty committed during the **period of insurance** by any identified **employee**, who is paid wholly or mainly by salary or wages, (acting alone or in collusion with others) with the principal intent to cause **you** to sustain a **loss** and to obtain financial benefit for such **employee** (other than salaries, commissions, fees, bonuses, promotions, awards, profit sharing, pensions or other **employee** benefits earned in the normal course of employment) which is first discovered by you during the **period of insurance**.

Special Conditions

1. Cancellation as to any employee

Cover under this section shall be deemed cancelled in respect of any **employee** immediately upon discovery by **you** or by any of **your** directors or officers not in collusion with such **employee**, of any dishonest or fraudulent act on the part of such **employee**, and further dishonest or fraudulent acts committed by such **employee** are excluded.

2. Recoveries

Recoveries, less the actual cost of recovery, made after **loss** will be distributed as follows.

- a) First, you shall be reimbursed for **loss** exceeding the limit of liability or settlement (whichever is less) and the retention amount (if applicable).
- b) Second, **we** shall be reimbursed for the settlement made.
- c) Third, **you** shall be reimbursed for **loss** equal to the retention amount.

3. Management controls

It is a condition precedent to **our** liability under this section that **you** shall at all times comply with the following statements, evidence of which must be available at the time of claim.

- i) The statutory accounts are independently audited
- ii) **Stock** is independently and physically checked (at least once every six months) by an **employee** not responsible for daily **stock** handling or ordering.
- iii) Cheque requisition/payment instructions and payment authorisation are segregated functions undertaken by separate people.
- iv) the ordering, certification of receipt, and verification of supporting documentation before cheque or payment instructions are authorised for goods or services are performed by different **employees** acting independently.
- v) Cash in hand and petty cash shall be checked independently of employees responsible at least monthly.
- vi) Monthly reconciliation is performed on all bank accounts and debtors accounts, independently of **employees** in a position to receive payment of an account.
- vii) Written references are obtained and checked for all new **employees** (except school-leavers) covering at least the preceding 2 years of continuous employment, where the **employee** is to be responsible for money, securities, stock or accounts.

4. Change in control of the insured

If, during the **period of insurance** a change in control of the policyholder takes place, then the cover provided under this section is amended to apply only to acts committed which give rise to a loss occurring prior to the effective date of the change of control.

You shall give **us** written notice of the change in control as soon as practicable, but not later than 30 days after the effective date of the change in control.

Section 7 – Employee dishonesty

Exclusions

This section does not cover for any

1. **loss** that results from the complete or partial non-payment or default under any credit arrangement, loan, lease or rental agreement, invoice, or payments made or withdrawals from any customer's account involving items which are not finally paid for any reason.
2. **loss** caused by any **employee** from and after the time that **you** or **any** of your directors or officers shall have knowledge or information that such **employee** has committed any dishonest or fraudulent act whether such act be committed before or after the date of employment by **you**.
3. **loss** the proof of which is dependent solely upon a profit and **loss** computation or comparison of inventory records with an actual physical count.
4. **loss** which arises out of the voluntary giving or surrendering of **property** in exchange or purchase, unless such **loss** is caused by an **employee**, or by forgery, counterfeiting or fraud by any other person whether or not in collusion with an **employee**.
5. indirect or consequential loss of any nature.
6. costs, fees and other expenses incurred by **you** in establishing the existence of or amount of **loss**.
7. costs of defending any legal proceeding brought against **you**.
8. **loss** caused by any broker, factor, commission, consignee, contractor or any other agent or representative of the same general character.
9. **loss** due to **loss** of and/or damage to proprietary information, trade secrets, confidential processing methods, or other confidential information of any kind.
10. **loss** **you** first discovered prior to, or subsequent to, the **period of insurance**.
11. **loss** arising from any act or any series of related acts committed outside the Policy Territory.
12. **loss** committed by any **employee** who at the time of committing the fraudulent or dishonest act owns or controls more than 5% of **your** issued share capital.

Section 8 – Employers liability

Insuring clause

Injury sustained by any **employee** of **yours** arising out of and in the course of his employment or engagement by **you** and caused during the **period of insurance**

- (a) Great Britain, Northern Ireland, the Channel Islands and the Isle of Man
- (b) whilst temporarily outside the countries named in (a) provided that any such **employee** is
 - (i) ordinarily resident in any of the aforesaid countries
 - (ii) engaged in non-manual work

Rights of recovery

The indemnity granted by Section 1 of this insurance is deemed to be in accordance with the provisions of any law relating to compulsory insurance of liability to **employees** in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man but **you** shall repay to **us** all sums paid by **us** which **we** would not have been liable to pay but for the provisions of such law

Exceptions

These apply in addition to the General Exceptions

We shall not indemnify **you** under this Section against liability

- (a) for **injury** sustained by any **employee** of **yours**
 - (i) in respect of which compulsory insurance or security is required to be arranged by **you** under the Road Traffic Act 1988 or the Road Traffic (Northern Ireland) Order 1981 or any subsequent legislation amending or replacing such Act or Order
 - (ii) whilst **offshore**

If **we** are required by compulsory insurance regulations to make a payment in respect of **injury** occurring **offshore** then the limit of indemnity of £5,000,000 any one occurrence shall apply

- (b) of whatsoever nature directly or indirectly caused by or contributed to by or arising from the manufacture production storage or handling of asbestos or materials containing asbestos

Extensions

These apply in addition to the General Extensions

1. Unsatisfied court judgements

Where a judgement for damages has been obtained by any **employee** or the legal personal representatives of any **employee**

- (a) in respect of **injury** sustained by the **employee** arising out of and in the course of employment by **you** in the **business**
- (b) against any company or individual operating from or resident in premises within the Geographical Limits in any court situate in the Geographical Limits

and such judgement remains unsatisfied in whole or in part 6 months after the date of judgement then at **your** request **we** will pay to the **employee** or the said legal personal representatives 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 by **us** the **employee** or the said legal personal representatives shall assign the judgement to **us**
- (c) this section (Section 8) of the insurance policy is operative at the time that such **injury** is caused
- (d) **our** liability for damages costs and expenses shall not exceed the amount stated as the Limit of Indemnity in the Schedule

Section 8 – Employers liability

2. Indemnity to principal

We will subject otherwise to the terms exceptions conditions and endorsements of this Insurance indemnify any principal against liability in respect of **injury** or loss of or damage to **property** to the extent that any contract or agreement entered into by **you** with any principal so requires

Provided that

- (a) an indemnity would have been provided had a claim been made against **you**
- (b) the principal shall observe fulfil and be subject to the terms conditions and endorsements of this Insurance as far as they can apply
- (c) the conduct and control of claims is vested in **us**
- (d) the indemnity shall not apply to liability in respect of liquidated damages or under any penalty clause
- (e) the indemnity granted under Section 1 shall only apply in respect of liability to any person who is an **employee of yours**

3. Health and Safety at Work Act etc and Corporate Manslaughter

We will indemnify **you** and at **your** request any director partner or **employee of yours** in respect of legal costs and expenses incurred with **our** consent in the defence of any prosecution or incurred in connection with appeal against conviction arising from such prosecution under the provisions of

- (i) the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978
- (ii) the Corporate Manslaughter and Corporate Homicide Act 2007

Provided that

- a) the proceedings relate to an offence alleged to have been committed during the Period of Insurance and in the course of the **business** and in connection with a claim in respect of which **you** are entitled to indemnity under this Policy
- b) **we** shall not provide indemnity in respect of
 - (i) fines or penalties of any kind remedial or publicity orders or prosecution costs imposed as a consequence of such prosecution
 - (ii) any circumstances for which indemnity is provided by any other insurance
 - (iii) proceedings consequent upon a deliberate act by or omission of any person entitled to indemnity under this Section Extension if the result thereof could reasonably have been expected having regard to the nature and circumstances of such act or omission
 - (iv) proceedings which arise out of any activity or risk excluded from this Policy
 - (v) **Our** liability in respect of all such legal costs and expenses shall not exceed the sum of £1,000,000 in respect of each and every occurrence of proceedings whether relating to one or more alleged offences

4. Court attendance costs

In the event of any of the under mentioned persons attending court as a witness at **our** request in connection with a claim in respect of which **you** are entitled to indemnity under this Policy **we** will provide compensation to **you** at the following rates per day for each day on which attendance is required

- a) £250 for **you** or any of the directors or partners of **yours**
- b) £100 for any **employee**

Limit of indemnity

The maximum liability payable by **us** under this Section in respect of any one claim against **you** or series of claims against **you** arising out of one occurrence inclusive of all costs and expenses shall not exceed in the aggregate the Limit of Indemnity stated in the schedule

Section 9 – Public liability

Insuring clause

- A. Accidental **injury** to any person
- B. Accidental loss of or damage to **property**
- C. Obstruction trespass nuisance or interference with any right of way air light or water or other easement
- D. Wrongful arrest wrongful detention false imprisonment or malicious prosecution

occurring anywhere within the Geographical Limits during the **period of insurance**

Exceptions

These apply in addition to the General Exceptions

We shall not indemnify **you** under this Section against liability

- (a) for loss of or damage to **property** belonging to **you** or in the custody or control of the **insured** or of any **employee** of **your** other than
 - (i) personal effects (including vehicle and their contents) of **employees** or visitors
 - (ii) any premises including their contents not being premises leased or rented to **you** which are temporarily occupied by **you** for the purpose of carrying out work therein or thereon
 - (iii) any other **property** on which **you** or any **employees** or agent of **yours** is, or has been carrying out work but **we** will not indemnify **you** in respect of loss or damage to that part of any **property** being worked upon
- (b) arising from the ownership possession or use under the control of **you** or of any **employee** of **yours** of
 - (i) any mechanically propelled vehicle including anything attached to it used in circumstances where insurance or security is required by any road traffic legislation or where indemnity is provided by any other policy or security
 - (ii) any craft intended to travel through air or space or other aerial devices hovercraft or watercraft (other than hand propelled watercraft or sailing craft not exceeding six metres in length)
- (c) caused by any **goods** after they have ceased to be in **your** the custody or control other than food or drink supplied primarily for the use of **your employees** or for entertainment purposes
- (d) arising from professional advice given separately for a fee or other remuneration by **you** or by anyone on **your** behalf or in circumstances where a fee would normally be charged
- (e) For the amount of the **excess**

Extensions

These apply in addition to the General Extensions

a) Motor vehicles tool of trade risk

Section Exception (b) (i) shall not apply to liability caused by or arising from

- a) the use of plant as a tool of trade at **your** premises or on any site at which **you** are working
- b) the loading or unloading of any vehicle or the bringing to or taking away of a load from any vehicle
- c) damage to any building bridge weighbridge road or to anything beneath caused by vibration or by the weight of any vehicle or its load

Provided that **we** shall not provide indemnity against liability

- a) in respect of which compulsory insurance or security is required under any legislation governing the use of the vehicle
- b) for which indemnity is provided by any other insurance

Section 9 – Public liability

b) Motor contingent liability

Notwithstanding Section (b) (i) **we** will within the terms of this Section indemnify **you** in respect of liability for **injury** or damage to **property** caused by or arising from any motor vehicle or trailer attached thereto not belonging to or provided by **you** being used by an **employee** in the course of the **business**

Provided that **we** shall not provide indemnity against liability

- a) in respect of damage to any such vehicle or trailer or **property** conveyed therein or thereon
- b) for which indemnity is provided by any other insurance
- c) caused or arising whilst such vehicle or trailer is
 - (i) engaged in racing pace-making reliability trials or speed testing or
 - (ii) being driven by **you** or
 - (iii) being driven with the general consent of **you** or their representative by any person who to the knowledge of **you** or other such representative does not hold a licence to drive such vehicle unless such person has held and is not disqualified from holding or obtaining such a licence or
 - (iv) used elsewhere than within the Geographical Limits

c) Movement of obstructing vehicles

Section Exception (b) (i) shall not apply to liability caused by or arising from any vehicle (not owned or hired by or lent to **you**) being driven by **you** or by any **employee** with **your** permission whilst such vehicle is being moved for the purpose of allowing free movement of any vehicles or pedestrians

Provided that

- a) movements are limited to vehicles parked on or obstructing **your** premises or any site at which **you** are working
- b) the vehicle causing obstruction will not be driven by any person unless such person is competent to drive the vehicle
- c) the vehicle causing obstruction is driven by use of the owner's ignition key
- d) **we** shall not provide indemnity against liability
 - (i) in respect of damage to such vehicle
 - (ii) in respect of which compulsory insurance or security is required under any legislation governing the use of the vehicle

d) Defective premises act

The indemnity provided by this Section shall extend to apply in respect of liability arising under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975 in connection with any premises previously owned or occupied by **you** for purposes pertaining to the **business** and which have since been disposed of by **you**

Provided that **we** shall not provide indemnity against liability

- a) for which indemnity is provided by any other insurance
- b) for the costs of remedying any defect or alleged defect in such premises

e) Leased or rented premises

Section Exception (a) (ii) shall not apply to liability for damage to premises (including their fixtures and fittings) leased or rented to **you**

Provided that **we** shall not provide indemnity against liability assumed by **you** under any agreement which would not have attached in the absence of such agreement.

Section 9 – Public liability

f) Overseas personal liability

We will within the terms of this Section indemnify

- a) **you**
- b) at **your** request
 - (i) any director partner or **employee of yours**
 - (ii) any spouse or child of the persons stated in a) or b) i) above who are accompanying such persons

in respect of liability incurred by such persons in a personal capacity in connection with an event occurring in a country outside of the Geographical Limits whilst on a temporary visit to such country in connection with the **business**

Provided that

- a) any person entitled to indemnity under this Section Extension shall as though they were **you** be subject to the terms Exceptions and Conditions of this Policy insofar as they can apply
- b) nothing in this Section Extension shall increase the liability of **we** to pay any amount exceeding the Limit of Indemnity regardless of the number of persons claiming to be indemnified
- c) **we** shall not provide indemnity against
 - (i) contractual liability
 - (ii) liability for which indemnity is provided by any other insurance
 - (iii) liability in respect of damage to **property** belonging to or in the custody or under the control of any person entitled to indemnity under this Section Extension
 - (iv) liability in respect of **injury** to any person entitled to indemnity under this Section Extension
 - (v) liability caused by or arising from
 - 1. the ownership or occupation of land or buildings
 - 2. the carrying on of any business profession trade or employment
 - 3. the ownership possession or use of animals other than domestic dogs or cats.

g) Data Protection Act

The indemnity provided by this Section shall extend to apply in respect of compensation for damage arising out of any claim under Part II Section 13 of the Data Protection Act 1998 not otherwise insured hereunder and first made against **you** during the Period of Insurance

Provided that

- a) **our** liability for damages costs and expenses shall not exceed the amount stated as the Limit of Indemnity in the Schedule and notwithstanding anything stated in the Schedule or elsewhere in this Policy to the contrary the said Limit of Indemnity shall for the purpose of this Section Extension apply in respect of the total of all claims during any one **period of insurance**
- b) **you** have registered in accordance with the terms of the said Act or has applied for such registration which has not been refused or withdrawn
- c) **we** shall not provide indemnity
 - (i) for 10 per cent of each claim subject to a minimum of £500 and a maximum of £5,000
 - (ii) against liability caused by or arising from a deliberate act by or omission of any person entitled to indemnity under this Section Extension if the result thereof could reasonably have been expected having regard to the nature and circumstances of such act or omission
 - (iii) for the costs of replacing reinstating rectifying or erasing any personal data
 - (iv) against liability caused by or arising from any incident or circumstances known to **you** at inception of this Section Extension which may give rise to a claim
 - (v) against liability caused by or arising from the recording processing or provision of data for reward or the determining of the financial status of a person
 - (vi) against contractual liability
 - (vii) against liability in respect of **injury** to any person or damage to **property**

h) Indemnity to principal

We will subject otherwise to the terms exceptions conditions and endorsements of this Insurance indemnify any principal under against liability in respect of **injury** or loss of or damage to **property** to the extent that any contract or agreement entered into by **you** with any principal so requires

Provided that

- (f) an indemnity would have been provided had a claim been made against **you**
- (g) the principal shall observe fulfil and be subject to the terms conditions and endorsements of this Insurance as far as they can apply
- (h) the conduct and control of claims is vested in **us**
- (i) the indemnity shall not apply to liability in respect of liquidated damages or under any penalty clause
- (j) the indemnity granted under Section 1 shall only apply in respect of liability to any person who is an **employee of yours**

Section 9 – Public liability

i) Cross liabilities

If **you** comprise of more than one party **we** will provide indemnity to each such **insured** in the same manner and to the same extent as if a separate policy had been issued to each of them Provided that nothing in this Extension shall increase **our** liability to pay any amount exceeding the Limit of Indemnity regardless of the number of persons claiming to be indemnified.

j) Health and Safety at Work Act etc and Corporate Manslaughter

We will indemnify **you** and at **your** request any director partner or **employee** of **yours** in respect of legal costs and expenses incurred with **our** consent in the defence of any prosecution or incurred in connection with appeal against conviction arising from such prosecution under the provisions of

- (iii) the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978
- (iv) the Corporate Manslaughter and Corporate Homicide Act 2007

Provided that

- c) the proceedings relate to an offence alleged to have been committed during the Period of Insurance and in the course of the **business** and in connection with a claim in respect of which **you** are entitled to indemnity under this Policy
- d) **we** shall not provide indemnity in respect of
 - (i) fines or penalties of any kind remedial or publicity orders or prosecution costs imposed as a consequence of such prosecution
 - (ii) any circumstances for which indemnity is provided by any other insurance
 - (iii) proceedings consequent upon a deliberate act by or omission of any person entitled to indemnity under this Section Extension if the result thereof could reasonably have been expected having regard to the nature and circumstances of such act or omission
 - (iv) proceedings which arise out of any activity or risk excluded from this Policy
 - (v) **Our** liability in respect of all such legal costs and expenses shall not exceed the sum of £1,000,000 in respect of each and every occurrence of proceedings whether relating to one or more alleged offences

k) Court attendance costs

In the event of any of the under mentioned persons attending court as a witness at **our** request in connection with a claim in respect of which **you** are entitled to indemnity under this Policy **we** will provide compensation to **you** at the following rates per day for each day on which attendance is required

- c) £250 for **you** or any of the directors or partners of **yours**
- d) £100 for any **employee**

Geographical limits

- (a) Great Britain, Northern Ireland, the Channel Islands and the Isle of Man
- (b) Elsewhere in the World arising out of temporary **business** visits by **employees**
 - (i) ordinarily resident in any of the aforesaid countries
 - (ii) engaged in non-manual work

Limit of indemnity

Our maximum liability payable under this Section in respect of damages in respect of any one claim against **you** or series of claims against **you** arising out of one occurrence shall not exceed in the aggregate the Limit of Indemnity stated in the Schedule

Any costs and expenses which may be the subject of indemnity under this Insurance will be payable in addition to the Limit of Indemnity

Section 10 – Products liability

Insuring clause

Subject to the terms, exceptions, conditions, endorsements and limits of indemnity of the Insurance **we** will indemnify **you** against

1. All sums which the **you** shall become legally liable to pay as damages including claimants' costs and expenses in respect of **injury** or loss of or damage to **property** which arises in connection with the **business**
2. All costs and expenses incurred by **you** (save described in C below) with **our** written consent in respect of any claim against **you** which may be the subject of indemnity under this Insurance
3. The payment of legal and other defence fees incurred with **our** written consent and to a limit of £50,000 arising out of any one occurrence for representing **you** at
 - (i) any Coroner's Inquest or Fatal Accident Inquiry in respect of any death and at which an **employee** or principal of **yours** has been requested to give evidence
 - (ii) proceedings in any Court of Summary Jurisdiction arising out of any alleged breach of statutory duty resulting in **injury** or loss of or damage to **property**

which may be the subject of indemnity under this Insurance in respect of

- A. Accidental **injury** to any person
- B. Accidental loss of or damage to **property**

occurring anywhere in the World other than at **your premises** during the Period of Insurance and caused by any **goods**

Exceptions

These apply in addition to the General Exceptions

We shall not indemnify **you** under this Section against liability

- (a) caused by or in connection with any **goods** which to **your** knowledge are for export to or use in the United States of America or Canada
- (b) caused by any **goods** in **your** custody or control
- (c) for the amount of the **excess**

Extensions

These apply in addition to the General Extensions

1. Consumer Protection Act and Food Safety Act

We will provide indemnity to **you** and at **your** request any director partner or **employee** of **yours** in respect of legal costs and expenses incurred with **our** written consent in the defence of any criminal proceedings brought for a breach of Part II of the Consumer Protection Act 1987 and Sections 7 and 8 of the Food Safety Act 1990 including such legal costs and expenses incurred in an appeal against conviction arising from such proceedings and prosecution costs awarded in connection therewith

Provided that

- (a) the proceedings relate to an offence alleged to have been committed during the Period of Insurance and in the course of the **business**
- (b) **we** shall not provide indemnity in respect of
 - (i) fines or penalties of any kind
 - (ii) any proceedings arising from circumstances for which indemnity is provided by any other insurance
 - (iii) proceedings consequent upon a deliberate act by or omission of any person entitled to indemnity under this Section Extension if the result thereof could reasonably have been expected having regard to the nature and circumstances of such act or omission
 - (iv) proceedings which arise out of any activity or risk excluded from this Policy
- (c) the director partner or **employee** shall as though they were **you** be subject to the terms Exceptions and Conditions of this policy insofar as they can apply.

2. Cross liabilities

If **you** comprise of more than one party **we** will provide indemnity to each such **insured** in the same manner and to the same extent as if a separate policy had been issued to each of them Provided that nothing in this Extension shall increase **our** liability to pay any amount exceeding the Limit of Indemnity regardless of the number of persons claiming to be indemnified.

Section 10 – Products liability

3. Health and Safety at Work Act etc and Corporate Manslaughter

We will indemnify **you** and at **your** request any director partner or **employee** of **yours** in respect of legal costs and expenses incurred with **our** consent in the defence of any prosecution or incurred in connection with appeal against conviction arising from such prosecution under the provisions of

- (v) the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978
- (vi) the Corporate Manslaughter and Corporate Homicide Act 2007

Provided that

- e) the proceedings relate to an offence alleged to have been committed during the Period of Insurance and in the course of the **business** and in connection with a claim in respect of which **you** are entitled to indemnity under this Policy
- f) **we** shall not provide indemnity in respect of
 - (i) fines or penalties of any kind remedial or publicity orders or prosecution costs imposed as a consequence of such prosecution
 - (ii) any circumstances for which indemnity is provided by any other insurance
 - (iii) proceedings consequent upon a deliberate act by or omission of any person entitled to indemnity under this Section Extension if the result thereof could reasonably have been expected having regard to the nature and circumstances of such act or omission
 - (iv) proceedings which arise out of any activity or risk excluded from this Policy
 - (v) **Our** liability in respect of all such legal costs and expenses shall not exceed the sum of £1,000,000 in respect of each and every occurrence of proceedings whether relating to one or more alleged offences

4. Court attendance costs

In the event of any of the under mentioned persons attending court as a witness at **our** request in connection with a claim in respect of which **you** are entitled to indemnity under this Policy **we** will provide compensation to **you** at the following rates per day for each day on which attendance is required

- e) £250 for **you** or any of the directors or partners of **yours**
- f) £100 for any **employee**

Limit of indemnity

Our maximum liability payable under this Section in respect of damages shall not exceed the Limit of Indemnity stated in the Schedule in any one period of insurance

Any costs and expenses which may be the subject of indemnity under this Insurance will be payable in addition to the Limit of Indemnity

Section 11 – Contract works and employee tools

Insuring clause

Part 1 – Contract works

The insurance by this Section is in respect of **damage** to the Contract works occurring

Transit

whilst in transit (other than by sea or air) in the United Kingdom to or from the contract site (including any loading or unloading in connection therewith).

Contract site

whilst on the contract site or adjacent thereto until the issue of a certificate of completion or until taken over by the principal and for fourteen days thereafter where **you** are required to insure under the terms of the contract.

Maintenance visits

during the period of maintenance of defects liability not exceeding twelve months occasioned by the contractor in the course of any operations carried out by him on the contract site for the purpose of complying with his obligations under the maintenance or defects liability clause in the contract.

Provided that **you** will demonstrate that any **damage** which is first revealed during the period of maintenance or defects liability is the responsibility of the contractor under the terms of the Contract.

Part 2 – Employees' tools

The insurance by this Section is in respect of **damage** to Employees Personal Tools and Personal Effects whilst on the contract site or adjacent thereto.

Limit of Liability

The amount of liability under this policy shall not exceed in addition to the amounts stated in the extensions.

Under Part 1

The sum insured stated in the schedule

Under Part 2

In respect of any one item of **property** insured the market value of the item at the time of the **damage**

In respect of any one employee the sum of £1000

The sum insured stated in the schedule.

Section 11 – Contract works and employee tools

Extensions

The insurance by Section 11 Part 1. of this policy is extended to cover

Offsite storage

Damage as herein provided to the **property** insured whilst in store at any situation in the United Kingdom other than the contract site but not where the value of the **property** insured in store exceeds £25,000 unless **our** prior consent has been obtained. Provided that **you** are responsible for such **damage** under the terms of the contract.

Speculative building

Property being built or erected by **you** other than under a contract. In respect of such **property** cover shall cease to apply from the date such **property** is sold or let or three months after the date of completion of the work of building or erecting such **property** whichever is the earlier

Completion shall mean completion apart from a prospective purchasers or tenants choice of decorations and/or final fitments.

Principals indemnity

Any principal in a like manner to **you** where required by the conditions of the contract in respect of contracts undertaken in the United Kingdom only.

JCT contract conditions

The following where the Insured undertakes a contract under JCT Standard Form of Building Contract 1998 (or the equivalent thereof)

In respect of **damage** to the **property** insured by any of the specified perils defined in the above mentioned Standard Form of Building contract it is agreed that so far as is required by the sub-contract **we** will not pursue any rights of subrogation against sub-contractors directly engaged by **you**.

Expediting expenses

The costs necessarily and reasonably incurred by **you** in making temporary repairs and expediting permanent repair including overtime working and the use of rapid transport in consequence of **damage** to the **contract works** for which **you** are indemnified by Part 1. Provided that the amount payable shall not exceed fifty per cent of the cost of repair had such costs not been incurred.

Escalation clause

The cover provided by this policy in respect of Part 1. of the insured **property** may be increased by an amount not exceeding 25% of the sum insured stated in the schedule provided that such increase is included in the declaration provided to **us** in accordance with the declaration adjustment condition in this policy.

Free issue materials

Reference to materials under the definition of **contract works** is deemed to include materials supplied to **you** for inclusion in the **contract works** for which **you** are responsible under the terms of any insured contract provided that the value of such materials is included within both the sum insured and the declaration condition provided to **us** in accordance with the declaration adjustment condition in this policy.

Automatic sum insured reinstatement following a claim

The sums insured will not be reduced by the amount of any claim

In consideration of this extension **you** will pay an additional premium at a rate to be agreed on the amount of each claim for the period from the date of the incident to the date of the expiry of the **period of insurance** and any such additional premium will disregarded for the purpose of any adjustment of premium under the adjustment of premium condition in this policy.

Debris removal

The costs and expenses necessarily incurred by **you** with **our** consent in

- a) removing debris
- b) dismantling and/or demolishing
- c) shoring up propping and fencing off
- d) repairing or cleaning drains sewers service mains and the like and/or dewatering
- e) temporary boarding up of windows following breakage of glass

Following **damage** to the **contract works** for which **you** are indemnified by Part 1. provided that the amount payable shall not exceed ten percent of the limit of liability in respect of Part 1.

Section 11 – Contract works and employee tools

Professional fees

The cost of architects, surveyors, consulting engineers and other professional fees necessarily and reasonably incurred in the re-instatement of the **property** insured following **damage** to the **contract works** for which **you** are indemnified by Part 1 not being fees for preparing any claim. Provided that the amount payable shall not exceed those authorised by the appropriate professional body or two and half per cent of the contract price whichever is the greater

Plans

The cost of rewriting or redrawing documents drawings and business books but only for the value of the materials as stationery and the cost of clerical labour in writing up and not for the value of the information contained therein. Provided that the amount payable shall not exceed two and half per cent of the contract price.

Public authorities' clause

The additional cost of re-instatement following **damage** to **property** insured for which **you** are indemnified by Part 1 of this policy solely to comply with any regulations arising out of an act of Parliament or with bye-laws of any Municipal or Local Authority or European Union directive.

Provided that:

Re-instatement (which may be carried out upon another site subject to the liability not being increased thereby) is carried out without delay

The amount recoverable under this clause shall not include:

- a) The costs incurred in complying with regulations or bye-laws intimated to **you** prior to the happening of the **damage**
- b) The costs incurred in respect of undamaged **property**
- c) The amount of any rate tax duty development or other charge which may become payable following compliance with such regulations or bye-laws.

The amount payable shall not exceed shall not exceed five per cent of the contract price

Special conditions (applicable to Section 11 Part 1)

Use of heat

It is a condition precedent to **our** liability under this section that the following precautions are complied with on each occasion of the use or application of heat (as defined below) by **you** or on **your** behalf taking place elsewhere than on the **your** own premises.

Application of heat by means of electric oxyacetylene or other welding or cutting equipment or angle grinders, blow lamps, blow torches, hot air guns or hot air strippers.

The area in the immediate vicinity of the work (including in the case of work carried out on one side of a wall or partition, the opposite side of the wall or partition) must be cleared of all loose combustible material; other combustible material must be covered by sand or over-lapping sheets or screens of non-combustible material.

At least two adequate and appropriate portable fire extinguishers, in proper working order, must be kept in the immediate area of the work being undertaken and used immediately smoke or smouldering or flames are detected.

A fire safety check of the working area must be made approximately 60 minutes after the completion of each period of work and immediate steps taken to extinguish any smouldering or flames discovered.

Blow lamps and blow torches must be filled in the open and must not be lit until immediately before use and must be extinguished immediately after use.

A person must be appointed by **you** to act as an observer to watch for signs of smoke or smouldering or flames.

Use of asphalt, bitumen, tar, pitch or lead heaters.

The heating must be carried out in the open in a vessel designed for the purpose and, if carried out on a roof, the vessel must be placed on a non-combustible heat insulated base.

Section 11 – Contract works and employee tools

Exclusions

We will not be liable under Section 11 Part 1. **contract works** of this policy in respect of

Existing structures

Damage to any **property** forming or which has formed part of any existing structure prior to the commencement of the contract (or speculative building as provided for by extension to Part 1).

Breakdown during testing

Damage to any item of machinery caused by its own explosion, mechanical, electrical breakdown, failure, breakage or derangement.

Normal Upkeep

Normal upkeep or normal making good.

Limited defective condition exclusion (DE3)

The cost of repairing, replacing or rectifying any:

- a) **property** insured which is in defective condition due to a defect in design, plan, specification, materials or workmanship of such **property** insured or any part thereof.
- b) **property** insured lost or damaged to enable the repair, replacement or rectification of **property** insured excluded by a) above.

Part a) above shall not apply to other **property** insured, which is free of the defective condition but is damaged as a consequence thereof. For the purpose of this policy and not merely this exclusion the **property** insured shall not be regarded as lost or damaged solely by virtue of the existence of any defect in design, plan, specification, materials or workmanship in the **property** insured or part thereof.

Occupation of the works

Damage due to the use or occupancy other than as dwellings or offices of any portion of the permanent works by any owner tenant or occupier other than as herein provided.

Relief under contract

Damage for which **you** are relieved of responsibility by the conditions of the contract

Non-ferrous metals

Theft of unfixed non-ferrous metals of any description unless at the time of the theft either:

- a) an authorised employee or agent of **yours** is actually on site or
- b) such **property** is contained in a securely locked hut or building

Money

Deeds bonds bills of exchange promissory notes cash bank notes cheque securities for money or stamps.

Sea and Air Transit

Damage occurring whilst any **property** is in transit by sea or air.

Consequential loss

Liquidated damages penalties for delay or detention or in connection with guarantees of performance or efficiency or other consequential loss of whatsoever nature.

Inventory losses

Loss of the **property** insured by its disappearance or by shortage if such disappearance or shortage is only revealed when an inventory is made or loss of the **property** insured is discovered due to its being stolen or otherwise missing unless such loss is identifiable by **you** with a specific occurrence which has been the subject of notification under the terms of the Claims procedure condition including reporting the matter to the Police.

Waterborne risks

Damage to any airborne or waterborne vessel or craft marine rig platform or **property** situated on any such vessel craft marine rig or platform.

Wear, tear & corrosion

The cost of rectification or making good of wear and tear gradual deterioration due to atmospheric conditions or otherwise rust corrosion or oxidization or scratching of painted or polished surfaces.

Wilful act

Damage caused by the wilful act or wilful neglect by **you**.

Section 11 – Contract works and employee tools

Water table level

Damage attributable solely to a change in the water table level.

Permanent works

Damage to the permanent works or any part thereof after such works have been taken over or taken into use (whichever is the earlier) by the Employer/Purchaser/Principal (except as provided for by Part 1 – **contract works** – maintenance visits).

Improvements

Any costs incurred in connection with or in consequence of improvements, overhauls following **damage** but not forming part of the work insured under this policy.

Deductible

The amount stated in the schedule as the deductible in respect of the cost of each and every occurrence for which **you** are indemnified by this policy. It is agreed that any **damage** to the **property** insured arising on any contract site during any one period of 72 consecutive hours caused by earthquake, storm, tempest or flood shall be deemed to be a single event and therefore to constitute one occurrence. For the purpose of the foregoing the commencement of any such period shall be decided by **you**, it being understood and agreed that there shall be no overlapping of any two or more such periods.

Contractors Plant

Contractors plant and equipment owned borrowed on loan to or hired in by **you**.

Section 12 – Contractors' plant and equipment

Insuring clause

Part 1

Damage to owned property

in the event of damage (subject to any exclusions) to **property** owned by or on deferred purchase or lease to **you** happening during the **period of insurance** whilst situated or in transit anywhere within the territorial limits and at the time of such damage the **property**

- a) is less than or equal to 18 months old from the date of sale as new the amount payable by **us** shall be reinstatement value
- b) is more than 18 months old from the date of sale as new **we** will pay to **you** the value of the **property** at the time of the **damage** or the cost of repair of the **damage** to a condition substantially the same as but not better or more extensive than the condition at the time of the **damage** or at its option reinstate or replace such **property**.

Part 2

Damage to other property

in the event of **damage** (subject to any exclusions) to **property** hired in by **you**, or **property** for which **you** are legally responsible to insure prior to the occurrence of any damage, happening during the **period of insurance** whilst situated or in transit anywhere within the territorial limits **we** will pay to **you** all sums which **you** shall become legally liable to pay for

- a) damage to the **property** hired in by **you**, or **property** for which the **you** are legally responsible and;
- b) hiring charges levied upon **you** in consequence of such damage

Limit of Liability

Our liability shall not exceed

- a) if cover is provided by this policy in respect of Part 1. the sums insured stated in the schedule or the balance of such sums insured remaining after deduction for any other **damage** occurring during the same **period of insurance** unless **we** have agreed to reinstate any such sum insured provided that the **property** description is on a specified item basis otherwise;
- b) if cover is provided by this policy in respect of Part 1 and/or 2 in total in respect of any one incident of **damage** or series of incidents of **damage** from a common cause the limit of liability stated in the schedule.

Where the basis of payment is to be reinstatement value payment of reinstatement value shall not be made

- a) unless reinstatement commences and proceeds without unreasonable delay or;
- b) until reinstatement has been carried out.

if at the time of reinstatement the sum representing 85% of the cost which would have been incurred in reinstating the whole of the **property** exceeds the sum insured thereon at the commencement of any damage **our** liability shall not exceed that proportion of the amount of the damage which the sum insured shall bear to the sum representing the cost of reinstating the whole of the **property** at that time.

in the event that the insured consists of more than one party or legal entity **our** liability shall not exceed the amount for which **we** would have been liable had such damage been sustained by any one of the insured parties or legal entities.

Section 12 – Contractors' plant and equipment

Extensions

Hiring out

The cover provided by this policy is extended to include **property** whilst hired out provided that

- a) the terms of any such hiring out covered by Part 1. are no less onerous than the recognised standard hire conditions in the territory concerned.
- b) the terms of any such hiring out covered by Part 2. are no less onerous than those terms under which the **property** was hired in by **you**.

Indemnity to other parties

The cover provided by this policy is extended to include **your** employer/purchaser/principal/financier/head contractor/property owner/other party solely to the extent required by the conditions of contract in force between **you** and the employer/purchaser/principal/financier/head contractor/property owner/other party provided always that such employer/purchaser/principal/financier/head contractor/property owner/other party shall act as if they were the Insured observe fulfil and be subject to the terms exclusions and conditions of the policy.

Immobilised property

The cover provided by this policy is extended to include costs necessarily and reasonably incurred by **you** to recover **property** which has become accidentally immobilised during normal operations other than by its own explosion mechanical or electrical breakdown failure breakage or derangement (including but not limited to **damage** caused by any failure to maintain the **property** in accordance with the manufacturers recommendations but not including **damage** caused by the error or omission of the driver(s) or operator(s) of the **property** other than in respect of failure to maintain) provided that

- a) **our** liability shall not exceed £25,000 in respect of all recoveries during any **period of insurance**
- b) such costs do not exceed the sum which would otherwise have been payable under the terms of this policy had such costs not been incurred
- c) **we** shall not be liable in respect of **damage** in order to effect recovery of **property**

Subrogation waiver

We agree to waive any rights and remedies or relief to which it may become entitled by subrogation against any Insured named or described by this policy.

This subrogation waiver extends to include all directors, officers, employees or servants of any of the Insured entities.

Section 12 – Contractors' plant and equipment

Special conditions

All of the special conditions are conditions precedent to **our** liability under Section 12 of this policy.

Cranes

You shall ensure that all crane operations are undertaken only on firm and level ground and that such items are in a blocked or stabilised position when performing such operations.

Jibs/Booms

You shall ensure that jibs/ booms on cranes or similar lifting appliances are lowered to ground level at the end of each working day and/or when such items are not in use.

Maintenance of Property

You shall ensure that all **property** is operated and maintained in accordance with manufacturer's recommendations.

Overload Alarms

You shall ensure that all cranes are fitted with overload alarm systems and wind speed indicators and that such systems/ indicators are monitored in an operational working condition.

Operators

You shall ensure that all operators of the **property** are licensed to operate such **property** in accordance with statutory regulations. In areas where there is no statutory requirement the operators must have completed **your** internal training programme and in all cases have sufficient practical experience with proof of same being supplied to Insurers.

Reasonable Precautions

You shall take all reasonable precautions to prevent **damage**.

Special Precautions

You shall maintain the **property** in an efficient condition and fit for its purpose and shall ensure that any **property** requiring inspection or test under any statute or order or regulation shall be so inspected or tested.

Section 12 – Contractors' plant and equipment

Exclusions

We will not be liable under Section 12 of this policy in respect of

Breakdown

Damage in respect of Part 1. to any item by its own explosion mechanical or electrical breakdown, failure breakage or derangement. This exclusion does not apply to resultant damage to the **property** (other than in respect of jibs and booms on cranes or similar lifting appliances) which results from explosion mechanical or electrical breakdown, failure, breakage or derangement.

Hydraulic fluids

Damage arising from fire caused by the combustion of fuel of or hydraulic fluids escaping as a result of **damage** to or deterioration of pipes hoses or similar lines unless they have been regularly inspected and maintained in accordance with manufacturer's recommended service and maintenance intervals and standards and a record of such has been kept by **you**.

The onus of proving that inspections and maintenance have been carried out accordingly shall be **yours**.

Rubber tyres

Damage to rubber tyres unless such **damage** arises out of an accident for which cover is provided under this policy to other parts of the **property** or unless such **damage** arises out of a malicious act which necessitates replacement of such tyres repair thereof being impracticable.

Unexplained losses

Loss of **property** due to theft or otherwise missing unless such loss is identifiable by **you** with a specific occurrence which has been notified under the terms of the claims conditions and within 14 days of discovery.

Waterborne vessels

Damage to waterborne vessels or craft or **property** on such vessels or craft but this exclusion shall not apply to **property** on such vessels or craft whilst being transported by inland waterway.

Underground recovery

- a) **damage to property** occurring underground unless the **property** can be repaired underground or brought back to the surface at **your** own expense.
- b) abandonment howsoever occurring and from any cause whatsoever in respect of **property** underground.

Your contribution

The deductible stated in the schedule being the first part of each and every claim to be borne by **you** as ascertained after the application of all other terms and conditions of the policy.

Fixed property

Fixed or static **property** which is more specifically insured elsewhere.

Drilling rigs and tunnel boring machines

Oil and gas well drilling rigs and/or tunnel boring machines.

Pollution or contamination

Damage caused by pollution or contamination except (unless otherwise excluded) **damage** caused by pollution or contamination which itself results from any **damage**.

Transit by Air & Sea

Damage occurring whilst the **property** is in transit by sea or air.

Corrosion or erosion

Damage consisting of or caused by any form of corrosion or erosion howsoever the same may arise but this exclusion shall not apply to **damage** to any other part of the **property** free from such corrosion or erosion.

Wear & Tear

Damage consisting of or caused by gradually occurring wear and tear or deterioration which is both predictable and inevitable from the normal operation or usage of the **property** but this exclusion shall not apply to **damage** to any other part of the **property** free from any such condition.

Financial Loss

Loss of any kind whatsoever including financial loss, loss of profits loss due to delay or any consequential loss of any kind whatsoever not otherwise specifically covered by this policy.

Section 12 – Contractors' plant and equipment

Radioactive Contamination

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

- a) ionising radiations or contamination 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

Multiple Lifting

Damage to any **property** whilst undertaking lifting operations in which a single load is shared between more than one item of lifting equipment at the same time.

Section 13 – Directors and Officers liability

Definitions

The following words will have the same meaning wherever they appear in this section of the policy or in the schedule relating to this section. To help identify these words they will appear in **bold** in the section wording.

Claim

- a) any writ or summons or other application of any description whatsoever or cross claim or counter claim issued against or served upon any **director** or **officer** for any **wrongful act**; or
- b) any written communication alleging a **wrongful act** communicated to any **director** or **officer**.

Company

The company stated in the schedule and shall include all **subsidiary companies**.

Costs and expenses

All reasonable and necessary fees and expenses incurred by or on behalf of the **directors** or **officers** with **our** written consent (such consent shall not unreasonably be withheld) resulting solely from the investigation, defence, monitoring or settlement of any **claim** and appeals therefrom.

- a) **We** shall also pay on behalf of the **directors** and **officers**, costs and expenses arising out of the prosecution criminal or otherwise of any **director** or **officer** or the attendance of any **director** or **officer** at any official investigation, examination, inquiry or other proceedings ordered or commissioned by any official body by reason of a **wrongful act**.
- b) **We** shall also pay on behalf of the **company**, costs and expenses incurred by any shareholder of the **company** in pursuing a **claim** during the **period of insurance** against any **director** or **officer** of the **company** which the **company** is legally obligated to pay pursuant to any order of the court.

Costs and expenses shall not mean salaries, commissions, expenses or other benefits of the **directors** or **officers** or **employees** of the **company**.

Director or officer

- a) any natural person who was or is or may hereafter be a director or officer of the **company** or is construed so to be within the meaning of any applicable law or regulation governing such matters, and
- b) in the event of the death or incompetency of any person that falls within paragraph a) above, their estate, heirs, legal representatives or assigns for legal liabilities incurred due to any **wrongful act** of any person that falls within paragraph a) above.

Loss

Legal liability of the **directors** or **officers to pay**

- a) damages or costs awarded against the **directors** or **officers**;
- b) settlements as agreed by **us** (such agreement shall not unreasonably be withheld); and
- c) **costs and expenses**.

Period of insurance

The period stated in the schedule. However:

- a) In the event **we** refuse to renew this policy, the **directors** and **officers** and the **company** shall have the right to an extension of the cover granted by this policy in respect of any **wrongful act** committed or alleged to have been committed prior to the expiry date of this policy provide that this right is exercised by written notice to **us** within ten (10) days of cessation of this policy.

It is understood and agreed that:

- i) the cover granted by paragraph a) above shall be for a period of ninety (90) days beginning from the expiry date of this policy; and
- ii) **our** quotation of different premiums, terms, limitations, exclusions or limit of **our aggregate** liability at renewal does not constitute a refusal to renew.
- b) In the event of the takeover or merger of the **company** as stated in the clause relating to Takeover and Merger of the policy, paragraph a) above is deleted and period of insurance shall mean the period stated in the schedule plus one hundred and eighty (180) days thereafter. Notwithstanding b) hereof, period of insurance shall not exceed a period of eighteen (18) calendar months from the earliest date stated in the schedule. The limit of **our aggregate** liability stated in the schedule shall not in any way be increased by virtue of paragraphs a) or b) above.

Subsidiary company

- a) Any company of which the **company** (either directly or indirectly through one or more of its subsidiary companies as defined herein) before the inception date of this policy
 - i) controls the composition of the board of directors;
 - ii) controls more than half of the voting power; or
 - iii) holds more than half of the issued share capital.
- b) Subsidiary company shall not mean any company which does not fall within paragraph a) above, unless with **our** prior written consent.

Wrongful act

Any actual or alleged wrongful act or omission by **directors** or **officers**, individually or collectively, by reason of their being **directors** or **officers** of the **company**. Related or continuous or repeated or causally-connected wrongful acts shall constitute a single wrongful act.

Section 13 – Directors and Officers liability

Insuring clause

We will pay

- a) on behalf of the **directors** or **officers** of the **company**, **loss** arising from any **claim** first made against them during the **period of insurance** and notified to **us** during the **period of insurance** by reason of any **wrongful act** committed in the capacity of **director** or **officer** of the **company** except for and to the extent that the **company** has indemnified the **directors** or **officers**.
- b) on behalf of the **company**, **loss** arising from any **claim** first made against the **directors** or **officers** during the **period of insurance** and notified to **us** during **period of insurance** by reason of any **wrongful act** committed in the capacity of **director** or **officer** of the **company** by only when and to the extent that the **company** shall be required or permitted to indemnify the **directors** or **officers** pursuant to the law, whether common or statutory, or the Memorandum of Articles of Association.

Exclusions

We shall not pay any **loss** arising from any **claim**

1. where legal action or litigation is brought in a court of law within the United States of America and/or Canada or where legal action or litigation is brought in a court of law outside those territories to enforce a judgment in those territories whether by way of reciprocal agreement or otherwise.
2. to the extent that an indemnity or payment is available from any source, other than this policy.
3. for any actual or alleged bodily injury, sickness, disease or death of any person or any actual or alleged **damage** to or destruction of any tangible **property**, including loss of use thereof.
4. based upon, arising out of, directly or indirectly resulting from or in consequence of, or in any way involving any actual or alleged seepage, **pollution** or contamination of any kind, provided, however, that **we** shall pay on behalf of the **directors** and **officers costs and expenses** incurred in any investigation, examination, inquiry, court of law or other proceedings ordered or commissioned in the first instance by any official body within the Great Britain, Northern Ireland, the Channel Islands and the Isle of Man in respect of any **wrongful act**.
However, **our** total aggregate liability shall not exceed 50,000 GBP in all for the **period of insurance** which amount is part of, and not in addition to, the limit of liability stated in the schedule.
5. brought about by or contributed to by or consequent upon any dishonesty, fraud or malicious conduct of the **directors** or **officers** provided, however, that **we** shall pay on behalf of the **directors** and **officers**.
 - a) **costs and expenses** incurred in successfully defending proceedings brought in respect of such **wrongful act**.
 - b) **loss** where the final judgment or other final adjudication of the court hearing proceedings against any **director** or **officer** determines that they are legally liable in respect of a **wrongful act** on some cause of action which is not dependent on the existence of a dishonest, fraudulent or malicious purpose or intent and makes no finding that they were guilty of dishonesty, fraud or malicious conduct in relation to the **wrongful act** in question.
6. brought about by or contributed to by or consequent upon any **director** or **officer** gaining any profit or advantage or receiving any remuneration to which they were not legally entitled.
7. for the return by the **directors** or **officers** of any remuneration paid to them without the previous approval of the shareholders of the **company** which payment, without such previous approval, shall be held by the court to be in violation of the law.
(For the purpose of determining the applicability of exclusions 5, 6 and 7 above, the **wrongful act** of one **director** or **officer** shall not be imputed to any other **director** or **officer**).
8. made by any third party based upon or alleging or originating from breach of any professional duty owed to such third party.
9. arising out of any pension or superannuation scheme or programme.
10. made by or on behalf of the company or by or on behalf of any director or officer and at the instigation of any person or entity who is or was also a director or officer or agent of the company however this exclusion shall not apply to any claim made by or on behalf of any employee of the company (except one who is or was a director) in respect of employment disputes.
11. brought about by, or contributed to by, or consequent upon, any circumstances existing prior to or at the inception date of this policy and which the **directors** or **officers** or the **company** knew or ought reasonably to have known could give rise to a **claim**.
12. for taxes or fines or penalties or punitive or exemplary or multiple damages or any claim deemed uninsurable under law.
13. brought about by or contributed to by or consequent upon
14. a) loss or destruction of or **damage** to any **property** whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss; or
15. b) any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from
16. i) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or
17. ii) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

Section 13 – Directors and Officers liability

Limit and retention

- a) **Our** total aggregate liability under insuring clause a) and b) together shall not exceed 50,000 GBP, which amount shall be inclusive of **costs and expenses**.
- b) **We** shall only be liable under insuring clause a) to pay in excess of 100 GBP of each and every **claim**, which amount applies to each and every **loss** for each individual **director** or **officer** against whom a **claim** is made subject to a maximum of 100 GBP of each and every **claim** when a **claim** is made against more than one individual **director** or **officer**. Such amounts include all **costs and expenses** and are to be borne by the **director** or **officer** and are not to be insured.
- c)
 - i) **We** shall only be liable under insuring clause b) to pay in excess of 100 GBP of each and every **claim**, which amount applies to each and every **loss**. Such amount includes all **costs and expenses** and such amount is to be borne by the **company** and is not to be insured.
 - ii) The first 100 GBP of each and every **claim** shall apply to **loss** resulting from any **claim** if indemnification by the **company** is required by law or is legally permissible to the fullest extent permitted by law, regardless of whether or not actual indemnification or payment is made, unless the **company** is unable to make such actual indemnification or payment solely by reason of its insolvency.

Claims provision

Paragraphs a), b) and c) and d) below are conditions precedent to the right of the **directors** and **officers** and the **company** under this policy.

- a) The **directors** and **officers** and the **company** shall give **us** immediate notice in writing of any **claim**.
- b) The **directors** and **officers** and the **company** shall give **us** written notice as soon as practicable of any circumstances of which the **directors** or **officers** or the **company** shall become aware which might reasonably be expected to give rise to a **claim** against the **directors** or **officers**, giving reasons for the anticipation of such **claim**, with full particulars as to dates and persons involved. Such notice having been given as required by this provision, any subsequent **claim** made shall be deemed to have been made during the **period of insurance**.
- c) The **directors** and **officers** and the **company** shall give **us** such information and cooperation as **we** may reasonably require and shall not disclose to anyone the existence of this policy without **our** consent, unless as a consequence of the requirements of the law.
- d) The **directors** and **officers** and the **company** shall not admit liability for or settle or attempt to settle any **claim** or incur any **costs and expenses** without **our** written consent. **We** shall be entitled at any time to take over and conduct in the name of the **directors** or **officers** or the **company** the defence or settlement of any **claim** or to prosecute in the name of the **directors** or **officers** or the **company** for their own benefit any **claim** for payment, indemnity or damages or otherwise against any third party. In any event no action shall be taken which might prejudice **us**.
- e) The **directors** or **officers** or the **company** shall not be required to contest any legal proceedings unless Counsel (to be mutually agreed upon by the **directors** and **officers**, the **company** and **us**) shall advise that such proceedings should be contested.
- f) **We** shall not settle any **claim** without the consent of the **directors** or **officers** or the **company**. If however the **directors** or **officers** or the **company** shall refuse to consent to any settlement recommended by **us** and shall elect to contest or continue any legal proceedings in connection with such **claim**, then **our** liability for the **claim** shall not exceed the amount by which the **claim** could have been so settled inclusive of **costs and expenses** incurred with **our** consent up to the date of such refusal, and then only up to 50,000 GBP any one **period of insurance**.
- g) With respect to **costs and expenses** and any joint settlement of any **claim** made against both the **company** and the **directors** and **officers**, such **cost and expenses** and joint settlement having been consented to by **us** (such consent shall not unreasonably be withheld), **we**, the **company** and the **directors** and **officers** agree to use their best efforts to determine a fair and proper allocation of the amount as between the **company** and the **directors** and **officers** and **us**.
- h) **We** shall be entitled to nominate a solicitor and, if appropriate a barrister or an attorney, to represent the **directors** or **officers**.

Takeover and merger

In the event of the takeover or merger of the **company** by or with any other organisation, any payment with respect to **loss** arising from a **claim** hereunder is amended to apply to any **loss** by reason of **wrongful acts** committed by the **directors** or **officers** prior to the date of such takeover or merger.

Advancement of costs and expenses

- a) Under insuring clause a) **we** may, at **our** absolute discretion, advance **costs and expenses** prior to the final settlement of the **claim**, unless such **costs and expenses** have been advanced by the **company**.
- b) Under insuring clause b) **we** may, at **our** absolute discretion, advance **costs and expenses** prior to the final settlement of the **claim**. Any advance payments of **costs and expenses**, as referred to in paragraphs a) and b) above, shall be repaid to **us** by the **directors** and **officers** and the **company** severally according to their respective interests, in the event and to the extent that they shall not be entitled under this policy to payment of such **loss**.

Section 13 – Directors and Officers liability

Conditions

- a) In the event of **us** being entitled to avoid this policy ab initio, **we** may, at **our** election instead, give notice in writing to the **directors** and **officers** and the **company** that **we** regard this policy as of full force and effect save that there shall be excluded from any payments afforded hereunder any **loss** which has arisen or which may arise and which is related to the circumstances which entitle **us** to avoid this policy.
This policy shall then continue in full force and effect but shall be deemed to exclude as if the same had been specifically endorsed ab initio the particular **loss** or possible **loss** referred to in the said notice.
- b) If the **directors** or **officers** or the **company** shall make any request for payment in respect of any **loss** knowing the same to be false or fraudulent, as regards amount or otherwise, this policy shall become void and all requests for payment in respect of any **loss** hereunder shall be forfeited.
- c) The proposal form shall be construed as a separate application by each **director** or **officer**. With respect to the signed proposal form together with the declarations and statements contained therein, no statements in such proposal form or knowledge possessed by any **director** or **officer** shall be imputed to any other **director** or **officer** for the purpose of determining the availability of any payment hereunder for **loss** arising from a **claim** made against any **director** or **officer**.
- d) **We** shall not avoid this policy by reason only that **we** may be so entitled by virtue of any statute or rule of law that makes or deems void any provision or contract to indemnify or make payment to any **director** or **officer** of the **company** against liability for any **wrongful act**. **Our** rights to avoid this policy for any other reason, including but not limited to misrepresentation or non-disclosure, remain unaffected.

Section 14 - Legal expenses insurance policy

Welcome to MSL

Thank you for choosing MSL Legal Expenses Limited to provide your Business Premier Legal Expenses Insurance Policy, which is underwritten by Financial & Legal Insurance Company Limited. As an MSL customer you now have legal expenses insurance to protect you in relation to cover set out in this Policy.

You are entitled to cancel your Policy with a full premium refund within 14 days of it starting, provided that there have been no claims. Please see the cancellation condition under the Conditions.

Our Agreement

This insurance is a contract between us (MSL Legal Expenses Limited) and you (the Policyholder shown in the Certificate of Insurance). This is a claims made policy which means that for there to be a valid claim under the Policy, claims must be reported to us during the Period of Insurance

We will, subject to the terms of this Policy, provide you with the insurance set out in the Policy in respect of claims reported to us during the Period of Insurance shown in the Certificate of Insurance and for any subsequent period for which we may accept a renewal premium.

You must ensure that all the information you have given to us is accurate to the best of your knowledge. We will be entitled to refuse to accept a claim where you do not take reasonable care not to make a misrepresentation.

The Policy, Certificate of Insurance and any endorsements must be read together as one document.

Signed on our behalf



Nick Garner, Group Managing Director
MSL Legal Expenses Limited

The Meaning of Words in this Policy

Each of the words or terms have a specific meaning which applies wherever they appear in **bold** type in this Policy

We/Us/Our:
means MSL Legal Expenses Limited.

You/Your:
means the Policyholder shown in the Certificate of Insurance attached to this Policy.

Appointed Representative:
means the claim negotiator, lawyer or other suitably qualified person appointed by **Us** to act on behalf of the **Insured Person**, in accordance with **Our** standard terms of appointment.

Cross-Tax Enquiry
Means an investigation by HM Revenue & Customs into **Your** business tax affairs, which also includes an investigation into **Your** Value Added Tax return and/or Employer's Compliance.

Basic Award:
means the award of an employment tribunal for an unfair dismissal and/or breach of discrimination legislation that is to compensate an **Employee** for the loss of their statutory rights.

Buildings:
means the buildings and land owned by **You** or for which **You** are legally responsible, used in connection with the **Business**.

Business:
means the Business shown in the Certificate of Insurance.

Compensatory Award:
means the award of an employment tribunal for an unfair dismissal and/or breach of discrimination legislation that is to compensate an **Employee** against financial loss that relates to their dismissal.

Costs and Expenses:

means all necessary and reasonable

1. Fees, costs, disbursements and expenses charged by the **Appointed Representative** and agreed by **Us**;
2. Opponents costs in civil cases where the **Insured Person** is ordered to pay them or where **We** agree to pay them;

in pursuing the claim including the costs of any appeal or defending an appeal, provided the **Insured Person** tells **Us** within the time limits and provided that **We** agree to the appeal.

Employee:

means any person under a contract of service with **You** in connection with the **Business**. This includes any

1. Trainee under **Your** control in connection with a government approved training scheme;
2. Ex-employee or prospective employee.

Tax Enquiry

means an investigation by HM Revenue & Customs into **Your** business tax affairs.

Insured Person:

means **You** and any director, partner and **Employee** of **Your Business** provided that they have **Your** permission to claim under this Policy.

Legal Proceedings:

means a legal remedy for compensation, specific performance or an injunction.

Reasonable Prospects:

means that in respect of each claim there is always more than a 50% chance of the **Insured Person** recovering damages, defending a claim or prosecution or obtaining a legal remedy. This will be assessed by **Us** or the **Appointed Representative**.

What Is Insured

We will, subject to What is NOT Insured, the Claims Settlement Provisions and Conditions of this Policy provide the insurance in relation to the Insured Incidents, shown as operative in the Certificate of Insurance, set out below.

Provided that

1. **Reasonable Prospects** exist for the duration of the claim.
2. The claim is reported to **Us**
 - a. during the Period of Insurance, and
 - b. immediately after the **Insured Person** became aware of circumstances which may give rise to a claim.
3. The **Insured Person** follows the advice provided to the **Insured Person** by **Our** Claims and Advice Service.
4. The **Insured Person** seeks and continues to follow the advice from **Our** Claims and Advice Service.
5. During the course of any dispute from the date that the **Insured Person** became aware of the dispute and throughout the duration of the dispute the **Insured Person** keeps us up to date with all developments and the **Insured Person** follows and continues to follow the advice from **Our** Claims and Advice Service.
6. The **Business** is situated in the United Kingdom, the Isle of Man or the Channel Islands.
7. The event which leads to a claim arises in connection with the **Business**.

We will not pay

- a. In respect of any one claim and in total in any one Period of Insurance more than the relevant Limit of Liability and the annual aggregate limit shown in the Certificate of Insurance.
- b. The amount of any Excess shown in the Certificate of Insurance in respect of each claim.
- c. Any claim or incident which may lead to a claim and which the **Insured Person** knew about or ought reasonably to have known about before the start of this Policy.

Section 14 - Legal expenses insurance policy

- d. Any claim relating to an **Insured Person's** previous trade, business, occupation or profession.
- e. The first 10% of **Costs and Expenses** where the **Insured Person** chooses their own lawyer or other suitably qualified person in relation to a claim under this Policy.

Insured Incidents

1. Employment Disputes

We will pay the **Costs and Expenses** in relation to the defence of **Legal Proceedings** arising from or relating to a breach of an **Employee's** contract of service which will be dealt with in an Employment Tribunal under employment legislation.

Provided that

- i. In the event of any issues arising that could give rise to a legal dispute with an **Employee**, the **Insured Person** has followed the advice provided to the **Insured Person** by **Us**.
- ii. The **Insured Person** seeks and continues to follow all advice from **Us** as to the steps to be taken in the following situations
 - Before taking any disciplinary action or commencing a disciplinary procedure.
 - Before dismissing an **Employee**.
 - Upon receipt of notification of any form of grievance by an **Employee** or a complaint of discrimination.
 - Before starting any redundancy process or making an **Employee** redundant.
 - Before seeking to make a material change to an **Employee's** contract, which is likely to have a negative impact upon that **Employee**.
 - Upon becoming aware of a situation that could give rise to a potential claim for constructive dismissal by an **Employee**.

We will not pay for

- i. Any claim relating to disciplinary hearings or internal grievance procedures.
- ii. The costs of any disputes relating to a settlement agreement.
- iii. Any dispute relating to a shareholding, partnership or directors contract.
- iv. Any claim relating to the Transfer of Undertakings (Protection of Employment) Regulations (TUPE).
- v. Any claim relating to future contracts of employment.
- vi. Any claim in respect of personal injury or loss of or damage to **property**.
- vii. Any claim relating to unpaid wages and commission or deduction from wages or commission.
- viii. Any claim relating to benefits due under a contract of employment.
- ix. Any claim relating to payment relating to redundancy.

2. Employment Compensation Awards

We will pay a **Basic Award** and/or **Compensatory Award** which is awarded to an **Employee** by either a tribunal or through the Advisory, Conciliation and Arbitration Service (ACAS) Arbitration Scheme, or an amount agreed by **Us** in settlement of a dispute.

Provided that the **Basic Award** or **Compensatory Award** follows a claim which **We** have accepted under Insured Incident 1. Employment Disputes.

We will not pay for

- a. Any award arising out of the **Insured Person's** failure to provide any **Employee** with written reasons for their dismissal.
- b. Any award made as a result of the **Insured Person's** failure to provide a contract of employment or statement of terms and conditions of employment.
- c. Any award relating to any contractual rights to which the **Employee** is entitled.
- d. Any claim in relation to equal pay or the minimum wage employment legislation.

3. Health and Safety Appeals

We will pay the **Costs and Expenses** in relation to an appeal against the service of an improvement or prohibition notice, a suspension notice or an order of enforcement under the Health and Safety at Work Act 1974 or the Food Safety Act 1990.

Provided that upon becoming aware of the service of a notice or enforcement order under or in relation to the Health and Safety or Food Safety Acts, the **Insured Person** acts with due diligence in the event of any approach by the Environmental Health Office or the Health and Safety Executive.

We will not pay for any claim

- a. Relating to assault or violence, malicious falsehood, the manufacture or dealing in alcohol, illegal drugs, indecent or obscene materials or illegal immigration.
- b. In connection with an offence relating to the proceeds of Crime Acts 2002.

4. Legal Defence

We will pay the **Costs and Expenses** for defending an **Insured Person's** rights relating to any

- a. Prosecution in a court of criminal jurisdiction brought or commenced against the **Insured Person** arising out of health and safety at work, occupational hygiene, food safety hygiene, food legality and the supply of safe goods.
- b. Civil action being taken against an **Insured Person** for wrongful arrest in connection with an accusation of theft.
- c. Civil action being taken against an **Insured Person**, but not;
 - i. under legislation for unlawful dismissal on the grounds of race, sex sexual orientation, age, disability or religious belief arising from that person's work as an **Employee**;
 - ii. as a trustee of a pension fund set up for the benefit of **Your Employees**.
- d. Civil action for compensation under section 13 of the Data Protection Act 1998.
- e. Appealing against the refusal of the Information Commissioner to register **Your** application for registration.
- f. An **Insured Person** being served with an enforcement, de-registration or transfer prohibition notice or information notice or special information notice.

We will not pay for

- a. Any costs arising unless **You** have registered with the Data Protection Register or Data Protection Commissioner.
- b. Any claim relating to a Road Traffic Offence.

5. Contract Disputes and Debt Recovery

We will pay the **Costs and Expenses** for the pursuit or defence of **Legal Proceedings** relating to an agreement or alleged agreement that an **Insured Person** has entered for the buying, selling or hiring in of any goods or services.

Provided that

- i. The amount in dispute exceeds the amount shown in the Certificate of Insurance.
- ii. Any claim for undisputed and unpaid monies is notified to us within 45 days from the date the monies was first due and payable.
- iii. All **Your** normal credit control procedures have been exhausted or **You** have made reasonable efforts to recover the monies owed.

Section 14 - Legal expenses insurance policy

We will not pay for

- a. Any claim relating to any land or buildings.
- b. Any claim relating to a lease or licence of any land or buildings.
- c. Any claim relating to a motor vehicle owned, driven, used, hired, leased, sold or purchased by an **Insured Person**.
- d. Any claim relating to the settlement payable or the cover provided under an insurance policy.
- e. Any claim relating to a loan, pension, investment or any other borrowing or financial instrument.
- f. A contract of employment.
- g. Arbitration arising out of an arbitration clause in any contract.
- h. Computer goods, systems or services.
- i. A breach or alleged breach of professional duty by an **Insured Person**.
- j. The monetary cost of putting right any damage caused or an alteration occasioned by or as a tenant.

6. Property Disputes

We will pay the **Costs and Expenses** for the pursuit or defence of **Legal Proceedings** relating to

- a. An incident, which causes or could cause physical damage to the **Buildings**.
- b. Any unlawful interference of **Your** use or enjoyment or right of the **Buildings**.
- c. The landlord's failure to maintain the **Buildings**.

Provided that the amount in dispute exceeds the amount shown in the Certificate of Insurance.

We will not pay for

- a. Any claim relating to an **Insured Person's** previous trade, business, occupation or profession.
- b. Any claim relating to the rent, service and maintenance charges or renewal of a tenancy agreement.
- c. Any claim relating to planning.
- d. Any claim where the **Insured Person** is the landlord of the **Buildings** or is leasing, sub-letting or renting out part of the **Buildings**.
- e. Any claim relating to work done by any government or local authority unless the claim is for accidental physical damage to the home.
- f. Any claim relating to subsidence, heave, landslip, mining or quarrying.

7. Court Attendance

For each day that an **Insured Person** is required to attend any court or tribunal at the request of an **Appointed Representative**, We will pay the actual loss of the salary or wages of an **Insured Person** for the time off work.

Provided that such salary or wages are not recoverable from the relevant court, tribunal or other party.

We will not pay for any loss incurred before an **Insured Person** makes a claim.

We will not pay for any claim where **You** are unable to support **Your** loss.

8. Tax Protection

We will pay the **Costs and Expenses** for the defence of **Legal Proceedings** relating to

- a. A **Tax Enquiry** or **Cross-Tax Enquiry**.
- b. An investigation by HM Revenue and Customs of **Your** compliance with Pay As You Earn regulations.
- c. An appeal to a VAT tribunal following an assessment by HM Revenue and Customs.

Provided that

- i. **You** have taken reasonable care to ensure that **Your** accounts and tax affairs and records have been properly maintained.
- ii. All returns to HM Revenue and Customs have been completed, are correct and submitted on time.

We will not pay for any claim

- a. Relating to **Your** failure to register for VAT.
- b. Arising from a tax avoidance scheme.
- c. Arising from any investigation undertaken by HM Revenue & Customs's Special Investigations unit.

9. Licence Protection

We will pay the **Costs and Expenses** in relation to an appeal against a statutory licensing authority following an act or omission, which leads to the suspending, revoking, altering the terms of or refusal to renew a statutory licence.

10. Personal Injury

We will pay the **Costs and Expenses** in relation to the pursuit of **Legal Proceedings** in respect of any incident causing bodily injury or death to an **Insured Person**.

Provided that the claim is the result of a sudden and specific incident.

We will not pay for any claim

- a. Which develops gradually unless it is the result of a sudden and specific event.
- b. Arising from actual or alleged clinical, medical or dental negligence.

What is NOT Insured

1. Prior Claims

Any claim or incident which may lead to a claim and which the **Insured Person** knew about or ought reasonably to have known about before the start of this Policy.

2. Prior Costs and Expenses

Any costs incurred before a claim is made and any **Costs and Expenses**, which **We** do not authorise.

3. Motor Vehicles

Any claim relating to a motor vehicle owned, driven, used, hired, leased, sold or purchased by an **Insured Person**.

4. Dishonesty, Deliberate Acts, Violence and Fraud

Any claim

- a. Involving actual or alleged dishonesty or violence by the **Insured Person**;
- b. Or statement which is overstated, false or fraudulent.

We will have the right to refuse to pay a claim or to void this insurance from the date of the act.

5. Judicial Review, Mediation and Arbitration, Marital and Family Disputes Intellectual Property, Libel and Slander, Share Options, Pensions, Date Change and Mortgage Lender

Any claim directly or indirectly relating to or resulting from

- a. A judicial review.
- b. Mediation and arbitration.
- c. Divorce, matrimonial matters, cohabitation, maintenance, custody or access.
- d. Copyrights(s), trademark(s), merchandise mark(s), registered design(s) or other intellectual property rights or secrecy and confidentiality agreements.
- e. Libel or slander.
- f. Any share option or pension scheme or policy.
- g. Any device failing to recognise, interpret or process any date as its true calendar date.
- h. Any dispute arising between the **Insured Person** and any agent or mortgage lender.

Section 14 - Legal expenses insurance policy

6. Bankruptcy, Liquidation or Receivership

Any claim where the **Insured Person** is bankrupt, in liquidation, has made an arrangement with his or her creditors, has entered into a Deed of Arrangement or part or all of the **Insured Person's** affairs or property are in the care or control of a receiver or an administrator.

7. Other Insurance

Any **Costs and Expenses**, which can be recovered by an **Insured Person** under any other insurance or which would have been covered if this insurance did not exist, except for any amount in excess of that which would have been payable under such insurance(s).

8. Fines and Penalties

For fines, damages other penalties or punitive damages, which the **Insured Person** is ordered to pay by a court or other authority, except as provided for under Insured Incident 2. Employment Compensation Awards.

9. Disputes with Us

- a. Any claim against **Us**, Financial & Legal Insurance Company Limited or any company or subsidiary of the MSL group of companies.
- b. Any dispute between an **Insured Person** and any domestic partner or family members permanently living with an **Insured Person**.

10. War Risks

Any claim 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, confiscation, requisition, terrorism or alleged acts of terrorism as set out in the Terrorism Act 2000, or damage to property by or under the authority of any government, public or local authority.

11. Radioactive Contamination and Pressure Waves

Any claim, which arises from or is directly or indirectly caused by, contributed to, by or arising from any of the following, or from any similar reaction or event

- a. Ionising radiations or contamination 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 of such assembly;
- c. Pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.

12. Territorial Limits

Any claim

- a. Where the dispute is pursued outside the jurisdiction of a court or other body within the United Kingdom, the Channel Islands or the Isle of Man;
- b. Which occurs outside the United Kingdom, the Channel Islands or the Isle of Man;
- c. Where the **Insured Person** permanently lives outside the United Kingdom, the Channel Islands or the Isle of Man.

Claims Settlement Provisions

1. Reasonable Precautions

The **Insured Person** must take all reasonable precautions to reduce or remove the risk of a claim and not take any deliberate acts, which will result in a claim.

2. When You Must Report a Claim to Us

The **Insured Person** must tell **Us** immediately of any circumstances which may give rise to a claim.

3. Acceptance of Claim

On receipt of the claim it will be assessed and dealt with by **Our** in house claims negotiators and, if appropriate and if **Reasonable Prospects** exist and the claim is reported to **Us** immediately after the **Insured Person** becomes aware of circumstances which may give rise to a claim, **We** will then instruct an **Appointed Representative** to handle the claim on behalf of the **Insured Person**. If there is a dispute as to whether **Reasonable Prospects** exist, **We** may require the **Insured Person**, at the **Insured Person's** own expense, to obtain Counsel's opinion as to the merits of the

case. The costs will be refunded to the **Insured Person** if Counsel's opinion clearly shows that there are merits in proceeding.

4. Conduct of the Claim

i. We will be entitled

- To have direct contact with the **Appointed Representative**;
- To take over and conduct in the **Insured Person's** name any claim or **Legal Proceedings** at any a time and negotiate any claim on behalf of the **Insured Person**;
- To refuse to accept a claim or continue with a claim where the **Insured Person** does not take reasonable care not to make a misrepresentation or has failed to supply relevant information and supporting evidence to **Us** or the **Appointed Representative**.

ii. What the **Insured Person** must do

- Provide, at the **Insured Person's** own expense, the **Appointed Representative** and **Us** with any proof, evidence, certificates and assistance as **We** may reasonably ask for in connection with the claim, including proof as to whether **Reasonable Prospects** exist;
- Cooperate fully with the **Appointed Representative** and **Us** and provide, within a reasonable time avoiding any unnecessary delays, any relevant requested information and documentation in relation to the claim;
- Take all reasonable steps to recover **Costs and Expenses** and to minimise the amount payable under this Policy;
- Take all reasonable steps to resolve disputes that otherwise may give rise to a claim;
- Notify **Us** and the **Appointed Representative** immediately of any offer to settle a claim and of any payments into court;
- Tell the **Appointed Representative** to have **Costs and Expenses** taxed, assessed and audited if **We** request.

iii. What the **Insured Person** must not do

- Withdraw from any claim or **Legal Proceedings** or withdraw instructions from **Us** without **Our** consent or the consent of the **Appointed Representative**;
- Pursue a claim in any way against the advice or Instructions from **Us** or the **Appointed Representative**;
- Incur any **Costs and Expenses** without **Our** consent or the consent of the **Appointed Representative**;
- Agree to settle any claim on any basis or reject any offer to settle a claim, without **Our** consent or the consent of the **Appointed Representative**.

Section 14 - Legal expenses insurance policy

Please Note

We will be entitled to be reimbursed by the **Insured Person** for any **Costs and Expenses** previously agreed or paid to or on behalf of the **Insured Person** if the **Insured Person** breaches any of the conditions in ii. and iii. above.

5. **Payment Instead of Pursuing or Defending a Claim**
At any time **We** will be entitled to pay the reasonable amount of damages claimed if in **Our** opinion this would be a more economic solution.
6. **Legal Proceedings**
Any **Legal Proceedings** must be dealt with in the jurisdiction of a Court or tribunal in the United Kingdom, the Channel Islands or the Isle of Man.
7. **Choice of Appointed Representative**
If there is a conflict of interest, or if the claim is not settled by negotiation and it then becomes necessary to start court proceedings, only then will the **Insured Person** be entitled to choose their own lawyer for **Us** to instruct as the **Appointed Representative** to handle the claim.
If there is any dispute about the choice of lawyer **We** will ask the president of the relevant national law society to choose a suitable qualified lawyer.

Where the **Insured Person** chooses their own lawyer or other suitably qualified person, **We** will not pay the first 10% of any **Costs and Expenses** charged by the **Insured Person's** own lawyer or other suitably qualified person.

Conditions

1. **Observance of Terms**
Anyone making a claim under this Policy must have **Your** permission and observe the terms under this Policy.
2. **Cancellation**
You may cancel this Policy within 14 days of its inception without any premium charge provided that there have been no claims. Thereafter **You** may cancel the Policy at any time however no refund of premium will be available. If **You** cancel the Policy **You** must contact **Your** insurance adviser.
We may cancel this Policy at any time provided that **We** give **You** 7 days notice of cancellation and there is a valid reason for doing so. Valid reasons for cancellation include, but are not limited to fraud, dishonesty and any outstanding amount due from **You** in relation to any other claim under the Policy.
Where **We** cancel this Policy no refund of premium will be available. If **We** cancel the Policy **We** will write to **You** at **Your** address shown in **Our** records.
3. **Arbitration**
Any dispute or difference of any kind between **Us** and an **Insured Person** will be referred to arbitration by a single arbitrator who will be either a barrister or solicitor. If the parties are unable to agree on the appointment of an arbitrator, all parties agree to accept an arbitrator nominated by the President of the relevant national Law Society. The arbitrator's decision will be final and binding on all parties and the unsuccessful party shall be responsible for any costs incurred by the successful party in the arbitration proceedings as well as their own costs.
4. **New Rules**
If during the Period of Insurance, any changes should be made (whether issued or implemented by any relevant authority or otherwise) to applicable rules, laws, legislation judgements, regulations, directives, guidance, codes of conduct, recommendations or requirements or any other rules, instruments and provisions in force from time to time which alter or affect (or may alter or affect) in any way the legal costs regime to **Our** or **Your** material detriment, **We** reserve the right to amend this Policy to deal appropriately (fairly to both **You** and **Us**) with such changes. In those circumstances **We** will issue an endorsement to this Policy notifying **You** within 21 days of the proposed changes by sending to **You** details of those changes to **Your** last known address. **You** will, however, be free to accept or reject those changes in line with the procedure set out in the endorsement.

5. **Third Party Rights**
Unless expressly stated in this insurance, nothing in this insurance will create any rights in favour of any person pursuant to the Contracts (Right of Third Parties) Act 1999.
6. **Waiver**
If **We** or any **Insured Person** fail to exercise or enforce any rights conferred on them by this insurance, the failure to do so will not be deemed to be a waiver, nor will it bar the exercise or enforcement of, such rights at any subsequent time.
7. **Recoveries**
We reserve the right, at **Our** own expenses, to take proceedings in the name of the **Insured Person** to recover any payment made under this Policy. If an **Insured Person** recovers **Costs and Expenses** previously paid under this Policy such **Costs and Expenses** must be immediately repaid to **Us**.
8. **Governing Law**
This Policy is subject to the law applicable to **Your Business** being registered in the United Kingdom, the Isle of Man or the Channel Islands.
9. **Assignment**
This insurance is between and binding upon **Us** and **You** and their respective successors in title, but this insurance may not otherwise be assigned by **You** without **Our** prior written consent.

Section 14 - Legal expenses insurance policy

Financial Services Compensation Scheme

MSL Legal Expenses Limited and Financial & Legal Insurance Company Limited are covered by the Financial Services Compensation Scheme, established under the Financial Services and Markets Act 2000 (the "Compensation Scheme"). If they are unable to meet their obligations under this Policy an **Insured Person** may be entitled to compensation from the Compensation Scheme.

Data Protection

We take the Data Protection Act seriously and set out below how **We** will look after the information **You** give **Us**.

We will only use the information **You** give **Us** for legal purposes and will keep it safe.

We will not pass **Your** information on to others or outside the EU unless **We** are obliged to do so for legal or regulatory purposes or for purposes directly related to **You** as a customer.

These may include

- Servicing **Your** policies or dealing with claims. This might mean passing information on to solicitors, loss assessors, insurers or other related service providers.
- Where necessary obtaining information about **You** from credit reference agencies (the agencies will record **Our** enquiries, which may be seen by other companies who make their own credit enquiries).
- For the prevention of fraud.
- To check **Your** identity and prevent money laundering.

Under the **Act** **You** can request to see what data **We** hold on **You**, though there may be a charge for this service.

Finally

- **We** may send **You** information by letter, email or phone about **Our** other products and services that may be of interest or to carry out research. **You** can opt out of this if **You** wish. Please tell **Us** anytime if **You** wish to do so.
- Be assured **We** won't pass **Your** information to others for them to use in their marketing.

Under this section **We/Us/Our** includes Financial & Legal Insurance Company Limited.

How to make a Claim and Advice Service 0161 495 4490

If **You** need to contact **Us** or need to make a claim **You** can call **Us** on the above number, email **Us** at info@msl.co.uk or write to MSL Legal Expenses Limited, No.1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire, SK8 3GW.

If there is a claim, which is covered by the Policy **We** will then send the **Insured Person** a claim form for completion and return to **Us**.

If the claim is reported to **Us** during the Period of Insurance and is accepted and **Reasonable Prospects** exist, the claim will be handled by **Our** specialist claims unit or **We** will instruct an **Appointed Representative** or other suitably qualified representatives to act on behalf of the **Insured Person**.

Please note that

- Any costs incurred before a claim is made and any costs, which **We** do not authorise are not insured by this Policy.
- Under this Policy there must be **Reasonable Prospects** for any claim to proceed. This does not apply to Insured Incident 7. Court Attendance and 8. Tax Protection.
- If there is any conflict of interest or if court proceedings are to be issued only then will the **Insured Person** be entitled to choose their own lawyer.

How to make a Complaint

Our aim is to provide a first class standard of service at all times.

If **You** feel that **You** have been let down and **You** wish to raise a Complaint about the sale of this Policy, please contact **Your** insurance adviser.

If **You** feel that **We** have let **You** down and **You** wish to raise a complaint, please contact **Us** on 0161 492 5834 or in writing to The Compliance Department, MSL Legal Expenses Limited, No. 1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire SK8 3GW. Please quote the certificate number on **Your** Certificate of Insurance on all correspondence.

Our staff will attempt to resolve **Your** complaint immediately. Where this is not possible, **We** will acknowledge **Your** complaint within 5 business days of receipt. If the complaint is not resolved within 4 weeks of receipt, **We** will write to **You** and let **You** know what further action **We** will take. A final response letter will be issued within 8 weeks of receipt. Upon receipt of the letter, if **You** remain dissatisfied **You** may refer **Your** complaint to the Financial Ombudsman Service. **You** can contact the Financial Ombudsman Service at Exchange Tower, London, E14 9SR.

The use of these facilities does not affect **Your** right to take legal action.

Please read your policy document carefully and keep it in a safe place

The insurance provided by this policy is underwritten by Financial & Legal Insurance Company Limited authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under No. 202915. Registered in England under Company No. 03034220.

MSL Legal Expenses Limited, Registered Office: No.1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire, SK8 3GW. Registered in England No. 2210857. MSL Legal Expenses Limited is authorised and regulated by the Financial Conduct Authority under No. 311676.

MSL 43000 11/2014

