

The property people

ROSS &  
LIDDELL

# PROPERTY OWNERS POLICY DOCUMENT



ZURICH®

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# HOW WE USE YOUR INFORMATION

## WHO CONTROLS YOUR PERSONAL INFORMATION

This notice tells you how Zurich Insurance plc ('Zurich'), as data controller, will deal with your personal information. Where Zurich introduces you to a company outside the group, that company will tell you how your personal information will be used.

You can ask for further information about our use of your personal information or complain about its use in the first instance, by contacting our Data Protection Officer at: Zurich Insurance Group, Tri-centre 1, Newbridge Square, Swindon, SN1 1HN or by emailing the Data Protection Officer at GBZ.General.Data.Protection@uk.zurich.com.

If you have any concerns regarding our processing of your personal information, or are not satisfied with our handling of any request by you in relation to your rights, you also have the right to make a complaint to the Information Commissioner's Office. Their address is: First Contact Team, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

## WHAT PERSONAL INFORMATION WE COLLECT ABOUT YOU

We will collect and process the personal information that you give us by phone, e-mail, filling in forms, including on our website, and when you report a problem with our website. We also collect personal information from your appointed agent such as your trustee, broker, intermediary or financial adviser in order to provide you with the services you have requested and from other sources, such as credit reference agencies and other insurance companies, for verification purposes. We will also collect information you have volunteered to be in the public domain and other industry-wide sources.

We will only collect personal information that we require to fulfil our contractual or legal requirements unless you consent to provide additional information. The type of personal information we will collect includes; basic personal information (i.e. name, address and date of birth), occupation and financial details, health and family information, claims and convictions information and where you have requested other individuals be included in the arrangement, personal information about those individuals.

If you give us personal information on other individuals, this will be used to provide you with a quotation and/or contract of insurance and/or provision of financial services. You agree you have their permission to do so. Except where you are managing the contract on another's behalf, please ensure that the individual knows how their personal information will be used by Zurich. More information about this can be found in the 'How we use your personal information' section.

## HOW WE USE YOUR PERSONAL INFORMATION

We and our selected third parties will only collect and use your personal information (i) where the processing is necessary in connection with providing you with a quotation and/or contract of insurance and/or provision of financial services that you have requested; (ii) to meet our legal or regulatory obligations; or (iii) for our "legitimate interests". It is in our legitimate interests to collect your personal information as it provides us with the information that we need to provide our services to you more effectively including providing you with information about our products and services. We will always ensure that we keep the amount of information collected and the extent of any processing to the absolute minimum to meet this legitimate interest. Examples of the purposes for which we will collect and use your personal information are:

1. to provide you with a quotation and/or contract of insurance;
2. to identify you when you contact us;
3. to deal with administration and assess claims;
4. to make and receive payments;
5. to obtain feedback on the service we provide to you;
6. to administer our site and for internal operations including troubleshooting, data analysis, testing, research, statistical and survey purposes;
7. for fraud prevention and detection purposes.

We will contact you to obtain consent prior to processing your personal information for any other purpose, including for the purposes of targeted marketing unless we already have consent to do so.

## WHO WE SHARE YOUR PERSONAL INFORMATION WITH

Where necessary, we will share the personal information you gave us for the purposes of providing you with the goods and services you requested with the types of organisations described below:

- associated companies including reinsurers, suppliers and service providers;
- introducers and professional advisers;
- regulatory and legal bodies;
- survey and research organisations;
- credit reference agencies;
- healthcare professionals, social and welfare organisations; and
- other insurance companies

Or, in order to meet our legal or regulatory requirements, with the types of organisations described below:

- regulatory and legal bodies;
- central government or local councils;
- law enforcement bodies, including investigators;
- credit reference agencies; and
- other insurance companies

## HOW WE USE YOUR PERSONAL INFORMATION FOR WEBSITES AND EMAIL COMMUNICATIONS

When you visit one of our websites we may collect information from you such as your email address or IP address. This helps us to track unique visits and monitor patterns of customer website traffic, such as who visits and why they visit.

We use cookies and/or pixel tags on some pages of our website. A cookie is a small text file sent to your computer. A pixel tag is an invisible tag placed on certain pages of our website but not on your computer. Pixel tags usually work together with cookies to assist us to provide you with a more tailored service. This allows us to monitor and improve our email communications and website. Useful information about cookies, including how to remove them, can be found on our websites.

## HOW WE TRANSFER YOUR PERSONAL INFORMATION TO OTHER COUNTRIES

Where we transfer your personal information to countries that are outside of the UK and the European Union (EU) we will ensure that it is protected and that the transfer is lawful. We will do this by ensuring that the personal information is given adequate safeguards by using 'standard contractual clauses' which have been adopted or approved by the UK and the EU, or other solutions that are in line with the requirements of European data protection laws.

A copy of our security measures for personal information transfers can be obtained from our Data Protection Officer at: Zurich Insurance Group, Tri-centre 1, Newbridge Square, Swindon, SNI IHN, or by emailing the Data Protection Officer at [GBZ.General.Data.Protection@uk.zurich.com](mailto:GBZ.General.Data.Protection@uk.zurich.com).

## HOW LONG WE KEEP YOUR PERSONAL INFORMATION FOR

We will retain and process your personal information for as long as necessary to meet the purposes for which it was originally collected. These periods of time are subject to legal, tax and regulatory requirements or to enable us to manage our business.

## YOUR DATA PROTECTION RIGHTS

You have a number of rights under the data protection laws, namely:

- to access your data (by way of a subject access request);
- to have your data rectified if it is inaccurate or incomplete;
- in certain circumstances, to have your data deleted or removed;
- in certain circumstances, to restrict the processing of your data;
- a right of data portability, namely to obtain and reuse your data for your own purposes across different services;
- to object to direct marketing;
- not to be subject to automated decision making (including profiling), where it produces a legal effect or a similarly significant effect on you;
- to claim compensation for damages caused by a breach of the data protection legislation.
- if we are processing your personal information with your consent, you have the right to withdraw your consent at any time.

We will, for the purposes of providing you with a contract of insurance, processing claims, reinsurance and targeted marketing, process your personal information by means of automated decision making and profiling where we have a legitimate interest or you have consented to this.

## WHAT HAPPENS IF YOU FAIL TO PROVIDE YOUR PERSONAL INFORMATION TO US

If you do not provide us with your personal information, we will not be able to provide you with a contract or assess future claims for the service you have requested.

## FRAUD PREVENTION AND DETECTION

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

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

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

## CLAIMS HISTORY

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

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

This helps to check information provided and prevent fraudulent claims.

## CLAIMS NOTIFICATION

Conditions that apply to this Policy in the event of a claim are set out in the Claims Procedure Condition in the General Conditions section of this Policy or more specifically in the relevant section. It is important that you comply with all policy conditions and you should familiarise yourself with their requirements.

Directions for claim notification are included in the General Conditions. Please remember that events that may give rise to a claim under this insurance you must notify us as soon as reasonably possible but not later than 60 days from when you become aware of the damage.

### CLAIMS TEL LINE:

0800 195 5684

OR

EMAIL:

[PRIVATE@QUESTGATES.CO.UK](mailto:PRIVATE@QUESTGATES.CO.UK)

Operated in conjunction with our dedicated Loss Adjuster, who will deal promptly and professionally with all claims matters.

The claims conditions require the you to provide us with any reasonable assistance and evidence that we may require concerning the cause and value of any claim.

### PRIVATE CLAIMS

As the owner of the property, the control of the claim is in your hands, allowing you to negotiate suitable timescales for contractors to visit the property and discuss repairs accordingly.

You should report the damage directly to the appointed adjusters who will assess whether a loss adjusters home visit is required. Alternatively, they will ask the owner to obtain two repair estimates and photographs of the damaged areas. This procedure allows you to use your own contractors or, if appropriate, negotiate a cash settlement so you can carry out your own repairs.

You can request details of Ross and Liddell's accepted contractors, however two repair estimates are still required, with you choosing which contractors to approach.

On receipt of the estimates, which should fully detail the works to be carried out including the size of damaged areas, you should provide them to the adjusters who, once satisfied with costing will provide repair authorisation to you, subject to policy cover and policy excess.

You will then be in a position to contact the contractor and arrange for the repairs to be carried out at a time convenient to you. Once you have been provided with the final account, you should submit that to the adjusters who will arrange for settlement accordingly subject to deduction of the policy excess.

## COMMON AREA CLAIMS

These should be reported to your property manager who will manage this claim on behalf of the owners. Ross and Liddell do have a panel of contractors they use on a regular basis. Such contractors have been vetted to ensure they have relevant insurance cover in place and do comply with Health and Safety legislation.

Appointed adjusters will assess whether the estimated costs of repairs are reasonable in comparison to the damage that has occurred. If they do have any queries, the adjuster will discuss directly with the contractors.

Once all parties are satisfied with the repair estimates, repair authorisation will be provided either directly to the contractor discussed with the Property Manager. The Property Manager will arrange for repairs to be carried out on behalf of the owners and arrange for collection of the policy excess.

This information will enable us to make an initial evaluation on policy liability. We may, however, request additional information depending on circumstances and estimated claim value. Sometimes we may wish to meet with you to discuss the circumstances of the claim, to inspect the damage or to undertake further investigations.

We take pride in the claims service we offer to our customers and we have developed a network of contractors, repairers and product suppliers dedicated to providing claim solutions.

**LIABILITY CLAIMS** should be reported directly to Ross & Liddell's Insurance Department on 0141 221 9266.

# YOUR PROPERTY OWNERS POLICY

This Policy is a contract between the Insured as stated in the Certificate (also referred to as you, your or yourselves) and Zurich Insurance plc (also referred to as the Insurers, we, us, our or ourselves).

This Policy and any Endorsement and Certificate should be read as if they are one document.

We will insure you under those Sections stated in the Certificate during any period of insurance for which we have accepted your premium provided always that all the terms and conditions of this Policy are complied with. Our liability will in no case exceed the amount of any sum insured or Limit of Liability stated in this Policy, the Certificate or any endorsement to this Policy.

When you take out, renew and make changes to the cover provided by this Policy, you must take reasonable care to ensure that you accurately answer any questions which we ask of you and that any information you give us is accurate. If you are taking out this Policy for purposes which are wholly or mainly related to your trade, business or profession, you must also let us know about all facts which are material to our decision to provide you with insurance. Failure to meet these obligations could result in this policy being invalidated, a claim not being paid, or an additional premium being charged.

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

Any reference to any statute or statutory instrument will include any amendments thereto or re-enactment thereof. Any heading in this Policy is for ease of reference only and does not affect its interpretation.

## LAW APPLICABLE TO THIS CONTRACT

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

The parties agree to submit to the exclusive jurisdiction of the English courts.

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

Please read the Policy, Endorsement and Certificate carefully and if they do not meet your needs return them to us or your broker or insurance intermediary.

# GENERAL DEFINITIONS

Certain words in this Policy have special meanings. These words and their meanings are detailed below and the definition applies wherever the words begin with a capital letter.

## ASBESTOS

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

## BODILY INJURY

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

## BUILDINGS

Buildings of the Premises stated in the Certificate including:

- a) landlords fixtures and fittings including fixed glass, fixed sanitary ware, fitted kitchens, including integrated appliances, fitted bathrooms and bedroom furniture and fixed floor and wall coverings (and fitted carpets in communal areas up to £25,000)
- b) foundations, footings, outbuildings, extensions, annexes, gangways, swimming pools, pedestrian bridges, temporary buildings, conveniences, lamp posts, street furniture, walls, gates and fences
- c) telephone, gas, electricity, water mains, drains, sewers, piping, ducting, cables, wires, their inspection covers and associated control gear and accessories in, on or under the Premises including such property in adjoining yards, roadways and extending to the public mains but only to the extent of the Insured's responsibility
- d) yards, car parks, roads, pavements, forecourts, tennis courts and similar surfaces all constructed of solid materials
- e) landscaping excluding trees, shrubs, plants, turf (except as stated clause GI3 – Landscaped Gardens) and external ponds and lakes up to a limit of £50,000 any one occurrence in addition to the Sums Insured shown in the Certificate
- f) any other property for which the Insured is responsible as stipulated within the title deeds including but not limited to fuel tanks and their ancillary equipment, pipework and the like up to a limit of £500,000 any one occurrence in addition to the Sums Insured shown in the Certificate
- g) children's play areas and equipment including basketball courts if declared to Ross and Liddell

- h) tenants improvements that have now passed to ownership of the Insured following disposal by previous tenant(s) will be deemed to be included within the Sum Insured stated in the Certificate subject to the following:
  - i) proof of ownership including copy of lease termination
  - ii) the Building sum insured being adequate to include such items (if the sum insured is not adequate it will be deemed that the sum insured relates to structure of the building only)
  - iii) carpets, curtains, blinds, light fittings and any un-fixed fixture and fittings are excluded.

For the purposes of determining whether any property falls within the definition of Buildings the Insurers agree to accept the designation under which such property has been entered in the Insured's books or which has been used by the Insured in computing the Sums Insured hereunder or for which the Insured is responsible under the terms of the lease.

## BUSINESS

The activities of the Insured stated in the Certificate and including:

- a) maintenance of property and premises owned or occupied by the Insured
- b) the provision and management of canteen, social, sports and welfare organisations for the benefit of Employees
- c) first aid, fire and ambulance services
- d) private work carried out by an Employee for any director or senior executive of the Insured
- e) participation in exhibitions.

## COMMERCIAL BUILDINGS

Buildings let or intended for commercial occupation or use including mixed use premises where parts are intended for or are in use as residential occupation.

## COMMERCIAL RENT RECEIVABLE

The amount of the rent, service charges and Other Income received or receivable from the letting of the Commercial Building and services rendered thereat in respect of the commercial occupation portion.

## COMMON AREAS

Stairwells, roofs, pathways, shared pipes, roadways, walls, floors and the like.

## COMMUNAL CONTENTS

Fitted carpets only in Common Areas.

## CONSEQUENTIAL LOSS

'CONSEQUENTIAL LOSS' in capital letters will mean loss resulting from interruption of or interference with the Business carried on by the Insured at the Premises in consequence of loss or destruction of or damage to property used by the Insured at the Premises for the purpose of the Business.

## DAMAGE

'DAMAGE' in capital letters will mean loss or destruction of or damage to the property insured.

## DATA PROCESSING SYSTEM

Any computer or data processing equipment or media or microchip or integrated circuit or any similar device or any computer software or computer firmware.

## DAY ONE BUILDING VALUE

The total of the costs referred to under the Supplementary Conditions applicable to Section A and under Clauses GI to G35 in Clauses applicable to Sections A and B (at the level of costs applying at the commencement of the Period of Insurance) in rebuilding the Buildings to a condition substantially the same as their condition when new excluding any provision for inflation.

## DAY ONE UPLIFT

The amount of inflation protection provided under the Policy during reinstatement following DAMAGE.

## DECLARED VALUE

The base value excluding any provision for inflation and must represent the full cost to rebuild the property on day one of the Period of Insurance.

## DEFINED PERIL

Fire, lightning, explosion, spontaneous fermentation, heating or combustion, aircraft or other aerial devices or articles dropped therefrom, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons, theft or attempted theft, earthquake, subterranean fire, storm, tempest, flood, water damage, sprinkler leakage, impact by any vehicle or by goods falling therefrom or animal.

## DENIAL OF SERVICE ATTACK

Any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability of networks, network services, network connectivity or information systems including but not limited to the generation of excess traffic into network addresses, the exploitation of system or network weaknesses and the generation of excess or non-genuine traffic between and amongst networks.

## ESTIMATED RENT RECEIVABLE

The amount declared by the Insured to the Insurers as representing not less than the Rent Receivable which it is anticipated will be earned by the Business during the financial year most nearly concurrent with the Period of Insurance or a proportionately increased multiple thereof where the Maximum Indemnity Period exceeds 12 months.

## EXCESS

The amount stated below unless varied by endorsement or more specifically applied by clause within the Policy, for which the Insured is responsible and which will be deducted from any payment under this policy as ascertained after the application of all other terms and conditions of the Policy.

### Individual private claims (excess applicable per individual flat/unit property)

Subsidence, Landslip and Heave	£1,000
Water Damage or Escape of Fuel Oil	£200
Malicious Damage	£250
Glass	£50
All Other Losses	£100
Liability for Third Party Property Damage	£250

### Common claims (excess applicable per claim)

Subsidence, Landslip and Heave	£1,000
Water Damage or Escape of Fuel Oil	£300
Malicious Damage	£250
Glass	£50
All Other Losses	£200
Children's Play Areas/Equipment All Losses	£500
Liability for Third Party Property Damage	NIL

Water Damage includes all Water Ingress following Storm or Flood, Escape of Water and water related Accidental Damage claims and resultant damage.

## HACKING

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

## HOLIDAY/SECOND HOME

Any property not registered or used as the owners main residence but with occupancy restricted only to the property owners, their family and friends and not let/lent to short term tenants as a holiday let.

## HOLIDAY LET

Any holiday/second home which is let short term for a period of less than 6 months and/or no tenancy agreement is in place.

## INCIDENT

Loss or destruction of or damage to property used by the Insured at the Premises for the purpose of the Business.

## INDEMNITY PERIOD

The period beginning with the occurrence of the Incident and ending not later than the Maximum Indemnity Period thereafter during which the results of the Business are affected in consequence thereof.

## INSURED'S CONTRIBUTION

The first part of each and every loss to be borne by the Insured at each separate Premises after the application of all other terms and conditions of the insurance including but not limited to the Condition of Average (Underinsurance).

## KNOWLEDGE

The Insured's actual knowledge and not constructive knowledge or notice which may be imparted by matters appearing in Public Records.

## LICENCE

The licence granted for the retail sale of excisable liquor at the Premises.

## MAJOR STRUCTURAL ALTERATIONS

Works on the foundations of the Buildings.

## MAXIMUM INDEMNITY PERIOD

As stated in the Certificate.

## NUCLEAR INSTALLATION

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

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

## NUCLEAR REACTOR

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

## OTHER INCOME

Other income generated by the Premises not defined under Rent Receivable and includes but is not limited to payments received for car parking, advertising, vending machines and telephone kiosks as shown in the Certificate.

## PERSONAL INJURY

Bodily injury, illness or disease (including death).

## REINSTATEMENT

- a) The replacement or rebuilding of property lost or destroyed which provided that the Insurers' liability is not increased may be carried out:
  - i) in any manner suitable to the Insured's requirements
  - ii) upon another site
- b) the repair or restoration of the 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.

## RENT RECEIVABLE

The amount of the rent, service charges and Other Income received or receivable from the letting of the Premises and services rendered thereat.

## RESIDENTIAL BUILDINGS

Buildings of houses, bungalows or flats designed or converted for solely residential occupation including common areas.

## STANDARD RENT RECEIVABLE

The Rent Receivable during that period in the 12 months immediately before the date of the Incident which corresponds with the Indemnity Period. Adjustments will be made as may be necessary to provide for:

- a) the trend of the Business; and
- b) variations in or other circumstances affecting the Business

either before or after the Incident or which would have affected the Business had the Incident not occurred so that the figures thus adjusted will represent as nearly as may be reasonably practicable the results which but for the Incident would have been obtained during the relative period after the Incident.

## STIPULATIONS

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.

## TENANT

An individual/couple or family renting the property on an assured short-hold tenancy agreement (or similar) for a minimum contract length of 6 months.

## TENANCY AGREEMENT

An agreement with a Tenant to occupy the Premises in return for the payment of rent under a tenancy agreement.

## TERRITORIAL LIMITS

a) In respect of Public Liability:

anywhere within the limits of Great Britain, Northern Ireland, the Isle of Man or the Channel Islands and including non manual work carried out during temporary visits anywhere in the world in connection with the Business by directors and Employees normally resident in and travelling from Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

b) In respect of Products Liability:

anywhere in the world in respect of Products supplied in or from Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

## UNOCCUPIED

Any part of a Building or flat which is empty, disused or unfurnished, not used as the Insured's main residence or used as a Holiday Let and not currently occupied or any property no longer in active use by the Insured or any of the Insured's tenants for more than 45 days in a row.

## USUAL OCCUPATION

Any part of a building or flat which is empty, disused or unfurnished. A property which is not used as the Insured's main residence or used as Holiday/Second Home and not currently occupied or any property no longer in active use by the Insured or any of the Insured's tenants for more than 30 days in a row.

## VIRUS OR SIMILAR MECHANISM

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

# SECTION A – MATERIAL DAMAGE

## INDEMNITY

In the event of the property insured being lost, destroyed or damaged by any of the Covers insured hereby during the Period of Insurance the Insurers will pay to the Insured the value of the property at the time of its loss or destruction or the amount of the damage or at the Insurers' option reinstate or replace such property or any part of it.

Provided always that the liability of the Insurers under this Section will not exceed:

- a) in the whole the Total Sum Insured or in respect of any item in respect of each separate Premises its sum insured or any other Limit of Liability stated in the Certificate at the time of the loss, destruction or damage
- b) the sum insured or Limit remaining after deduction for any other loss, destruction or damage occurring during the same Period of Insurance unless the Insurers' have agreed to reinstate any such sum insured or Limit.

## SUPPLEMENTARY CONDITIONS APPLICABLE TO SECTION A

**The following Supplementary Conditions change the basis of cover from that described above and are applicable only if indicated in the Certificate to be operative.**

### 1 INFLATION PROTECTION – DAY ONE BASIS

- A Subject to the following Special Conditions the basis upon which the amount payable in respect of any item on Buildings is to be calculated will be Reinstatement.
- B The Insured having stated in writing the Declared Value (shown in brackets below the sum insured) of each of the said items the premium has been calculated accordingly.

A provision of 50% in addition to the Declared Value to take into account construction cost inflation during the Period of Insurance.

'Declared Value' means the Insured's assessment of the cost of Reinstatement of the property insured at the level of costs applying at the inception of the Period of Insurance (ignoring inflationary factors which may operate subsequently) together with in so far as the insurance by the item provides due allowance for:

- a) the additional cost of Reinstatement to comply with European Community and public authority requirements
- b) professional fees
- c) debris removal costs.

### Special Conditions

i) At the inception of each Period of Insurance, the Insured will notify the Insurers of the Declared Value of the property insured by each of the said items. In the absence of such declaration the last amount declared by the Insured will be taken as the Declared Value for the ensuing Period of Insurance.

ii) If at the time of DAMAGE the Declared Value in respect of each separate property insured be less than the cost of Reinstatement (including due allowance for the costs described in paragraphs B a), b) and c) above to the extent the insurance by the item provides cover for such costs) at the inception of the Period of Insurance then the Insurers' liability for the DAMAGE will not exceed that proportion thereof which the Declared Value bears to such cost of Reinstatement.

This Special Condition ii) will not however apply provided that the Insured have carried out regular valuations utilising qualified RICS (Royal Institution of Chartered Surveyors) members at intervals of not more than 5 years and:

- a) where necessary increased the Declared Value to at least the amount stated in the valuation; and
- b) made appropriate allowance in Declared Value for inflationary increases in the period between valuations; and
- c) if the loss is settled under this Supplementary Condition the Declared Value shall be 120% of the base value shown or if no base value is shown it shall be deemed the Sum Insured.

iii) The liability of the Insurers for the repair or restoration of property damaged in part only will not exceed the amount which would have been payable had such property been wholly destroyed.

iv) No payment beyond the amount which would have been payable in the absence of this Supplementary Condition will be made:

- a) unless Reinstatement commences and proceeds without unreasonable delay
- b) until the cost of Reinstatement has actually been incurred
- c) if the property insured at the time of its loss, destruction or damage is insured by any other insurance effected by or on behalf of the Insured which is not upon the same basis of Reinstatement.

v) All the terms and conditions of this Policy will apply:

- a) in respect of any claim payable under the provisions of this Supplementary Condition except in so far as they are varied hereby
- b) where claims are payable as if this Supplementary Condition had not been incorporated except that the sums insured will be limited to the percentage of the Declared Values as stated in the Certificate.

## 2 EUROPEAN COMMUNITY AND PUBLIC AUTHORITIES INCLUDING UNDAMAGED PROPERTY

Subject to the following Special Conditions the insurance in respect of Buildings extends to include such additional cost of reinstatement as may be incurred solely by reason of the necessity to comply with the stipulations of:

- a) European Community legislation
- b) building or other regulations under or framed in pursuance of any Act of Parliament or bye-law of any public authority (hereinafter referred to as 'the Stipulations') in respect of:
  - i) the lost, destroyed or damaged property thereby insured
  - ii) undamaged portions thereof
  - iii) any water supply equipment at the Premises supplying the sprinkler installation in undamaged portions of the Premises

but excluding:

- 1) the cost incurred in complying with the Stipulations:
  - a) in respect of DAMAGE occurring prior to the inception of this Supplementary Condition
  - b) in respect of DAMAGE not insured by this Policy
  - c) under which notice has been served upon the Insured prior to the happening of the DAMAGE
  - d) for which there is an existing requirement which has to be implemented within a given period
  - e) in respect of property entirely undamaged by any Cover hereby insured against
- 2) 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 the Stipulations not arisen
- 3) 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 the Stipulations.

### Special Conditions

- A) The work of reinstatement must be commenced and carried out without unreasonable delay and in any case must be commenced within 12 months after the DAMAGE or within such further time as the Insurers may allow during the said 12 months and may be carried out upon another site if the Stipulations so necessitate subject to the liability of the Insurers under this Supplementary Condition not being thereby increased.

- B) If the liability of the Insurers under any item of this Policy apart from this Supplementary Condition is reduced by the application of any of the terms and conditions of this Policy then the liability of the Insurers under this Supplementary Condition in respect of any such item will be reduced in like proportion.
- C) The total amount recoverable under any item of this Policy in respect of this Supplementary Condition will not exceed:
  - a) in respect of the lost destroyed or damaged property its sum insured
  - b) in respect of undamaged portions of property other than foundations 20% of the total amount for which the Insurers would have been liable had the property insured by the item at the Premises where the DAMAGE has occurred been wholly destroyed.
- D) The total amount recoverable under any item of this Policy will not exceed its sum insured.
- E) All the terms and conditions of this Policy except in so far as they are varied hereby will apply as if they had been incorporated herein.

## 3 REINSTATEMENT

Subject to the following Special Conditions the basis upon which the amount payable in respect of Buildings is to be calculated will be Reinstatement.

### Special Conditions

- 1) The liability of the Insurers for the repair or restoration of property damaged in part only will not exceed the amount which would have been payable had such property been wholly destroyed.
- 2) No payment beyond the amount which would have been payable in the absence of this Supplementary Condition will be made:
  - a) unless Reinstatement commences and proceeds without unreasonable delay
  - b) until the cost of Reinstatement has actually been incurred
  - c) if the property insured at the time of its loss, destruction or damage is insured by any other insurance effected by or on behalf of the Insured which is not upon the same basis of Reinstatement.
- 3) All the terms and conditions of this Policy will apply:
  - a) in respect of any claim payable under the provisions of this Supplementary Condition except in so far as they are varied hereby
  - b) where claims are payable as if this Supplementary Condition had not been incorporated.

- 4) If at the time of Reinstatement the sum representing 85% of the cost which would have been incurred in reinstating the whole of the property covered exceeds the sum insured of the individual property insured at the commencement of any DAMAGE the liability of the Insurers will not exceed that proportion of the amount of the DAMAGE which the said sum insured bears to the sum representing the total cost of reinstating the whole of such individual property at that time.

This Special Condition 4) will not however apply provided that the Insured have carried out regular valuations utilising qualified RICS (Royal Institution of Chartered Surveyors) members at intervals of not more than 5 years and:

- a) where necessary increased the sum insured to at least the amount stated in the valuation; and
- b) made appropriate allowance in the sum insured for inflationary increases in the period between valuations.

Special Condition 4) b) is not applicable to Buildings indicated in the Certificate to be indexed linked.



# SPECIFICATION 2 TO SECTION B

## 2 INCREASED COST OF WORKING

**Item I – On Increased Cost of Working**                      **Sum Insured as stated in the Certificate**

The Insurance under this Item is limited to Increased Cost of Working and the amount payable as indemnity thereunder will be the reasonable increased expenditure incurred by the Insured during the Indemnity Period in order to minimise any interruption of or interference with the Business in consequence of the Incident.

Provided always that in the event of loss the Insurers will be liable for not more than one third of the sum insured hereunder in respect of such additional expenditure arising in the first quarter of the Maximum Indemnity Period following the date of the Incident nor more than an equal proportion of the balance of the sum insured per month in respect of the additional expenditure in the remainder of the Maximum Indemnity Period.

### EXTENSIONS APPLICABLE TO SPECIFICATIONS 1 AND 2 TO SECTION B

Any loss as insured under this Section resulting from interruption of or interference with the Business at the Premises in consequence of the contingencies described in the following Extensions I-9 will be deemed to be an Incident provided always that after the application of all other terms and conditions of this Section the Insurers' liability under each Extension will not exceed its stated limit or the sum insured under this Section whichever is the lesser.

#### 1 ACTION OF COMPETENT AUTHORITIES

**This cover is only applicable if indicated in the Certificate to be operative**

Action by the police or other competent local, civil or military authority following a danger or disturbance in the vicinity of the Premises whereby access thereto is prevented.

Provided always that:

- a) there will be no liability under this Extension for loss resulting from interruption of the Business during the first 24 hours of the Indemnity Period
- b) the Insurers' liability will not exceed 25% of the Sum Insured stated in the Certificate
- c) Maximum Indemnity Period will mean 3 months.

#### 2 LEGIONELLOSIS

Any outbreak of Legionellosis at the Premises causing restrictions on the use thereof on the order or advice of the competent local authority.

Provided always that:

- a) for the purpose of this Extension 'Premises' will mean only those Premises which are stated in the Certificate to be insured and which are directly affected by the Incident
- b) for the purpose of this Extension 'Indemnity Period' will mean the period during which the results of the Business are affected in consequence of the occurrence or discovery beginning with the date from which the restrictions on the Premises are applied and ending not later than the Maximum Indemnity Period thereafter
- c) the Insurers will not be liable for any costs incurred in cleaning, repair, replacement or checking of property other than costs and expenses not exceeding the amount stated in the Certificate in any one Period of Insurance necessarily incurred with the Insurers' consent in cleaning and decontamination of the air-conditioning or water supply equipment at the Premises the use of which has been restricted on the order or advice of the competent local authority
- d) the Insurers will have no liability under this Extension if the Insured is at the time of the outbreak in breach of their statutory obligations in respect of the control of Legionellosis
- e) the Insurers' liability will not exceed £1 million overall and £25,000 in respect of cleaning costs any one occurrence and in all in any one Period of Insurance
- f) Maximum Indemnity Period will mean 3 months.

# COVERS APPLICABLE TO SECTIONS A AND B

The following Covers are only applicable to Sections A and B if indicated in the Certificate to be operative.

## COVER

### 1 FIRE

- a) Fire but excluding DAMAGE or CONSEQUENTIAL LOSS caused by:
- i) explosion resulting from fire
  - ii) earthquake or subterranean fire
- b) Lightning
- c) Explosion
- i) of boilers
  - ii) of gas used for domestic purposes only; and
  - iii) in respect of Section B: of any other boilers or economisers on the Premises
- but excluding DAMAGE or CONSEQUENTIAL LOSS caused by earthquake or subterranean fire.

### 2 THEFT

Theft or attempted theft or robbery or attempted robbery committed on the Premises including any directly resulting:

- a) DAMAGE to the Buildings falling to be borne by the Insured
- b) DAMAGE to fixed glass includes the reasonable costs of:
- i) any necessary boarding up or temporary glazing pending replacement of broken glass
  - ii) removing and refixing window fittings and other obstacles to replacement. Limited to £250 any one Incident
  - iii) the rewriting of signs and the writing, etching or replacement of graphics. Limited to £250 any one Incident
  - iv) DAMAGE to goods displayed caused by breakage of window. Limited to £250 any one Incident

but only if and so far as the glass is not more specifically Insured but excluding:

- 1) any loss, destruction or damage contributed to or caused by any person lawfully on the Premises
- 2) in respect of Section A in respect of each and every loss the greater of the amounts stated in the Certificate to be the Excess.

### 3 EXPLOSION

Explosion.

### 4 AIRCRAFT

Aircraft or other aerial devices or articles dropped therefrom.

### 5 RIOT

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 excluding:

- a) DAMAGE or CONSEQUENTIAL LOSS:
- i) arising from confiscation, requisition or destruction by order of the government or any public authority
  - ii) arising from cessation of work
- b) in respect of Section B CONSEQUENTIAL LOSS or DAMAGE arising from deliberate erasure, loss, distortion or corruption of information on computer systems or other records, programs or software.

### 6 RIOT AND MALICIOUS PERSONS

Riot, civil commotion, strikers, locked-out workers or persons taking part in labour disturbances or malicious persons excluding:

- a) DAMAGE or CONSEQUENTIAL LOSS:
- i) arising from confiscation, requisition or destruction by order of the government or any public authority
  - ii) arising from cessation of work
- b) as regards DAMAGE other than by fire or explosion directly caused by malicious persons not acting on behalf of or in connection with any political organisation:
- i) DAMAGE by theft or attempted theft
  - ii) in respect of Section A in respect of each and every loss the greater of the amounts stated in the Certificate to be the Excess
- c) in respect of Section B CONSEQUENTIAL LOSS or DAMAGE arising from deliberate erasure, loss, distortion or corruption of information on computer systems or other records programs or software.

### 7 EARTHQUAKE

Earthquake.

### 8 SUBTERRANEAN FIRE

Subterranean fire.

## 9 STORM

Storm excluding:

- a) DAMAGE or CONSEQUENTIAL LOSS caused by:
  - i) the escape of water from the normal confines of any natural or artificial water course, lake, reservoir, canal or dam
  - ii) inundation from the seawhether resulting from storm or otherwise
- b) DAMAGE or CONSEQUENTIAL LOSS attributable solely to change in the water table level
- c) DAMAGE or CONSEQUENTIAL LOSS caused by frost, subsidence, ground heave or landslip
- d) DAMAGE or CONSEQUENTIAL LOSS in respect of movable property in the open, fences and gates
- e) in respect of Section A in respect of each and every loss the greater of the amounts stated in the Certificate to be the Excess.

## 10 STORM AND FLOOD

Storm and flood excluding:

- a) DAMAGE or CONSEQUENTIAL LOSS attributable solely to change in the water table level other than for an amount not exceeding the amount stated in the Certificate during any one Period of Insurance
- b) DAMAGE or CONSEQUENTIAL LOSS caused by frost, subsidence, ground heave or landslip
- c) DAMAGE or CONSEQUENTIAL LOSS in respect of movable property in the open, fences and gates
- d) in respect of Section A in respect of each and every loss the greater of the amounts stated in the Certificate to be the Excess.

## 11 WATER DAMAGE OR ESCAPE OF FUEL OIL

Water damage, including all water ingress following storm or flood, escape of water and water related DAMAGE claims and resultant DAMAGE, or escape of fuel oil from any tank apparatus or pipe excluding:

- a) DAMAGE or CONSEQUENTIAL LOSS caused by water discharged or leaking from any automatic sprinkler installation
- b) in respect of Section A in respect of each and every loss the greater of the amounts stated in the Certificate to be the Excess.

## 12 SPRINKLER LEAKAGE

Accidental escape of water from any automatic sprinkler installation in the Premises excluding:

- a) DAMAGE or CONSEQUENTIAL LOSS caused by explosion, earthquake, subterranean fire or heat caused by fire
- b) in respect of Section A in respect of each and every loss the greater of the amounts stated in the Certificate to be the Excess.

## 13 IMPACT (THIRD PARTY ONLY)

Impact by any mechanically propelled vehicle or by goods falling therefrom or animal not belonging to or under the control of the Insured or any occupier of the Premises or their respective employees while in the course of their employment but excluding DAMAGE or CONSEQUENTIAL LOSS in respect of property in transit.

## 14 IMPACT

Impact by any mechanically propelled vehicle or by goods falling therefrom or animal but excluding:

- a) DAMAGE or CONSEQUENTIAL LOSS in respect of property in transit
- b) in respect of Section A the greater of the amounts stated in the Certificate to be the Excess in respect of each and every loss caused by DAMAGE by mechanically propelled vehicles or animals belonging to or under the control of the Insured or any occupier of the Premises or their respective employees while in the course of their employment.

## 15 SUBSIDENCE

Subsidence or ground heave of any part of the site on which the property stands or landslip excluding:

- a)
  - i) DAMAGE to land insured hereby unless also affecting a Building insured hereby
  - ii) CONSEQUENTIAL LOSS in respect of land insured hereby unless a building at the same Premises used by the Insured for the purpose of the Business is also damaged thereby
  - iii) DAMAGE or CONSEQUENTIAL LOSS in respect of outbuildings or garages to Residential Buildings unless the main building is also damaged thereby
- b) DAMAGE or CONSEQUENTIAL LOSS caused by or consisting of:
  - i) the normal settlement or bedding down of new structures
  - ii) the settlement or movement of made-up ground
  - iii) coastal or river erosion
  - iv) defective design or workmanship or the use of defective materials
  - v) Major Structural Alterations
- c)
  - i) DAMAGE
  - ii) loss resulting from destruction or damage which originated prior to the inception of this cover
- d) DAMAGE or CONSEQUENTIAL LOSS resulting from:
  - i) demolition, construction, major structural alteration or repair of any property
  - ii) groundworks or excavation at the same Premises

- e) in respect of Section A in respect of each and every loss the greater of the amounts stated in the Certificate to be the Excess.

## 16 ALL OTHER DAMAGE

All other accidental damage excluding:

- a) DAMAGE or CONSEQUENTIAL LOSS resulting from any:
  - i) of Covers 1 to 15
  - ii) of the causes expressly excluded from Covers 1 to 15

whether insured or not
- b) DAMAGE or CONSEQUENTIAL LOSS caused accidentally or fortuitously in respect of or to any, Commercial Premises, Residential Property or Residential portions of Commercial Premises by any Tenants
- c) DAMAGE or CONSEQUENTIAL LOSS caused by or consisting of:
  - i) inherent vice, latent defect, gradual deterioration, wear and tear, its own faulty or defective design or materials
  - ii) faulty or defective workmanship, operational error or omission on the part of the Insured or any of their employees

but this will not exclude subsequent DAMAGE or CONSEQUENTIAL LOSS which itself results from a cause which is not otherwise excluded
- d) DAMAGE or CONSEQUENTIAL LOSS caused by or consisting of:
  - i) corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, marring, scratching, vermin or insects
  - ii) change in temperature, colour, texture or finish DAMAGE or CONSEQUENTIAL LOSS consisting of:
  - iii) joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, superheaters, pressure vessels or any range of steam and feed piping in connection therewith
  - iv) mechanical or electrical breakdown or derangement of the particular machine, apparatus or equipment in which such breakdown or derangement originates
  - v) CONSEQUENTIAL LOSS caused by the deliberate act of a supply undertaking in withholding the supply of water, gas, electricity, fuel or telecommunications services except where such act is solely for the purpose of safeguarding human life

but this will not exclude:

- 1) such DAMAGE or CONSEQUENTIAL LOSS which itself results from any accidental loss, destruction or damage not otherwise excluded
- 2) subsequent DAMAGE or CONSEQUENTIAL LOSS which itself results from a cause which is not otherwise excluded
- e) DAMAGE or CONSEQUENTIAL LOSS caused by or consisting of acts of fraud or dishonesty but this will not exclude such DAMAGE or CONSEQUENTIAL LOSS if resulting from a cause which is not otherwise excluded
- f) DAMAGE caused by or consisting of or CONSEQUENTIAL LOSS arising directly or indirectly from disappearance, unexplained or inventory shortage, misfiling or misplacing of information
- g) in respect of Section B CONSEQUENTIAL LOSS or DAMAGE arising directly or indirectly from erasure, loss, distortion or corruption of information on computer systems or other records, programs or software
- h) i) in respect of Section A destruction of or damage to a building or structure caused by its own collapse or cracking
- ii) in respect of Section B loss resulting from destruction of or damage to a building or structure used by the Insured at the Premises caused by its own collapse or cracking
- i) in respect of Section A in respect of each and every loss the greater of the amounts stated in the Certificate to be the Excess.

# CLAUSES APPLICABLE TO SECTIONS A AND B

## GENERAL

## CLAUSES

## STANDARD

## CLAUSES

The following clauses apply to Section A.

### G1 ABORTIVE COSTS

The Insurers will pay reasonable costs and expenses incurred by the Insured with the Insurers' prior written consent in abortive repairs, investigations and tests for work not required following DAMAGE for which liability is admitted under this Policy.

### G2 ADVERSE POSSESSION

The Insurers will pay reasonable costs and expenses necessarily incurred with the Insurers' prior consent to remove or evict squatters from the Buildings.

Provided always that:

- a) the Insurers will not be liable for:
  - i) fines, penalties, compensation or damages arising in the course of removal or eviction
  - ii) occupation of squatters occurring prior to the inception of this cover
- b) the Insurers' liability will not exceed £50,000 any one occurrence
- c) such loss is not otherwise insured.

### G3 ARCHAEOLOGICAL DISCOVERIES

The Insurers will pay reasonable costs necessarily incurred in consequence of DAMAGE as insured hereby as a direct result of the Insured complying with their statutory obligations following the discovery of archaeological finds during site excavation.

Provided always that:

- a) the Insurers' liability will not exceed £250,000 any one occurrence
- b) the Insured does not have any pre-existing knowledge of the presence of archaeological remains prior to commencement of works.

### G4 ARCHITECTS', SURVEYORS', LEGAL AND CONSULTING ENGINEERS' FEES

- a) The insurance by each item on Buildings, includes an amount in respect of architects', surveyors', legal and consulting engineers' fees ("Fees").
- b) The insurance on Fees applies only to those necessarily and reasonably incurred in the reinstatement or repair of property insured consequent upon its loss or destruction or damage but not for preparing any claim it being understood that the amount payable under the item will not exceed in total its sum insured.

### G5 CLEARING OF DRAINS

The insurance by each item is extended to include loss as insured resulting from the failure of the foul or surface water drainage facilities servicing the Premises.

Provided always that:

- a) the Indemnity Period shall not commence until 72 hours after the DAMAGE shall have occurred
- b) the Insurers' liability any one occurrence under this clause will not exceed 25% of Sum Insured stated in the Certificate.

### G6 CONCERN FOR WELFARE COSTS

The Insurers will pay for DAMAGE caused by the police or persons acting under their control in gaining access to the Buildings as a result of their concern for the welfare of an occupier of the Premises.

Provided always that the Insurers will not be liable for costs incurred following DAMAGE caused by the police in the course of criminal investigations.

### G7 DESIGNATION

For the purpose of determining where necessary the heading under which any property is insured the Insurers agree to accept the designation under which such property has been entered in the Insured's books.

### G8 EMERGENCY SERVICES

The Insurers will pay the costs and expenses incurred by the Insured following DAMAGE resulting from the actions of the emergency services including deliberate acts where such deliberate acts are for the purpose of safeguarding human life or minimising DAMAGE as insured hereby.

The Insurers' liability will not exceed £10,000 any one occurrence.

## G9 FIRE EXTINGUISHMENT EXPENSES

The Insurers will pay the reasonable costs incurred by the Insured in respect of:

- a) refilling fire extinguishing appliances
- b) recharging gas flooding systems
- c) replacing used sprinkler heads
- d) refilling sprinkler tanks where costs are metered
- e) resetting fire and intruder alarms and closed circuit television systems
- f) public fire brigade charges for which the Insured may be assessed

all in consequence of DAMAGE as insured hereby.

Permission is given without prejudice to this Policy to disconnect or render inoperative any fire protection equipment for any reason for any one period not exceeding 7 consecutive days.

## G10 FLY TIPPING

The Insurers will pay reasonable costs necessarily incurred in clearing and removing any property in consequence of its being illegally deposited in, on or around the Premises.

Provided always that the Insurers' liability will not exceed the £25,000 any one occurrence or in all in any one Period of Insurance.

## G11 INDEX LINKING

Where so indicated in the Certificate the sum insured will be adjusted during the Period of Insurance in accordance with fluctuations in suitable indices of cost.

In the event of loss the sum insured will continue to be adjusted in accordance with fluctuations in the indices during the period necessary for completion of repair or reinstatement provided that repair or reinstatement is carried out without unreasonable delay.

The premium will remain unchanged during the Period of Insurance but at each renewal the premium will be calculated on the revised sum insured.

## G12 INVOLUNTARY BETTERMENT

In the event that new property of the like, kind and quality is not obtainable following DAMAGE property which is as similar as possible to that which has sustained DAMAGE and which is capable of performing the same function will be deemed to be new property of the like, kind and quality and will not be considered to be betterment to the Insured.

In the event of replacement with new property the Insurers will pay the cost of purchasing and installing technologically current equipment which is necessitated by incompatibility between:

- a) new equipment installed to replace equipment which has sustained DAMAGE
- b) undamaged existing equipment at the same or an independent location.

## G13 LANDSCAPED GARDENS

The Insurers will pay costs and expenses incurred with their consent in making good destruction of or damage to landscaped gardens or grounds at the Premises caused by DAMAGE as insured hereby but excluding:

- a) the cost of movement of soil other than as necessary for surface preparation
- b) the failure of trees, shrubs or turf to become established following replanting
- c) the failure of seeds to germinate. Provided

always that:

- i) the Insurers will not be liable for the Excess stated in the Certificate whichever is the greater in respect of each and every loss arising from DAMAGE caused by Storm, Flood or Malicious Persons (other than by Fire or Explosion) not acting on behalf of or in connection with any political organisation or any other risk falling within Cover 16 – 'All Other Damage'
- ii) the Insurers' liability any one occurrence will not exceed £10,000.

## G14 LOSS MINIMISATION AND PREVENTION EXPENDITURE

The Insurers will pay reasonable costs and expenses necessarily incurred by the Insured with the consent of the Insurers for the sole purpose of avoiding or diminishing the amount of a loss following DAMAGE which but for that expenditure would have occurred, including but not limited to the clerical costs necessarily incurred in re-writing, redrawing or reproducing plans, drawings or other documents needed in carrying out any of the work needed to achieve this.

The Insurers' liability any one occurrence will not exceed £25,000.

## G15 METERED UTILITIES

The Insurers will pay the costs for which the Insured is responsible in respect of loss of metered water, gas, oil or electricity supplies resulting in consequence of DAMAGE as insured hereby provided always that the amount payable in respect of any one Premises is limited to such excess charges demanded by the supply authority.

Provided always that:

- a) the Insured must take remedial action within 30 days of the occurrence of Damage; and
- b) the Insurers' liability will not exceed £50,000 any one occurrence.

## G16 OBSOLETE BUILDING MATERIALS

The Insurers will pay the reasonable additional cost incurred in repair of DAMAGE to materials which given consideration to the knowledge at the time of installation, construction or fitting were deemed fit for purpose but at the date of loss are no longer deemed so with alternative materials currently considered appropriate for purpose.

The Buildings will not be regarded as being better or more extensive than when new provided that the Insurers' liability shall not exceed 10% of the Declared Value/Sum Insured of such Buildings in respect of such additional costs.

## G17 OPTION TO REPAIR

The insurance by each item on Buildings extends to include the additional costs of rebuilding (or of restoring the damaged parts) incurred solely as a result of any terms in the lease that allow for the tenants or lessees to remain in occupation of the Premises during the period necessary to repair or reinstate the DAMAGE.

Provided that:

- a) the Insurers' liability in respect of any one item under this clause shall not exceed 20% of the Declared Value or Sum Insured by the relevant item
- b) for the purposes of the Condition of Average (Underinsurance) rebuilding costs shall be exclusive of such additional costs of rebuilding (or of restoring the damaged parts)
- c) the liability of the Insurers' may exceed the Sum Insured by an individual item on Buildings or in the whole the total Sum Insured where such increase is solely in respect of such additional costs of rebuilding (or of restoring the damaged parts).

## G18 PUBLIC RELATIONS EXPENSES

The Insurers will pay reasonable costs incurred by the Insured if as a result of loss or destruction of or damage to any Building insured hereby caused by an operative Cover the Insured needs to employ suitable public relations personnel to deal with press and public announcements or other necessary activities but not exceeding £15,000 any one occurrence.

## G19 REMOVAL OF DEBRIS

The Insurers will pay costs and expenses necessarily incurred by the Insured with the consent of the Insurers in:

- a) removing debris, dismantling, demolishing, shoring up and propping portions of the Buildings
- b) clearing cleaning and/or repairing services
- c) weatherproofing

- d) decontamination and/or decommissioning the Building
- e) removing undamaged property
- f) fencing the area
- g) undertaking temporary repairs
- h) removal of tenants contents not otherwise insured.

The Insurers' liability under this clause and this Policy in respect of any item will in no case exceed its sum insured.

The Insurers will not pay for any costs or expenses:

- i) incurred in removing debris from outside the site of the Premises other than from the drains or the surface area within a 1 mile radius from the boundary of the Premises
- ii) in respect of DAMAGE which occurred prior to the granting of cover under this insurance provided that in respect of pollution or contamination the Insurers' liability arising from the removal of debris from car parks, roads, pavements and similar surfaces all constructed of solid materials as defined within Buildings shall not exceed £1,000,000 in any one Period of Insurance
- iii) Pollution or Contamination of property not insured by this Policy.

## G20 REPLACEMENT OF KEYS AND RESETTING OF DIGITAL LOCKS

The Insurers will pay reasonable costs and expenses necessarily incurred by the Insured for the replacement of locks or resetting of digital locks following the loss of keys to the Premises from the private residence or person of the Insured or an authorised representative.

Provided always that the Insurers' liability will not exceed £5,000 any one occurrence.

## G21 TRACE AND ACCESS

It is agreed that in the event of DAMAGE resulting from Water Damage or Escape of Fuel Oil or Sprinkler Leakage if insured hereby this Section includes reasonable costs and expenses necessarily incurred in:

- a) locating the source of such DAMAGE
- b) the subsequent making good of damage caused as a consequence thereof.

Provided always that the Insurers' liability will not exceed £5,000 any one occurrence.

## G22 TREE FELLING OR LOPPING

The Insurers will pay reasonable costs and expenses necessarily incurred in felling, lopping and removing trees for which the Insured are legally responsible and which are an immediate threat to the safety of life or property.

Provided always that the Insurers will not be liable:

- a) for legal or local authority costs involved in removing trees
- b) for costs incurred solely to comply with a Preservation Order
- c) for the costs incurred in respect of routine maintenance.

The Insurers' liability will not exceed £5,000 any one occurrence and £10,000 in any one Period of Insurance.

## G23 TREE REMOVAL

The Insurers will pay reasonable costs and expenses necessarily incurred in removing fallen trees and branches from the Premises resulting from any of the Covers insured hereby.

## G24 UNAUTHORISED USE OF ELECTRICITY, GAS, OIL, WATER OR TELECOMMUNICATIONS

The Insurers will pay the cost of metered electricity, gas, oil, water or telecommunications for which the Insured are legally responsible arising from its unauthorised use by persons taking possession, keeping possession or occupying the Premises without the Insured's authority provided always that all practicable steps are taken to terminate such unauthorised use as soon as it is discovered.

Provided always that the Insurers' liability will not exceed £50,000 any one occurrence.

## G25 UPGRADING SPRINKLER INSTALLATIONS

The Insurers will pay the additional costs incurred following loss or destruction of or damage to the automatic sprinkler installation at the Premises by any Cover insured hereby in the event that on repair or reinstatement thereof the Insurers require the installation to conform to the Loss Prevention Council Rules for Automatic Sprinkler Installations current at that time.

It is agreed that the total amount recoverable under any item of this Section will not exceed its sum insured.

The following clauses apply to Section B Specification I.

## G26 COST OF RE-LETTING

**This cover is only applicable if indicated in the Certificate to be operative**

The Insurers will pay reasonable costs and expenses necessarily incurred with their consent during the Indemnity Period in re-letting the Premises including legal fees in connection with the re-letting solely in consequence of the Incident.

## G27 NEW BUSINESS

For the purpose of any claim arising from an Incident occurring before the completion of the first year's trading of the Business at the Premises the term 'Standard Rent Receivable' will bear the following meaning and not as within stated:

Standard Rent Receivable – The proportional equivalent for a period equal to the Indemnity Period of the Rent Receivable realised during the period between the commencement of the Business and the date of the Incident. Adjustments will be made as may be necessary to provide for:

- a) the trend of the Business; and
- b) variations in or other circumstances affecting the Business

whether before or after the Incident or which would have affected the Business had the Incident not occurred so that the figures thus adjusted will represent as nearly as may be reasonably practicable the results which but for the Incident would have been obtained during the relative period after the Incident.

## G28 PAYMENTS ON ACCOUNT

Payments on account may be made during the Indemnity Period if required by the Insured subject to any necessary adjustments at the end of the Indemnity Period.

The following clauses apply to Sections A and B.

## G29 SEVENTY TWO HOUR CLAUSE

It is agreed that all losses arising separately out of one event of Storm and Flood Water Damage or Escape of Fuel Oil or Earthquake if insured hereby occurring within each and every separate period of 72 hours during the currency of this Section will be deemed to be one occurrence in determining the application of any deductible or Excess amount applicable hereunder.

### G30 AUTOMATIC REINSTATEMENT OF LOSS

In the absence of written notice by the Insurers or the Insured to the contrary as soon as reasonably practicable of notification to the Insurers of the DAMAGE or loss the insurance hereby will not be reduced by the amount of any loss in consideration of which the Insured will pay the appropriate extra premium on the amount of the loss from the date thereof to the expiry of the Period of Insurance provided that the Insured will where applicable take immediate steps to effect such additions to or variations in the protection of the property insured as the Insurers may require.

### G31 PROFESSIONAL ACCOUNTANTS

Any particulars or details contained in the Insured's books of account or other business books or documents which may be required by the Insurers under the Claims Procedure Condition of this Policy 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 the Insured and their reports will be prima facie evidence of the particulars and details to which such reports relate.

The Insurers will pay to the Insured the reasonable charges payable by the Insured to their professional accountants for producing such particulars or any other proofs, information or evidence as may be required by the Insurers under the terms of the Claims Procedure Condition of this Policy and reporting that such particulars or details are in accordance with the Insured's books of account or other business books or documents provided always that the sum of the amount payable under this clause and the amount otherwise payable under this Policy will in no case exceed the Sum Insured or the Insurers limit of liability as stated.

### G32 INDEXATION

The Insurers automatically agree to extend the Day One Building Value by an additional 7.5% in respect of Buildings purchased by the Insured pending their own professional insurance valuation such valuation shall be carried out within 90 days of the Insured purchasing the Building.

This extension shall not limit the Insured's right to a recovery under any other section and/or clause under the Policy.

### G33 MUNITIONS OF WAR

General Exclusion 2 War Risks will not apply to DAMAGE or CONSEQUENTIAL LOSS occasioned by the detonation of munitions of war or parts thereof within 1,000 metres of the Premises provided always that the presence of such munitions does not result from a state of war current at the time of detonation.

The following clauses apply to Section A.

### G34 LOSS OF LICENCE

If due to a reason beyond the Insured's power or control the Licence is revoked, suspended or forfeited under the provisions of the legislation governing such Licences the Insurers will pay the depreciation in value of the Insured's interest in the Premises and reasonable costs and expenses incurred by the Insured with the Insurers' written consent for any appeal.

Provided always that:

- a) the Insurers will not be liable in the event that revocation, suspension or forfeiture arises directly or indirectly from any:
  - i) compulsory purchase order or improvement or redevelopment of the area by any local authority
  - ii) alteration of the legislation affecting the grant, suspension, surrender or forfeiture of licences
- b) the Insurers will not be liable if the Insured are entitled to obtain compensation under the provisions of any legislation
- c) the Insured must notify the Insurers as soon as reasonably possible and give the Insurers all the assistance that may reasonably be required as soon as the Insured learn of any:
  - i) complaint against the Premises or its control
  - ii) proceedings against or conviction of the licence holder, designated premises supervisor, manager, tenant or occupier of the Premises for any breach of the licensing legislation or any matter whereby the character or reputation of the person concerned is affected or called in question with regard to their honesty, moral standing or sobriety
  - iii) change in tenancy or management of the Premises
  - iv) transfer or proposed transfer of the Licence
  - v) alteration in the purpose for which the Premises are used
  - vi) application for review or other circumstances which may endanger the Licence
- d) the Insurers' liability will not exceed the amount stated in the Certificate.

# ADAPTATION CLAUSES (GREEN ISSUES AND CLIMATE CHANGE)

## STANDARD CLAUSES

The following clauses apply to Section A.

### A1 ENERGY PERFORMANCE AND SUSTAINABLE BUILDINGS

The insurance under each item on Buildings includes:

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

Provided always that:

- i) the Insurers will not be liable for any undamaged portions of the property insured
- ii) the Insurers will not be liable for the amount of any charge or assessment arising out of capital appreciation which may be payable in respect of the property or by the owner thereof by reason of the works funded by the application of this clause
- iii) the Insurers will not be liable for the cost incurred in complying with prevailing European Community or building or other regulations under or framed in pursuance of any Act of Parliament or bye-laws of any public authority under which notice has been served upon the Insured prior to the happening of the DAMAGE
- iv) if the liability of the Insurers under any item of this Policy other than this clause is reduced by the application of any of the terms and conditions of this Policy then the liability of the Insurers under this clause in respect of any such item will be reduced in like proportion
- v) the Insurers' liability under this clause in respect of any one occurrence and in total in any one Period of Insurance will not exceed the amount stated in the Certificate.

### A2 DEBRIS RECYCLING

In the event of loss or destruction of or damage to property insured – Buildings by an operative Cover the insurance under this Section includes additional expenses incurred with the Insurers' prior written consent to sort, segregate and transport recyclable debris of the damaged Building to recycling facilities.

Provided always that:

- a) the liability of the Insurers under this clause in respect of any one occurrence is limited to 25% of the total amount paid or payable by the Insurers under the Removal of Debris clause in connection with the same occurrence
- b) the Insurers will not be liable for the first 10% of all costs otherwise payable under this clause.

# CONTINGENT COVER CLAUSES

## STANDARD CLAUSES

### C1 NON AGGREGATION CLAUSE

In respect of the following clauses C3, C5, C8, C9, C10, C11 and C12:

- a) should there be in force any other insurance providing cover against such claim then the liability of the Insurers will be limited to its rateable proportion of such claims and the limit of liability detailed herein will be reduced in like proportion
- b) should there be a single incident of loss, destruction or damage for which the Insured is entitled to claim indemnity under more than one Contingent Cover Clause the Insurers' liability under each clause will not aggregate but will be restricted in total to that detailed under the applicable clause with the highest limit.

The following clauses apply to Section A.

### C2 TENANTS IMPROVEMENTS

Tenants improvements that have now passed to ownership of the Insured following disposal by previous tenant(s) will be deemed to be included within the sum insured stated on the individual property certificate subject to the following:

- a) proof of ownership including copy of lease termination
- b) the Building sum insured being adequate to include such items (if the sum insured is not adequate it will be deemed that the sum insured relates to structure of the Building only)
- c) excludes carpets, curtains, blinds, light fittings and any un-fixed fixture and fitting.

The Insurers' liability will not exceed £100,000 any one occurrence.

### C3 PRIVACY OF CONTRACT

The Insurers will subject to the Special Conditions stated below pay all such sums as the Insured will become legally liable to pay and will pay as indemnity to any tenant in respect of the repair or reinstatement of premises previously owned but which are no longer the property of the Insured and where the current owner has failed to maintain adequate insurance cover.

#### Special Conditions

- a) The insurance by this clause will not contribute in respect of any more particular insurance effected by the new owner, tenants or sub-tenants
- b) the Insured will take all reasonable and appropriate steps to obtain release from their liabilities under the covenants to insure such property on its disposal

- c) this clause will only be effective if the Insurers are the sole provider of Buildings Insurance in respect of the Insured's properties owned in connection with the Business as defined in the Certificate and where the Insured have an obligation to arrange such insurance.

Provided always that the Insurers' liability under this clause will not exceed £1,000,000 any one occurrence or in all in any one Period of Insurance.

### C4 TEMPORARY REMOVAL

The property insured by Section A is also covered while temporarily removed for cleaning, renovation, repair or similar purposes elsewhere and in transit thereto and therefrom all in Great Britain and Northern Ireland.

Provided always that:

- a) the insurance includes any parts of the Buildings temporarily removed for cleaning, renovation or repair or display or similar purposes anywhere within the Territorial Limits
- b) this clause does not apply to property in so far as it is otherwise insured.

### C5 VALUE ADDED TAX

The insurance by each item on Buildings includes Value Added Tax paid by the Insured which is not subsequently recoverable.

Provided always that:

- a) i) the Insured's liability for such tax arises solely as a result of the reinstatement or repair of the Buildings to which such items relate following DAMAGE
- ii) the Insurers have paid or have agreed to pay for such DAMAGE
- iii) if any payment made by the Insurers in respect of the reinstatement or repair of such DAMAGE is less than the actual cost of the reinstatement or repair any payment under this clause resulting from that DAMAGE will be reduced in like proportion
- iv) where a building has not been registered for Value Added Tax the sum insured advised to the Insurers will include an appropriate allowance for Value Added Tax
- b) the Insured's liability for such tax does not arise from the replacement building having greater floor area than or being better or more extensive than the destroyed or damaged building
- c) where an option to reinstate on another site is exercised the Insurers' liability under this clause will not exceed the amount of tax that would have been payable had the building been rebuilt on its original site

- d) the Insurers' liability under this clause will not include amounts payable by the Insured as penalties or interest for non-payment or late payment of tax.

**Notes**

- 1 For the purposes of any Condition of Average (Underinsurance) rebuilding costs will be exclusive of Value Added Tax.
- 2 The liability of the Insurers may exceed the sum insured by an item or in the whole the Total sum insured where such excess is solely in respect of Value Added Tax.
- 3 All the terms and conditions of this Policy except in so far as they are varied hereby will apply as if they had been incorporated herein.

The following clauses apply to Sections A and B.

## C6 CAPITAL ADDITIONS

- a) Section A includes alterations, additions and improvements to Buildings, insured hereby but not in respect of any appreciation in value
- b) Specification I of Section BI includes Rent Receivable:
  - i) of the aforesaid Buildings
  - ii) of existing Buildings which are newly let but where Rent Receivable has not been previously insured

where such alterations, additions, improvements and lettings are made during the current Period of Insurance.

Provided always that:

- 1) at any one situation this cover will not exceed £5,000,000
- 2) the Insured undertakes to give particulars of such extension of cover within 90 days and to effect specific insurance thereon retrospective to the date of the commencement of the Insurers' liability
- 3) the provisions of this clause will be fully maintained notwithstanding any specific insurance effected under 2 above.

## C7 FAILURE OF THIRD PARTY INSURANCES

Section A includes Buildings and Specification I to Section B includes Rent Receivable at the Premises defined below for the amount of such loss, destruction or damage to such Buildings or such loss of Rent Receivable in accordance with the terms, conditions, exclusions, provisions and definitions of this Policy but only to the extent that the lessee or freeholder is unable to recover such an amount equivalent to that which could be payable under this Policy if the lessee or freeholder were the Insured as a result of:

- a) the lessee or freeholder having failed to arrange or maintain insurance to comply with the terms of the lease
- b) the lessee or freeholder having failed to insure for an adequate amount whether the amount insured had been approved by the Insured or not

but excluding any payments in respect of loss, destruction or damage or loss of Rent Receivable that the Insured recovers or is able to recover from any other party.

Provided always that:

- i) the Insurers' liability will not exceed the amount stated in the Certificate any one Premises
- ii) no amount will be recoverable:
  - 1) due to the operation of any Excess or deductible under any more specific insurance
  - 2) where the lessee or freeholder's policy fails due to the breach of any condition or warranty contained within the lessee or freeholder's policy as a result of the action of the Insured
  - 3) due to the failure of the lessee or freeholder to make or pursue a legitimate insurance claim
  - 4) unless the Insured carry out at not less than annual intervals a check of all properties owned by them or leased by them and for which they are responsible to ensure that effective insurance is in force for such properties
- iii) for the purposes of this clause 'Premises' will mean all properties of the Insured anywhere in the United Kingdom which are leased to or by them but not specifically insured or referred to elsewhere under this Policy and where the lessee or freeholder is responsible for arranging insurance under the terms of a lease with the Insured.

### Special Conditions Applicable to this Clause

- 1 The Insurers will not be liable in respect of Rent Receivable unless the Building to which the Rent Receivable relates be so damaged as to be rendered unfit for occupation and then only for such proportion of the rent payable as may be equivalent to the period necessary for reinstating the destruction or damage sustained but not exceeding 36 months.
- 2 This clause will only take effect if the Insurers are the sole provider of Buildings Insurance in respect of the Insured's properties owned in connection with the Business as defined in the Certificate and where the Insured have an obligation to arrange such insurance.

## C8 INADVERTENT OMISSION TO INSURE

Section A includes Buildings in Great Britain and Northern Ireland and Specification I to Section B includes Rent Receivable in respect thereof where by the Insured have an obligation to insure whether the Buildings are owned by or on lease to them or in which they are interested as mortgagees but which have inadvertently been left uninsured.

Provided always that:

- a) the liability of the Insurers in no case exceeds £5,000,000 any one occurrence
- b) the Insured will give notice in writing to the Insurers immediately they become aware of an omission to insure and will pay the appropriate premium from the date upon which the insurance of the property became the Insured's responsibility
- c) the Insured will carry out at not less than annual intervals a check of all properties owned by them or leased by them and for which they are responsible to ensure that effective insurance is in force for such properties.

## C9 NEW ACQUISITIONS

- a) Section A includes any newly acquired or constructed Buildings, in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands in so far as the same are not otherwise insured
- b) Specification I of Section B includes Rent Receivable of the aforesaid Buildings

where such acquisition or construction occurs during the current Period of Insurance.

Provided always that:

- i) at any one situation this cover will not exceed the amount stated in the Certificate
- ii) the Insured undertakes to give particulars of such extension of cover as soon as practicable and to effect specific insurance thereon retrospective to the date of the commencement of the Insurers' liability
- iii) the provisions of this clause will be fully maintained notwithstanding any specific insurance effected under ii) above.

# CONTRACT

## WORKS

## CLAUSES

### STANDARD CLAUSES

The following clauses apply to Sections A and B.

#### CW1 CONTRACT ALL RISKS

In respect of refurbishment work and extensions to existing structures only Sections A and Specification I to Section B include DAMAGE or CONSEQUENTIAL LOSS in respect of property or structures in the course of construction or erection and materials or supplies in connection with all such property in course of construction or erection.

Provided always that:

- a) the liability of the Insurers will in no case exceed £1,000,000 any one occurrence
- b) this clause will not apply:
  - i) where the contract value exceeds the amount stated in the Certificate
  - ii) where more specific insurance is in force.

#### CW2 CONTRACTORS' INTEREST

Where the Insured is required to effect insurance on the Buildings in the joint names of themselves and the contractor under the terms of a contract condition then the interest of the contractor in the Buildings as a joint insured is hereby noted subject to any single contract valued in excess of the amount stated in the Certificate being advised to the Insurers and an additional premium being paid as appropriate.

The liability of the Insurers will in no case exceed £1,000,000 any one occurrence, subject to an Excess of £250 per occurrence.

#### CW3 WORKMEN

Workmen are allowed to work in the Buildings for the purposes of effecting any repairs, minor additions and alterations or decorations without prejudice to this insurance.

# INTERESTED PARTIES CLAUSES

## STANDARD CLAUSES

The following clauses apply to Section A.

### 11 CONTRACTING PURCHASER'S INTEREST

If at the time of DAMAGE the Insured have contracted to sell their interest in any Building hereby insured and the purchase has not been but is thereafter completed the purchaser on completion of the purchase if and so far as the property is not otherwise insured against such DAMAGE by them or on their behalf will be entitled to benefit under this Section without prejudice to the rights and liabilities of the Insured or the Insurers until completion.

### 12 HIRE AGREEMENT

It is agreed that the interest of owners of hired in equipment are noted at the request of the Insured. The Insured undertake to declare the names, nature and extent of such interests at the time of the DAMAGE.

The following clauses apply to Sections A and B.

### 13 MORTGAGEES AND LESSORS

Any increase in the risk of DAMAGE or CONSEQUENTIAL LOSS resulting from any act or neglect of any mortgagor, leaseholder, lessee or occupier of any Buildings insured by this Policy will not prejudice the interest of any mortgagee, freeholder or lessor provided always that such increase in risk is without their prior knowledge or authority and the Insurers are notified immediately they become aware of such increase in risk and the Insured pay an appropriate additional premium if required.

### 14 NON-INVALIDATION

The insurance under Sections A and B will not be invalidated by any act or omission or by any alteration whereby the risk of DAMAGE or CONSEQUENTIAL LOSS is increased unknown to or beyond the control of the Insured provided always that the Insured immediately they become aware thereof gives notice to the Insurers and pay an appropriate additional premium if required.

### 15 OTHER INTERESTS

It is agreed that the interest of various lessees, freeholders, mortgagees or debenture holders in this insurance are noted at the request of the Insured. The Insured undertake to declare the names, nature and extent of such interests at the time of the DAMAGE.

## 16 SUBROGATION WAIVER

Any claimant under the Policy shall at the request and at the expense of the Insurers take and permit to be taken all necessary steps in the name of the Insured for enforcing rights against any other party before or after any payment is made by the Insurers.

The Insurers shall not enforce any rights against:

- a) any Company standing in the relation of Parent to Subsidiary or Subsidiary to Parent to the Insured as defined in the Companies Act or Companies (N.I.) Order as appropriate current at the time of the DAMAGE
- b) any Subsidiary of a Parent Company of which the Insured are themselves 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 DAMAGE
- c) any tenant, concessionaire, licensee or lessee in respect of DAMAGE where the premium has been paid by the tenant or lessee unless such DAMAGE arises out of a criminal or malicious act of the tenant, concessionaire, licensee or lessee
- d) any managing agent engaged by the Insured with the Insured's permission and agreed by the Insurers in respect of any claims settlement made by the Insurers in accordance with Section A – Material Damage and Section B – Business Interruption.

For the purpose of this Policy the premium will have deemed to be paid if the monies have not been received by the Insured because terms of credit remain in force at the time of an occurrence.

## 17 COMPOSITE INSURED (NON VITIATION)

Where any party or parties are noted as being Composite Insured in the Certificate then any non disclosure, misrepresentation or failure to comply with Policy terms and conditions on their part or on the part of the Insured will not prejudice the rights of the other party or parties provided that the other party or parties will immediately on becoming aware of such non disclosure, misrepresentation or failure to comply with Policy conditions give notice in writing to the Insurers.

# RESIDENTIAL BUILDINGS CLAUSES

## STANDARD CLAUSES

The following clauses apply to Section A.

### R1 ALTERNATIVE ACCOMMODATION

In the event of any DAMAGE as insured hereby resulting in a Residential Building or residential portion of a Commercial Building insured hereby being uninhabitable or access being prevented to such property Section A includes for each dwelling either:

- a) the additional cost of alternative accommodation for the tenants including temporary furniture storage costs and accommodation costs for domestic pets provided this cover shall not exceed 25% of the Buildings Sum Insured; or
- b) a cash allowance not exceeding 25% of the amount payable under a) above until the residential portion is habitable or accessible provided that this cover shall not exceed 25% of the Buildings Sum Insured applicable to the residential portion of the damaged Premises.

The insurance provided by this clause is subject otherwise to the terms of all business interruption clauses in so far as they are capable of being applied.

### R2 REMOVAL OF NESTS

Section A includes the cost of removing wasps or bees' nests and vermin from Residential Buildings.

Provided always that the Insurers:

- a) will not be liable for £1,000 any one claim
- b) will not be liable for the cost of removing nests or infestations already in the Buildings before the inception of this insurance.

The following clause applies to Sections A and B.

### R3 DAMAGE BY TENANTS AND PERSONS LAWFULLY ON THE PREMISES

This cover is only applicable if indicated in the Certificate to be operative.

In respect of Residential Premises or residential portions of Commercial Premises DAMAGE or CONSEQUENTIAL LOSS resulting from the Covers of:

- a) Theft
- b) Riot and Malicious Persons

caused or perpetrated by persons lawfully on the Premises is excluded.

The Insurers' liability under this clause will not exceed £25,000 in any one Period of Insurance.

### R4 SECURITY DEFAULT

General condition 2 – cancellation is amended by adding the following paragraphs to the end.

In the event that the Insurers have a financial strength rating from A.M Best Co. ("AM Best") or from Standard & Poor's Ratings Services ("S&P"), and neither (1) the rating by AM Best is equal to or above A-, nor (2) the rating by S&P is equal to or above BBB (hereinafter "Financial Strength Rating Downgrade" and the relevant rating agency hereinafter the "Rating Agency"), then this Policy may be cancelled by the Insured by mailing written notice to the Insurers or by surrender of this Policy to the Insurers or their authorised agent (the date of such mailing or the date of such surrender, as the case may be, hereinafter the "Cancellation Date"), in either case within 30 days after such Financial Strength Downgrade, as measured from the date of the announcement (either a posting on its website or a press release) by the Rating Agency which results in such Financial Strength Downgrade (such date of announcement, hereinafter the "Downgrade Date").

If this Policy is cancelled by the Insured in accordance with this clause, the Insurers shall retain the pro rata proportion of the premium herein, the minimum earned premium (if any) or the actual earned premium calculated as of the Cancellation Date (if the Policy is subject to audit or reporting provisions), whichever is greater.

In the event there are any notified, reserved or paid circumstances or claims, the entire premium shall be deemed fully earned unless the Insured withdraws such circumstance or claims and reimburses the Insurers for any payments made under the Policy. Any return of premium shall also be subject to a written full release of liability from the Insured.

If this Policy is cancelled by the Insured 30 days or more after such Downgrade Date, then the Insurer shall retain premium as calculated per the original General condition 2 – cancellation.

# CONDITIONS APPLICABLE TO SECTIONS A AND B

or unauthorised entry to the Unoccupied area becoming evident or known to the Insured or their representative.

b) the Excess applicable in respect of DAMAGE caused by Theft and Malicious Persons is £2,500 and the Excess applicable in respect of DAMAGE caused by Storm & Flood, Water Damage and Sprinkler Leakage is £5,000.

The following condition applies to Section A only.

## 1. CONDITION OF AVERAGE (UNDERINSURANCE)

The sum insured by each item other than those applying solely to Fees, Rent or Removal of Debris and in respect of each separate property insured is declared to be separately subject to Average.

Where a sum insured is declared subject to Average if such sum is at the commencement of any DAMAGE less than the value of the property covered within such sum insured the amount payable by the Insurers in respect of such DAMAGE will be proportionately reduced.

If the loss is settled under Supplementary Condition 1 to Section A the Declared Value shall be 120% of the base value shown or if no base value is shown it shall be deemed the Sum Insured.

This condition will not apply provided that the Insured have carried out regular valuations utilising qualified RICS (Royal Institution of Chartered Surveyors) members at intervals of not more than 5 years and:

- a) where necessary increased the sums insured to at least the amount stated in the valuation; and
- b) made appropriate allowance in sums insured for inflationary increases in the period between valuations

The following condition applies to Sections A and B.

## 2. REASONABLE PRECAUTIONS

The insured shall take all reasonable precautions to avoid DAMAGE, loss and accident and maintain the Buildings in a good state of repair at all times.

## 3. UNOCCUPIED BUILDINGS

In respect of any Building that is wholly or partly unoccupied it is a condition precedent to liability that:

- 1) All gas and electrical services within the Unoccupied property are switched off at the mains except for any electrical circuits required to maintain any fire and intruder alarm, security protections and timed lights, heating systems and fridges or freezers.
- 2) The water system to the Unoccupied portion of the building must be isolated at the mains and completely drained or the heating systems has been set at a minimum temperature of 5 degrees Celsius during the period 1st October to 1st April each year.
- 3) All accumulations of mail or other combustible waste materials that form ready fuel for a fire should be removed from within the Unoccupied portion of the building.
- 4) The Unoccupied portion of the building must be secured against unlawful entry by closing and locking its doors and windows and setting all its security and alarm systems.
- 5) The Unoccupied portion of the building is subject to a programme of comprehensive internal and external inspections undertaken by an authorised representative of the insured to ensure continued compliance with the other terms of this condition. Inspections should commence within the initial 14 days following the property becoming Unoccupied and continue at intervals not exceeding 14 days thereafter. Inspection results are to be recorded and retained at a separate location during the period of unoccupancy; and any new accumulations of junk mail found during such inspection should be removed.

- 6) The Insurers are to be notified within 7 days in the event of damage

# EXCLUSIONS APPLICABLE TO SECTIONS A AND B

Sections A and B do not cover:

## 1. CONSEQUENTIAL LOSS

in respect of Section A consequential loss of any kind or description except as provided for under clause RI

– Alternative Accommodation and Loss of Rent

## 2. CONTRACT WORKS OR PROPERTY MORE SPECIFICALLY INSURED

DAMAGE or CONSEQUENTIAL LOSS in respect of:

- a. property or structures in course of construction or erection and materials or supplies in connection with all such property in course of construction or erection other than as specifically allowed for under the Contract All Risks clause. The Insurers' liability will not exceed £100,000 any one occurrence
- b. property more specifically insured

## 3. ILLEGAL CULTIVATION OF DRUGS

DAMAGE or CONSEQUENTIAL LOSS resulting from the illegal cultivation of drugs

## 4. LAND

- c. in respect of Section A:  
any loss or destruction of or damage to land

- d. in respect of Section B:  
CONSEQUENTIAL LOSS caused by loss or destruction of or damage to land

other than for an amount of any loss of less than the amount stated in the Certificate in total in respect of land to a depth of up to one metre the Insured's own or for which they are responsible within the perimeter of the Premises provided always that such loss is not otherwise excluded

## 5. NORTHERN IRELAND CIVIL COMMOTION

in respect of Northern Ireland DAMAGE or CONSEQUENTIAL LOSS occasioned by or happening through or in consequence directly or indirectly of riot or civil commotion and except in respect of DAMAGE or CONSEQUENTIAL LOSS by fire or explosion strikers, locked out workers or persons taking part in labour disturbances or malicious persons

## 6. PERSONS LAWFULLY ON THE PREMISES

DAMAGE or CONSEQUENTIAL LOSS resulting from the Covers of:

- a. Theft
- b. Riot and Malicious Persons  
caused or perpetrated by persons lawfully on the Premises

## 7. POLLUTION OR CONTAMINATION

- a. in respect of Section A:  
loss or destruction or damage caused by pollution or contamination but this will not exclude destruction of or damage to property insured not otherwise excluded caused by:
  - i. pollution or contamination which itself results from any of Covers 1 to 15 inclusive hereby insured against
  - ii. any of Covers 1 to 15 inclusive hereby insured against which itself results from pollution or contamination
  - iii. where Cover 16 – All Other Damage is operative sudden, identifiable, unintended and unexpected pollution or contamination

- b. in respect of Section B:  
loss resulting from pollution or contamination but this will not exclude loss resulting from destruction of or damage to property used by the Insured at the Premises for the purpose of the Business not otherwise excluded caused by:

- i. pollution or contamination which itself results from any of Covers 1 to 15 inclusive hereby insured against
- ii. any of Covers 1 to 15 inclusive hereby insured against which itself results from pollution or contamination
- iii. where Cover 16 – All Other Damage is operative sudden, identifiable, unintended and unexpected pollution or contamination at the Premises

subject to a limit of liability in respect of a) iii) and b) iii) in any one Period of Insurance of £25,000

## 8. RIOT OR CIVIL COMMOTION

DAMAGE or CONSEQUENTIAL LOSS occasioned by riot or civil commotion unless this Cover is specified in the Certificate and then only to the extent stated

## 9. TERRORISM

loss, damage, cost or expense directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with Terrorism.

In any action or suit or other proceedings where the Insurers allege that by reason of this Exclusion cover is not provided under this Policy the burden of proving that cover is provided under this Policy will be upon the Insured

For the purposes of this Exclusion 'Terrorism' will mean:

- a. in respect of any occurrence in England including the Channel Tunnel up to the frontier with the republic of France as set out by the Treaty of Canterbury 1986, Wales, Scotland, Northern Ireland, the Isle of Man and Channel Islands but not the territorial seas adjacent thereto as defined by the Territorial Sea Act 1987, the Territorial Sea Act (Isle of Man) Order 1991, the Territorial Sea Act 1987 (Jersey) Order 1997 and Territorial Sea Act 1987 (Jersey) (Amendment) Order 2002:

acts of persons acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of Her Majesty's Government in the United Kingdom or any other government de jure or de facto

- b. in respect of any occurrence elsewhere than as described in a) above:

any act or preparation in respect of action designed to influence the government de jure or de facto of any nation or any political division thereof or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group of persons whether acting alone or on behalf of or in connection with any organisation or government de jure or de facto and which:

- i. involves violence against one or more persons
  - ii. involves damage to property
  - iii. endangers life other than that of the person committing the action
  - iv. creates a risk to health or safety of the public or a section of the public
  - v. is designed to interfere with or to disrupt an electronic system
- c. any action in controlling, preventing, suppressing, retaliating against, or responding to any act, or preparation in respect of action, or threat of action described in a) or b) above

## 10. VIRUS OR SIMILAR MECHANISM, HACKING OR DENIAL OF SERVICE ATTACK

- a. DAMAGE to any computer or other equipment or component or system or item which processes, stores, transmits, retrieves or receives data or any part thereof whether tangible or intangible including but without limitation any information or programs or software and whether the property is insured or not where such DAMAGE is caused by Virus or Similar Mechanism or Hacking or Denial of Service Attack
- b. CONSEQUENTIAL LOSS directly or indirectly caused by or arising from Virus or Similar Mechanism or Hacking or Denial of Service Attack

but this will not exclude DAMAGE or CONSEQUENTIAL LOSS which results from Covers 1 to 15 inclusive applicable to Sections A and B hereby insured but excluding the acts of malicious persons which do not involve physical force or violence.

# TERRORISM BUY BACK COVER APPLICABLE TO SECTIONS A AND B

The following Terrorism Buy Back Cover applies to Sections A and B but only if indicated in the Certificate to be operative.

## DEFINITIONS APPLICABLE TO TERRORISM BUY BACK COVER

### ACT OF TERRORISM

Any act or acts of persons acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of Her Majesty's Government in the United Kingdom or any other government de jure or de facto.

### COMPUTER SYSTEM

A computer or other equipment or component or system or item which processes, stores, transmits or receives Data.

### DATA

Data of any sort whatever, including without limitation tangible or intangible data, and any programs or software, bandwidth, cryptographic keys, databases, documents, domain names or network addresses or anything similar, files, interfaces, metadata, platforms, processing capability, storage media, transaction gateways, user credentials, websites, or any information whatever.

### DENIAL OF SERVICE ATTACK

Any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability or performance of networks, network services, network connectivity or Computer Systems.

Denial of Service Attacks include but are not limited to the generation of excess traffic into the network addresses, the exploitation of system or network weaknesses and the generation of excess or non-genuine traffic between and amongst networks and the procurement of such actions or instructions by other Computer Systems.

### HACKING

Unauthorised access to any Computer System whether the property of the Insured or not.

### PHISHING

Any access or attempted access to Data made by means of misrepresentation or deception.

## VIRUS OR SIMILAR MECHANISM

Program code, programming instruction or any set of instructions intentionally constructed with the ability, or purposely used, to damage, interfere with, adversely affect, infiltrate or monitor Computer Systems, Data or operations, whether involving self-replication or not.

Virus or Similar Mechanism includes but is not limited to trojan horses, worms and logic bombs and the exploitation of bugs or vulnerabilities in a computer program to damage, interfere with, adversely affect, infiltrate or monitor as above.

## THE COVER

In consideration of the payment of the Terrorism Premium and its Insurance Premium Tax in respect of the Period of Insurance:

A. in the event that:

- a) Her Majesty's Government or Her Majesty's Treasury or any successor relevant authority issue a certificate certifying an event or occurrence to have been an Act of Terrorism; or
- b) Her Majesty's Government or Her Majesty's Treasury or any successor relevant authority refuse to issue a certificate certifying an event or occurrence to have been an Act of Terrorism and that refusal is reversed by the decision of a validly constituted tribunal

the Insurers will by this Terrorism Buy Back Cover provide cover for:

- i) in respect of Section A DAMAGE; and
- ii) in respect of Section B CONSEQUENTIAL LOSS or DAMAGE

proximately caused by such Act of Terrorism in so far and to the extent that it is insured under this Policy.

Provided always that:

- 1) such DAMAGE or CONSEQUENTIAL LOSS occurs in England, including the Channel Tunnel up to the frontier with the Republic of France as set out in the Treaty of Canterbury 1986, Wales or Scotland but not the territorial seas adjacent thereto as defined by the Territorial Sea Act 1987
- 2) in any action, suit or other proceedings where the Insurers allege that any DAMAGE or CONSEQUENTIAL LOSS is not covered by this Terrorism Buy Back Cover the burden of proving that such DAMAGE or CONSEQUENTIAL LOSS is covered will fall upon the Insured

3) the insurance effected by this Terrorism Buy Back Cover excludes

- A) any losses whatsoever:
- a) occasioned by riot, civil commotion, war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power
  - b) directly or indirectly caused by or contributed by or arising from or occasioned by or resulting from:
    - i) damage to or the destruction of any Computer System; or
    - ii) any alteration, modification, distortion, erasure or corruption of Data

in each case whether the property of the Insured or not, where such loss is directly or indirectly caused by or contributed by or arising from or occasioned by or resulting from Virus or Similar Mechanism, Hacking, Phishing or Denial of Service Attack

Proviso to exclusion 3) A) b)

save that Covered Loss otherwise falling within this exclusion 3) A) b) will not be treated as excluded by exclusion 3) A) b) solely to the extent that such Covered Loss:

- i) results directly (or, solely as regards ii) 3) below, indirectly) from fire, explosion, flood, escape of water from any tank, apparatus or pipe (including any sprinkler system), impact of aircraft or any aerial devices or articles dropped from them, impact of any sea-going or water-going vessel or of any vehicle whatsoever or of any goods or cargo carried in or on such vessel or vehicle, destruction of, damage to or movement of buildings or structures, plant or machinery other than any Computer System; and
- ii) comprises:
  - 1) the cost of reinstatement, replacement or repair in respect of damage to or destruction of Property insured; or
  - 2) the amount of business interruption loss suffered directly by the Insured by way of loss of or reduction in profits, revenue or turnover or increased cost of working as a direct result of either damage to or destruction of Property insured or as a direct result of denial, prevention or hindrance of access to or use of the Property insured by reason of an Act of Terrorism causing damage to other Property within one mile of the Property insured to which access is affected; or

3) the amount of loss caused by the cancellation, abandonment, postponement, interruption, curtailment or relocation of an event as a result of damage to or destruction of Property and any additional costs or charges reasonably and necessarily paid by the Insured to avoid or diminish such loss

and

iii) is not proximately caused by an Act of Terrorism in relation to which the relevant organisation or any persons acting on behalf of or in connection with that organisation are controlled by, acting on behalf of or part of any de jure or de facto government of any nation, country or state.

iv) for the purposes of this Proviso

1) The meaning of 'Property' shall exclude:

A) any money, currency, electronic cryptographic or virtual currency including Bitcoin or anything similar, negotiable or non-negotiable instruments, financial securities or any other financial instrument of any sort whatever; and

B) any Data.

2) 'Covered Loss' means all losses arising as a result of damage to or the destruction of Property insured, the proximate cause of which is an Act of Terrorism.

v) Notwithstanding the exclusion of Data from Property, to the extent that damage to or destruction of Property within the meaning of sub-paragraph ii) above indirectly results from any alteration, modification, distortion, erasure or corruption of Data, because the occurrence of one or more of the matters referred to in sub-paragraph i) above results directly or indirectly from any alteration, modification, distortion, erasure or corruption of Data, that shall not prevent cost or business interruption loss directly resulting from damage to or destruction of such Property and otherwise falling within sub- paragraphs i) and ii) 1) or 2) nor any loss, cost or charges otherwise falling within sub-paragraphs i) and ii) 3) above from being recoverable under this Terrorism Buy Back Cover

In no other circumstances than the previous sentence, however, will any loss or losses directly or indirectly caused by, contributed by or arising from or occasioned by or resulting from any alteration, modification, distortion, erasure or corruption of Data be recoverable under this Terrorism Buy Back Cover

- B) any type of property which has been specifically excluded in the Policy
  - C) any Nuclear Installation or Nuclear Reactor and all fixtures and fittings situated thereon and attached thereto and all pipes, wires, cables, drains or other conduits or service media of any description which are affixed or connected to or in any way serve such Nuclear Installation or Nuclear Reactor
- 4) save for the exclusions listed in 3) above no other exclusions in this Policy will apply to the insurance effected by part A. of this Terrorism Buy Back Cover. All the other terms, definitions and conditions of this Policy including but not limited to any Excess or deductible to be borne by the Insured will apply to the insurance effected by part
- A. of this Terrorism Buy Back Cover except for:
    - A) any Long Term Undertaking applying to this Policy
    - B) any terms in this Policy which provide for adjustments of premium based upon declarations on expiry or during the Period of Insurance
    - C) any extension of the meaning of the term 'Premises' in this Policy to include locations outside England and Wales and Scotland.
- B. In the event that Her Majesty's Government or Her Majesty's Treasury or any successor relevant authority refuse to issue a certificate certifying an event or occurrence happening in the territories described in paragraph A. proviso I) above to have been an Act of Terrorism and such refusal is upheld by the decision of a validly constituted tribunal this Terrorism Buy Back Cover will delete any Terrorism Exclusion in the Policy in respect of such event or occurrence.
- C. This Terrorism Buy Back Cover will delete any Terrorism Exclusion in this Policy in respect of any event or occurrence happening in the Isle of Man or Channel Islands but not the territorial seas adjacent thereto as defined by the Territorial Sea Act 1987, the Territorial Sea Act 1987 (Isle of Man) Order 1991, the Territorial Sea Act 1987 (Jersey) Order 1997 and Territorial Sea Act 1987 (Jersey) (Amendment) Order 2002.

Provided always that in respect of B. and C. above all other terms, definitions, exclusions, provisions and conditions of the Policy will apply.

## SECTION C – PROPERTY OWNERS’ LIABILITY

The Insurers agree to indemnify the Insured subject to the terms, limitations and conditions herein contained during the period stated in the Certificate and during any subsequent period for which the Insurers’ have accepted the premium required for renewal of this Policy in respect of all sums which the Insured may become legally liable to pay as compensation for:

### PUBLIC LIABILITY

#### SECTION C1 – INDIVIDUAL PRIVATE CLAIMS

**This cover is only applicable if indicated in the Certificate to be operative.**

- a) accidental Personal Injury to any person other than an Employee where such Personal Injury arises out of and in the course of the employment
- b) accidental loss of or accidental damage to material property
- c) accidental obstruction, accidental trespass, accidental nuisance, accidental interference with pedestrian, road, rail, air or waterborne traffic, accidental invasion of the right of privacy or accidental interference with any right of air, light, water or way
- d) wrongful arrest or false imprisonment
- e) for incidents occurring inside the private residence and excluding all Common Areas

occurring during the currency of this Policy within the Territorial Limits in connection with the Business.

#### SECTION C2 – COMMON AREAS

- a) accidental Personal Injury to any person other than an Employee where such Personal Injury arises out of and in the course of the employment
- b) accidental loss of or accidental damage to material property
- c) accidental obstruction, accidental trespass, accidental nuisance, accidental interference with pedestrian, road, rail, air or waterborne traffic, accidental invasion of the right of privacy or accidental interference with any right of air, light, water or way
- d) wrongful arrest or false imprisonment

occurring during the currency of this Policy within the Territorial Limits in connection with the Business.

The liability of the Insurers under Section C for all compensation payable by the Insured to any claimant or number of claimants in respect of any one occurrence or all occurrences of a series arising out of one original cause will not exceed the Limit(s) of Liability stated in the Certificate.

## EXCLUSIONS APPLICABLE TO PUBLIC LIABILITY

The indemnity granted by Public Liability will not apply to or include:

### 1 DEFECTIVE WORK

loss of or damage to that part of any property upon which the Insured or any servant or agent of the Insured is or has been working where the loss or damage is the direct result of such work

### 2 MOTOR

liability arising from the ownership or possession or use by or on behalf of the Insured of any mechanically propelled vehicle or mobile plant:

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

Provided always that this Exclusion will not apply in respect of:

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

### 3 PRODUCTS

liability arising from Products after they have ceased to be in the custody or control of the Insured other than food or beverages for consumption on the premises of the Insured or at any other premises where the Insured is carrying on the Business

### 4 PROPERTY DAMAGE

the first part of compensation payable as stated in the Certificate for loss of or damage to material property in respect of any one occurrence or all occurrences of a series arising out of one original cause provided always that the Insured will indemnify the Insurers in respect of any such amount for which the Insurers have made payment

## 5 PROPERTY OWNED OR HELD IN TRUST

loss of or damage to property belonging to the Insured or held in trust by or borrowed, rented, leased or hired for the use by the Insured but this Exclusion will not apply to:

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

## 6 VESSELS AND CRAFT

liability arising from the ownership or possession or use by or on behalf of the Insured of craft designed to travel through air or space, hovercraft or watercraft other than barges, motor launches and non-powered craft used on inland waterways.

## PRODUCTS LIABILITY

- a) Accidental Personal Injury to any person other than an Employee where such Personal Injury arises out of and in the course of the employment
- b) accidental loss of or accidental damage to material property

occurring within the Territorial Limits during the currency of this Policy and caused by Products.

The liability of the Insurers for all compensation payable by the Insured under Products Liability in respect of all such Personal Injury and such loss of or damage to material property occurring during any one Period of Insurance will not exceed the Limit(s) of Liability stated in the Certificate.

## EXCLUSIONS APPLICABLE TO PRODUCTS

**LIABILITY** The indemnity granted by Products Liability will not apply to or include:

### 1 AIRCRAFT PRODUCTS

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

### 2. CUSTODY OR CONTROL

liability arising from any Products in the custody or control of the Insured

### 3 EXPORTS TO THE USA OR CANADA

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

## 4 REPLACING, REPAIRING OR GUARANTEEING PRODUCTS

replacing, reinstating, rectifying, repairing, recalling or guaranteeing the performance of any Products.

## EXCLUSIONS APPLICABLE TO THE WHOLE OF SECTION C

The indemnity granted by Section C will not apply to or include:

### 1 ASBESTOS

any liability, loss, cost or expense directly or indirectly caused by, contributed to by or arising out of any Asbestos

### 2 FOREIGN OPERATIONS

any associated or subsidiary company of the Insured or branch office or representative of the Insured with power of attorney domiciled elsewhere than in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands

### 3 LIQUIDATED OR PUNITIVE DAMAGES

- a) liability in respect of liquidated damages or fines or penalties which attaches solely because of a contract or agreement
- b) aggravated, exemplary, vindictive or punitive damages awarded by any court of law outside Great Britain, Northern Ireland, Isle of Man or the Channel Islands

### 4 PROFESSIONAL ADVICE

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

## EXTENSIONS APPLICABLE TO SECTION C

The insurance by this Section includes the following Extensions.

Provided always that:

- a) these Extensions are subject to the terms and conditions of this Policy in so far as they can apply
- b) the total liability of the Insurers to pay compensation will not exceed the Limit(s) of Liability stated in the Certificate (or any other limit otherwise stated).

### 1 ADDITIONAL BENEFIT

The Insurers will pay the costs incurred with its consent for:

- a) representation at any coroner's inquest or fatal injury inquiry in respect of any death
- b) defending in any court of summary jurisdiction any proceedings in respect of any act or omission causing or relating to any event which may be the subject of indemnity under this Section.

## 2 CONSUMER PROTECTION ACT 1987 AND FOOD SAFETY ACT 1990 – LEGAL DEFENCE COSTS

The Insurers will indemnify the Insured or at the request of the Insured any director of the Insured or Employee against legal costs and expenses incurred in the defence of any criminal proceedings brought for a breach of:

- a) Part II of the Consumer Protection Act 1987
- b) Food Safety Act 1990 or any regulations made thereunder

committed or alleged to have been committed during the Period of Insurance including legal costs and expenses incurred with the consent of the Insurers in an appeal against conviction arising from such proceedings.

Provided always that:

- i) the criminal proceedings relate to an offence committed in the course of the Business
- ii) this Extension will apply only to proceedings brought in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands
- iii) the Insurers will not be liable under this Extension:
  - 1) where the Insured, director or Employee is insured by any other policy of insurance
  - 2) where the criminal proceedings are in respect of any deliberate or intentional criminal act or omission of the Insured, director or Employee
  - 3) in respect of legal costs and expenses which the Insured, director or Employee may be ordered to pay by a court of criminal jurisdiction in respect of the deliberate or intentional criminal act or omission of the Insured, director or Employee
  - 4) in respect of fines or penalties
  - 5) for the cost of any investigation or inquiry other than a solicitor's investigation restricted to criminal proceedings as above defined
  - 6) unless the Insurers have the sole conduct and control of all claims
- iv) the Insured, director or Employee will give to the Insurers immediate notice of any summons or other process served upon the Insured, director or Employee and of any event that may give rise to proceedings against the Insured, director or Employee.

## 3 CONTINGENT MOTOR LIABILITY (NON OWNED VEHICLES)

The Insurers will indemnify the Insured named in the Certificate and no other for the purpose of this Extension in respect of legal liability for accidental Personal Injury to any person and/or accidental loss of or accidental damage to material property arising out of the use of any motor vehicle not the property of nor provided by the Insured and being used in connection with the Business.

Provided always that the Insurers will not be liable under this Extension:

- a) in respect of loss of or damage to such vehicle or to goods conveyed therein or thereon
- b) for accidental Personal Injury to any person and/or accidental loss of or accidental damage to material property arising while such vehicle is being driven by the Insured or by any person who to the knowledge of the Insured or their representative does not hold a licence to drive such vehicle unless such person has held and is not disqualified from holding or obtaining such a licence
- c) in respect of liability more specifically insured under any other insurance
- d) in respect of liability arising outside Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

## 4 CORPORATE MANSLAUGHTER

The Insurers will indemnify the Insured in respect of legal costs and expenses incurred with the Insurers' prior written consent in connection with the defence of any criminal proceedings including any appeal against conviction arising from any such proceedings brought in respect of a charge or investigations connected with a charge of corporate manslaughter or corporate homicide under the Corporate Manslaughter and Corporate Homicide Act 2007 or any equivalent legislation in the Isle of Man or the Channel Islands committed or alleged to have been committed during the Period of Insurance in the course of the Business.

Provided always that:

- a) the Insurers' liability under this Extension will not exceed £5,000,000 in any one Period of Insurance or the Limit of Liability stated in the Certificate whichever is the lesser. This limit will form part of and not be in addition to the Limit of Liability stated in the Certificate
- b) this Extension will apply only to proceedings brought in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands
- c) the Insurers must consent in writing to the appointment of any solicitor or counsel who are to act for and on behalf of the Insured
- d) the Insured will give to the Insurers immediate notice of any summons or other process served upon the Insured which may give rise to proceedings under this Extension
- e) in relation to any appeal counsel has advised there are strong prospects of such appeal succeeding
- f) the Insurers will be under no liability:
  - i) where the Insured has committed any deliberate or intentional criminal act giving rise to a corporate manslaughter or corporate homicide charge

- ii) in respect of fines or penalties of any kind
- iii) in respect of the defence of any criminal proceedings brought or in an appeal against conviction arising from such proceedings in respect of a breach of:
  - 1) the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978 or any regulations made thereunder
  - 2) the Food Safety Act 1990 or any regulations made thereunder
  - 3) the Consumer Protection Act 1987 or any regulations made thereunder
- iv) where indemnity for defence costs is available from any other source or is provided by any other insurance or where but for the existence of this Extension indemnity would have been provided by such other source or insurance
- g) where the Insurers have already indemnified the Insured in respect of legal costs or expenses incurred in the defence of any criminal proceedings arising out of the same cause or occurrence which gave rise to the charge of or investigation connected with corporate manslaughter or corporate homicide under another clause applicable to this Section of this Policy the amount paid under that clause will be taken into account in arriving at the Insurers' liability payable under this Extension.

## 5 COURT ATTENDANCE COSTS

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

- a) any director or partner of the Insured £250
- b) any Employee. £100

## 6 CROSS LIABILITIES

Where this Policy is issued in the joint names of more than one party it will indemnify each party in the same manner as if a separate policy had been issued to each of them.

## 7 DATA PROTECTION ACT

The Insurers will indemnify the Insured against liability at law incurred by the Insured under Section 13 of the Data Protection Act 1998 in connection with personal data as defined in the said Act held by the Insured.

Provided always that the Insurers will not be liable for:

- a) the payment of fines and penalties
- b) the cost of replacing, reinstating, rectifying or erasing any personal data.

## 8 DEFECTIVE PREMISES ACT 1972

The Insurers will indemnify the Insured against liability at law incurred by the Insured under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975 in connection with premises which have been disposed of by the Insured.

Provided always that the Insurers will not be liable under this Extension:

- a) for the cost of remedying any defect or alleged defect in the said premises
- b) in respect of liability more specifically insured under any other insurance
- c) liability arising out of Asbestos.

## 9 ENVIRONMENTAL CLEAN UP COSTS

This Section extends to indemnify the Insured in respect of all sums including statutory debts that the Insured is legally liable to pay in respect of Clean

Up Costs arising from environmental damage caused by Pollution or Contamination where such liability arises under an environmental directive, statute or statutory instrument.

Provided always that:

- a) liability arises from Pollution or Contamination caused by a sudden, identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the Period of Insurance. All Pollution or Contamination which arises out of one incident will be deemed to have occurred at the same time such incident takes place
- b) the Insurers' liability under this Extension will not exceed £1,000,000 for any one occurrence and in the aggregate in any one Period of Insurance and will be the maximum the Insurers will pay inclusive of all costs and expenses. This limit will form part of and not be in addition to the Limit of Liability stated in the Certificate
- c) immediate loss prevention or salvage action is taken and the appropriate authorities are notified
- d) the Insurers will be under no liability:
  - i) in respect of Clean Up Costs for damage to the Insured's land, premises, watercourse or body of water whether owned, leased, hired, tenanted or otherwise in the Insured's care, custody or control
  - ii) for damage connected with pre-existing contaminated property
  - iii) for damage caused by a succession of several events where such individual event would not warrant immediate action
  - iv) in respect of removal of any risk of an adverse effect on human health on the Insured's land, premises, watercourse or body of water whether owned, leased, hired, tenanted or otherwise in the Insured's care, custody or control

- v) in respect of costs in achieving an improvement or alteration in the condition of the land, atmosphere or any watercourse or body of water beyond that required under any relevant and applicable law or statutory enactment at the time Remediation commences
- vi) in respect of costs for prevention of imminent threat of environmental damage where such costs are incurred without there being Pollution or Contamination caused by a sudden, identifiable, unintended and unexpected incident
- vii) for damage resulting from an alteration to subterranean stores of groundwater or to flow patterns
- viii) in respect of costs for the reinstatement or reintroduction of flora or fauna
- ix) for damage caused deliberately or intentionally by the Insured or where they have knowingly deviated from environmental protection rulings or where the Insured has knowingly omitted to inspect, maintain or perform necessary repairs to plant or machinery for which they are responsible
- x) in respect of fines or penalties of any kind
- xi) for damage caused by the ownership or operation on behalf of the Insured of any mining operations or storage, treatment or disposal of waste or waste products other than caused by composting, purification or pre-treatment of waste water
- xii) for damage which is covered by a more specific insurance policy
- xiii) for damage caused by persons aware of the defectiveness or harmfulness of products they have placed on the market or works or other services they have performed
- xiv) for damage caused by disease in animals belonging to or kept or sold by the Insured.

For the purposes of this Extension the following definitions will apply:

'Clean Up Costs' will mean:

- a) testing for or monitoring of Pollution or Contamination
- b) the costs of Remediation required by any Enforcing Authority to a standard reasonably achievable by the methods available at the time that such Remediation commences.

'Remediation' will mean remedying the effects of Pollution or Contamination including primary, complementary and compensatory actions as specified in the Environmental Damage (Prevention and Remediation) Regulations 2009.

'Enforcing Authority' will mean any government or statutory authority or body implementing or enforcing environmental protection legislation within Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.

'Pollution or Contamination' will mean:

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

## 10 HEALTH AND SAFETY AT WORK ETC. ACT 1974 LEGAL DEFENCE COSTS

The Insurers will indemnify the Insured and at the request of the Insured any director of the Insured or Employee against legal costs and expenses incurred in the defence of any criminal proceedings brought for a breach of the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978 or any regulations made thereunder committed or alleged to have been committed during the Period of Insurance including legal costs and expenses incurred with the consent of the Insurers in an appeal against conviction arising from such proceedings.

Provided always that the Insurers will not be liable under this Extension in respect of fines or penalties or any kind or the costs of appeal against Improvement or Prohibition notices.

## 11 INDEMNITY TO DIRECTORS AND EMPLOYEES

In the event of any claim in respect of which the Insured named in the Certificate hereto would be entitled to receive indemnity under this Policy being brought or made against:

- a) any director of the Insured or Employee
- b) any officer, member or Employee of the Insured's social, sports or welfare organisations or first aid, fire or ambulance services

the Insurers will indemnify such person if the Insured so requests against such claim and any costs, charges and expenses in respect thereof.

Provided always that:

- i) such person is not entitled to indemnity under any other insurance
- ii) such person will as though they were the Insured observe, fulfil and be subject to the terms, limitations and conditions of this Policy
- iii) the Insurers will not be liable under this Extension unless the Insurers have the sole conduct and control of all claims.

## 12 INDEMNITY TO PRINCIPAL

In the event of any claim in respect of which the Insured would be entitled to receive indemnity under this Policy being brought or made against any public or local authority or other principal the Insurers will indemnify the said public or local authority or other principal against such claim and any costs, charges and expenses in respect thereof provided always that the Insurers will not be liable under this Extension unless the Insurers have the sole conduct and control of all claims.

## 13 LEGAL COSTS

In addition to the indemnity provided by Section C the Insurers will indemnify the Insured in respect of all legal costs awarded to any claimant or incurred in the defence of any claim that is contested by or with the consent of the Insurers.

## 14 LEGIONELLA

It is agreed that paragraphs a) and b) of the Pollution clause will not apply to any discharge, release or escape of Legionella or other airborne pathogens from water tanks, water systems, air conditioning plants, cooling towers and the like.

All Pollution and Contamination which arises out of or as a consequence of any discharge, release or escape of Legionella or other airborne pathogens from water tanks, water systems, air conditioning plants, cooling towers and the like will be deemed to have occurred on the date that the Insured first becomes aware of circumstances which have given rise to such Pollution or Contamination.

This Section will not apply to any claim arising from Pollution or Contamination:

- a) which arises out of or as a consequence of any discharge, release or escape of Legionella or other airborne pathogens from water tanks, water systems, air conditioning plants, cooling towers and the like if before the current Period of Insurance the Insured had become aware of circumstances which have or may give rise to such Pollution or Contamination
- b) if the Insured is at the time of loss in breach of their statutory obligations in respect of the maintenance and cleaning of such equipment.

The liability of the Insurers for all compensation payable in respect of all Pollution and Contamination including the indemnity provided by this Extension which is deemed to have occurred during the Period of Insurance will not exceed the amount stated in the Certificate in the aggregate.

Provided always that the total liability of the Insurers to pay compensation will not exceed the Limit(s) of Liability.

For the purpose of this Extension 'Pollution or Contamination' will mean:

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

## 15 LIBEL AND SLANDER

The indemnity provided by this Section extends to indemnify the Insured in respect of legal liability to pay compensation and claimants costs and expenses in respect of claims made against the Insured during the Period of Insurance arising from any act of libel or slander committed or uttered in good faith by the Insured during the Period of Insurance in the course of the Business.

Provided always that:

- a) the indemnity granted by this Extension will apply solely to the Insured's in-house and trade publications
- b) the liability of the Insurers under this Extension will not exceed £250,000 in any one Period of Insurance.

## 16 PERSONAL LIABILITY OVERSEAS

This Policy applies to the personal liability of any director of the Insured or Employee or any member of the family of such director or Employee while accompanying such director or Employee during temporary visits anywhere in the world in connection with the Business.

Provided always that:

- a) this Extension will not apply to:
  - i) legal liability arising directly or indirectly from:
    - 1) any agreement or contract unless liability would have existed otherwise
    - 2) the ownership or occupation of land or buildings
    - 3) the carrying on of any trade or profession
    - 4) the ownership, possession or use of firearms other than sporting guns, mechanically propelled vehicles, craft designed to travel through air or space, hovercraft, watercraft or animals of a dangerous species
  - ii) damage to property owned or held in trust by any director or Employee or any member of the family of such director or Employee
  - iii) liability more specifically insured under any other insurance
  - iv) legal liability for accidental Personal Injury to any member of the family of any director or Employee or to any Employee of any director or Employee or any member of the family of such director or Employee

- b) any person indemnified under this Extension will as though they were the Insured observe, fulfil and be subject to the terms, limitations and conditions of this Policy
- c) the Insurers will not be liable under this Extension unless the Insurers have the sole conduct and control of all claims
- d) the total liability of the Insurers under this Extension to pay compensation will not exceed the Limit(s) of Liability.

## 17 PERSONAL REPRESENTATIVES

In the event of the death of the Insured the indemnity provided by this Policy will apply to any personal representative of the Insured in respect of liability incurred by the Insured provided always that such personal representative will as though they were the Insured observe, fulfil and be subject to the terms, limitations and conditions of this Policy.

## 18 FINANCIAL LOSS

This Section extends to indemnify the Insured in respect of:

- a) all sums which the Insured become liable in tort to pay as compensation and claimants' costs and expenses incurred in connection therewith in respect of claims for Financial Loss first made in writing against the Insured arising out of the Business and notified to the Insurers during or within 30 days of expiry of the same Period of Insurance
- b) costs and expenses in connection with the defence of such claim for compensation incurred with the Insurers' written consent.

For the purposes of this Extension 'Financial Loss' means a pecuniary loss, cost or expense incurred by any person other than the Insured or a director of the Insured or Employee as a result of:

- i) defect in Products
- ii) work carried out negligently by or on behalf of the Insured.

Provided always that:

- 1) the liability of the Insurers under this Extension will not exceed £1,000,000 in any one Period of Insurance
- 2) in respect of any claim for which indemnity is provided by this Extension the Insured will pay the first £5,000 of any such claim
- 3) the indemnity granted by Extension 6 – Cross Liabilities – will not apply to this Extension

- 4) this Extension is subject otherwise to the terms, conditions, limitations and exclusions of the Policy in so far as they can apply and also to the following exclusions:

- A) the cost of replacing, reinstating, rectifying, repairing, removing, recalling, improving or guaranteeing the performance of Products or any work carried out by or on behalf of the Insured
- B) any claim for diminution in value of Products or any work to which this Extension applies
- C) liability arising from libel, slander, infringement of patent, copyright, trademark or trade name, breach of anti-trust laws
- D) liability arising from any act of fraud or dishonesty
- E) liability arising from non performance, non completion, delay, financial default or insolvency
- F) liability arising out of professional advice or professional negligence
- G) liability arising from a deliberate act or omission of the Insured where the Financial Loss could reasonably have been foreseen by the insured having regard to the nature and circumstances of such act or omission
- H) liability arising out of any circumstances known to the Insured at the inception of this Extension
- I) liability:
  - a) which attaches by virtue of a contract, agreement, warranty, collateral warranty or guarantee
  - b) in tort including negligence or breach of statutory duty to any person with whom the Insured has contracted where such liability arises under contract except where such liability is wider or more extensive than the Insured's contractual liability to such persons
- J) liability arising from Products knowingly exported from Great Britain, Northern Ireland, the Isle of Man or the Channel Islands or work carried out by or on behalf of the Insured outside Great Britain, Northern Ireland, the Isle of Man or the Channel Islands
- K) liability arising from Personal Injury or loss of or damage to material property or obstruction, trespass, nuisance or interference with pedestrian, road, rail, air or waterborne traffic.

## 19 MANAGING AGENT

**This cover is only applicable if Ross and Liddell are the managing agent.**

In the event of any claim arising under Section C in respect of which the Insured named in the Certificate would be entitled to receive indemnity under this Policy being brought or made against a managing agent while acting in their capacity as managing agent for the Insured the Insurers will indemnify such party if the Insured so requests against such claim and any costs, charges and expenses in respect thereof.

Provided always that:

- a) such party will as though they were the Insured observe, fulfil and be subject to the terms, limitations and conditions of this Policy
- b) the Insurers will not be liable under this Extension unless the Insurers have the sole conduct and control of all claims
- c) the total liability of the Insurers under this Extension to pay compensation will not exceed the Limit(s) of Liability.

## SPECIAL PROVISIONS APPLICABLE TO SECTION C

### 1 LIMIT OF LIABILITY – TERRORISM

The Limit of Liability in respect of any claim or claims against or by the Insured arising directly or indirectly from Terrorism will be £5,000,000 or the Limit of Liability as stated in the Certificate whichever is the lesser during any one Period of Insurance.

For the purposes of this clause 'Terrorism' means any act:

- a) involving violence against one or more persons
- b) involving damage to property
- c) endangering a person's life other than that of the person committing the act
- d) creating a risk to health and safety of the public or a section of the public
- e) designed to interfere with or to disrupt an electronic system

the use or threat of which is made for the purpose of advancing a political, religious or ideological cause and to influence any government de jure or de facto or to intimidate the public or a section of the public.

## 2 POLLUTION

This Section excludes all liability in respect of Pollution or Contamination other than caused by a sudden, identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the Period of Insurance.

All Pollution or Contamination which arises out of one incident will be deemed to have occurred at the time such incident takes place.

The liability of the Insurers for all compensation payable in respect of all Pollution or Contamination which is deemed to have occurred during the Period of Insurance will not exceed the Limit(s) of Liability in the aggregate.

Provided always that the total liability of the Insurers to pay compensation will not exceed the Limit(s) of Liability stated in the Certificate.

For the purposes of this clause 'Pollution or Contamination' will mean:

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

## SPECIAL CONDITIONS APPLICABLE TO SECTION C

### 1 DISCHARGE OF LIABILITY

The Insurers may at any time by the payment to or on behalf of the Insured of the maximum sum payable hereunder in respect of any one occurrence or the balance of such maximum sum should any payments have already been made in respect of claims arising out of the same occurrence or by the payment as aforesaid of the balance of the maximum sum payable hereunder in any one Period of Insurance should the same be less than either of the aforesaid amounts by reason of any payments made in connection with any previous claims together with the amount of any legal costs incurred prior to the time of such payment absolve itself from any further liability whatsoever arising out of or in connection with such occurrences and if the sum payable in respect of any claim or claims occurring in connection with or arising out of any one source or original cause exceeds the sum payable under this Policy the Insured will pay the excess and will also pay such proportion of the law costs payable to any claimants and/or incurred in the defence of any claim or claims in respect of such occurrence as such excess bears to the total sum payable in respect of such occurrence.

## 2 USE OF HEAT

It is a condition precedent to the liability of the Insurers under this Section that the following precautions are complied with on each occasion of the use or application of heat as defined below taking place elsewhere than on the Insured's own premises.

- a) **Application of heat by means of electric oxyacetylene or other welding or cutting equipment or angle grinders, blow lamps, blow torches, hot air guns or hot air strippers**
- i) The area in the immediate vicinity of the work including in the case of work carried out on one side of a wall or partition, the opposite side of the wall or partition must be cleared of all loose combustible material; other combustible material must be covered by sand or overlapping sheets or screens of non-combustible material
  - ii) At least 2 adequate and appropriate portable fire extinguishers in proper working order must be kept in the immediate area of the work being undertaken and used immediately smoke or smouldering or flames are detected
  - iii) A fire safety check of the working area must be made approximately 60 minutes after the completion of each period of work and immediate steps taken to extinguish any smouldering or flames discovered
  - iv) Blow lamps and blow torches must be filled in the open and must not be lit until immediately before use and must be extinguished immediately after use
  - v) A person must be appointed by the Insured to act as an observer to watch for signs of smoke or smouldering or flames.

Sub-paragraph v) does not apply to the application of heat by means of blow lamps, blow torches, hot air guns or hot air strippers.

- b) **Use of asphalt, bitumen, tar, pitch or lead heaters**

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

The following extension is optional and only applicable if indicated in the Certificate to be operative.

## 3 ASBESTOS EXCLUSION BUY-BACK ENDORSEMENT

In respect of any work undertaken:

- a) by the Insured; or
- b) on any property owned or occupied by the Insured

exclusion I of Exclusions Applicable to the Whole of Section C shall not apply where:

- i) the presence of Asbestos is discovered unexpectedly and upon discovery of the presence of Asbestos:
  - 1) all work immediately stops; and
  - 2) removal of the Asbestos is carried out as soon as reasonably practicable after discovery; and
  - 3) the removal is carried out by a specialist contractor authorised or licensed to perform such removal under the Asbestos Licensing Regulations in force at the time of discovery; and
  - 4) the Insured shall take all reasonable steps to ensure the health and safety of all those likely to be affected; and
  - 5) the Insured complies with the relevant regulations including the provisions of the Control of Asbestos Regulations 2012 where applicable; and
  - 6) the Insured notifies the Insurers as soon as practicable.
- ii) the work being undertaken by the Insured is non notifiable and non licenced in accordance with the Control of Asbestos Regulations 2012 as amended from time to time.
- iii) the Insured knows of the presence of Asbestos in relation to property owned or occupied by them and it is being managed in accordance with the Control of Asbestos Regulations 2012 as amended from time to time.

The Insurers shall not be liable for claims in respect of:

- a. fears of the consequences of exposure to Asbestos
- b. damage to or loss of use of property due to the presence of Asbestos or materials containing Asbestos.

Provided always that the Insurers' liability under this Endorsement shall not exceed £5,000,000 for any one occurrence and in the aggregate in any one Period of Insurance and will be the maximum the Insurers will pay inclusive of costs and expenses. This limit will form part of and not be in addition to the limit of indemnity stated in the Certificate.

## OPTIONAL EXTENSIONS

The following extensions are optional and only applicable if indicated in the Certificate to be operative.

### RL1 – PREMIER LANDLORDS COVER

#### LANDLORD'S CONTENTS. POLICY LIMIT £25,000

The general definition of Buildings is extended to include Landlord's Contents. The Insurers' liability for DAMAGE to Landlord's Contents will not exceed £25,000 in any one Period of Insurance, subject to an Excess of £100 per occurrence.

Landlord's Contents for this extension shall mean furniture, furnishings and all other contents all whilst contained in or on the Buildings insured hereby.

#### LOSS OF RESIDENTIAL RENT. POLICY LIMIT 25% OF THE SUM INSURED FOR A MAXIMUM OF 36 MONTHS

The Insurers will indemnify the Insured in consequence of DAMAGE to the Premises during the Period of Insurance for:

**1. the loss of Residential Rent Receivable being**

the actual amount of the reduction in the Rent Receivable by the Insured during the Indemnity Period solely in consequence of the DAMAGE

**2. the cost of re-letting being**

the costs necessarily and reasonably incurred from the date of the DAMAGE until the expiry of the Indemnity Period in re-letting the Buildings (including legal fees in connection with the re-letting) solely in consequence of the DAMAGE.

Where indemnity is provided under I then no additional indemnity will be paid in respect of the Alternative Accommodation and Loss of Rent extension under clause RLI.

Any indemnity provided under Endorsement RLI shall exclude rental income arising from any property occupied as holiday lets or on a tenancy agreement less than 6 months.

#### DAMAGE BY TENANTS. POLICY LIMIT £25,000

The Residential Buildings Clause R3 is hereby deleted to allow DAMAGE in respect of or to any Residential Premises or residential portions of Commercial Premises caused by Tenants lawfully on the premises. The Insurers' liability will not exceed £25,000 in any one Period of Insurance, subject to an Excess of £100 per occurrence.

#### ILLEGAL CULTIVATION OF DRUGS. POLICY LIMIT £25,000

Exclusion 3 under Exclusions applicable to Sections A and B is deleted and replaced with the following:

In the event of any DAMAGE or CONSEQUENTIAL LOSS as insured hereby resulting from the illegal cultivation of drugs in a Residential Building or a residential portion of a Commercial Building by a tenant, lessee or licensee of the

Insured it is a condition precedent to any liability of the Insurers to make payment under this Policy that the Insured has:

- a) carried out comprehensive internal and external surveys of the premises at least every 3 months prior to the DAMAGE and maintained a written log of such inspections
- b) obtained written references for the Tenant prior to the letting proceeding
- c) recorded details of the Tenant's bank account details and verified same by collecting at least one payment via such means.

The Insurers' liability will not exceed £25,000 in any one Period of Insurance, subject to an Excess of £1,000 or 10% of the total amount claimed per occurrence.

#### UNOCCUPIED PREMISES COVER FOR LANDLORD'S CONTENTS

The general definition of Buildings is extended to include Landlord's Contents.

In respect of any Building that is wholly or partly unoccupied it is a condition precedent to the liability of the Insurers that:

- 1) All gas and electrical services within the Unoccupied property are switched off at the mains except for any electrical circuits required to maintain any fire and intruder alarm, security protections and timed lights or heating systems
- 2) The water system to the Unoccupied portion of the Building must be isolated at the mains and completely drained or the heating systems has been set at a minimum temperature of 5 degrees Celsius during the period 1st October to 1st April each year
- 3) All accumulations of mail or other combustible waste materials that form ready fuel for a fire should be removed from within the Unoccupied portion of the Building
- 4) The Unoccupied portion of the Building must be secured against unlawful entry by closing and locking its doors and windows and setting all its security and alarm systems
- 5) The Unoccupied portion of the Building is subject to a programme of comprehensive internal and external inspections undertaken by an authorised representative of the insured to ensure continued compliance with the other terms of this condition. Inspections should commence within the initial 14 days following the property becoming Unoccupied and continue at intervals not exceeding 14 days thereafter. Inspection results are to be recorded and retained at a separate location during the period of unoccupancy; and any new accumulations of junk mail found during such inspection should be removed
- 6) The Insurers are to be notified within 7 days in the event of damage or unauthorised entry to the Unoccupied area becoming evident or known to the Insured or their representative.

In respect of any Building that is wholly or partly Unoccupied the Excess applicable in respect of DAMAGE to Landlord's Contents caused by Malicious Persons, Storm, Flood, Water Damage or Escape of Fuel Oil, Sprinkler Leakage or Theft if insured will be £500.

Landlord's Contents for this extension shall mean furniture, furnishings and all other contents all whilst contained in or on the Buildings insured hereby.

#### ADVERSE POSSESSION. POLICY LIMIT £50,000

The Insurers will pay the legal costs and expenses incurred by or on behalf of the Insured to evict Squatters from any of the Premises or parts thereof.

Provided that:

- a) the Insured agrees with the Insurers a representative to act for the Insured. The Insured will need to satisfy the Insurers that their chosen representative has the necessary expertise to deal with the legal proceedings
- b) such costs are reasonable and incurred with the Insurers' consent
- c) the Insured shall take all reasonable precautions to avoid any Premises or parts thereof becoming occupied by any party other than the party named on the Tenancy Agreement
- d) the Insured must send to the Insurers all bills for their chosen representative's legal fees as soon as the Insured receives them
- e) the Insurers must be able to contact the Insured's chosen representative. If the representative wishes to consult a barrister or expert witness the Insurers must first be consulted for confirmation such action is appropriate
- f) the Insurers' liability under this clause will not exceed £50,000 in any one Period of Insurance.

For the purpose of the this clause:

**Squatters** shall mean any person(s) in adverse possession of the Premises.

**Tenancy Agreement** shall mean an agreement with a tenant to occupy the Premises in return for the payment of rent under a Tenancy Agreement.

**Tenant** shall mean individual/couple or family renting the property on an assured shorthold tenancy agreement (or similar) for a minimum contract length of 6 months.

Standard policy excesses apply to all claims under Endorsement RLI unless stated otherwise in the Certificate or above endorsement wording.

An additional retained premium of £80.00 is required for this cover to be operative.

If the additional cover as outlined under RL7 is required a further additional retained premium of £50.00 is due.

## RL1A – PREMIER LANDLORDS COVER FOR HOMES OF MULTI-OCCUPANCY (HMO)

### LANDLORD'S CONTENTS. POLICY LIMIT £25,000

The general definition of Buildings is extended to include Landlord's Contents. The Insurers' liability for DAMAGE to Landlord's Contents will not exceed £25,000 in any one Period of Insurance.

Landlord's Contents for this extension shall mean furniture, furnishings and all other contents all whilst contained in or on the Buildings insured hereby.

### LOSS OF RESIDENTIAL RENT. POLICY LIMIT 25% OF THE SUM INSURED FOR A MAXIMUM OF 36 MONTHS

The Insurers will indemnify the Insured in consequence of DAMAGE to the Premises during the Period of Insurance for:

1. the loss of Residential Rent Receivable being  
the actual amount of the reduction in the Rent Receivable by the Insured during the Indemnity Period solely in consequence of the DAMAGE
2. the cost of re-letting being  
the costs necessarily and reasonably incurred from the date of the DAMAGE until the expiry of the Indemnity Period in re-letting the Buildings (including legal fees in connection with the re-letting) solely in consequence of the DAMAGE

A £100 Excess applies to all claims in addition to any standard or applied policy excesses.

Where indemnity is provided under I then no additional indemnity will be paid in respect of the Alternative Accommodation and Loss of Rent extension under clause R1.

Any indemnity provided under Endorsement RLIA will exclude rental income arising from any property occupied as Holiday Lets or on a tenancy agreement less than 6 months.

### DAMAGE BY TENANTS. POLICY LIMIT £25,000

Clause R3 is hereby deleted to allow DAMAGE in respect of or to any Residential Premises or Residential portions of Commercial Premises caused by Tenants lawfully on the premises. The Insurers' liability will not exceed £25,000 in any one Period of Insurance.

A £100 Excess applies to all claims in addition to any standard or applied policy excesses.

### ILLEGAL CULTIVATION OF DRUGS. POLICY LIMIT £25,000

Exclusion 3 under Exclusions applicable to Sections A and B is deleted and replaced with the following:

In the event of any DAMAGE or CONSEQUENTIAL LOSS as insured hereby resulting from the Illegal cultivation of drugs in a Residential Building or a residential portion of a Commercial Building by a tenant, lessee or licensee of the Insured it is a condition precedent to any liability of the Insurers to make payment under this Policy that the Insured have:

- a) carried out comprehensive internal and external surveys of the premises at least every 3 months prior to the DAMAGE and maintained a written log of such inspections
- b) obtained written references for the tenant prior to the letting proceeding
- c) recorded details of the tenant's bank account details and verified same by collecting at least one payment via such means.

The Insurers' liability will not exceed £25,000 in any one Period of Insurance. Subject to an Excess of £1,000 or 10% of the total amount claimed, whichever is the greater.

## UNOCCUPIED PREMISES COVER FOR LANDLORD'S CONTENTS

The general definition of Buildings is extended to include Landlord's Contents.

In respect of any Building that is wholly or partly unoccupied it is a condition precedent to liability that:

- 1) All gas and electrical services within the Unoccupied property are switched off at the mains except for any electrical circuits required to maintain any fire and intruder alarm, security protections and timed lights or heating systems
- 2) The water system to the Unoccupied portion of the Building must be isolated at the mains and completely drained or the heating systems has been set at a minimum temperature of 5 degrees Celsius during the period 1st October to 1st April each year
- 3) All accumulations of mail or other combustible waste materials that form ready fuel for a fire should be removed from within the Unoccupied portion of the Building
- 4) The Unoccupied portion of the Building must be secured against unlawful entry by closing and locking its doors and windows and setting all its security and alarm systems
- 5) The Unoccupied portion of the Building is subject to a programme of comprehensive internal and external inspections undertaken by an authorised representative of the insured to ensure continued compliance with the other terms of this condition. Inspections should commence within the initial 14 days following the property becoming Unoccupied and continue at intervals not exceeding 14 days thereafter. Inspection results are to be recorded and retained at a separate location during the period of unoccupancy; and any new accumulations of junk mail found during such inspection should be removed
- 6) The Insurers are to be notified within 7 days in the event of damage or unauthorised entry to the Unoccupied area becoming evident or known to the Insured or their representative.

In respect of any Building that is wholly or partly Unoccupied: the Excess applicable in respect of DAMAGE to Landlord's Contents caused by Malicious Persons, Storm, Flood, Water Damage or Escape of Fuel Oil, Sprinkler Leakage or Theft if insured will be £500.

Landlord's Contents for this extension shall mean furniture, furnishings and all other contents all whilst contained in or on the Buildings insured hereby.

## ADVERSE POSSESSION. POLICY LIMIT £50,000

The Insurers will pay the legal costs and expenses incurred by or on behalf of the Insured to evict Squatters from any of the Premises or parts thereof.

Provided that:

- a) the Insured agrees with the Insurers a representative to act for the Insured. The Insured will need to satisfy the Insurers that their chosen representative has the necessary expertise to deal with the legal proceedings
- b) such costs are reasonable and incurred with the Insurers' consent
- c) the Insured will take all reasonable precautions to avoid any Premises or parts thereof becoming occupied by any party other than the party named on the Tenancy Agreement
- d) the Insured must send to the Insurers all bills for their chosen representative's legal fees as soon as the Insured receives them
- e) the Insurers must be able to contact the Insured's chosen representative. If the representative wishes to consult a barrister or expert witness the Insurers must first be consulted for confirmation such action is appropriate
- f) the Insurers' liability under this clause will not exceed £50,000 in any one Period of Insurance.

For the purpose of the this clause:

**Squatters** shall mean any person(s) in adverse possession of the Premises.

**Tenancy Agreement** shall mean an agreement with a commercial tenant to occupy Premises in return for the payment of rent under a lease agreement.

A £100 Excess applies to all claims under Endorsement RLIA in addition to any standard or applied policy excesses.

An additional retained premium of £150.00 is required for this cover to be operative.

Any indemnity provided under Endorsement RLIA will exclude rental income arising from any property occupied as Holiday Lets or on a tenancy agreement less than 6 months.

If the additional cover as outlined under RL7 is required a further additional retained premium of £50.00 is due.

## RL2 – PREMIER COMMERCIAL LANDLORDS COVER

### LOSS OF RENT RECEIVABLE COMMERCIAL PREMISES

Cover for Commercial Rent Receivable is amended to 25% of the Sum Insured for a Maximum Indemnity Period of 36 months.

### LANDLORDS CONTENTS. POLICY LIMIT £25,000

The general definition of Buildings is extended to include Landlord's Contents. The Insurers' liability for DAMAGE to

Landlord's Contents will not exceed £25,000 in any one Period of Insurance.

Landlord's Contents for this extension shall mean furniture, furnishings and all other contents all whilst contained in or on the Buildings insured hereby.

### **DAMAGE BY TENANTS. POLICY LIMIT £25,000**

Exclusion 5 of Exclusions to Sections A and B is deleted to allow DAMAGE in respect of or to any Commercial Premises caused by persons lawfully on the premises. The

Insurers' liability will not exceed £25,000 in any one Period of Insurance, subject to an Excess of £100 per occurrence.

### **ADVERSE POSSESSION. POLICY LIMIT £50,000**

The Insurers will pay the legal costs and expenses incurred by or on behalf of the Insured to evict Squatters from any of the Premises or parts thereof.

Provided that:

- a) the Insured agrees with the Insurers a representative to act for the Insured. The Insured will need to satisfy the Insurers that their chosen representative has the necessary expertise to deal with the legal proceedings
- b) such costs are reasonable and incurred with the Insurers' consent
- c) the Insured will take all reasonable precautions to avoid any Premises or parts thereof becoming occupied by any party other than the party named on the Tenancy Agreement
- d) the Insured must send to the Insurers all bills for their chosen representative's legal fees as soon as the Insured receives them
- e) the Insurers must be able to contact the Insured's chosen representative. If the representative wishes to consult a barrister or expert witness the Insurers must first be consulted for confirmation such action is appropriate
- f) the Insurers' liability under this clause will not exceed £50,000 in any one Period of Insurance.

For the purpose of the this clause:

**Squatters** shall mean any person(s) in adverse possession of the Premises.

**Tenancy Agreement** shall mean an agreement with a commercial tenant to occupy Premises in return for the payment of rent under a lease agreement.

### **LOSS OF ADVANCED RENT. MAXIMUM INDEMNITY PERIOD 3 MONTHS**

In addition to the automatic 25% limit of indemnity provided under Section B, Clause RI ii) is hereby deleted to include cover for Rent Receivable in consequence of DAMAGE to Buildings in the course of erection, construction, refurbishment, alteration or fitting out or whilst Unoccupied awaiting tenants for an Indemnity Period of 3 months only.

The Indemnity Period will begin with the date upon which but for the DAMAGE the tenancy of the Business would have commenced and ending not later than the expiry of the Indemnity Period during which period of time the Business will be affected in consequence of the DAMAGE.

The Insured will provide evidence and information that may be reasonably required by the Insurers in respect of:

- a) the actual negotiations with prospective tenants both before and after the Incident; and
- b) the demand for similar accommodation in the locality as a means of establishing the general level of rents applied.

If required the advice of a professional valuer acceptable to both the Insured and the Insurers will be sought and such fees will be included in the indemnity provided.

### **DENIAL OF ACCESS**

The insurance is extended to cover loss as insured hereunder resulting from interruption of or interference with the Insured's Business in consequence of access to any part of the Premises insured being restricted or hindered arising out of:

- a) property in the vicinity of the Premises DAMAGE to which prevents or hinders the use of the Property or access thereto whether the Property of the Insured therein suffers DAMAGE or not but excluding DAMAGE to property of any Public Utility from which the Insured obtains supplies or services
- b) actions or advice of a Government or Local Authority or police or regulatory body closing down or sealing off the Premises or areas in the vicinity of the Premises which prevents or hinders the use of the Premises or access thereto
- c) the unlawful occupation of the Property or other property in the vicinity of the Premises by third parties except in the course of a dispute between any employer and employee or group of workers
- d) the suspected or actual presence of a harmful device on or in the vicinity of the Premises of the Property provided that the Insurers will not be liable for:
  - i) any incident involving an interruption of less than 24 hours duration
  - ii) any period other than the actual period of prevention or hindrance of access to the Property
  - iii) the period beginning with the loss and ending not later than three months thereafter during which the results of the Business will be affected in consequence of the DAMAGE.

Provided that the Insurers' liability any one occurrence under this clause will not exceed 25% of the Sum Insured stated in the Certificate.

## FAILURE OF UTILITIES

The insurance by each item is extended to include loss as insured arising from the failure of the supply of:

- a) electricity at the terminal ends of the supply authority's service feeders at the Buildings
- b) gas at the supply authority's meters at the Buildings
- c) water at the supply authority's main stop cock serving the Buildings
- d) land based telecommunications
- e) electricity at the terminal ends of the supply authority's service feeders at the Buildings

by any accidental cause other than the deliberate act of any supply authority or by any such authority exercising its power to withhold or restrict supply or by drought unless done to save life.

Provided that the Insurers' liability any one occurrence under this clause will not exceed 25% Sum Insured stated in the Certificate any one occurrence.

## FOUL OR SURFACE WATER DAMAGE

The insurance by each item is extended to include loss as insured resulting from the failure of the foul or surface water drainage facilities servicing the Premises.

Provided that:

- a) the Indemnity Period will not commence until 72 hours after the DAMAGE has occurred
- b) the Insurers' liability any one occurrence under this clause will not exceed 25% of Sum Insured stated in the Certificate.

An additional retained premium of £77.50 is required for this cover to be operative.

## NOTIFIABLE DISEASE, VERMIN, DEFECTIVE SANITARY ARRANGEMENTS, MURDER AND SUICIDE

The cover by each Loss of Revenue item is extended to indemnify the Insured for Loss of Revenue arising from

1. the closure of or restrictions placed on the whole or part of the Premises by order of a competent public authority as a direct result of:
  - a) any occurrence of Notifiable Disease at the Premises or attributable to food or drink supplied from the Premises
  - b) any discovery of an organism at the Premises likely to result in the occurrence of a Notifiable Disease at the Premises
2. the discovery of vermin or pests at the Premises which causes restrictions on the use of the Premises on the order or advice of a competent public authority
3. 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 a competent public authority

4. any occurrence of murder or suicide at the Premises or within 500 metres from the boundary of the Premises.

For the purpose of this provision the Indemnity Period will commence:

- a) in the case of 1., 2. and 3. above from the date applied by the competent public authority
- b) in the case of 4. above from the date upon which restrictions are applied.

Provided that the Insurers' liability any one occurrence under this clause will not exceed the Limit stated in the Certificate and the indemnity provided by this clause is extended to include costs subject to a maximum of £500,000 any one occurrence in addition to the above unless stated to the contrary in the Certificate incurred in:

1. investigating, cleaning, decontaminating, rectifying, repairing any of the above risks
2. any programme of crisis management or public relations in connection with such risks.

Provided that the Insurers' liability under this clause will not exceed £500,000 in any one Period of Insurance.

An additional retained premium of £80.00 is required for this cover to be operative.

For the purpose of the this clause:

**Notifiable Disease** shall mean one of the following specified human infectious or human contagious diseases:

Acute encephalitis, Acute poliomyelitis, Anthrax, Bubonic plague, Cholera, Diphtheria, Dysentery, Leprosy, Leptospirosis, Malaria, Measles, Meningitis, Meningococcal Infection, Mumps, Ophthalmia neonatorum, Paratyphoid fever, Rabies, Relapsing fever, Rubella, Scarlet fever, Smallpox, Tetanus, Tuberculosis, Typhoid fever, Typhus fever, Viral hepatitis, Viral haemorrhagic, Whooping cough, Yellow fever

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

## RL3 – UNOCCUPIED BUILDINGS COVER

Condition 3 (UNOCCUPIED BUILDINGS) is amended to read as follows:

In respect of any Building that is wholly or partly unoccupied it is a condition precedent to the liability of the Insurers that:

- 1) All gas and electrical services within the Unoccupied property are switched off at the mains except for any electrical circuits required to maintain any fire and intruder alarm, security protections and timed lights or heating systems
- 2) The water system to the Unoccupied portion of the Building must be isolated at the mains and completely drained or the heating systems has been set at a minimum temperature of 5 degrees Celsius during the period 1st October to 1st April each year

- 3) All accumulations of mail or other combustible waste materials that form ready fuel for a fire should be removed from within the Unoccupied portion of the Building
- 4) The Unoccupied portion of the Building must be secured against unlawful entry by closing and locking its doors and windows and setting all its security and alarm systems
- 5) The Unoccupied portion of the Building is subject to a programme of comprehensive internal and external inspections undertaken by an authorised representative of the insured to ensure continued compliance with the other terms of this condition. Inspections should commence within the initial 14 days following the property becoming Unoccupied and continue at intervals not exceeding 14 days thereafter. Inspection results are to be recorded and retained at a separate location during the period of unoccupancy; and any new accumulations of junk mail found during such inspection should be removed
- 6) The Insurers are to be notified within 7 days in the event of damage or unauthorised entry to the Unoccupied area becoming evident or known to the Insured or their representative.

Standard policy Excesses apply unless stated otherwise in the Certificate or above endorsement wording.

An additional retained premium of £80.00 is required for this cover to be operative.

#### RL4 – MATCHING PARTS COVER

##### REINSTATEMENT TO MATCH

Cover is restricted to Private Residences only, unless all owners within the development request cover jointly.

The cost of rebuilding extends to include the cost of replacement repair or modification of undamaged parts of Buildings that form part of a suite of common design or function where the DAMAGE is restricted to a clearly identifiable area or to a specific part.

The Insurers' total liability will not exceed the amount that would have been payable for replacement repair or modification of the whole property forming a suite common design or function if such property had been wholly destroyed.

Standard policy excesses apply unless stated otherwise in the Certificate or above endorsement wording.

An additional retained premium of £50.00 is required for this cover to be operative.

- 1) All gas and electrical services within the Unoccupied property are switched off at the mains except for any electrical circuits required to maintain any fire and intruder alarm, security protections and timed lights or heating systems
- 2) The water system to the Unoccupied portion of the Building must be isolated at the mains and completely drained or the heating systems has been set at a minimum temperature of 5 degrees Celsius during the period 1st October to 1st April each year
- 3) All accumulations of mail or other combustible waste materials that form ready fuel for a fire should be removed from within the Unoccupied portion of the Building
- 4) The Unoccupied portion of the Building must be secured against unlawful entry by closing and locking its doors and windows and setting all its security and alarm systems
- 5) The Unoccupied portion of the Building is subject to a programme of comprehensive internal and external inspections undertaken by an authorised representative of the Insured to ensure continued compliance with the other terms of this condition.  
  
Inspections should commence within 24 hours of the tenant vacating the property and then every 7 days with a further inspection no more than 24 hours before a new tenant takes possession of the holiday let property.  
  
Inspection results are to be recorded and retained at a separate location during the period of unoccupancy; and any new accumulations of junk mail found during such inspection should be removed.  
  
The Insurers are to be notified within 7 days in the event of damage or unauthorised entry to the Unoccupied area becoming evident or known to the Insured or their representative.

#### RL5 – SECOND/HOLIDAY HOMES UNOCCUPIED PREMISES COVER

THIS EXTENSION IS ONLY AVAILABLE FOR PROPERTIES USED EXCLUSIVELY BY THE OWNERS AND THEIR FAMILY AND FRIENDS – NO ADDITIONAL COVER IS AVAILABLE FOR PROPERTIES USED AS HOLIDAY LETS

Condition 3 under Conditions applicable to Sections A and B does not apply in respect of any Building that is wholly or partly Unoccupied subject to the following:

- a) clause b) of Condition 3 under Conditions applicable to Sections A and B is deleted
- b) this endorsement does not provide cover for Holiday Lets.

Standard policy Excesses apply unless stated otherwise in the Certificate or above endorsement wording.

An additional retained premium of £50.00 is required for this cover to be operative.

#### RL7 – LOSS OF RENT FOR PROPERTIES USED AS HOLIDAY LETS

##### LOSS OF HOLIDAY RENT INCOME. POLICY LIMIT 25% OF THE SUM INSURED FOR A MAXIMUM OF 12 MONTHS

Clause R1 i) is hereby deleted to include cover for Rent Receivable from Holiday Lets. The Insurers' liability under this clause will not exceed 25% of the Sum Insured in any one Period of Insurance for a Maximum Indemnity Period of 12 months.

##### UNOCCUPANCY

Condition 3 (UNOCCUPIED BUILDINGS) is amended to read as follows:

In respect of any Building that is wholly or partly unoccupied it is a condition precedent to the liability of the Insurers that:

#### DAMAGE BY TENANTS. POLICY LIMIT £25,000

Exclusion 5 of Exclusions to Sections A and B is deleted to allow DAMAGE in respect of or to Residential Premises or Residential portions of Commercial

Premises caused by persons lawfully on the premises. The Insurers' liability will not exceed £25,000 in any one Period of Insurance, subject to an Excess of £500 per occurrence.

Standard policy excesses apply unless stated otherwise in the Certificate or above endorsement wording.

An additional retained premium of £100.00 is required for this cover to be operative.

## GENERAL EXCLUSIONS

This Policy does not cover:

### 1 DATE RELATED PERFORMANCE AND FUNCTIONALITY

loss, destruction or damage, consequential loss, additional expenditure or extra expenses, legal liability or other fees, costs, disbursements, awards or other expenses of whatsoever nature directly or indirectly caused by or contributed to by or consisting of or arising in whole or in part from:

- a) the way in which any Data Processing System responds to or deals with or fails to respond to or fails to deal with any true calendar date
- b) any Data Processing System responding to or dealing in any way with:
  - i) any data denoting a calendar date or dates as if such data did not denote a calendar date or dates
  - ii) any data not denoting a calendar date or dates as if such data denoted a calendar date or dates

whether such Data Processing System is the property of the Insured or not but in respect of all insurances other than Public Liability or Products Liability or Contractors' Joint Indemnity this will not exclude subsequent loss, destruction or damage or consequential loss, additional expenditure or extra expenses not otherwise excluded which itself results from a Defined Peril otherwise covered by this Policy

### 2 NUCLEAR AND WAR RISKS, GOVERNMENT OR PUBLIC AUTHORITY AND SONIC BANGS

loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:

- a) ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel
- b) the radioactive, toxic, explosive or other hazardous or contaminating properties of any Nuclear Installation, Nuclear Reactor or other explosive nuclear assembly or nuclear component thereof
- c) any weapon or device employing atomic nuclear fission and/or fusion or other like reaction or radioactive force or matter

- d) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter but this exclusion d) will not apply to radioactive isotopes other than nuclear fuel when such isotopes are being prepared, carried, stored or used for commercial, agricultural, medical, scientific or other peaceful purposes
- e) war, invasion, act of foreign enemy, hostilities whether war be declared or not civil war, rebellion, revolution, insurrection or military or usurped power, nationalisation, confiscation, requisition, seizure or destruction by the government or any public authority
- f) pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.

# GENERAL CONDITIONS

## 1 ARBITRATION

If the Insurers admit liability for a claim but there is a dispute as to the amount to be paid the dispute will be referred to an arbitrator. The arbitrator will be appointed jointly by the Insured and the Insurers in accordance with the law at the time. The Insured may not take any legal action against the Insurers over the dispute before the arbitrator has reached a decision.

## 2 CANCELLATION

This Policy is an annual contract between the Insurers and the Insured. The Insurers may cancel this Policy where there is a valid reason for doing so by giving the Insured seven days' notice in writing to the Insured's last known address. The Insurers will only refund any premium which may be due to the Insured for valid reasons which may include but are not limited to:

- a) if the Insured advises the Insurers of a change of risk under this Policy which the Insurers are unable to insure
- b) where the Insured fail to respond to requests from the Insurers for further information or documentation
- c) if the property has been sold or the policyholder is deceased and there is no title deed requirement for a common policy.

Where the Insured has taken out this Policy for purposes which are wholly or mainly unrelated to their trade, business or profession, or the Insured consists of more than one individual, the Insured may collectively cancel this Policy within 14 days of receiving the Policy or renewal notice by writing to the Insurers and in such event the Insured will be entitled to a return of premium in respect of the unexpired portion of the Period of Insurance.

The Insured does not have the right to a refund of premium in the event of cancellation following 14 days of receiving the policy.

The Insurers will not refund any premium if the Insurers have paid a claim or one is outstanding when the Policy is cancelled. Where a claim is submitted after this Policy has been cancelled the Insurers will deduct the amount of any premium returned to the Insured following the cancellation from any claim payment the Insurers may make to the Insured.

## 3 CHANGE IN CIRCUMSTANCES

The Insured must tell the Insurers as soon as reasonably practical of any change to the insured property/risk address and disclose any associated material facts (any fact which would influence the Insurers in accepting or declining a risk or in fixing the premium or terms and conditions of the contract is considered material).

If in doubt about any information please contact the Insurers as soon as possible.

Changes to information the Insurers need to be informed of include, but are not limited to, these situations:

- a) failure by all owners to make repairs
- b) play area at development
- c) property is in a poor state of repair
- d) storage of flammable items in common areas
- e) the property is unsecure.

Any changes, if accepted by the Insurers, will apply from the date indicated on the Insured's updated certificate. In some cases the Insurers will be entitled to vary the premium and terms for the rest of the Period of Insurance.

If the Insured does not notify the Insurers of any such change the Insurer may exercise one or more of the options described in clauses c) i), ii) and iii) of the Fair Presentation of the Risk Condition but only with effect from the date of the change in circumstances or material facts.

## 4 CESSATION OF INSURED'S INTEREST

The Policy shall be avoided in respect of any Premises whereby the interest of the Insured ceases by will or operation of law.

## 5 CLAIMS PROCEDURE

- a) On the happening of any event which could give rise to a claim or on receiving verbal or written notice of any claim the Insured will:
  - i) as soon as reasonably possible and no later than 60 days give notice to the Insurers
  - ii) as soon as reasonably possible notify the police in respect of any loss or damage by theft or attempted theft or by riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances and malicious persons
  - iii) as soon as reasonably possible forward to the Insurers any writ or summons issued against the Insured by a third party
  - iv) take action to minimise the loss or damage and to avoid interruption or interference with the Business and to prevent further damage or injury

- v) at their own expense and within:
  - 1) 7 days of loss or damage caused by riot, civil commotion, strikers, locked-out workers or persons taking part in labour disturbances or malicious persons
  - 2) 30 days of expiry of the Indemnity Period in respect of Section B
  - 3) 30 days of any other loss or damage, interruption or interference with the Business or injury or disease

supply full details of the claim in writing to the Insurers together with any evidence and information that may be reasonably required by the Insurers for the purpose of investigating or verifying the claim and if demanded a statutory declaration of the truth of the claim and any matters connected therewith.

The Insured must give the Insurers an opportunity wherever practicable to inspect the damage before work begins so that the Insurers may approve any estimate for repair work

- vi) also upon receipt of a Notice of Adjudication relating to any circumstance which has given or may give rise to a claim under this Policy provide immediate notice (or on the first working day thereafter) thereof to the Insurers

A Notice of Adjudication means any notice issued by a party to a contract to which the Housing Grants Construction and Regeneration Act 1996 applies stating an intention to refer a dispute under the contract to adjudication.

- b) No settlement, admission of liability, payment or promise of payment will be made to a third party without the consent of the Insurers.

## 6 CONTRIBUTION

Except where endorsement RL6 is operative this Policy does not cover any property more specifically insured by the Insured except for any excess beyond the amount covered under such specific insurance.

## 7 FAIR PRESENTATION OF THE RISK

- a) At inception and renewal of this Policy and also whenever changes are made to it at the Insured's request the Insured must:
  - i) where the Insured has taken out this Policy for purposes which are wholly or mainly related to their trade, business or profession, disclose to the Insurers all material facts in a clear and accessible manner and not misrepresent any material facts; and
  - ii) where the Insured has taken out this Policy for purposes which are wholly or mainly unrelated to their trade, business or profession, take reasonable care not to misrepresent any material facts.

- b) If the Insured does not comply with clause a) of this General Condition the Insurers may:

- i) avoid this policy which means that the Insurers will treat it as if it had never existed and refuse all claims where any non-disclosure or misrepresentation by the Insured is proven by the Insurer to be deliberate or reckless in which case the Insurers will not return the premium paid by the Insured; and
- ii) recover from the Insured any amount the Insurers have already paid for any claims including costs or expenses the Insurers have incurred.

- c) If the Insured does not comply with clause a) of this General Condition and the non-disclosure or misrepresentation is not deliberate or reckless this Policy may be affected in one or more of the following ways depending on what the Insurers would have done if the Insurers had known about the facts which the Insured failed to disclose or misrepresented:

- i) if the Insurers would not have provided the Insured with any cover the Insurers will have the option to:
  - 1) avoid the Policy which means that the Insurers will treat it as if it had never existed and repay the premium paid; and
  - 2) recover from the Insured any amount the Insurers have already paid for any claims including costs or expenses the Insurers have incurred

- ii) if the Insurers would have applied different terms to the cover the Insurers will have the option to treat this Policy as if those different terms apply. The Insurers may recover any payments made by the Insurers on claims which have already been paid to the extent that such claims would not have been payable had such additional terms been applied
- iii) if the Insurers would have charged the Insured a higher premium for providing the cover the Insurers will charge the Insured the additional premium which the Insured must pay in full.

- d) Where this Policy provides cover for any person other than the Insured and that person would if they had taken out such cover in their own name have done so for purposes wholly or mainly unconnected with their trade, business or profession the Insurers will not invoke the remedies which might otherwise have been available to the Insurers under this General Condition if the failure to make a fair presentation of the risk concerns only facts or information which relate to a particular insured person other than the Insured.

Provided always that if the person concerned or the Insured acting on their behalf makes a careless misrepresentation of fact the Insurers may invoke the remedies available to them under this General Condition as against that particular person as if a separate insurance contract had been issued to them leaving the remainder of the Policy unaffected.

## 8 FRAUDULENT CLAIMS

If the Insured or anyone acting on its behalf:

- a) makes a fraudulent or exaggerated claim under this Policy; or
- b) uses fraudulent means or devices including the submission of false or forged documents in support of a claim whether or not the claim is itself genuine; or
- c) makes a false statement in support of a claim whether or not the claim is itself genuine; or
- d) submits a claim under this Policy for loss or damage which the Insured or anyone acting on the Insured's behalf or in connivance with the Insured deliberately caused; or
- e) realises after submitting what the Insured reasonably believed was a genuine claim under this Policy and then fails to tell the Insurers that the Insured has not suffered any loss or damage; or
- f) suppresses information which the Insured knows would otherwise enable the Insurers to refuse to pay a claim under this Policy

the Insurers will be entitled to refuse to pay the whole of the claim and recover any sums that the Insurers have already paid in respect of the claim.

The Insurers may also notify the Insured that they will be treating this Policy as having terminated with effect from the date of any of the acts or omissions set out in clauses a) to f) of this condition.

If the Insurers terminate this Policy under this condition the Insured will have no cover under this Policy from the date of termination and not be entitled to any refund of premium.

If any fraud is perpetrated by or on behalf of an insured person and not on behalf of the Insured this condition should be read as if it applies only to that insured person's claim and references to this Policy should be read as if they were references to the cover effected for that person alone and not to the Policy as a whole.

## 9 INSURERS' RIGHTS

The Insurers will:

- a) be entitled to take over the defence or settlement of any claim made upon the Insured by any other party and the Insured will give all assistance as may be reasonably required by the Insurers

- b) have the right to enter the premises where the loss or damage has occurred and to keep possession of any of the property insured and to deal with the salvage in a reasonable manner but the Insured will not be entitled to abandon any property to the Insurers
- c) be entitled to take benefit of any rights of the Insured against any other party before or after the Insured has received indemnification under this Policy and the Insured will give all assistance as may be reasonably required by the Insurers
- d) at their option indemnify the Insured by payment, reinstatement, replacement or repair in respect of any property lost or damaged or part thereof. If the Insurers elect to reinstate or replace any property they will not be bound to reinstate or replace exactly or completely but only as circumstances permit and in reasonably sufficient manner and will not in any case be bound to expend in respect of any one of the Items insured more than the sum insured thereon.

## 10 LEGAL REPRESENTATIVES

In the event of the death of the Insured the Insurers will indemnify the Insured's legal personal representatives in respect of liability at law previously incurred by the Insured provided they observe, fulfil and be subject to the terms, conditions and limitations of this Policy in so far as they can apply.

## 11 REASONABLE CARE

The Insured will take all reasonable steps to:

- a) protect the property insured
- b) comply with statutory enactments, bye-laws and any other obligations and regulations imposed by any authority
- c) employ only competent employees
- d) prevent accidents
- e) maintain all ways, works machinery and plant in sound condition.

In the event of the discovery of any defect or danger the Insured will forthwith cause such defect or danger to be made good or remedied and in the meantime will cause such additional precautions to be taken as the circumstances may require.

## 12 SANCTIONS

Notwithstanding any other terms of this Policy the Insurers will be deemed not to provide cover nor will the Insurers make any payment or provide any service or benefit to the Insured or any other party to the extent that such cover, payment, service, benefit and/or any business or activity of the Insured would violate any applicable trade or economic sanctions law or regulation.

# OUR COMPLAINTS PROCEDURE

## OUR COMMITMENT TO CUSTOMER SERVICE

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

## WHO TO CONTACT IN THE FIRST INSTANCE

Many concerns can be resolved straight away. Therefore, in the first instance, please get in touch with:

Insurance Department Ross  
& Liddell  
60 St. Enoch Square  
Glasgow  
G1 4AW

## MANY COMPLAINTS CAN BE RESOLVED WITHIN A FEW DAYS OF RECEIPT

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

## NEXT STEPS IF YOU ARE STILL UNHAPPY

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

We will let you know if we believe the ombudsman service can consider your complaint when we provide you with our decision. The service they provide is free and impartial, but you would need to contact them within 6 months of the date of our decision. More information about the ombudsman and the type of complaints they can review is available via their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

You can also contact them as follows:

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

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

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

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

## THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

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

Santia Consulting Ltd

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Zurich Insurance plc

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UK Branch registered in England and Wales Registration No. BR7985.

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