

# Matrix Underwriting Management Ltd



Dry Cleaners, Launderettes and Shoe  
Policy

## Matrix Underwriting Management

Hornigals, Little Tey Road, Feering, Essex, CO5 9RS

This is to Certify that in accordance with the authorisation granted by **Insurers** pursuant to the terms of a binding authority granted under the unique market reference number (UMR) specified in the Schedule to the undersigned and in consideration of the premium specified herein, the said **Insurers** are hereby bound to insure in accordance with the terms and conditions contained herein or endorsed hereon.

**Insurers** hereby agree to the extent and in the manner hereinafter provided, to indemnify **You** against loss or damage sustained or legal liability for accidents happening during the period stated in the Schedule, after such loss, damage or liability are proved.

PROVIDED always that:

1. the liability of **Insurers** shall not exceed the limits of liability expressed in the said Schedule or such other limits of liability as may be substituted therefor by memorandum hereon or attached hereto signed by or on behalf of **Insurers**
2. this **policy** does not cover any item or Section for which there is no Sum Insured or Limit shown against that Item or Section in the Schedule
3. the subscribing **Insurers'** obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing **Insurers** are not responsible for the subscription of any co-subscribing **Insurer** who for any reason does not satisfy all or part of their obligations.
4. The proportion of liability under this contract underwritten by a company (or in the case of a Lloyd's syndicate the total of the proportions underwritten by all the members of the syndicate taken together) is shown in this contract.
5. In the case of a Lloyd's syndicate each member of the syndicate (rather than the syndicate itself) is a company. Each member has underwritten a proportion of the total shown for the syndicate (that total itself being the total of the proportions underwritten by all the members of the syndicate taken together). The liability of each member of the syndicate is several and not joint with other members. A member is liable only for that members proportion. A member is not jointly liable for any other members' proportion. Nor is any member otherwise responsible for any liability of any other Insurer that may underwrite this contract.
6. Although reference is made at various points in this clause to "this contract" in the singular where the circumstances so require this should be read as a reference to contracts in the plural.

In Witness whereof this **policy** has been signed on behalf of the **Insurers** stated in the Schedule by

***Matrix Underwriting Management Ltd***

This **policy** is made and accepted subject to all the provisions, conditions and exclusions set forth herein, attached or endorsed, all of which are to be considered as incorporated herein.

**We** will indemnify or compensate **You**, by payment or, at **Our** option, by replacement, reinstatement or repair in the event of loss, destruction, damage, accident or liability occurring during any **period of insurance**, subject to the terms and conditions of the **policy**.

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# Introduction and Your Obligations

It is important that **You** read all **Your** documents carefully and let **Your Agent** know as soon as reasonably possible, and in any case within 3 (three) working days, if the insurance does not meet **Your** requirements or if any information is inaccurate or incomplete.

You are required to make a fair presentation of the risk to **Us**.

If **You** breach **Your** duty to provide a fair presentation and any such breach was deliberate or reckless, **We** may regard the **policy** as void and are not required to return any paid Premium to **You**.

If the breach was not deliberate or reckless, **Our** remedy shall depend upon what **We** would have done if **You** had complied with the duty of fair presentation:

1. **We** may regard the **policy** as void if **We** would not have entered into the **policy** on any terms in the absence of the breach. In this case, **We** must return the premium paid.
2. If **We** would have entered into the **policy**, but on different terms (other than terms relating to premium) the **policy** is to be treated as if those different terms applied from the outset, if **We** so require.
3. If **We** would have entered into the **policy** but would have charged a higher premium **We** may reduce proportionately the amount to be paid on a claim (and, if applicable, the amount already paid on prior claims).

## Material Information

**You** must search for all material information and disclose it to **Us** without misrepresentation. Material information is anything which might reasonably influence **Our** decision to offer **You** insurance or the terms (including the premium) on which any offer is made. It includes facts, circumstances, allegations and events. Material information includes special or unusual facts concerning **You** or **Your Business**, any particular concerns **You** may have which have led **You** to seek or increase **Your** insurance cover and any other facts relevant to the risk taken by **Us**. **You** should assume that all information specifically sought by **Us** is material, whether in a **Statement of Fact**, **Proposal Form** or otherwise.

## Setting Your Sums Insured

This **policy** requires **You** to specify a *Total Sum Insured* for each category of *Property Insured* and/or a *Sum Insured* for individual items of *Property Insured*. For example, if **You** wish to insure several different **buildings** under Section 1, the *Total Sum Insured* for **buildings** should represent the total cost of rebuilding all of these, as explained further below. **You** may also wish to specify a *Sum Insured* for each individual **building**.

For all items other than **buildings** the *Total Sum Insured/Sum Insured* should represent the cost of buying a new replacement of the item(s) in question.

To ensure that **You** recover an adequate indemnity in the event of a loss it is essential that the *Sums Insured* and *Total Sums Insured* are accurate. Otherwise, the amount payable by **Us** in the event of a claim may be reduced in proportion to the amount of any underinsurance. Accordingly, the *Sums Insured* and *Total Sums Insured* should reflect up-to-date cost of rebuilding and /or values (as appropriate) of all items which **You** want to insure.

### Please note:

The cover provided for **Buildings** and *Contents* is on a Reinstatement basis which means that **You** should set the *Sums Insured* and *Total Sums Insured* for these items carefully by reference to the full cost of rebuilding the **Buildings** to a condition equivalent to when new, or replacing the *Contents* with equivalent new items. It is important that **You** include an allowance for the cost of *Debris Removal*, *Professional Fees* and any *Increased Cost of Construction* expenses that would be required in order to reinstate the property were it to be completely destroyed.

The definition of *Gross Profit* for the purposes of an insurance **policy** will often vary from the definition appearing in **Your** accounts.

**We** would strongly recommend that **You** discuss these aspects with **Your Agent**.

## Survey

At presentation and/or renewal **We** may require a survey of some or all of the *Property Insured*.

**Your** obligations in respect of survey requirements are set out more fully in General Condition 18 (Subjectivity) para b).

## The Contract Wording

The Proposal, any Statement of Fact, the **policy**, the Schedule (including any *Schedule* issued in addition or substitution) and any Endorsements shall be considered as one legal document.

## Your Obligations under the policy

The **policy** imposes certain obligations upon **You** which if not complied with may invalidate the insurance or a claim. Some of these obligations are expressed to be **conditions precedent**.

### **Conditions Precedent**

**Conditions precedent** are extremely important. If **You** are in breach of any of these obligations at the time of a loss, **We** will have no obligation to indemnify **You** in relation to any claim for that loss. However if a **condition precedent** is intended to reduce the risk of loss of a particular kind, at a particular location or at a particular time, **We** will not rely on the breach of that **condition precedent** to exclude, limit or discharge *Our* liability if the breach could not have increased the risk of the loss which actually occurred in the circumstances in which it occurred.

Subject to any other rights which **We** may have under and/or with respect to the validity of the **policy**, the **policy** will remain in existence.

### **Steps to be taken if You cannot comply**

If **You** are unable to comply with any **condition precedent** **You** should contact **Us** as soon as reasonably possible, and in any case within 3 (three) working days, through **Your Agent**. **We** will decide whether **We** might be prepared to agree a variation of the **policy**. All conditions precedent remain effective unless **You** receive written confirmation of a variation from **Us** through **Your Agent**.

## Claims Procedure

General Condition 6. (Claims) explains **Your** obligations on the happening of any event which could result in a claim under this **policy**.

Please also take note of General Condition 10 (Fraud)

If **you** have a claim, or are aware of an incident that could result in a claim, please contact **Your Broker** immediately. They will report the details to Matrix Underwriting Management Ltd who will in turn report the loss to the applicable **Insurer**. Please note that cover under **Your policy** may be provided by a number of different **Insurers** so until such time as Matrix Underwriting Management Ltd have full details of **Your** claim they will not know where to direct **Your** claim.

Please make sure that **You** provide us with contact details including a name and a telephone number.

Upon receipt of **Your** claim **Insurers** or their authorised representatives will be in touch with **You** directly.

Individual **Insurer** Claims procedures are shown in appendix 1 to the rear of this document.

## Complaints Procedure:

If **you** have a Complaint which relates to either **your policy** or to a claim which **you** have submitted under **your policy** then please raise this in the first instance with **your** Broker who will aim to resolve **your** concerns by close of the next business day.

If **your** Broker is unable to deal with **your** concerns the matter will be forwarded onto **Your Insurer** via Matrix Underwriting Management Ltd, Hornigals, Little Tey Road, Feering, Essex, CO5 9RS

Individual **Insurer** Complaints procedures are shown in appendix 2 to the rear of this document.

## Definitions

Wherever a word in this document is shown in *italics* it is for information only and does not form part of the wording.

Wherever the following words appear in bold in this **policy** they shall mean the following:

<b>word/s</b>	<b>means</b>
<b>accidental damage</b>	damage caused by accidental and external means
<b>act of terrorism</b>	an act whether involving violence or the free use of force or not or the threat or the preparation thereof of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) which is designed to or does <ul style="list-style-type: none"> <li>i) intimidate or influence a de jure or de facto government or the public or a section of the public or</li> <li>ii) disrupt any segment of the economy</li> </ul> and from its nature or context is done in connection with political social religious ideological or similar causes or objectives
<b>asbestos</b>	asbestos, asbestos fibres, any derivatives of asbestos and any product containing asbestos, asbestos fibres or any derivatives of asbestos
<b>bodily injury</b>	death, injury, illness, disease or shock
<b>broker/advisor/agent</b>	The intermediary who sold you the <b>policy</b> .
<b>buildings</b>	the buildings and outbuildings including <b>landlords fixtures and fittings</b> , constructed as stated in accordance with details lodged <b>Us</b> , and their foundations, extensions, annexes, gangways, conveniences, outbuildings and sub-stations; walls, fences and gates; piping, ducting, cable wires and associated control gear and accessories, fuel tanks, telephone, gas, water and electric meters, fibre optic or integrated services, digital network lines, on the <b>premises</b> or in the buildings and extending to the perimeter thereof or the public mains but only to the extent of <b>Your</b> legal responsibility therefore, yards, car-parks, pavements, pathways and roadways; sanitary ware, fixed glass, fanlights, skylights and partitions for which <b>You</b> are legally responsible; all situate at the risk address or locations stated in the schedule
<b>business</b>	the business stated in the schedule and in respect of the Employers, Public, Property Owners and Products liability Sections of this <b>policy</b> only <ul style="list-style-type: none"> <li>a) provision and management of catering, social, sports, educational and welfare facilities for the benefit of <b>employees</b>, first aid, medical, ambulance, fire and security services and maintenance of <b>Your premises</b></li> <li>b) private duties undertaken by an <b>employee of Yours</b>, or, <b>with Your</b> consent, for any director, partner or official of <b>Yours</b></li> <li>c) ownership and maintenance of buildings, <b>premises</b> and land used in connection therewith</li> <li>d) participation as an exhibitor at trade shows or exhibitions</li> </ul>
<b>business hours</b>	the period during which the <b>premises</b> are open for <b>business</b> or otherwise occupied for the purposes of the <b>business</b> by <b>You</b> or any authorised <b>employee</b>
<b>certificate/policy</b>	the use of these words throughout this document and in any schedule or endorsement attaching hereto shall be interchangeable and shall mean this document.
<b>conveyance</b>	means any water and or air and or road and or rail conveyances of every description
<b>employee/s</b>	<ul style="list-style-type: none"> <li>a) any person under a contract of service or apprenticeship with <b>You</b> or with some other employer and who is supplied to or hired to or borrowed by <b>You</b></li> <li>b) any labour master or labour only sub-contractor or any person supplied by them</li> <li>c) any self employed person or voluntary helper performing work of a kind ordinarily performed under a contract of service or apprenticeship with <b>You</b> provided that such work is under <b>Your</b> immediate supervision and control</li> <li>d) any person who is engaged under a Government or otherwise authorised work experience, training, study, exchange or similar scheme whilst working for <b>You</b> in connection with the <b>business</b>.</li> </ul>
<b>excess</b>	the amount for which <b>You</b> will be responsible and which will be deducted from each and every claim
<b>fixtures and fittings</b>	machinery, plant, trade and office furniture, fixtures, fittings, <b>landlords fixtures and fittings</b> , tenants improvements, blinds and signs and all other contents, as shown in the schedule under the short title of Fixtures and fittings being <b>Your</b> property or for which <b>You</b> are legally responsible but excluding property more specifically insured, glass, neon and illuminated signs, motor vehicles and accessories whilst therein or thereon, <b>money</b> and <b>stock</b>

<b>Insurer, Underwriters, We, Us, Our</b>	wherever the word Insurer, we, us or our appears in this <b>policy</b> or in any Schedule or Endorsement attaching hereto it shall mean the Insurance Company/ies or Lloyd's Syndicate/s stated as the Insurer in the <b>policy</b> schedule as appropriate to each section of cover.
<b>goods</b>	means the insured Property being types of goods stated in the Schedule that are new unused and of recent manufacture but does not include goods shipped on or above deck unless the goods are in fully enclosed metal Containers or We state otherwise in the Schedule
<b>keyholder</b>	<b>You</b> or any person or keyholding company authorised by <b>You</b> who is available at all times to accept notification of faults or alarm signals relating to the intruder alarm installation and attend and allow access to the <b>premises</b>
<b>keys</b>	any items designed and intended to operate locking mechanisms
<b>landlords fixtures and fittings</b>	sanitary fittings, air conditioning and central heating systems and additional fixtures and fittings which form part of the permanent structure of the building
<b>money</b>	current currency, crossed and uncrossed bankers drafts, national giro drafts and payment orders, postal and money orders, dividend warrants and cheques other than pre-signed blank cheques, travellers cheques, national savings stamps and certificates, bus and rail travel cards and passes, telephone cards, current postage stamps and unused postal franking machine units, luncheon vouchers, gift tokens, trading stamps, national insurance stamps and stamped or impressed national insurance cards, holiday with pay stamps, premium bonds, VAT purchase invoices, credit card, cheque card and debit card sales vouchers, savings stamps, consumer redemption vouchers and National Lottery 'Instants' and other scratch cards, all pertaining to the <b>business</b> and belonging to <b>You</b> or for which <b>You</b> are legally responsible
<b>non negotiable money</b>	crossed cheques postal orders <b>money</b> orders bankers drafts national giro drafts and payment orders, dividend warrants, national savings certificates, unused postal franking machine units, stamped or impressed national insurance cards, holiday with pay stamps, premium bonds, VAT purchase invoices, credit card cheque card and debit card sales vouchers and consumer redemption vouchers travel tickets and travel vouchers.
<b>period of insurance</b>	the period stated in the schedule or any other period for which <b>We</b> have agreed to accept and for which <b>You</b> have paid or agreed to pay a premium
<b>personal effects</b>	personal items, clothing, tools and pedal cycles not otherwise insured belonging to directors, partners, <b>employees</b> , customers and visitors
<b>pollution or contamination</b>	pollution, contamination, sooting, deposition, impairment with dust, chemical precipitation, poisoning, epidemic and disease (including but not limited to foot and mouth disease), adulteration, impurification or limitation or prevention of the use of objects because of hazards to health
<b>premises</b>	that part of the <b>buildings</b> , situate at the risk address or locations stated in the schedule, occupied by <b>You</b> for the purposes of the <b>business</b>
<b>products</b>	any goods, including containers, packaging, labelling and instructions for use, sold, supplied, processed, delivered, installed, tested, repaired, serviced, altered, treated or hired out by <b>You</b> in connection with the <b>business</b> from the <b>premises</b> and no longer in <b>Your</b> possession or control.
<b>responsible person</b>	<b>You</b> or any person authorised by <b>You</b> to be responsible for the security of the <b>premises</b>
<b>stock</b>	stock and materials in trade and work in progress all pertaining to the <b>business</b> , as shown in the schedule under the short title of Stock being the property of <b>You</b> or held by <b>You</b> in trust or on commission for which <b>You</b> are legally responsible but excluding property more specifically insured
<b>tenant's improvements</b>	tenant's improvements, alterations and decorations, as shown in the schedule under the short title of Tenant's improvements but excluding glass other than that insured by the Property Damage Glass Additional Cover
<b>territorial limits</b>	Great Britain, Northern Ireland, the Isle of Man and the Channel Islands
<b>the insured</b>	the person, persons or company named in the schedule
<b>unattended vehicle</b>	any vehicle left without <b>You</b> or any <b>employee</b> or a responsible adult remaining therein at any time other than whilst the vehicle is being loaded, unloaded or refuelled
<b>unoccupied</b>	empty, vacant, unattended or no longer in use for a period of 30 consecutive days or longer
<b>vehicle</b>	any road vehicle together with its trailer or container
<b>working day of the driver</b>	the period in any day during which a <b>vehicle</b> is being used for purposes in connection with the <b>business</b>
<b>you, your</b>	<b>the insured</b> under this <b>policy</b>

# General Conditions

## 1 **Adjustment**

If the premium for this **policy** or any section or any item thereof has been based wholly or partly on any estimates given by **You** then **You** must keep an accurate record of all the relative particulars and such record must at all times be available for examination by **Us**.

Within three months of the expiry of each **period of insurance** (unless stipulated otherwise in any section) **You** must supply to **Us** such particulars as **We** may require and the premium for such expired period will then be adjusted and the difference shall be paid by or returned to **You** as the case may be subject to the retention by **Us** of any minimum premium under this **policy** or any section thereof.

## 2 **Basis of claims settlement**

Following loss, destruction or damage insured by Section 1 - Property Damage, Section 8 - Deterioration of Refrigerated Stock, Section 9 - All Risks or Section 11 - Goods in Transit and subject to the adequacy of the sums insured and to the Limits of liability there under **We** will pay in respect of

- a) **stock** - the cost price of replacing the goods at the time of the loss, destruction or damage
- b) deeds, documents and **business** books - their value as stationery only together with the cost of clerical labour expended in writing up and not for the value to **You** of the information contained therein
- c) computer systems records - the value of the materials only together with the cost of clerical labour and computer time expended in reproducing such records (excluding any expense in connection with the production of information to be recorded therein) and not for the value to **You** of the information contained therein
- d) patterns, models, moulds, plans and designs - the value of the materials only together with the cost of labour expended in reinstatement of such property
- e) directors', partners', **employees**', customers' and visitors' **personal effects** not otherwise insured - the cost of repair or replacement at the time of the loss, destruction or damage after due allowance for wear, tear or depreciation, for an amount not exceeding, in respect of any one person, £500 or such other amount stated by an endorsement in the schedule
- f) rent- the loss of rent payable or rent receivable by **You** for the term of twelve months or such other term stated in the schedule during any period necessary for reinstatement or repair as a result of the **buildings** or any part thereof being rendered uninhabitable due to loss, destruction or damage caused by any of the perils insured by this section provided that **Our** liability for such loss of rent will not exceed such proportion of the sum insured on rent as the period necessary for reinstatement or repair bears to the term of rent insured
- g) all other property including **buildings** - subject to the following Special conditions the cost of reinstatement of the property lost, destroyed or damaged

Definition - for the purposes of Basis of claims settlement sub-paragraph g) only reinstatement means

- a) the rebuilding or replacement of the property lost, destroyed or 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 not better or more extensive than its condition when new.

Special conditions

- 1 No payment beyond the amount which would have been payable in the absence of Basis of claims settlement sub-paragraph g) shall be made
  - a) unless reinstatement commences and proceeds without unreasonable delay
  - b) until the cost of reinstatement shall have actually been incurred
  - c) if the property insured at the time of its loss, destruction or damage shall be insured by any other insurance effected by or on behalf of **You** which is not upon the same basis of claims settlement.
- 2 **Our** liability for reinstatement of property damaged in part only shall not exceed the amount which would have been payable had such property been wholly destroyed.
- 3 All the terms and conditions of the **policy** shall apply:
  - a) in respect of any claim payable under the provisions of this Basis of claims settlement subparagraph except in so far as they are varied hereby
  - b) where claims are payable as if this Basis of claims settlement sub-paragraph had not been incorporated
- 4 General Condition 20 - Underinsurance is deemed to read  
If at the time of reinstatement the sum representing 85% of the cost which would have been incurred in reinstatement of the whole of the property covered by any item subject to this Basis of claims settlement subparagraph exceeds its sum insured at the commencement of any loss, destruction or damage, then **You** shall be considered as being **Your** own insurer for the difference and shall bear a rateable proportion of the loss
- 5 Where for any reason no payment is to be made on the basis of reinstatement (liability being otherwise admitted) then **Our** liability will be arrived at as if this basis of claims settlement had not been incorporated herein and sub-paragraph g) shall then be deemed to read all other property including **buildings** - in the case of **buildings**, the value of the **buildings** at the time of the loss, destruction or damage, or the amount of such loss, destruction or damage as the case may be, after due allowance for wear, tear or depreciation or at its option replace, reinstate or repair the lost, destroyed or damaged property and in the case of all other property, the cost of repair or replacement at the time of the loss, destruction or damage after due allowance for wear, tear or depreciation.

### 3 **Cancellation**

**You** may cancel this **policy** by giving written instructions to Matrix Underwriting Management

- a) within 14 days of issue, returning the **policy** document and schedule and receive a full refund of premium but if there has been an incident which has resulted or could result in a claim, **You** must reimburse **Us** for any amounts **We** have paid or may be required to pay, in respect of that incident
- b) after 14 days of issue and receive pro rata proportional refund of the premium in respect of the unexpired term of this **policy** unless a claim or an incident likely to give rise to a claim has occurred during the current **period of insurance**;
  - i) if the cancellation occurs in the first **period of insurance** a maximum administration charge of 10% of the premium for that **period of insurance** will be deducted from any refund
  - ii) if the cancellation occurs in any subsequent **period of insurance** a maximum administration charge of 5% of the premium for that **period of insurance** will be deducted from any refund.

**We** may cancel this **policy** or any section by sending a recorded delivery letter to **Your** last known address of giving fourteen days notice. In the event of cancellation by **Us**, **We** will refund a pro rata proportion of the premium paid in respect of the unexpired term of this **policy** unless a claim or an incident likely to give rise to a claim has occurred during the current **period of insurance**. If **You** are paying by monthly instalments **We** may exercise **Our** right to collect the balance of any outstanding premium in the event of a claim.

If **You** have agreed to pay the premiums by instalments and fail to pay any of those instalments, **We** reserve the right to cancel the **policy**.

### 4 **Change in risk**

This **policy** shall cease from the date of the change if

- a) Your interest ceases other than by death or
- b) the **business** be wound up or carried on by a liquidator or receiver or permanently discontinued or
- c) any alteration be made either in the **business** or in the **premises** or in any property therein or in any other circumstances which may increase the possibility of loss, destruction, damage or accidental **bodily injury** covered by this **policy**

at any time after the commencement of this insurance unless **We** have agreed in writing to its continuance.

### 5 **Claims**

It is a **condition precedent** to **Our** liability that on the happening of any event which could result in a claim under this **policy** **You** shall

- a) advise Matrix Underwriting Management as soon as practicable
- b) not make any admission of liability or promise of payment without **Our** written consent
- c) as soon as practicable notify the police following loss, destruction or damage by theft, riot, vandalism or malicious act or if property be accidentally lost
- d) in respect of any loss, destruction or damage to the property insured submit, at **Your** own expense, a claim in writing with all such particulars and proofs as may be reasonably required within
  - i) seven days in the case of loss, destruction or damage caused by riot, civil commotion, strikes, labour disturbances or malicious persons
  - ii) thirty days in the case of any other loss, destruction or damage
- e) inform **Us** immediately of any claim being made, or of any impending prosecution, inquest or fatal accident inquiry. Every letter, claim, writ or other document relating to any accident, claim, prosecution or civil proceedings must be sent to **Us** immediately, unacknowledged
- f) give all such information and assistance as **We** may request.

### 6 **Contracts (Rights of Third Parties) Act 1999**

No person, persons, company or other party who is not named as the **insured** in this **policy** shall have any right under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms or conditions of this **policy**. This shall not affect any right or remedy of a third party that exists or is available apart from that Act.

### 7 **Data protection and Privacy Statement**

Matrix Underwriting Management Ltd "Matrix" is the data controller of any personal information **You** provide to them on **Our** behalf or personal information that has been provided to **them** by a third party. Matrix collect and process information about **You** in order to arrange insurance policies and to process **claims**. **Your** information is also used for business purposes such as fraud prevention and detection and financial management. This may involve sharing your information with third parties such as insurers, brokers, reinsurers, claims handlers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators, police and government agencies or fraud prevention agencies.

Matrix may record telephone calls to help monitor and improve the service they provide. For further information on how your information is used and your rights in relation to your information please see the Matrix Privacy Policy - <http://www.matrixunderwriting.co.uk/privacy-policy/>.

If you are providing personal data of another individual to Matrix, you must tell them you are providing their information to Matrix and show them a copy of this notice.

For the Individual Insurers Privacy Policy please see details in appendix 3

- 8 **Death**  
In the event of **Your** death **We** will in respect of liability or loss incurred by **You** indemnify **Your** personal representatives in the terms of and subject to the limitations of this **policy**, provided that such personal representatives shall as though they were **You** observe, fulfil and be subject to the terms and conditions of the **policy** as far as they can apply.
- 9 **Fraudulent Claims and Dishonest Acts**  
If **You**, or anyone acting on **Your** behalf, make a fraudulent or fraudulently exaggerated claim under this insurance, or otherwise seek dishonestly to deceive **Us** during the course of any claim, **We**:  
a) will not be liable to pay the claim; and  
b) may recover from **You** any sums paid by **Us** to **You** in respect of the claim; and  
c) may by notice to **You** treat this **policy** as having been terminated with effect from the time of the fraudulent or dishonest act.  
If **We** exercise Our rights under c) above **We**:  
a) shall not be liable to **You** for any relevant event which occurs after the time of the fraudulent or dishonest act. A relevant event is whatever gives rise to **Our** liability under this **policy** (for example – if a loss is incurred or **You** make a claim or if **We** are notified of circumstances which may give rise to a claim); and  
b) need not return any premium paid.
- 10 **Insurance Premium Tax**  
The premium will be subject to insurance premium tax as set out in the Finance Act 1994 (or as amended by subsequent legislation) and detailed in the **policy** schedule or renewal notice.
- 11 **Law applicable**  
Under United Kingdom law the parties to the contract have the right to choose the law which should apply. In the absence of any agreement to the contrary, English law will apply.
- 12 **Other insurance**  
If at the time of any loss, destruction or damage or at the time of the occurrence of any incident which may result in **You** being held legally liable for the consequences thereof and which is covered under this **policy**, there is any other insurance in force which covers the same loss, destruction, damage or legal liability, **Our** liability will be limited to its rateable proportion.
- 13 **Reasonable care**  
It is a **condition precedent** to **Our** liability that **You** shall at **Your** own expense  
a) take all reasonable precautions to prevent loss, destruction, damage, accident or **bodily injury**  
b) keep the **premises, buildings** and other maintainable property which is insured by this **policy** in a satisfactory state of repair  
c) comply with all relevant statutory requirements and other regulations imposed by any authority and manufacturers' recommendations all relating to the use inspection and safety of property and the safety of persons  
d) as soon as possible after discovery, cause any defect or danger to be made good or remedied and in the meantime shall cause such additional precautions to be effected as the circumstances may require  
e) exercise due care in the selection and supervision of **employees**.
- 14 **Reinstatement of sum insured**  
It is agreed that in the absence of written notice by **You** or **Us** to the contrary, **Our** liability shall not stand reduced by the amount of any loss, provided **You** undertake to pay any appropriate premium for such automatic reinstatement of cover and implements immediately any recommendations made by **Us** to prevent further loss, destruction or damage and effects all repair or replacement work without delay.
- 15 **Rights**  
In the event of loss, destruction or damage to the property insured **We** will be entitled to enter any building where such loss, destruction or damage has happened and to take and keep possession of such property insured and to deal with the salvage in a reasonable manner and this **policy** shall be proof of leave and licence for such purpose.  
No property may be abandoned to **Us**.
- 16 **Sanctions**  
**We** shall not be deemed to provide cover and shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover payment of such claim or provision of such benefit would expose **Us** to any sanction prohibition or restriction under United Nations resolutions or the trade or economic sanctions laws or regulations of the European Union United Kingdom or United States of America.
- 17 **Security**  
It is a **condition precedent** to **Our** liability that **You** shall ensure that all  
a) security devices are put into full and effective operation whenever the **premises** are closed for **business** or left unattended  
b) **keys** and all details of any codes or combinations relating to any part of the intruder alarm installation and any safe or strongroom be removed from the **premises** whenever the **premises** are closed for **business** or left unattended  
c) fire break doors and shutters in the **buildings** be maintained in efficient working order and that the openings

protected by such doors and shutters be kept clear of obstruction at all times and that all such doors and shutters other than those fitted with fusible links be kept closed except during **business hours**

- d) security devices shall not be withdrawn, altered or varied without **Our** prior consent

18 **Subjectivity**

The Proposal, any Statement of Fact, the **policy**, the Schedule (including any *Schedule* issued in addition or substitution) and any Endorsements shall be considered as one legal document.

- a) **We** will clearly state in the schedule if the cover provided by the **policy** is subject to **You**
- i) providing **Us** with any additional information requested by the required date(s)
  - ii) completing any actions agreed between **You** and **Us** by the required date(s)
  - iii) allowing **Us** to complete any actions agreed between **You** and **Us**.
- b) If required by **Us** **You** must allow **Us** access to the **premises** and/ or the **business** to carry out survey(s) within 60 days of the inception or renewal date unless **We** agree otherwise in writing.

Upon completion of these requirements (or if they are not completed by the required dates) **We** may, at **Our** option

- i) modify **Your** premium
- ii) issue a mid-term amendment to **Your policy** or section terms and conditions
- iii) require **You** to make alterations to the **premises** insured by the required date(s)
- iv) exercise **Our** right to cancel the **policy**
- v) leave the **policy** or section terms and conditions and the premium unaltered

**Our** decision will be notified to **You** and where applicable specify the date(s) by which any action(s) agreed needs to be completed by **You** and/ or any decision by **Us** will take effect.

Our requirements and decisions will take effect from the date(s) specified unless and until **We** agree otherwise in writing.

If **You** disagree with **Our** requirements and/ or decisions **We** will consider **Your** comments and where **We** consider appropriate will continue to negotiate with **You** to resolve the matter to **Your** and **Our** satisfaction.

In the event that the matter cannot be resolved **We** may exercise **Our** right to cancel this **policy** in accordance with the terms of General Condition 4 Cancellation.

Except where stated all other **policy** and section terms and conditions will continue to apply.

The above conditions do not affect **Our** right to void the **policy** if **We** discover information material to **Our** acceptance of the risk.

19 **Subrogation**

Before or after **We** have indemnified **You** **We** will be entitled to undertake in **Your** name and on **Your** behalf the absolute conduct, control and settlement of any proceedings and to take proceedings at its own expense and for its own benefit but in **Your** name to recover compensation or secure indemnity from any third party in respect of anything covered by this **policy**.

20 **Underinsurance**

Each item insured under Section 1 – Property Damage, Section 8 – Deterioration of Refrigerated Stock and Section 9 – All Risks is declared to be subject to this underinsurance condition. If the property insured by such item shall at the commencement of any loss, destruction or damage hereby insured ~~against~~ be collectively of greater value than such sum insured, then **You** shall be considered as being **Your** own insurer for the difference and shall bear a rateable proportion of the loss.

Whenever this General Condition applies to a claim the provisions of this condition shall precede the application of any **excess** relevant to that claim.

21 **Warranty**

If the Insured breaches any warranty in this Policy, the Insurer's liability under the Policy shall be suspended from the time of the breach until the time when the breach is remedied (if it is capable of being remedied). The Insurer will have no liability to the Insured for any loss which occurs, or which is attributable to something happening, during the period when the Insurer's liability is suspended.

# General Exclusions

We will not be liable for

- 1 loss, destruction or damage to any property whatsoever or any loss or expenses or any consequential loss or **bodily injury** or any legal liability of whatsoever nature directly or indirectly caused by contributed to by resulting from or arising out of or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss

## **Radio Contamination & Explosive Nuclear Assemblies**

nuclear energy or radioactivity of any kind including but not limited to

- i) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
- ii) the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof
- iii) any weapon of war employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter

## **Biological or Chemical materials**

any chemical, biological, bio-chemical or electromagnetic weapon

## **War Invasion act of foreign enemy, hostilities**

war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority

## **Terrorism**

an **act of terrorism** or any action taken in controlling, preventing, suppressing, retaliating against, responding to or in any way relating to an **act of terrorism** (other than in respect of **bodily injury** to an **employee** arising out of and in the course of employment in the **business**). If **We** allege that by reason of this subparagraph any loss, destruction, damage, cost, expense, consequential loss or **bodily injury** is not covered by this **policy** the burden of proving the contrary shall be upon **You**

## **Pressure waves**

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

## **Confiscation, nationalisation**

confiscation, nationalisation or requisition by order of any government or public, municipal, local or customs authority

## **Electronic Data**

erasure, loss, distortion or corruption of information on, or reduction in the functionality, availability or operation of any computer system, or any hardware, program, software, data, information repository, disk, microchip, integrated circuit or similar device in computer equipment or non-computer equipment, whether **Your** property or not, caused by the malicious introduction or incursion of any unauthorised, unintended, undesired or unexpected program, instruction or command or any other computer or electronic virus.

- 2 **Pollution or Contamination** (Not applicable to the Employers, Public, Property Owners and Products Liability Sections)
  - a) loss, destruction or damage to property caused by **pollution or contamination** except (unless otherwise excluded) loss, destruction or damage to the property insured caused by
    - i) **pollution or contamination** which itself results from a contingency hereby insured against (other than by leakage of oil or by **accidental damage** to underground service pipes or cables) which comprises a sudden identifiable, unintended and unexpected event and occurs in its entirety at a specific time and place during the **period of insurance**
    - ii) any contingency hereby insured against (other than by leakage of oil or by **accidental damage** to underground service pipes or cables) which itself results from **pollution or contamination**
  - b) expenses, fines, penalties, remediation costs or other costs incurred or sustained or imposed on **You** which result from the order of any government agency, Court or an other authority, in connection with any **pollution or contamination** or other environmental impairment including seepage from any cause.
  - c) loss under Section 2 - Business Interruption of this **policy** resulting from **pollution or contamination** but this will not exclude loss resulting from damage at the **premises** to property used by **You** for the purpose of the **business** (unless otherwise excluded) caused by
    - i) **pollution or contamination** at the **premises** which itself results from a contingency hereby insured against (other than by leakage of oil or by **accidental damage** to underground service pipes or cables) which comprises a sudden, identifiable, unintended and unexpected event and occurs in its entirety at a specific time and place during the **period of insurance**
    - ii) any contingency hereby insured against (other than by leakage of oil or by **accidental damage** to underground service pipes or cables) which itself results from **pollution or contamination**
    - iii) human infectious or contagious disease

- 3 loss, destruction or damage

**Application of Heat**

to property undergoing any process involving the application of heat

**Over running, pressure, self heating**

to any electrical machine or apparatus or component thereof occasioned by its over-running, excessive pressure, short-circuiting or self-heating not resulting in fire

**Theft by Your Household**

arising from theft or attempted theft where **You** or any director, partner or **employee** of **Yours** or any member of **Your** family or household be concerned as principal or accessory

**Ceased to trade, unfurnished**

due to theft or attempted theft, malicious damage, leakage of water following bursting or overflowing of water pipes, water apparatus or water tanks or from any automatic sprinkler installation, leakage of oil or breakage of glass and sanitary ware

- i) during any period when the **business** has ceased to trade whether the **premises** are unfurnished or otherwise
- ii) whilst the **buildings** are unfurnished or untenanted

**Disappearance**

due to disappearance, unexplained loss, inventory shortage, misfiling or misplacing of information

4 **Northern Ireland**

loss, destruction or damage or any expense or consequential loss happening in Northern Ireland occasioned by or happening through or in consequence directly or indirectly of riot, civil commotion and (except in respect of loss, destruction or damage or any expense or consequential loss by fire or explosion) strikers, locked out workers or persons taking part in labour disturbances or malicious persons. If **We** allege that by reason of this subparagraph any loss, destruction, damage, cost, expense, consequential loss or **bodily injury** is not covered by this **policy** the burden of proving the contrary shall be upon **You**

5. **Mould, Mildew**

any loss damage claim cost expenses or other sum directly or indirectly arising out of or relating to mould mildew fungus spores or other micro-organism of any type nature or description including but not limited to any substance whose presence poses an actual or potential threat to human health regardless whether there is

- a) any physical loss or damage to insured property
- b) any insured peril or cause whether or not contributing concurrently or in any sequence
- c) any one loss occupancy or functionality or
- d) any action required including but not limited to repair replacement removal cleanup abatement disposal relocation or steps taken to address medical or legal concerns.

6. **Asbestos**

any damage, cost or expense or legal liability directly or indirectly caused by arising out of, resulting as a consequence of or related to

- a) the use of
- b) the exposure to
- c) the inclusion in any structure (whether an insured property or not) of
- d) pollution or contamination by
- e) the manufacture, mining, processing, distribution, testing, remediation, removal, storage, disposal, sale of asbestos or materials or products containing asbestos whether or not there is another cause of loss which may have contributed concurrently or in any sequence to a loss. (This exclusion is not applicable to the Employers, Public, Property owners or Products liability sections of this **policy** which each have their own asbestos related exclusion)

7. **Misuse of the Internet and extra-net**

Liability arising directly or indirectly from the use or misuse of the Intranet Extra-net and/or caused via **Your** own website or internet site or web address and/or via the transmission of mail plans designs photographs or other documents by electronic means.

8. **Electronic cyber liabilities**

Loss or Damage associated with or caused by a System Failure if a System Failure forms an identifiable element in the chain of events from which the liability arises whether or not it is the proximate cause of the liability.

System Failure shall mean malfunction or non-function of any mechanical and/or electronic system (whether or not the property of the Insured) caused by:-

- a) the response of a computer to any date or date change or;
- b) the failure of a computer to respond to any date or date change or;
- c) the loss of or denial of access to any data either your own or third party or;
- d) any Loss of or Damage to or change or corruption in data or software on a computer or computer system or;
- e) any Computer virus or hacking into or degradation of or breach of security in or denial of access to a computer or computer system or website.

Computer includes computer hardware computer software microchip microprocessor any electronic equipment and any device which gives or processes or receives or stores electronic instructions or information.

# Section 1 - Property Damage

## Cover

**We** will indemnify **You** in respect of loss, destruction or damage occurring at the **premises** to the property insured described in the schedule or any part of such property caused by the following insured perils

- 1 fire (whether resulting from explosion or otherwise) not occasioned by or happening through
  - a) its own spontaneous fermentation or heating
  - b) earthquake or subterranean fire
- 2 lightning
- 3 explosion but excluding loss, destruction or damage (other than loss, destruction or damage by fire resulting from explosion)
  - a) caused by or consisting of the bursting of a boiler (not being a boiler used for domestic purposes only) economiser or other vessel, machine or apparatus in which internal pressure is due to steam only and belonging to or under **Your** control
  - b) in respect of and originating in any vessel machinery or apparatus or its contents, belonging to or under **Your** control which requires to be examined to comply with any statutory regulations unless such vessel, machinery or apparatus shall be the subject of a **policy** or other contract providing the required inspection service
- 4 aircraft and other aerospace devices or articles dropped therefrom
- 5 theft or any attempt thereat involving
  - a) forcible and violent entry to or exit from the **premises** or, when the **buildings** only are insured, forcible and violent entry to or exit from the **buildings**
  - b) assault or violence or threat thereof to **You** or any of **Your employees**but excluding loss, destruction or damage to property from a garden, yard, open space or any open fronted or open sided building therein
- 6 riot, civil commotion, strikers, locked-out workers or persons taking part in labour disturbances or malicious persons acting on behalf of or in connection with any political organisation but excluding loss, destruction or damage caused in Northern Ireland or resulting from cessation of work
- 7 malicious persons not acting on behalf of or in connection with any political organisation but excluding loss, destruction or damage by theft or any attempt thereat
- 8 earthquake or subterranean fire
- 9 impact by any mechanically propelled vehicle (whether the vehicle be licensed for normal road use or not) or by goods falling therefrom or by animals but excluding loss or destruction of or damage to property in transit
- 10 storm but excluding loss, destruction or damage
  - a) caused by
    - i) the escape of water from the normal confines of any natural or artificial watercourse, lake, reservoir, canal or dam
    - ii) inundation from the sea, whether resulting from storm or otherwise
    - iii) frost, subsidence, ground heave or landslip
  - b) attributable solely to change in the water table level
  - c) to fences and gates and loose or moveable property in the open
- 11 flood but excluding loss, destruction or damage
  - a) caused by frost, subsidence, ground heave or landslip
  - b) attributable solely to change in the water table level
  - c) to fences and gates and loose or moveable property in the open
- 12 bursting or overflowing of water pipes, water apparatus or water tanks but excluding loss destruction or damage by water discharged or leaking from any automatic sprinkler installation

- 13 water accidentally discharged or leaking from any automatic sprinkler installation in the **premises** or the **buildings** not occasioned by or happening through
- a) freezing whilst the **premises** or the **buildings** in **Your** ownership or tenancy are empty or disused
  - b) explosion, the blowing up of **buildings**, blasting, earthquake or subterranean fire or heat caused by fire but excluding loss or destruction of or damage to such installation other than that caused by water accidentally discharged or leaking from any such installation
- subject to the following special conditions
- i) **You** shall take all reasonable steps to prevent frost and other damage to any such automatic sprinkler installation and to prevent the freezing of water in any part of such installation and so far as his responsibility extends to maintain all such installations including the automatic external alarm signals in efficient working condition and in the event of any discharge or leakage from any such installation **You** shall do and permit to be done all things practicable whether by removal or otherwise to save and protect the property insured
  - ii) when any changes, repairs or alterations to any such automatic sprinkler installation are proposed written notice thereof is to be given to **Us** and **Our** agreement obtained in writing
  - iii) **We** shall have access to the **premises** and the **buildings** at all reasonable times for the purposes of inspection and if **We** notify **You** of defects in the construction or condition of any automatic sprinkler installation requiring alteration or repair **We** may also at **Our** option by notice in writing suspend this insurance until such alterations or repairs be made and approved by **Us**
- 14 leakage of oil from any fixed installation
- 15 breakage or collapse of television or radio aerials, aerial fittings or masts or satellite receiving equipment but excluding loss, destruction or damage caused by erection, dismantling, repair or maintenance thereof
- 16 falling trees or branches but excluding loss, destruction or damage
- a) caused by felling or lopping carried out by or on **Your** behalf
  - b) to fences and gates and loose or moveable property in the open.
- 17 **accidental damage** but excluding
- a) loss, destruction or damage caused by or specifically excluded from the perils 1-16 above or 18 below
  - b) wear, tear or depreciation or diminution in value
  - c) loss, destruction or damage caused by or arising from or consisting of
    - i) frost, subsidence, ground heave or landslip or from settlement or bedding down of new structures
    - ii) collapse or cracking of **buildings**
    - iii) inherent vice, latent defect, defective design, plan or specification or the use of faulty materials
    - iv) faulty or defective workmanship operational error or omission on **Your** part or any **employee** of **Yours**
    - v) marring, scratching, denting or mechanical or electrical defect, failure, breakdown or derangement
    - vi) atmospheric or climatic conditions or any other gradually operating cause, rot, fungus, rust, corrosion, woodworm, moths, insects, vermin or pests
    - vii) any process involving heating, drying, cleaning, dyeing, staining, repairing, restoring, renovating, fitting, installation, testing, commissioning, alteration or maintenance of any property
    - viii) use of any article contrary to manufacturers' instructions
    - ix) change in temperature colour flavour texture or finish
  - d) loss, destruction or damage to fences and gates and loose or moveable property in the open.
- 18 subsidence or ground heave (of any part of the site on which the **buildings** stand) or landslip but excluding
- a) all such loss, destruction or damage caused by or due to
    - i) settlement or bedding down of new structures
    - ii) compaction of the infill to the floors
    - iii) the settlement or movement of newly made up ground
    - iv) river or coastal erosion or cliff-fall
    - v) defective design or workmanship or the use of faulty or defective materials
    - vi) demolition or structural repairs or alterations to the building
  - b) movement of solid floor slabs unless the foundations beneath the external walls of the building are damaged at the same time by the same cause
  - c) loss or destruction of or damage to fences, gates, hedges, oil-tanks, paths, patios, paved areas or other artificially covered surfaces, swimming pools, tennis courts and walls, free standing walls, unless the main building is damaged at the same time by the same cause
  - d) loss or destruction of or damage to loose or moveable property in the open
  - e) loss, destruction or damage for which compensation is provided by legislation
  - f) the first £1,000 of each and every loss or as otherwise stated in the schedule.

## Additional cover

The cover under this section is extended to include (following loss, damage, or destruction to items specified in the schedule):

### 1. **Architects' and surveyors' fees**

Within the overall limit of the sum insured on **buildings** and other property except **stock**, **We** will pay the cost of architects', surveyors', consulting engineers' legal and other fees necessarily and reasonably incurred in the reinstatement or repair of the property following loss, destruction or damage caused by any peril insured against but excluding fees charged for the preparation of any claim.

### 2. **Buildings theft of fixed materials**

This section extends to include loss, destruction or damage caused by theft or any attempted thereof of fixed materials forming part of the **buildings** but excluding loss, destruction or damage to walls, gates and fences.

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

### 3. **Capital additions**

The insurance by this section extends to include

- a) newly acquired and/or newly erected **fixtures and fittings** and **buildings** anywhere within Great Britain, the Isle of Man or the Channel Islands in so far as such property is not otherwise insured
- b) alterations, additions and improvements to existing **fixtures and fittings** and **buildings** at the **premises** but excluding any appreciation in value of such property during the **period of insurance**

Provided that

- i) at any one situation or **premises** **Our** liability shall not exceed 10% of the relevant sum insured on such property stated in the schedule or £500,000 whichever is the lesser
- ii) **You** shall notify **Us** of such capital additions as soon as possible and pay the appropriate additional premium that may be required to provide retrospective cover from the commencement date of **Your** liability for such property
- iii) following such notification the provisions of this clause are fully reinstated.

### 4. **Collusion**

Where Insured peril 5 (*Theft Etc*) is operative this section extends to include loss, destruction or damage caused by theft caused by theft or attempted theft where any **employee** of **Yours** be concerned as principal or accessory.

Provided that

- a) General Exclusion 3c) shall not apply in respect of the insurance by this Additional Cover
- b) such loss or damage is accompanied by visible evidence of forcible and violent entry to or exit from the **premises**.

### 5. **Contract price**

In respect of goods sold but not delivered for which **You** are legally responsible and with regard to which under the conditions of the sale the sale contract is cancelled by reason of loss, destruction or damage hereby insured against either wholly or to the extent of the loss, destruction or damage **Our** liability shall be based on the contract price and for the purpose of General Condition 21 Underinsurance the value of all goods to which this clause would in the event of loss, destruction or damage be applicable shall be ascertained on the same basis.

### 6. **Contracting purchaser**

If at the time of loss, destruction or damage to the **buildings** **You** shall have contracted to sell **Your** interest in such **buildings** and the purchase shall not have been but shall be thereafter completed, the purchaser on the completion of the purchase if and so far as the **buildings** are not otherwise insured by or on behalf of the purchaser against such loss, destruction or damage shall be entitled to the benefit of this **policy** so far as it relates to such loss, destruction or damage without prejudice to **Your** rights and liabilities or **Ours** under this **policy** up to the date of completion.

### 7. **Customers' goods**

Having intimated to **Your** customers that **You** will accept responsibility for loss, destruction or damage to goods, the property of **Your** customers or for which **Your** customers are legally responsible whether manufactured by **You** or not, upon which work is to be, is being or has been done on behalf of **Your** customers by **You**, or which may be left in **Your** hands for storage or despatch, or otherwise temporarily in **Your** custody, it is understood and agreed that all such goods shall be held to be insured by any items insuring **stock** but excluding property more specifically insured.

### 8. **Debris removal costs**

The insurance by each item insuring **buildings** and other property and the sums insured in respect thereof extends to include costs and expenses necessarily incurred by **You** with **Our** consent in

- i) removing debris
- ii) dismantling or demolishing
- iii) shoring up or propping
- iv) clearance of drains, gutters and sewers

of the portion or portions of such insured property lost, destroyed or damaged by any peril insured against

Provided that **We** will not be liable under this clause for any such costs or expenses

- a) incurred in removing debris except from the site of such insured property so lost, destroyed or damaged and from the area immediately adjacent to such site
- b) arising from **pollution or contamination** of property not insured by this section.

9. **Designation**

For the purpose of determining where necessary the item against which any property is insured **We** agree to accept the designation under which such property has been entered in the **Your** books.

10. **Exhibitions**

This section extends to include loss, destruction or damage caused by any peril insured to property insured whilst within the **premises** of any trade, fair, sale, demonstration, show or exhibition within the **territorial limits** at which **You** are participating as an exhibitor, including whilst in transit thereto and therefrom but excluding theft or attempted theft of the property insured from any **unattended vehicle**.

**Our** liability will not exceed £10,000 in any one **period of insurance**.

11. **Extensions**

Except where specifically insured the **buildings** and contents of

- a) **outbuildings**, annexes, tanks, bunds, gangways and conveniences
  - b) extensions adjoining or communicating with main **buildings** described herein
- are deemed to be insured under the most appropriate item operative in the **policy** schedule.

12. **External CCTV equipment and security lighting**

This section extends to include loss, destruction or damage to external CCTV equipment and security lighting at the **premises** for which **You** are legally responsible provided that such property is located and fixed in an inaccessible position.

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

13. **Extinguishment expenses**

This section extends to include the reasonable cost of:

- a) refilling fire extinguishing equipment and replacing sprinkler heads used
  - b) resetting fire or intruder alarms
- solely as a consequence of loss, destruction or damage caused by any peril insured.

14. **Foundations**

It is understood and agreed that those portions of the foundations and incombustible floors of **buildings** more than 8cm below the level of the floors of the lowest storeys (whether such floors constitute the flooring of the basement or otherwise) are excluded from this insurance, except where such portions are within a radius of 60cm around and below any structural column or similar superstructure support.

15. **Incompatibility of computer records**

The insurance by each item insuring **fixtures and fittings** or any item in respect of computing or communication equipment is extended to include

- a) the costs of modification of computing equipment; or
  - b) the costs of replacing computer records including reinstatement of programs and the information thereon
- whichever costs are the lesser, to achieve compatibility in the event that undamaged computer records which are beyond **Your** control are rendered incompatible with replacement computing equipment, where such replacement is consequent upon loss, destruction or damage by any peril insured by this section.

**Our** liability will not exceed £50,000 in any one **period of insurance**.

16. **Interested parties**

Any act or omission by the leaseholder, lessee, mortgagor or **You** or by any tenant occupying or using the **buildings** which increases the possibility of loss, destruction or damage shall not prejudice **Your** interest of the freeholder, lessor or mortgagee. Provided that

- a) such act or omission is entirely without the authority of and is unknown to or beyond the control of the freeholder, lessor or mortgagee
- b) immediately the freeholder, lessor or mortgagee shall become aware of any such act or omission they shall give immediate written notice thereof to **Us** and pay an additional premium if required.

17. **Involuntary betterment**

In the event of loss, destruction or damage to property insured and where new property of like kind and quality is not obtainable, property as similar as possible to that lost, destroyed or damaged and which is capable of performing the same function shall be deemed to be new property of like kind and shall not be considered as betterment to **You**.

Provided that

- a) In the event of replacement with new property, **We** will pay the cost of purchasing and installing technologically current equipment, which is necessitated by incompatibility between
  - i) new equipment installed to replace lost, destroyed or damaged equipment: and
  - ii) undamaged existing equipment at the same or an interdependent location
- b) **We** shall only be liable for the amount sufficient to enable **You** to resume operations in substantially the same manner as before the loss, destruction or damage
- c) **We** shall only be liable for the difference between
  - i) the highest sales value of the undamaged existing equipment at the same or an interdependent location; and
  - ii) the installed cost of the technologically current equipment
- d) For the purposes of the application of any **excess** the loss, destruction or damage and the necessity to replace incompatible equipment shall be regarded as one occurrence.

**Our** liability under this clause is limited to 10% of the agreed reinstatement value of the damaged property or £50,000, whichever is the lesser amount.

18. **Keys**

This section is extended to include the reasonable costs necessarily incurred in replacing locks or **keys** to the **premises** or any safe or strongroom or intruder alarm therein or thereon following their theft or accidental loss

- a) from the **premises** or **Your** home of or any director, partner or **employee** authorised to hold such **keys** or,
- b) anywhere else within the **territorial limits** whilst in **Your** personal custody or any **employee** authorised to hold such **keys**

Provided that **We** will not be liable for the cost of replacing locks or **keys** of any safe or strongroom or intruder alarm following theft of the **keys** if they are left on the **premises** outside **business hours**.

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

19. **Landscapes**

This section extends to include costs and expenses incurred by **You** with **Our** consent in repairing or reinstating damage to the landscaped gardens and grounds, at the **premises**, caused by emergency services equipment and personnel attending the **premises** in response to fire or any other peril insured against.

Provided that **You** are legally responsible for the repair or reinstatement of such damage.

**Our** liability will not exceed £50,000 in any one **period of insurance**.

20. **Loss Minimisation and Prevention Expenditure**

This Additional Cover includes costs and expenses necessarily incurred by **You** with **Our** consent in

1. preventing or reducing imminent Damage which would have been insured under this Section
2. reducing mitigating or otherwise alleviating Damage insured under this Section during and after the occurrence of such Damage provided that
  - a) the impending Damage was not reasonably foreseeable earlier and would not be the natural outcome if such costs and expenses were not incurred
  - b) the impending Damage did not arise from any defect in the Property insured
  - c) the Damage is not more specifically insured under this or any other **policy** bond indemnity security or other legally binding contract

**Our** liability under this Additional Cover shall not exceed £25,000 in respect of any one claim

21. **Metered supply charges**

This section extends to include the cost of loss of additional metered supply charges for which **You** are legally responsible arising from loss, destruction or damage at the **premises** caused by any insured peril.

**Our** liability will not exceed £25,000 in any one **period of insurance**.

22. **Non-invalidity**

The insurance by this section shall not be invalidated by any act or omission or by any alteration unknown to or beyond **Your** control whereby the risk of loss, destruction or damage is increased.

Provided that immediately **You** shall become aware of any such act or omission or alteration **You** shall give immediate written notice thereof to **Us** and pay an additional premium if required.

23. **Other interests**

The interest of other parties is noted in this section and the nature and extent of such interest is to be advised to **Us**, if necessary, in the event of any claim.

24. **Professional Fees**

In respect of each Building and Machinery item architects surveyors legal and or consulting engineers fees incurred with **Our** consent in the reinstatement and or repair of Property insured subsequent to insured Damage but **We** do not include any fees for preparation or presentation of any claim

**Our** maximum liability is up to the Sum Insured of any one Building or Machinery item during any one Period of Insurance

25. **Public authorities costs**

Within the overall limit of the sum insured on **buildings** and other property except **stock** and following loss, destruction or damage caused by any peril insured, **We** will pay the additional cost of reinstatement necessarily and reasonably incurred solely to comply with European Union Legislation or building or other regulations under or framed in pursuance of any Act of Parliament or Bye-Laws of any Public Authority in respect of

- a) the lost, destroyed or damaged property insured
  - b) undamaged portions thereof
- excluding
- a) any cost incurred in complying with such Legislation or regulations
    - i) in respect of damage occurring prior to the inception of this section
    - ii) under which notice has been served upon **You** prior to the occurrence of any loss, destruction or damage hereby insured
    - iii) for which there is an existing requirement which has to be implemented within a given period
    - iv) in respect of property entirely undamaged
  - b) the additional cost that would have been required to make good the property lost, destroyed or damaged to a condition equal to its condition when new had the necessity to comply with such Legislation or regulations not arisen
  - c) the amount of any charge or assessment arising out of capital appreciation which may be payable in respect of the property or by the owner thereof by reason of compliance with such Legislation or regulations

Provided that

- 1 the work of reinstatement must be completed within 12 months of the date of the loss, destruction or damage insured or within such additional time as **We** may allow and may be carried out upon another site if such Legislation or regulations so necessitate subject to **Our** liability not being increased
- 2 if **Our** liability under any item of this section apart from this clause shall be reduced by the application of any of the terms and conditions of the **policy** then **Our** liability under this clause in respect of such item shall be reduced in the same proportion
- 3 the total amount recoverable under any item insured by this section in respect of this clause shall not exceed:
  - i) in respect of any property lost, destroyed or damaged its sum insured
  - ii) in respect of undamaged portions of property (other than foundations) 15% of the total amount for which **We** would have been liable had the property been wholly destroyed
- 4 the total amount recoverable under any item insured by this section shall not exceed its sum insured

26. **Service pipes or cables**

This section extends to include the cost of reinstatement or repair following loss, destruction or damage to telecommunications, gas, water and electric service pipes, cables, instruments, meters and the like including their accessories and such property in adjoining yards, roadways or underground belonging to **You** or for which **You** are legally responsible.

27. **Seventy Two Hour Clause**

For the purposes of this Section, all Storm or Flood or Earthquake or Subterranean Fire damage losses or occurrences happening within seventy two (72) consecutive hours of a Storm or Flood or Earthquake or Subterranean Fire commencing will be deemed to be a single claim.

28. **Sprinkler Upgrade Costs**

This Additional Cover includes additional costs of reinstatement incurred with **Our** consent to upgrade a sprinkler installation to comply with the current edition of the Sprinkler Rules of the Loss Prevention Council provided that the additional costs incurred are solely as a direct result of insured Damage

**Our** maximum liability is up to the Sum Insured of any one Building during any one Period of Insurance

29. **Subrogation waiver**

In the event of a claim arising under this section **We** agree to waive any rights remedies or relief to which it may 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 as appropriate current at the time of the loss, destruction or damage
- b) any company which is a Subsidiary of a Parent Company of which **You** are yourself a Subsidiary in each case within the meaning of the Companies Act or Companies (N.I.) Order as appropriate current at the time of the loss, destruction or damage.

30. **Temporary removal**

This section extends to include loss, destruction or damage caused by any peril insured to the property insured (other than **stock**) whilst temporarily removed for cleaning renovation repair or other similar purposes, elsewhere on the same or to any other **premises** anywhere within the **territorial limits** including transit by road rail or inland waterway. Provided that

- a) **Our** liability under this Additional Cover in respect of each item insured by this section for loss, destruction or damage occurring elsewhere than at the said **premises** shall not exceed 10% of the sum insured by the item
- b) **We** will not be liable for
  - i) property more specifically insured
  - ii) motor vehicles and motor chassis licensed for normal road use
  - iii) property held by **You** in trust other than **fixtures and fittings**.

31. **Temporary removal – documents and computer systems records**

This section extends to include loss, destruction or damage caused by any peril insured to the undernoted property insured whilst temporarily removed to any **premises** not in **Your** occupation anywhere within the **territorial limits** including transit by road rail or inland waterway

- a) computer systems records
- b) deeds and documents (including stamps thereon) manuscripts plans and writing of every description and books (written and printed)

**Our** liability will not exceed 10% of the total value of such property.

32. **Theft damage to the premises**

If this section insures loss, destruction or damage as described by peril 5 of Section 1 – Property Damage then this section is extended to include damage to the **premises** resulting from theft or any attempt thereat

Provided that **the insured** is legally responsible for the repair of such damage.

33. **Trace and access**

In the event of loss, destruction or damage at the **premises** caused by peril 12 or peril 14 as described under Section 1 – Property Damage, this section extends to include costs necessarily and reasonably incurred with **Our** consent in

- a) locating the source of such loss, destruction or damage in order to effect repairs
- b) making good.

**Our** liability will not exceed £15,000 in any one **period of insurance**.

34. **Unoccupied buildings**

Notice is to be given to **Us** when any **buildings** or portions thereof become **unoccupied** by any authorised person or when any such **unoccupied** building or portion thereof is again occupied by any authorised person and a suitable additional premium paid if required.

35. **Workmen**

Workmen are allowed to work at the **premises** for the purposes of effecting any repairs, additions, alterations or decorations without prejudice to this insurance.

**Limits of liability**

**Our** liability in respect of any one occurrence will not exceed the sum insured against each item in the schedule nor in all the aggregation of the sums insured by this section.

**Basis of claims settlement**

As detailed under General Condition 3 Basis of claims settlement.

**Special exclusions**

**We** will not be liable under this section for

1. **Outbuildings**

loss or damage to any outbuilding or property stored in any outbuilding other than by Insured Perils 1 to 4 of Section 1 (Fire, Lightning, Explosion and Aircraft) unless such outbuilding be of the same construction and secured in the same manner as the main property insured hereunder and provided that such outbuilding also conforms to any Condition Endorsement or **Warranty** applicable to the main property insured hereunder

2. **Basements**

loss or damage to any property stored in any basement cellar or room partially or wholly below ground level caused by any of **the insured** Perils 10 to 14 (Storm, Flood, Burst Pipes, sprinkler leakage and leakage of oil etc) unless stored on racks, pallets or stillage at least 15 cm above floor level.

3. **Cash registers**

loss, destruction or damage caused by theft or attempted theft occurring outside **business hours** to any till or cash register unless its drawer has been left in an open position

4. **Marine policy**

loss or destruction of or damage to property which, at the time of the happening of such loss or destruction or 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

5. **Metered services**

loss of metered gas or water other than that covered by Additional cover

6. **Self Ignition**

loss, destruction or damage to electrical plant or apparatus caused by self ignition but this exclusion shall apply only to that part of the electrical plant or apparatus in which self ignition occurs

7. **Electronic Data Loss**

loss or damage caused by or consisting of Electronic Data Loss other than

a) where a Fire or Explosion occurs as a result of Electronic Data Loss which causes damage to Property Insured hereunder directly caused by such Fire or Explosion

b) to electronic data storage medium specified in the Schedule as a result of an Insured Peril.

The basis of valuation shall be the cost to repair, replace or restore such medium to the condition that existed immediately prior to the Damage, including the cost of reproducing any Electronic Data contained thereon, providing such medium is repaired, replaced or restored. Such cost of reproduction shall include all reasonable and necessary amounts, not to exceed £50,000 any one occurrence or the sum insured shown in the schedule if less, incurred by **You** in recreating, gathering and assembling such Electronic Data. If the medium is not repaired, replaced or restored the basis of valuation shall be the cost of the blank medium. For the avoidance of doubt, the cover provided by this paragraph does not insure any amount pertaining to the value of such Electronic Data to **You** or any other party, or any Consequential Loss arising directly or indirectly from Electronic Data Loss, even if the Electronic Data cannot be recreated, gathered or assembled.

For the purpose of this Exclusion 'Electronic Data Loss' means loss (including but not limited to physical loss), damage, destruction, distortion, erasure, corruption or alteration of Electronic Data from any cause whatsoever (including but not limited to Computer Virus and/or the physical loss of the hardware and/or data-storage media and/or data-processing media on which the Electronic Data is stored) or loss of use, reduction in functionality, cost, expense of whatsoever nature resulting therefrom, regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

8. **Consequential Loss**

consequential loss of any kind or description (other than loss of rent when such loss is included in the insurance by this section)

- 9 **Excess**  
the relevant **Excess** as stated in the schedule.

## Special Extensions to Section 1

### 1. **Carpet cleaning machines**

The cover under this section is extended to include:

- a) loss, destruction or damage to carpet cleaning machines whilst on hire away from the **premises**
- b) loss of carpet cleaning available for hire arising out of the failure of the hirer to return such property provided that:-
  - i) **Our** liability under a) above shall not exceed £500 in any one **period of insurance**
  - ii) **We** will not be liable for the first £100 in respect of each and every claim

It is a condition precedent to **Our** liability under this special extension that **You** shall in respect of the hiring out of each machine and on each occasion of hire :

- a) record the name, address and telephone number of the hirer
- b) obtain and record explicit details of one method of identity which bears the hirer's signature and verify that the hirer's signature is the same
- c) record the account number from a statement of letter sent to the hirer at their current address by a bank, building society, gas, electricity, water or telecommunications supplier, local council or similar institution wherever practical, assist in the loading of the carpet cleaning machine and record the registration number of the hirer's **vehicle**.
- d) immediately notify the police if the carpet cleaning machine has not been returned within 48 hours of the expiry of the agreed hire period.

### 2. **Customer' goods in trust handed out in error**

The cover under this section is extended to include the failure of a customer to return goods in trust which were handed to them in error provide that:-

- a) **Our** liability shall not exceed £500 in any one **period of insurance**
- b) **We** will not be liable for the first £100 in respect of each and every claim
- c) no claim will be admitted until the expiry of 14 days from the date of first notification to Matrix Underwriting Management or its nominated representative is in receipt of **Your** cheque for the **Excess**

It is a condition precedent to **Our** liability under this special extension that **You** shall notify Matrix Underwriting Management immediately that **You** become aware that the goods in trust have been given out in error and provide the following customer information:

- i) full name
- ii) full address including post code
- iii) daytime telephone number

### 3. **Goods In trust**

**We** shall not avoid the payment of a claim in respect of goods in trust on the grounds that

- a) **You** are not legally liable for the loss, destruction or damage
- b) the customer holds insurance against any of the perils insured by section 1- Property damage.

### 4. **Loss of Dry Cleaning fluids**

This section extends to include the cost of loss of dry cleaning fluids arising from loss, destruction or damage of the **premises** caused by any peril insured

### 5. **Theft of Goods in Trust**

The cover under this section is extended to include theft of goods in trust during the **business hours** caused by theft or attempted theft not involving forcible and violent entry to or exit from the **premises** or assault or violence or threat thereof to **You** or any of **Your employees** provide that:-

- a) **Our** liability in respect of any one occurrence will not exceed £2,500
- b) such theft is witnessed by **You** or any of **Your employees** and then advised to the police immediately
- c) **We** will not be liable in respect of any theft which is not reported to police within 24 hours of its occurrence

### 6. **Treatment**

The cover under this section is extended to include loss, destruction or damage to goods in trust whilst being worked upon

- a) by **You** or any of **Your employees** at the **premises**
- b) at the **premises** of any tailoring subcontractor of **Yours**

This Special extension is not subject to:

- i) General Exclusion 3
- ii) exclusions a), c)iii), c)iv), c(v), c)vii), and c)ix) of peril 17.

Provided that:

1 **Our** liability in respect of any one loss or series of losses arising out of any one occurrence shall not exceed £3,000

2 **We** will not be liable:-

- i) for the first £100 or 10% of each and every claim whichever amount is the greater but subject to a maximum of £200
- ii) for the amount of any loss recoverable under any other section of this **policy**
- iii) for loss, destruction or damage to wedding dresses unless they contain a detailed manufacturers care label complying with ISO 3758:2005 and are cleaned according to the instructions contained thereon

It is a condition precedent to **Our** liability under this Special extension that **You** shall:

- i) take all reasonable actions to reduce the amount of the loss
- ii) return, at **Your** expense, all damaged goods, such returned goods to be individually labelled with the customers name and address and to be accompanied by the relevant cleaning ticket to **Our** appointed representative
- iii) remit the amount of the uninsured portion of any loss to **Our** appointed representative before **We** settles any customer's goods in trust claim
- iv) complete a claim form or report which is satisfactory to **Us** where required to do so

## Special Conditions

### 1. **Pressure systems**

It is a **condition precedent** **Our** liability that

- a) **You** can at all times demonstrate full compliance with the current Pressure Systems Safety Regulations in respect of all pressure systems within the **premises**
- b) any vessel machinery or apparatus belonging to or under **Your** control which requires to be examined to comply with any statutory regulations shall be the subject of a current certificate of examination

### 2. **Dryer lint screens**

It is a **condition precedent** to **Our** liability that dryer lint screens are cleaned daily

### 3. **Machinery**

It is a **condition precedent** to **Our** liability that machinery and plant or equipment performing or forming part of any process of production, manufacture, testing, repair, service, alteration, cleaning or other treatment, other than dry cleaning machines, be operated only during **business hours**

### 4. **Overnight**

It is a **condition precedent** to **Our** liability that no tumble driers are operated outside **business hours**

### 5. **Front Loading Washing Machines**

It is a **condition precedent** to **Our** liability that the doors of front loading washing machines are interlocked in such a way that the machine cannot be started until the door has been shut and the door cannot be opened until the cage has come to rest

### 6. **Top Loading Washing Machines**

It is a **condition precedent** to **Our** liability that the lids of top-loading washing machines are interlocked so that it is not possible to pass to the spin cycle unless the lid is shut and the lid cannot then be opened until the spin motion has ceased and the cage is at rest

### 7. **Tumble Dryers**

It is a **condition precedent** to **Our** liability that the doors of tumble dryers are interlocked with the motor and the source of heat so that these are cut off when the door is opened to a maximum of 75mm and cannot be energized until the door is shut and the doors are fitted with magnetic or similar catches which readily allow them to be opened from inside or outside

### 8. **Processed Loads**

It is a **condition precedent** to **Our** liability that all items which have undergone any process at the **premises** are allowed to individually cool fully before piling stacking or packaging

### 9. **Waste Condition**

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

- a) all combustible trade waste will be deposited in bags, sacks or bins and removed at least once a week, as far as is practicable a safe distance from the **buildings**
- b) all combustible trade waste will be removed from the **premises** at least once every two weeks.

## Section 2 - Business Interruption

**Definitions** for the purposes of this section only wherever the following words appear in bold they shall mean the following:

word/s	means
<b>damage</b>	physical loss, destruction or damage by any of the perils insured by Section 1 - Property Damage
<b>indemnity period</b>	the period beginning with the occurrence of the <b>damage</b> and ending not later than the <b>maximum indemnity period</b> thereafter during which the results of the <b>business</b> shall be affected in consequence of such <b>damage</b>
<b>maximum indemnity period</b>	the term stated in the schedule
<b>turnover</b>	the <b>money</b> paid or payable to <b>You</b> for goods sold and delivered and for services rendered in the course of the <b>business</b> at the <b>premises</b>
<b>gross profit</b>	the amount by which <ul style="list-style-type: none"> <li>a) the sum of the amount of the <b>turnover</b> and the amounts of the closing <b>stock</b> and work in progress shall exceed</li> <li>b) the sum of the amount of the opening <b>stock</b> and work in progress and the amount of the <b>uninsured working expenses</b></li> </ul> <p>Note: The amounts of the opening and closing <b>stocks</b> and work in progress shall be arrived at in accordance with <b>Your</b> normal accountancy methods, due provision being made for depreciation</p>
<b>uninsured working expenses</b>	the following expenses of the <b>business</b> which are considered to vary directly with the <b>turnover</b> and are therefore not included in the insurance <ul style="list-style-type: none"> <li>a) 100% of purchases of materials (less discounts received)</li> <li>b) 100% of carriage, packing and freight (other than <b>Your</b> own)</li> <li>c) 100% of bad debts</li> <li>d) any other expense or expenses stated by an endorsement in the schedule to the extent stated against each such expense</li> </ul> <p>Note: The words and expressions used in this definition (other than wages if referred to herein) shall have the meaning usually attached to them in <b>Your</b> books and accounts.</p>
<b>gross revenue</b>	the <b>money</b> paid or payable to <b>You</b> for work done and services rendered in the course of the <b>business</b> at the <b>premises</b>
<b>gross rent receivable</b>	the <b>money</b> paid or payable to <b>You</b> for tenancies and accommodation and other charges and services rendered in the course of the <b>business</b> at the <b>premises</b>
<b>rate of gross profit</b>	the rate of gross profit earned on the <b>turnover</b> during the financial year immediately before the date of the <b>damage</b>
<b>annual turnover</b>	the <b>turnover</b> during the twelve months immediately before the date of the <b>damage</b>
<b>standard turnover</b>	the <b>turnover</b> during that period in the twelve months immediately before the date of the <b>damage</b> which corresponds with the <b>indemnity period</b>
<b>annual gross revenue</b>	the <b>gross revenue</b> during the twelve months immediately before the date of the <b>damage</b>
<b>standard gross revenue</b>	the <b>gross revenue</b> during that period in the twelve months immediately before the date of the <b>damage</b> which corresponds with the <b>indemnity period</b>
<b>annual gross rent receivable</b>	the <b>gross rent receivable</b> during the twelve months immediately before the date of the <b>damage</b>
<b>standard gross rent receivable</b>	the <b>gross rent receivable</b> during that period in the twelve months immediately before the date of the <b>damage</b> which corresponds with the <b>indemnity period</b>

### Cover

**We** will indemnify **You** by payment in accordance with the provisions contained herein in respect of any item insured hereby for the amount of loss resulting from interruption or interference with the **business** carried on by **You** at the **premises** in consequence of any **damage** occurring at the **premises** to any building or other property or any part thereof used by **You** at the **premises** for the purposes of the **business**.

Provided that at the time of the happening of the **damage** there shall be in force an insurance covering **Your** interest in the property at the **premises** against such **damage** and that payment shall have been made or liability admitted therefore under such insurance or that payment would have been made or liability would have been admitted therefore but for the operation of a proviso in such insurance excluding liability for losses below a specified amount.

### Limit of liability

**Our** liability during any one **period of insurance** will not exceed the sum insured against each item in the schedule.

## Basis of claims settlement

Following **damage** insured by this section **We** will pay for the following in respect of any of the undermentioned items if insured by this section.

### 1. **Gross profit** - loss thereof due to

- a) reduction in **turnover** being the amount produced by applying the **rate of gross profit** to the amount by which the **turnover** during the **indemnity period** shall fall short of the **standard turnover** in consequence of the **damage**
- b) increase in cost of working being the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in **turnover** which but for that expenditure would have taken place during the **indemnity period** in consequence of the **damage**, but not exceeding the sum produced by applying the **rate of gross profit** to the amount of the reduction 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 profit as may cease or be reduced in consequence of the **damage**.

Provided that if the sum insured by this item be less than the sum produced by applying the **rate of gross profit** to the **annual turnover** (or to a proportionately increased multiple thereof where the **maximum indemnity period** exceeds twelve months) the amount payable shall be proportionately reduced.

### 2. **Gross revenue** - loss thereof due to

- a) loss of gross revenue being the amount by which the gross revenue during the **indemnity period** shall fall short of the **standard gross revenue** in consequence of the **damage**
- b) increase in cost of working being the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in gross revenue which but for that expenditure would have taken place during the **indemnity period** in consequence of the **damage**, but not exceeding the amount of reduction in gross revenue 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 **damage**.

Provided that if the sum insured by this item be less than the **annual gross revenue** (or a proportionately increased multiple thereof where the **maximum indemnity period** exceeds twelve months) the amount payable shall be proportionately reduced.

### 3. **Gross rent receivable** - loss thereof due to

- a) loss of **gross rent receivable** being the amount by which the **gross rent receivable** during the **indemnity period** shall fall short of the **standard gross rent receivable** in consequence of the **damage**
- b) increase in cost of working being the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in **gross rent receivable** which but for that expenditure would have taken place during the **indemnity period** in consequence of the **damage**, but not exceeding the amount of reduction in **gross rent receivable** thereby avoided

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

Provided that if the sum insured by this item be less than the **annual gross rent receivable** (or a proportionately increased multiple thereof where the **maximum indemnity period** exceeds twelve months) the amount payable shall be proportionately reduced.

### 4. **Additional expenditure**

Additional expenditure necessarily and reasonably incurred by **You** during the **indemnity period** within which increases in the cost of working are incurred in consequence of the **damage** for the sole purpose of avoiding or diminishing a reduction in **turnover** or in **gross revenue** earned as applicable at the **premises** or for the purpose of resuming or maintaining the **business** less any savings in charges or expenses that may be made in consequence of the **damage**.

## Additional cover

The cover under this section is extended to include (following loss, damage, or destruction to items specified in the schedule):

### 1. **Alternative trading**

If during the **indemnity period** goods shall be sold or services shall be 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 shall be brought into account in arriving at the **turnover** or **gross revenue** or **gross rent receivable** as applicable during the **indemnity period**.

### 2. **Bomb Threats and Security Cordons**

The suspected or actual presence of an incendiary or explosive device, associated Police evacuations and Security Cordons within one mile of the **Premises** which prevents or restricts the use of or access to the **Premises**, excluding:

- a) any loss during the first four (4) hours;
- b) any circumstances covered by the **Public Emergency** Additional cover.

### 3. **Contract/Exhibition Sites**

The insurance by this Section extends to include interruption of or interference with Your Business in consequence of Damage at any location within the Territorial Limits not in Your occupation where You are carrying out a contract in connection with the Business or you are exhibiting your goods for sale

Our maximum liability under this Additional Cover shall not exceed £25,000 any one occurrence

4. **Infectious Disease, Murder or Suicide, Food or Drink or Poisoning**

- a) any occurrence of a **Notifiable Disease** (as defined below) at the **Premises** or attributable to food or drink supplied from the **Premises**;
- b) any discovery of any organism at the **Premises** likely to result in the occurrence of a **Notifiable Disease**;
- c) any occurrence of a **Notifiable Disease** within a radius of one mile of the **Premises**;
- d) the discovery of vermin or pests at the **Premises** which cause restrictions on the use of the **Premises** on the order or advice of the competent local authority;
- e) any accident causing defects in the drains or other sanitary arrangements at the **Premises** which causes restrictions on the use of the **Premises** on the order or advice of the competent local authority;
- f) any occurrence of murder or suicide at the **Premises**;

**We** shall not be liable for any costs incurred in cleaning, repair, replacement, recall or checking of property but despite anything to the contrary within this **Policy** the insurance by this clause extends to include costs and expenses necessarily incurred with **Our** consent in:

- i) cleaning and decontamination of property used by **You** for the purpose of the **Business** (other than stock in trade);
- ii) removal and disposal of contaminated stock in trade at or from the **Premises**, use of which has been restricted on the order or advice of the competent local authority in consequence of the situations defined in Additional Cover 4 a) to f) above, after the application of all other terms and conditions of this **Policy**.

**Definition applying to this Additional Cover**

**Notifiable Disease** shall mean illness sustained by any person resulting from:

- i) food or drink poisoning, or ii) any human infectious or human contagious disease an outbreak of which the local authority has stipulated shall be notified to them excluding Acquired Immune Deficiency Syndrome (AIDS) or an AIDS related condition.

5. **National Lottery**

For the Purposes of this Additional Cover Employee shall mean any person while working for You in connection with the Business who is under a contract of service or apprenticeship with You

The insurance by this Section is extended to cover loss resulting from interruption or interference with the Business at the Premises in consequence of an Employee or Employees terminating their employment with You as a direct result of a confirmed win on the United Kingdom National Lottery or the Euro lottery

Our maximum liability under this Additional Cover shall not exceed £100,000 any one occurrence

6. **Patterns and Moulds**

The insurance by this Section extends to include interruption of or interference with Your Business in consequence of Damage to patterns jigs models templates moulds dies tools plans drawings and designs Your Property or held by You in trust or on commission for which You are responsible whilst at any Premises within the Territorial Limits of any machine makers engineers founders or other metal workers and whilst in transit thereto and therefrom by road or rail elsewhere than at any Premises which you occupy

Our maximum liability under this Additional Cover shall not exceed £100,000 any one occurrence

7. **Payments on account**

Payments on account may be made to **You** during the **indemnity period** at **Our** discretion subject to any necessary adjustment at the termination of such period.

8. **Professional accountants**

Any particulars or details contained in **Your** books of account or other **business** books or documents which **We** may require under the terms of General Condition 6 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 their report shall be prima facie evidence of the particulars and details to which such report relates.

**We** will pay to **You** under this section the reasonable charges payable by **You** to **Your** professional accountants for producing any particulars or details or any other proofs, information or evidence as **We** may require under the terms of General Condition 6 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 the section shall in no case exceed the limit of liability.

9. **Property Stored**

The insurance by this Section extends to include interruption of or interference with Your Business following an Incident to Your Property whilst stored at premises of sub-contractors or third parties situated anywhere within the Territorial Limits elsewhere than at the Premises

Our maximum liability under this Additional Cover shall not exceed £100,000 any one occurrence

10. **Public Emergency**

The actions or advice of an **Authority** due to an emergency likely to endanger life or property within one mile of the **Premises** and which prevents or restricts the use of or access to the **Premises**, excluding:

- a) any loss during the first four (4) hours;
- b) any circumstances covered by the **Bomb Threats and Security Cordons** Additional Cover;
- c) actions or advice resulting from labour disputes;
- d) any circumstances covered by the Infectious Disease, Murder or Suicide, Food or Drink or Poisoning Additional Cover.

11. **Salvage sale**

If, following **damage** giving rise to a claim under any item in respect of gross profit insured by this section, **You** shall hold a salvage sale during the **indemnity period**, the Basis of claims settlement sub-paragraph a) shall, for the purposes of such claim, read as follows

- a) reduction in **turnover** being the amount produced by applying the **rate of gross profit** to the amount by which the **turnover** during the **indemnity period** (less the **turnover** for the period of the salvage sale) shall, in consequence of the **damage**, fall short of the **standard turnover**, from which amount shall be deducted the **gross profit** earned during the period of the salvage sale.

12. **Separate departments**

If the **business** be conducted in departments, the independent trading results of which are ascertainable, the provisions of the Basis of claims settlement sub-paragraphs a) and b) of any item on **gross profit** or **gross revenue** or **gross rent receivable** as appropriate shall apply separately to each department affected by the **damage**.

13. Loss as insured by this section resulting from interruption of or interference with the **business** in consequence of

a) **Denial of Access**

**damage** to property in the vicinity of the **premises** which prevents or hinders the use of or prevents access to the **premises** or which causes a fall in the number of customers attracted to the vicinity of and using the **premises** but excluding **damage** to property of any public utility from which **You** obtain supplies or services

b) **Failure of Public Supply**

the failure of the supply of electric current, gas or water due solely to **damage** to property at any electricity station or sub-station, gas works or water works of the public supply undertaking from which **You** obtain such supply except where the failure of supply is for a period of less than four hours

c) **Plans, Deeds, Documents**

**damage** to plans, deeds, briefs, manuscripts, books, documents and office records whilst temporarily removed from the **premises** to elsewhere within the **territorial limits**

d) **Customers**

**damage** at the **premises** of any customer of **Yours** situate within the **territorial limits**

**Definition** - for the purposes of this Additional cover sub-paragraph only **customer** means those companies, organisations or individuals with whom at the time of the **damage** **You** have contracts or trading relationships to supply goods or services

e) **Suppliers**

**damage** at the **premises** of any of **Your** suppliers, manufacturers or processors of components, goods or materials situate within the **territorial limits**, but excluding **damage** at the **premises** of any public supply undertaking from which **You** obtain electricity, gas or water supplies or telecommunication services

shall be deemed to be loss resulting from **damage** at the **premises** to property used by **You** for the purposes of the **business**.

Our liability under d) and e) above will not exceed £50,000 in any one **period of insurance**.

14. **Uninsured standing charges**

If any standing charges of the **business** be not insured by this section (having been deducted in arriving at the **gross profit** as defined herein) then in computing the amount recoverable hereunder as increase in cost of working when any item on **gross profit** is insured, that proportion only of any additional expenditure shall be brought into account which the **gross profit** bears to the sum of the **gross profit** and the standing charges which have not been insured.

**Special exclusions**

**We** will not be liable under this section for

- 1 increased metered water charges except where such increased charges are caused by any peril insured against  
2 loss due to

- a) 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  
b) other erasure loss distortion or corruption of information on computer systems or other records programs or software unless resulting from any of the perils 1 to 15 of Section 1 - Property Damage of this **policy** in so far as it is not otherwise excluded

**Special conditions**

- 1 The insurance by this section shall not apply if the **business** be wound up, permanently discontinued or carried on by a liquidator or receiver.

## Section 3 - Money

### Cover

We will indemnify **You** in respect of physical loss of **money** occurring within the **territorial limits**.

### Additional cover

The cover under this section is extended to include the following

#### 1. **Credit Cards**

Any amount for which **You** become liable under the terms of issue of any bank charge credit debit or cash card issued and used only in connection with the **business** following **fraudulent** use by any unauthorised person Provided that **You** report the loss to the issuing company immediately and to the Police within 24 hours of discovering the loss and has complied with the terms and conditions of issue of the card

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

#### 2. **Personal Effects**

Damage to clothing or personal effects other than motor vehicles of any Insured Person following Theft or Attempted Theft.

**Our** liability will not exceed £500 per person

#### 3. **Vending Machines**

loss of Money by forcible and violent means from any vending machine at the Premises

**Our** liability will not exceed £250 for any one Event

#### 4. **Safes etc**

The cost of repair or replacement as new, following theft or attempted theft, of any

- a) safe
- b) postal franking machine
- c) security case, bag or waistcoat used to carry **money**
- e) cash register

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

### Limits of liability

**Our** liability will not exceed the limits stated either in the schedule or below in respect of any one occurrence.

#### a) **money**, other than **non negotiable money**, whilst

Item 1) in transit in **Your** personal custody or any authorised **employee** or whilst contained in a bank night safe

Item 2) on the **premises** during **business hours**

Item 3) i) on the **premises** outside **business hours** not contained in locked safes

ii) on the **premises** outside **business hours** contained in a locked safe

Item 4) in **Your** home or any authorised **employee**

Item 5) in the custody of a security company or organisation advised to and approved by **Us** £20,000

#### b) **non negotiable money** £250,000

### Special exclusions

We will not be liable under this section for

- 1 clerical or accounting errors or shortages due to error or omission
- 2 any loss due to the **fraud** or dishonesty of any director, partner or **employee** unless the loss is discovered within seven working days of the date of its occurrence. **Our** liability will not exceed £10,000
- 3 loss caused by dishonoured cheques or by the use of counterfeit **money**
- 4 loss from any **unattended vehicle**
- 5 loss from any coin-operated gaming or amusement machine or payphone unless specially agreed as insured by an endorsement in the schedule
- 6 loss, destruction or damage caused by theft or attempted theft occurring outside **business hours** to any till or cash register unless its drawer has been left in an open position
- 7 consequential loss of any kind or description
- 8 the relevant **excess** as stated in the schedule.

### Special condition

It is a **condition precedent** to **Our** liability under this Section of the **policy** that

- a) a true and complete account shall be kept of all **money** in transit and on the **premises** and such record shall be deposited in a secure place other than in any safe containing the **money**.
- b) during **business hours** any safe shall be kept locked other than when **money** or other property is being placed therein or removed therefrom and the **keys** kept in **Your** personal custody or any authorised **employee**.
- c) outside **business hours** any safe shall be kept locked and its **keys** removed from the **premises**
- d) any single transit of **money** (other than **non negotiable money**) exceeding
  - i) £2,500 shall be accompanied by at least two able bodied adult **employees**
  - ii) £5,000 shall be accompanied by at least 3 able bodied adult **employees**
  - iii) £10,000 shall be transported from the **premises** to the bank by a security company or organisation advised to and approved by **Us**

## Special extension - Personal Assault

**Definitions** for the purposes of this extension only wherever the following words appear in bold they shall mean the following:

word/s	means
<b>insured person</b>	<b>You</b> or any director, partner or <b>employee of Yours</b> aged between 16 and 65 years
<b>loss of limb</b>	total loss by physical severance of one or more limbs at or above the wrist or ankle or total and permanent loss of use of any entire limb
<b>loss of sight</b>	total and irrecoverable loss of sight in one or both eyes
<b>permanent total disablement</b>	permanent and absolute disablement from engaging in or giving attention to occupation or business of any kind
<b>temporary total disablement</b>	temporary and absolute disablement from engaging in or giving attention to usual occupation.

### Cover

**We** will pay as compensation to **You** or **Your** legal personal representative the relevant amount shown below or such other amount stated by an endorsement in the schedule if in the course of the **business** an **insured person** sustains accidental **bodily injury** consequent upon robbery or hold up or any attempt thereat occurring within the **territorial limits** and such **bodily injury** directly and independently of any other cause results within twelve months in death loss or disablement as stated in the Results.

### Results Compensation

- 1 Death £10,000
- 2 **Loss of limb** £10,000
- 3 **Loss of sight** £10,000
- 4 **Permanent total disablement** £10,000
- 5 **Temporary total disablement** £200 per week

### Additional cover

The cover under this Special extension is extended to include damage to **personal effects** of an **insured person** arising in connection with the **business** as a direct result of robbery or hold up or any attempt thereat for an amount not exceeding £500 any one **insured person**.

### Special exclusions

**We** will not be liable under this Special extension for death loss or disablement caused by

- 1 an **insured person** being under the influence of or being affected by intoxicating liquor or drugs except drugs taken in accordance with proper medical prescription and directions and not for the treatment of drug addiction
- 2 pregnancy or childbirth or any disability pertaining thereto
- 3 any pre-existing physical or mental disability or infirmity, medical condition or chronic or recurring ailment
- 4 any communicable disease including acquired immune deficiency syndrome (AIDS) or an AIDS related condition
- 5 any pain in or disorder of the spine, its intervertebral discs, nerve routes or musculature unless there is supporting medical and radiological evidence from an orthopaedic specialist.

### Special conditions

- 1 Compensation shall not be payable for more than one of Results 1-4 in respect of any one **insured person**.
- 2 Compensation shall not be payable for Result 5
  - a) until the end of the period of disablement but **We** will on request make interim payments at intervals of not less than four weeks
  - b) for more than 104 weeks from the date of sustaining injury in respect of any one **bodily injury** .
- 3 The total amount payable as compensation under Result 5 shall be deducted from any subsequent compensation payment under Results 1-4 that follows from the same cause.
- 4 An **insured person** shall as often as required submit to a medical examination on **Our** behalf at its own expense and in the case of death **we** shall be entitled to have a post mortem examination at **Our** own expense.

## Section 4 - Glass

**Definitions** for the purposes of this section only

**glass** means plain plate or sheet or wired glass or neon and illuminated signs

### Cover

**We** will indemnify **You** in respect of

- a) i) breakage of or damage to fixed glass at the **premises** or in the **buildings** together with the necessary cost of temporary boarding up pending replacement
- ii) the reasonable cost of removal of glass, the reasonable cost of removal or replacement of **fixtures and fittings** to effect replacement and of repairing window and door frames as a result of such breakage or damage
- b) breakage at the **premises** of fixed mirrors and fixed glass in showcases, counters and display cabinets

### Additional cover

The cover under this section is extended to include the following

- a) loss or destruction of or damage to any alarm foil or other security devices caused by the breakage of glass at the **premises** or in the **buildings**.
- b) loss or destruction of or damage to any lettering or designs superimposed on glass
- c) damage to Goods displayed provided such Damage was not a direct result of Specified Peril 5 Theft or Attempted Theft

**Our** liability under a) to c) above in respect of any one occurrence will not exceed £2,000.

### Special exclusions

**We** will not be liable under this section for

- 1 any breakage or damage in respect of **premises** which are **unoccupied**
- 2 glass which was flawed, broken or cracked before the insurance commenced
- 3 superficial scratching, chipping or cracking
- 4 breakage or damage caused by or occurring through the insufficiency of the foundation or fabric of the **premises** or **buildings** in which the glass is situate
- 5 breakage or damage due to dilapidation of frames or framework
- 6 breakage or damage caused during installation or removal or whilst alterations or repairs are being effected to the **premises** or **buildings**
- 7 breakage of or damage to
  - a) neon and illuminated signs and fixed glass therein
    - i) arising from adjustment, repair, dismantling or erection of any part of the sign or to any part whilst removed from its normal working position
    - ii) arising from mechanical breakdown of the sign or any part thereof
  - b) any part of any neon or illuminated sign caused by its own ~~ignition~~, ~~electrical~~ breakdown or burn out
  - c) tubes in any neon or illuminated sign unless the glass is fractured at the same time
- 8 consequential loss of any kind or description
- 9 the relevant **excess** as stated in the schedule.

## Section 5 - Employers' Liability

### Cover

**We** will indemnify **You** against all amounts which **You** shall become legally liable to pay as damages in respect of accidental **bodily injury** to any **employee** if such injury arises out of and in the course of his employment by **You** in the **business** and occurring

- a) during the **period of insurance**
- b) within the **territorial limits**
- c) elsewhere in the world in respect of any journey or temporary visit in connection with the **business** by **You** or any director, partner or **employee** of **Yours** normally resident within the **territorial limits** provided such journey or visit is not for the purpose of performing manual work

### Additional cover

The cover under this section is extended to include the following

#### 1. **Compensation for court attendance**

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

- a) any director or partner of **Yours** £500
- b) any **employee** £250

#### 2. **Corporate Manslaughter**

**We** will indemnify **You** and at **Your** request any Director, Partner or Employee against

- a) legal costs and expenses incurred with **Our** prior written consent and
- b) prosecution costs awarded against **You** in the defence of any criminal proceedings including an appeal against conviction arising from such proceedings brought under The Corporate Manslaughter and Corporate Homicide Act 2007 as a result of any death happening in connection with the **business** during the **period of insurance** and which may be the subject of indemnity under this section.

Provided that

- i) **Our** liability under this Additional Cover shall not exceed £2,000,000 during any one **period of insurance**.
- ii) all amounts payable under this Additional Cover will form part of and not be in addition to the limit of indemnity stated in the **policy** schedule.
- iii) where **We** have already provided an indemnity in respect of any legal costs or expenses incurred in connection with the defence of any criminal proceedings including appeals against conviction arising from such proceedings brought under The Corporate Manslaughter and Corporate Homicide Act 2007 arising out of the same occurrence which gave rise to such proceedings any amount paid or payable by **Us** will be deducted from the amount payable under this Additional Cover.
- iv) **We** agree in writing to the appointment of any solicitor or council who is to act on **Your** behalf prior to their appointment.

#### 3. **Cross liabilities**

Where there is more than one person named as **the insured** in the schedule this section shall apply separately to each named person as if each is insured by a separate **policy**, provided always that **Our** maximum liability in the aggregate for damages to all parties insured shall not exceed the Limit of liability.

#### 4. **Health and Safety at Work etc. Act 1974**

**We** will indemnify **You** and, at **Your** request, any director, partner or **employee** of **Yours** against legal costs and expenses incurred, with **Our** written consent, in the defence of any criminal proceedings brought in respect of a breach of the Health and Safety at Work etc. Act 1974 committed or alleged to have been committed during the **period of insurance**, including legal costs and expenses incurred with **Our** written consent in an appeal against conviction arising from such proceedings.

**We** will not be liable for

- a) fines and penalties of any kind
- b) legal costs and expenses where an indemnity is provided by any other insurance
- c) proceedings arising out of any deliberate act or omission by **You**
- d) more than £250,000 in any one **period of insurance**.

## 5. **Indemnity to other persons**

**We** will indemnify at **Your** request

- a) any director, partner or **employee** of **Yours**
  - b) any officer, committee member or other person employed by **Your** catering, social, sports, educational or welfare organisations or first aid, medical, ambulance, fire or security services
  - c) any director, partner or official for whom with **Your** consent an **employee** is undertaking private work
  - d) any principal or public or local authority as far as is necessary to meet the requirements of any contract or agreement entered into by **You** for the performance of work
  - e) the owner of plant hired by **You** but only to the extent of the conditions of hire
  - f) any legal representative of any of the above in the event of their death
- against legal liability in respect of which **You** would have been entitled to indemnity under this **policy** if the claim had been made against **You**.

Provided that

- i) any person indemnified is not entitled to indemnity under any other insurance
- ii) any person indemnified shall observe, fulfil and be subject to the terms and conditions of the **policy** as far as they can apply
- iii) **We** will retain the sole conduct and control of any claim
- iv) **Our** maximum liability in the aggregate for damages to **You** and any such persons shall not exceed the limit of liability.

## **Limit of Liability**

**Our** liability in respect of

- a) accidental **bodily injury** to **employees**

- b) all legal costs recoverable from **You** by any claimant
- c) any other costs and expenses of litigation incurred with **Our** written consent
- d) solicitors' and counsels' fees for legal representation at any coroner's inquest or fatal accident inquiry
- e) the costs incurred, with **Our** written consent, for defending in a Court of Summary Jurisdiction any proceedings arising out of any alleged breach of statutory duty in respect of any cause which may be the subject of indemnity under this section of the **policy** arising out of and in the course of employment in the **business** will not exceed the amount stated in the schedule in respect of any one claim against **You** or series of claims against **You** arising out of one cause.

## **Exclusions**

**We** will not be liable for

- i) any fines or penalties or the cost of implementing any remedial order or publicity order.
- ii) an appeal against any fines penalties remedial order or publicity order.
- iii) any costs incurred which result from the failure to comply with any remedial order or publicity order.
- iv) costs and expenses in connection with an appeal unless advice has been obtained from solicitors or council that there are strong prospects of success.
- v) costs and expenses in connection with the defence of any criminal proceedings resulting from any deliberate or intentional criminal act or omission by **You** or any director partner or **employee** of **Yours**.
- vi) costs and expenses provided by any other source or any other insurance or where but for the existence of this Additional Cover would have been provided by such source or insurance.
- vii) costs and expenses in connection with the defence of any criminal proceedings unless such proceedings are brought against **You** in a Court of Law in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

## **Special exclusions**

**We** will not be liable under this section in respect of liability arising out of or related to

- 1 any processes or work in connection with any of the following
  - a) the manufacture mining processing distribution testing remediation removal storage disposal sale use or exposure to **asbestos** or materials or **products** containing **asbestos**, other than to the extent that an indemnity is deemed to be required in accordance with the provisions of any law relating to compulsory insurance of liability to **employees**, in which case a sub-limit of £5,000,000 shall apply, inclusive of all damages, costs and expenses payable in respect of any one claim arising out of any one event or all events of a series consequent on or attributable to one source or original cause
  - b) power stations, nuclear installations or establishments
  - c) refineries, bulk storage or production **premises** in the oil, gas or chemical industries
  - d) offshore installations, oil or gas rigs  
Definition - for the purposes of this Special exclusion only  
**offshore installation** means any platform or rig or any aircraft or vessel servicing a platform or rig. - it is understood that any person is deemed to be 'offshore' as from the time when they embark onto a conveyance at the point of final departure to an offshore installation and that any person shall continue to be deemed 'offshore' until such time as they disembark from any conveyance onto land upon their return from an offshore installation.
  - e) railways or railway installations
  - f) towers, steeples, chimney shafts, bridges, viaducts, dams, reservoirs, wells, tunnels, mines, quarries or blast furnaces
  - g) aircraft, aerospace devices, hovercraft, watercraft other than hand propelled watercraft and other watercraft not exceeding 7 metres in length
  - h) work underground, underwater or airside
  - i) loading or discharging of vessels or other work on ships
  - j) piling or the use of explosives
  - k) any demolition, other than structures not exceeding two stories (plus basement) in height and where such work is incidental to but forms part of a contract undertaken by **You**.

- 2 damages for **bodily injury** unless the action is brought against **You** in a Court of Law in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.
- 3 terrorism other than to the extent that an indemnity is deemed to be required in accordance with any law relating to compulsory insurance of **employees** in which case a sub-limit of £5,000,000 shall apply inclusive of all damages costs and expenses payable in respect of any one claim or series of claims against **You**.

#### **Special conditions**

- 1 The indemnity granted includes protection to **You** as required by any law relating to compulsory insurance of the employer's legal liability to his **employees** whilst employed in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands but **You** shall repay to **Us** all sums paid by **Us** which **We** would not have been liable to pay but for the provisions of such law.
- 2 **We** may at any time pay to **You** the amount of the Limit of Liability less any amount already paid, or any lesser amount for which any claim or claims can be settled and shall then cease to have the conduct and control of the negotiations, actions or proceedings and be under no further liability in respect of such claim or claims except for costs and expenses incurred prior to the date of such payment.
- 3 If this **policy** or this section is cancelled then any Certificate of Employers' Liability insurance issued by **Us** is deemed to be cancelled at the same time.
4. It is a **condition precedent** to **Our** liability that **You** do not manufacture mine process distribute test remediate remove store dispose sell or use **asbestos** or materials or **products** containing **asbestos**.



## Section 6a - Public Liability and 6b - Property Owners Liability

Cover

### Section 6a - Public Liability

**We** will indemnify **You** against all amounts which **You** shall become legally liable to pay as damages in respect of

- a) accidental **bodily injury** to any person
- b) accidental loss or destruction of or **accidental damage** to material property
- c) accidental obstruction, accidental trespass or accidental nuisance resulting in interference with or loss of enjoyment of material property

happening in connection with the **business** and occurring

- i) during the **period of insurance**
- ii) within the **territorial limits**
- iii) elsewhere in the world in respect of any journey or temporary visit in connection with the **business** by **You** or any director, partner or **employee** of **Yours** normally resident within the **territorial limits** provided such journey or visit is not for the purpose of performing manual work  
excluding any liability arising out of the ownership of any building or land.

### Section 6b - Property Owners Liability

**We** will indemnify **You** against all amounts which **You** shall become legally liable to pay as damages in respect of

- a) accidental **bodily injury** to any person
- b) accidental loss or destruction of or **accidental damage** to material property

arising out of the ownership of the **Building** or land insured under Section 1 during the **period of insurance**

### Additional cover

The cover under sections 6a and 6b is extended to include the following unless stated otherwise

#### 1. **Compensation for court attendance**

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

- a) any director or partner of **Yours** £500
- b) any **employee** £250

#### 2. **Consumer Protection & Food Safety Acts**

**We** will indemnify **You** and, at **Your** request, any director, partner or **employee** of **Yours** against legal costs and expenses incurred in the defence of any criminal proceedings in respect of a breach of the Consumer Protection Act 1987 or the Food safety Act 1990 committed or alleged to have been committed during the **period of insurance** including legal costs and expenses incurred with **Our** consent in an appeal against conviction arising from such proceedings.

**We** will not be liable for

- a) fines and penalties of any kind
- b) legal costs and expenses where an indemnity is provided by any other insurance
- c) proceedings arising out of any deliberate act or omission by **You**

#### 3. **Contingent motor liability (non-owned vehicles) applicable to Section 6a only.**

Notwithstanding Special exclusion 2b iii) **We** will indemnify **You** and no other for the purposes of this Additional Cover in respect of legal liability for accidental **bodily injury** to any person or accidental **loss** or **destruction** of or **accidental damage** to material property arising out of the use of any motor **vehicle** not the property of nor provided by **You** but being used in connection with the **business**.

Provided that **We** shall not be liable under this Additional Cover

- a) in respect of loss or destruction of or damage to such **vehicle** or to goods conveyed therein or thereon
- b) for **bodily injury** to any person or loss or destruction of or damage to property arising while such **vehicle** is being driven by
  - i) **You**
  - ii) any person who to **Your** knowledge or **Your** representative does not hold a licence to drive such **vehicle** unless such person has held and is not disqualified for holding or obtaining such a licence
- c) in respect of liability more specifically insured under any other insurance
- d) in respect of liability arising outside the **territorial limits**.

#### 4. **Corporate Manslaughter**

**We** will indemnify **You** against

- a) legal costs and expenses incurred with **Our** prior written consent and
- b) prosecution costs awarded against **You**

in the defence of any criminal proceedings including an appeal against conviction arising from such proceedings brought under The Corporate Manslaughter and Corporate Homicide Act 2007 as a result of any death

- a) happening in connection with the **business** (in respect of Section 6a) or
- b) arising out of the ownership of the Building and land insured under Section 1 (in respect of Section 6b) during the **period of insurance** and which may be the subject of indemnity under this section.

Provided that

- i) **Our** liability under this Additional Cover shall not exceed £2,000,000 during any one **period of insurance**.
- ii) all amounts payable under this Additional Cover will form part of and not be in addition to the limit of indemnity stated in the **policy** schedule.
- iii) where **We** have already provided an indemnity in respect of any legal costs or expenses incurred in connection with the defence of any criminal proceedings including appeals against conviction arising from such proceedings brought under The Corporate Manslaughter and Corporate Homicide Act 2007 arising out of the same occurrence which gave rise to such proceedings any amount paid or payable by **Us** will be deducted from the amount payable under this Additional Cover.
- iv) **We** agree in writing to the appointment of any solicitor or council who is to act on **Your** behalf prior to their appointment.

5. **Cross liabilities**

Where there is more than one person named as **the insured** in the schedule this section shall apply separately to each named person as if each is insured by a separate **policy**, provided always that **Our** maximum liability in the aggregate for damages to all parties insured shall not exceed the Limit of liability.

6. **Data Protection Act**

**We** will within the terms of this Additional Cover indemnify **You** against liability for damages arising out of any claim under Article 82 of Regulation (EU) 2016/679 (the "General Data Protection Regulation" or the "GDPR") and equivalent provision under the Data Protection Act 2018 (all as amended, updated or re-enacted from time to time) not otherwise insured hereunder and first made against **You** during the Period of Insurance provided that:

- a) **Our** liability under this Additional Cover for damages costs and expenses arising out of all claims made during any one Period of Insurance shall not £100,000
- b) You have registered in accordance with the terms of the said Act or have applied for such registration which has not been refused or withdrawn
- c) **We** shall not provide indemnity
  - i) for 10 per cent of each claim subject to a minimum of £500 and a maximum of £5,000
  - ii) against liability caused by or arising from a deliberate act by or omission of any person entitled to indemnity under this Additional Cover if the result thereof could reasonably have been expected having regard to the nature and circumstances of such act or omission
  - iii) for the costs of replacing reinstating rectifying or erasing any personal data
  - iv) against liability caused by or arising from any incident or circumstances known to You at inception of this Additional Cover which may give rise to a claim
  - v) against liability caused by or arising from the recording processing or provision of data for reward or the determining of the financial status of a person
  - vi) against Contractual Liability
  - vii) against liability in respect of Bodily Injury to any person or Damage to Property

7. **Defective premises Act 1972 applicable to Section 6b only.**

**We** will indemnify **You** against all amounts which **You** shall become legally liable to pay as damages in respect of accidental **bodily injury** to any person or accidental loss or destruction of or **accidental damage** to material property occurring during a period of seven years immediately following disposal by **You** of **buildings** that have been insured by Section 1 - Property Damage of this **policy**.

Provided that such liability is incurred in connection with such **buildings** and by virtue of Section 3 of the Defective Premises Act 1972.

**We** will not be liable

- a) if at the date of their disposal by **You** such **buildings** were not insured by this **policy** or any other policies in respect of which this **policy** has been issued in substitution
- b) for the cost of repairing or rectifying any defect or alleged defect in such **buildings**
- c) if **You** are entitled to indemnity under any other **policy**.

8. **Health and Safety at Work etc. Act 1974** applicable to Section 6a only.

**We** will indemnify **You** and, at **Your** request, any director, partner or **employee** of **Yours** against legal costs and expenses incurred, with **Our** written consent, in the defence of any criminal proceedings brought in respect of a breach of the Health and Safety at Work etc. Act 1974 committed or alleged to have been committed during the **period of insurance**, including legal costs and expenses incurred with **Our** written consent in an appeal against conviction arising from such proceedings.

**We** will not be liable for

- a) fines and penalties of any kind
- b) legal costs and expenses where an indemnity is provided by any other insurance
- c) proceedings arising out of any deliberate act or omission by **You**
- d) more than £250,000 in any one **period of insurance**.

9. **Indemnity to other persons**

**We** will indemnify at **Your** request

- a) any director, partner or **employee** of **Yours**
- b) any officer, committee member or other person employed by **Your** catering, social, sports, educational or welfare organisations or first aid, medical, ambulance, fire or security services
- c) any director, partner or official for whom with **Your** consent an **employee** is undertaking private work
- d) any principal or public or local authority as far as is necessary to meet the requirements of any contract or agreement entered into by **You** for the performance of work
- e) the owner of plant hired by **You** but only to the extent of the conditions of hire
- f) any legal representative of any of the above in the event of their death against legal liability in respect of which **You** would have been entitled to indemnity under this **policy** if the claim had been made against **You**.

Provided that

- i) any person indemnified is not entitled to indemnity under any other insurance
- ii) any person indemnified shall observe, fulfil and be subject to the terms and conditions of the **policy** as far as they can apply
- iii) **We** will retain the sole conduct and control of any claim
- iv) **Our** maximum liability in the aggregate for damages to **You** and any such persons shall not exceed the Limit of liability.

#### 10. **Motor Vehicles**

Exclusions 2.b) iii) shall not apply to liability caused by or arising from

- 1. the use of plant as a tool of trade at Your Premises or on any site at which You are working
- 2. the loading or unloading of any vehicle or the bringing to or taking away of a load from any vehicle
- 3. Damage to any building bridge weighbridge road or to anything beneath caused by vibration or by the weight of any vehicle or its load provided that We shall not provide indemnity against liability
  - a) in respect of which compulsory insurance or security is required under any legislation governing the use of the vehicle
  - b) for which indemnity is provided by any other insurance

#### 11. **Wrongful arrest applicable to Section 6a only.**

**We** will indemnify **You** in respect of damages, costs and expenses incurred as a result of charges of malicious arrest, false imprisonment, malicious prosecution, assault, slander or other actionable wrong being made against **You** arising out of any alleged shop-lifting or other improper conduct by customers or other persons at or from the **premises**.

Provided that

- a) **We** will not be liable in respect of claims made or brought against **You** by any director, partner or **employee** of **Yours** or any member of their families
- b) **Our** liability shall not exceed £10,000 in any one **period of insurance**.

#### **Limit of liability**

**Our** liability in respect of damages for any occurrence giving rise to any one claim against **You** or series of claims against **You** arising out of one cause will not exceed the amount stated in the schedule.

**We** will also pay

- a) all legal costs recoverable from **You** by any claimant
- b) any other costs and expenses of litigation incurred with **Our** written consent
- c) solicitors' and counsels' fees for legal representation at any coroner's inquest or fatal accident inquiry
- d) the costs incurred, with **Our** written consent, for defending in a Court of Summary Jurisdiction any proceedings arising out of any alleged breach of statutory duty in respect of any cause which may be the subject of indemnity under this section of the **policy**.

#### **Exclusions**

**We** will not be liable for

- i) any fines or penalties or the cost of implementing any remedial order or publicity order.
- ii) an appeal against any fines penalties remedial order or publicity order.
- iii) any costs incurred which result from the failure to comply with any remedial order or publicity order.
- iv) costs and expenses in connection with an appeal unless advice has been obtained from solicitors or council that there are strong prospects of success.
- v) costs and expenses in connection with the defence of any criminal proceedings resulting from any deliberate or intentional criminal act or omission by **You** or any director partner or **employee** of **Yours**.
- vi) costs and expenses provided by any other source or any other insurance or where but for the existence of this Additional Cover would have been provided by such source or insurance.
- vii) costs and expenses in connection with the defence of any criminal proceedings unless such proceedings are brought against **You** in a Court of Law in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

#### **Special exclusions**

**We** will not be liable under sections 6a and 6b in respect of

- 1 **bodily injury** to any **employee** arising out of and in the course of his employment by **You** in the **business**
- 2
  - a) loss or destruction of or damage to property
  - b) **bodily injury** sustained by any person arising from the ownership, possession or use by or on behalf of **You** of
    - i) any aircraft, aerospace device, hovercraft or watercraft other than hand propelled watercraft and other watercraft not exceeding 7 metres in length
    - ii) any lift, elevator, hoist, crane, steam boiler or other apparatus operating under steam pressure, for which a statutory inspection certificate is required but which is not in force
    - iii) any mechanically propelled vehicle or plant or trailer attached thereto in circumstances in respect of which insurance or security is necessary to meet the requirements of road traffic legislation
- 3 loss or destruction of or damage to
  - a) property owned by or leased, hired or rented to **You** other than
    - i) any **premises** being leased, hired or rented to **You** or in **Your** custody or under **Your** control or any property being temporarily occupied by **You** for the purpose of maintenance alteration extension installation or repair provided that **We** will not be liable in respect of
      - 1) liability assumed by **You** under a contract or under a tenancy or other agreement if such liability would not have attached in the absence of such contract or agreement
      - 2) the relevant **excess** as stated in the schedule except in respect of loss, destruction or damage caused by fire or

- explosion
- b) property belonging to or held in trust by or in the custody of or under **Your** control or any director, partner or **employee** of **Yours** other than
    - i) personal property of directors, partners or **employees**
    - ii) the property of customers or visitors temporarily on or about the **premises**, but excluding all property undergoing or awaiting testing, repair, servicing, alteration, maintenance, cleaning or inspection
- 4 liability which attaches solely under the terms of any contract or agreement if such liability would not have attached in the absence of such contract or agreement
  - 5 liability arising from or caused by
    - a) breach of professional duty
    - b) the provision of advice or any plan, design, formula or specification given separately for a fee
    - c) any diagnosis, treatment (other than first aid treatment), therapy, medical advice, aerobic or other fitness related instruction given or performed or administration of drugs or medicines
    - d) the use of solaria, sunbeds, saunas and hydro-massage facilities
    - e) the use of welding or flame cutting equipment or asphalt bitumen or tar heaters away from the **premises**
  - 6 liability arising from and or caused by any processes or work in connection with any of the following
    - a) the manufacture mining processing distribution testing remediation removal storage disposal sale use or exposure to **asbestos** or materials or **products** containing **asbestos**
    - b) power stations, nuclear installations or establishments
    - c) refineries, bulk storage or production **premises** in the oil, gas or chemical industries
    - d) offshore installations, oil or gas rigs
 

**Definition** - for the purposes of this Special exclusion only

**offshore installation** means any platform or rig or any aircraft or vessel servicing a platform or rig

it is understood that any person is deemed to be 'offshore' as from the time when they embark onto a conveyance at the point of final departure to an offshore installation and that any person shall continue to be deemed 'offshore' until such time as they disembark from any conveyance onto land upon their return from an offshore installation.
    - e) railways or railway installations
    - f) towers, steeples, chimney shafts, bridges, viaducts, dams, reservoirs, wells, tunnels, mines, quarries or blast furnaces
    - g) work underground, underwater or airside
    - h) loading or discharging of vessels or other work on ships
    - i) piling or the use of explosives
    - j) any demolition, other than structures not exceeding two stories (plus basement) in height and where such work is incidental to but forms part of a contract undertaken by **You**
  - 7 **bodily injury** or loss or destruction of or damage to property caused by **products** other than
    - a) food or drink for consumption by directors, partners, **employees**, customers or visitors of **Yours**
    - b) trade samples
    - c) the materials used in any plans, deeds, briefs, manuscripts, books, reports or other documents produced and supplied in connection with the **business** from the **premises**
  - 8 loss or destruction of or damage to **products** nor the cost of making good or recalling such **products**
  - 9 loss or destruction of or damage to that part of any property upon which **You** are or have been working
  - 10 **bodily injury**, loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any component building material that must be removed, encapsulated, or otherwise abated because its presence or release is a hazard to human health
  - 11 liability at law for loss, damage, cost or expense of whatsoever nature directly or indirectly arising out of, contributed by, caused by, resulting from, or in connection with any of the following, or any action taken in controlling, preventing, suppressing, retaliating against or responding to any of the following, regardless of any other cause or event contributing concurrently or in any other sequence of the loss:
    - i) war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, mutiny, revolution, rebellion, insurrection, uprising, military or usurped power, confiscation by order of any public authority or government de jure or de facto or martial law; or
    - ii) riots, strikes or civil commotion; or
    - iii) any **act of terrorism**

If **We** allege that by reason of this Special exclusion any actual or alleged losses, liabilities, damages, injuries, defence costs, costs or expenses is not covered by this section the burden of proving the contrary shall be upon **You**
  - 12 fines, penalties or liquidated, punitive or exemplary damages
  - 13 damages for **bodily injury** or loss or destruction of or damage to property unless the action is brought against **You** in a Court of Law in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands
  - 14
    - a) damages, direct or consequential, on account of "**bodily injury**", "property damage," "personal or advertising injury," or "medical payments" arising out of, resulting from, caused by, contributed to, or in any way related to any fungus of any kind whatsoever, including but not limited to mildew, mould, spore(s) or allergens or
    - b) any costs or expenses associated, in any way, with the abatement, mitigation, remediation, containment, detoxification,

neutralization, monitoring, removal, disposal, or any obligation to investigate or assess the presence or effects of any fungus of any kind whatsoever, including but not limited to mildew, mould, spore(s) or allergens or

c) any obligation or duty to defend any actions on account of "**bodily injury**", "property damage," "personal or advertising injury," or "medical payments" arising out of, resulting from, or in any way related to any fungus of any kind whatsoever, including but not limited to mildew, mould, spore(s) or allergens

irrespective of the cause of such fungus, mildew, mould, spore(s) or allergens, and whenever or wherever occurring for purposes of this exclusion, "**bodily injury**" shall include mental anguish, mental injury and/or emotional distress

- 15 legal liability arising out of **pollution** except to the extent that **the insured** demonstrates that such **pollution**;
- a) was the direct result of a sudden, identifiable, unintended and unexpected incident occurring in its entirety at a specific time and place during the Period of this Insurance
- b) was not the direct result of **the insured** failing to take reasonable precautions to prevent such **pollution**
- Provided always that all such **pollution** which arises out of one incident shall be considered for the purposes of this **policy** to have occurred at the time such incident takes place and that **insurers** total liability to pay damages (including claimants' costs, fees and expenses) under this clause shall not exceed the Limit of Indemnity stated in the Schedule in the aggregate in respect of the Period of this Insurance
- 16 the relevant **excess** as stated in the schedule in respect of loss or destruction of or damage to property

### Special conditions

- 1 It is a **condition precedent** to **Our** liability that the undernoted precautions shall be complied with whenever there be any burning of waste or other materials on **Your** own **premises** or on the **premises** of any other person
- a) the work shall be in a clear area at a distance of at least 15 metres from any property
- b) waste or other materials shall be checked to ensure that no explosive substances or pressurised containers are present
- c) suitable fire extinguishing appliances shall be available for instant use and in the immediate proximity of any fire for controlling or extinguishing the fire
- d) fires will not be left unattended
- e) reasonable precautions shall be taken to prevent the escape of smoke or dust in a way which might cause nuisance or danger to persons passing by or to the property of any person
- f) all fires shall be extinguished at least one hour before leaving the area.
- 2 **We** may at any time pay to **You** the amount of the Limit of liability less any amount already paid, or any lesser amount for which any claim or claims can be settled and shall then cease to have the conduct and control of the negotiations, actions or proceedings and be under no further liability in respect of such claim or claims except for costs and expenses incurred prior to the date of such payment.

## Section 7 - Products Liability

### Cover

**We** will indemnify **You** against all amounts which **You** shall become legally liable to pay as damages in respect of

- a) accidental **bodily injury** to any person
- b) accidental loss or destruction of or **accidental damage** to material property happening in connection with the **business** and caused by or through or in connection with any **products** and occurring
- i) during the **period of insurance**
- ii) anywhere in the world.

### Additional cover

The cover under this section is extended to include the following

#### 1. **Compensation for court attendance**

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

- a) any director or partner of **Yours** £500
- b) any **employee** £250

#### 2. **Consumer Protection & Food Safety Acts**

**We** will indemnify **You** and, at **Your** request, any director, partner or **employee** of **Yours** against legal costs and expenses incurred in the defence of any criminal proceedings in respect of a breach of the Consumer Protection Act 1987 or the Food safety Act 1990 committed or alleged to have been committed during the **period of insurance** including legal costs and expenses incurred with **Our** consent in an appeal against conviction arising from such proceedings.

**We** will not be liable for

- a) fines and penalties of any kind
- b) legal costs and expenses where an indemnity is provided by any other insurance
- c) proceedings arising out of any deliberate act or omission by **You**

#### 3. **Cross liabilities**

Where there is more than one person named as **the insured** in the schedule this section shall apply separately to each named person as if each is insured by a separate **policy**, provided always that **Our** maximum liability in the aggregate for damages to all parties insured shall not exceed the Limit of liability.

### Limit of liability

**Our** liability in respect of damages for all occurrences giving rise to a claim or a number of claims in any one **period of insurance** will not exceed the amount stated in the schedule in the aggregate.

### **We** will also pay

- a) all legal costs recoverable from **You** by any claimant
- b) any other costs and expenses of litigation incurred with **Our** written consent
- c) solicitors' and counsels' fees for legal representation at any coroner's inquest or fatal accident inquiry
- d) the costs incurred, with **Our** written consent, for defending in a Court of Summary Jurisdiction any proceedings arising out of any alleged breach of statutory duty in respect of any event which may be the subject of indemnity under this section of the **policy**.

### Special exclusions

**We** will not be liable under this section in respect of

- 1 **bodily injury** to any **employee** arising out of and in the course of his employment by **You** in the **business**
- 2 liability arising from or caused by
  - a) the provision of advice or any plan, design, formula or specification given separately for a fee
  - b) the making up, sale or supply of any drug or medical preparation obtainable on prescription from a medical practitioner
  - c) the making up, sale or supply of cosmetics, toiletries, animal feeds, seeds, fertilisers, insecticides or pesticides unless of proprietary manufacture
  - d) any **products** manufactured, constructed or prepared in accordance with their plan, design, formula or specification failing to perform the function for which they are intended by **You**
- 3 loss or destruction of or damage to **products** nor the cost of making good or recalling such **products** nor the cost of rectifying defective work
- 4 liability attaching solely under the terms of any contract or agreement if such liability would not have attached in the absence of such contract or agreement
- 5 liability arising in the United States of America or in Canada unless **You** did not know or could not reasonably have been expected to know that the **products** would be sold or supplied to or used within these countries or unless **You** have informed **Us** that **products** will be sold or supplied to or used within these countries
- 6 fines, penalties or liquidated, punitive or exemplary damages

- 7 any **products** which with **Your** knowledge are used in the aircraft, space, petro-chemical, gas, off-shore, ship building and repair or nuclear industries
- 8 any **products** which with **Your** knowledge are used in the motor industry other than those not affecting the safety, stability, steering or braking of any vehicle
- 9 **bodily injury**, loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any component building material that must be removed, encapsulated, or otherwise abated because its presence or release is a hazard to human health
- 10 liability at law for loss, damage, cost or expense of whatsoever nature directly or indirectly arising out of, contributed by, caused by, resulting from, or in connection with any of the following, or any action taken in controlling, preventing, suppressing, retaliating against or responding to any of the following, regardless of any other cause or event contributing concurrently or in any other sequence of the loss:
  - i) war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, mutiny, revolution, rebellion, insurrection, uprising, military or usurped power, confiscation by order of any public authority or government de jure or de facto or martial law; or
  - ii) riots, strikes or civil commotion; or
  - iii) any **act of terrorism**If **We** allege that by reason of this Special exclusion any actual or alleged losses, liabilities, damages, injuries, defence costs, costs or expenses is not covered by this section the burden of proving the contrary shall be upon **You**
- 11 damages for **bodily injury** or loss or destruction of or damage to property unless the action is brought against **You** in a Court of Law in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands
- 12
  - a) damages, direct or consequential, on account of "**bodily injury**", "property damage," "personal or advertising injury," or "medical payments" arising out of, resulting from, caused by, contributed to, or in any way related to any fungus of any kind whatsoever, including but not limited to mildew, mould, spore(s) or allergens or
  - b) any costs or expenses associated, in any way, with the abatement, mitigation, remediation, containment, detoxification, neutralization, monitoring, removal, disposal, or any obligation to investigate or assess the presence or effects of any fungus of any kind whatsoever, including but not limited to mildew, mould, spore(s) or allergens or
  - c) any obligation or duty to defend any actions on account of "**bodily injury**", "property damage," "personal or advertising injury," or "medical payments" arising out of, resulting from, or in any way related to any fungus of any kind whatsoever, including but not limited to mildew, mould, spore(s) or allergensirrespective of the cause of such fungus, mildew, mould, spore(s) or allergens, and whenever or wherever occurring for purposes of this exclusion, "**bodily injury**" shall include mental anguish, mental injury and/or emotional distress
- 13 legal liability arising out of **pollution** except to the extent that **You** demonstrate that such **pollution**:
  - a) was the direct result of a sudden, identifiable, unintended and unexpected incident occurring in its entirety at a specific time and place during the Period of this Insurance
  - b) was not the direct result of **You** failing to take reasonable precautions to prevent such **pollution**Provided always that all such **pollution** which arises out of one incident shall be considered for the purposes of this **policy** to have occurred at the time such incident takes place and that **Our** total liability to pay damages (including claimants' costs, fees and expenses) under this clause shall not exceed the Limit of Indemnity stated in the Schedule in the aggregate in respect of the Period of this Insurance
- 14 the manufacture mining processing distribution testing remediation removal storage disposal sale use or exposure to **asbestos** or materials or **products** containing **asbestos**
- 15 the relevant **excess** as stated in the schedule in respect of loss or destruction of or damage to property

#### Special condition

**We** may at any time pay to **You** the amount of the Limit of liability less any amount already paid, or any lesser amount for which any claim or claims can be settled and shall then cease to have the conduct and control of the negotiations, actions or proceedings and be under no further liability in respect of such claim or claims except for costs and expenses incurred before the date of such payment.

## Section 8 - All Risks

**Definitions** for the purposes of this Section only wherever the following words appear in bold they shall mean the following:

word/s	means
<b>overnight</b>	between 2100 hours and 0600 hours
<b>property</b>	those items pertaining to the <b>business</b> and described in the schedule all belonging to <b>You</b> or for which You are legally responsible

### Cover

**We** will indemnify **You** in respect of loss, destruction or damage to the **property** caused by any accident or misfortune occurring within the **territorial limits** or as otherwise stated in the schedule as applicable to the **property** insured.

### Limits of liability

**Our** liability in respect of any one occurrence will not exceed the sum insured against each item in the schedule nor in all the aggregation of the sums insured by this section.

### Basis of claims settlement

As detailed under General Condition 3 Basis of claims settlement.

### Special exclusions

**We** will not be liable under this section for

- 1 loss, destruction or damage caused by or consisting of
  - a) wear, tear or depreciation or diminution in value
  - b) inherent vice, latent defect, defective design, plan or specification or the use of faulty materials
  - c) faulty or defective workmanship operational error or omission on **Your** part or any **employee of Yours**
  - d) marring, scratching, denting, mechanical or electrical defect, failure, breakdown or derangement
  - e) atmospheric or climatic conditions or any other gradually operating cause, rot, fungus, rust, corrosion, woodworm, moths, insects, vermin or pests
  - f) any process involving heating, drying, cleaning, dyeing, staining, repairing, restoring, renovating, fitting, installation, testing, commissioning, alteration or maintenance of any **property**
  - g) use of any article contrary to manufacturers' instructions
  - h) storm or flood unless the **property** is contained in an enclosed **vehicle** or in a building
  - i) change in temperature colour flavour texture or finish
- 2 loss, destruction or damage by theft or attempted theft or malicious damage from any
  - a) **unattended vehicle** unless
    - i) all windows and other openings have been closed, all doors have been secured and any other protective devices put into full and effective operation
    - ii) any **property** insured by this section is secured in the locked boot or closed glove compartment. The luggage space at the rear of an estate car or hatchback under the top cover and out of view is deemed to be a locked boot.
  - b) **unattended vehicle** owned or operated by **You overnight** or after the completion of any **working day of the driver** unless all windows and other openings have been closed and the **vehicle** is locked and garaged in a secure building
  - c) unattended building unless all security devices are put into full and effective operation and such theft or attempted theft involves forcible and violent entry to or exit from the building
  - d) **property** conveyed in any soft or open topped or soft or open sided **vehicle**
- 3 loss, destruction or damage to any **property** not contained within a **vehicle** or building whilst left
  - a) out of **Your** immediate view or an **employee of Yours**
  - b) in the care of a person known to **You** or an **employee of Yours** for more than 30 minutes.
- 4 loss, destruction or damage to electrical plant or apparatus caused by self ignition but this exclusion shall apply only to that part of the electrical plant or apparatus in which self ignition occurs
- 5 consequential loss of any kind or description
- 6 the relevant **excess** as stated in the schedule.

## Section 9 - Book Debts

Definitions for the purposes of this Section only wherever the following words appear in bold they shall mean the following:

word/s	means
<b>damage</b>	physical loss, destruction or damage by any of the perils insured by Section 1 - Property Damage
<b>outstanding debit balances</b>	<p>the individual amounts owed to <b>You</b> by customers and shown as outstanding in <b>Your</b> records after adjustment for</p> <p>a) bad debts and any abnormal condition of trade which had or could have had a material effect on the <b>business</b></p> <p>b) amounts debited (or invoiced but not debited) and credited (including credit notes and cash not passed through the books at the time of the <b>damage</b>) to customers' accounts in the period between the date to which the total last recorded relates and the date of the <b>damage</b></p> <p>so that the amounts thus adjusted shall represent as near as reasonably practicable those which would have been obtained at the date of the <b>damage</b> had the <b>damage</b> not occurred</p>
<b>recovery period</b>	the period beginning with the occurrence of the <b>damage</b> and ending not later than twelve months thereafter or such other term stated by an endorsement in the schedule.

### Cover

**We** will indemnify **You** by payment in respect of

- a) any net **outstanding debit balances** which **You** are unable to recover from customers during the **recovery period** as a result of **damage** to any of **Your** books of account or other **business** books or records
- b) additional expenditure incurred in accordance with the Basis of claims settlement in consequence of any **damage** occurring to any such books or records contained within the **premises**.

### Additional cover

Loss as insured by this section resulting from **damage** to any of **Your** books of account or other **business** books or records whilst they are temporarily removed from the **premises** anywhere within the **territorial limits** shall be deemed to be **damage** to such property contained within the **premises**.

### Professional accountants

Any particulars or details contained in **Your** books of account or other **business** books or documents which may be required by **Us** under the terms of General Condition 6 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 their report shall be prima facie evidence of the particulars and details to which such report relates.

**We** will pay to **You** under this section the reasonable charges payable by **You** to **Your** professional accountants for producing any particulars or details or any other proofs, information or evidence as may be required by **Us** under the terms of General Condition 6 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 memorandum and the amount otherwise payable under the section shall in no case exceed the sum insured by this section.

### Limit of liability

**Our** liability during any **period of insurance** will not exceed the limit of indemnity shown in the schedule.

### Basis of claims settlement

Following **damage** insured by this section **We** will pay

- a) the amount by which the net **outstanding debit balances** received or traced after the **damage** and during the **recovery period** falls short of the **outstanding debit balances** at the time of such **damage**
- b) the additional expenditure necessarily and reasonably incurred in tracing and establishing the above net **outstanding debit balances**.

### Special exclusions

**We** will not be liable under this section for any loss due to

- 1 deliberate falsification of **business** records
- 2 clerical or accounting errors or other errors or omissions
- 3 the **fraud** or dishonesty of any director partner or **employee**
- 4 the deliberate act of the public supply undertaking in restricting or withholding the supply of electricity
- 5 erasure or distortion of information on computer systems and other records
  - a) whilst mounted in or on any machine or data processing apparatus or due to the presence of magnetic flux
  - b) due to defects in such records
    - unless caused by **damage** to the machine or apparatus in which the records are mounted.

- 6 loss due to
- a) 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
  - b) other erasure loss distortion or corruption of information on computer systems or other records programs or software unless resulting from any of the perils 1 to 15 of Section 1 - Property Damage of this **policy** in so far as it is not otherwise excluded.

**Special conditions**

- 1 at the end of each month **You** shall record the total amount outstanding in customers' accounts and shall maintain a separate record, in addition to the books of account, in a place other than the **premises**.
- 2 If at the time of any **damage** the sum insured on **outstanding debit balances** be less than the actual **outstanding debit balances** then the aggregate amount payable in respect thereof and associated additional expenditure shall be proportionately reduced.
- 3 The premium paid may be adjusted on the expiry of each **period of insurance** provided that a monthly declaration has been made for each month therein. The actual premium due shall be calculated at the rate per cent per annum on the average amount insured being the total of the amounts declared divided by the number of declarations that should have been given. If the amount of a declaration exceeds the sum insured applicable at the date of such declaration then for the purposes of adjustment **You** shall be deemed to have declared such sum insured. If the actual premium due shall be less than the premium paid for the relative **period of insurance** **We** will allow a pro rata return of premium not exceeding 50% of the premium paid but subject to the retention by **Us** of any minimum premium under this section. If a monthly declaration has not been made for each month of any **period of insurance** no such return of premium shall be made for that period.



## Section 10 - Goods in Transit

**Definitions** for the purposes of this Section only wherever the following words appear in bold they shall mean the following:

word/s	means
<b>overnight</b>	between 2100 hours and 0600 hours
<b>property</b>	goods pertaining to the <b>business</b> belonging to <b>You</b> or for which <b>You</b> are legally responsible

### Cover

**We** will indemnify **You** in respect of loss, destruction or damage to **property** insured whilst in the course of transit

- a) in or on any **vehicle** owned or operated by **You** or by an independent road haulier
- b) by rail
- c) by post

within the **territorial limits** including whilst loading and unloading.

### Additional cover

The cover under this section is extended to include the following

#### 1. **Clothing and Personal Effects**

Damage caused by or following accident to the Conveyance vehicle and or trailer to any item owned worn or carried by a director partner or Employee whilst in Transit and going about Your Business  
Our maximum liability is up to £500 any director partner or Employee.

#### 2. **Debris Removal**

We agree to pay the costs and expenses necessarily incurred by You with Our consent in

1. removing debris and or damaged Property
2. dismantling and or demolishing the damaged Property
3. shoring up and or propping
4. the transfer of the Property from one Conveyance to another following an accident to the original Conveyance where there has been Damage to the Property or there would have been but for the action taken to prevent Damage to the Property which is recoverable under this Section

but excluding

- a) any expense incurred in consequence of or to prevent or mitigate Pollution or Contamination or any threat or liability thereof
- b) the cost of removal of the Property from any Conveyance
- c) costs incurred in respect of obligations under pollution statutes or the actions of governmental or other executive body

Our maximum liability is up to £10,000 or 20 per cent of the Property Item stated in the Schedule whichever is the greater any one loss

#### 3. **Expenses**

The costs and expenses necessarily and reasonably incurred in

- a) the removal of debris following loss, destruction or damage to the **property** insured
- b) the transfer of the **property** insured to another **vehicle** and its delivery to the original destination or place of collection following fire or an accident involving the **vehicle**

whilst the **property** insured is being carried in or on any **vehicle** owned or operated by **You**.

**Our** liability will not exceed £2,500 in any one **period of insurance**.

#### 4. **Ropes and sheets**

Loss, destruction or damage to tarpaulins, sheets, ropes, chains, straps and packing materials owned by **You** or for which **You** are legally responsible, whilst being carried in or on any **vehicle** owned or operated by **You**.

**Our** liability will not exceed £2,500 in any one **period of insurance**.

#### 5. **Tools and Travellers' Samples**

Damage to director's partners or Employee tools and samples on the Conveyance vehicle and or trailer

Our maximum liability is up to £500 per vehicle and or trailer unless We state otherwise in the Schedule

### Limits of liability

**Our** liability will not exceed in respect of any one occurrence the respective sums insured stated in the schedule for

- 1 all **property** contained in or on any one **vehicle** owned or operated by
  - a) **You**
  - b) an independent road haulier
- 2 any one consignment of **property** in transit by rail or post

### Basis of claims settlement

As detailed under General Condition 3 Basis of claims settlement.

### Contract price

In respect of goods sold but not delivered for which **You** are legally responsible and with regard to which under the conditions of the sale the sale contract is cancelled by reason of loss, destruction or damage hereby insured against either wholly or to the extent of the loss, destruction or damage the liability of shall be based on the contract price and for the purpose of General Condition 20 Underinsurance the value of all goods to which this clause would in the event of loss, destruction or damage be applicable shall be ascertained on the same basis.

### Special exclusions

**We** will not be liable under this section for

- 1 delay, loss of market, loss of profit or consequential loss of any kind or description
- 2 breakage of china, glass or other brittle articles unless caused by fire, theft or an accident involving the **vehicle**
- 3 loss or destruction of or damage to
  - a) livestock or other living creatures or organisms or cultures
  - b) jewellery, watches, precious metals and stones, non-ferrous metals, bullion, furs, works of art, **money**, securities or stamps
  - c) explosives or other dangerous goodsunless specified under Section 1 – Property Damage in the schedule
- 4 loss, destruction or damage caused by
  - a) marring, scratching or denting, mechanical or electrical defect, failure, breakdown or derangement
  - b) atmospheric or climatic conditions or any other gradually operating cause, rot, fungus, rust, corrosion, woodworm, moths, insects, vermin or pests
- 5 loss, destruction or damage due to leakage, spillage, contamination or deterioration unless caused by fire, theft or an accident involving the **vehicle**
- 6 loss, destruction or damage resulting from faulty packing or labelling
- 7 loss or destruction of or damage to **property** conveyed in any soft or open topped or soft or open sided **vehicle** caused by
  - a) theft or attempted theft unless caused by or arising from theft or attempted theft of the conveying **vehicle**
  - b) storm or malicious damage
- 8 loss, destruction or damage by theft or attempted theft from any
  - a) **unattended vehicle** owned or operated by **You** unless all windows and other openings have been closed, all doors have been secured and any other protective devices put into full and effective operation
  - b) **unattended vehicle** owned or operated by **You overnight** or after the completion of any **working day of the driver** unless all windows and other openings have been closed and the **vehicle** is locked and garaged in a secure building or is locked and parked in a locked and completely enclosed yard
- 9 the relevant **excess** as stated in the schedule.

### Special condition

It is a **condition precedent** to **Our** liability under this Section of the **policy** that

- a) **You** shall take all reasonable measures to ensure that any vehicles owned or operated by them are roadworthy and loaded in a safe and appropriate manner and that all locking and other protective devices are maintained in good working order.
- b) all **keys** to any **unattended vehicle** owned or operated by **You** shall be removed from such **vehicle** to a place of safety whenever the **vehicle** is left loaded.

## Appendix 1 - Individual Insurer Claims Procedures

### In respect of coverage provided by the ARGO Global Consortium:

#### How to make a claim

At Pen Underwriting (Delegated) We understand that claims form a critical component of Our offering the moment the Policy becomes tangible and We are relied upon to deliver upon Our commitment to You.

We have assembled an experienced team who embody Our three key principles of:

- ▶ Partnership – Working together to achieve the optimum outcome to the claim
- ▶ Expertise – We employ staff and engage service providers who are experts in their field
- ▶ No-nonsense – We apply a flexible and proactive approach to the claims process

#### To report a claim, please contact:

Claims Telephone Number – 03330 107 190

Claims Email Address – [uk.newclaims@penunderwriting.com](mailto:uk.newclaims@penunderwriting.com)

### In respect of coverage provided by AXIS Specialty Europa SE:

#### 1. Your Obligations

It is a Condition Precedent to Our liability under this Policy that;

- a) Upon learning of any circumstances likely to give rise to a claim or on receiving verbal or written notice of any claim You must:
  - i) tell Us through Your Agent as soon as reasonably possible, and in any case within 7 (seven) days, and give Us all the assistance We may reasonably require
  - ii) as soon as reasonably possible, and in any case within 7 (seven) days, tell the Police if the Damage is due to any actual or suspected criminal act
- b) You send to Us through Your Agent, as soon as reasonably possible, and in any case within 7 (seven) days, any intimation of a claim from a third party, writ, summons or other legal proceedings issued against You
- c) You supply at Your own expense, full details of the claim in writing within the following periods:
  - i) 7 (seven) days for Damage by riot, civil, labour, theft or political disturbances or vandals or malicious people.
  - ii) 30 (thirty) days after the expiry of the Indemnity Period under Section 2 – Business Interruption
  - iii) 30 (thirty) days after any other Damage, interruption or Bodily Injury.
- d) You provide all help and assistance and co-operation required by Us in connection with any claim to include supplying, as soon as reasonably possible, any supporting evidence and information that We require
- e) You do nothing that would prejudice the exercise of Our Rights set out in 2. below
- f) You take action at Your own expense following circumstances likely to give rise to a claim to minimise
  - i) the Damage;
  - ii) to prevent further Bodily Injury or Damage; and/or
  - iii) to avoid interruption with The Business.
- g) You must not admit, deny, negotiate or settle any claim without Our written consent.

#### 2. Our Rights

- a) We have the right to take over the defence or settlement of a claim against You by another person.
- b) We have the right to the salvage of any Property Insured
- c) We and Our appointed representatives have the right to enter the building where the Damage has happened in order to investigate the Claim, and to take and keep any of the Property Insured which has caused or suffered Damage, and to deal with salvage in a reasonable manner.

#### 3. Fraud

If any claim made under this Policy by You or anyone acting on Your behalf is fraudulent or intentionally exaggerated in any way, or if any false declaration or statement shall be made, or any fraudulent device used, in support thereof:-

- a) We shall have no obligation to indemnify in respect of that claim;
- b) We will treat the Policy as having been terminated with effect from the time the fraudulent act is committed;
- c) We shall have no obligation to indemnify You in respect of any claim made under this Policy arising out of an event occurring after the fraudulent act;
- d) We shall have the right to recover any monies paid to You under this Policy during in respect of:
  - i) the fraudulent claim; and
  - ii) any claims arising out events occurring after the date of the fraudulent act, whether genuine or otherwise.

### In respect of coverage provided by Lloyd's Syndicate1991,

claims to be notified to

Woodgate and Clark Ltd  
The Red House  
King Street  
West Malling  
Kent  
ME19 6QT.  
Tel: 01732 520273  
Out of Hours 01732 520270  
Email: [new.claims@woodgate-clark.co.uk](mailto:new.claims@woodgate-clark.co.uk)

## Appendix 2 - Individual Insurer Complaints Procedures

### In respect of coverage provided by the ARGO Global Consortium:

At Pen Underwriting, it is always our intention to provide a first class standard of service. However, it is appreciated that occasionally things go wrong. In a majority of cases the agent who arranged the insurance will be able to resolve any concerns and You should contact them directly in the first instance.

Alternatively You can complain by contacting Pen Underwriting Limited (as per the contact details below) quoting Your Policy and/or Claim number. We will investigate Your concerns and provide a response as soon as possible.

Address:

Pen Underwriting Limited  
Complaints 7th Floor Spectrum  
Building 55 Blythswood Street Glasgow  
G2 7AT  
Telephone: 0141 285 3539  
Email: [pencomplaints@penunderwriting.com](mailto:pencomplaints@penunderwriting.com)

Should You remain dissatisfied having received a Final Response to Your complaint and You fit the definition of an 'eligible complainant', You may then be able to refer Your complaint to the Financial Ombudsman Service (FOS). Please note that the FOS allow 6 months from the date of the Final Response to escalate Your complaint to them. Further details on eligibility and the referral process can be found on the FOS Website.

Address:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SRR  
Telephone: 0800 0234567 (for landline users)  
Telephone: 0300 1239123 (for mobile users)  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

#### Compensation Scheme

The providers of this insurance as defined in this Policy are covered by the Financial Services Compensation Scheme (FSCS). If they cannot meet their obligations You may be entitled to compensation under this scheme depending on the type of insurance and the circumstances of the claim

You are covered for 90 per cent of the claim without any upper limit. However, for compulsory classes of insurance You are covered for 100 per cent of the claim without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS

You can visit the website at [www.fscs.org.uk](http://www.fscs.org.uk)

### In respect of coverage provided by AXIS Specialty Europa SE: (ASE)

#### 1 Customer Care Statement

At ASE We value the experience of each of Our customers in their interaction with Us. If You feel that We have not met the customer care standards You expect, please contact Our Complaints Manager to give us Your comments. We undertake to deal with all consumer complaints promptly and fairly.

#### 2 Complaints Manager Contact Details

You may contact Our Complaints Manager at the below email address. Please quote Your Policy number and policyholder name in all communication.

Email: [complaintsmanagereurope@axiscapital.com](mailto:complaintsmanagereurope@axiscapital.com)

#### 3 Management of Your Complaint

Our Complaints Manager will manage any complaints received by ASE. Where it is appropriate We will contact You before close of business on the business day following receipt of Your complaint to establish if an early resolution is possible. However, if Your complaint is not suitable for early resolution We will formally acknowledge Your complaint within five business days.

#### 4 Consumer Complaint Procedure

Where a complaint is from a consumer We have a procedure in place for handling Your complaint efficiently and promptly. We will write to formally acknowledge Your complaint and investigate Your complaint. At this stage We may re-contact you. We will endeavour to conclude the investigation within 40 business days, from the date We receive Your complaint.

#### 5 Conclusion of Consumer Complaint Procedure

If You are not satisfied with Our decision following conclusion of Our Complaint Procedure You may refer the matter to the UK Financial Ombudsman Service or to the Irish Financial Services Ombudsman, as appropriate, details of which are:-

#### Financial Ombudsman Service

Address: Exchange Tower, London E14 9SR  
Online Complaints: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
Email Queries: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Phone: 020 7964 1000  
Fax: 020 7964 1001

Public Office Hours: Monday to Friday (8am to 8pm) and Saturday (9am to 1pm)  
Saturday – 9am to 1pm

Financial Services Ombudsman Bureau

Address: 3rd Floor, Lincoln House, Lincoln Place, Dublin 2, Ireland  
Online Complaints: [www.financialombudsman.ie](http://www.financialombudsman.ie)  
Email Queries : [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)  
Phone: +353 (0)1 6620899  
Fax: +353 (0)1 6620890  
Public Office Hours: 10.00 – 13.00 hours and 14.00 – 17.00 hour

**In respect of coverage provided by Lloyd's Syndicate1991:**

**You** can contact **Insurers** using one of the following options:

- a) In writing (letter or email) to the address shown below or
- b) By telephone to the telephone number shown below or
- c) Face to face (should **You** wish to speak to someone face to face please telephone Syndicate1991 at the number shown below and this will be arranged).

The Compliance Officer  
Syndicate 1991  
One Creechurch Place, London EC3A 5AF  
Email: [complaints@DTW1991.com](mailto:complaints@DTW1991.com)  
Tel +44 (0)20 7977 0847  
Fax +44 (0)20 7283 9872

We will review **Your** complaint and will investigate the circumstances regarding **Your** complaint and write to **You** within fourteen (14) calendar days with a response.

If **You** are not satisfied with the response, or have not received a response from **Insurers** within fourteen (14) calendar days, **You** are entitled to refer the matter to Lloyd's. Lloyd's will then conduct a full investigation of **Your** complaint and provide **You** with a written final response. If **You** wish to ask Lloyd's to investigate **Your** complaint **You** may do so by contacting:

Complaints Lloyd's  
Fidentia House  
Walter Burke Way  
Chatham Maritime  
Kent  
ME4 4RN  
Email [complaints@lloyds.com](mailto:complaints@lloyds.com)  
Tel: +44 (0)20 7327 5693  
Fax: +44 (0)20 7327 5225

Details of Lloyd's complaints procedures are set out in a leaflet "How We Will Handle Your Complaint" available at [www.lloyds.com/complaints](http://www.lloyds.com/complaints) and are also available from the above address.

If **You** remain dissatisfied after Lloyd's has considered **Your** complaint **You** may have the right to refer **Your** complaint to the Financial Ombudsman Service (FOS). The FOS is an independent body that arbitrates on complaints.

Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9SR  
Tel: +44 (0)800 0234 567  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Please remember that **You** will have to refer **Your** complaint to the Financial Ombudsman Service within 6 months of receiving Lloyd's final response.

Making a complaint will not affect **Your** legal rights. If **You** appoint someone to act on **Your** behalf or if **You** ask someone else to act on **Your** behalf **You** should provide **Insurers** with written authority to allow **Insurers** to deal with them. Neither **We** nor **Insurers** will not pay their costs.

**Financial Services Compensation Scheme (FSCS)**

Syndicate 1991 is covered by the Financial Services Compensation Scheme (FSCS). In the unlikely event that **Insurers** cannot meet their obligations, **You** may be entitled to compensation from this scheme. Further details can be obtained from:

Financial Services Compensation Scheme  
10<sup>th</sup> Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU  
Tel 0207 8927 301 Web [www.fscs.org.uk](http://www.fscs.org.uk)

## Appendix 3 - Individual Insurer Data Protection and Privacy Notices

### In respect of coverage provided by the ARGO Global Consortium:

Pen Underwriting Limited are the data controller of any personal information you provide to us or personal information that has been provided to us by a third party. We collect and process information about you in order to arrange insurance policies and to process claims. Your information is also used for business purposes such as fraud prevention and detection and financial management. This may involve sharing your information with third parties such as insurers, brokers, reinsurers, claims handlers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators, police and government agencies or fraud prevention agencies.

We may record telephone calls to help us monitor and improve the service we provide. For further information on how your information is used and your rights in relation to your information please see our Privacy Policy - <https://www.penunderwriting.co.uk/Privacy-and-Cookies>. If you are providing personal data of another individual to us, you must tell them you are providing their information to us and show them a copy of this notice.

### In respect of coverage provided by AXIS Europe Specialty SE:

see <http://www.axiscapital.com/corp/privacy-policy>

### In respect of coverage provided by Lloyd's Syndicate1991:

Your Personal Information Notice

#### Who we are

We are the Lloyd's underwriter(s) identified in the contract of insurance and/or in the certificate of insurance.

#### The basics

We collect and use relevant information about you to provide you with your insurance cover or the insurance cover that benefits you and to meet our legal obligations.

This information includes personal data such as your name, address and contact details and other information that we collect about you in connection with the insurance cover from which you benefit. This information may also include more sensitive data such as information about your health and any criminal convictions.

In certain circumstances, we may need your consent to process certain information about you and this is explained in our privacy policy. Where we need your consent, we will ask you for it specifically. You do not have to give your consent, and you may withdraw your consent at any time. However, if you do not provide your consent, or you withdraw your consent, this may affect our ability to provide the insurance cover from which you benefit and may prevent us from providing cover for you or handling your claims.

The way insurance works means that your information may be shared with, and used by, a number of third parties in the insurance sector. For example, agents or brokers (when making applications), insurers, reinsurers, loss-adjusters (if you claim), sub-contractors, regulators, law enforcement agencies, fraud and crime prevention and detections agencies and compulsory insurance databases. We will only disclose your personal information in connection with the insurance coverage that we provide and to the extent required or permitted by law.

#### If you provide other people's details to us

Where you provide us or your agent or broker with information about other people, you must make them aware that you are doing so. Where possible, you should also provide them with this notice.

#### If you would like more information

For more information about how we use your personal information, please see our privacy policy, which is available on our website <https://www.dtw1991.com/pages/privacy-policy> and in other formats upon request. Additional information on how the insurance market uses data is provided by the Lloyd's Market Association ("LMA") in their Insurance Market Core Uses Information Notice.

#### Contacting us and your rights

You have rights in relation to the information we hold about you, including the right to access your information. If you wish to exercise your rights, discuss how we use your information or request a copy of our full privacy notice(s) you should contact the broker or agent who provided you with your insurance in the first instance, or you may get in touch with us by contacting:

The Data Protection Officer  
Coverys Managing Agency Ltd  
One Creechurch Place, London EC3A 5AF  
+44 20 7977 0800  
[Data.protection@coverys.co.uk](mailto:Data.protection@coverys.co.uk)