

Office and Surgery Policy



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How to make a claim



Call us on
0800 302 9055
24 hours a day, 365 days a year



Visit us online
www.zurich.co.uk/business/claims

Data protection statement

Not applicable to Section I – Legal expenses

Zurich takes the privacy and security of your personal information seriously. We collect, use and share your personal information so that we can provide policies and services that meet your insurance needs, in accordance with applicable data protection laws.

The type of personal information we will collect includes: basic personal information (i.e. name, address and date of birth), occupation and financial details, health and family information, claims and convictions information and where you have requested other individuals be included in the arrangement, personal information about those individuals.

We and our selected third parties will only collect and use personal information (i) where the processing is necessary in connection with providing a quotation and/or contract of insurance; (ii) to meet our legal or regulatory obligations; (iii) where you have provided the appropriate consent; (iv) for our 'legitimate interests'.

It is in our legitimate interests to collect personal information as it provides us with the information that we need to provide our services more effectively including providing information about our products and services. We will always ensure that we keep the amount of information collected and the extent of any processing to the absolute minimum to meet this legitimate interest.

A full copy of our data protection statement can be viewed via www.zurich.co.uk/privacy/fair-processing-notice

How you can contact us

If you have any questions or queries about how we use your data, or require a paper copy of the statement, you can contact us via gbz.general.data.protection@uk.zurich.com or alternatively contact our Data Protection Officer at Zurich Insurance, Unity Place, 1 Carfax Close, Swindon, SN1 1AP.

Important notes

Not applicable to Section I – Legal expenses

Fraud prevention and detection

In order to prevent and detect fraud we may at any time:

- check your personal data against counter fraud systems
- use your information to search against various publicly available and third party resources
- use industry fraud tools including undertaking credit searches and to review your claims history
- share information about you with other organisations including but not limited to the police, the Insurance Fraud Bureau (IFB), other insurers and other interested parties.

If you provide false or inaccurate information and fraud is identified, the matter will be investigated and appropriate action taken. This may result in your case being referred to the Insurance Fraud Enforcement Department (IFED) or other police forces and fraud prevention agencies. You may face fines or criminal prosecution. In addition, Zurich may register your name on the Insurance Fraud Register, an industry-wide fraud database.

Claims history

We may pass information relating to claims or potential claims to the Claims and Underwriting Exchange Register (CUE), where the data is controlled by the Motor Insurers' Bureau, and other relevant databases.

We and other insurers may search these databases when you apply for insurance, when claims or potential claims are notified to us or at time of renewal to validate your claims history or that of any other person or property likely to be involved in the policy or claim.

This helps to check information provided and prevent fraudulent claims.

Employers' Liability Tracing Office (ELTO)

We are members of the Employers' Liability Tracing Office (ELTO), an independent industry body who maintains a centralised database that helps those who have suffered injury or disease in the workplace to identify the relevant Employers' Liability insurer quickly and efficiently.

It is important, for the services of ELTO to be fully effective, that you inform us of your ERN (Employer Reference Number also known as the Employer PAYE reference) and all subsidiary company names and their ERNs if applicable.

As members of ELTO we will forward details of your policy if it contains Employers' Liability cover to ELTO together with details of any ERNs you have supplied to us.

Our complaints procedure

Not applicable to Section I – Legal expenses

Our commitment to customer service

We are committed to providing a high level of customer service. If you feel we have not delivered this, we would welcome the opportunity to put things right for you.

Who to contact in the first instance

Many concerns can be resolved straight away. Therefore in the first instance, please get in touch with your usual contact at Zurich or your broker or insurance intermediary, as they will generally be able to provide you with a prompt response to your satisfaction.

Contact details will be provided on correspondence that we or our representatives have sent you.

Many complaints can be resolved within a few days of receipt

If we can resolve your complaint to your satisfaction within the first few days of receipt, we will do so. Otherwise, we will keep you updated with progress and will provide you with our decision as quickly as possible.

Next steps if you are still unhappy

If you are not happy with the outcome of your complaint, you may be able to ask the Financial Ombudsman Service to review your case.

We will let you know if we believe the ombudsman service can consider your complaint when we provide you with our decision. The service they provide is free and impartial, but you would need to contact them within 6 months of the date of our decision.

More information about the ombudsman and the type of complaints they can review is available via their website www.financial-ombudsman.org.uk.

You can also contact them as follows:

Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: 08000 234567 (free on mobile phones and landlines)

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

If the Financial Ombudsman Service is unable to consider your complaint, you may wish to obtain advice from the Citizens Advice Bureau or seek legal advice.

The Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available on www.fscs.org.uk or by contacting the FSCS directly on 0800 678 1100.

Claims contact details and additional benefits

Making a Claim

Not applicable to Sections H – Employee dishonesty, I – Legal expenses and J – Personal accident. For claims under those sections please refer to that section of cover for contact details.

Unless **you** have been given different claims contact details by **your** broker or insurance intermediary then please contact **us** as follows:



To make a claim online visit: www.zurich.co.uk/business/claims



Call us on: **0800 302 9055**

We can process a claim by **you** simply calling with the following details:

- **your** name and company details
- the policy number.

What to expect

Once **you** have provided all the information which **we** have requested, **we** will:

- advise **you** about the next steps
- take any immediate measures as described in **your** policy
- proactively keep **you** or **your** broker or insurance intermediary informed about the progress of the claim
- proactively manage third parties (anyone claiming against **you**, as a Zurich Insurance Company Ltd policyholder can also contact **us** on this number)
- work towards settling the claim as quickly as possible.

In order to speed up the process, both **you**, **your** broker or insurance intermediary and third parties can report claims to this number 24 hours a day, 7 days a week.

Please refer to the applicable claims conditions for further information.

Rehabilitation Claims Services (available to Employers' Liability customers only)

Our Rehabilitation team offer an innovative approach to acute injury management, proactively treating injuries to prevent chronicity and long-term absence, helping **your** employees return to work sooner. Treatments offered can include physiotherapy, hand therapy, psychological therapy, diagnostic imaging and surgical solutions.

Our service is suitable for most injuries arising from workplace incidents and offers immediate access to professional medical expertise. **Our** rehabilitation service can help **you** reduce the costs of injuries and accidents at work by ensuring employees access appropriate and timely treatment.

Rehabilitation can help manage a claim and mitigate your losses as a faster recovery enables quicker settlement, less exaggeration of symptoms and reduction in the average number of days lost.



To make a claim online visit: <https://liabilityclaims.zurich.co.uk/link/portal/mmc>



Call us on: **0800 028 8261**



Email us on: mmc@uk.zurich.com

Zurich Risk Advisor

Zurich Risk Advisor is a free to use risk management app that makes risk assessments easier to understand, provides **you** with insight and recommends best practices including self-risk assessments.

Experience the benefits of Zurich Risk Advisor by downloading the app from the Apple store or the Google Play Store. Visit **our** website for more details:

www.zurich.com/products-and-services/tools-for-business/zurich-risk-advisor

Risk Management Advice Line

Call 0800 302 9052

To help **you** proactively identify and manage issues before they occur, **our** risk management advice line operates during normal business hours, providing free practical guidance on risk issues such as property, security, food hygiene, business continuity, environmental and health and safety management.

Please note that this helpline includes services provided by Zurich Management Services Limited and may include services provided by third parties.

Flood Risk Management

To help **you** identify whether **your** premises is at risk from flooding, the following websites may be of use:

Environment Agency – GOV.UK **www.gov.uk/browse/environment-countryside/flooding-extreme-weather**

Check the long term flood risk for an area in England at **www.gov.uk/check-long-term-flood-risk**

Check the risk of flooding in Northern Ireland at **www.nidirect.gov.uk/articles/flooding**

Check **your** flood risk by postcode in Wales at **www.naturalresources.wales**

Find flood hazard and flood risk information for Scotland at **www.sepa.org.uk**

You can access **our** Flood Emergency Plan Guide and download a template to complete a Flood Emergency Response Plan at: **www.zurich.com/en/knowledge/topics/flood-and-water-damage/preparing-your-business-for-floods**

If **you** require any further assistance, please contact **our** Risk Management Advice Line shown above.

The following services are provided by ARAG Legal Expenses Insurance Company Limited.

ARAG Helplines, Employment Manual and ARAG Businesslaw

You can contact **our** UK-based call centre 24 hours a day, seven days a week during the **period of insurance**. However, **we** may need to arrange to call **you** back depending on the enquiry. To help **us** check and improve **our** service standards, **we** may record all calls. When phoning, please quote **your** policy number and the name of the insurance provider who sold the policy.

Meaning of words

The following words have these meanings wherever they appear in **bold**, in relation to the ARAG services below:

Business

The business declared to **us** and covered by the commercial policy to which this section attaches.

Insured person

- a) **You** and the directors, partners, managers, employees and any other individuals declared to **us** by **you**.
- b) A person contracted to work for **you** who works for **you** on the same basis as **your** employees, and performs that work under **your** supervision and direction.

Period of insurance

The period for which **we** have agreed to cover the **insured person** and for which **we** have accepted the premium.

We, us, our, ARAG

ARAG Legal Expenses Insurance Company Limited.

You, your

The **business** that has taken out the commercial policy to which this section attaches.

Legal advice – Call 0344 893 0859

Advice can be provided on any commercial legal problem affecting **your business** under the laws of the United Kingdom of Great Britain and Northern Ireland, any European Union country, the Isle of Man, the Channel Islands, Switzerland and Norway.

Wherever possible the Legal Advice helpline aims to provide immediate advice from a qualified legal adviser. However, if this is not possible they will arrange to call **you** back at a time to suit **you**.

Advice on the laws of England and Wales can be provided 24 hours a day, 365 days a year. Beyond this jurisdiction, or for very specialist legal matters, **we** will refer **you** to one of **our** specialist advisers.

Specialist advice is provided 9am-5pm, Monday to Friday, excluding public and bank holidays. If calls are received outside of these times, **we** will arrange to call **you** back.

Tax advice – Call 0344 893 0859

Advice can be provided on any tax matters affecting the **business**, under UK law.

This service is provided 9am-5pm, Monday to Friday, excluding public and bank holidays. If calls are made outside these times, we will arrange to call you back.

Counselling service – Call 0344 893 9012

We will provide the **insured person** (and any members of their immediate family who permanently live with them) with a confidential counselling service over the phone if they are aged 18 or over (or aged between 16 and 18 and in full-time employment). This includes, where appropriate, onward referral to relevant voluntary and/or professional services. Any costs arising from the use of these referral services will not be paid by **us** or Zurich Insurance Company Ltd.

The counselling service helpline is open 24 hours a day, seven days a week.

Employment Manual – Visit www.arag.co.uk/customer/business-legal-expenses-insurance/employment-manual

The ARAG Employment Manual offers comprehensive, up to date guidance on employment law. To view it, please visit www.arag.co.uk/customer/business-legal-expenses-insurance/employment-manual

If **you**'d like notifications of when updates are made to the Employment Manual, please email **us** at employmentmanual@arag.co.uk

What is ARAG Businesslaw?

ARAG Businesslaw contains a range of regularly updated business and legal guides, document builders, interactive checklists and videos that can help **you** with the day-to-day running of **your business**, including comprehensive, current guidance on employment law, as well as helping **you** to manage its exposure to legal risk.

ARAG Businesslaw's document builders can help **you** quickly create documents such as:

- HR policies
- T&C documentation
- Privacy statements
- Copyright and trademark licences
- Data protection policy
- Employee contracts
- Debt recovery letters.

In addition, ARAG Businesslaw contains hundreds of regularly updated expert guides and videos on topics such as branding, crowdfunding, financial and tax planning, and marketing strategy to help build and grow **your** business.

How do I get started?

1. Visit **www.aragbusinesslaw.co.uk**
2. Enter **DASBZUR100** into the 'voucher code' text box and press Validate Voucher
3. Fill out the **insured person's** name and email address, create a password, and specify the type of business
4. Validate the email address by pressing the link in the confirmation email that is received.

In using these services **you** acknowledge that all rights and obligations relating to the provision of these services rest with **ARAG** and that **you** will have no recourse to Zurich Insurance Company Ltd in this regard.

Data protection

To comply with data protection regulations **we** are committed to processing personal information fairly and transparently. A full copy of **our** privacy notice can be found on **our** website – **www.arag.co.uk/privacy**. If **you** require a written copy of **our** privacy notice please email **dataprotection@arag.co.uk**.

Zurich Insurance Company Ltd, Zurich Management Services Limited and **ARAG** will not accept responsibility if any of the helplines are unavailable for reasons Zurich Insurance Company Ltd, Zurich Management Services Limited and **ARAG** cannot control.

Your Office and Surgery policy

This policy is a contract between **you** and Zurich Insurance Company Ltd in respect of the entire policy except Section I – Legal expenses which is a contract between **you** and ARAG Legal Expenses Insurance Company Limited.

This policy, the statement of facts, any schedule, endorsements and certificate should be read as if they are one document.

We will insure **you** under those sections stated in the schedule as insured during any period of insurance for which **we** have accepted **your** premium.

Where more than one party is insured under this policy or any section, whether on a joint, composite or any other basis and irrespective of whether separate contracts are deemed to have been issued to each party, and save for any loss limit, limit, sub-limit, aggregate limit, sum insured, limit of indemnity or limit of liability which is expressly stated to apply to any particular insured, then **we** will not pay more than the applicable loss limit, limit, sub-limit, aggregate limit, sum insured, limit of indemnity or limit of liability irrespective of the number of parties claiming and/or contracts deemed to have been issued. Any payment or payments by **us** to any one or more insured parties will reduce to the extent of that payment **our** liability to all parties insured and once a loss limit, limit, sub-limit, aggregate limit, sum insured, limit of indemnity or limit of liability has been paid, no additional payments or claims will be paid.

Any reference to the singular will include the plural and vice versa.

Any reference to any statute or statutory instrument will include any amendments thereto or re-enactment thereof.

Any heading in this policy is for ease of reference only and does not affect its interpretation.

Law applicable to this contract (not applicable to Section I – Legal expenses)

In the UK the law allows both **you** and **us** to choose the law applicable to the contract. This contract will be subject to the relevant law of England and Wales, Scotland, Northern Ireland, the Isle of Man or the Channel Islands depending upon **your** address as stated in **your** policy documentation. If there is any dispute as to which law applies it will be English law. The parties agree to submit to the exclusive jurisdiction of the English courts.

This is a legal document and should be kept in a safe place.

Please read this policy, statement of facts, schedule, endorsements and certificate carefully and if they do not meet **your** needs contact **us** or **your** broker or insurance intermediary.

Definitions

Certain words in this policy have special meanings. These words and their meanings are detailed in this section and apply wherever **we** have printed them in bold throughout.

These definitions apply to the entire policy excluding Section I – Legal expenses. However, certain words have special meanings that only apply to a particular section of this policy. These are stated at the beginning of the relevant section as special definitions and will apply in that section wherever the defined words are shown in bold italics.

Adjacent premises

Those areas immediately adjacent to the **buildings** of the **premises** for which **you** have a valid Pavement Permission under section 115 E of the Highways Act 1980.

Bodily injury

Death, bodily injury, illness or disease including medically recognised psychiatric illness.

Buildings

The buildings of the **premises** for which **you** are legally responsible including residential accommodation and outbuildings used in connection with the **business** or for domestic purposes and including:

- a) landlord's fixtures and fittings
- b) outbuildings, extensions, annexes, canopies, fixed signs, gangways, conveniences, lamp posts and street furniture
- c) walls, gates and fences
- d) foundations
- e) drains, sewers, ducting, cables, wires and associated control gear and accessories on the **premises** and extending to the public mains
- f) adjoining and specifically associated yards, car parks, roads, pavements and forecourts all constructed of solid materials.

Excluding landlords' contents.

Business

The business stated in the statement of facts and including:

- a) maintenance of property and **premises** owned or occupied by **you**
- b) the provision and management of canteen, social, sports and welfare organisations for the benefit of **employees**
- c) first aid, security, fire and ambulance service
- d) private work carried out within the **territorial limits** by an **employee** for any director or senior executive of the business
- e) **your** attendance at or participation in exhibitions, trade fairs and conferences within the **territorial limits**
- f) provision of charitable activities
- g) the repair or servicing of vehicles owned, leased or hired or on loan to **you**.

Business partner

Any person in **business** with **you** under the terms of a partnership agreement whether express or implied under legislation.

Communicable disease

Any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

- a) the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not; and
- b) the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms; and
- c) the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property.

Consequential loss

Loss resulting from interruption of or interference with **your business** at the **premises** in consequence of **damage** to **your** property at the **premises** for the purpose of the **business**.

Contents

Trade fixtures and fittings, machinery, equipment and any other contents including:

- a) the business front and if fixed to the **buildings**, any external signs, fitments and blinds
- b) any telephone installation, gas or electricity meter
- c) deeds, documents, transparencies, manuscripts and **business** books but only for their value as stationery plus the cost of clerical labour necessary to reproduce them
- d) computer and electronic equipment systems records but only for the cost of the materials and the clerical labour and computer time necessary to reproduce them up to £25,000
- e) tenants' improvements, alterations and decorations
- f) contents of outbuildings
- g) contents in the open yard
- h) wines, spirits, cigarettes and tobacco held for entertainment purposes, for an amount not exceeding £500 in total for all claims or series of claims arising out of one cause in respect of theft or attempted theft (if this **damage** is insured under Section A – Material damage 'all risks')
- i) contents used for the purpose of the **business** in **your** home or that of an **employee you** authorise up to a maximum limit of £500

all contained in or on the **buildings** at the **premises** and belonging to **you** or for which **you** are responsible.

Excluding:

- i) **stock**
- ii) landlord's fixtures and fittings
- iii) vehicles licensed for road use and their accessories
- iv) livestock
- v) bonds, bills of exchange, promissory notes, securities, medals, coins or stamps forming part of a collection
- vi) explosives
- vii) **money**
- viii) precious metals unless otherwise stated in the schedule
- ix) property more specifically insured.

Damage or Damaged

Physical loss, destruction or damage.

Data processing system

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 peril

Fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, 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 tank, apparatus or pipe or impact by any mechanically propelled vehicle or by goods falling from them or by any animal.

Denial of service attack

Any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability of networks, network services, network connectivity or information systems. Denial of service attacks include but are not limited to the:

- a) generation of excess traffic into network addresses
- b) exploitation of system or network weaknesses

- c) generation of excess or non-genuine traffic between and amongst networks.

Employee

Any natural person under a contract of service or apprenticeship with **you** which will be deemed to include:

- a) any labour master or labour only subcontractor or persons supplied by any of them
- b) self-employed persons
- c) persons under work experience schemes
- d) any person hired or borrowed by **you** from another employer
- e) working partners or proprietors
- f) drivers or operators of hired-in plant
- g) any officer or member of the organisations who constitute the **business**
- h) non-executive directors
- i) voluntary workers
- j) persons working under the Community Offenders Act 1978 or similar legislation
- k) employees whilst engaged in industry Trade Association committees duties
- l) outworkers or home workers

whilst under **your** control and supervision and working for **you** in connection with the **business**.

Excess

The amount stated in this policy, the schedule or any endorsement for which **you** will be responsible and which will be deducted from any payment under this policy after all other terms and conditions have been applied.

Hacking

Unauthorised access to any computer or other equipment or component or system or item which processes, stores, transmits, retrieves or receives data whether **your** property or not.

Loss of eye

Permanent and total loss of sight which will be deemed to have occurred:

- a) in both eyes when the condition is shown to **our** satisfaction to be permanent and without expectation of recovery and the **person insured's** name has been added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist
- b) in one eye when the degree of sight remaining after correction is 3/60 or less on the Snellen Scale and **we** are satisfied that the condition is permanent and without expectation of recovery.

Loss of limb

- a) In the case of a lower limb loss by permanent physical severance at or above the ankle or permanent total loss of use of an entire leg or foot.
- b) In the case of an upper limb loss by permanent physical severance of the entire 4 fingers through or above the metacarpal phalangeal joints or permanent total loss of use of an entire arm or hand.

Money

Current coinage, current bank and currency notes, postal orders, cheques, banker's drafts, bills of exchange, unused units in postage stamp franking machines, postage stamps, revenue stamps, National Savings certificates, National Insurance stamps, stamped or franked National Insurance cards, Holiday-with-Pay stamps, Dental Practice Board Payment forms, Premium Savings bonds, luncheon vouchers, trading stamps, credit card sales vouchers, consumer redemption vouchers and gift tokens accepted by **you** and VAT purchases invoices all pertaining to the **business** and belonging to **you** or for which **you** are responsible.

Non-negotiable money

Money in the form of crossed cheques, crossed postal orders, crossed banker's drafts, credit card sales vouchers, Premium Savings bonds, National Savings certificates, unused units in postage stamp franking machines, stamped or franked National Insurance cards and VAT purchase invoices all pertaining to the **business** and belonging to **you** or for which **you** are responsible.

Nuclear installation

Any installation of such class or description as may be prescribed by regulations made by the relevant Secretary of State from time to time by statutory instrument being an installation designed or adapted for:

- a) the production or use of atomic energy
- b) the carrying out of any process which is preparatory or ancillary to the production or use of atomic energy and which involves or is capable of causing the emission of ionising radiation
- c) the storage, processing or disposal of nuclear fuel or of bulk quantities of other radioactive matter being matter which has been produced or irradiated in the production or use of nuclear fuel.

Nuclear reactor

Any plant including any machinery, equipment or appliance whether affixed to land or not, designed or adapted for the production of atomic energy by a fission process in which a controlled chain reaction can be maintained without an additional source of neutrons.

Permanent total disablement

- a) In respect of a **person insured** who is gainfully employed by **you** and is below state retirement age and above 16 years of age: disablement caused excluding **loss of limb, loss of eye, total loss of hearing or total loss of speech** which will in all probability totally prevent the **person insured** from engaging in their **usual occupation** (as defined in Section J – Personal accident) for the remainder of their life.
- b) In respect of a **person insured** who is not gainfully employed by **you** or is above the state retirement age or below 16 years of age: disablement caused excluding **loss of limb, loss of eye, total loss of hearing or total loss of speech** which will in all probability entirely prevent the **person insured** from engaging in any and every occupation for the remainder of their life.

Personal effects

Any item of clothing or any other personal item made to be worn, used or carried about the person including passports, driving licences and proof-of-age cards.

Person insured

You, your business partner or any **employee**.

Premises

The premises stated in the schedule.

Principal

Employer, company, partnership, public authority or individual for whom **you** have agreed to carry out work under the terms of the contract.

Reinstatement

- a) The rebuilding or replacement of property **damaged** which provided **our** liability is not increased may be carried out:
 - i) in any manner suitable to **your** requirements
 - ii) upon another site
- b) the repair or restoration of property **damaged**

in either case to a condition equivalent to or substantially the same as but no better or more extensive than its condition when new.

Stock

Stock and materials in trade, trade samples and goods in trust contained in the **buildings** of the **premises** and owned by **you** or for which **you** are responsible excluding:

- a) stock in the open
- b) precious metals unless otherwise stated in the schedule

Territorial limits

Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.

Terrorism

- a) Any act or preparation in respect of action or threat of action designed to influence the government de jure or de facto of any nation or any political division of any nation, or in pursuit of political, religious, ideological, or similar purposes to intimidate the public or a section of the public of any nation by any person or group of persons whether acting alone or on behalf of or in connection with any organisation or government de jure or de facto and which:
 - i) involves violence against one or more persons
 - ii) involves **damage** to property
 - iii) endangers life other than that of the person committing the action
 - iv) creates a risk to health or safety of the public or a section of the public
 - v) is designed to interfere with or to disrupt an electronic system
- b) any action in controlling, preventing, suppressing, retaliating against or responding to any act or preparation in respect of action or threat of action described in a) above.

Total loss Of hearing

Total and permanent loss of hearing.

Total loss of speech

Total and permanent loss of speech.

Virus or similar mechanism

Program code, programming instruction or any set of instructions intentionally constructed with the ability to damage, interfere with or otherwise adversely affect computer programs, data files or operations whether involving self-replication or not including but not limited to Trojan horses, worms and logic bombs.

We, us or our

Zurich Insurance Company Ltd.

You or your

The person, people or the company stated in the schedule as the Insured.

Section A – Material damage ‘all risks’

Special definitions

Accident

- a) A change in temperature in the cold chambers of a **fridge/freezer** as a direct result of:
 - i) sudden and unforeseen damage to the **fridge/freezer** or non-operation of its controlling devices by any cause not otherwise excluded
 - ii) failure of the public supply of electricity at the terminal ends of the supplier’s service feeders at the **premises**
 - iii) failure of the electrical installation connecting the **fridge/freezer** to the supplier’s service feeders
- b) action of refrigerant fumes escaping from the **fridge/freezer**.

Fridge/freezer

Any frozen or chilled food cabinet, deep freezer, cold room or cold store the age of which is not more than ten years old and at the **premises** used by you for purposes of the **business**.

Property insured

Property insured as stated in the schedule.

Stipulations

Stipulations of building or other regulations under or framed in pursuance of any Act of Parliament or bye-laws of any public authority.

Stored goods

Refrigerated drugs and medicines contained in the fridge/freezer.

Unoccupied

Any **building** or part of **building** which is empty, disused, unfurnished or no longer in active use by **you** or any of **your** tenants.

Cover

In the event of accidental **damage** to **property insured** occurring during the period of insurance **we** will settle **your** claim in accordance with the basis of settlement clause applicable to it.

The most **we** will pay is:

- 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 the schedule at the time of the **damage**; or
- b) the sum insured or limit remaining after deduction for any other **damage** that occurred during the same period of insurance unless **we** have agreed to reinstate the sum insured or limit.

The **excess** applicable to this section is stated in the schedule and may be amended by endorsement.

Basis of settlement clauses

Reinstatement

For each item where the basis of settlement is stated in the schedule as Reinstatement the basis upon which **we** will pay **you** in respect of **property insured** will be calculated based on the cost of **reinstatement** of the property **damaged**.

Provided always that:

- a) **Our** liability for the repair or restoration of property partly **damaged** only will not exceed the amount which would have been payable had such property been wholly destroyed.
- b) No payment beyond the amount which would have been payable had the **property insured** been covered on an Indemnity basis of settlement will be made:
 - i) unless **reinstatement** commences and proceeds without unreasonable delay; and
 - ii) until the cost of **reinstatement** has been actually incurred; and
 - iii) if the **property insured** at the time of **damage** will be insured by any other insurance effected by **you** or on **your** behalf which is not on the same basis of **reinstatement**.

Day one

For each item where the basis of settlement is stated in the schedule as Day one the basis upon which **we** will pay **you** in respect of **property insured** will be calculated based on the cost of **reinstatement** of the property **damaged**.

Provided always that:

- a) the most **we** will pay is the sum insured of the **property insured** by each item, plus an allowance of up to 15% for inflation between the start of each period of insurance and the date of settlement
- b) **our** liability for the repair or restoration of property partly **damaged** only will not exceed the amount which would have been payable had such property been wholly destroyed
- c) no payment beyond the amount which would have been payable had the **property insured** been covered on an Indemnity basis of settlement will be made unless **reinstatement** commences and proceeds without unreasonable delay; and
 - i) until the cost of **reinstatement** has been actually incurred; and
 - ii) if the **property insured** at the time of **damage** will be insured by any other insurance effected by **you** or on **your** behalf which is not on the same basis of **reinstatement**

Indemnity

For each item where the basis of settlement is stated in the schedule as Indemnity **we** will pay **you** the value of the **property insured** at the time of its **damage** or the amount of the **damage** or at our option reinstate or replace such **property insured** or any part of it.

Public authorities

In respect of items insured on a Reinstatement basis or a Day one basis **we** will pay the additional costs of reinstatement that are incurred solely by reason of the necessity to comply with the **stipulations** in respect of:

- a) the **damage** to the property hereby insured
- b) undamaged portions thereof.

Provided always that:

- i) reinstatement must be started and carried out without unreasonable delay and must be completed within 12 months after the **damage** or within such further time that **we** agree during those 12 months and may be carried out at another site if the **stipulations** so require subject to **our** liability under this proviso not being increased
- ii) the total amount recoverable under any item of this section in respect of this and any other basis of settlement clauses applicable will not exceed:
 - 1) for **damaged** property – its sum insured
 - 2) for undamaged portions of property other than foundations – 15% of the total amount for which **we** would have been liable had the property insured by the item at the **premises** where the **damage** has occurred been wholly destroyed.

Excluding:

- 1) the cost incurred in complying with the **stipulations**:
 - A) for damage occurring before the start date of this cover
 - B) insured by this section
 - C) where notice has been served upon **you** prior to the **damage** happening
 - D) where there is an existing requirement which has to be implemented within a given period
 - E) for property covered by this section which is entirely undamaged
- 2) 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
- 3) the amount of any charge or assessment arising out of capital appreciation which may be payable for the property or by the owner to comply with the **stipulations**.

Rent payable

For each item where the basis of settlement is stated in the schedule as Rent payable **we** will pay **you** for loss of rent only if the **buildings** in respect of which rent is payable by **you** or any part of them, are unfit for occupation in consequence of **damage**.

Additional cover extensions applicable to Section A – Material damage ‘all risks’

Accidental discharge of gas systems

We will pay the cost of refilling the cylinder(s) of any gas flooding systems installed solely for the protection of computer equipment arising out of accidental discharge of such system.

The most **we** will pay for any one occurrence is £5,000.

Excluding costs incurred as a direct result of the gas system being installed or commissioned or undergoing any form of testing.

Automatic reinstatement of the sum insured

The sum insured by each item will not be reduced by the amount of any claim unless **we** or **you** confirm to the contrary within 21 days of the claim being notified to **us** and provided that:

- a) **you** pay an additional premium if required by **us** to reinstate the sum insured for the period from the date of loss to expiry of the period of insurance; and
- b) **you** take immediate steps to carry out any amendments in the protections of the **property insured** that **we** may reasonably require.

The most **we** will reinstate in any one period of insurance is the sum insured by each item.

Brand protection

In the event of a claim or series of claims arising out of one incident for which **you** would be entitled to receive indemnity under this policy **we** will in addition to the indemnity provided by this policy and subject to **our** prior agreement indemnify **you** for reasonable costs incurred by **you** to mitigate resultant damage to **your** reputation.

Provided that:

- a) the damage to **your** reputation is a consequence of media coverage in print, radio, television or news agency
- b) the value of the claim or series of claims arising out of one incident which results in damage to **your** reputation occurring at any time held by **us** is £1,000,000 or above
- c) **our** liability under this extension will not exceed £25,000 in any one period of insurance
- d) **we** will not be liable under this extension unless **we** have sole conduct and control of claims.

Capital additions

This section includes:

- a) any newly acquired **buildings** or **contents** in the **territorial limits** not otherwise insured
- b) alterations, additions and improvements to **buildings** or **contents**

but not for any increase in value during the current period of insurance at any of the **premises** insured under this policy.

Provided that **you** tell **us** as soon as reasonably possible of any extension of cover detailed above and arrange insurance cover from the date that **our** liability commenced.

The most **we** will pay at any one situation is £500,000 or 20% of the sum insured for Section A, whichever is the lesser.

Contract price

In respect only of goods sold but not delivered for which **you** are responsible subject to a sale contract which, following **damage**, is cancelled by reason of its conditions wholly or to the extent of the **damage**, the amount **we** will pay will be based upon the contract price.

Debris removal – Buildings, contents and stock

We will cover **you** for the costs and expenses necessarily incurred by **you** with **our** consent in:

- a) removing debris from
- b) dismantling and/or demolishing
- c) shoring up or propping
- d) boarding up

the portion or portions of the **property insured** as a result of **damage** covered by this section.

Our liability for any item under this cover will not exceed the sum insured for the item listed in **your** schedule.

Excluding costs and expenses:

- i) incurred in removing debris except from the site of such property **damaged** and the area immediately adjacent to such site
- ii) arising from pollution or contamination of property not insured by this policy.

Designation

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

Deterioration of stock

In the event of deterioration, putrefaction or contamination of **stored goods** caused by an **accident** occurring during the period of insurance **we** will pay **you**:

- a) the cost of replacing the **stored goods**; and
- b) the associated cost of any processing and packaging undertaken by **you**

less any amount received by **you** from their sale.

The most **we** will pay is

- i) the total sum insured for refrigerated drugs and medicines and refrigerated contents stated in the schedule at the time of the **accident** but will not exceed £2,500 in respect of any one **fridge/freezer**
- ii) the sum insured or limit remaining after deduction for any other **accident** occurring during the same period of insurance unless we have agreed to reinstate any sum insured or limit.

The **excess** applicable to this section is stated in the schedule or endorsements.

Excluding:

- 1) any financial loss, damage, cost, expense, fine or penalty not directly associated with the incident that caused **you** to claim
- 2) loss, destruction or damage caused by or in consequence of fire, lightning, flood, explosion, aircraft or other aerial devices or articles dropped therefrom occurring at the **premises**
- 3) loss, destruction or damage in consequence of a failure of the supply of electricity directly or indirectly due to:
 - A) a deliberate act of the supplier not performed for the sole purpose of safeguarding life or protecting any part of the supply system
 - B) a scheme of rationing not necessitated by loss, destruction or damage to the supplier's generating or supply equipment
 - C) the inability of the supplier to maintain the supply system due to industrial action by any of its employees
- 4) unplugging of the **fridge/freezer**
- 5) **your** wilful neglect.

Exhibitions, trade fairs and conferences

We will pay for **damage** to **contents** or **stock** insured under Section A while at exhibitions, trade fairs and conferences within the **territorial limits**.

The most **we** will pay at any one exhibition is £10,000.

Excluding **your** personal belongings or those of **your** directors, **employees** or visitors.

Fire extinguishing appliances

We will pay the reasonable costs incurred by **you** in:

- a) refilling fire extinguishing appliances
- b) recharging gas flooding systems
- c) replacing used sprinkler heads
- d) refilling sprinkler tanks where water costs are metered
- e) resetting fire and intruder alarms

resulting from insured **damage**.

Glass

We will pay for accidental breakage of fixed glass in windows, doors, showcases, counters and shelves which **you** are legally responsible for at the **premises**.

The most **we** will pay is the cost of replacing broken glass with glass of similar quality or as otherwise recommended by British Standard code of practice BS 6262.

We will also pay up to £500 for:

- a) the cost of boarding up until the broken glass is replaced
- b) **damage** to **contents** or **stock** caused by breakage of glass
- c) **damage** to frames and framework of any description and the cost of removing or replacing any **contents** or **stock** which may have to be removed to replace the glass.

Excluding:

- i) silvering, lettering, bending or ornamenting any glass in excess of £1,000 any one loss
- ii) breakage of cracked or scratched glass
- iii) **damage** resulting from repairs or alterations to the **premises**.

Index linking

If index linking is indicated in the schedule as applying, **we** will automatically adjust the sums insured for the **property insured** in line with changes in suitable indices of cost. This adjustment will continue after any **damage** if the repairs or **reinstatement** are done without delay.

We will not charge any extra premium during the period of insurance but at the end of the period **we** will calculate the renewal premium based on the revised sum insured.

Landscaped gardens

We will pay reasonable costs and expenses necessarily incurred with **our** prior consent in repairing any **damage** caused by the emergency services to landscaped gardens at the **premises** for which **you** are legally responsible provided that the emergency services have attended **your premises** in response to **damage** insured under Section A.

The most **we** will pay for any one occurrence is £50,000 or 20% of the **buildings** sum insured, whichever is the lesser.

Excluding:

- a) the cost of movement of soil with the exception of soil necessary for surface preparation
- b) the failure of trees, shrubs or turf to become established following planting or replanting
- c) the failure of seed to germinate.

Metered supplies

We will pay for excess water, gas or electricity supply charges demanded from **you** by the supply authority following loss of metered supplies from fixed pipes, apparatus and tanks as a consequence of **damage** insured under Section A provided that **you** have kept a weekly written record of meter readings from the supply authority.

The most **we** will pay for any one occurrence is £10,000.

Mortgagees and lessors

Any increase in the risk of **damage** resulting from any act or neglect of any mortgagor, leaseholder, lessee or occupier of any **buildings** insured by this policy will not prejudice the interest of any mortgagee, freeholder or lessor provided that **you** immediately on becoming aware give notice to **us** and pay an additional premium if required.

Non-invalidity

This insurance will not be invalidated by any act or omission or by any alteration where the risk of **damage** is increased unknown to **you** provided that **you** immediately on becoming aware give notice to **us** and pay an additional premium if required.

Other interests

The interest of any freeholder, mortgagee, lessor, heritable creditor 'Primo Loco' or 'Secundo Loco' or similar party is noted. The nature and extent of such additional interests must be disclosed immediately following **damage** which is the subject of any claim.

Personal effects

We will pay for **damage** by a cause not otherwise excluded to personal effects of **your** directors, **business partners**, customers, visitors and **employees**.

The most **we** will pay for any one occurrence is £1,000.

Excluding jewellery, furs, **money** and motor vehicles.

Professional fees

- a) The insurance by each item on **buildings** and **contents** includes an amount in respect of Architects', Surveyors', Legal and Consulting Engineers' fees.
- b) The insurance on fees applies only to those necessarily and reasonably incurred in the reinstatement of **property insured** consequent upon its **damage**, but not for preparing any claim, it being understood that the amount payable under the item will not exceed in total its sum insured.

Property in the open

We will pay for **damage** to furniture, trade fixtures and fittings and utensils in the open at the **premises** or **adjacent premises**.

The most **we** will pay for any one occurrence is £1,000.

Excluding damage caused by storm or flood while in the open.

Sanitary ware

We will pay for accidental breakage of fixed sanitary ware at the **premises** for which **you** are legally responsible.

Excluding damage resulting from repairs or alterations to the **premises**.

Selling your buildings

If **you** are selling **your buildings** insured under this section **we** will insure the buyer up to the date the contract is completed unless they have arranged their own insurance. The buyer must comply with the terms and conditions of this policy.

Seventy two hour cover clause

If **insured property** is damaged by storm or flood **we** will treat all such **damage** occurring within 72 consecutive hours as one claim.

You can decide when the 72 hour period starts. **We** will not pay for **damage** which occurs after the period of insurance.

Subrogation waiver

In the event of a claim arising under this section, **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 or 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 in each case within the meaning of the Companies Act or Companies (N.I.) Order, current at the time of the **damage**
- c) any tenant or lessee in respect of **damage** to that part of the **premises** in the demise of that tenant or lessee or to those parts of the **premises** in which all the tenants have a common interest where the premium has been paid by the tenant or lessee unless such **damage** arises out of a criminal or malicious act of the tenant or lessee.

Temporary removal

We will pay for **damage** to **contents** while temporarily removed from the **premises** for cleaning, renovation, repair or similar purposes provided that the **damage** is caused by an event covered by this policy and the **contents** are within the **territorial limits** or the Republic of Ireland at the time of **damage**.

The most **we** will pay is £50,000 or 15% of the sum insured for Section A of the relevant **premises** whichever is the lesser.

Excluding:

- a) damage to **your** personal belongings or those of **your** directors, **business partners**, customers, visitors and **employees** away from the **premises**
- b) damage caused by storm or flood while in the open.

Temporary removal – documents and computer system records

We will pay for **damage** to:

- a) deeds and other documents, manuscripts, plans and writing of every description (but excluding computer system records) up to 10% of the total value of such property
- b) computer system records up to 10% of the limit of liability shown in the definition of **contents** temporarily removed from **your premises** but remaining within the **territorial limits** at the time of **damage**.

Theft damage to buildings

We will pay for **damage** to the **buildings** of the **premises** resulting from theft or attempted theft of **contents** or **stock** to the extent that theft is insured under this section.

Provided that:

- a) **you** are legally responsible for repairing the **damage**
- b) if the **buildings** of the **premises** are not insured under this section the most **we** will pay under this extension in any one period of insurance is £25,000.

Theft of keys

We will pay for the necessary replacement of locks following the loss of keys, card keys and swipe cards or other similar access control devices to the **buildings** or to any safe or strong room in the **buildings** as a result of theft from:

- a) the **buildings**
- b) the home of any director or **employee**.

The most **we** will pay for any one occurrence is £2,500.

Excluding loss of keys to any safe where the keys have been left in the **buildings** overnight.

Trace and access

In the event of **damage** to **property insured** caused by escape of water from any fixed water appliance or from any fuel oil used solely for heating the **buildings**, **we** will also pay for:

- a) reasonable costs and expenses necessarily incurred in locating the source of the **damage**
- b) reasonable costs and expenses necessarily incurred in repairing any **damage** caused in locating the source of the **damage**.

The most **we** will pay for any one occurrence is £25,000 or 10% of the sum insured for Section A, whichever is the lesser.

Tradespeople

Tradespeople are allowed to work in the **buildings** for the purposes of making repairs, minor additions and alterations or decorations without prejudice to this insurance.

Unauthorised use of electricity, gas, oil or water

We will pay the cost of metered electricity, gas, oil or water for which **you** are legally responsible arising from its unauthorised use by persons taking possession, keeping possession or occupying the **premises** without **your** authority.

Provided that all practicable steps are taken to terminate unauthorised use as soon as it is discovered.

The most **we** will pay is £10,000 or 10% of the sum insured for Section A, whichever is the lesser.

Underground cables

We will pay the cost of accidental **damage** to underground cables, pipes or tanks servicing the **buildings** which **you** are legally responsible for.

Adaptation clause – buildings

Energy performance and sustainable buildings

The insurance on **buildings** includes:

- a) the additional cost of reinstatement incurred with **our** prior written consent to comply with the recommendations made under any current Energy Performance Certificate in respect of the **damaged property insured**
- b) the additional cost of reinstatement incurred with **our** prior written consent to reinstate the **damaged property insured** to a standard above the minimum required under the prevailing building or other regulations under or framed in pursuance of any Act of Parliament or bye-laws of any public authority where such standard would otherwise result in a recommendation for improvement to be made in a subsequent Energy Performance Certificate assessment
- c) the reasonable additional cost of reinstatement incurred with **our** prior written consent arising from the use of alternative materials or sources of materials in accordance with the principles of the BRE Environmental and Sustainability Standard.

Provided that:

- i) **we** will not be liable for any undamaged portions of the **property insured**
- ii) **we** will not be liable for the amount of any charge or assessment arising out of capital appreciation which may be payable in respect of the **property insured** or by the owner thereof by reason of the works funded by the application of this clause
- iii) **we** will not be liable for the cost incurred in complying with prevailing building or other regulations under or framed in pursuance of any Act of Parliament or bye-laws of any public authority under which notice has been served upon **you** prior to the happening of the **damage**
- iv) if **our** liability under any item of this policy other than this clause is reduced by the application of any of the terms and conditions of this policy then **our** liability under this clause in respect of any such item will be reduced in like proportion
- v) **our** liability under this clause in respect of any one occurrence and in total in any one period of insurance will not exceed £250,000.

Special exclusions

This section does not cover:

Collapse exclusion

loss or destruction of or damage to a building or structure caused by its own collapse or cracking unless resulting from a **defined peril**

Consequential loss exclusion

consequential loss of any kind or description except loss of rent when such loss is included in the Rent payable cover under this section

Damage to land exclusion

any loss or destruction of or damage to land other than for an amount of any loss of less than £25,000 in total in respect of **your** land or land for which **you** are responsible, to a depth of up to one metre, within the perimeter of the **premises**. This is the most we will pay under this exclusion across all of the operative sections of cover

Dishonesty and fraud exclusion

loss, destruction, damage, cost or expense caused by or consisting of acts of fraud or dishonesty but this will not exclude such **damage** or **consequential loss** if resulting from a cause which is not otherwise excluded

Faulty or defective workmanship, wear and tear and steam pressure exclusions

loss, destruction, damage, cost or expense caused by or consisting of:

- a) inherent vice, latent defect, gradual deterioration, wear and tear, frost, change in water table level, its own faulty or defective design or materials
- b) faulty or defective workmanship, operational error or omission, on your part or any of your employees
- c) the bursting by steam pressure of a boiler economiser vessel machine or apparatus in which internal pressure is due to steam only and belonging to you or under your control other than a boiler used for domestic purposes only

but this will not exclude subsequent **damage** or **consequential loss** which itself results from a cause not otherwise excluded

Marine policy exclusion

property which at the time of the happening of **damage** is insured by or would but for the existence of this section 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

Miscellaneous damage exclusion

loss, destruction, damage, cost or expense caused by or consisting of:

- a) corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, marring, scratching, vermin or insects
- b) change in temperature, colour, flavour, texture or finish

loss, destruction, damage, cost or expense consisting of:

- a) joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, super heaters, pressure vessels or any range of steam and feed piping
- b) mechanical or electrical breakdown or derangement of the particular machine apparatus or equipment in which such breakdown or derangement originates
- c) loss, cost or expense caused by the deliberate act of a supply undertaking in withholding the supply of water, gas, electricity, fuel or telecommunications services

but this will not exclude:

- i) such **damage** or **consequential loss** not otherwise excluded which itself results from a **defined peril** or from any other accidental damage
- ii) subsequent **damage** or **consequential loss** which itself results from a cause not otherwise excluded

Money and valuables exclusion

- a) loss, destruction or damage in respect of **money**
- b) loss, destruction, damage, cost or expense in respect of jewellery, precious stones, precious metals, bullion, furs, curiosities, works of art or rare books other than such **damage** caused by a **defined peril**

More specific insurance exclusion

any property more specifically insured by **you** or on **your** behalf

Motor vehicle and other property exclusion

unless specifically mentioned as insured

Pollution or contamination exclusion

loss, destruction or damage caused by or consisting of pollution or contamination but this will not exclude **damage** to the **property insured**, not otherwise excluded, caused by:

- a) pollution or contamination which itself results from a **defined peril**
- b) a **defined peril** which itself results from pollution or contamination
- c) sudden, identifiable, unintended and unexpected pollution or contamination which itself results from an occurrence other than a **defined peril**
- d) an occurrence other than a **defined peril** which itself results from sudden, identifiable, unintended and unexpected pollution or contamination

subject to a total limit of liability in respect of c) and d) in any one period of insurance of £25,000. This is the most **we** will pay under this exclusion across all of the operative sections of cover.

Premises in the course of construction, alteration or demolition exclusion

loss, destruction, damage, cost or expense in respect of property or structures in course of demolition, construction or erection, alteration, addition or improvement and materials or supplies in connection with all such property in course of construction or erection other than such **damage** or in respect of such **consequential loss** caused by:

- a) a **defined peril**
- b) theft or attempted theft involving breaking into or out of the **buildings** of the **premises** by forcible and violent means
- c) robbery or attempted robbery committed in the **premises**

Process exclusion

loss, destruction, damage, cost or expense arising from loss, destruction or damage to any property:

- a) caused by fire resulting from its undergoing any heating process or any process involving the application of heat
- b) (other than by fire or explosion) resulting from its undergoing any process of production, packing, treatment, testing, commissioning, servicing or repair

Property in the open exclusion

loss, destruction, damage, cost or expense in respect of:

- a) movable property in the open other than that provided by the Additional cover extension titled Property in the open
- b) fences and gates caused by wind, rain, hail, sleet, snow, flood or dust
- c) property in transit other than whilst at the **premises**

Subsidence, landslip and ground heave exclusion

loss, destruction, damage, cost or expense caused by or consisting of subsidence or ground heave of any part of the site on which the property stands or landslip:

- a) in respect of land insured hereby unless also affecting a **building** insured hereby
- b) caused by or consisting of:
 - i) the normal settlement or bedding down of new structures
 - ii) the settlement or movement of made-up ground
 - iii) coastal or river erosion
 - iv) defective design or workmanship or the use of defective materials
- c) which originated prior to the inception of this cover
- d) resulting from:
 - i) demolition, construction, structural alteration or repair of any property
 - ii) groundwork or excavationat the same **premises**

Theft or attempted theft exclusion

loss, destruction, damage, cost or expense caused by, consisting of or arising directly from theft or attempted theft:

- a) not involving:
 - i) breaking into or out of the **buildings** of the **premises** by forcible and violent means; or
 - ii) robbery or attempted robbery committed in the **premises**
- b) to that part of the **buildings** of the **premises** not occupied by **you**
- c) to property on or in any garden, yard, open place or open sided building but this will not exclude:
 - i) any outbuilding specified in the schedule by endorsement
 - ii) cover provided for contents under the Additional cover extension titled Property in the open
- d) by any person lawfully on the **premises**
- e) of the fabric of the **buildings**

Unattended machinery

loss, destruction, damage, cost or expense caused by, consisting of or arising directly from the use of any unattended machinery at the **premises** when no **employees** are present in the **building**

Unexplained loss exclusion

loss, destruction, damage, cost or expense caused by, consisting of or arising directly or indirectly from disappearance unexplained or inventory shortage, misfiling or misplacing of information.

Special conditions

Electrical installation

It is a condition precedent to **our** liability under this section that a valid IEE certificate is in force for the duration of cover under this section.

Breach of this condition will only be relevant to claims in respect of fire at the **premises** at which the breach of condition has occurred.

Where no certificate is in place at inception of cover under this section the fixed electrical installation in the **premises** must be inspected and tested by an approved contractor, within 6 weeks of inception of cover under this section. Any Code C1 or C2 defects brought to light by that inspection must be rectified within the timescales stated in the electrical installation condition report or within six weeks where no timescale has been specified.

Fire extinguishing appliances

It is a condition precedent to **our** liability that **you** have fire extinguishing appliances serviced and maintained under an annual service contract with approved suppliers or as agreed with **us**.

This section will not be invalidated as a result of any defect in any of the appliances unknown to **you** or beyond **your** control.

Firebreak doors and shutters

It is a condition precedent to **our** liability that **you** maintain all firebreak doors and shutters within **your** control in efficient working order and to keep them free from obstruction at all times.

Hot works permit

You must ensure that for any construction, maintenance, repair or activity at the **premises** which involves the application of heat **you** must enforce a hot work permit system under which **you** must ensure that prior to any work commencing the contractor employed to complete the work completes and signs a hot work permit which is available upon request from **us**.

If **you** do not comply with this condition **you** will not be covered and **we** will not make any payment in respect of a claim for fire and/or explosion.

Stillage

It is a condition precedent to **our** liability that **stock** contained in the lowest storey of the **buildings** is kept on racks or stillages at least 15 centimetres above the surface of the floor.

Unoccupied premises notification

It is a condition precedent to **our** liability that **you** tell **us** immediately **you** become aware that any **building** or part of any **building** at the **premises** is **unoccupied**. **We** reserve the right to apply additional terms and conditions beyond those detailed in the Special condition titled Unoccupied buildings requirements and cover restrictions at the time **you** notify **us** including increasing the premium and requiring **you** to complete any risk improvement measures that **we** consider essential. **You** will be under no obligation to accept any additional terms applied under this condition but if **you** refuse to do so **we** may invoke the General condition titled Cancellation by us.

Unoccupied buildings requirements and cover restrictions

In the event of any **buildings** becoming **unoccupied** cover will be restricted to **damage** caused by fire, lightning, explosion, earthquake, impact by aircraft or other aerial devices, impact by any vehicle or articles falling from them or impact by animals.

In respect of **unoccupied buildings** it is a condition precedent to **our** liability in respect of those **buildings** and the restricted cover applicable that within 7 days of **you** first becoming aware of the unoccupancy:

- a) any devices for preventing access to the **buildings** are always in full and effective operation; and
- b) the **premises** are clear of any waste materials and redundant contents; and
- c) the letter box is permanently sealed shut or a non-combustible receptacle be permanently fixed to the letter box; and
- d) **you** have commenced a minimum of weekly inspections of the **premises** by a responsible person and a record of the results of such inspections is kept at another location. **You** must take immediate action to remedy any deterioration in the fabric of the **building**.

Security conditions

Please note that the Security conditions section applies to this cover.

Section B – Specified items ‘all risks’

This section is only operative if stated in the schedule.

Special definitions

Personal tools

Tools used other than for clerical purposes.

Property insured

The property insured as described in the schedule.

Territorial limit

The territorial limit stated in the schedule, defined as follows:

Premises: The specific premises stated in the schedule

U.K.: Great Britain and Northern Ireland and also the Channel Islands and the Isle of Man

E.U.: Member states of the European Union and also Great Britain, Northern Ireland, the Channel Islands, the Isle of Man, Albania, Andorra, Bosnia Herzegovina, Gibraltar, Iceland, Liechtenstein, Monaco, Montenegro, North Macedonia, Norway, San Marino, Serbia and Switzerland.

Worldwide: Anywhere in the world.

Cover

In the event of accidental **damage** to the **property insured** occurring:

- a) during the period of insurance; and
- b) within the **territorial limit**; and
- c) by a cause otherwise not excluded

we will settle **your** claim in accordance with the basis of settlement clause.

The most **we** will pay is:

- 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 the schedule at the time of the **damage**; or
- b) the sum insured or limit remaining after deduction for any other **damage** that occurred during the same period of insurance unless **we** have agreed to reinstate the sum insured or limit.

The **excesses** applicable to this section are stated in the schedule or endorsements.

Basis of settlement clause – Reinstatement

For each item where the basis of settlement is stated in the schedule as Reinstatement the basis upon which **we** will pay **you** in respect of **property insured** will be calculated based on the cost of **reinstatement** of the property **damaged**.

Provided always that:

- a) **Our** liability for the repair or restoration of property partly **damaged** only will not exceed the amount which would have been payable had such property been wholly destroyed.
- b) No payment beyond the amount which would have been payable had the **property insured** been covered on an Indemnity basis of settlement will be made:
 - i) unless **reinstatement** commences and proceeds without unreasonable delay; and
 - ii) until the cost of **reinstatement** has been actually incurred; and
 - iii) if the **property insured** at the time of **damage** will be insured by any other insurance effected by **you** or on **your** behalf which is not on the same basis of **reinstatement**.

Special exclusions

This section does not cover:

Brittle articles

breakage of china, glass, marble, earthenware or scratching or bruising of furniture, household or musical goods unless caused by accident to the vessel or conveyance in which such property is being carried

Changes in environment or mechanical or electrical breakdown

damage caused by or consisting of:

- a) corrosion, erosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, mould, dryness, marring, scratching, vermin or insects
- b) change in temperature, colour, flavour, texture or finish
- c) mechanical or electrical breakdown or derangement of the particular machine, apparatus or equipment in which the breakdown or derangement occurs other than that provided by the Additional cover extension titled Deterioration of stock

but this will not exclude subsequent **damage** which itself results from a cause not otherwise excluded

Committed or connived acts of employee dishonesty

damage caused by any act of dishonesty committed or connived by any of **your employees**

Customs or other authorities

confiscation, destruction or detention by Customs or other authorities

Cycles

- a) **damage** to lamps, tyres or accessories unless the cycle itself is **damaged** at the same time
- b) **damage** whilst being used for racing or pace making

Depreciation, gradually operating changes and faulty or defective design or workmanship

damage caused by or consisting of:

- a) depreciation, inherent vice, latent defect, gradual deterioration, wear and tear, frost or change in water table level
- b) faulty or defective design or materials
- c) faulty or defective workmanship, operational error or omission on the part of **you** or on the part of any **employee**

but this will not exclude subsequent **damage** which itself results from a cause not otherwise excluded

Excluded property

damage to deeds, bonds, coins, money, securities, stamp collections, plans, patterns, designs, documents of title, contracts or other documents, **business** books or manuscripts or computer records unless described in the specification of ***property insured***

Hired out

damage occurring whilst leased out, hired out, or loaned by **you**, to a third party

Loss of liquid leakage

loss of any liquid by leakage from the receptacle in which it is contained

Petrol and/or oil installations

- a) loss, destruction or damage resulting from flood or atmospheric or climatic conditions other than lightning or hail
- b) loss of use of the installation or loss of petrol, oil or other contents thereof

Riot, strike or civil commotion

damage contributed to, caused by or arising from riot, strike or civil commotion occurring outside Great Britain, the Channel Islands and the Isle of Man

Tools of trade

damage to ***personal tools*** while in use.

Special condition

Theft from unattended road vehicle

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

- a) all doors and windows and other means of access are securely fastened and locked; and
- b) all valuable items are locked in secure compartments and hidden from view; and
- c) any security devices for protection of the vehicle are put into full and effective operation; and
- d) outside of **your** usual trading hours the vehicle is parked within a secure compound or locked within a secure garage.

Security conditions

Please note that the Security conditions section applies to this cover.

Special provision

Index linking

If index linking is indicated in the schedule as applying, **we** will automatically adjust the sums insured for the **property insured** in line with changes in suitable indices of cost. This adjustment will continue after any damage if the repairs or reinstatement are done without delay.

We will not charge any extra premium during the period of insurance but at the end of the period **we** will calculate the renewal premium based on the revised sum insured.

Section C – Business interruption and book debts

This section is only operative if stated in the schedule.

Special definitions

Estimated gross revenue/income

The amount declared by **you** to **us** as representing not less than the **gross revenue/income** which it is anticipated will be earned by the **business** during the financial year most nearly concurrent with the period of insurance or a proportionately increased multiple thereof where the **maximum indemnity period** exceeds 12 months.

Gross revenue/income

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

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** are affected in consequence of the **incident**.

Maximum indemnity period

The time period stated in the schedule or policy. This is a consecutive time period and commences from the date of the **incident**.

Named disease

Illness sustained by any person resulting from:

- a) food or drink poisoning
- b) one of the following specified human infectious or human contagious diseases:

Acute Encephalitis, Acute Poliomyelitis, Bubonic Plague, Cholera, Diphtheria, Dysentery, Legionellosis, Legionnaires Disease, Leprosy, Leptospirosis, Malaria, Measles, Meningitis, Meningococcal Infection, Mumps, Ophthalmia Neonatorum, Paratyphoid Fever, Rabies, Relapsing Fever, Rubella, Scarlet Fever, Smallpox, Tetanus, Tuberculosis, Typhoid Fever, Typhus Fever, Viral Haemorrhagic, Viral Hepatitis, Whooping Cough and Yellow Fever

an outbreak of which the competent local authority has stipulated will be notified to them.

Outstanding debit balances

The amounts debited or invoiced to customers as set out in **your** accounts but not paid at the time of the damage adjusted for bad debts and any abnormal trading conditions which had or could have had a material effect on the **business**.

Standard gross revenue/income

The **gross revenue/income** during that period in the 12 months immediately before the date of the **incident** which corresponds with the **indemnity period**.

Standard turnover

The **turnover** during that period in the 12 months immediately before the date of the **incident** which corresponds with the **indemnity period**.

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**.

Uninsured working expenses

Purchases (less discounts), packing, carriage, freight, bad debts and discounts allowed.

Note:

The words and expressions used in this definition will have the meaning usually attached to them in **your** books and accounts.

Notes to the special definitions

1. In respect of the definitions of **standard gross revenue/income**, **insured amounts per week**, **standard fees** and **standard turnover** adjustments will be made as may be necessary to provide for the trend of the **business** and for variations in or other circumstances affecting the **business** either before or after the **incident** which would have affected the **business** had the **incident** not occurred so that the figures thus adjusted will represent as nearly as may be reasonably practicable the results which but for the **incident** would have been obtained during the relative period after the **incident**.
2. To the extent that **you** are accountable to the tax authorities for Value Added Tax, all terms in this section will be exclusive of such tax.
3. For the purposes of these definitions any adjustment implemented in current cost accounting will be disregarded.

Sub-section C1 – Business interruption ‘all risks’

Cover

In the event of any **incident** occurring during the period of insurance and in consequence the **business** carried on by **you** at the **premises** being interrupted or interfered with then **we** will pay **you** in respect of each item in the schedule the amount of loss resulting from such interruption or interference.

Provided that:

- a) at the time of the **incident** there is an insurance in force covering **your** interest in the property at the **premises** against such **damage** and:
 - i) payment has been made or liability admitted under that insurance; or
 - ii) payment would have been made or liability admitted therefor but for the operation of a proviso in such insurance excluding liability for losses below a specified amount
- b) **our** liability under this section will not exceed:
 - i) in the whole the total sum insured at the time of the **incident**
 - ii) 133.3% of the **estimated gross revenue/income** respectively or any other limit of indemnity stated in this policy, the schedule or by endorsement applicable at the time of the **incident**
 - iii) in respect of any other item its sum insured or any other limit of indemnity stated in this policy, the schedule or by endorsement applicable at the time of the **incident**
 - iv) the sum insured or limit remaining after deduction for any other interruption or interference consequent upon an **incident** occurring during the same period of insurance unless **we** have agreed to reinstate any such sum insured or limit.

Basis of settlement clauses

These terms of settlement only apply if the item title appears in the schedule.

Gross revenue/income

The amount payable as indemnity under this item will be:

- a) in respect of loss of **gross revenue/income**: the amount by which the **gross revenue/income** during the **indemnity period** falls short of the **standard gross revenue/income** in consequence of the **incident**
- b) in respect of increase in cost of working: the reasonable additional expenditure necessarily incurred for the sole purpose of avoiding or diminishing the reduction in **gross revenue/income** which but for the expenditure would have taken place during the **indemnity period** in consequence of the **incident** but not exceeding the amount of reduction in **gross revenue/income** 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 **gross revenue** as may cease or be reduced in consequence of the **incident**.

Increased cost of working only

The amount payable as indemnity under this item will be the reasonable expenditure necessarily incurred by **you** during the **indemnity period** in order to minimise any interruption of or interference with the **business** in consequence of the **incident**.

Special conditions applicable to Basis of settlement clauses

Alternative trading – Applicable to Gross revenue/income only

If during the **indemnity period** goods are sold or services rendered elsewhere than at the **premises** for the benefit of the **business** either by **you** or by others on **your** behalf the money paid or payable in respect of such sales or services will be brought into account in arriving at the **turnover** during the **indemnity period**.

New business – Applicable to Gross revenue/income only

For the purpose of any claim arising from an **incident** occurring before the completion of the first year's trading of the **business** at the **premises**:

'Standard turnover' means the proportionate equivalent for a period equal to the **indemnity period** of the **turnover** realised during the period between the commencement of the **business** and the date of the **incident**.

'Standard gross revenue/income' means the proportional equivalent for a period equal to the **indemnity period** of the **gross revenue/income** realised during the period between the commencement of the **business** and the date of the **incident**.

Additional cover extensions applicable to Sub-section C1 – Business interruption 'all risks'

Any loss as insured under this section resulting from interruption of or interference with the **business** in consequence of:

- a) **damage** at any situation or to any property shown below; or
- b) any of the under-noted contingencies

will be deemed to be an **incident**.

Essential employee

(Only applicable when Gross revenue/income is shown in the schedule)

Any of **your** principals, directors or **business partners** sustaining **injury** in the course of the **business** during the period of insurance which results in their death or which in **our** Medical Officer's opinion will in all likelihood result in permanent total inability to attend to their usual activities in the **business**.

Under this extension **we** will however only pay reasonable additional expenses necessarily incurred for the sole purpose of avoiding or diminishing any interruption of or interference with the **business** during the **indemnity period**.

For the purpose of this clause:

- a) **'injury'** means accidental bodily injury not including sickness, disease or any naturally occurring condition or degenerative process or any gradually operating cause
- b) **'indemnity period'** means the period during which the results of the business are affected resulting from the occurrence beginning with the date of the accident causing **injury** but not exceeding the **maximum indemnity period**
- c) the **maximum indemnity period** is 3 months.

The most **we** will pay in any one period of insurance is £25,000.

Exhibition site

Any situation in the **territorial limits** not in **your** occupation where **you** are carrying out an exhibition.

The **maximum indemnity period** is 12 months.

The most **we** will pay in respect of any one **incident** is £10,000.

Lottery winner – Only applicable when Gross revenue/income is shown in the schedule

The resignation of an **employee** or **employees** resulting from a monetary win from participation in the United Kingdom National Lottery, EuroMillions Lottery, Irish National Lottery or National Savings and Investments Premium Bonds prize draws or United Kingdom National Football Pools where the amount won is in excess of £100,000 per individual **employee**.

Under this extension **we** will however only pay reasonable expenses necessarily incurred by you to minimise interruption of or interference with the **business** at the **premises** during the **indemnity period**.

For the purpose of this clause:

- a) **'indemnity period'** means the period during which the results of the business are affected beginning with the occurrence of the monetary win but not exceeding the **maximum indemnity period**
- b) the **maximum indemnity period** is 3 months.

Excluding any loss where the **employee**:

- i) has been employed by **you** for a period of less than 12 consecutive months
- ii) has served notice or has been served notice of termination of their employment with **you** prior to the monetary win
- iii) has been absent from work due to sickness, disability or disciplinary suspension for a period of more than 4 weeks immediately prior to the monetary win
- iv) works their full period of notice in accordance with their contract of employment with **you**.

The most **we** will pay in respect of any one **incident** is £25,000.

Named diseases, vermin, defective sanitary arrangements, murder and suicide

Loss resulting from interruption of or interference with the **business** at the **premises** resulting from:

- a) i) any occurrence of a **named disease** at the **premises** or attributable to food or drink supplied from the **premises**
ii) any discovery of an organism at the **premises** likely to result in the occurrence of a **named disease**
- b) the discovery of vermin or pests at the **premises**
- c) any accident causing defects in the drains or other sanitary arrangements at the **premises**
- d) any occurrence of murder or suicide at the **premises**

which causes restrictions on the use of the **premises** on the order or advice of the competent local authority.

Special provisions

1. For the purposes of this extension **'maximum indemnity period'** means 3 months.
2. The most **we** will pay in any one period of insurance is £25,000.
3. In the event that this section includes an extension which deems loss or **damage** at locations other than the **premises** to be an **incident** such locations will not be deemed **premises** for the purposes of this extension.

Special conditions

1. **We** will only be liable for the loss arising at those **premises** which are directly affected by the occurrence, discovery or accident.
2. **You** will comply with all issues identified as Contraventions arising from a Food Premises Inspection Report within the timescales stated in such report.
3. **You** will notify **us** immediately of any prohibition notice, emergency prohibition notice or emergency prohibition order served against **you** or the manager of the **premises** in relation to a breach of the Food Safety Act 1990, General Food Regulations 2004 or Food Hygiene Regulations 2006 including any modifications thereto or re-enactment thereof.

Excluding:

- i) loss arising from restrictions on the use of the **premises** in consequence of an emergency notice or emergency prohibition order being served against **you** or the manager of the **premises** in relation to a breach of the Food Safety Act 1990, General Food Regulations 2004 or Food Hygiene Regulations 2006 including any modifications thereto or re-enactment thereof
- ii) any costs incurred in the cleaning, repair, replacement, recall or checking of property.

Prevention of access

Property within a one mile radius of the **premises damage** to which will prevent or hinder the use of the **premises** or access thereto whether **your premises** or property therein sustain **damage** or not.

The **maximum indemnity period** is 3 months.

The most **we** will pay in any one period of insurance is £25,000.

Excluding loss, destruction or damage to property of any supply undertaking from which **you** obtain electricity, gas, water or telecommunications services which prevents or hinders the supply of such services to the **premises**.

Public utilities – electricity, gas, water, telecommunications or internet services

Property at any:

- a) generating station or sub-station of the public electricity supply undertaking
- b) land based premises of the public gas supply undertaking or of any natural gas producer linked directly therewith
- c) water works or pumping station of the public water supply undertaking
- d) land based premises of the public telecommunications or internet services undertaking from which **you** obtain electricity, gas, water or telecommunications services

all in the **territorial limits**.

The cover provided under this extension includes loss as insured by this section due to failure of the public supply of:

- i) electricity at the terminal ends of the supply undertaking's service feeders at the **premises**
- ii) gas at the supply undertaking's meters at the **premises**
- iii) water at the supply undertaking's main stop cock servicing the **premises**
- iv) telecommunications or internet services (excluding satellite services) at the incoming line terminals or receivers at the premises as a direct result of **damage** by a cause not otherwise excluded to cables or pipes conveying the said services to the **premises** but excluding any failure which does not involve a cessation of supply for at least 24 consecutive hours.

The **maximum indemnity period** is 12 months.

The most **we** will pay in respect of any one **incident** is £100,000.

Transit

Damage to **your** property used in the **business** while in transit in the **territorial limits** but excluding **damage** to the conveying vehicle.

The **maximum indemnity period** is 12 months.

The most **we** will pay in respect of any one **incident** is £25,000.

Unspecified UK customers

The premises of **your customers** situated in the **territorial limits** but excluding the premises of any **customer** more specifically insured by this section.

Provided that for the purpose of this extension the term '**customers**' means those companies, organisations or individuals with whom, at the time of the **incident**, **you** have contracts or trading relationships to supply goods and services.

The most **we** will pay in respect of any one **incident** is £25,000.

Unspecified UK suppliers

The premises of **your** suppliers, manufacturers or processors of components, goods or materials situated in the **territorial limits** but excluding the premises of:

- a) any supply undertaking from which **you** obtain electricity, gas, water or telecommunication services
- b) any supplier more specifically insured by this section.

The most **we** will pay in respect of any one **incident** is £25,000.

Sub-section C2 – Book debts

Cover

In the event of **damage** by any cause not excluded occurring during the period of insurance to **your** books of account or other **business** books or records while:

- a) at the **premises**
 - b) temporarily removed from the premises within the **territorial limits** including while in transit
- and as a direct result of the **damage you** are unable to trace **outstanding debit balances** due to **you we** will pay **you**:
- i) the difference between **outstanding debit balances** and the total of the amounts received or traced
 - ii) additional expenses incurred by **you** with **our** consent in tracing and establishing **outstanding debit balances** but not exceeding:
- 1) the limit of indemnity stated in the schedule
 - 2) the limit remaining after deduction for any other loss under this section occurring during the same period of insurance unless **we** have agreed to reinstate the limit.

Special exclusions applicable to the whole of Section C

This section does not cover:

Collapse exclusion

loss, cost or expense resulting from loss or destruction of or damage to a building or structure used by **you** at the **premises** caused by its own collapse or cracking unless resulting from a **defined peril**

Damage to land exclusion

loss, cost or expense caused by loss or destruction of or damage to land other than for an amount of any loss of less than £25,000 in total in respect of **your** land or land for which **you** are responsible, to a depth of up to one metre, within the perimeter of the **premises**. This is the most **we** will pay under this exclusion across all of the operative sections of cover

Dishonesty and fraud exclusion

loss, destruction, damage, cost or expense caused by or consisting of acts of fraud or dishonesty but this will not exclude such **damage** or **consequential loss** if resulting from a cause which is not otherwise excluded

Faulty or defective workmanship, wear and tear and steam pressure exclusions

loss, destruction, damage, cost or expense caused by or consisting of:

- a) inherent vice, latent defect, gradual deterioration, wear and tear, frost, change in water table level, its own faulty or defective design or materials
- b) faulty or defective workmanship, operational error or omission, on **your** part or any of **your employees**
- c) the bursting by steam pressure of a boiler economiser vessel machine or apparatus in which internal pressure is due to steam only and belonging to **you** or under **your** control other than any boiler or economiser on the **premises** or a boiler used for domestic purposes only

but this will not exclude subsequent **damage** or **consequential loss** which itself results from a cause not otherwise excluded

Marine policy exclusion

property which at the time of the happening of **damage** is insured by or would but for the existence of this section 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

Miscellaneous damage exclusion

loss, destruction, damage, cost or expense caused by or consisting of:

- a) corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, marring, scratching, vermin or insects
- b) change in temperature, colour, flavour, texture or finish

loss, destruction, damage, cost or expense consisting of:

- a) joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, super heaters, pressure vessels or any range of steam and feed piping
- b) mechanical or electrical breakdown or derangement of the particular machine apparatus or equipment in which such breakdown or derangement originates
- c) loss, cost or expense caused by the deliberate act of a supply undertaking in withholding the supply of water, gas, electricity, fuel or telecommunications services

but this will not exclude:

- i) such **damage** or **consequential loss** not otherwise excluded which itself results from a **defined peril** or from any other accidental damage
- ii) subsequent **damage** or **consequential loss** which itself results from a cause not otherwise excluded

Money and valuables exclusion

- a) loss, destruction or damage in respect of **money**
- b) loss, destruction, damage, cost or expense in respect of jewellery, precious stones, precious metals, bullion, furs, curiosities, works of art or rare books other than such **damage** caused by a **defined peril**

More specific insurance exclusion

any property more specifically insured by **you** or on **your** behalf

Motor vehicle and other property exclusion

in respect of Sub-section C1: unless **consequential loss** is caused by a **defined peril**:

- a) vehicles licensed for road use (including accessories thereon), caravans, trailers, railway locomotives, rolling stock, water craft or aircraft
- b) piers, jetties, bridges, culverts or excavations
- c) livestock, growing crops or trees

Pollution or contamination exclusion

in respect of Sub-sections C1 and C2:

loss, cost or expense caused by or resulting from pollution or contamination but this will not exclude loss resulting from **damage** to property used by **you** at the **premises** for the purpose of the **business**, not otherwise excluded, caused by:

- a) pollution or contamination at the **premises** which itself results from a **defined peril**
- b) a **defined peril** hereby insured against which itself results from pollution or contamination
- c) sudden, identifiable, unintended and unexpected pollution or contamination at the **premises** which itself results from an occurrence other than a **defined peril**
- d) an occurrence other than a **defined peril** which itself results from sudden, identifiable, unintended and unexpected pollution or contamination

subject to a total limit of liability in respect of c) and d) in any one period of insurance of £25,000. This is the most **we** will pay under this exclusion across all of the operative sections of cover

Premises in the course of construction, alteration or demolition exclusion

loss, destruction, damage, cost or expense in respect of property or structures in course of demolition, construction or erection, alteration, addition or improvement and materials or supplies in connection with all such property in course of construction or erection other than such **damage** or in respect of such **consequential loss** caused by:

- a) a **defined peril**
- b) theft or attempted theft involving breaking into or out of the **buildings** of the **premises** by forcible and violent means
- c) robbery or attempted robbery committed in the **premises**

Process exclusion

loss, destruction, damage, cost or expense arising from loss, destruction or damage to any property:

- a) caused by fire resulting from its undergoing any heating process or any process involving the application of heat
- b) (other than by fire or explosion) resulting from its undergoing any process of production, packing, treatment, testing, commissioning, servicing or repair

Property in the open exclusion

loss, destruction, damage, cost or expense in respect of:

- a) movable property in the open other than that provided by the Additional cover extension titled Property in the open
- b) fences and gates caused by wind, rain, hail, sleet, snow, flood or dust
- c) property in transit other than whilst at the **premises**

Subsidence, landslip and ground heave exclusion

loss, destruction, damage, cost or expense caused by or consisting of subsidence or ground heave of any part of the site on which the property stands or landslip:

- a) in respect of land insured hereby unless also affecting a **building** insured hereby
- b) caused by or consisting of:
 - i) the normal settlement or bedding down of new structures
 - ii) the settlement or movement of made-up ground
 - iii) coastal or river erosion
 - iv) defective design or workmanship or the use of defective materials
- c) which originated prior to the inception of this cover
- d) resulting from:
 - i) demolition, construction, structural alteration or repair of any property
 - ii) groundwork or excavationat the same **premises**

Theft or attempted theft exclusion

loss, destruction, damage, cost or expense caused by, consisting of or arising directly from theft or attempted theft:

- a) not involving:
 - i) breaking into or out of the **buildings** of the **premises** by forcible and violent means; or
 - ii) robbery or attempted robbery committed in the **premises**
- b) to that part of the **buildings** of the **premises** not occupied by **you**
- c) to property on or in any garden, yard, open place or open sided building but this will not exclude:
 - i) any outbuilding specified in the schedule by endorsement
 - ii) cover provided for contents under the Additional cover extension titled Property in the open
- d) by any person lawfully on the **premises**
- e) of the fabric of the **buildings**

Unattended machinery exclusion

loss, destruction, damage, cost or expense caused by, consisting of or arising directly from the use of any unattended machinery at the **premises** when no **employees** are present in the **building**

Unexplained loss exclusion

loss, destruction, damage, cost or expense caused by, consisting of or arising directly or indirectly from:

- a) disappearance unexplained or inventory shortage, misfiling or misplacing of information
- b) erasure, loss, distortion or corruption of information on computer systems or other records programs or software caused deliberately by rioters, strikers, locked-out workers, persons taking part in labour disturbances or civil commotion or malicious persons
- c) other erasure, loss, distortion or corruption of information on computer systems or other records programs or software unless resulting from a **defined peril**

Special provisions applicable to the whole of Section C

Automatic reinstatement of sum insured

In the absence of written notice from **you** or **us** to the contrary **our** liability will not stand reduced by the amount of any loss. **You** undertake to pay the appropriate additional premium for such automatic reinstatement of cover.

Professional accountants' charges

Any particulars or details contained in **your** books of account or other **business** books or documents which may be required by **us** under the Claims condition titled Claims notification for the purpose of investigating or verifying any claim hereunder may be produced by professional accountants if at the time they are regularly acting as such for you and your reports will be prima facie evidence of the particulars and details to which such reports relate.

We will pay **you** the reasonable charges payable by **you** to **your** professional accountants for producing such particulars or any other proofs, information or evidence as may be required by **us** under the terms of the Claims condition titled Claims notification and reporting that such particulars or details are in accordance with **your** books of account or other **business** books or documents.

Provided that the sum of the amount payable under this clause and the amount otherwise payable under this section will in no case exceed our liability as stated.

Renewal

You will prior to each renewal provide us with the ***estimated gross revenue/income*** if insured for the financial year most nearly concurrent with the ensuing year of insurance.

Value Added Tax

All terms in this section will be exclusive of value added tax to the extent that **you** are accountable to the tax authorities for such tax.

Section D – Money

This section is only operative if stated in the schedule.

Special definitions

Assault

Violent or criminal assault.

Bodily injury

Accidental injury not including illness, disease or any naturally occurring condition or degenerative process or any gradually operating cause.

Usual occupation

The occupation of the **person insured** as stated in **your** records at the date of sustaining **bodily injury**.

Weekly earnings

The gross average weekly earnings of the **person insured** from **you** during the 52 weeks immediately before the date of sustaining **bodily injury**.

Cover

In the event of **damage** to **money** from a cause not otherwise excluded arising during the period of insurance occurring within the **territorial limits** **we** will pay **you** the amount of **your** physical loss resulting from such **damage**.

The most **we** will pay for any one occurrence is the limit stated in the schedule.

Provided that the most **we** will pay for **money** in transit by post will be limited to £25 per packet while in transit by unregistered post.

We will also pay for:

- damage** to clothing and personal effects belonging to the person insured caused by robbery or attempted robbery occurring in the course of the **business** subject to a limit of £500 for any one **person insured**
- damage** to any stamp franking machine, money belts, waistcoats, cash carrying cases and similar cash carrying devices designed for the safe carriage of money as a result of robbery or attempted robbery occurring in the course of the **business**
- damage** to safes or strongrooms which normally contain **money** caused by theft or attempted theft occurring in the course of the **business**.

Additional cover extension applicable to Section D – Money

Personal accident (assault)

If during the period of insurance any **person insured** sustains **bodily injury** by **assault** arising from theft or attempted theft of **money** as a result of which death or disablement occurs independently and exclusively of any other cause within 24 months of sustaining the **bodily injury** **we** will pay **you** the sum stated in the table of benefits.

Table of Benefits

- | | |
|--|---------------------|
| 1. Death, loss of limb or loss of eye | £25,000 |
| 2. Permanent total disablement | £25,000 |
| 3. Temporary total disablement from engaging in the person insured's usual occupation weekly earnings for a normal maximum period of 104 weeks from date of disablement | up to £150 per week |
| 4. If you or any of your employees sustain bodily injury by violent, external and visible means as a result of malicious attack by anyone stealing or attempting to steal money we will pay you up to £50 per person per counselling session, with our prior consent, when recommended by a qualified medical practitioner and undertaken with a qualified, professional counsellor. The most we will pay is £1,000 per any one event. | |

Provided that:

- a) no benefit will be payable until the whole amount has been ascertained and agreed
- b) if **we** are satisfied that the disability is permanent benefit 2 will become payable when benefit 3 is exhausted. **We** will not otherwise be liable to pay more than one benefit in respect of the same accident. In no case will more than one benefit be payable in respect of the same period of time
- c) benefit will only be payable provided death or loss occurs or disablement commences within 24 months of the date of **bodily injury**.

If the **person insured** as a result of an **assault** or attempted **assault** sustains loss or damage to **personal effects**, **we** will pay **you** in respect of payment to the **person insured** for the **damage** sustained but not exceeding £500 in respect of any one **person insured**.

Special exclusions

This section does not cover:

Error or omission

loss of **money** due to clerical or accounting errors

Fraud or dishonesty

loss of **money** due to acts of fraud or dishonesty by any **employee** where the loss is not discovered within 14 days of the date that the act of fraud or dishonesty started

Unattended road vehicles

loss of **money** from any unattended vehicle.

Special conditions

Accompaniment

We will not be liable for any loss of **money** in transit by **you** or **your employees** unless accompanied by persons aged 16 years of age or over as follows:

Amount Carried	Minimum Number of Persons
Up to £2,000	1
Over £2,000 and up to £4,000	2
Over £4,000	3

Record keeping

You must keep a complete record of **money** in transit and at the **premises** and deposit that record in a secure place other than a safe or strongroom containing **money**.

Safe installation and adequacy

It is a condition precedent to **our** liability that any safe must:

- a) be installed in accordance to the manufacturer's instructions; and
- b) have an adequate AiS (Association of Insurance Surveyors) safe rating for the **money** it contains.

In the event of a claim the amount paid per safe will not exceed the recommended AiS cash rating for that safe or the limit stated in the schedule whichever is the lesser.

Security of safe keys and combination codes

It is a condition precedent to **our** liability that whenever the **premises** in which the safe containing **money** is situated is unattended:

- a) the safe will be securely locked; and
- b) any key and records of a code to the safe will be removed from the **premises** or kept on **your** person or that of an authorised **employee** except where a portion of the **premises** is occupied residentially by **you** or any **employee** when any key and record of a code will be removed from the **business** portion of the **premises**.

Security conditions

Please note that the Security conditions section applies to this cover.

Section E – Computer breakdown

This section is only operative if stated in the schedule.

Special definitions

Breakdown

The electrical or mechanical failure of **computer equipment** arising from internal causes or fluctuation in power supply which requires repair or replacement to enable normal operation to continue excluding **damage** by fire other than such **damage** to the item of **computer equipment** in which the failure occurs.

Computer equipment

- a) Computer hardware and its peripheral devices including interconnecting wiring and media used for electronic processing, communication and storage of data
 - b) temperature and environmental control, power supply and voltage regulating equipment and protective devices exclusively for use with computer hardware
 - c) computer software held on media
 - d) operating systems and proprietary software packages
- in **your** custody and control.

Computer media

Computer media of all types (other than paper records) belonging to **you** or leased, hired or licensed to **you**.

Sub-section E1 – Computer breakdown

Cover

We will pay for **damage** to **computer equipment** as a result of **breakdown** of **computer equipment**.

The most **we** will pay in any one period of insurance is the sum insured stated in the schedule.

The **excess** applicable is stated in the schedule and may be amended by endorsement.

Additional cover extensions applicable to Sub-section E1 – Computer breakdown

Additional lease

We will pay additional lease or hire charges arising out of the replacement of a lease or hire agreement in respect of the **computer equipment** by a new agreement for similar equipment in consequence of **damage** covered by Sub-section E1.

Provided that:

- a) the period in respect of which such charges will be paid will not extend beyond the expiry date of the original agreement; and
- b) the total additional charges payable in respect of any one occurrence will not exceed £25,000.

Investigation costs

We will pay the costs (including cost of consultants' fees) incurred with **our** prior consent conducting investigations and tests in respect of possible repair, replacement or restoration following **damage** covered by **breakdown**.

The most **we** pay in respect of any one occurrence is £25,000.

Special exclusions

Sub-section E1 does not cover:

Guarantee or maintenance

loss, destruction or damage for which:

- a) any manufacturer, supplier, agent or maintenance undertaking is responsible under the terms of a guarantee or maintenance agreement
- b) **you** are relieved of responsibility under any rental hire or lease agreement.

Sub-section E2 – Additional expenditure

Cover

Provided that Section C – Business interruption and book debts is operative **we** will also pay any additional reasonable expenditure necessarily incurred by **you** in consequence of **breakdown** to:

- a) prevent or minimise the interruption of or interference with the work normally carried out by or on the **computer equipment**
- b) recompile or restore data or software or replace third party proprietary software in consequence of **breakdown** which manifests itself during the period of insurance.

The most **we** will pay any one occurrence is £50,000.

Payment of a claim made under this sub-section will not reduce the sums insured except upon written notice by **us** to the contrary.

Provided that **you** will take immediate steps to comply with any requirements of **us** relating to amendments to the protections of the property insured.

The excess applicable to Section E does not apply to Sub-section E2 – Additional expenditure.

Additional cover extension applicable to Sub-section E2 – Additional expenditure

Accountants' fees

We will pay any professional accountants' fees necessarily and reasonably incurred for producing any particulars or any other proofs, information or evidence as may be required under the Claims condition titled Claims notification and reporting that such particulars are in accordance with **your** books of accounts or other business books or documents.

Provided that the amount payable in respect of any one occurrence will not exceed £25,000 and this limit will be in addition to the sum insured stated in the schedule.

Special exclusions

Sub-section E2 does not cover:

Inventory losses

loss of the property insured and any additional expenditure in consequence thereof 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 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 condition titled Claims notification including reporting the matter to the police

Programming errors or design defects

- a) the costs of rectifying programming errors or design defects in software
- b) in respect of third party proprietary software only any additional expenditure in consequence of programming errors or design defects but this exclusion will not apply to additional expenditure consequent upon erasure, destruction, corruption or distortion of other software caused by programming errors or design defects in third party proprietary software

Value of data

the value to **you** of data stored on **computer equipment** or **computer media**.

Special conditions

Backup

Data records must be backed up no less frequently than once every 7 days and stored off site. Adequate backup facilities must be provided to ensure that all essential business information and software can be recovered following a disaster or media failure. Backup arrangements for individual systems must be regularly tested. Backup information must be given an appropriate level of physical and environmental protection and backup media must be regularly tested, where practicable, to ensure that they can be relied upon for emergency use.

Information security

- a) A documented information security policy must be maintained; this must be approved by management, published and communicated as appropriate to all **employees**.
- b) Access to all networks and systems must be authenticated by means of individual user identifications and passwords which are unpredictable, alphanumeric of at least 6 characters and required to be changed at least every 90 days.
- c) Firewalls must be in place to prevent unauthorised access on all connections from internal networks and systems to external networks.
- d) Remote users must be authenticated before being allowed to connect to internal networks and systems.
- e) Anti-virus software must be in place on all desktops and mission critical servers to protect against viruses, worms and other malicious code; it must be installed on all entry points including email attachments and internet downloads.

Section F – Employers' liability

Special definition

Costs and expenses

- a) Claimants' costs and expenses
- b) costs incurred with **our** written consent in defending any claim for damages which may be covered by this section.

Cover

We will cover **you** in respect of all sums which **you** may become legally liable to pay as damages in respect of **bodily injury** caused during the period of insurance to any **employee** arising out of and in the course of their employment by **you** in the **business** in relation to claims settled or defended with **our** consent.

In addition to any claim for damages **we** will pay **costs and expenses**.

Our liability will not exceed the limit of indemnity stated in the schedule including all **costs and expenses** (other than any limit otherwise stated) and any limit applies to any claim or series of claims arising from any one cause.

Additional cover extensions applicable to Section F – Employers' liability

The following extensions apply provided that:

- a) **we** will not be liable unless **we** have the sole conduct and control of all claims covered by these extensions
- b) these extensions will not apply to any liability which is covered by any other policy
- c) nothing in the following extensions will increase **our** liability to pay an amount in excess of the limit of indemnity provided by this section as stated in the schedule.

Automatic acquisitions cover

This section extends to apply to any company or companies or partnerships acquired by or created by **you** during the period of insurance.

Provided that:

- a) the business of the additional company is within **your** existing **business**
- b) the total wage roll of the additional company does not exceed 10% of **your** existing wage roll
- c) **you** will submit full details of the additional company to **us** within thirty days of the acquisition or creation
- d) **we** reserve the right to charge an additional premium and/or apply additional terms.

Court attendance costs

We will pay **you** the daily rates stated below if any of the following are required to attend court as a witness at **our** request:

- | | |
|---|------|
| a) you , any director or business partner | £750 |
| b) any employee | £250 |

Criminal defence costs

We will also cover **you** or any director, **business partner** or **employee** for legal costs and expenses (including the costs of appeal against conviction) incurred with **our** consent in defence of a criminal charge brought under the following:

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

and which relates to any event involving **bodily injury** which is or may be the subject of indemnity under this section which has occurred during the period of insurance in the course of the **business**.

We will also pay solicitors' fees incurred with our consent for representation at any Coroner's inquest or Fatal Inquiry in respect of any death the subject of indemnity under this section, including legal fees for assistance in preparing a written response as required by Rule 43 of the Coroners (Amendment) Rules 2008.

Our liability under this extension will not exceed £5,000,000 in any one period of insurance.

Excluding liability:

- i) where **you** or any director, **business partner** or **employee** is insured by another policy
- ii) where the criminal charge is in respect of any deliberate or intentional criminal act of **yours** or of any director, **business partner** or **employee**
- iii) for any appeal costs unless the solicitors engaged consider that there are strong prospects of such appeal succeeding.

Indemnity to directors and employees

We will also cover at **your** request:

- a) any **employee**
- b) any director or **business partner**
- c) any officer or member of **your** canteen, social, sports or welfare organisations.

Provided that:

- i) **you** would have been entitled to indemnity if the claim had been made against **you**; and
- ii) those people keep to the terms and conditions of this policy; and
- iii) **you** request **us** to do so.

Indemnity to principal

In the event of any claim for which **you** would be entitled to receive indemnity under this section of the policy being brought or made against any **principal** **we** will indemnify the said **principal** against such claim and any costs, charges and expenses for such claim.

Personal representatives

In the event of **your** death the indemnity provided by this section will apply to any of **your** personal representatives in respect of liability incurred by **you**.

Provided always that such personal representatives will as though they were **you** observe, fulfil and be subject to the terms and conditions of this policy.

Public relations expenses

Following an event which is or is likely to be the subject of indemnity under this section and which may result in adverse media publicity for **you**, **we** will pay with **our** prior consent costs incurred by **you** in respect of the engagement of a public relations consultant to help mitigate reputational damage.

Provided that:

- a) **you** take reasonable measures to avoid or mitigate adverse publicity
- b) the maximum amount **we** will pay under this extension is £25,000 any one event and in any one period of insurance.

Unsatisfied court judgments

If any **employee** or their personal representative obtains a judgment from a court within the **territorial limits** for damages for **bodily injury** against any company or individual operating from **premises** within the **territorial limits** and that judgment remains unpaid for more than six months after the date of the award **we** will pay at **your** request the amount of any unpaid damages and awarded costs to the **employee** or their personal representative.

Provided that:

- a) the **bodily injury**:
 - i) is caused during the period of insurance
 - ii) arises out of and in the course of employment in the **business**
- b) there is no appeal outstanding
- c) if a payment is made the **employee** or their personal representative will assign the judgment to **us**.

Work overseas

The insurance under this section applies to **bodily injury** caused:

- a) within the **territorial limits**
- b) anywhere in the world where **your** directors, **business partners** or **employees** are on temporary visits for work in relation to the **business** provided that they are normally resident in the **territorial limits** and their contract of service or apprenticeship was entered into in the **territorial limits**.

Special exclusions

This section does not cover:

Motor

liability for which compulsory motor insurance or security is required under road traffic legislation

Work offshore

liability for **bodily injury** caused:

- a) on any offshore installation or support or accommodation vessel for any offshore installation
- b) in transit to, from or between any offshore installation or support or accommodation vessel for any offshore installation.

Special provision

Limit of indemnity – terrorism

The limit of indemnity in respect of any claim against or by **you** or any series of claims against or by **you** arising directly or indirectly from a single act of **terrorism** will be £5,000,000 inclusive of all **costs and expenses**.

Special condition

Compulsory insurance

You must repay **us** any amounts which **we** are required by compulsory insurance legislation to pay out under this section to the extent that **we** would not otherwise have been liable to make such payments on account of a breach of any of the terms or conditions of this section.

Section G – Public and products liability

Special definitions

Asbestos

Asbestos, asbestos fibres or any derivatives of asbestos including any product containing any asbestos fibres or derivatives.

Clean up costs

- a) Testing for or monitoring of **pollution or contamination**
- b) the costs of **remediation** required by any **enforcing authority** to a standard reasonably achievable by the methods available at the time that **remediation** commences.

Costs and expenses

- a) Claimants' costs and expenses which **you** become legally liable to pay
- b) costs incurred with **our** written consent in defending any claim for damages relating to any event which is covered under this section.

Enforcing authority

Any government or statutory authority or body implementing or enforcing environmental protection legislation within the **territorial limits**.

Malicious product tampering

Any actual alleged or threatened intentional malicious and wrongful alteration of the **product** by any person including **employees** that renders the **product** unfit or dangerous for its intended use or to create such impression to the public.

Pollution or contamination

- a) Pollution or contamination of buildings or other structures or of water, land or the atmosphere
- b) **damage** or **bodily injury** caused by pollution or contamination.

Products

Any commodities or goods or anything (including packaging, containers and labels) sold, supplied, hired out, constructed, erected, installed, treated, repaired, serviced, processed, stored, handled, transported or disposed of by **you** or on **your** behalf or any structure constructed, erected or installed or contract work executed by **you** or on **your** behalf for the purpose of the **business**.

Remediation

Correcting or fixing the effects of **pollution or contamination** including primary, complementary and compensatory actions as specified in the Environmental Damage (Prevention and Remediation) Regulations 2009.

Silica

Crystalline or non-crystalline silica in any form including but not limited to silica particles, silica compounds, silica dust, silica mixed or combined with dust or other particles, or synthetic silica including but not limited to precipitated silica, silica gel, pyrogenic or fumed silica or silica-flour.

Territorial limits

Sub-section G1 – Public liability

- a) Anywhere within the **territorial limits**; and
- b) manual and non-manual work carried out during temporary visits anywhere in the world (other than the United States of America or Canada); and
- c) non-manual work carried out during temporary visits to the United States of America or Canada.

Sub-section G2 – Products liability

Anywhere in the world in respect of **products** supplied in or from Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

Sub-section G1 – Public liability

Cover

We will cover **you** for all sums which **you** may become legally liable to pay as damages in respect of:

- a) accidental **bodily injury** to any person other than an **employee**
- b) accidental **damage** to property
- c) accidental obstruction, accidental trespass, accidental nuisance, accidental interference with pedestrian, road, rail, air or waterborne traffic, accidental invasion of the right of privacy excluding any liability arising under Regulation (EU) 2016/679 (General Data Protection Regulation) or Data Protection Act 2018, or accidental interference with any right of air, light, water or way
- d) unlawful detention, imprisonment or arrest

occurring during the period of insurance within the **territorial limits** in connection with the **business**, or **your** ownership of the **buildings**. In addition to the limit of indemnity stated in the schedule **we** will pay **costs and expenses**.

The **excess** applicable to third party property damage is stated in the schedule.

Exclusions applicable to Sub-section G1

Sub-section G1 does not cover:

Motor

liability arising from the ownership or possession or use by **you** or on **your** behalf of any mechanically propelled motor vehicle or mobile plant:

- a) which is licensed for road use
- b) for which compulsory motor insurance or security is required
- c) which is more specifically insured

provided that this exclusion will not apply in respect of:

- i) liability not more specifically insured under any other policy arising during the act of loading or unloading mechanically propelled vehicles or mobile plant or the bringing to or the taking away of a load from such vehicle or such plant
- ii) the use of any mechanically propelled vehicle or mobile plant solely as a tool of trade unless more specifically insured or unless compulsory motor insurance or security is required
- iii) the unauthorised movement on **your** premises or contract site of any mechanically propelled vehicle or mobile plant unless more specifically insured or unless compulsory motor insurance or security is required

Products no longer in your control or custody

liability arising from **products** after they have ceased to be in **your** custody or control other than food or beverages for consumption on **your** premises or at any other premises where **you** are carrying on the **business**

Property being worked on

damage to the part of any property upon which **you** or any servant or agent of **yours** is or has been working where the **damage** is the direct result of that work

Property damage excess

in respect of damages payable for **damage** to property the **excess**. One **excess** will apply in respect of any one occurrence or all occurrences of a series arising from one original cause. The **excess** will not be deducted from payments **we** make to claimants and **you** will be responsible for repaying **us** the **excess** in respect of any such payments

Property in your custody or control

damage to property belonging to **you** or borrowed, rented, leased or hired for use by **you** or otherwise in **your** custody or control but this exclusion will not apply to:

- a) the personal effects (including vehicles and their contents) of directors, **employees** and visitors
- b) buildings or their contents temporarily occupied by **you** for the purpose of carrying out work therein or thereon
- c) premises (or fixtures and fittings therein) hired, rented, leased or lent to **you** other than **damage** if liability is assumed by **you** under a tenancy or other agreement and would not have attached in the absence of such agreement

Tour operators' liability

any liability arising under The Package Travel, Package Holidays and Package Tours Regulations 1992

Vessels and craft

liability arising from the ownership or possession or use by **you** or on **your** behalf of craft designed to travel through air or space, hovercraft or watercraft other than waterborne vessels used on inland waterways.

Sub-section G2 – Products liability

This sub-section is only operative if stated in the schedule.

Cover

We will cover **you** for all sums which **you** may become legally liable to pay as damages in respect of:

- a) accidental **bodily injury** to any person other than an **employee** where such **bodily injury** arises out of and in the course of the employment
 - b) accidental **damage** to material property
- occurring during the period of insurance within the **territorial limits** in connection with the **business** caused by **products**. In addition to the limit of indemnity **we** will pay **costs and expenses**.

Exclusions applicable to Sub-section G2

Sub-section G2 does not cover:

Aircraft products

liability arising from **products** which at the time of the contract of sale or supply are knowingly sold or supplied for use in craft designed to travel through air or space

Exports to the USA or Canada

liability arising from **products** which at the time of the contract of sale or supply are knowingly exported to the United States of America or Canada

Product

replacing, reinstating, rectifying or guaranteeing the performance of any **products** or making a refund on the price of any **products** or **damage** to the **products** themselves.

Additional cover extensions applicable to the whole of Section G

The following extensions apply provided that:

- a) **we** will not be liable unless **we** have the sole conduct and control of all claims covered by these extensions
- b) these extensions will not apply to any liability which is covered by any other policy
- c) nothing in the following extensions will increase **our** liability to pay an amount in excess of the limit of indemnity provided by this section as stated in the schedule.

Automatic acquisitions cover

This section extends to any company or companies or partnerships acquired by or created by **you** during the period of insurance.

Provided that:

- a) the business of the new company is within **your** existing **business**
- b) the total wage roll of the new company does not exceed 10% of **your** existing wage roll
- c) **you** will submit full details of the new company to **us** within thirty days of the acquisition or creation
- d) **we** reserve the right to charge an additional premium and/or apply additional terms.

Contingent motor liability (non-owned vehicles)

We will also cover **your** legal liability for accidental **bodily injury** to any person and/or accidental **damage** to property arising out of the use of any motor vehicle which is not the property of nor provided by **you** and being used for the purpose of the **business**.

Excluding:

- a) **damage** to vehicles or to goods carried in or on them
- b) accidental **bodily injury** to any person or accidental **damage** to property occurring while a vehicle is being driven by **you** or by any person who to **your** knowledge does not hold a licence to drive that vehicle unless that person has held and is not disqualified from holding or obtaining that licence
- c) liability arising outside the **territorial limits**.

Court attendance costs

We will pay **you** the daily rates stated below if any of the following are required to attend court as a witness at **our** request:

- a) **you**, any director or **business partner** £750
- b) any **employee** £250

Criminal defence costs

We will also cover **you** or any director, **business partner** or **employee** for legal costs and expenses (including the costs of appeal against conviction) incurred with **our** consent in defence of a criminal charge brought under the following:

- a) the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978
- b) the Corporate Manslaughter and Corporate Homicide Act 2007
- c) Part II of the Consumer Protection Act 1987
- d) the Food Safety Act 1990

and which relates to any event involving **bodily injury** or **damage** to property which is or may be the subject of indemnity under this section which has occurred during the period of insurance in the course of the **business**.

We will also pay solicitors' fees incurred with **our** consent for representation at any Coroner's inquest or Fatal Inquiry in respect of any death the subject of indemnity under this section, including legal fees for assistance in preparing a written response as required by Rule 43 of the Coroners (Amendment) Rules 2008.

Our liability under this extension will not exceed £5,000,000 in any one period of insurance.

Excluding liability:

- i) where **you** or any director, **business partner** or **employee** is insured by another policy
- ii) where the criminal charge is in respect of any deliberate or intentional criminal act of **yours** or of any director, **business partner** or **employee**
- iii) for any appeal costs unless the solicitors engaged consider that there are strong prospects of such appeal succeeding.

Data protection

We will pay **you** for legal costs and expenses incurred with **our** prior consent and all sums **you** are required to pay as damages to an individual arising from proceedings brought against **you** under:

- a) Sections 168 and 169 of the Data Protection Act 2018
- b) Article 82 of Regulation (EU) 2016/679 (General Data Protection Regulation).

Our liability under this extension will not exceed £1,000,000 in any one period of insurance.

Excluding liability for:

- i) fines, penalties, liquidated, punitive or exemplary damages
- ii) the costs of notifying any person regarding loss of personal data
- iii) the costs of replacing, reinstating, rectifying or erasing any personal data
- iv) any deliberate or intentional criminal act or omission giving rise to any claim under this extension committed by **you**.

Defective Premises Act 1972

We will also cover **you** in respect of **your** legal liability under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975 in connection with premises which have been disposed of by **you**.

Excluding:

- a) the cost of correcting or fixing any defect or alleged defect in the premises
- b) liability more specifically insured under any other insurance.

Environmental clean up costs

We will also cover **you** in respect of all sums including statutory debts that **you** are legally responsible to pay in respect of **clean up costs** arising from environmental damage caused by **pollution or contamination** where liability arises under an environmental directive, statute or statutory instrument.

Provided that:

- a) liability arises from **pollution or contamination** caused by a sudden, identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the period of insurance; and
- b) all **pollution or contamination** which arises out of one incident will be deemed to have occurred at the same time that incident took place; and
- c) **our** liability under this extension will not exceed £1,000,000 for any one incident and in any one period of insurance and will be the maximum **we** will pay inclusive of all **costs and expenses**; and
- d) immediate loss prevention or salvage action is taken and the appropriate authorities are notified.

Excluding:

- i) **clean up costs** for **damage** to **your** land, premises, watercourse or body of water whether owned, leased, hired, tenanted or otherwise in **your** care, custody or control
- ii) **damage** connected with previously contaminated property
- iii) **damage** caused by a succession of several events where the individual event would not warrant immediate action
- iv) the removal of any risk of an adverse effect on human health on **your** land, **premises**, watercourse or body of water whether owned, leased, hired, tenanted or otherwise in **your** care, custody or control
- v) costs in achieving an improvement or alteration in the condition of the land, atmosphere or any watercourse or body of water beyond that required under any relevant and applicable law or statutory enactment at the time **remediation** commences
- vi) costs for prevention of imminent threat of environmental damage where the costs are incurred without there being **pollution or contamination** caused by a sudden, identifiable, unintended and unexpected incident
- vii) **damage** resulting from an alteration to subterranean stores of groundwater or to flow patterns
- viii) costs for the reinstatement or reintroduction of flora or fauna
- ix) **damage** caused deliberately or intentionally by **you** or where **you** have knowingly deviated from environmental protection rulings or where **you** have knowingly omitted to inspect, maintain or perform necessary repairs to plant or machinery for which **you** are responsible
- x) fines or penalties of any kind
- xi) **damage** caused by the ownership or operation on behalf of **you** of any mining operations or storage, treatment or disposal of waste or waste products other than caused by composting, purification or pre-treatment of waste water

- xii) **damage** which is covered by a more specific insurance policy
- xiii) **damage** caused by persons aware of the defectiveness or harmfulness of **products** they have placed on the market or works or other services they have performed
- xiv) **damage** caused by disease in animals belonging to or kept or sold by **you**.

Indemnity to directors and employees

In the event of any claim which **you** would be entitled to receive cover for under this section being brought or made against:

- a) any **employee**
- b) any director or **business partner**
- c) any **employee** acting as a member of **your** first aid or medical arrangements but excluding medical practitioners in respect of liability for damages and legal costs resulting from treatment given
- d) any officer or member of **your** canteen, social, sports or welfare organisations

we will cover that person at **your** request against that claim and/or any costs, charges and expenses in respect of it.

Provided that:

- i) that person is not entitled to indemnity under any other insurance; and
- ii) that person will keep to and be subject to the terms and conditions of this policy as though they were **you**.

Indemnity to principal

In the event of any claim for which **you** would be entitled to receive indemnity under this section of the policy being brought or made against any **principal we** will indemnify the said **principal** against such claim and any costs, charges and expenses for such claim.

Joint liabilities

Where this policy is issued in the joint names of more than one party **we** will cover each party as though a separate policy had been issued to each of them.

Provided that the total amount **we** will pay to all such parties will not exceed the amount payable if they comprised only one party and in any event will not exceed the limit of indemnity stated in the schedule.

Legionella

The Special exclusion titled Pollution applicable to the whole of Section G will not apply to any discharge, release or escape of Legionella or other airborne pathogens from water tanks, water systems, air-conditioning plants, cooling towers and the like.

All **pollution or contamination** which arises out of or as a consequence of any discharge, release or escape of Legionella or other airborne pathogens from water tanks, water systems, air-conditioning plants, cooling towers and the like will be deemed to have occurred on the date that **you** first become aware of circumstances which have given or may give rise to such **pollution or contamination**.

Our liability under this extension will not exceed £1,000,000 in any one period of insurance.

Special provision

For the purpose of this extension '**pollution or contamination**' means:

- a) all **pollution or contamination** of buildings or other structures or of water or land or the atmosphere; and
- b) all loss or damage or **personal injury** directly or indirectly caused by such **pollution or contamination**.

You will give **us** notice in writing immediately on becoming aware of circumstances which have given or may give rise to a claim under this extension.

Excluding any claim arising from **pollution or contamination** which arises out of or as a consequence of any discharge release or escape of Legionella or other airborne pathogens from water tanks, water systems, air-conditioning plants, cooling towers and the like if before the current period of insurance **you** had become aware of circumstances which have given or may give rise to such **pollution or contamination**.

Libel and slander

The cover provided by Sub-section G1 of this section extends to indemnify **you** in respect of the legal liability to pay compensation and claimants costs and expenses in respect of claims made against **you** during the period of insurance arising from any act of libel or slander committed or uttered in good faith by **you** during the period of insurance in the course of the **business**.

Provided that:

- a) the indemnity granted by this extension will apply solely to **your** in-house and trade publications
- b) **our** liability under this extension will not exceed £250,000 in any one period of insurance.

Personal liability

At **your** request cover will apply in respect of the personal liability of any:

- a) director, **business partner** or **employee**
- b) the family of that director, **business partner** or **employee** while accompanying that person during temporary visits anywhere in the world for the purpose of the **business**.

Provided that:

- i) this will not apply to liability more specifically insured under any other insurance
- ii) the persons listed above comply with the terms and conditions of this policy.

Excluding any liability:

- 1) arising from any contract or agreement which imposes a liability that **you** would not otherwise have been under
- 2) arising from the ownership or occupation of land or buildings
- 3) arising from the carrying out of any trade or profession
- 4) arising from the ownership, possession or use of:
 - A) firearms excluding sporting guns
 - B) mechanically propelled vehicles
 - C) craft designed to travel through air or space
 - D) hovercraft and watercraft
 - E) animals of dangerous species as stipulated by the Animals Act 1971
- 5) arising from **damage** to property owned by or held in trust by:
 - A) **you**
 - B) any director, **business partner** or **employee**
 - C) the family of any director, **business partner** or **employee** while accompanying these people during temporary visits anywhere in the world for the purpose of the **business**
- 6) for accidental **bodily injury** sustained by:
 - A) **you**
 - B) any director, **business partner** or **employee**
 - C) the family of any director, **business partner** or **employee** while accompanying those people during temporary visits anywhere in the world in the **business**.

Personal representatives

In the event of **your** death the indemnity provided by this section will apply to any of **your** personal representatives in respect of liability incurred by **you**.

Provided that such personal representatives will as though they were **you** observe, fulfil and be subject to the terms and conditions of this policy.

Public relations expenses

Following an event which is or is likely to be the subject of indemnity under this section and which may result in adverse media publicity for **you**, **we** will pay, with **our** prior consent, costs incurred by **you** in respect of the engagement of a public relations consultant to help mitigate reputational damage.

Provided that:

- a) **you** take reasonable measures to avoid or mitigate adverse publicity
- b) the maximum amount **we** will pay under this extension is £25,000 any one event and in any one period of insurance.

Special exclusions applicable to the whole of Section G

This section does not cover:

Asbestos

liability directly or indirectly caused by, contributed to by or arising out of any **asbestos**

Contractual liability

legal liability assumed under contract or agreement unless:

- a) the liability would have existed in the absence of such contract or agreement; and
- b) **we** will retain the control of any claim

Cyber

liability of whatsoever nature directly or indirectly caused by, in connection with or contributed to by or arising from or in connection with **your** use of or reliance upon or work carried out upon or sale or supply of any computer hardware or related information technology or communication system, any computer software, internet, intranet, website or similar facility, system or network and/or any electronic data or related information.

Provided always that:

- a) this exclusion shall not apply in respect of all sums which *you* shall become legally liable to pay as compensation for:
 - i) physical bodily injury or disease
 - ii) physical loss of or physical damage to material property
- b) **our** liability shall not exceed the limit of indemnity stated in the schedule for any one occurrence or all occurrences of a series arising out of one original cause and in the aggregate in any one period of insurance and will be the maximum **we** will pay inclusive of all costs and expenses. This limit will form part of and not be in addition to the limit of indemnity stated in the schedule.

This special exclusion is not applicable to the indemnity provided by the Additional cover extension titled Data protection

Exposure to ultraviolet radiation

any liability arising out of or in connection with exposure to ultraviolet radiation being the ultraviolet region wavelength 10 nanometres to 400 nanometres on the electromagnetic spectrum

Foreign operations

any associated or subsidiary company of **yours** or branch office or representative of **yours** with power of attorney domiciled outside Great Britain, Northern Ireland, the Channel Islands or the Isle of Man

Hazardous works

- a) any work of demolition except demolition carried out by **employees**:
 - i) of buildings or part of a building when such work forms part of a contract for reconstruction, alteration or repair by **you**
 - ii) of other structures not exceeding four metres in height and not forming part of any building
- b) the construction, alteration or repair of towers, steeples, chimney shafts, blast furnaces, viaducts, bridges, docks or tunnels
- c) any work carried out on railways, airside or dockside
- d) piling or underpinning, quarrying or the use of explosives
- e) silica removal

Liquidated or punitive damages or fines

any amount in respect of:

- a) liquidated damages, fines or penalties which attach solely because of a contract or agreement
- b) exemplary or punitive damages

Pollution or contamination

liability in respect of **pollution or contamination** other than caused by a sudden identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the period of insurance.

All **pollution or contamination** which arises out of one incident will be deemed to have occurred at the time that incident took place

Professional advice

liability arising out of professional advice given by you for a fee or in circumstances where a fee would normally be charged

Silica

liability directly or indirectly caused by, contributed to by or arising out of the inhalation of **silica**

Treatment

any liability arising out of treatment or the dispensing of medicines or drugs.

Special provisions applicable to the whole of Section G

Discharge of liability

We may at any time pay any limit of indemnity after deduction of any sum or sums already paid or any lower amount for which any claim or claims can be settled and then relinquish the conduct and control and be under no further liability in respect of the claim except for the payment of **costs and expenses** incurred with **our** written consent prior to the date of such payment.

Limit of indemnity

The limit of indemnity stated in the schedule is **our** monetary limit (other than any limit otherwise stated) and applies to any claim or series of claims arising from any one cause except for claims caused by:

- a) **products**
- b) **pollution or contamination**

where in respect of each the limit of indemnity stated applies in the aggregate in any one period of insurance.

Limit of indemnity – terrorism

The limit of indemnity in respect of any claim against or by **you** or any series of claims against or by **you** arising directly or indirectly from a single act of **terrorism** will be £5,000,000 or the limit of indemnity stated in the schedule whichever is the lesser inclusive of all **costs and expenses**.

Special conditions applicable to the whole of Section G

Underground services

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

- a) prior to the commencement of any excavation, digging or earth moving work take all reasonable measures to identify the location of underground pipes, mains, cables and other services with their owner or the relevant authority responsible and retain a written record of such measures
- b) ensure the adoption of a method of work which minimises the risk of **damage** to pipes, cables, mains and other services.

Use of heat

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

- a) 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:
 - i) 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.

- ii) 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 cessation of work.
 - iii) During work:
 - 1) at least two adequate and appropriate portable fire extinguishers, in proper working order and with which users must be familiar, must be kept in the immediate area of the work, and, if safe for users to do so, must be used immediately if smoke or smouldering flames are detected
 - 2) other than in respect of application of heat by means of blow lamps, blow torches, hot air guns or hot air strippers, a person must be appointed by **you** to act as an observer to watch for signs of smoke or smouldering or flames.
 - iv) For one hour, starting after completion of each work period, fire safety checks of the working area must be made at intervals of not more than 20 minutes and immediate steps taken to extinguish any smouldering or flames discovered.
- b) In respect of 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 insulating base.

Section H – Employee dishonesty

This section is only operative if stated in the schedule.

Special definitions

Act of fraud or dishonesty

Any single, continuous or repeated act of fraud or dishonesty.

Benefits

Any type of compensation or the equivalent value thereof other than salary and wages including but not limited to:

- a) perquisites, fringe benefits, bonus payments
- b) incentive or deferred compensation
- c) the value of any actual, beneficial or contingent rights to benefits, incentives or other compensation whose value is imputed or derived in any way from the value of **your securities** including but not limited to, share options, share grants, restricted shares or share warrants
- d) medical or insurance benefits and payments due to any person in connection with an employee benefit plan or **pension scheme**.

Change of control

Where any person, entity or group:

- a) acquires more than 50% of **your** share capital
 - b) acquires the majority of the voting rights in **you**
 - c) assumes the right to appoint or remove the majority of **your** board of directors or equivalent positions
 - d) assumes control pursuant to written agreement with other shareholders over the majority of the voting rights in **you**
 - e) merges with **you** such that **you** are not the surviving entity
 - f) is appointed to **you** as a **trustee** in bankruptcy, receiver, liquidator or administrator or similar official or person
- or

The winding up of the **pension scheme** that will be deemed to have occurred on the date of the final asset distribution made from a **pension scheme** which has terminated.

Director or officer

Any natural person who is:

- a) a past, present or future director, officer, management committee member, member of the board of managers, supervisory board member, management board member or governor of **you** elected or appointed according to law
- b) a past, present or future de facto director or officer or any natural person who is deemed a shadow director as defined in section 251 of the Companies Act 2006 of **you**
- c) employed by **you** to whom the Financial Conduct Authority has given its approval to perform one or more of controlled functions 1-30 for a company pursuant to Section 59 of the Financial Services and Markets Act of 2000.

Discovery or Discovered

The moment at which **you** or any partner, **director or officer**, departmental head or other senior manager or the equivalent thereof becomes aware of any fact or facts that give reasonable grounds to believe that loss as insured by this section has been or may be incurred even though the exact amount or details of the loss may not then be known.

Employee

Any natural person who is:

- a) under a contract of service or apprenticeship with **you**
 - b) under a work experience or similar scheme
 - c) a labour master or labour only subcontractor or person supplied by any of them
 - d) hired or borrowed by **you** from another employer
- and working under **your** direct control or supervision in connection with **your business**.

Provided that for the purposes of this section the following are excluded:

- i) any partner of the **insured company**
- ii) any **employee** who at the time of committing any **act of fraud or dishonesty** controls more than five percent of **your** issued share capital
- iii) any broker, factor commission merchant, consignee, contractor or other agent or representative of the same general character.

Financial institution

Any bank including any merchant or investment bank, finance company, hedge fund, insurance or reinsurance company, mortgage bank, savings and loan association, building society, credit union, stockbroker, investment trust, asset management company, fund manager or any entity established principally for the purpose of carrying out commodities, futures or foreign exchange trading or any other similar entity.

Forgery

The signing by hand of another natural person's name, or the endorsing or amending by hand without authority of any cheque, draft, promissory note or bill of exchange given or received by **you** with the intent to deceive in consequence of which **you** have acted or transferred funds or goods.

Insured

- a) An **insured person**
- b) an **insured company**.

Insured company

- a) **You**
- b) any past, present or future **subsidiary company**.

Insured person

Any natural person who is:

- a) a **director or officer**
- b) a **trustee**
- c) an **employee** who is **your** risk manager or equivalent position
- d) an **employee** while acting in a managerial or supervisory capacity for **you**.

Provided that **insured person** will not include any consultant, external auditor, or liquidator, administrator or receiver of **you**.

Investigation

An official examination, enquiry, investigation or other proceeding into **your** affairs ordered or commissioned by an **official body**.

Limit of indemnity

Our maximum liability in any one period of insurance.

Loss

Direct financial loss of any **property**, money or **securities** sustained by **you** as a direct result of any **act of fraud or dishonesty**.

Official body

Any regulator, government body, government agency or official trade body or the enforcement arm of such body that is empowered by statute or statutory regulation to investigate the affairs of **you**, an **outside entity** or an **insured person**.

Pension scheme

Your sponsored scheme, plan or arrangement.

Property

Your tangible property other than money or **securities**.

Securities

Any bond, debenture, note, share, stock or other equity or security for debt, and will include any certificate of interest or participation in, receipt for, warrant or other right to subscribe to or to purchase, voting trust certificate relating to, or other interest in any of the foregoing items representing money or property.

Sponsoring company

You and including any **employee** of the sponsoring company acting with the authorisation of the **trustees** to perform duties directly related to the **pension scheme**.

Subsidiary company

Any entity in which **you** directly or indirectly:

- a) hold more than 50% of the voting rights
- b) appoint a majority of the board of directors
- c) have the right to appoint a majority of the board of directors subject to a written agreement with other shareholders.

Third party

Any natural person other than an **employee** or **director or officer**.

Trustee

Any:

- a) past, present or future **director or officer** or **employee** of the **sponsoring company** duly appointed as a trustee of the **pension scheme** in accordance with the provisions of the **pension scheme** or by Court Order
- b) **subsidiary company** incorporated for the sole purpose of administering a **pension scheme** or acting as a trustee of a **pension scheme**.

You, your, yours, yourselves

The legal entity designated in the schedule as the Insured including its predecessors.

Cover

We will pay **you** for **loss** for which **you** are responsible at law committed by an **employee** acting alone or in collusion with others which is first **discovered** during the period of insurance.

The most **we** will pay is the limit of indemnity stated in the schedule.

The **excess** applicable to this section is stated in the schedule.

Additional cover extensions applicable to Section H – Employee dishonesty

Bilateral extended reporting period

In the event that either **we** do not renew or **you** do not renew or replace this section **you** have the right to extend the period of insurance:

- a) automatically for 90 days at no additional premium
- b) for 12 months subject to payment of an additional premium of 50% of the last annual premium for employee dishonesty only in respect of any **act of fraud or dishonesty** committed prior to the effective date of such non-renewal.

Provided that:

- i) **you** must give **us** written notice of **your** intention to purchase the extended reporting period within 30 days of the effective date of non-renewal of this section and pay the relevant premium promptly after electing this extension
- ii) in the event of **change of control** the extended reporting period will not be available.

Computer fraud

We will pay **you** for the theft of **your** money, **securities** or goods due to any fraudulent or dishonest misuse or manipulation by a **third party** of the computer systems and programs operated by **you**.

Employee benefit plans

We will pay the **trustees** of any **pension scheme** or other employee benefits scheme set up by **you** to provide benefit to **your employees** in respect of **loss** as insured in this section.

Provided that payment under this extension will form part of and not be in addition to the **limit of indemnity** stated in the schedule.

Forgery

We will pay **you** for loss of money or **securities** resulting from **forgery**.

Funds transfer fraud

We will pay **you** for the theft of any of **your** funds from an account maintained by **you** at a **financial institution** following fraudulent electronic, telegraphic, cable, teletype, telephone or written instructions to debit such account and to transfer, pay or deliver funds from such account and which instructions purport to have come from **you** but which are fraudulently transmitted or issued, are a **forgery** or fraudulently altered by another.

Investigation costs

We will pay **you** in respect of reasonable fees and costs other than remuneration payable to any **employee**, partner, **director or officer** of any **insured company**, cost of their time or costs or overhead of any **insured company** necessarily incurred by **you** with **our** written consent to establish the amount of direct **loss** in connection with a claim covered under this section.

Provided that payment under this extension will form part of and not be in addition to the **limit of indemnity** stated in the schedule.

Money orders

We will pay **you** for **your** direct financial loss arising from **your** acceptance in good faith in exchange for money, goods or services of any post office or express money order issued or purporting to have been issued by any post office or express office if such money order is not paid on presentation.

New entities

If **you**:

- a) consolidate or merge with
- b) acquire majority voting rights, control of
- c) acquire the assets of

another entity cover is immediately provided to such entity where such entity:

- i) has gross annual turnover which is less than 10% of **your** gross annual turnover and has less than 10% of **your** total **employees**
- ii) does not undertake any activities which vary materially from **your** activities as advised to **us**
- iii) complies with the controls and procedures adopted by **you** as advised to **us**
- iv) has not in the preceding three years suffered **loss** of a type covered by this section whether insured or not which was greater than 25% of the amount of the **excess** stated in the schedule.

Provided that:

- 1) **you** will give notice to **us** of all entities added to the insurance under this section by virtue of this extension within 30 days of the date of such addition. Failure to give such notice will be an election by **you** for that entity not to be included under this section
- 2) **you** will provide **us** with all information concerning the addition that **we** may require and will pay any additional premium required by **us**. Failure to pay such additional premium within 30 days of request by **us** will be an election by **you** for that entity not to be included under this section
- 3) the insurance provided under this extension will only apply to **losses** occurring after the date of any addition to this section.

Paper currency

We will pay **you** for **your** direct financial loss arising from **your** acceptance in good faith in the regular course of **business** of counterfeit paper currency.

Reconstitution costs

We will pay **you** for the reasonable costs incurred in rewriting or amending the software programs or systems where such rewriting or amendment is necessary to correct the programs or amend the security codes following the fraudulent use of the computer hardware or software programs or systems operated by **you** and which was the subject of a claim under this section.

Our liability under this extension will not exceed £25,000 in any one period of insurance and this limit will form part of and not be in addition to the **limit of indemnity** stated in the schedule.

Special exclusions

This section does not cover:

Damages and fines

damages, fines, penalties or taxes of any description

Defence costs

the costs of defending any legal proceedings brought against **you** or the fees, costs or expenses incurred or paid by **you** in prosecuting or defending any legal proceedings whether or not such legal proceedings result or would result in a **loss** to **you** under this section except as may be stated specifically elsewhere in this section

Extortion kidnap and ransom

loss arising out of or in connection with kidnap or ransom or any threat thereof or extortion other than extortion by an **employee**

Fees, costs or expenses

any fees, costs or expenses incurred by **you** in establishing the existence of or the amount of **loss** covered under this section except as provided for by the Additional cover titled Investigation costs

Fraudulent employee

loss caused by any **employee** whom **you** were aware had previously committed a criminal act before or after the date of commencement of employment with **you**

Indirect loss

loss of any kind not directly associated with the incident that caused **you** to claim unless expressly stated to be insured

Inter insured

loss sustained by one part of **you** to the benefit of any other part of **you**

Proprietary information and trade secrets

loss of intangible property howsoever caused including but not limited to intellectual rights, trade secrets, proprietary information, patents, trademarks, copyrights, computer programs, confidential processing methods or other confidential information of any kind.

Special conditions

Cancellation on discovery

The insurance under this section in respect of any **employee** will be deemed to be cancelled immediately upon **discovery** by **you** or any partner, **director or officer**, departmental head, senior manager or the equivalent thereof not in collusion with such **employee** of **any act of fraud or dishonesty** committed by that **employee** and any further **acts of fraud or dishonesty** committed by that **employee** are not insured.

Dealing and trading

In respect of any **act of fraud or dishonesty** committed by any **employee** who is engaged in trading or dealing in stocks, shares, equities, bonds, **securities**, valuable papers, commodities, foreign exchange, derivatives, loans, transactions in the nature of a loan or other extension of credit and the like **you** will prove conclusively that such **acts of fraud or dishonesty** were committed by the **employee** with the clear intention of causing **you** to suffer such **loss** and to obtain and resulting in improper financial gain for that **employee** or any other person or entity intended by the **employee** to receive such gain. Salaries, commissions, fees, bonuses, promotions, awards, profit sharing, pensions and other **benefits** will not constitute improper financial gain.

Joint insured

- a) If **you** comprise more than one party the person, company or entity set out as **you** in the schedule will act for itself and be deemed to act as the sole agent for **you**. All parties of which **you** comprise are deemed to have consented and agreed that rights of action under this policy are not assignable except with **our** prior written consent
- b) **you** have the sole right to file notice or proof of **loss**, adjust, receive or enforce payment of any **loss**
- c) payment of any **loss** will fully release **us** on account of such **loss**. If **we** agree to make payment to an entity other than **you** such payment will be deemed to have been made to **you**
- d) **you** have the sole right to bring legal proceedings arising under or in connection with this section.

Knowledge

Knowledge possessed or **discovery** made by any **insured** or by any partner, **director or officer**, departmental head or other senior manager or the equivalent thereof will be deemed to constitute knowledge possessed or **discovery** made by all other persons, companies or entities forming part of **you**.

Non-identification

If a loss is alleged to have been caused by an **act of fraud or dishonesty** by any **employee** and **you** are unable to discover the identity of the actual **employee** **we** will pay **you** provided that the evidence submitted proves beyond reasonable doubt that the **loss** was caused by the fraudulent or dishonest acts of one or more **employee**.

Prosecution

You will if and when required by **us** but at **our** expense use all diligence in prosecuting to conviction any person by whose dishonesty a claim will have been made under this section.

Valuation

a) Securities

In no event will **we** be liable as respects **securities** for more than the actual cash value thereof at the close of business on the business day preceding the day on which the **loss** was **discovered**.

b) Books of accounts and records

In the case of **loss** of or damage to **property** consisting of books of accounts or other records other than electronic data used by **you** in the conduct of **your business** **we** will be liable under this section only if such books or records are actually reproduced and then for not more than the cost of blank books, blank pages or other materials plus the cost of labour and computer time for the actual transcription or copying of data which will have been furnished by **you** in order to reproduce such books and other records.

c) Electronic data

In the event that a **loss** as covered under this section results in the destruction, erasure or theft of electronic data used by **you** while such data is stored within **your** computer systems **we** will be liable under this section if such data is actually reproduced and cover hereunder will only apply to the cost of labour for the actual transcription or copying of data, which will have been furnished by **you** in order to reproduce such electronic data.

d) Damage to premises

In the case of damage to the **premises** **we** will not be liable for more than the actual cost of repairing such premises with material of like quality and value.

e) Foreign currency

If a foreign currency being a currency other than the currency in which this section is written is involved in a **loss** sustained by **you** under this section then for the purpose of any calculation required in the settlement of a **loss** the rate of exchange will be the rate as offered by **our** London Clearing Bank on the date of such settlement.

f) Other property

In no event will **we** be liable as respects other **property** not included in the above for more than the actual cash value thereof at the time of **loss** or for more than the actual cost of repairing such other **property** or of replacing same with **property** or material of like quality and value provided however the actual cash value of such other **property** held by **you** as a pledge, or as collateral for an advance or a loan will be deemed not to exceed the value of the **property** as determined and recorded by **you** when making the advance or loan nor in the absence of such record the unpaid portion of the advance or loan plus accrued interest thereon at legal rates.

Special claims conditions

Claims notification

Upon the **discovery** of **loss** that may give rise to a claim **you** will notify **us** as soon as reasonably possible but in all events no later than 45 days after the expiry of the period of insurance or the extended reporting period if applicable, by writing to the following address: Zurich Insurance Company Ltd, Specialty Claims Department, 70 Mark Lane, London, EC3R 7NQ or by emailing professionalandfinancial.lines.newclaims@uk.zurich.com. Such notice will include but not be limited to a description of the circumstances leading to the **loss** and the names if known of the persons causing such **loss**.

Claims series

Where more than one **loss** arises from one **act of fraud or dishonesty** or from a series of **acts of fraud or dishonesty** which are connected causally with another or which are by any means inter-related or inter-connected they will be deemed to be a single **loss** notwithstanding the number of **loss** notifications that have been made and such single loss will be attributed solely to the period of insurance or the extended reporting period (if applicable) during which the first **loss** arising from such series of **acts of fraud or dishonesty** was **discovered**.

Limitation

Our aggregate liability for **loss** sustained by any or all of the persons, companies or other entities of which **you** consist will not exceed the amount for which **we** would be liable if all **losses** were sustained by any one of the persons, companies or other entities of which **you** consist.

Loss settlement

We may with **your** consent settle any demand for **loss** of property with the owner thereof. Any property for which **we** have made indemnification will become **our** property. **We** may at **our** discretion pay such actual cash value or make such repairs or replacements. If **you** and **we** cannot agree upon such cash value or such cost of repairs or replacements such cash value or such cost will be determined by arbitration.

Other insurance

If a **loss** under this section would but for the existence of this policy be insured by any other valid and collectable:

- a) Directors' and officers' liability or Management liability policy or indemnity
- b) Employment Practices Liability insurance policy
- c) General Liability insurance policy
- d) Pollution Liability insurance policy
- e) Pension Trustee Liability insurance policy
- f) Employee Dishonesty or Crime policy
- g) any other insurance which has a duty to defend such **loss**

we will only be liable for any amount above that collectable under such other policy.

Submission of records

In the event of a **loss you** will immediately upon **our** request deliver to **us** all pertinent records, information, explanation and other evidence as may be reasonably required for the purposes of investigating or verifying the **loss** together with if required a statutory declaration of the truth of the **loss** and of any matters connected with it.

Section I – Legal expenses

This section is only operative if stated in the schedule.

Special definitions

Appointed representative

The **preferred law firm**, law firm, tax consultancy, accountant or other suitably qualified person **we** appoint to act on the **insured person's** behalf.

ARAG Standard Terms of Appointment

The terms and conditions (including the amount **we** will pay to an **appointed representative**) that apply to the relevant type of claim, which could include a conditional fee agreement (no win, no fee). Where a law firm is acting on **your** behalf the amount **we** will pay is currently £100 per hour. This amount may vary from time to time.

Business

The business declared to **us** and covered by the commercial policy to which this section attaches.

Costs and expenses

- a) All reasonable, proportionate and necessary costs chargeable by the **appointed representative** and agreed by **us** in accordance with the **ARAG Standard Terms of Appointment**.
- b) The costs incurred by opponents in civil cases if the **insured person** has been ordered to pay them, or the **insured person** pays them with **our** agreement.

Countries covered

- a) For insured incidents Legal defence (excluding 5 Statutory notice appeals), and Personal injury

The United Kingdom of Great Britain and Northern Ireland, the European Union, the Isle of Man, the Channel Islands, Albania, Andorra, Bosnia and Herzegovina, Gibraltar, Iceland, Liechtenstein, Monaco, Montenegro, North Macedonia, Norway, San Marino, Serbia, Switzerland and Turkey.

- b) For all other insured incidents

The United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands.

Date of occurrence

- a) For civil cases (other than as specified under c) to e) below), the date of the event that leads to a claim. If there is more than one event arising at different times from the same originating cause, the **date of occurrence** is the date of the first of these events. (This is the date the event happened, which may be before the date **you** or an **insured person** first became aware of it.)
- b) For criminal cases, the date the **insured person** began, or is alleged to have begun, to break the law.
- c) For insured incident Statutory licence appeal, the date when **you** first became aware of the proposal by the relevant licensing or regulatory authority to suspend, alter the terms of, refuse to renew or cancel **your** licence, mandatory registration or British Standard Certificate of Registration.
- d) For insured incident Tax protection, the date when HM Revenue & Customs, or the relevant authority, first notifies **you** of its intention to carry out an enquiry. For VAT or employer compliance disputes, the date the dispute arises during the **period of insurance** following the issue of an assessment, written decision or notice of a civil penalty.
- e) For insured incident Legal defence 5 Statutory notice appeals, the date when the **insured person** is issued with the relevant notice and has the right to appeal.

Employer compliance dispute

A dispute with HM Revenue & Customs concerning **your** compliance with Pay As You Earn, Social Security, Construction Industry or IR35 legislation and regulations.

Insured person

- a) **You** and the directors, partners, managers, employees and any other individuals declared to **us** by **you**.
- b) A person contracted to work for **you** who works for **you** on the same basis as **your** employees, and performs that work under **your** supervision and direction.

Period of insurance

The period for which **we** have agreed to cover the **insured person** and for which **we** have accepted the premium.

Preferred law firm

A law firm, barrister or tax expert **we** choose to provide legal or other services.

These specialists are chosen as they have the proven expertise to deal with the **insured person's** claim and must comply with **our** agreed service standard levels, which **we** audit regularly. They are appointed according to the **ARAG Standard Terms of Appointment**.

Reasonable prospects

- a) For civil cases, the prospects that the **insured person** will recover losses or damages or a reduction in tax or National Insurance liabilities (or obtain any other legal remedy that **we** have agreed to, including an enforcement of judgment) or make a successful defence, must be at least 51%. **We**, or a **preferred law firm** or tax consultancy on **our** behalf, will assess whether there are **reasonable prospects**.
- b) For criminal cases there is no requirement for there to be prospects of a successful outcome.
- c) For civil and criminal appeals the prospects of a successful outcome must be at least 51%.

Tax enquiry

A written notice of enquiry, issued by HM Revenue & Customs, to carry out an Income Tax or Corporation Tax compliance check which either:

- i) includes a request to examine any aspect of **your** books and records; or
- ii) advises of a check of **your** whole tax return.

VAT dispute

A dispute with HM Revenue & Customs following the issue of an assessment, written decision or notice of a civil penalty relating to **your** VAT affairs.

We, us, our, ARAG

ARAG Legal Expenses Insurance Company Limited.

You, your

The **business** that has taken out this policy.

Reporting a claim

Important information

Please do not ask for help from a lawyer, accountant or anyone else before **we** have agreed that **you** should do so. If **you** do, **we** will not pay the costs involved even if **we** accept the claim.

Report your claim

- Call **us** on **0344 893 0859**, available 24 hours a day, 7 days a week
- Have **your** policy number ready and **we'll** ask **you** about **your** claim

We will assess the claim

- To check **your** claim is covered by this section
- And, if it is, **we** will send it to a lawyer who specialises in **your** type of claim

The lawyer will

- Assess **your** case and tell **you** how likely it is **you** will win

If you are more likely than not to win, the lawyer will

- Manage the case from start to finish

Please note this is an overview of the claims process for guidance purposes only. **Our** claims handlers can answer any questions **you** may have when they receive **your** claim, alternatively **you** can visit claims.araginsurance.co.uk

Our agreement

This section, the policy schedule and any endorsement shall be read together as one document and describe the contract between **you** and **us**.

We agree to provide the insurance described in this section for **you** (or where specified, the **insured person**) in respect of any insured incident arising in connection with the **business**, in return for payment of the premium and subject to the terms, conditions, exclusions and limitations set out in this section, provided that:

- 1 **reasonable prospects** exist for the duration of the claim
- 2 the **date of occurrence** of the insured incident is:
 - a) during the **period of insurance**, or
 - b) during the currency of a previous equivalent legal expenses insurance policy, provided that:
 - the previous legal expenses insurance policy required **you** to report claims during its currency
 - **you** could not have notified a claim previously as **you** could not have reasonably been aware of the insured incident
 - cover has been continuously maintained in force
 - any claim that should have been covered under a previously operative legal expenses insurance policy will not be covered by **us**, and
 - the available limit of indemnity shall be limited to the lesser of the sums payable under this or **your** previous policy
- 3 any legal proceedings will be dealt with in the **countries covered** by:
 - a court; or
 - employment tribunal or employment appeal tribunal; or
 - arbitration where parties to a dispute appoint an arbitrator to determine the evidence and issue a decision which is recognised by and enforceable through a court; or
 - the Equality and Human Rights Commission, Equality Commission for Northern Ireland; or
 - any other body which replaces any of the above or which **we** agree to, and
- 4 the insured incident happens within the **countries covered**.

What we will pay

We will pay an **appointed representative**, on **your** behalf, **costs and expenses** incurred following an insured incident, and any compensation awards that **we** have agreed to, provided that:

- 1 the most **we** will pay in respect of all claims resulting from one or more event arising at the same time or from the same originating cause, for **costs and expenses** and compensation awards claims, is the amount stated in the schedule
- 2 the most **we** will pay for the total of all compensation awards under insured incident Employment disputes and compensation awards 2 Compensation awards in any one **period of insurance** shall not exceed £1,000,000
- 3 the most **we** will pay in **costs and expenses** is no more than the amount **we** would have paid to a **preferred law firm** or tax consultancy. The amount **we** will pay a law firm (where acting on **your** behalf) is currently £100 per hour. This amount may vary from time to time
- 4 in respect of an appeal or the defence of an appeal, **you** must tell **us** as soon as possible and within the statutory time limits allowed that **you** want to appeal. Before **we** pay the **costs and expenses** for appeals, **we** must agree that **reasonable prospects** exist
- 5 for an enforcement of judgment to recover money and interest due to **you** after a successful claim under this section, **we** must agree that **reasonable prospects** exist
- 6 where an award of damages is the only legal remedy to a dispute and the cost of pursuing legal action is likely to be more than any award of damages, the most **we** will pay in **costs and expenses** is the value of the likely award, and
- 7 in respect of insured incident Legal defence 6 Jury service and court attendance the maximum **we** will pay is the **insured person's** net salary or wages for the time that the **insured person** is attending court or tribunal, less any amount **you**, the court or tribunal pays.

What we will not pay

- 1 In the event of a claim, if **you** decide not to use the services of a **preferred law firm** or tax consultancy, **you** will be responsible for any costs that fall outside the **ARAG Standard Terms of Appointment** and these will not be paid by **us**.
- 2 If **you** are registered for VAT **we** will not pay the VAT element of any **costs and expenses**.
- 3 The first £500 of any contract dispute claim where the amount in dispute exceeds £5,000 (including VAT). If **you** are using a **preferred law firm**, **you** will be asked to pay this within 21 days of **your** claim having been assessed as having **reasonable prospects**. If **you** are using **your** own law firm, this will be within 21 days of their appointment (following confirmation **your** claim has **reasonable prospects**). If **you** do not pay this amount the cover for **your** claim could be withdrawn.

Employment disputes and compensation awards

1 Employment disputes

What is covered

Costs and expenses to defend **your** legal rights:

- a) before the issue of legal proceedings in a court or tribunal:
 - i) following the dismissal of an employee; or
 - ii) where an employee or ex-employee has contacted ACAS ('Advisory, Conciliation and Arbitration Service') to commence the Early Conciliation procedure; or
- b) in unfair dismissal disputes under the ACAS Arbitration Scheme; or
- c) in legal proceedings in respect of any dispute relating to:
 - i) a contract of employment with **you**; or
 - ii) an alleged breach of the statutory rights of an employee, ex-employee or prospective employee under employment legislation.

What is not covered

A claim relating to the following:

- 1 unless equivalent legal expenses insurance was continuously in force before:
 - a) any dispute where the originating cause of action arises within the first 90 days of the start of this section of cover
 - b) any dispute with an employee who was subject to a written or oral warning (formal or informal) within 180 days immediately preceding the inception date of this section of cover if the **date of occurrence** was within the first 180 days of the start of this section of cover and the dispute relates directly to the same matter(s) which gave rise to that warning
 - c) any notice of redundancy or alleged redundancy or unfair selection for redundancy which occurs within the first 180 days of the start of this section of cover
- 2 employee internal disciplinary or grievance procedures
- 3 damages for personal injury
- 4 Transfer of Undertakings Regulations (TUPE) or the Transfer of Employment (Pension Protection) Regulations
- 5 pursuing **your** legal rights.

2 Compensation awards

What is covered

In respect of a claim **we** have accepted under insured incident 1 Employment disputes **we** will pay:

- a) any basic and compensatory award; and/or
- b) an order for compensation or damages following a breach of **your** statutory duties under employment legislation.

Provided that:

- a) in cases relating to performance and/or conduct, **you** have throughout the employment dispute either:
 - i) followed the ACAS Code of Disciplinary and Grievance Procedures; or

- ii) followed equivalent codes of Practice on practice issued by the Labour Relations Agency in Northern Ireland; or
- iii) sought and followed advice from **our** legal advice service (telephone **0344 893 0859**)
- b) for an order of compensation following **your** breach of statutory duty under employment legislation **you** have at all times sought and followed advice from **our** legal advice service since the date when **you** should have known about the employment dispute (telephone **0344 893 0859**)
- c) for any compensation award for redundancy or alleged redundancy or unfair selection for redundancy, **you** have sought and followed advice from **our** legal advice service before starting any redundancy process or procedure with employees (telephone **0344 893 0859**)
- d) any sum of money in settlement of a dispute is awarded by a court, tribunal or through the ACAS Arbitration Scheme, under a judgment made after full argument and otherwise than by default, or is payable under settlement approved in writing in advance by **us**.

*Please note that the total amount payable by **us** for all compensation awards and sums of money in settlement of a dispute, in aggregate and in any one **period of insurance** is £1,000,000.*

What is not covered

A claim relating to the following:

- 1 Any compensation award relating to the following:
 - trade union activities, trade union membership or non-membership
 - pregnancy or maternity rights, paternity, parental or adoption rights
 - health and safety related dismissals brought under section 44 of the Employment Rights Act 1996
 - statutory rights in relation to trustees of occupational pension schemes.
- 2 Non-payment of money due under a contract.
- 3 Any award ordered because **you** have failed to provide relevant records to employees under National Minimum Wage legislation.
- 4 A compensation award or increase in a compensation award relating to failure to comply with a current or previous recommendation made by a tribunal.
- 5 A settlement agreed and payable following conciliation under the ACAS Early Conciliation procedure.

3 Employee civil legal defence

What is covered

Costs and expenses to defend the **insured person's** (other than **your**) legal rights if:

- a) an event arising from their work leads to civil action being taken against them under legislation for unlawful discrimination; or
- b) civil action is being taken against them as trustee of a pension fund set up for the benefit of **your** employees.

*Please note that **we** will only provide cover for an **insured person** (other than **you**) at **your** request.*

4 Service occupancy

What is covered

Costs and expenses to recover possession of premises owned by **you**, or for which **you** are responsible, from **your** employee or ex-employee.

What is not covered

Any claim relating to defending **your** legal rights, other than defending a counter-claim that is an insured incident under this section.

Legal defence

Costs and expenses to defend the **insured person's** legal rights: (provided that for each of the following sections of Legal defence cover 1-6 **you** request **us** to provide cover for the **insured person**.)

1 Criminal pre-proceedings cover

What is covered

Prior to the issue of legal proceedings, when dealing with the Police or other body with criminal investigatory powers, where it is alleged that the **insured person** has or may have committed a criminal offence.

Provided that:

for claims relating to the Health and Safety at Work etc Act 1974 the **countries covered** shall be any place where the Act applies.

*Please note that **we** will only cover criminal investigations and/or prosecutions which arise in direct connection with the activities of the **business**. Please see the section titled Our agreement at the start of this section.*

What is not covered

A claim relating to the following:

- 1 any criminal investigation or enquiry by, with or on behalf of HM Revenue & Customs
- 2 investigations due to alleged infringement of road traffic laws or regulations in connection with the ownership, driving or use of a motor vehicle.

2 Criminal prosecution defence

What is covered

Following an event which leads to the **insured person** being prosecuted in a court of criminal jurisdiction.

Provided that:

for claims relating to the Health and Safety at Work etc Act 1974 the **countries covered** shall be any place where the Act applies.

*Please note that **we** will only cover criminal investigations which arise in direct connection with the activities of the **business**. Please see the section titled Our agreement at the start of this section.*

What is not covered

A claim relating to the following:

- 1 prosecution due to alleged infringement of road traffic laws or regulations in connection with the ownership, driving or use of a motor vehicle.

3 Data protection

What is covered

If civil action is taken against the **insured person** for compensation under data protection legislation, when handling personal data in their capacity as a data controller and/or a data processor by:

- a) An individual. **We** will also pay any compensation award in respect of such a claim.
- b) Another data controller and/or data processor, which arises out of, or relates to, a claim made by an individual for compensation against that data controller and/or data processor. Please note **we** will not pay any compensation award in respect of such a claim.

Provided that:

in respect of 3 a) any sum of money in settlement of a dispute is awarded by a court under a judgment made after full argument and otherwise than by consent or default, or is payable under settlement approved in advance by **us**.

*Please note that **we** will not cover the cost of fines imposed by the Information Commissioner, or any other regulatory and/or criminal body. (Please see special exclusion 3)*

What is not covered

A claim relating to the following:

- 1 the loss, alteration, corruption or distortion of, or damage to stored personal data, or
- 2 a reduction in the functionality, availability, or operation of stored personal data

resulting from hacking (unauthorised access), malicious or negligent transfer (electronic or otherwise) of a computer program that contains any malicious or damaging code, computer virus or similar mechanism.

4 Wrongful arrest

What is covered

If civil action is taken against the **insured person** for wrongful arrest in respect of an accusation of theft alleged to have been carried out during the **period of insurance**.

5 Statutory notice appeals

What is covered

In an appeal against the imposition or terms of any statutory notice issued under legislation affecting **your business**.

What is not covered

A claim relating to the following:

- 1 an appeal against the imposition or terms of any statutory notice issued in connection with **your** licence, mandatory registration or British Standard Certificate of Registration
- 2 a statutory notice issued by an **insured person's** regulatory or governing body (please refer to insured incident Statutory licence appeal).

6 Jury service and court attendance

What is covered

An **insured person's** absence from work:

- a) to perform jury service
- b) to attend any court, tribunal or at the request of the **appointed representative**.

The maximum **we** will pay is the **insured person's** net salary or wages for the time that they are absent from work less any amount **you**, the court or tribunal, have paid them.

We will reimburse **you** for net salary or wages that **you** have paid the **insured person** for that time, less any amount they have been paid by, or can recover from, the court or tribunal.

What is not covered

A claim relating to the following:

- 1 any claim if **you** or the **insured person** are unable to prove the loss.

Statutory licence appeal

What is covered

Costs and expenses for:

An appeal to the relevant statutory or regulatory authority, court or tribunal following a decision by a licensing or regulatory authority to suspend, or alter the terms of, or refuse to renew, or cancel **your** licence, mandatory registration or British Standard Certificate of Registration.

What is not covered

A claim relating to the following:

- 1 the original application or renewal application of a statutory licence, mandatory registration or British Standard Certificate of Registration
- 2 the ownership, driving or use of a motor vehicle.

Contract disputes

What is covered

Costs and expenses for:

A contractual dispute arising from an agreement or an alleged agreement which has been entered into by **you** or on **your** behalf for the purchase, hire, sale or provision of goods or of services.

Provided that:

- a) the amount in dispute exceeds £250 (incl VAT)
- b) if the amount in dispute exceeds £5,000 (incl VAT), **you** must pay the first £500 of any claim. If **you** are using a **preferred law firm**, **you** will be asked to pay this within 21 days of **your** claim having been assessed as having **reasonable prospects**. If **you** are using **your** own law firm, this will be within 21 days of their appointment (following confirmation **your** claim has **reasonable prospects**). If **you** do not pay this amount the cover for **your** claim could be withdrawn
- c) if the amount in dispute is payable in instalments, the instalments due and payable at the time of making the claim exceed £250 (incl VAT)
- d) if the dispute relates to money owed to **you**, a claim under this section is made within 90 days of the money becoming due and payable.

What is not covered

A claim relating to the following:

- 1 a dispute arising from an agreement entered into prior to the start of this section of cover if the **date of occurrence** is within the first 90 days of the start of this section of cover, unless equivalent legal expenses insurance was in force immediately before
- 2
 - a) a dispute relating to an insurance policy, other than when your insurer refuses **your** claim
 - b) the sale, purchase, terms of a lease, licence, or tenancy of land or buildings. However, **we** will cover a dispute with a professional adviser in connection with these matters
 - c) a loan, mortgage, pension, guarantee or any other financial product. However, **we** will cover a dispute with a professional adviser in connection with these matters
 - d) a motor vehicle owned by, or hired or leased to **you** other than agreements relating to the sale of motor vehicles where **you** are engaged in the business of selling motor vehicles
- 3 a dispute with an employee or ex-employee which arises out of, or relates to, a contract of employment with **you**. (Please refer to insured incident Employment disputes and compensation awards.)
- 4 a dispute which arises out of the:
 - sale or provision of computer hardware, software, systems or services; or
 - the purchase or hire of computer hardware, software, systems or services tailored by a supplier to **your** own specification
- 5 the recovery of money and interest due from another party, other than disputes where the other party indicates that a defence exists
- 6 a dispute arising from a breach or alleged breach of professional duty by an **insured person**.

Debt recovery

What is covered

Costs and expenses for:

A dispute relating to the recovery of money and interest due from the sale or provision of goods or services, including enforcement of judgments.

Provided that:

- a) the debt exceeds £250 (incl VAT)
- b) a claim is made within 90 days of the money becoming due and payable
- c) **we** have the right to select the method of enforcement, or to forego enforcing judgment if **we** are not satisfied that there are, or will be, sufficient assets available to satisfy judgment.

What is not covered

A claim relating to the following:

- 1 any debt arising from an agreement entered into prior to the start of this section of cover if the debt is due within the first 90 days of the start of this section of cover, unless equivalent legal expenses insurance was in force immediately before
- 2
 - a) the settlement payable under an insurance policy
 - b) the sale, purchase, terms of a lease, licence, or tenancy of land or buildings
 - c) a loan, mortgage, pension, guarantee or any other financial product. However, **we** will cover a dispute with a professional adviser in connection with these matters
 - d) a motor vehicle owned by, or hired or leased to **you** other than agreements relating to the sale of motor vehicles where **you** are engaged in the business of selling motor vehicles
- 3 a dispute which arises out of the supply, hire, sale or provision of computer hardware, software, systems or services
- 4 the recovery of money and interest due from another party where the other party indicates that a defence exists
- 5 any dispute which arises from debts **you** have purchased from a third party.

Property protection

What is covered

Costs and expenses for:

A civil dispute relating to physical property which is owned by **you**, or is **your** responsibility following:

- 1 any event which causes physical damage to such physical property; or
- 2 a legal nuisance (meaning any unlawful interference with **your** use or enjoyment of **your** land, or some right over, or in connection with it); or
- 3 a trespass.

*Please note that **you** must have, or there must be reasonable prospects of establishing **you** have, the legal ownership or right to the physical property that is the subject of the dispute.*

What is not covered

A claim relating to the following:

- 1 a contract **you** have entered into (please refer to insured incident Contract disputes)
- 2 physical property which is in transit or which is lent or hired out
- 3 goods at premises other than those occupied by **you** unless the goods are at the premises for the purpose of installations or use in work to be carried out by **you**
- 4 mining subsidence
- 5 defending **your** legal rights but **we** will cover defending a counter-claim that is an insured incident under this section
- 6 a motor vehicle owned or used by, or hired or leased to an **insured person** (other than damage to motor vehicles where **you** are in the business of selling motor vehicles)
- 7 the enforcement of a covenant by or against **you**.

Personal injury

What is covered

At **your** request, **costs and expenses** for an **insured person's** and their family members' legal rights following a specific or sudden accident that causes the death of, or bodily injury to them.

What is not covered

A claim relating to the following:

- 1 any illness or bodily injury that happens gradually
- 2 psychological injury or mental illness unless the condition follows a specific or sudden accident that has caused physical bodily injury
- 3 defending an **insured person's** or their family members' legal rights other than in defending a counter-claim
- 4 clinical negligence.

Tax protection

What is covered

Costs and expenses for:

- 1 A **tax enquiry**
- 2 An **employer compliance dispute**
- 3 A **VAT dispute**.

Provided that:

you have taken reasonable care to ensure that all returns are complete and correct and are submitted within the statutory time limits allowed.

Please note **we** will only cover tax claims which arise in direct connection with the activities of the **business**. Please see the section titled *Our agreement at the start of this section*.

What is not covered

A claim relating to the following:

- 1 a tax avoidance scheme
- 2 any failure to register for Value Added Tax or Pay As You Earn
- 3 any investigation or enquiries by, with or on behalf of HM Revenue & Customs Special Investigations Section, Special Civil Investigations, Criminal Investigations Unit, Criminal Taxes Unit, under Public Notice 160 or by the Revenue & Customs Prosecution Office
- 4 any claim relating to import or excise duties and import VAT
- 5 any investigation or enquiry by HM Revenue & Customs into alleged dishonesty or alleged criminal offences.

Special exclusions

We will not pay for the following:

1 Late reported claims

Any claim reported to **us** more than 180 days after the date the **insured person** should have known about the insured incident.

2 Costs we have not agreed

Costs and expenses incurred before **our** expressed acceptance.

3 Court awards and fines

Fines, penalties, compensation or damages which the **insured person** is ordered to pay by a court or other authority, other than compensation awards covered under insured incidents Employment disputes and compensation awards, 2 Compensation awards and Legal defence.

4 Legal action we have not agreed

Legal action an **insured person** takes which **we** or the **appointed representative** have not agreed to, or where the **insured person** does anything that hinders **us** or the **appointed representative**.

5 Intellectual property rights

Any claim relating to patents, copyrights, trademarks, merchandise marks, registered designs, intellectual property, secrecy and confidentiality agreements.

6 Wilful acts

Any wilful act or omission of an **insured person** deliberately intended to cause a claim under this section.

7 Franchise or agency agreements

Any claim relating to rights under a franchise or agency agreement entered into by **you**.

8 A dispute with ARAG

Any claim under this section for a dispute with **us**. For disagreements with **us** about the handling of a claim refer to Special condition 8.

9 Shareholding or partnership disputes

Any claim relating to a shareholding or partnership share in the **business**.

10 Judicial review, coroner's inquest or fatal accident inquiry

Costs and expenses arising from or relating to judicial review, coroner's inquest or fatal accident inquiry.

11 Nuclear, war and terrorism risks

Any claim caused by, contributed to by or arising from:

- a) ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel
- b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of it
- c) war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, revolution, military force or coup, or any other act of terrorism or alleged act of terrorism as defined by the Terrorism Act 2000
- d) pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.

12 Bankruptcy

Any claim where either at the start of, or during the course of a claim:

- a) **you** are declared bankrupt
- b) **you** have filed a bankruptcy petition
- c) **you** have filed a winding-up petition
- d) **you** have made an arrangement with **your** creditors
- e) **you** have entered into a deed of arrangement
- f) **you** are in liquidation
- g) part or all of **your** affairs or property are in the care or control of a receiver or administrator.

13 Defamation

Any claim relating to written or verbal remarks that damage the **insured person's** reputation.

14 Litigant in person

Any claim where an **insured person** is not represented by a law firm, barrister or tax expert.

Special conditions

1 Your representation

- a) On receiving a claim, if representation is necessary, **we** will appoint a **preferred law firm** or tax consultancy as **your appointed representative** to deal with **your** claim. They will try to settle **your** claim by negotiation without having to go to court.
- b) If the appointed **preferred law firm** or tax consultancy cannot negotiate settlement of **your** claim and it is necessary to go to court and legal proceedings are issued or there is a conflict of interest, then **you** may, if **you** prefer, choose a law firm or tax expert of **your** own choice to act as the **appointed representative**. **We** will choose the **appointed representative** to represent **you** in any proceedings where **we** are liable to pay a compensation award.
- c) If **you** choose a law firm as **your appointed representative** who is not a **preferred law firm** or tax consultancy, **we** will give **your** choice of law firm the opportunity to act on the same terms as a **preferred law firm** or tax consultancy. However if they refuse to act on this basis, the most **we** will pay is the amount **we** would have paid if they had agreed to the **ARAG Standard Terms of Appointment**. The amount **we** will pay a law firm (where acting on **your** behalf) is currently £100 per hour. This amount may vary from time to time.
- d) The **appointed representative** must co-operate with **us** at all times and must keep **us** up to date with the progress of the claim.

2 Your responsibilities

An **insured person** must:

- a) co-operate fully with **us** and the **appointed representative**
- b) give the **appointed representative** any instructions that **we** ask them to.

3 Offers to settle a claim

- a) An **insured person** must tell **us** if anyone offers to settle a claim and must not negotiate or agree to any settlement without **our** expressed consent.
- b) If an **insured person** does not accept a reasonable offer to settle a claim, **we** will not pay further **costs and expenses**.
- c) **We** may decide to pay an **insured person** the reasonable value of the claim that the **insured person** is claiming or is being claimed against them instead of starting or continuing legal action. In these circumstances an **insured person** must allow **us** to take over and pursue or settle a claim in their name. An **insured person** must allow **us** to pursue at **our** own expense and for **our** benefit, any claim for compensation against any other person and an **insured person** must give **us** all the information and help **we** need to do so.

4 Assessing and recovering costs

- a) An **insured person** must instruct the **appointed representative** to have **costs and expenses** taxed, assessed or audited if **we** ask for this.
- b) An **insured person** must take every step to recover **costs and expenses** and court attendance and jury service expenses that **we** have to pay and must pay **us** any amounts that are recovered.

5 Cancelling an appointed representative's appointment

If the **appointed representative** refuses to continue acting for an **insured person** with good reason or if an **insured person** dismisses the **appointed representative** without good reason, the cover **we** provide will end at once, unless **we** agree to appoint another **appointed representative**.

6 Withdrawing cover

- a) If an **insured person** settles a claim or withdraws their claim without **our** agreement, or does not give suitable instructions to the **appointed representative**, **we** can withdraw cover and will be entitled to reclaim any **costs and expenses we** have paid.
- b) If during the course of a claim **reasonable prospects** no longer exist the cover **we** provide will end at once. **We** will pay any **costs and expenses** and compensation awards **we** have agreed to, up to the date cover was withdrawn.

7 Expert opinion

If there is a disagreement between an **insured person** and **us** on the merits of the claim or proceedings, or on a legal principle, **we** may suggest the **insured person** obtains at their own expense an opinion on the matter from an independent and appropriate expert. The expert must be approved in advance by **us** and the cost expressly agreed in writing between the **insured person** and **us**. Subject to this **we** will pay the cost of getting the opinion if the expert's opinion indicates that it is more likely than not that the **insured person** will recover damages (or obtain any other legal remedy that **we** have agreed to) or make a successful defence. This does not affect the **insured person's** rights under Special condition 8.

8 Arbitration

If there is a disagreement about the handling of a claim and it is not resolved through **our** internal complaints procedure the Financial Ombudsman Service may be able to help. This is a free complaint resolution service for eligible complaints. (Details available from www.financial-ombudsman.org.uk)

Alternatively, there is a separate arbitration process available that can be used to settle any dispute with **us**. The arbitrator will be a jointly agreed barrister, solicitor or other suitably qualified person. If there is a disagreement over the choice of arbitrator, **we** will ask the Chartered Institute of Arbitrators to decide. The arbitrator will decide who will pay the costs of the arbitration. For example, costs may be split between the parties or one party may pay all the costs.

9 Keeping to the section terms

An **insured person** must:

- a) keep to the terms and conditions of this section
- b) take reasonable steps to avoid and prevent claims

- c) take reasonable steps to avoid incurring unnecessary costs
- d) send everything **we** ask for in writing, and
- e) report to **us** full and factual details of any claim as soon as possible and give **us** any information **we** need.

10 Cancelling the section

You can cancel the cover under this section by telling **us** at any time as long as **you** tell **us** at least 14 days beforehand. **We** can cancel the cover under this section at any time as long as **we** tell **you** at least 14 days beforehand.

Subject to the terms of business between **you** and the person who sold **you** this policy, **you** may be entitled to a partial refund of the premium.

It is important to note that charges may apply to any refund subject to the individual terms of business between **you** and the person who sold **you** this policy. Please refer to the General conditions of this policy.

11 Fraudulent claims

We will, at **our** discretion, void this section (make it invalid) from the date of claim, or alleged claim, and/or **we** will not pay the claim if:

- a) a claim the **insured person** has made to obtain benefit under this section is fraudulent or intentionally exaggerated, or
- b) a false declaration or statement is made in support of a claim.

12 Claims under this section by a third party

Apart from **us**, **you** are the only person who may enforce all or any part of this section and the rights and interests arising from or connected with it. This means that the Contracts (Rights of Third Parties) Act 1999 does not apply to this section in relation to any third-party rights or interest.

13 Other insurances

If any claim covered under this section is also covered by another policy, or would have been covered if this section did not exist, **we** will only pay **our** share of the claim even if the other insurer refuses the claim.

14 Law that applies

This section is governed by the law that applies in the part of the United Kingdom, Channel Islands or Isle of Man where **your business** is registered. Otherwise the law of England and Wales applies.

All Acts of Parliament mentioned in this policy include equivalent laws in Scotland, Northern Ireland, the Isle of Man and the Channel Islands as appropriate.

How to make a complaint under this section

We always aim to give the **insured person** a high quality service. If the **insured person** thinks **we** have let them down, **they** can contact **us** by:

- phoning **0344 893 9013**
- emailing **customer-relations@arag.co.uk**
- writing to the **Customer Relations Department, ARAG Legal Expenses Insurance Company Limited, Unit 4a, Greenway Court, Bedwas, Caerphilly, CF83 8DW**
- completing **our** online complaint form at **www.arag.co.uk/complaints**

Further details of **our** internal complaint-handling procedures are available on request.

If the **insured person** is not happy with the complaint outcome or if **we**'ve been unable to respond to their complaint within 8 weeks, they can, provided **you** are an eligible small business, charity or trust, ask the Financial Ombudsman Service for a free and independent review of their complaint.

The **insured person** can contact them by:

- phoning **0800 023 4567** (free from mobile phones and landlines) or **0300 123 9123**
- emailing **complaint.info@financial-ombudsman.org.uk**
- writing to **The Financial Ombudsman Service | Exchange Tower | London | E14 9SR**

Further information is available on their website: **www.financial-ombudsman.org.uk**

The Financial Ombudsman's role is to assess **our** handling of a claim in light of the policy terms. It is not to assess the quality of legal advice. If the **insured person** is unhappy with the service provided by an **appointed representative** the relevant complaint-handling procedure is available on request.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). Compensation from the scheme may be claimed if **we** cannot meet **our** obligations. This will be dependent on the type of business and the circumstances of the claim. More information on the compensation scheme arrangements can be found on the FSCS website, www.fscs.org.uk

Privacy

When **you** purchase and use an ARAG product **we** will process personal information about **you** and anyone else whose details are provided to **us** to provide **you** with a service or a claim.

We process **your** personal information in accordance with **our** Privacy Notice. **You** can find **our** Privacy Notice online at www.arag.co.uk/privacy. Alternatively **you** can make a request for a printed copy to be sent to **you** by contacting dataprotection@arag.co.uk

Section J – Personal accident

This section is only operative if stated in the schedule.

Special definitions

Bodily injury

Bodily injury which is caused by an **event**.

Channel Islands

Jersey, Guernsey, Alderney, Sark, Herm, Jethou and Brecqhou.

Country of permanent residence

The country where a **person insured** resides indefinitely or where a **person insured** has the intent to reside indefinitely.

For the purpose of this definition the **Channel Islands** as a single group of territories, the Isle of Man and the **United Kingdom** will each be treated as separate and distinct countries.

Country of secondment

The country where a **person insured**:

- a) temporarily resides under a contract of employment with **you**
- b) undertakes an activity on **your** behalf and at **your** request

for more than 6 months and agreed by **us** in a country of secondment endorsement attached to and forming part of this policy.

For the purpose of this definition the **Channel Islands** as a single group of territories, the Isle of Man and the **United Kingdom** will each be treated as separate and distinct countries.

Deferment period

The beginning of a period of temporary disablement during which compensation for **temporary total disablement** will not be payable.

Director

Any person holding the position of director with **you** excluding any non-executive director unless specifically agreed with **our** written consent.

Event

A sudden, unforeseen and identifiable occurrence.

Any events or series of events consequent upon or attributable to one source or original cause will be regarded as a single event for the purposes of this policy where they occur within a 20 kilometres radius and within 72 consecutive hours of the one source or original cause.

Event aggregate limit

The maximum amount for which **we** can be held liable in respect of any claims for **bodily injury** arising out of any one **event**.

Hijack

The unlawful seizure or taking control of a conveyance in which the **person insured** is travelling.

Journey

A **business** journey not exceeding 30 days in duration authorised by **you** and undertaken by a **person insured** and commencing during the period of insurance.

Kidnap

The unlawful abduction and detention of a **person insured** against their will.

Medical expenses

Any reasonable costs necessarily incurred for medical, surgical or other diagnostic or remedial treatment given or prescribed by a qualified **medical practitioner** and any hospital, nursing home or ambulance charges.

Dental, optical expenses and routine pregnancy expenses are excluded unless incurred as the result of an emergency.

Medical practitioner

Any legally qualified medical practitioner other than a **person insured**, a member of the immediate family of a **person insured** or a non-executive director, a **director** or **employee** of **your** business.

Multi-engined aeroplane limit

Our maximum liability in respect of all claims for **bodily injury** arising out of any one **event** involving the same multi-engined aeroplane as stated in special provision 3.

Operative time

24 hours per day.

Other forms of aerial transport limit

The maximum amount for which **we** can be held liable in respect of all claims for **bodily injury** arising out of any one **event** involving the same aircraft (not being a multi-engined aeroplane) as stated in special provision 3.

Temporary total disablement

Temporary disablement which totally prevents the **person insured** from engaging in any elements of their **usual occupation**.

United Kingdom

England, Scotland, Wales and Northern Ireland.

Usual occupation

The main occupation of the **person insured** for which they are suited by training and qualifications under a contract of employment with **you**.

War

Armed conflict between nations including forces acting for any international authority whether war be declared or not, invasion, civil war, any attempt to usurp power or any activity arising out of an attempt to participate in military force between nations.

Cover

If a **person insured** sustains **bodily injury** during the **operative time** that within 24 months solely and independently of any other cause results in accidental death or accidental disablement **we** will pay **you** the appropriate benefit stated in the schedule.

Provided that:

- benefit 5 will be payable for a maximum of 104 weeks and is subject to a **deferment period** of 7 days
- in respect of any one **person insured** a benefit will not be payable under more than one of benefits 1 to 4. Any benefit payable under benefit 5 will immediately cease should a benefit under one of benefits 1 to 4 subsequently be payable by **us** to **you**
- in respect of a **person insured** under the age of 16 the maximum compensation payable under benefit 1 will not exceed £25,000 or the amount stated in the schedule whichever is the lesser
- in respect of a **person insured** over the age of 85 the maximum compensation payable under benefit 1 will not exceed £50,000 or the amount stated in the schedule whichever is the lesser.

Additional cover extensions applicable to Section J – Personal accident

Disappearance

If a **person insured** disappears and after a suitable period of time as judged reasonable by the appropriate legal authority it is reasonable to believe that the **person insured's** death resulted from **bodily injury** during the **operative time** **we** will pay **you** the amount stated under benefit 1 in the schedule. If it later transpires that the **person insured** has not died any amount paid will be refunded by **you** to **us**.

Exposure

If a **person insured** suffers unavoidable exposure to the elements during the **operative time** that within 24 months solely and independently of any other cause results in death or disablement **we** will pay **you** in accordance with the benefits stated in the schedule.

Funeral costs

If a payment is made under benefit 1 **we** will pay **you** up to £5,000 for reasonable funeral expenses.

We will not be liable for more than the **event aggregate limit** stated in special provision 2.

Hijack or kidnap

If a **person insured** is the victim of **hijack** or **kidnap** during the **operative time** the cover provided under this section will remain in force until the **person insured** has returned to their **country of permanent residence** or **country of secondment** or until a period of 12 months from the date of the **hijack** or **kidnap** has expired whichever will occur first.

Medical costs

If a **person insured** incurs **medical expenses** as a result of **bodily injury** sustained during the **operative time** **we** will pay **you** up to 20% of the amounts paid under benefits 1 to 4 inclusive or 30% of the amounts paid under benefit 5 whichever is the greater but not exceeding £5,000.

Rehabilitation support

Where a **person insured** suffers **bodily injury** resulting in disablement for which **we** agree to pay a benefit under this section **we** will at **our** discretion for a maximum period of 12 months from the date of the disablement enlist the services of the Zurich General Insurance Rehabilitation team:

- a) carry out by telephone an initial medical assessment of the **person insured** in conjunction with the **person insured's** medical advisers and discuss options for beneficial medical, prosthetic and counselling services
- b) provide support to the **person insured** during the recovery period:
 - i) to minimise the effects of their **bodily injury**; and
 - ii) to follow the agreed rehabilitation plan; and
 - iii) to advise on and coordinate a return to work plan.

Provided that **you** or the **person insured** will bear the cost of any treatment or other services taken up as a result of any support or arrangements offered or made by the Zurich General Insurance Rehabilitation team.

Special exclusions

This section does not cover any expense or loss arising from:

Active service

a **person insured** engaging in active service in any of the armed forces of any nation

Excluded causes

any sickness or disease, any naturally occurring or degenerative condition, any gradually operating cause or post-traumatic stress disorder excluding a direct result of **bodily injury** caused by an **event**

Excluded travel to dangerous or unsettled areas

a **journey** to the following countries or specific areas of countries:

Afghanistan, Iran, Iraq, Israeli-occupied Territories, Somalia, Syria and Yemen

Non-passenger air travel

a **person insured** engaging in aviation as a pilot of a fixed wing or rotary propelled aircraft

Suicide or self-injury

a **person insured** committing or attempting to commit suicide or intentionally inflicting self-injury

War risks

war within the **person insured's country of permanent residence** or **country of secondment**.

Special provisions

Any one person insured maximum benefit

The maximum payable under this section is as follows:

Maximum benefit any one person insured Benefits 1 to 4	As stated in the schedule
Maximum benefit any one person insured Benefit 5	As stated in the schedule

Event aggregate limitation

The maximum payable under this section as the **event aggregate limit** is £5,000,000.

Provided that if the total amount of any claims for **bodily injury** arising out of any one **event** exceeds the **event aggregate limit** each individual claim will be proportionately reduced until the total value of any claims does not exceed the **event aggregate limit**.

Multi-engined aeroplane and other forms of aerial transport limitation

The maximum payable under this section is as follows:

Multi-engined aeroplane limit	£1,000,000
Other forms of aerial transport limit	£500,000

Provided that if the total amount of any claims for **bodily injury** arising out of any one **event** involving the same:

- a) multi-engined aeroplane exceeds the **multi-engined aeroplane limit** each individual claim will be proportionately reduced until the total value of any claims does not exceed the **multi-engined aeroplane limit**
- b) aircraft, not being a multi-engined aeroplane, exceeds the other forms of aerial transport limit each individual claim will be proportionately reduced until the total value of any claims does not exceed the **other forms of aerial transport limit**.

Special conditions

Interest

No sum payable under Section J will carry interest.

Reasonable care

You and any **person insured** will exercise reasonable care to avoid or diminish any loss or any circumstances likely to give rise to a claim under this section.

Third party rights

A person who is not a party to this contract including specifically a **person insured** has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract.

Special claims condition

Upon learning of any circumstances likely to give rise to a claim **you** must:

- a) i) give notice to **us** as soon as reasonably possible by contacting **us** via one of the following options:
Phone: +44 (0)800 0260 184
Email: a&hclaims@uk.zurich.com
Post: Zurich Accident and Health Claims, 3000 Parkway, Whiteley, Fareham, United Kingdom PO15 7JZ
- ii) make no admission of liability without **our** prior written consent
- iii) provide **us** or **our** appointed representatives with:
 - 1) any necessary assistance in a timely manner
 - 2) any information reasonably required
 - 3) any documentation and records necessary to representatives any letter, writ or other document received in respect of any claim made under this policy
- iv) assist and concur with any reasonable arrangements for **our** medical advisers to examine a **person insured** in respect of which a claim has arisen; and
- b) as often as may be reasonably required provide a statutory declaration sworn before a solicitor, justice of the peace or notary public named by **us** on any matters connected with a claim at a reasonable time and place as **we** may designate.

No act by **us** or **our** representatives in respect of any investigation will be deemed a waiver of any defence which **we** might otherwise have. Any acts will be deemed to have been made without prejudice to **our** liability.

Section K – Terrorism

This section is only operative if stated in the schedule.

Special definitions

Act of terrorism

Any act or acts of persons acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of His Majesty's Government in the United Kingdom or any other government de jure or de facto.

Computer system

A computer or other equipment or component or system or item which processes, stores, transmits or receives **data**.

Data

Data of any sort whatever, including without limitation tangible or intangible data, and any programs or software, bandwidth, cryptographic keys, databases, documents, domain names or network addresses or anything similar, files, interfaces, metadata, platforms, processing capability, storage media, transaction gateways, user credentials, websites, or any information whatever.

Denial of service attack

Any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability or performance of networks, network services, network connectivity or **computer systems**.

Denial of service attacks include but are not limited to the generation of excess traffic into the network addresses, the exploitation of system or network weaknesses and the generation of excess or non-genuine traffic between and amongst networks and the procurement of such actions or instructions by other **computer systems**.

Hacking

Unauthorised access to any **computer system** whether **your** property or not.

Phishing

Any access or attempted access to **data** made by means of misrepresentation or deception.

Virus or similar mechanism

Program code, programming instruction or any set of instructions intentionally constructed with the ability, or purposely used, to damage, interfere with, adversely affect, infiltrate or monitor **computer systems**, **data** or operations, whether involving self-replication or not.

Virus or similar mechanism includes but is not limited to Trojan horses, worms and logic bombs and the exploitation of bugs or vulnerabilities in a computer program to damage, interfere with, adversely affect, infiltrate or monitor as above.

Cover

Sub-section K1 – Certified terrorism

In the event that:

- a) His Majesty's Government or His Majesty's Treasury or any successor relevant authority issue a certificate certifying an event or occurrence to have been an **act of terrorism**; or
- b) His Majesty's Government or His Majesty's Treasury or any successor relevant authority refuse to issue a certificate certifying an event or occurrence to have been an **act of terrorism** and that refusal is reversed by the decision of a validly constituted tribunal

we shall by this Terrorism cover provide cover for accidental loss of or damage to material property (hereafter referred to as '**damage**') and consequential loss proximately caused by such **act of terrorism** in so far and to the extent that such **damage** and consequential loss is insured under Sections A, B, C, D and L of this policy.

Provided always that:

- 1) **damage** or consequential loss occurs in England, Wales or Scotland but not the territorial seas adjacent to them as defined by the Territorial Sea Act 1987 and not Northern Ireland, the Channel Islands or the Isle of Man
- 2) in any action, suit or other proceedings where **we** allege that any **damage** or consequential loss is not covered under Sub-section K1 the burden of proving that the **damage** or consequential loss is covered will fall upon **you**.

Excluding:

A) any losses whatsoever:

- a) occasioned by riot, civil commotion, war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power
- b) directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from:
 - i) damage to or the destruction of any **computer system**; or
 - ii) any alteration, modification, distortion, erasure or corruption of **data**

in each case whether **your** property or not, where such loss is directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from **virus or similar mechanism, hacking, phishing or denial of service attack**

Proviso to exclusion A) b)

save that **covered loss** otherwise falling within this exclusion A) b) will not be treated as excluded by exclusion A) b) solely to the extent that such **covered loss**:

- i) results directly (or, solely as regards ii) 3) below, indirectly) from fire, explosion, flood, escape of water from any tank, apparatus or pipe (including any sprinkler system), impact of aircraft or any aerial devices or articles dropped from them, impact of any sea-going or water-going vessel or of any vehicle whatsoever or of any goods or cargo carried in or on such vessel or vehicle, destruction of, damage to or movement of buildings or structures, plant or machinery other than any **computer system**; and
- ii) comprises:
 - 1) the cost of reinstatement, replacement or repair in respect of damage to or destruction of **property** insured; or
 - 2) the amount of business interruption loss suffered directly by **you** by way of loss of or reduction in profits, revenue or turnover or increased cost of working as a direct result of either damage to or destruction of **property** insured or as a direct result of denial, prevention or hindrance of access to or use of the **property** insured by reason of an **act of terrorism** causing damage to other **property** within one mile of the **property** insured to which access is affected; or
 - 3) the amount of loss caused by the cancellation, abandonment, postponement, interruption, curtailment or relocation of an event as a result of damage to or destruction of **property** and any additional costs or charges reasonably and necessarily paid by **you** to avoid or diminish such loss

and

- iii) is not proximately caused by an **act of terrorism** in relation to which the relevant organisation or any persons acting on behalf of or in connection with that organisation are controlled by, acting on behalf of or part of any de jure or de facto government of any nation, country or state
- iv) for the purposes of this Proviso:
 - 1) the meaning of '**property**' shall exclude:
 - A) any money (including **money**), currency, electronic cryptographic or virtual currency including Bitcoin or anything similar, negotiable or non-negotiable instruments, financial securities or any other financial instrument of any sort whatever; and
 - B) any **data**
 - 2) '**Covered loss**' means all losses arising as a result of damage to or the destruction of **property** insured, the proximate cause of which is an **act of terrorism**
- v) notwithstanding the exclusion of **data** from **property**, to the extent that damage to or destruction of **property** within the meaning of sub-paragraph ii) above indirectly results from any alteration, modification, distortion, erasure or corruption of **data**, because the occurrence of one or more of the matters referred to in sub-paragraph i) above results directly or indirectly from any alteration, modification, distortion, erasure or corruption of **data**, that shall not prevent cost or business interruption loss directly resulting from damage to or destruction of such **property** and otherwise falling within sub-paragraphs i) and ii) 1) or 2) nor any loss, cost or charges otherwise falling within sub-paragraphs i) and ii) 3) above from being recoverable under this section.

In no other circumstances than the previous sentence, however, will any loss or losses directly or indirectly caused by, contributed to by or arising from or occasioned by or resulting from any alteration, modification, distortion, erasure or corruption of **data** be recoverable under this section

B) any type of property which has been specifically excluded under Sections A, B, C, D and L of this policy

- C) any **nuclear installation** or **nuclear reactor** and all fixtures and fittings situated thereon and attached thereto and all pipes, wires, cables, drains or other conduits or service media of any description which are affixed or connected to or in any way serve the **nuclear installation** or **nuclear reactor**.

Save for the exclusions listed above no other exclusions applicable to Sections A, B, C, D and L will apply to the insurance under Sub-section K1. All the other terms, definitions, provisions and conditions of said sections including but not limited to any **excess** or deductible to be borne by **you** will apply to the insurance under Sub-section K1 except for:

- a) any Long Term Agreement applying to this policy
- b) any terms which provide for adjustments of premium based upon declarations on expiry or during the period of insurance
- c) any extension of **premises** to locations outside England and Wales and Scotland.

Sub-section K2 – Uncertified terrorism

In the event that:

- a) His Majesty's Government or His Majesty's Treasury or any successor relevant authority refuse to issue certificate certifying an event or occurrence to have been an **act of terrorism**; and
- b) the refusal is upheld by the decision of a validly constituted tribunal

the General exclusion titled Terrorism will not apply to Sections A, B, C, D and L in respect of the event or occurrence.

We will settle **your** claim in accordance with the Claims conditions.

Provided that:

- i) the event or occurrence and the **damage** to property insured and/or **consequential loss** that result from it occurs in England, Wales or Scotland but not the territorial seas adjacent to them as defined by the Territorial Sea Act 1987 and not Northern Ireland, the Channel Islands or the Isle of Man
- ii) other than to the extent they are altered by proviso i) of Sub-section K2 all the terms, definitions, exclusions (except the General exclusion titled Terrorism), provisions and conditions applicable to Sections A, B, C, D and L will apply to Sub-section K2.

Section L – Goods in transit

This section is only operative if stated in the schedule.

Special definitions

In transit

The period from the time the **property insured** is lifted until it is unloaded at its final destination including:

- a) loading and unloading
- b) the use of recognised “roll-on, roll-off” vehicle ferries providing no unloading or re-loading of the **vehicle** is involved
- c) whilst temporarily housed on or off the **vehicle** in the course of the carriage but excluding any dismantling, installation, erection or testing.

Personal effects

Personal belongings of **your** drivers or attendants excluding money, credit, debit or charge cards, stamps, documents, securities, car audio equipment, televisions or jewellery.

Property insured

Goods belonging to **you** or for which **you** are legally responsible in connection with the **business**.

Recorded information

Documents, business and/or personal records and/or similar information represented or stored upon or within paper, optical, electronic and/or other storage media.

Specified perils

- a) Fire
- b) theft
- c) attempted theft
- d) as a direct result of impact of the **property insured** with any object outside the **vehicle**
- e) as a direct result of impact of the **property insured** with the **vehicle** or anything in or on it during loading and/or unloading
- f) as a direct result of the collision of or overturning of the **vehicle**
- g) as a direct result of any **vehicle** being stranded, grounded or sunk
- h) by immersion of the **property insured** in any watercourse, lake, river or sea.

Territorial limits

Great Britain, Northern Ireland, the Isle of Man, the Channel Islands, or the Republic of Ireland including transits there between.

Vehicle

A mechanically driven land conveyance including trailers whether attached or temporarily detached from the vehicle whilst **in transit**.

Working hours

The whole period during which the **vehicle** is being used by its driver in connection with the **business**.

Cover

In the event of **damage** to **property insured** occurring **in transit**:

- a) in or on any **vehicle** operated by **you**
- b) in or on any **vehicle** operated by hauliers
- c) by parcel post
- d) by rail

within the **territorial limits** during the period of insurance **we** will pay you the value of the **property insured** at the time of its **damage** or the amount of the **damage** or at **our** option reinstate or replace such **property insured** or any part of it.

The most **we** will pay is:

- i) the sum insured
- b) the consignment limit in respect of any one vehicle stated in the schedule.

We will also pay **you** for **damage** to sheets, ropes, dunnage, securing chains, toggles and the like owned by **you** whilst **in transit** in or on any **vehicle** operated by **you**. The most **we** will pay is £5,000 in respect of any one claim.

The **excess** applicable is stated in the schedule.

Additional cover extensions applicable to Section L – Goods in transit

Additional discharge expenses

In the event of **damage** covered under this section to the **property insured** **we** will pay reasonable costs necessarily incurred by **you** to:

- a) unload, discharge, handle and store **damaged** and undamaged **property insured**
- b) re-load, transport and forward the **damaged** and undamaged **property insured** to its intended destination by any means.

We will be entitled to treat any claim as a constructive total loss and will be entitled to any salvage.

Debris removal

In the event of **damage** covered under this section to the **property insured** **we** will pay reasonable costs necessarily incurred by **you** for:

- a) removing and disposing of debris
- b) dismantling or demolishing
- c) shoring up or propping
- d) dumping or destroying
- e) transhipment and recovery charges consequent upon fire or accident to a **vehicle**.

The most **we** will pay is 10% of the sum insured stated in the schedule and this limit will be in addition to the sum insured stated in the schedule.

Excluding:

- i) any expenses incurred in consequence of or to avert or mitigate pollution or contamination or any threat thereof or liability therefor
- ii) the cost of removal of **property insured** from 'roll-on, roll-off' vehicle ferries.

Personal effects

We will pay for **damage** to **personal effects** occurring whilst **in transit** up to £500 in total for any one event whilst in any **vehicle** operated by **you**.

Segregation

We will pay reasonable costs necessarily incurred by **you** if it is necessary for **you** in order to avert or minimise further **damage** to sort or segregate **damaged** from undamaged **property insured** following **damage** covered under this section.

Waiver of subrogation rights

To the extent that any contract or agreement entered into by **you** requires waiving **your** rights to recover from any other party, **we** will accept such waiver of subrogation rights, mutual hold harmless agreement or similar agreed with **you** and any other party as required by such contract or agreement without prejudice to **your** rights of recovery under this insurance. Where required by **you** **we** will not seek any rights of subrogation against any company being parent or subsidiary to **you** (within the meaning of the Companies Act 2006 or Companies (Northern Ireland) Order 1986), or any company which is a subsidiary of a parent company of which **you** are themselves a subsidiary.

Special exclusions

This section does not cover:

Capture, seizure, arrest, restraint or detainment

any claim caused by or arising from capture, seizure, arrest, restraint or detainment of the **property insured** by any authority

Delay

damage or expense caused by delay

Excluded goods

livestock, gold or silver articles, precious metals or stones, jewellery, watches, furs, wines, spirits, tobacco, cigars and cigarettes, mobile phones, audio-visual equipment, tablets, computers, computer games consoles and the like, non-ferrous metals and scrap, coins, money, stamps, stamp collections, bonds or securities, explosives or other dangerous goods

Excluded vehicles

loss from a soft topped, open topped, open sided or curtain sided **vehicle** or trailer caused by theft or attempted theft unless the **vehicle** or trailer is stolen at the same time, or storm

Inherent vice

damage or expense caused by inherent vice or nature of the **property insured**

Mechanical, electrical and electronic derangement

for mechanical, electrical and/or electronic breakdown, failure and/or derangement of the **property insured**

Misconduct

damage or expense attributable to **your** reckless or wilful misconduct

Ordinary loss

ordinary leakage, ordinary loss in weight or volume, or ordinary wear and tear of the **property insured**

Packing

damage caused by or arising from insufficiency or unsuitability of packing, stowage or preparation of the **property insured** unless:

- carried out by a third party and such insufficiency or unsuitability was without **your** knowledge, privity or control
- it is customary for the **property insured** to be transported unpacked, in which case **you** will not be covered for rust, oxidation, discolouration, corrosion, breakage, scratching, denting, bruising, twisting, bending and/or distortion unless caused by the **specified perils**

Recorded information

for **recorded information**

- a) unless caused by **damage** to the storage medium; and
- b) for more than the:
 - i) replacement cost of the medium upon and/or within which such **recorded information** was represented or stored; and
 - ii) clerical and/or administrative cost of copying such **recorded information** on to fresh stationery or other storage medium

Riot, strike or civil commotion occurring outside the territorial limits and other causes

riot, strike or civil commotion occurring outside the **territorial limits**, confiscation, nationalisation requiring destruction or damage by any government or local authority

Second-hand or used goods

damage to second-hand or used goods or machinery loss caused by or consisting of rust, oxidation, scratching, denting, chipping or marring unless the goods have been fully reconditioned

Storage

any claim for the **property insured** whilst not **in transit**.

Special provisions

Reasonable care

You will exercise due care in the selection and supervision of employees, take all reasonable precautions for the safeguarding and protection of the **property insured** and maintain in good order all vehicles operated and all locking and other protective devices. Any alarm or immobiliser system will be serviced and maintained by a qualified person and no alterations to the system will be made without **our** approval.

Security provisions applicable solely in respect of vehicles operated by you

The following provisions are conditions precedent to **our** liability.

Whenever a **vehicle** operated by **you** and carrying **property insured** is unattended it will be protected as follows:

- a) in **working hours** all doors and windows and other means of access will be securely fastened and locked; and
- b) at all times out of **working hours**:
 - i) all doors and windows and other means of access will be securely fastened and locked; and
 - ii) either garaged in a securely locked building of substantial construction or placed in a compound which has secure walls and/or fences and securely locked gates or in a guarded security park.

General exclusions

This policy does not cover:

Communicable diseases

Applicable to the whole policy except Sections F – Employers’ liability, G – Public and products liability, I – Legal expenses, J – Personal accident and K – Terrorism, unless otherwise stated on the schedule by endorsement

any loss, destruction, damage, liability, claim, cost or expense of whatsoever nature, directly or indirectly caused by, contributed to by, resulting from, arising out of, or in connection with the following:

- a) a **communicable disease**; or
- b) the fear or threat (whether actual or perceived) of a **communicable disease**

regardless of any other cause or event contributing concurrently or in any other sequence thereto.

This exclusion does not however apply to:

- i) Sub-section C1 – Business interruption ‘all risks’ – in respect of and only to the extent of cover expressly stated as being provided under the Additional cover extension titled Named diseases, vermin, defective sanitary arrangements, murder and suicide
- ii) **damage** or **consequential loss** by a **defined peril** at **your premises** but excluding the acts of malicious persons who maliciously, deliberately or recklessly cause any substance or agent capable of causing a **communicable disease** to come into contact with the premises or property of any person or entity or cause or attempt to cause another person or persons to contract a **communicable disease**

Date related performance and functionality

Applicable to the whole policy except the Personal accident (assault) cover under Section D – Money, Sections F – Employers’ liability, I – Legal expenses, J – Personal accident and Sub-section K1 – Certified Terrorism

loss, destruction, damage, additional expenditure or extra expenses, legal liability, fees, costs, disbursements, awards or other expenses of whatsoever nature directly or indirectly caused by or contributed to by or consisting of or arising in whole or in part from:

- a) the way in which any **data processing system** responds to or deals with or fails to respond to or fails to deal with any true calendar date
- b) any **data processing system** responding to or dealing in any way with:
 - i) any data denoting a calendar date or dates as if the data did not denote a calendar date or dates
 - ii) any data not denoting a calendar date or dates as if the data denoted a calendar date or dates

whether the **data processing system** is **your** property or not but in respect of all insurances other than Section K – Public and products liability this will not exclude subsequent **damage** or **consequential loss**, additional expenditure or extra expenses which itself results from a **defined peril**

Electronic risks

Applicable to Sections A – Material damage ‘all risks’, B – Specified items ‘all risks’, C – Business interruption and book debts, D – Money, E – Computer breakdown and L – Goods in transit only

- a) loss, destruction or damage caused by **virus or similar mechanism** or **hacking** or **denial of service attack** to any computer or other equipment, component, system or item which processes, stores, transmits, retrieves or receives data or any part thereof whether tangible or intangible including but without limitation any information, programs or software and whether the property is insured or not
- b) loss, cost or expense directly or indirectly caused by or arising from **virus or similar mechanism** or **hacking** or **denial of service attack**

but this will not exclude **damage** or **consequential loss** which results from a **defined peril** including the acts of thieves but excluding the acts of malicious persons which do not involve physical force or violence

Northern Ireland civil commotion

Applicable to Sections A – Material damage ‘all risks’, B – Business interruption and book debts, C – Specified items ‘all risks’, D – Money and L – Goods in transit only

loss, destruction, damage, cost or expense in Northern Ireland occasioned by or happening through or in consequence directly or indirectly of civil commotion

Nuclear and war risks, government or public authority order and sonic bangs

Applicable to the whole policy except Sections F – Employers' liability, I – Legal expenses, Sub-section K1 – Certified Terrorism and O – Personal accident

death, injury, disablement or loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:

- a) ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel
- b) the radioactive, toxic, explosive or other hazardous or contaminating properties of any **nuclear installation, nuclear reactor** or other nuclear assembly or nuclear component thereof
- c) any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter
- d) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter but this exclusion d) will not apply to radioactive isotopes other than nuclear fuel when such isotopes are being prepared, carried, stored or used for commercial, agricultural, medical, scientific or other peaceful purposes
- e)
 - i) war, invasion, act of foreign enemy, hostilities whether war be declared or not, civil war, rebellion, revolution, insurrection, military or usurped power
 - ii) nationalisation, confiscation, requisition, seizure or destruction by any government or public authority
- f) pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds

Terrorism

Applicable to Sections A – Material damage 'all risks', B – Specified items 'all risks', C – Business interruption and book debts, D – Money and L – Goods in transit only

loss, destruction, damage, cost or expense directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with **terrorism**.

In any action or suit or other proceedings where **we** allege that by reason of this exclusion cover is not provided under this policy the burden of proving that cover is provided under this policy will be upon **you**.

General conditions

The following conditions apply to the whole policy except Section I – Legal expenses. Otherwise they apply to the remainder of this policy except as stated below. Other special conditions that may be applicable to a section of cover will be set out in the section of cover.

Alteration

You must notify **us** as soon as possible during the period of insurance if there is any change in circumstances which materially increases the risk of accident, injury, loss, damage or liability.

Upon notification of any such change **we** will be entitled to vary the premium and terms for the rest of the period of insurance. If the changes make the risk unacceptable to **us** then **we** may no longer be able to provide **you** with cover.

If **you** do not notify **us** of any such change this policy may be affected in one or more of the following ways depending on what **we** would have done had **we** known about the change in circumstances:

- a) if **we** would not have continued to provide **you** with any cover **we** may treat this policy as if it did not exist from the date of the change in circumstances; or
- b) if **we** would have applied different terms to the cover **we** may treat this policy as if those different terms applied from the date of the change in circumstances; and/or
- c) if **we** would have charged **you** a higher premium for providing the cover **we** will charge **you** the additional premium which **you** must pay in full.

You should keep a record (including copies of letters) of all information supplied to **us** in connection with this insurance.

Arbitration

If **we** admit liability for a claim but there is a dispute as to the amount to be paid the dispute will be referred to an arbitrator. The arbitrator will be appointed jointly by **you** and **us** in accordance with the law at the time. **You** may not take any legal action against **us** over the dispute prior to the arbitrator having reached a decision.

Cancellation by you

If **you** decide **you** do not want to accept this policy or any subsequent renewal of it, please tell **us** (or **your** broker or insurance intermediary) within 14 days of receiving this policy or renewal notice. **We** will charge **you** on a pro rata basis for the time **we** have been on cover subject to a minimum policy premium of £50 plus insurance premium tax (IPT).

If the policy is cancelled at any other time, **we** will charge **you** on a pro rata basis for the time **we** have been on cover subject to a minimum policy premium of £50 plus insurance premium tax (IPT).

We will not refund any premium if **we** have paid a claim or one is outstanding when the policy is cancelled. Where a claim is submitted after the policy has been cancelled, **we** will deduct the amount of any premium returned to **you** following the cancellation from any claim payment **we** may make to **you**. If **you** are paying by instalments and **you** have made a claim, **you** must still pay **us** the balance of the full annual premium. If **you** do not do this, **we** may take the balance of any outstanding premium from any claim payment **we** are making to **you** subject to the Consumer Credit Act 1974 if it applies.

Cancellation by us

We have the right to cancel this policy or any section or part of it by giving 14 days' notice in writing to **your** last known address.

You will be entitled to a pro rata return of premium from the date of cancellation.

Contractual right of renewal (tacit)

If **you** pay the premium to **us** using **our** Direct Debit instalment scheme **we** will have the right which **we** may choose not to exercise to renew this policy each year and continue to collect premiums using this method. **We** may vary the terms of this policy including the premium at renewal. If **you** decide that **you** do not want **us** to renew this policy provided **you** tell **us** or **your** broker or insurance intermediary prior to the next renewal date **we** will not renew it.

Fair presentation of the risk

- a) At inception and renewal of this policy and also whenever changes are made to it at **your** request **you** must:
 - i) disclose to **us** all material facts in a clear and accessible manner; and
 - ii) not misrepresent any material facts.

- b) If **you** do not comply with clause a) of this condition and the non-disclosure or misrepresentation by **you** is proven by **us** to be deliberate or reckless **we** may from the relevant date specified in clause d):
 - i) treat this policy as if it had not existed; and
 - ii) not return the premium paid by **you**.
- c) If **you** do not comply with clause a) of this condition and the non-disclosure or misrepresentation is not deliberate or reckless the cover, meaning this policy or the changes made to it, may be affected from the relevant date in clause d) in one or more of the following ways depending on what **we** would have done if **we** had known about the facts which **you** failed to disclose or misrepresented:
 - i) if **we** would not have provided **you** with the cover **we** will have the option to treat the cover as if it had not existed and repay the premium paid for such cover; or
 - ii) if **we** would have applied different terms to the cover **we** will have the option to treat this policy as if those different terms apply; and/or
 - iii) if **we** would have charged **you** a higher premium for providing the cover **we** will charge **you** the additional premium which **you** must pay in full.
- d) Clauses b) and c) apply with effect from inception, renewal or the date of the changes, depending on when the non-compliance occurred. **We** may also recover any claims payments which have already been made to the extent that the cover under which such payments were made is being treated as if it did not exist or as if it had been subject to different terms under which the claim would not have been payable.
- e) Where this policy provides cover for any person other than **you** and that person would if they had taken out such cover in their own name have done so for purposes wholly or mainly unconnected with their trade, business or profession **we** will not invoke the remedies which might otherwise have been available to **us** under this condition if the failure to make a fair presentation of the risk concerns only facts or information which relate to a particular insured person other than **you**.

Provided always that if the person concerned or **you** acting on their behalf makes a careless misrepresentation of fact **we** may invoke the remedies available to **us** under this condition as against that particular person as if a separate insurance contract had been issued to them leaving the remainder of the policy unaffected.

Fraudulent claims

If **you** or anyone acting on **your** behalf:

- a) makes a fraudulent or exaggerated claim under this policy; or
- b) uses fraudulent means or devices including the submission of false or forged documents in support of a claim whether or not the claim is itself genuine; or
- c) makes a false statement in support of a claim whether or not the claim is itself genuine; or
- d) submits a claim under this policy for loss or damage which **you** or anyone acting on **your** behalf or in connivance with **you** deliberately caused; or
- e) realises after submitting what **you** reasonably believed was a genuine claim under this policy and then fails to tell **us** that **you** have not suffered any loss or damage; or
- f) suppresses information which **you** know would otherwise enable **us** to refuse to pay a claim under this policy

we will be entitled to refuse to pay the whole of the claim and recover any sums that **we** have already paid in respect of the claim.

We may also notify **you** that **we** will be treating this policy as having terminated with effect from the date of any of the acts or omissions set out in clauses a) to f) of this condition.

If **we** terminate this policy under this condition **you** will have no cover under this policy from the date of termination and not be entitled to any refund of premium.

If any fraud is perpetrated by or on behalf of an insured person and not on behalf of **you** this condition should be read as if it applies only to that insured person's claim and references to this policy should be read as if they were references to the cover effected for that person alone and not to the policy as a whole.

Legal representatives

If **you** die **we** will insure your legal personal representatives for any liability **you** had previously incurred under this policy provided that they keep to the terms of this policy.

Payment by instalments

Reference to the payment of premium includes payment by monthly instalments. If **you** pay by this method this policy remains an annual contract.

Minimum transaction premium

Applicable to the whole policy including Section I – Legal expenses

If any changes are made to the policy that result in an additional or return premium of less than a minimum transaction premium of £25 plus insurance premium tax (IPT), then this premium adjustment will not be charged or refunded.

Reasonable care

Applicable to the whole policy except Sections I – Legal expenses and J – Personal accident

You will take any reasonable steps to protect the property, prevent accidents and comply with laws, bye-laws or regulations and take reasonable care in the selection and supervision of employees.

Sanctions

Notwithstanding any other terms of this policy **we** will be deemed not to provide cover nor will **we** make any payment or provide any service or benefit to **you** or any other party to the extent that such cover, payment, service, benefit and/or any business or activity of **yours** would violate any applicable trade or economic sanctions law or regulation.

Security conditions

Applicable to Sections A – Material damage ‘all risks’, B – Specified items ‘all risks’ and D – Money only

Intruder alarm – Only applicable if stated in the schedule

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

- a) any intruder alarm system required by **us** at any **premises** so indicated in the schedule will be:
 - i) installed and maintained by an alarm company that holds a current approval or listing for such work by either the National Security Inspectorate (NSI) or the Security Systems and Alarms Inspection Board (SSAIB) unless otherwise agreed by **us**
 - ii) put into full and effective operation whenever the alarmed portion of the **premises** is closed for business or left unattended
 - iii) registered with an Alarm Receiving Centre
- b) there is a full police response via the issue of a unique reference number (URN)
- c) if the intruder alarm system cannot be set or the remote signalling is not effective, a key holder must remain at the **premises** unless **we** agree otherwise
- d) all devices used for setting/unsetting the intruder alarm are removed from the **premises** whenever they are left unattended
- e) if requested, **you** must supply **us** with a copy of the intruder alarm specification
- f) if the police response is downgraded or withdrawn **you** must immediately notify **us**
- g) **you** must appoint at least two key holders and provide up-to-date contact details with the Alarm Receiving Centre.

Minimum security standards

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

- a) final exit doors must be secured as follows:
 - i) timber doors – by mortice deadlocks having five or more levers or conforming to BS3621 with matching boxed striking plate
 - ii) aluminium doors – by cylinder mortice lock operating a swinging lock bolt
 - iii) PVCu doors – by key operated multi-point locking devices having three or more locking points
 - iv) the first closing leaf of double leaf doors must be fitted internally with bolts top and bottom
 - b) all other external doors and internal doors leading to common areas or other premises, must be secured:
 - v) by the means set out in a); or
 - vi) by key operated security bolts fitted top and bottom
 - c) all opening windows or roof lights accessible from the ground or via roofs, pipework or other structures must be secured by key operated locking devices or screwed permanently shut
 - d) any security measures stipulated or agreed by **us** in writing are implemented and in full and effective order.
- Any door or window officially designated a fire exit by the Fire Authority is excluded from these requirements.

Supplementary conditions

1. This condition has a continuing effect and its terms and conditions should be kept in mind. If circumstances arise which render **you** unable to comply with any part of it, **we** should be contacted at once to see if help can be given to obtain reinstatement of cover.
2. Breach of this condition will only be relevant to claims in respect of theft or attempted theft of property whilst contained in the **premises** at which the breach of condition has occurred.

Security requirements

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

- a) any additional protection required by **us** will be fitted in accordance with **our** requirements and together with all other devices for the protection of the ***property insured*** will be kept in good order and put into full and effective operation whenever the **premises** are closed for **business** or are unattended; and
- b) all keys including duplicate keys relative to the security of the **premises** or to any safe or strong room containing ***property insured*** will be removed from the **premises** when they are closed for **business** or left unattended.

Claims conditions

The following conditions apply to the whole policy except Section I – Legal expenses. Otherwise they apply to the remainder of this policy except as stated below.

Other special claims conditions that may be applicable to a section of cover will be set out in the section of cover.

Claims notification

Not applicable to Sections H – Employee dishonesty and J – Personal accident

Upon learning of any circumstances likely to give rise to a claim **you** must:

- a) tell **us** as soon as reasonably possible and give **us** any assistance **we** may reasonably require
- b) as soon as is reasonably possible tell the police if the **damage** is by theft or attempted theft or by riot or civil labour or political disturbances or vandals or malicious people
- c) immediately send to **us** any writ or summons issued against **you**
- d) supply at **your** own expense full details of the claim in writing including any supporting evidence and information that **we** require within the following periods:
 - i) seven days for **damage** by riot or civil, labour or political disturbances or vandals or malicious people
 - ii) 30 days after the expiry of the **indemnity period** under Sub-section B1 – Business interruption ‘all risks’
 - iii) 30 days after any other **damage**, interruption or **bodily injury**
- e) take action to minimise the **damage** and to avoid interruption or interference with the **business** and to prevent further injury or **damage**.

Negotiation or settlement

You must not admit, deny, negotiate or settle any claim without **our** written consent.

Other insurance

Not applicable to Sections H – Employee dishonesty and J – Personal accident

If at the time of any occurrence giving rise to a claim there is any other insurance effected by **you** or on **your** behalf providing an indemnity in respect of such claim **our** liability will be limited to its rateable proportion. If any other insurance is subject to any provision whereby it is excluded from ranking concurrently with this policy in whole or in part or from contributing proportionally **our** liability under this policy will be limited to any excess beyond the amount which would be payable under such other insurance had this policy not been effected.

Right of entry

We have the right to enter the **buildings** where the **damage** has happened and to take and keep any of the property insured and to deal with salvage in a reasonable manner.

Salvage

We have the right to the salvage of any insured property.

Subrogation

We are entitled to:

- a) take the benefit of **your** rights against another person prior to or after **we** have paid a claim
- b) take over the defence or settlement of a claim against **you** by another person
- c) take steps as **we** deem necessary to prevent, mitigate or minimise a loss under Section O – Personal accident
- d) take over and conduct the defence or settlement of claims made against a **person insured** that is covered under this policy under Section O – Personal accident
- e) pursue any rights or remedies available to **you** whether or not payment has been made under Section O – Personal accident.

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Registered in England and Wales | Company Number 103274

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Registered in England and Wales, number 2741053.

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