



PROPERTIES

Policy



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Introduction

Welcome to RSA. Thank you for choosing **Us** as **Your** insurer.

About Your Insurance Policy

Your insurance **Policy** is made up of this **Policy** wording, **Your Statement of Fact**, and the **Schedule** which shows the sums insured, **Our Limits of Liability**, the premium **You** will pay, and any other terms which apply to **Your Policy**.

You should read the **Statement of Fact**, **Schedule** and the **Policy** wording together, to tell **You** what is covered and what is not covered, how **We** settle claims and other important information.

Some words in this **Policy** have a special meaning. They start with a capital letter and are in **bold type** whenever they appear in the **Policy**, and are listed under "Definitions" at the end of the **Policy**.

We have set out 'What is covered' to the left of each page, and 'What is not covered' to the right.

There are also some special exclusions which apply to the whole of certain Insurances.

The Insurance Contract

This Insurance **Policy** is a legal contract between **You** and **Us**. **Our** acceptance of this risk is based on the information presented to **Us** prior to the commencement of the **Policy**, and at subsequent stages in respect of mid-term changes and renewal. Provided the on-line questions have been completed accurately and in good faith, and assumptions generated on the **Statement of Fact** checked, **We** will accept this as being a fair presentation of the risk.

We will provide the insurance described in this **Policy** (subject to all the terms, conditions and exclusion of this **Policy**) for the **Period of Insurance** shown in the **Schedule** and any subsequent period for which **You** shall pay and **We** shall agree to accept the premium.

This **Policy** has been issued by Royal & Sun Alliance Insurance plc.

Customer Care Services

As part of **Our** commitment to customer care, **We** have provided additional services to help **You** when **You** need it most.

Claims Helpline

We recognise that losses mean disruption to **Your Business** and that the ultimate test of any insurance policy is providing a fast, effective claims service. **We** also realise that running a business means that it might not be convenient for **You** to report a claim to **Us** during normal office hours. That's why **You** can now notify **Us** of any claim when it suits **You** - any time of the day or night. All **You** have to do is call!

- **24 hour Claims Helpline (including Emergency Repairs and Catastrophe Claim)**

0345 300 4006

(Please quote **Your Policy Number**)

Emergency Repairs

Should emergency repairs be needed to **Your Property**, **We** will put **You** in touch with a tradesman from **Our** carefully selected panel. **You** will have to pay the cost of any work done, but where the **Damage** is caused by an insured **Event**, **You** can of course submit the cost as part of **Your** claim. Whatever the nature of the emergency, **You** just need to make a single phone call.

Catastrophe Claim

If **You** are faced with a major catastrophe, such as a serious fire or flood, **We** recognise that **You** will need expert assistance immediately. **We** will send a representative to help **You** in a major crisis, 24 hours a day, 365 days a year.

Advice Lines

Where do **You** turn to for answers to questions that affect **Your Business**? **Our** advice lines will put **You** in touch with highly qualified experts who can offer information and assistance on a wide range of issues:

Legal Assistance (available 24 hours)

Health and Safety issues (available 24 hours)

Tax advice (available Monday to Friday, 9am to 5pm)

Stress Counselling (available 24 hours)

- **Advice Line**

01455 251500

(Please quote reference number **70108**)

Property Damage Insurance

THIS INSURANCE ONLY APPLIES WHERE SHOWN AS INCLUDED IN THE SCHEDULE

What is covered

Events

- 1 Fire, smoke, lightning, explosion and earthquake.

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

- 3 Storm or flood.

What is not covered

- 1 **Your Contribution** as shown in the **Schedule**.
- 2 **Damage** caused by the bursting of any boiler or other plant owned by **You** or under **Your** control and in which the internal pressure is due to steam only. However, **We** will not exclude **Damage** caused by the explosion of any boiler or gas used only for domestic purposes.
- 1 **Your Contribution** as shown in the **Schedule**.
- 2 **Damage** arising from nationalisation, confiscation, requisition or destruction by order of the government or any public authority.
- 3 **Damage** arising from stoppage of work.
- 4 **Damage** directly caused in the course of theft or attempted theft by malicious persons not acting on behalf of or in connection with any political organisation.
- 5 **Damage to Buildings and Landlord's Contents of Residential Properties**
 - i) caused by **Residents** or their guests to the **Residential Property** in which the **Resident** lives
 - ii) which have been **Unoccupied** for over 45 consecutive days
- 1 **Your Contribution** as shown in the **Schedule**.
- 2 **Damage** caused solely by change in the **Water Table Level**.
- 3 **Damage** caused by frost, subsidence, ground heave or landslip.

What is covered

- 4 Escape of water or oil from any tank, apparatus, pipe or appliance.
- 5 Impact by
 - A) any vehicle or animal
 - B) aircraft or other aerial devices or articles dropped from them.
- 6 Accidental escape of water from any automatic sprinkler installation.
- 7 Theft or attempted theft.

What is not covered

- 4 **Damage** caused to fences, gates, hedges, trees, plants, shrubs and turf unless there is **Damage** to structural parts of the **Building** at the same time.
- 1 **Your Contribution** as shown in the **Schedule**.
- 2 **Damage** by water discharged or leaking from an automatic sprinkler installation.
- 3 **Damage** to **Buildings** and **Landlord's Contents** of **Residential Properties** which have been **Unoccupied** for over 45 consecutive days.
- 1 **Your Contribution** as shown in the **Schedule**.
- 1 **Your Contribution** as shown in the **Schedule**.
- 2 Escape caused by freezing or unfreezing of the installation or any part of it in any **Building** which is **Unoccupied**.
- 1 **Your Contribution** as shown in the **Schedule**.
- 2 **Damage** which **You** can recover from another source.
- 3 **Damage** to **Buildings** of **Residential Properties**
 - A) caused by **Residents** or their guests to the **Residential Property** in which the **Resident** lives
 - B) which have been **Unoccupied** for over 45 consecutive days.
- 4 **Damage** to **Landlord's Contents**
 - A) which does not involve forcible entry into or exit from the **Residential Property** or non-residential **Building**
 - B) in **Residential Properties** which have been **Unoccupied** for over 45 consecutive days.

What is covered

- 8 Subsidence, ground heave or landslip.

- 9
 - A) Falling trees or their branches
 - B) Falling television or radio receiving aerials, aerial fittings and masts or satellite dishes.

- 10 Any other accident.

What is not covered

- 1 **Your Contribution** as shown in the **Schedule**.
- 2 **Damage** arising from the settlement or movement of made-up ground or by coastal erosion or erosion by any water course.
- 3 **Damage** occurring as a result of the construction, demolition, structural alteration or structural repair of **Buildings** or any groundwork or excavation at the **Premises**.
- 4 **Damage** arising from normal settlement or bedding down of new structures.
- 5 **Damage** to car parks, yards, drives, roads, pavements, footpaths, patios, terraces, swimming pools, tennis courts, squash courts, walls, fences, gates and hedges unless there is **Damage** to structural parts of the **Building** at the same time.
- 6 **Damage** to solid floors of residential **Buildings**, or caused because solid floors have moved, unless the walls of such **Property** are damaged by the same cause and at the same time.
- 7 **Damage** caused by or arising from faulty workmanship, design or materials.
- 8 **Damage** commencing prior to the granting of cover under this Insurance.

- 1 **Your Contribution** as shown in the **Schedule**.
- 2 **Damage** caused by felling or lopping of trees and branches by **You** or on **Your** behalf.

- 1 **Your Contribution** as shown in the **Schedule**.
- 2 **Damage** by any of the **Events** 1 – 9 or the causes shown under 'What is not covered' for each of these **Events** (whether or not insured).

What is covered

What is not covered

3 **Damage** caused by

- A) its own faulty or defective design or materials
- B) inherent vice, latent defect, wear and tear, gradual deterioration or any gradually operating cause or
- C) faulty or defective workmanship by **You** or **Your Employees**

but this shall not exclude subsequent **Damage** which itself results from an insured **Event**.

4 **Damage** caused by

- A) corrosion, rust, wet or dry rot, shrinkage, dampness, dryness, marring, scratching, vermin, pests or insects
- B) joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, superheaters, pressure vessels or any range of connected steam and feed piping
- C) mechanical or electrical breakdown or derangement in respect of the particular machine, apparatus or equipment in which the breakdown or derangement originates

but not

- i) such **Damage** which itself results from other **Damage** which is covered by this Insurance
- ii) subsequent **Damage** which itself results from an insured **Event**.

5 **Damage** caused by pollution or contamination unless resulting from a sudden, identifiable, unintended and unexpected cause which occurs in its entirety at a specific moment in time and place during the **Period of Insurance** and which is not otherwise excluded.

What is covered

What is not covered

- 6 **Damage** to any **Buildings** or structure caused by its own collapse or cracking unless resulting from a sudden, identifiable and unexplained cause which occurs in its entirety at a specific moment in time and place during any one **Period of Insurance** and which does not result from
 - A) any **Buildings** being built, demolished or undergoing structural alteration or repair
 - B) groundworks or excavation worksand is not otherwise excluded.
- 7 **Damage** caused by disappearance or unexplained loss.
- 8 **Damage** to **Buildings** and **Landlord's Contents** of **Residential Properties** which have been **Unoccupied** for over 45 consecutive days.

Extensions of Cover

THIS INSURANCE ALSO COVERS

What is covered

1 Additional Sprinkler Costs

The costs incurred in upgrading an automatic sprinkler installation to current LPC Rules solely as imposed upon **You** by **Us** after **Damage** to **Your Buildings** by any of the insured **Events** 1–10 of this Insurance

provided that at the time of **Damage** the installation conformed to the 28th or 29th Edition Rules or to LPC Rules current at the time of installation but did not conform to subsequent amendments to those Rules.

2 Alterations and Additions to the Buildings

If alterations and additions are made to the **Buildings** during the **Period of Insurance** that are not more specifically insured the **Declared Value** and sum insured in respect of **Buildings** will be increased by the value of the alterations or additions from practical completion of the work until the renewal date immediately following completion.

3 Automatic Cover for Newly Acquired Premises

Damage to any newly acquired or newly constructed premises for which **You** are responsible provided that, as soon as reasonably practicable, **You** shall notify **Us** in writing of each **Building** acquired and arrange specific cover with **Us**.

In respect of premises purchased for renovation or redevelopment the '**Alternative Basis of Settlement**' noted under '**How We settle claims for Damage to Buildings/ Additional factors when settling Buildings claims**' shall apply.

What is not covered

1 Your Contribution as shown in the Schedule.

1 Your Contribution as shown in the Schedule.

2 Damage to Buildings insured on another policy.

3 Any amount in excess of 10% of the respective Buildings Declared Value and sum insured or £500,000 whichever is the lower amount.

1 Your Contribution as shown in the Schedule.

2 Damage to Property insured on another policy.

3 Damage occurring after a period of 30 days from the date **You** acquired **Your** interest in the Buildings.

4 Any amount in excess of

A) £250,000 any one claim for **Buildings** of any **Residential Property** (excluding blocks of **Flats**)

B) £500,000 any one claim for **Buildings** in respect of any other premises.

5 Damage occurring outside **Great Britain**, Northern Ireland, the Channel Islands or the Isle of Man.

What is covered

4 Concern for Welfare Costs

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**.

5 Damage to Landscaping

The costs incurred in

- A) repairing **Damage** to landscaped gardens and grounds caused by the emergency services when attending the **Premises**
- B) replanting trees, shrubs, plants and turf used in landscaping

as a result of **Damage** by any of the insured **Events 1 to 10** of this Insurance.

6 Fire Extinguishment Accidental Gas Discharge and Alarm Setting Expenses

The costs incurred by **You** in

- A) refilling fire extinguishing appliances and replacing used sprinkler heads
- B) recharging gas flooding systems installed for the protection of the **Buildings**
- C) resetting fire and intruder alarms

and any fire brigade charges

all solely in consequence of **Damage** by any of the insured **Events 1 to 10** of this insurance or in respect of B) arising out of the accidental discharge thereof.

7 General Interests

The interests of freeholders, lessees, underlessees, assignees and/or mortgagees of **Buildings** covered are noted in this Insurance subject to **You** disclosing their names to **Us** in the event of any claim arising.

What is not covered

1 Your Contribution as shown in the Schedule.

2 Damage caused by the Police in the course of criminal investigations.

1 Your Contribution as shown in the Schedule.

2 Any amount in excess of £25,000 any one loss.

3 The failure of any plant to germinate or propagate following replacement under this extension.

1 Your Contribution as shown in the Schedule.

What is covered

8 Glazing Repairs

The reasonable costs incurred in

- A) any necessary boarding up or temporary glazing pending replacement of broken glass if a replacement cannot be made at the same time
- B) the removing and refixing of window fittings, framework and other obstacles to replacement

as a result of **Damage** by any of the insured **Events 1 –10** of this Insurance.

9 Index Linking

An adjustment in the sums insured and **Declared Values** shown on the **Schedule** will automatically be applied monthly in line with the relevant recognised index. Index linking of the sums insured will continue during repair or replacement following **Damage** provided the sums insured at the time of the **Damage** represent the full rebuilding or replacement cost as appropriate, and work is carried out without undue delay.

For **Your** protection **We** will not reduce **Your** sums insured if the index moves down unless **You** ask **Us** to.

No extra charge will be made for any increase in sums insured until the renewal of the **Policy** when the renewal premium will be based on adjusted sums insured.

10 Insurance Premiums

The cost of any insurance premiums (or Technical Agent's fees in respect of Latent Defects Policies) incurred by **You** with **Our** consent in arranging contract works insurance policies with **Us** (or in continuing pre-existing Latent Defects policies) following **Damage** to the **Buildings** by any of the insured **Events 1- 10** of this Insurance.

What is not covered

1 Your Contribution as shown in the **Schedule**.

1 Your Contribution as shown in the **Schedule**.

What is covered

11 Loss of Gas, Oil and Metered Water

The additional gas, oil and metered water charges incurred by **You** as a result of **Damage** caused by any of the insured **Events** 1-10 of this Insurance.

The amount payable shall be ascertained by comparing the charge made by the gas, oil or water suppliers on their accounts for the period during which the loss occurred with the normal charge but adjusted for any relevant factors affecting **Your** liability for charges during such period.

12 Non-Invalidation

This Insurance will not be prejudiced by

- A) repairs, structural and other alterations all of a minor nature and general maintenance work being undertaken at the **Premises**
- B) any increase in risk of **Damage** resulting from an alteration, act or omission which occurs without **Your** authority or knowledge or that of any assignee, freeholder, mortgagee or lessor but this shall only protect **Your** interest and that of the assignee, freeholder, mortgagee, lessee, underlessee or lessor and will only apply if **We** are notified immediately **You** or they become aware of the increase in risk and any additional premium is paid.

13 Removal of Nests

The cost of removing any wasps, hornets or bees nests from the **Buildings**.

14 Replacement of Locks

The reasonable costs necessarily incurred in replacing the locks or changing parts of the locks if the keys to the **Buildings** or to any safe or strongroom in **Your Premises** are stolen or there is reasonable evidence that the keys have been duplicated by an unauthorised person.

What is not covered

- 1 **Your Contribution** as shown in the **Schedule**.
- 2 Any amount in excess of £25,000 in any one **Period of Insurance**.
- 3 Any loss for which remedial action has not been taken within 14 days of the discovery of the **Damage**.
- 4 Costs relating to **Residential Properties** which have been **Unoccupied** for over 45 consecutive days.
- 5 Costs relating to oil not used for domestic purposes.

1 **Your Contribution** as shown in the **Schedule**.

- 2 The cost of removal of any nests already in the **Buildings** before **Your** Insurance cover commences.
- 3 Any amount in excess of £5,000 in any one **Period of Insurance**.
- 1 **Your Contribution** as shown in the **Schedule**.
- 2 Any amount in excess of £1,000 any one loss.

What is covered

15 Temporary Removal

Damage to fixtures and fittings or other **Property** insured under **Buildings** and, if included, **Landlord's Contents** whilst temporarily removed from the **Premises** to any location or whilst in transit for cleaning, renovation or repair or other similar purposes.

16 Trace and Access and Repair or Replacement

Damage occurring as a result of escape of water or oil as insured by **Events** 4 and 6 including

- A) the costs necessarily and reasonably incurred in locating the source of such **Damage**
- B) the costs necessarily and reasonably incurred in repairing and making good any **Damage** caused in locating the source of the **Damage**
- C) the costs of repairing or replacing tanks, apparatus, pipes or appliances which have been damaged by freezing.

17 Tree Felling and Lopping

The cost of removing or lopping any trees which are an immediate threat to the safety of life or **Property**.

18 Unauthorised Use of Electricity, Gas or Water

The cost of metered electricity, gas or water for which **You** are legally responsible arising from its unauthorised use by persons taking possession, keeping possession or occupying the **Buildings** without **Your** authority.

What is not covered

- 1 Any **Property** that is insured on another policy.
 - 2 **Damage** by theft or attempted theft from any building that does not involve forcible entry into or exit from the building.
 - 3 Any amount in excess of £50,000 any one loss.
 - 4 **Damage** occurring outside **Great Britain**, Northern Ireland, the Channel Islands or the Isle of Man.
- 1 **Your Contribution** as shown in the **Schedule**.
 - 2 Any amount in excess of £25,000 any one **Event**.
 - 3 **Damage** occurring in **Residential Properties** which have been **Unoccupied** for over 45 consecutive days.
- 1 **Your Contribution** as shown in the **Schedule**.
 - 2 Any costs **You** have to pay solely in order to comply with a Preservation Order.
 - 3 Any amount in excess of £2,500 in any one **Period of Insurance**.
- 1 **Your Contribution** as shown in the **Schedule**.
 - 2 Any amount in excess of £25,000 in any one **Period of Insurance**.
 - 3 Costs incurred unless
 - A) the **Buildings**, including any individual **Residential Properties**, have been inspected weekly by **You** or a responsible person on **Your** behalf prior to the unauthorised occupation of the **Premises**
 - B) all practicable steps are taken to terminate such unauthorised occupation and use of the electricity, gas or water as soon as it is discovered.

Additional Extensions of Cover applicable to Rent

IF RENT IS SHOWN AS INCLUDED IN YOUR SCHEDULE THIS INSURANCE ALSO COVERS

What is covered

- 1 **Prevention of Access and Loss of Attraction**
Loss of Rent resulting from **Damage to Property** in the immediate vicinity of **Your Premises** by any of the insured **Events** 1 – 10 of this Insurance which
 - A) hinders or prevents the use of the **Buildings** or access to them or
 - B) avoids or delays an agreement which is in the course of negotiation to lease the **Buildings**.

- 2 **Failure of Public Supply**
Loss of Rent as a result of accidental failure of the public supply of
 - A) electricity at the terminal ends of the supply authority's service feeders at the **Premises**
 - B) gas at the supply authority's meters at the **Premises**
 - C) water at the supply authority's main stop cock serving the **Premises**.

What is not covered

- 1 Any amount in excess of 10% of the **Rent** sum insured for these **Premises** or £250,000 whichever is the lower amount after the application of all other terms and conditions of this Insurance.

- 1 Loss as a result of accidental total failure of the public supply lasting less than 30 consecutive minutes.
- 2 Loss as a result of failure of the public supply caused by drought or the deliberate act of any supply authority or service provider or by the exercise by any authority of its power to withhold or restrict supply or services.
- 3 Any amount in excess of £250,000 after the application of all other terms and conditions of this Insurance.
- 4 Loss as a result of the failure or restriction of the public supply caused by industrial action or strikes.

What is covered

3 **Disease, Vermin, Pests, Murder and Suicide**

Loss of Rent as a result of

- A) closure of the whole or part of the **Buildings** on the order or advice of any local or governmental authority as a result of an outbreak or occurrence at the **Premises** of
 - i) a notifiable human disease other than Acquired Immune Deficiency Syndrome (AIDS) or any AIDS related condition, an outbreak of which is required by law or stipulated by the local or governmental authority to be notified to them
 - ii) food or drink poisoning
 - iii) defective sanitation
 - iv) vermin or pests.
- B) murder or suicide occurring at the **Premises**.

For the purposes of paragraph A) of this Extension the **Indemnity Period** shall commence from the date from which the closure order is enforced.

4 **Managing Agents' Premises**

Loss of Rent caused solely by **Damage** by any of the insured **Events** 1 – 10 of this Insurance (and not otherwise excluded) to buildings or other **Property** at any location owned or occupied by **Your** Managing Agents for the purposes of their business in consequence of which **Your Rent** receivable is reduced.

What is not covered

- 1 Any amount in excess of £250,000 after the application of all other terms and conditions of this Insurance.
 - 2 Costs incurred in the cleaning, repair, replacement, recall or checking of **Property**.
 - 3 **Loss of Rent** resulting from the outbreak or occurrence of a notifiable human disease or food or drink poisoning at any **Residential Property**.
-
- 1 Any amount in excess of 10% of the **Rent** sum insured for these **Premises** or £250,000 whichever is the lower amount after the application of all other terms and conditions of this Insurance.
 - 2 **Damage** occurring outside **Great Britain**, Northern Ireland, the Channel Islands or the Isle of Man.

What is covered

5 Alterations and Additions to the Buildings

If **Rent** is anticipated to increase following alterations and additions to the **Buildings** during the **Period of Insurance** the sum insured in respect of **Rent** will be increased from practical completion of the work until the renewal date immediately following completion by the amount of additional **Rent** to be received by **You**.

6 Automatic Cover for Newly Acquired Premises

Loss of Rent as a result of **Damage** to any newly acquired or newly constructed premises for which **You** are responsible provided that, as soon as reasonably practicable, **You** shall notify **Us** in writing of each **Building** acquired and arrange specific cover with **Us**.

7 Rent-Free Period

If at the time of **Damage** the **Buildings** are subject to a rent-free period concession under the terms of the lease, then the **Indemnity Period** stated in the **Schedule** will be adjusted by adding the unexpired portion of the rent-free period to the number of months shown in the **Schedule**.

What is not covered

- 1 **Loss of Rent** insured on another policy.
- 2 Any amount in excess of 10% of the respective **Rent** sum insured or £500,000 whichever is the lower amount after the application of all other terms and conditions of this Insurance.
- 1 **Loss of Rent** insured on another policy.
- 2 **Damage** occurring after a period of 30 days from the date **You** acquired **Your** interest in the **Buildings**.
- 3 Any amount in excess of
 - A) £250,000 any one claim for **Buildings** and **Rent** of any **Residential Properties** (excluding blocks of **Flats**)
 - or
 - B) £500,000 any one claim for **Buildings** and **Rent** in respect of any other premises.
- 4 **Damage** occurring outside **Great Britain**, Northern Ireland, the Channel Islands or the Isle of Man.

What is covered

8 Residential Properties

If **Buildings** that are occupied totally or partially for residential purposes suffer **Damage** the following extensions in cover apply

A) Alternative Accommodation Costs

We will pay the reasonable costs **You** incur in providing similar short-term accommodation for the **Residents** who normally live in the **Buildings** if the **Residential Property** cannot be lived in or accessed because of **Damage** covered by this Insurance.

B) Rent

If no Sum Insured on **Rent** received from the **Residential Property** is included on the **Schedule** We will cover **Loss of Rent** in respect of such **Property** in accordance with 'How We settle claims for Rent of Buildings which suffer Damage' except for the provisions of paragraph 3 B).

The paragraphs headed 'The most We will pay' and 'Your sum insured – the penalty for underinsurance' shall not apply to the cover provided by this Extension.

9 Book Debt

THIS EXTENSION ONLY APPLIES IF BOOK DEBT IS SHOWN AS INCLUDED IN THE SCHEDULE

Damage by any insured **Event** at the **Premises** to **Property** which prevents **You** from tracing or establishing customers' **Outstanding Debit Balances** in whole or in part due to **You**.

What is not covered

- 1 Any costs **You** or the **Residents** incur once the **Buildings** can be lived in again.
 - 2 Any costs **You** agree to pay without **Our** written permission.
 - 3 Any amount in excess of the **Limit of Liability** shown in the **Schedule** after the application of all other terms and conditions of this Insurance.
-
- 1 Any amount in excess of the **Limit of Liability** shown in the **Schedule** after the application of all other terms and conditions of this Insurance, inclusive of Extension 8 A) above.
-
- 1 Any amount in excess of the **Limit of Liability** in any **Period of Insurance** shown in the **Schedule**.

THIS INSURANCE (INCLUDING ALL EXTENSIONS OF COVER) ALSO DOES NOT COVER

1 Sonic Bangs

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

2 War and Allied Risks

Damage caused by

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

3 Radioactive Contamination

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

- A) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
- B) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of it.

4 Terrorism

Damage caused by or happening through or in consequence directly or indirectly of

- A) Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss and

B) in Northern Ireland civil commotion.

This Insurance also excludes **Damage** or loss resulting from **Damage** directly or indirectly caused by resulting from or in connection with any action aimed at controlling, preventing, suppressing or in any way relating to an act of Terrorism.

In **Great Britain** and Northern Ireland Terrorism means

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.

In so far that this Insurance is extended to include any situation elsewhere than in **Great Britain** and Northern Ireland Terrorism means

any act including but not limited to the use of force or violence or the threat of any person or group of persons whether acting alone or on behalf of or in connection with any organisation or government committed for political, religious, ideological or similar purposes including the intention to

- A) influence any government or any international governmental organisation or
- B) put the public or any section of the public in fear.

In any action, suit or other proceedings where **We** allege that by reason of this exclusion any **Damage** or loss resulting from **Damage** is not covered by this Insurance the burden of proving that such **Damage** or loss is covered shall be upon **You**.

5 Electronic Risk

- A) **Damage to Data** which shall include but shall not be limited to
 - i) **Damage** to or corruption of **Data** whether in whole or in part
 - ii) unauthorised appropriation of use of access to or modification of **Data**
 - iii) unauthorised transmission of **Data** to any third parties
 - iv) **Damage** arising out of any misinterpretation, use or misuse of **Data**
 - v) **Damage** arising out of any operator error in respect of **Data**.
- B) **Damage** to the **Property** insured arising directly or indirectly from
 - i) the transmission or impact of any **Virus**
 - ii) unauthorised access to a **System**
 - iii) interruption of or interference with electronic means of communication used in the conduct of **Your Business** including but not limited to any diminution in the performance of any website or electronic means of communication
 - iv) **Failure of a System**
 - v) anything described in A) above

but in respect of B) i), B) ii), B) iii) and B) iv) this shall not exclude subsequent **Damage** which itself results from any of the **Events** insured provided that such **Damage** does not arise by reason of any malicious act or omission.

6 Illegal Activities

Damage caused as a result of the **Residential Property** being used by occupants for illegal activities but shall not exclude **Damage** caused by the occupant's use of the **Residential Property** for the manufacture, cultivation, harvest or processing by other method of drugs classed as a controlled substance under the Misuse of Drugs Act (1971).

You must ensure that **You** or anyone acting on **Your** behalf

- A) Completes internal and external inspections of the Buildings at least every three months or as permitted under the tenancy agreement
- B) obtains and records written formal identification of any prospective tenant
- C) obtains and retains an employer's reference for any new tenant
- D) obtains and records details of **Your** tenant's bank account and verify those details by receiving at least one payment from such account
- E) advises **Your** tenant where sub-letting is allowed by the tenancy agreement, that they must follow the measures laid out in terms B), C) and D) above for all lettings that they arrange.

Failure to comply with any of these requirements may result in **Us** not paying **Your** claim.

How We settle claims for Damage to Buildings

If any of the **Buildings** described in the **Schedule** suffer **Damage** by any **Event** covered under this Insurance **We** will pay **You** the amount of loss or at **Our** option reinstate or replace such **Property** provided that **Our** liability in any one **Period of Insurance** shall not exceed in respect of each item on **Buildings** the sum insured shown in the **Schedule** or any other stated **Limit of Liability**.

Our liability may exceed the sum insured when such excess is solely in respect of Value Added Tax.

As long as the **Damage** is covered under this Insurance **We** will pay **You**.

Cost A

The cost of reinstatement which is

- 1 the cost of rebuilding where the **Building** is destroyed or the cost of replacement by similar **Property**.
- 2 the cost of repairing or restoring the damaged portions where the **Property** is damaged

all to a condition substantially the same as but not better or more extensive than its condition when new.

Cost B

The cost of complying with **Public Authorities** requirements which is such additional cost of reinstatement of the **Property** as may be reasonably incurred in complying with Building Regulations or local authority or other statutory requirements imposed upon **You** following **Damage** unless **You** knew that **You** needed to meet any regulations or conditions and a notice had been served on **You** before the **Damage** occurred.

We will not pay any rate, tax, duty, development or other charge or assessment which may arise out of capital appreciation as a result of complying with any of the above regulations or requirements.

Our liability in respect of the cost of complying with such regulations relating to undamaged portions of the **Buildings** (other than the foundations) is limited

to 15% of the amount **We** would have been liable to pay to reinstate the **Buildings** had they been wholly destroyed.

Cost C

The cost of removing debris which is the cost incurred with **Our** consent in

- 1 removing debris, dismantling, demolishing, shoring up and propping portions of the **Property**.
- 2 clearing, cleaning or repairing **Services** as a result of **Damage** which is covered by this Insurance excluding costs incurred.
- 3 removing fallen trees within the grounds of the **Premises**

excluding costs incurred

- A) in removing debris from outside the site of the **Buildings** other than from the surface area immediately adjacent to the perimeter of the **Buildings**
- B) or arising from pollution or contamination however caused to **Property** not covered by this Insurance
- C) in respect of **Damage** which occurred prior to the start date of this **Insurance**.

In respect of pollution or contamination which results in the removal of debris from car parks, roads or pavements, **We** will not pay more than

- i) 10% of the **Buildings** sum insured for that item or £250,000 (whichever is the less) in respect of any one occurrence
- ii) £1,000,000 in total in respect of all such occurrences during any one **Period of Insurance**.

Cost D

The cost of professional fees which are those professional fees necessarily incurred in the reinstatement of the **Property** but not for preparing any claims.

Additional factors when settling Buildings claims

When We Reinstate or Replace Property

We may at **Our** own option reinstate or replace any **Property** destroyed or damaged without being bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner.

Rebuilding on Another Site

The **Buildings** may be wholly or partially rebuilt on another site and in any manner suitable to **Your** requirements provided that it does not increase **Our** liability.

Partial Damage

Where **Damage** occurs to only part of the **Property** **Our** liability shall not exceed the amount which **We** would have been liable to pay had the **Property** been wholly destroyed.

Obsolete Building Materials

If the **Buildings** or damaged parts cannot be restored to their original form, **We** will rebuild or restore them with materials of a similar quality. In this instance, the **Buildings** will not be regarded as being in better condition than new, provided that **Our** liability for any additional costs does not exceed 5% of the **Declared Value** for that item.

Buildings Awaiting Demolition

If at the time of the **Damage** any **Buildings** are awaiting demolition, **Our** liability is limited to the additional cost of removing debris, as detailed in Cost C above, which is incurred by **You** solely as a result of such **Damage**.

Buildings Awaiting Refurbishment, Redevelopment or Renovation

If at the time of the **Damage** any **Buildings** are awaiting refurbishment, redevelopment or renovation, **We** will not pay for any costs which would have been incurred by **You** in the absence of such **Damage**.

Removal of Debris – Residents' Contents

In respect of **Damage** to **Residential Properties** Cost C above is extended, subject to exclusions A), B) and C), to include the irrecoverable costs and expenses necessarily incurred by **You** with **Our** consent in removing from the **Buildings** the debris of contents (not being **Your Property**) which suffer **Damage**. **We** will not pay more than £10,000 for such costs in respect of any one **Premises**.

Further Investigation Costs

If **Your Buildings** have suffered **Damage** and in the opinion of a competent construction professional there is a reasonable possibility of other **Damage** to parts of the same **Buildings** which is not immediately apparent, **We** will pay the costs incurred by **You** with **Our** prior consent in establishing whether further **Damage** has occurred. **We** will also pay the costs incurred by **You** in establishing whether other **Buildings** owned by **You** in the vicinity have suffered **Damage** in the same incident.

Alternative Basis of Settlement

Our liability shall be limited to the Alternative Basis of Settlement

- 1 if **You** do not rebuild or restore the **Buildings**.
- 2 until the cost of reinstatement has actually been incurred.
- 3 if the work of reinstatement is not carried out as quickly as is reasonably practicable.
- 4 if at the time of its **Damage** the **Property** is covered by any other insurance effected by **You** or on **Your** behalf and such other insurance is not on the identical basis of reinstatement defined in Cost A above
- 5 if in the **Schedule** it is stated that the Alternative Basis of Settlement applies.

Where the Alternative Basis of Settlement applies **We** will pay the reduction in market value of the **Buildings** immediately following the **Damage** solely as a result of the **Damage** but not exceeding the amount which would have been payable had the **Buildings** been rebuilt or repaired.

Your sum insured – the penalty for underinsurance

If at the time of the **Damage** the **Declared Value** applying to the relevant **Buildings** item is less than 85% of the Insurable Amount (see below) **You** will be responsible for the difference and **You** will bear a proportionate share of the loss.

Insurable Amount is the total of the above Costs A, B, C and D in reinstating the **Buildings** to a condition substantially the same as when new at the level of costs applying at the commencement of the **Period of Insurance**.

However, if the loss is settled under the Alternative Basis of Settlement the **Declared Value** of the relevant item shall be 115% of the base value shown and the Insurable Amount shall be the total of the value at the time of the **Damage** of the **Property** insured by the item and the additional Costs B, C and D above.

Value Added Tax

We will pay the Value Added Tax payable by **You** which **You** are not subsequently able to recover, provided that

- 1
 - A) **Your** liability for such tax arises solely from the rebuilding or restoration of the **Buildings** following **Damage**
 - B) **We** have paid or agreed to pay for such **Damage**
 - C) if the payment **We** make in respect of the rebuilding or restoration is less than the actual cost of rebuilding or restoration, **We** will only pay the same proportion of the Value Added Tax applicable
- 2 **Your** liability for such tax does not arise from the replacement **Buildings** having a greater floor area than or being in a better condition or more extensive than the destroyed or damaged **Buildings**
- 3 if the **Buildings** are rebuilt on another site following **Damage**, **We** will not pay more Value Added Tax than **We** would have done had the rebuilding been completed on its original site

4 **We** will not pay any amounts in relation to penalties imposed upon **You** for late or non-payment of Value Added Tax

5 any terms to the contrary elsewhere in this **Policy** are over-ridden as follows for those items to which this clause applies.

The paragraph headed 'Your sum insured – the penalty for underinsurance' shall be exclusive of Value Added Tax.

Our liability may exceed the Sum Insured by an individual item on **Buildings** or in the whole the total **Sum Insured** where such excess is solely in respect of Value Added Tax.

You must include Value Added Tax within the **Building Declared Value** where it is known not to be recoverable.

How We settle claims for Damage to Landlord's Contents

If any of the **Property** insured under **Landlord's Contents** suffers **Damage** by any **Event** covered under this Insurance **We** will pay **You** the amount of loss or at **Our** option repair or replace such **Property** provided that **Our** liability in any one **Period of Insurance** shall not exceed in respect of each item on **Landlord's Contents** the sum insured shown in the **Schedule** or any other stated **Limit of Liability**.

As long as **Damage** is covered under this Insurance,

Where the **Damage** can be economically repaired, **We** will either arrange or authorise repair and **We** will pay the cost of repair. Otherwise **We** will replace the item with a new one of similar quality through **Our** preferred suppliers or, at **Our** option, pay the replacement cost of a new item of similar quality.

If **We** agree at **Your** request not to repair or replace an item **We** will make a cash or voucher payment equal to the cost **We** would have paid for replacement or repair through **Our** preferred suppliers.

Additional factors when settling Landlord's Contents claims

Undamaged items or parts of items

When the **Damage** relates to a specific part of an item or to a clearly defined area **We** will not pay the cost of replacing or changing undamaged items or parts of items which belong to a set or suite, or which have a common design or use such as suites of furniture and carpets which are only damaged in one area.

Loss of Value

We will not pay for any loss of value to any item that **We** have repaired or replaced.

Television, Audio and Video Equipment

The most **We** will pay for any one claim in respect of television, audio and video equipment is £1,000.

Your sum insured – the penalty for underinsurance

If at the time of the **Damage** the sum insured applying to the relevant **Landlord's Contents** item is less than 85% of the cost of replacing the contents as new, **We** will, where appropriate, take off an amount for wear and tear from the cost of the new item unless the item can be economically repaired when only the cost of the repair will be paid.

How We settle claims in respect of Rent of Buildings which suffer Damage

If **Rent** is noted as operative in the **Schedule We** will pay **You** the following amounts in respect of **Buildings** which have suffered **Damage**

- 1 **Loss of Rent**
- 2 **Cost of Reletting**
- 3 the additional costs incurred that are necessary to reduce the **Loss of Rent** during the **Indemnity Period** but not exceeding
 - A) the amount of reduction avoided plus
 - B) 5% of the **Rent** Sum Insured or £250,000 whichever is the less.

The most We will pay

The most **We** will pay in respect of each item on **Rent** is 200% of the sum insured shown in the **Schedule**.

Additional factors when settling Rent claims

Unoccupied Buildings

If at the time of the **Damage** the **Buildings** or any portions of the **Buildings** are **Unoccupied** cover in respect of **Rent** will only apply if there is an ongoing tenancy agreement in force for which a rental income is being received that can be identified in **Your** records.

Buildings Awaiting Sale

If at the time of the **Damage You** have contracted to sell the **Buildings** or have accepted an offer in writing to purchase the **Buildings** subject to contract, and the sale is cancelled or delayed solely as a result of the **Damage**, provided that **You** make all reasonable efforts to complete the sale of the **Buildings** as soon as practicable after the **Damage**, **You** may opt for the amount payable by **Us** to be as follows

- 1 during the period prior to the date which but for the **Damage** the **Buildings** would have been sold

Loss of Rent

- 2 during the period commencing with the date which but for the **Damage** the **Buildings** would have been sold and ending with the actual date of sale or with the expiry of the **Indemnity Period** if earlier

Loss of Interest being

- A) the actual interest incurred on capital borrowed (solely to offset in whole or part the loss of use of the sale proceeds) for the purpose of financing the **Business**
- B) the investment interest lost to **You** on any balance of the sale proceeds (after deduction of any capital borrowed as provided under A)

less any amount in respect of **Rent**

- 3 Additional Expenditure being
 - A) the additional costs incurred that are necessary to reduce the **Loss of Rent** or Loss of Interest under 1 or 2 above during the **Indemnity Period** but not exceeding
 - i) the amount of reduction avoided plus
 - ii) 5% of the **Rent** Sum Insured or £250,000 whichever is the less
 - B) the additional legal fees and other expenditure incurred solely as a result of the cancellation or delay in consequence of the **Damage** but not exceeding either an amount equivalent to the expenditure

incurred immediately prior to the **Damage** or £50,000 whichever is the less

except the amount **We** pay shall be adjusted to provide for any benefit derived by **You** from cancellation of or delay in the sale so that it represents as nearly as may be reasonably practicable the actual loss suffered by **You**.

Savings

If following **Damage You** use other premises to provide accommodation to tenants or prospective tenants of the **Buildings**, the **Rent** received from those premises during the **Indemnity Period** shall be taken into account in assessing the **Loss of Rent**.

If any charge or expenses payable out of **Rent** shall cease or reduce during the **Indemnity Period** as a result of the **Damage**, the sum saved shall be deducted from the amount otherwise payable.

Material Damage requirement

Payment must have been made or liability admitted for the **Damage** under an insurance covering **Your** interest in the **Building** or

Payment would have been made or liability admitted for the **Damage** but for the operation of a term in such insurance excluding liability for losses below a specified amount.

Professional Accountants' and Legal Charges

We will pay the reasonable charges payable by **You** to

- A) **Your** professional accountants for producing information required by **Us** under the terms of the Claims Conditions and for reporting that such information is in accordance with **Your** accounts
- B) legal advisers for determining **Your** contractual rights under any rent cessor clause or insurance break clause contained in the lease but not for any other claims preparation costs.

Late Payment of Rent

We will attempt to pay any claim for **Loss of Rent** on the same date as the **Rent** would have been paid to **You** by the tenant. If **We** pay at a later date then **We** will also pay an amount representing the loss of interest suffered by **You** during the delay period.

Payments on account

Payments on account may at **Our** discretion be made during the **Indemnity Period** if requested by **You**.

Your sum insured – the penalty for underinsurance

If at the time of the **Damage** the sum insured for **Rent** is less than 85% of the Insurable Amount (see below) the amount payable shall be proportionately reduced.

The Insurable Amount shall be the annual **Rent** receivable at the commencement of the **Period of Insurance** or, if the **Buildings** are untenanted at that date, the actual annual **Rent** at which the **Buildings** were subsequently let (or the estimated annual **Rent** at which they are expected to be let).

If the **Buildings** are subject to a **Rent** free period concession at the start of the **Period of Insurance** the Insurable Amount shall be the annual **Rent** that applies from the date immediately after the **Rent** free period ceases.

In each case the amount to be proportionately increased to correspond with the **Indemnity Period** where that period exceeds twelve months.

Book Debt – How We settle claims

If **Book Debt** is included and **Damage** by any **Event** covered under this Insurance occurs at the **Premises** to **Property** which prevents **You** from tracing or establishing customers' **Outstanding Debit Balances** in whole or in part due to **You**

We will pay **You**

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

Duplicate Records

It is a requirement of the insurance in respect of **Book Debt** that **You** shall maintain a record elsewhere than in the building in which the original records are kept showing the total amount outstanding in the credit accounts of the **Business** at the end of each month and in the event of **Damage** giving rise to a claim shall supply that record to **Us**.

Failure to comply with this requirement may result in Us not paying Your claim.

Automatic Reinstatement After a Loss

In the absence of written notice by **You** or **Us** to the contrary within 30 days of the occurrence of any **Damage** the applicable sum insured (or other restriction on the amount of **Our** liability under this Insurance) shall not be reduced by the amount of any loss provided that **You** shall pay the appropriate additional premium for such automatic reinstatement of cover and provided also that in respect of **Damage** by theft (if insured) such automatic reinstatement shall apply on the first occasion only in each **Period of Insurance**. (Automatic Reinstatement will not be provided in respect of the cover for **Book Debt**).

Other considerations when settling any claims under this Insurance

Designation

Where necessary the item heading under which any **Property** is insured shall be determined by the designation under which such **Property** appears in **Your** books.

Workmen

We accept that this Insurance will not be prejudiced by the presence of workmen on the **Premises** for the purpose of effecting repairs and minor structural and other alterations and also for general maintenance purposes and the like.

Plans and Documents in Support of the Claim

You shall at **Your** own expense produce and provide **Us** with all such plans, documents, books and information as **We** may reasonably require.

Transfer of Interest

If at the time of any insured **Damage** to any **Buildings** covered by this Insurance **You** shall have contracted to sell **Your** interest in such **Buildings** and the purchase is subsequently completed the purchaser shall be entitled on completion of the purchase to the benefit of this Insurance in respect of such **Damage**. Such benefit shall be without prejudice to **Your** or **Our** rights and liabilities under this Insurance and up to the date of completion of the purchase provided the **Buildings** are not insured by the purchaser or on his behalf against such **Damage** on another policy.

In respect of **Rent** (if included) where **Damage** has occurred prior to exchange of contracts and the purchase is subsequently completed the purchaser shall be entitled on completion of the purchase to the benefit of the **Rent** insurance to the same extent as **You** would have if the **Buildings** had not been sold.

Liabilities Insurance

THIS INSURANCE ONLY APPLIES WHERE SHOWN AS INCLUDED IN THE SCHEDULE

Section 1 Employers' Liability

THIS SECTION ONLY APPLIES WHERE SHOWN AS INCLUDED IN THE SCHEDULE

What is covered

Any **Person Entitled to Indemnity** is covered

- 1 against legal liability for damages in respect of **Injury** of any **Person Employed** caused during any **Period of Insurance**
 - A) in **Great Britain**, Northern Ireland, the Channel Islands or the Isle of Man
 - or
 - B) while temporarily outside these territoriesarising out of and in the course of employment by **You** in the **Business**.
- 2 against legal liability for claimant's costs and expenses in connection with 1 above.
- 3 in respect of
 - A) costs of legal representation at
 - i) any coroner's inquest or inquiry in respect of any death
 - ii) proceedings in any Court arising out of any alleged breach of statutory duty resulting in **Injury**which may be the subject of indemnity under this Section
 - B) all other costs and expenses in relation to any matter which may form the subject of a claim for indemnity under 1 aboveincurred with **Our** written consent.

What is not covered

- 1 **Radioactive Contamination**

Any legal liability directly or indirectly caused by, or contributed to by, or arising from

 - A) ionising radiation or radioactive contamination from any nuclear fuel or waste which results from the burning of nuclear fuel
 - or
 - B) the radioactive, toxic, explosive or other dangerous properties of any nuclear assembly or any part of itwhere the legal liability is
 - i) that of any principal
 - ii) accepted under an agreement without which the legal liability would not exist.
- 2 **Road Traffic Legislation**

Any legal liability for **Injury** in respect of which **You** are required to arrange insurance or security in accordance with road traffic legislation within the European Union.

Extensions to Section 1

THIS SECTION ALSO COVERS

What is covered

1 Compensation for Court Attendance

If **We** require any director, partner or **Employee** of **Yours** to attend Court as a witness in connection with a claim **We** will pay **You** the amount shown below

- A) for any director or partner of **Yours**
£750 per day
- B) for any **Employee** £500 per day.

2 Unsatisfied Court Judgements

If an **Employee** or their personal representative is awarded damages for **Injury** in any Court situated in **Great Britain**, Northern Ireland, the Channel Islands or the Isle of Man which is not paid, in whole or in part, after 6 months, **We** will, at **Your** request, pay the amount of the judgement provided that

- A) the damages are £750 awarded against a company or individual operating from premises in **Great Britain**, Northern Ireland, the Channel Islands or the Isle of Man
- B) the **Injury** was caused during any **Period of Insurance** in the course of employment by **You**
- C) there is no on-going, planned or outstanding appeal
- D) the **Employee** or their personal representative shall assign the judgement to **Us**.

What is not covered

What is covered

3 Premises occupied for Residential Purposes

In respect of **Premises** occupied for residential purposes the Definition of **Person Entitled to Indemnity** is extended to include

- A) the **Residents**
- B) the managing agents
- C) the Residents' Association
- D) the owners or lessees

of such **Premises** against legal liability in respect of which **You** would have been entitled to indemnity under this **Policy** if the claim had been made against **You**

provided that such persons

- i) are not entitled to indemnity from any other source
- ii) shall keep to the terms, conditions and limitations of this **Policy** so far as they can apply.

What is not covered

Employers' Liability – how We settle claims

How We settle claims for Your legal liabilities to Persons Entitled to Indemnity

Subject to the terms and conditions of **Your Policy**, **We** will pay the amount of any damages and costs which a Court has ordered **You** to pay or which **You** have (with **Our** written consent) agreed to pay, in addition to any costs that **You** have incurred with **Our** written consent.

The most We will pay

Our liability for **Injury** and costs and expenses payable in respect of any one **Event** will not exceed the **Limit of Liability** shown under Section 1 (Employers' Liability) in **Your Schedule**.

For the purposes of the **Limit of Indemnity** applying to Terrorism (as shown in the **Schedule**), Terrorism means

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.

Our right to pay the full limit at any time

In respect of any one **Event**, **We** may pay the **Limit of Indemnity** shown in **Your Schedule** (less any sums already paid or incurred) or any lesser amount for which any claims arising from the **Event** can be settled. **We** will then relinquish control of such claims and be under no further liability.

Parties to the contract of insurance

The total amount payable by **Us** in respect of all damages, costs and expenses arising out of all claims during any one **Period of Insurance** consequent on or attributable to one source or original cause irrespective of the number of **Persons Entitled to Indemnity** having a claim under this **Policy** consequent on or attributable to that one source or original cause shall not exceed the **Limit of Indemnity** shown under Section 1 (Employers' Liability) in **Your Schedule**.

For the purposes of the **Limit of Indemnity** all of the **Persons Entitled to Indemnity** under this **Policy** shall be treated as one party or legal entity so that there will be only two parties to the contract of insurance namely **Us** and **You**.

Section 2 Public Liability

THIS SECTION ONLY APPLIES WHERE SHOWN AS INCLUDED IN THE SCHEDULE

What is covered

Any **Person Entitled to Indemnity** is covered

- 1 up to the **Limit of Indemnity** against legal liability for damages in respect of
 - A) accidental **Injury** of any person
 - B) **Damage to Property**
 - C) accidental nuisance, accidental trespass to land or goods, or accidental interference with any easement, right of air, light, water or wayhappening during any **Period of Insurance** in connection with the **Business**.
- 2 against legal liability for claimant's costs and expenses in connection with 1 above.
- 3 in respect of
 - A) costs of legal representation at
 - i) any coroner's inquest or inquiry in respect of any death
 - ii) proceedings in any Court arising out of any alleged breach of statutory duty resulting in **Injury**which may be the subject of indemnity under this Section
 - B) all other costs and expenses in relation to any matter which may form the subject of a claim for indemnity under 1 aboveincurred with **Our** written consent.

What is not covered

1 Mechanical Vehicles

Any legal liability arising from or out of the ownership possession or use by or on behalf of **You** or any **Person Entitled to Indemnity** of any

- A) mechanically propelled vehicle other than legal liability arising out of
 - i) the use of plant as a tool of trade on site
 - ii) the use of plant at **Your Premises**
 - iii) the loading or unloading of any vehicle

except where **You** are required to arrange insurance or security in accordance with road traffic legislation, or where cover is provided by a motor insurance policy

- B) aircraft or other aerial device
- C) aerospace device
- D) hovercraft
- E) water-borne craft (other than hand-propelled or sailing craft in inland or territorial waters).

2 Employers' Liability

Any legal liability for bodily injury or mental injury to or death, disease or illness of any **Person Employed** arising out of and in the course of employment by **You** in the **Business**.

What is covered

What is not covered

3 Property in Your Custody or Control

Any legal liability for **Damage** to any **Property** which belongs to or is held in trust by or is in the custody or control of **You** other than

- A) **Your** directors', partners', **Employees'** or visitors' personal effects including vehicles and their contents
- B) premises and their contents which are not owned, leased or rented to **You** at which **You** are working in connection with **Your Business**
- C) premises and their fixtures and fittings which are leased or rented to **You** unless the legal liability arises solely because of a contract or agreement or where the legal liability arises from an agreement to maintain insurance in respect of **Damage** to any such premises and their fixtures and fittings.

4 Pollution or Contamination

Any legal liability caused by or arising out of pollution or contamination of buildings or other structures or of water or of land or the atmosphere unless caused by a **Sudden Pollution or Contamination Incident**.

5 Product Defects and Recall

- A) Any legal liability in respect of loss of or **Damage** to any product supplied or contract work executed by **You** caused by any defect or unsuitability for its intended purpose.
- B) Any legal liability in respect of the cost of recall, removal, repair, alteration, replacement or reinstatement arising from the defect or unsuitability of any product supplied by **You** or any contract work executed by **You**.

What is covered

What is not covered

6 Professional Risks

Any legal liability arising from or in connection with any advice, design or specification provided by **You** for a fee.

7 Contractual Liability

Any legal liability arising from or in connection with any product supplied or contract work executed by **You** where such liability has been accepted by agreement except to the extent that such liability would have attached in the absence of such agreement. This exclusion shall not apply if such agreement has been accepted by **Us** in writing.

8 Fines or Penalties

Any legal liability for

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

9 Radioactive Contamination

Any legal liability directly or indirectly caused by, or contributed to by, or arising from

- A) ionising radiation or radioactive contamination from any nuclear fuel or waste which results from the burning of any nuclear fuel
- or
- B) the radioactive, toxic, explosive or other dangerous properties of any nuclear assembly or any part of it.

What is covered

What is not covered

10 War and Allied Risks

Any legal liability arising from any consequence of war, invasion, act of foreign enemy, hostilities, (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

11 Fear of Asbestos

Any legal liability for mental injury or fear of suffering bodily injury, death, disease or illness arising out of actual or suspected exposure to **Asbestos, Asbestos Dust** or **Asbestos Containing Materials**.

12 Asbestos Removal Costs

Any legal liability for the costs of management (including those of any persons under any statutory duty to manage), removal, repair, alteration, recall, replacement or reinstatement of any property or part thereof arising out of the presence of **Asbestos, Asbestos Dust** or **Asbestos Containing Materials**.

13 Contribution

Your Contribution as shown in the **Schedule**.

14 Illegal Activities

Any legal liability arising from the **Premises** being used by occupants for illegal activities.

Extensions to Section 2

THIS SECTION ALSO COVERS

What is covered

1 Cross Liabilities

If there is more than one Policyholder specified in the **Schedule** this Section will apply separately to each one as if a separate **Policy** had been issued to each.

Provided that **Our** total amount payable does not exceed the **Limit of Indemnity** stated in the **Schedule**.

2 Compensation for Court Attendance

If **We** require any director, partner or **Employee** of **Yours** to attend Court as a witness in connection with a claim **We** will pay **You** the amount shown below

- A) for any director or partner of **Yours** £500 per day
- B) for any **Employee** £250 per day.

3 Contingent Motor Liability

Your legal liability to pay damages and/or costs resulting from

- A) **Injury** to others, or
- B) **Damage to Property** belonging to others

arising out of the use of any motor vehicle by an **Employee** in the course of the **Business** which is not **Your Property** nor provided by **You**.

4 Personal Legal Liabilities whilst Overseas

We will cover **You** or at **Your** request **Your** directors, partners, **Employees** or any family member accompanying them for legal liabilities in a personal capacity whilst temporarily outside of **Great Britain**, Northern Ireland, the Channel Islands or the Isle of Man in connection with the **Business**.

What is not covered

1 **Damage** to the vehicle or its contents.

2 Any legal liability caused while the vehicle is being driven by **You**.

3 Where cover is provided by any other insurance policy.

4 Any legal liability caused while the vehicle is being driven outside of **Great Britain**, Northern Ireland, the Channel Islands or the Isle of Man.

1 Any legal liability arising out of

- A) the ownership or occupation of land or buildings
- B) where cover is provided by any other insurance policy
- C) all exclusions shown under 'What is not covered'.

What is covered

5 Data Protection Act 1998

Your legal liability to pay damages and/or costs to others which are the result of damage or distress as described in Section 13 of the Data Protection Act 1998

Provided that:

- A) **You** are registered in accordance with the terms of the Act, or
- B) **You** have applied for registration and it has not been refused or withdrawn
- C) **You** have taken all reasonable precautions to comply with the requirements of the Act.

We will also cover at **Your** request **Your** directors, partners or **Employees** under this Extension.

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

6 Premises occupied for Residential Purposes

In respect of **Premises** occupied for residential purposes the Definition of **Person Entitled to Indemnity** is extended to include

- A) the **Residents**
- B) the managing agents
- C) the Residents' Association
- D) the owner or lessee

of such **Premises** against legal liability in respect of which **You** would have been entitled to indemnity under this **Policy** if the claim had been made against **You**.

provided that such persons

- i) are not entitled to indemnity from any other source
- ii) shall keep to the terms, conditions and limitations of this **Policy** so far as they can apply.

What is not covered

- 1 Any legal liability **You** have to pay fines or penalties.
- 2 The cost of rectifying, reinstating, erasing, blocking or destroying any personal data.
- 3 Where cover is provided by any other insurance.
- 4 Any claim arising from or caused by a deliberate or intentional act or omission by anyone entitled to cover under this Extension.
- 5 Any claim arising from or caused by circumstances notified to any of **Your** previous insurers.
- 6 Any claim arising from circumstances known to **You** at the time **You** took out this Insurance.

- 1 Any legal liability of any **Resident** arising from their occupation (and not ownership) of the **Residential Property** in which they are residing.

What is covered

7 Defective Premises Act

You legal liability under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975 in connection with any premises which have been disposed of by **You**.

8 Advertising Injury

We will provide indemnity to **You** in respect of legal liability for Advertising Injury committed during the **Period of Insurance**.

What is not covered

1 Where cover is provided by any other insurance policy.

2 The cost of remedying any defect or alleged defect in the premises.

1 liability arising from or caused by a deliberate or intentional act or omission of any person eligible for indemnity by this Extension if the result thereof could reasonably have been expected by **You** or any other person having regard to the nature and circumstances of such act or omission.

2 claims which arise out of circumstances notified to previous insurers or known to **You** at inception of this Extension.

3 Advertising Injury

A) where indemnity is provided by any other insurance

B) arising out of a breach of contract except an implied contract to use another's advertising idea

C) arising out of the failure of goods products or services to conform with any statement of quality or performance

D) arising out of the wrong description of the price of goods products or services

E) committed by **You** if **Your** Business includes any of the following

i) advertising broadcasting publishing or telecasting

ii) designing or determining the content of web sites for others

iii) providing an internet search, access content or service provider.

F) arising out of electronic bulletin boards or chatrooms that **You** own, host or exercise control over.

What is covered

9 Clean up Costs

In the event of a **Sudden Pollution or Contamination Incident** We will provide indemnity to any **Person Entitled to Indemnity** in respect of

- A) **Clean Up Costs** arising solely under a statutory provision that operates in any part of Great Britain Northern Ireland the Channel Islands or the Isle of Man
- B) i) costs and expenses in relation to any matter which may form the subject of indemnity under this extension incurred with **Our** prior written approval
- ii) costs and expenses incurred with **Our** prior written approval in any appeal against any statutory notice served or to be served upon **You** by any enforcing authority for any enforcement action which would be the subject of indemnity under this Extension if in the opinion of Counsel (appointed by mutual consent) such appeal could be contested with the probability of success.

Provided that

- 1) all costs covered under **A)** and **B)** above will form part of and not exceed the **Limit of Liability** for this Extension for all incidents considered by Us to have occurred during the Period of Insurance in respect of pollution or contamination of buildings or other structures or of water or land or the atmosphere
- 2) the **Limit of Liability** for all claims under this Extension during the **Period of Insurance** shall not exceed £250,000.

What is not covered

- 1 costs (including **Clean up Costs**)
 - A) incurred in achieving any improvement, betterment or alteration in any original property
 - B) for remedial action carried out or in relation to property which at the time of **the Sudden Pollution or Contamination Incident** giving rise to such legal liability is owned by or held in trust by or in **Your** custody or control
 - C) incurred in relation to the reinstatement, reintroduction or provision of any living organism or natural habitat
 - D) arising out of a genetically modified organism
 - E) comprising the first 10% of any one **Sudden Pollution or Contamination Incident** subject to a minimum contribution by **You** of £2,500 and a maximum contribution of £25,000
 - F) arising solely from the **Your** liability under legislation operating in any part of Great Britain or Northern Ireland which implements Directive 2004/35/EC on environmental liability with regard to the prevention and remedying of environmental damage including the Environmental Damage (Prevention and Remediation) Regulations 2009
 - G) for incidents happening in North America or where a claim is brought in a court of law in North America.

Public Liability – how We settle claims

How We settle claims for Your legal liabilities to third parties

Subject to the terms and conditions of **Your Policy**, **We** will pay the amount of any damages and costs which a Court has ordered **You** to pay or which **You** have (with **Our** written consent) agreed to pay, in addition to any costs that **You** have incurred with **Our** written consent.

Your Contribution in respect of damages, costs and expenses, as shown in the **Schedule**, is payable before **We** will be liable to make any payment.

The most We will pay

In respect of any one **Event** the most **We** will pay is the **Limit of Indemnity** shown under Section 2 (Public Liability) in **Your Schedule**.

In respect of all incidents considered by **Us** to have occurred during any one **Period of Insurance** in respect of pollution or contamination of buildings, other structures, water, land or atmosphere the most **We** will pay is the **Limit of Indemnity** in respect of Pollution shown under Section 2 (Public Liability) in **Your Schedule**.

Our right to pay the full limit at any time

In respect of any one **Event** **We** may pay the **Limit of Indemnity** shown under Section 2 (Public Liability) in **Your Schedule** (less any sums already paid or incurred) or any lesser amount for which any claims arising from the **Event** can be settled. **We** will then relinquish control of such claims and have no further liability in respect of them except for any further costs and expenses for which **We** are liable under this **Policy** and which were incurred by **You** prior to the date of such payment.

Parties to the contract of insurance

If **We** have to provide cover for more than one person **Our** liability will not be more than the **Limit of Indemnity** shown under Section 2 (Public Liability) in **Your Schedule**.

The most **We** will pay in respect of all incidents considered by **Us** to have occurred during any one **Period of Insurance** consequent on or attributable to one source or original cause irrespective of the number of **Persons Entitled to Indemnity** having a claim under this **Policy** consequent on or attributable to that one source or original cause shall not exceed the **Limit of Indemnity** shown under Section 2 (Public Liability) in **Your Schedule**.

The most **We** will pay in respect of all damages arising out of all claims during any one **Period of Insurance** irrespective of the number of sources or original causes of such claims and irrespective of the number of **Persons Entitled to Indemnity** having claims under this **Policy** in respect of those sources or original causes shall not exceed the **Limit of Indemnity** shown under Section 2 (Public Liability) in **Your Schedule**.

For the purposes of the **Limit of Indemnity** all the **Persons Entitled to Indemnity** under **Your Policy** shall be treated as one party or legal entity so that there will be only two parties to the contract of insurance namely **Us** and **You**.

Section 3 Legal Defence Costs

THIS SECTION ONLY APPLIES WHERE SHOWN AS INCLUDED IN THE SCHEDULE

What is covered

Part A

Criminal Proceedings relating to Health and Safety at Work etc. Act 1974 in respect of duties to **Your Employees**.

We will pay

- 1 legal costs and expenses incurred with **Our** written consent.
- 2 costs awarded against **You** or any director, partner or **Person Employed**.

in respect of criminal proceedings or an appeal against a conviction for an offence which is alleged to have been committed during the **Period of Insurance** in the course of the **Business**.

The proceedings must relate to

- A) the health, safety and welfare of a director, partner or **Person Employed**

and

- B) a breach of the Health and Safety at Work Act etc. 1974 or the Health and Safety at Work (Northern Ireland) Order 1978.

What is not covered

- 1 Fines or penalties of any kind.
- 2 Compensation awarded by a Criminal Court.
- 3 Where **Injury** to any person or **Damage to Property** has occurred.
- 4 Where cover is provided by any other insurance policy.
- 5 Any proceedings or conviction which arise out of any deliberate act or omission by **You** or any director or partner of **Yours**, or by any **Employee** with specific responsibility for compliance with the legislation.
- 6 Any costs or expenses incurred arising out of or in connection with criminal proceedings relating in any way to **Asbestos, Asbestos Dust** or **Asbestos Containing Materials**.

What is covered

Part B

Criminal Proceedings relating to Health and Safety at Work etc. Act 1974 or the Consumer Protection Act 1987 in respect of duties to members of the public.

We will pay

- 1 legal costs and expenses incurred with **Our** written consent.
- 2 costs awarded against **You** or any director, partner or **Person Employed**

in respect of criminal proceedings or an appeal against a conviction for an offence which is alleged to have been committed during the **Period of Insurance** in the course of the **Business**.

The proceedings must relate to

- A) the health, safety and welfare of any person other than a director, partner or **Person Employed**

and

- B) a breach of the Health and Safety at Work Act etc. 1974 or the Health and Safety at Work (Northern Ireland) Order 1978 or Part II of the Consumer Protection Act 1987.

What is not covered

- 1 Fines or penalties of any kind.
- 2 Compensation awarded by a Criminal Court.
- 3 Where **Injury** to any person or **Damage to Property** has occurred.
- 4 Where cover is provided by any other insurance policy.
- 5 Any proceedings or conviction which arise out of any deliberate act or omission by **You**, or any director or partner of **Yours**, or by any **Employee** with specific responsibility for compliance with the legislation.
- 6 Any costs or expenses incurred arising out of or in connection with criminal proceedings relating in any way to **Asbestos, Asbestos Dust** or **Asbestos Containing Materials**.

Legal Defence Costs – how We settle claims

How We settle claims for Your legal defence costs

As long as the legal defence costs are covered under **Your Policy We** will pay the costs that **You** have incurred with **Our** written consent and the costs awarded against **You** and at **Your** request any of **Your** directors, partners or any **Person Employed**.

We shall pass notification to an independent third party service provider with whom **We** have an agreement and which shall administer the claim on **Our** behalf.

The most We will pay

Irrespective of the number of **Persons Entitled to Indemnity** the most **We** will pay in any one **Period of Insurance** for legal defence costs is the **Limit of Indemnity** shown under Section 3 (Legal Defence Costs) in **Your Schedule**.

Our right to pay the full limit at any time

We may pay the **Limit of Indemnity** shown under Section 3 (Legal Defence Costs) in **Your Schedule** (less any sums already paid or incurred) or any lesser amount for which any claims **You** have notified to **Us** can be settled. **We** will then relinquish control of such claims and be under no further liability in respect of legal defence costs. **We** shall pass notification of any claim for legal defence costs to the third party provider approved by **Us**.

Parties to the contract of insurance

If **We** have to provide cover for more than one person **Our** liability will not be more than the **Limit of Indemnity** shown under Section 3 (Legal Defence Costs) in **Your Schedule**.

For the purposes of the Limit of Indemnity all the **Persons Entitled To Indemnity** under **Your Policy** shall be treated as one party or legal entity so that there will be only two parties to the contract of insurance namely **Us** and **You**.

Section 4 Legionellosis Liability

THIS SECTION ONLY APPLIES WHERE SHOWN AS INCLUDED IN THE SCHEDULE

This section is on a claims made basis with the costs and expenses of the claimant and the costs and expenses (incurred with Our written consent) of any Person Entitled to Indemnity included within the Limit of Indemnity shown in the Schedule.

What is covered

Any **Person Entitled to Indemnity** is covered

- 1 up to the **Limit of Indemnity** against legal liability for damages and/or costs to others as a result of accidental **Injury** to any person caused by **Legionellosis** in connection with the **Business**
- 2 against legal liability for claimant's costs and expenses in connection with 1 above
- 3 in respect of
 - A) costs of legal representation at
 - i) any coroner's inquest or inquiry in respect of any death
 - ii) proceedings in any Court arising out of any alleged breach of statutory duty resulting in **Injury**which may be the subject of indemnity under this Section
 - B) all other costs and expenses in relation to any matter which may form the subject of a claim for indemnity under 1 above incurred with **Our** written consent.

What is not covered

- 1 Any claim which is first made in writing to **You** (or any other **Person Entitled to Indemnity**) outside of the **Period of Insurance**.
- 2 Any claim where first notification of any circumstance that
 - A) has caused **Injury** or
 - B) is alleged to have caused **Injury** or
 - C) can be expected to give rise to a claimis made to **Us** after 30 days following the expiry of the **Period of Insurance**.
- 3 Any legal liability in respect of **Legionellosis** where the **Legionellosis** commenced prior to the start date of this Insurance.
- 4 **Product Liability**
Any legal liability arising from any product supplied or contract work executed by **You**.
- 5 **Professional Risks**
Any legal liability arising from or in connection with any advice, design or specification.
- 6 **Contractual Liability**
Any legal liability arising from or in connection with any product supplied or contract work executed by **You** where such liability has been accepted by agreement except to the extent that such liability would have attached in the absence of such agreement. This exclusion shall not apply if such agreement has been accepted by **Us** in writing.

What is covered

What is not covered

7 Fines or Penalties

Any legal liability for

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

8 Radioactive Contamination

Any legal liability directly or indirectly caused by, or contributed to by, or arising from

- A) ionising radiation or radioactive contamination from any nuclear fuel or waste which results from the burning of any nuclear fuel

or

- B) the radioactive, toxic, explosive or other dangerous properties of any nuclear assembly or any part of it.

9 War and Allied Risks

Any legal liability arising from any consequence of war, invasion, act of foreign enemy, hostilities, (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

10 Contribution

Your Contribution as shown in the **Schedule**.

Extensions to Section 4

THIS SECTION ALSO COVERS

What is covered

What is not covered

1 Cross Liabilities

If there is more than one Policyholder specified in the **Schedule** this Section will apply separately to each one as if a separate **Policy** had been issued to each

Provided that **Our** total amount payable does not exceed the **Limit of Indemnity** stated in the **Schedule**.

2 Compensation for Court Attendance

If **We** require any director, partner or **Employee** of **Yours** to attend Court as a witness in connection with a claim **We** will pay **You** the amount shown below

- A) for any director or partner of **Yours** £750 per day
- B) for any **Employee** £500 per day.

Legionellosis Liability – how We settle claims

How We settle claims for Your legal liabilities arising from Legionellosis

Subject to the terms and conditions of **Your Policy**, **We** will pay the amount of any damages and costs which a Court has ordered **You** to pay or which **You** have (with **Our** written consent) agreed to pay, in addition to any costs that **You** have incurred with **Our** written consent.

All claims caused by the same isolated, repeated or continuing incidence of **Legionellosis** shall be considered to have been made in the **Period of Insurance** when the first claim was made in writing to **You** (or any other **Person Entitled to Indemnity**) and notified to **Us** or when the first notification of any circumstance was first made to **Us**.

Your Contribution in respect of damages, costs and expenses, as shown in the **Schedule**, is payable before **We** will be liable to make any payment.

The most We will pay

The most **We** will pay for any one claim in respect of **Your Legionellosis** liability including all **Your** costs and expenses and those of the claimant is the **Limit of Indemnity** shown under Section 4 (Legionellosis Liability) in **Your Schedule**.

Our right to pay the full limit at any time

In respect of any one **Event** **We** may pay the **Limit of Indemnity** shown under Section 4 (Legionellosis Liability) on **Your Schedule** (less any sums already paid or incurred) or any lesser amount for which any claims arising from the **Event** can be settled. **We** will then relinquish control of such claims and have no further liability in respect of them.

Parties to the contract of insurance

The most **We** will pay in respect of all damages arising out of all claims during any **Period of Insurance** irrespective of the number such claims and irrespective of the number of **Persons Entitled to Indemnity** having claims under this **Policy** shall not exceed the **Limit of Indemnity** shown under Section 4 (Legionellosis Liability) in **Your Schedule**.

For the purposes of the **Limit of Indemnity** all the **Persons Entitled to Indemnity** under **Your Policy** shall be treated as one party or legal entity so that there will be only two parties to the contract of insurance namely **Us** and **You**.

Terrorism Insurance

THIS INSURANCE ONLY APPLIES WHERE SHOWN AS INCLUDED IN THE SCHEDULE

What is covered

- 1 Notwithstanding any provisions to the contrary within this **Policy** the cover in respect of all items insured by the Property Damage Insurance are extended to include Terrorism Insurance as specified below.

This **Policy** includes **Damage** or loss resulting from **Damage** to the property insured and consequential loss resulting therefrom insofar and to the extent that it is insured by this **Policy** whilst situate within the applicable **Territory** stated below caused by or resulting from an **Act of Terrorism** (as defined below).

provided always that Terrorism Insurance is

- A) subject to the excluded causes detailed under 'What is not covered'
- B) not subject to any other excluded causes stated in this **Policy**

provided also that **Our** liability in any one **Period of Insurance** shall not exceed.

- A) in the whole the total sum insured
- B) in respect of any item its sum insured or any other stated **Limit of Liability** specified in the **Schedule** or elsewhere in the **Policy**

whichever is the lower subject always to the **Limit of Liability** in respect of the **Territory** stated below after the application of all the provisions of the insurance including **Your Contribution**.

What is not covered

- 1 **Riot, Civil Commotion, War and Allied Risks**

Any loss whatsoever or any consequential loss directly or indirectly occasioned by or happening through or in consequence of 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.

- 2 **Electronic Risks**

Any loss whatsoever directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from:

- A) the alteration modification distortion corruption of or **Damage** to any computer or other equipment or component or system or item which processes stores transmits or receives data or any part thereof whether tangible or intangible (including but without limitation any information or programs or software)

or

- B) any alteration modification distortion erasure corruption of data processed by any such computer or other equipment or component or system or item

whether **Your** property or not where such loss is directly or indirectly caused by contributed to by or arising from or occasioned by or resulting from **Virus or Similar Mechanism** or **Hacking** or **Phishing** or **Denial of Service Attack**.

What is covered

Act of Terrorism means the 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.

Territory

- 1 **Great Britain**
- 2 Elsewhere in the world

Limit of Liability

- As otherwise specified in this **Policy**
- Not insured

What is not covered

3 Nuclear Installation or Nuclear Reactor

Any loss whatsoever or any consequential loss resulting or arising from **Damage** to 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 Nuclear Risks and Chemical, Biological and Radiological Contamination

In respect of **Residential Property** insured in the name of a **Private Individual**

any loss whatsoever or any expenditure resulting or arising therefrom or any consequential loss directly or indirectly caused by or contributed to by or arising from

- A) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
- B) ionising radiation or contamination by radioactivity or from the combustion of any radioactive material
- C) chemical and/or biological and/or radiological irritants, contaminants or pollutants.

Special Conditions

- 1 In any action, suit or other proceedings where **We** allege that any **Damage** or loss resulting from **Damage** is not covered by this **Policy** the burden of proving that such **Damage** or loss is covered shall be upon **You**.
- 2 Any terms in this **Policy** which provide for adjustments of premium based upon declarations on expiry or during the **Period of Insurance** do not apply to Terrorism Insurance.
- 3 If this **Policy** is subject to any Long Term Agreement/Undertaking it does not apply to Terrorism Insurance.

All the terms, definitions, provisions, conditions and extensions of the **Policy** apply except insofar as they are hereby expressly varied.

Claims Conditions

1 Making a Claim

Where an **Event** which could give rise to a claim under this **Policy** happens **You** will

- A) tell **Us** as soon as reasonably practicable and no later than
 - i) 30 days of **Your** becoming aware of the **Event** or occurrence
- or
- ii) 7 days in the case of **Damage** caused by riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances or malicious persons

provide **Us** with all information and help **We** reasonably require in respect of the claim and where requested by **Us** and at **Your** expense, written details containing as much information as possible on the **Event, Damage, accident or Injury** including (to the extent possible) the amount of the claim

- B) notify the police within 24 hours of **Damage** caused by malicious persons or thieves
- C) take all reasonable action to minimise or eliminate any interruption of or interference with the **Business**
- D) not admit or deny liability nor make any offer, compromise, promise or payment, enter into any agreement or give any undertaking in respect of the claim without **Our** written consent
- E) pass to **Us** immediately, unanswered, all communications from third parties in relation to any **Event** which may result in a claim under this **Policy**

- F) tell **Us** immediately of any impending prosecution, inquest or fatal inquiry or civil proceedings and send to **Us** immediately every relevant document **You** receive in relation to any such matter
- G) provide **Us** with such books of account or other business books or documents or such proofs as may reasonably be required by **Us** for investigating or verifying the claim
- H) provide to **Us** (if required) a statutory declaration of the truth of the claims and any related matter.

Failure to comply with any of these conditions may result in Us not paying Your claim.

2 Our Control Of Claims

We will be entitled

- A) on the happening of any **Damage** to the **property** insured to enter, take and keep possession of the **Building** where **Damage** has happened, to take and keep possession of the **property**, to deal with the salvage in a reasonable manner without thereby incurring any liability, without diminishing **Our** right to rely on any conditions of this **Policy**. This **Policy** will be proof of leave and license for such purpose
- B) at **Our** discretion to take over and conduct in **Your** name the defence or settlement of any claim and to take proceedings at **Our** own expense and for **Our** own benefit but in **Your** name to recover compensation or secure indemnity from any third party in respect of any **Event** insured by this **Policy**. **You** will give all information and assistance reasonably required
- C) to any **property** for the loss of which a claim is paid hereunder and **You** will execute all such assignments and assurances of such **property** as may be reasonably practicable but **You** will not be entitled to abandon any **property** to **Us**

- D) at **Our** option to repair or replace the **property** or any part of the **property** for which **We** may be liable under this **Policy**, provided that **We** will not be bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner. **We** shall not in any case be bound to expend in respect of any one of the items insured more than the sum insured.

We will not enforce rights against

- i) a tenant in respect of **Damage** to the part of the **Buildings** occupied by that tenant or to common parts of the **Buildings** unless **Damage** arises out of a criminal, fraudulent or malicious act
- ii) any Company being Parent of or Subsidiary to **You** or any Company which is a Subsidiary of a Parent Company of which **You** are **Yourselves** a Subsidiary in each case within the meaning of Section 736 and 744 of the Companies Act 1985 or Articles 2 and 4 of the Companies (Northern Ireland) Order 1986.

3 Other Insurance

If **You** claim under this **Policy** for something which is also covered by another policy, **We** will only pay **Our** proportionate share of the claim. **You** should give **Us** full details of the other policy.

This condition does not apply the Contingent Motor Liability cover under Liabilities Insurance – Section 2 Public Liability.

4 Arbitration (Not applicable to Liabilities Insurance)

If there is any disagreement between **You** and **Us** as to the amount to be paid under this **Policy**, liability being otherwise admitted, the disagreement shall be referred to an arbitrator in accordance with the Arbitration Act 1996 or any subsequent legislation replacing that Act.

The party against whom the decision is made shall meet all costs of the arbitration in full.

If the decision is not clearly made against either party the arbitrator shall have the power to apportion costs.

If the decision is made in **Our** favour **Your** costs shall not be recoverable under this **Policy**. This procedure does not prejudice any right of recourse **You** have to any other complaints procedure to which **We** subscribe or to the courts.

5 Adjudication

On receipt of a **Notice of Adjudication** relating to any circumstance which has given or may give rise to a claim under this **Policy** **You** shall provide immediate notice of this to **Us**.

Policy Conditions

1 Alteration of Risk

No cover shall be provided under this **Policy** if and to the extent that any **Damage** arises as a result of any material alteration to or of

- A) the **Business**
- B) the **Premises**
- C) **Property** within the **Premises** or
- D) The occupation of the **Premises** by **You** or **Your Employees**

during the **Period of Insurance** of this **Policy**.

2 Change of Status

This **Policy** shall be automatically terminated if and when

- A) the **Business** is wound up or carried on by a liquidator or receiver or permanently discontinued

or

- B) **You** cease to have an interest that is insurable for example; the **Premises** have been sold to a third party. However this right to avoid the **Policy** does not apply in the event of **Your** death.

3 Security and Inspection of Unoccupied Buildings

Unless agreed by **Us** in writing to the contrary, **You** must ensure that in respect of

- any **Residential Property** which has been **Unoccupied** for over 45 consecutive days
- **Unoccupied** Blocks of **Flats**
- any other **Building** or part of a **Building** which becomes **Unoccupied**

- A) gas, water and electricity services (except electricity supply to maintain any fire or intruder alarm systems) and any fuel supplies are kept shut off at the switch or stopcock where they enter the **Buildings**

(or, in the case of individual **Flats** or portions of a **Building**, where they enter the **Flat** or **Unoccupied** part of the **Building**)

- B) all water and heating systems are completely drained
- C) the **Buildings** are kept secured by
 - i) the use of mortice deadlocks conforming to BS3621 or close-shackle padlocks with matching locking bar on all external doors or shutters, except in respect of **Unoccupied Flats** where alternative door locks conforming to BS3621 may be used to secure individual residences
 - ii) the use of window locks – where locks are not fitted windows must be screwed shut
 - iii) repairing any broken or defective windows or boarding them externally using 19mm thickness shuttering grade plywood adequately braced and secured against forced entry
 - iv) sealing all letterboxes or fitting a stout steel cage internally.
- D) the **Buildings** and external areas immediately surrounding the **Buildings** are kept free of all unfixed combustible materials, including removal of junk mail and newspapers
- E) any additional requirements put forward by **Us** are completed within the timescale specified
- F) the **Buildings** are inspected internally and externally by **You** or **Your** representative at least weekly to check that the above requirements are in place.

In the event of a breach of requirements A) to E) **You** must arrange to carry out the necessary work to satisfy the requirements and notify **Us**.

Failure to comply with any of these requirements may result in Us not paying Your claim.

4 Cancelling the Policy

You may cancel this **Policy** by informing **Us** in writing, and cancellation will be effective from the date of receipt of **Your** instructions. If a Certificate of Insurance has been issued as a statutory requirement to provide evidence of cover, the cancellation.

will only be effective from the date of return of the Certificate(s) to **Us**.

We may cancel this **Policy** by sending 30 days written notice to **Your** last known address.

In the event of cancellation, **We** will refund the premium **You** paid for the rest of the insurance period. **We** will do this only if **You** have not made a claim during the **Period of Insurance**.

5 Cancellation of Your Fixed Sum Loan Agreement

Where **We** have agreed to **You** paying **Your** premium by monthly instalments, then in the event that there is a default in the instalments due under the payment schedule, **We** reserve the right to terminate **Your Policy** and **You** will no longer be insured by **Us**.

If **Your** monthly premium payment has a Fixed Sum Loan Agreement regulated by The Consumer Credit Act 1974, then this shall be deemed to be a linked loan agreement. In the event that there is a default in the instalments due under the payment schedule, **We** reserve the right to also terminate that linked loan agreement.

6 Consumer Credit Termination

We reserve the right to terminate the **Policy** in the event that there is a default in instalment payments due under any linked loan agreement.

You must return **Your** current Certificate of Employers' Liability Insurance to **Us** if **We** cancel **Your Policy**.

7 Contracts (Rights of Third Parties) Act 1999

A person or company who was not a party to this **Policy** has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this **Policy** but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

8 Law Applicable

Under the laws of the United Kingdom (England, Scotland, Wales and Northern Ireland) both **You** and **We** may choose the law which applies to this contract, to the extent permitted by those laws. Unless **You** and **We** agree otherwise in writing, **We** have agreed with **You** that the law which applies to this contract is the law which applies to the part of the United Kingdom in which **You** are based, or, if **You** are based in the Channel Islands or the Isle of Man, the law of whichever of those two places in which **You** are based.

We and **You** have agreed that any legal proceedings between **You** and **Us** in connection with this contract will only take place in the courts of the part of the United Kingdom in which **You** are based, or, if **You** are based in either the Channel Islands or the Isle of Man, the courts of whichever of those two places in which **You** are based.

9 Observance of Terms

Failure to comply with any of the terms and conditions of the **Policy** where they are material or relevant to any loss may entitle **Us** to reduce or avoid **Your** claim.

10 Our Liability

All the sums insured, **Limits of Indemnity** and any other restrictions on the amount of **Our** liability stated in this **Policy**, will apply as maximum limits to **Our** liability irrespective of the number of persons entitled to indemnity under this **Policy**.

For all purposes, including, but not limited to the application of sums insured, **Limits of Indemnity** and any other restrictions on the amount of **Our** liability stated in the **Policy**, the definition of **You** shall constitute one insured party, and there shall only be one contract of insurance between that insured party and **Us**.

11 Reasonable Precautions

You must at **Your** own expense take all reasonable steps to prevent or minimise any **Damage** or any **Injury** to **Employees** or the public.

If **You** discover any defect or danger, **You** must make it good as soon as practicable and in the meantime take such additional precautions as circumstances reasonably require.

12 Financial or Trade Sanctions

We shall not provide coverage or be liable to provide any indemnity or payment or other benefit under this Policy if and to the extent that doing so would breach any prohibition or restriction imposed by law or regulation.

If any such prohibition or restriction takes effect during the Policy period **We** or **You** may cancel that part of this Policy which is prohibited or restricted with immediate effect by giving written notice to the other at their last known address.

If the whole or any part of the Policy is cancelled **We** will give **You** a full refund of premium for any unexpired period of cover **We** will do this only if **You** have not made a claim during the Period of Insurance.

13 Asbestos

Unless agreed by **Us** in writing to the contrary, **You** must ensure that **You** only undertake visual inspections in relation to **Asbestos** and when coming into contact with **Asbestos**, **Asbestos Dust** or **Asbestos Containing Materials** **You** always stop work and employ a licensed **Asbestos** contractor.

Definitions – Words with special meanings

Advertising Injury

- A) oral or written publication of material in any manner that slanders or libels a person's or organisation's goods products or services
- B) oral or written publication of material in any manner that infringes a person's legal right to privacy
- C) the use of another's advertising idea
- D) infringement of copyright trade dress or slogan

committed in the course of advertising **Your** goods products or services.

Asbestos

Crocidolite, amosite, chrysotile, fibrous actinolite, fibrous anthophyllite or fibrous tremolite or any mixture containing any of those minerals.

Asbestos Containing Materials

Any material containing **Asbestos** or **Asbestos Dust**.

Asbestos Dust

Fibres or particles of **Asbestos**.

Building(s)

Buildings and foundations (built mainly of brick, stone, concrete or other non-combustible materials and unless stated differently in the **Schedule** or **Statement of Fact**, no more than 10% of other materials) that are **Your Property** or **Property** for which **You** are responsible situated at the **Premises**, including

- **Your** fixtures and fittings including fixed glass and fitted carpets
- tenant's improvements for which **You** are responsible in, on or around the **Buildings**

- furnishings and other contents of common parts of the **Buildings**
- outbuildings including garages and greenhouses
- closed circuit security TV systems, security equipment, external lighting, television or radio receiving aerials, aerial fittings, masts and satellite dishes
- gangways, pedestrian malls and pedestrian access bridges
- car parks, drives, roads, pavements, footpaths, patios and terraces and similar surfaces all constructed of solid materials
- walls, gates, fences and hedges
- **Services**
- landscaping excluding external ponds and lakes
- swimming pools, tennis courts and squash courts forming part of **Premises** occupied for residential purposes.

Business

That shown in the **Schedule** and conducted solely from premises in **Great Britain**, Northern Ireland, the Channel Islands or the Isle of Man and shall include

- 1 ownership, repair and maintenance of **Property** insured by this **Policy**.
- 2 A) occupation of **Residential Property** by **You** but no more than 50% in respect of the **Residents** of any one **Residential Property**
B) occupation of non **Residential Property** other than for the purpose of operating any trade or business therefrom.
- 3 provision and management of canteen, social, sports and welfare organisations and first aid, ambulance and medical services for the benefit of any **Person Employed**.
- 4 fire and security services maintained solely for the protection of **Your Buildings**.
- 5 private work undertaken by any **Person Employed** for any of **Your** directors, partners or **Employees** with **Your** prior consent.

- 6 attendance at or participation in exhibitions, trade fairs or shows by any **Employee** or director in connection with their employment

but in respect of Section 1 of Liabilities Insurance shall not include any work undertaken **Offshore**.

Clean Up Costs

The costs incurred by

- A) a government agency or regulatory body
 B) **You** with Our **written** consent where a government agency or regulatory body would have required remediation

in carrying out action to curtail or minimise or remediate a **Sudden Pollution or Contamination Incident** for which **You** are legally responsible.

Contract Price

The amount as shown in the **Schedule** which represents the maximum estimated value of the **Contract Works** to be completed at the **Premises**.

Contribution

The first part of each and every claim as shown in the **Schedule** which **You** and **We** have agreed will be paid by **You**.

If cover is provided in respect of an **Event** under more than one item under the "What is covered" heading within an Insurance or under more than one Insurance section and if a **Contribution** as defined above applies under more than one such item or Insurance then only the **Contribution** which is the highest of those which would have applied separately will be deducted from the total claim payment.

Costs of Reletting

The costs necessarily and reasonably incurred from the date of the **Damage** until the expiry of the **Indemnity Period** in reletting the **Buildings** (including legal fees in connection with the reletting) solely as a result of **Damage** to the **Buildings**.

Damage

Accidental loss, destruction or damage.

Data

Information represented or stored electronically including but not limited to code or series of instructions, operating systems, software programs and firmware.

Declared Value

The base value shown against the **Buildings** item in the **Schedule** which **You** consider to represent the cost of rebuilding at the level of costs applying at the start of the **Period of Insurance** without any provision for inflation.

Denial of Service Attack (Terrorism Insurance)

Any actions or instructions constructed or generated with the ability to damage interfere with or otherwise affect the availability of networks or network services or network connectivity or information systems.

The Definition of Denial of Service Attack includes but is not limited to the generation of excess traffic into network addresses and the exploitation of system or network weaknesses and the generation of excess or non-genuine traffic between and amongst networks.

Employee(s)

Any individual under a contract of service or apprenticeship with **You**.

Event(s)

One occurrence or all occurrences of a series consequent on or attributable to one source or original cause.

Failure of a System

The complete or partial failure or inability whether in terms of availability, functionality and/or performance or otherwise of a **System** whether or not owned by **You** to operate at any time as desired

as specified or as required in the circumstances of **Your Business** activities.

Fees

Any architects', surveyors', and legal fees paid by **You** with **Our** written consent.

Flat(s)

A self-contained unit of the residential accommodation forming part of a block of flats or apartments or of any other **Building** which includes such residential units.

Great Britain

England and Wales and Scotland but not the territorial seas adjacent thereto (as defined by the Territorial Sea Act 1987).

Hacking (Terrorism Insurance)

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

Indemnity Period

The maximum period from the date of the **Damage** for which **We** will pay any loss of **Rent**, as shown in the **Schedule**.

Injury

In respect of Liabilities Insurance Sections 1 and 3 (Part A)

- Bodily injury, death, disease or illness.

In respect of Liabilities Insurance Sections 2 and 3 (Part B)

- Bodily injury, mental injury, death, disease, illness, wrongful arrest or false imprisonment.

In respect of Liabilities Insurance Section 4

- Bodily injury, death, disease or illness of any person other than a **Person Employed**.

Insured Person

You or **Your** directors, partners or **Employees**.

Landlord's Contents

Furniture, carpets (other than fitted carpets), furnishings and all other **Property** owned by **You** or for which **You** are responsible within the **Buildings** but excluding

- landlord's fixtures and fittings
- contents in common parts of the **Buildings**
- **moveable Property** in the open or in outbuildings
- computer and photographic equipment
- jewellery, stamp, coin and other collections, articles of precious metal, clocks, watches, furs, works of art or paintings
- clothing, personal belongings and pedal cycles
- money, certificates, cheques, securities or other documents of any kind
- motor vehicles (excluding pedestrian-controlled gardening equipment, wheelchairs and vehicles used in or about the **Building**), caravans, trailers, trains, aircraft, watercraft or parts or accessories for any of them
- stock and materials in trade
- any **Property** insured under another policy.

Legionellosis

Any discharge, release or escape of legionella or other airborne pathogens from water tanks, water systems, air-conditioning plants, cooling towers and the like.

Limit of Indemnity

The maximum amount payable by **Us** in respect of the cover provided as shown in the **Schedule** or **Policy** wording.

Limit of Liability

The maximum amount payable by **Us** in respect of the cover provided as shown in the **Schedule** or **Policy** wording.

Loss of Rent

The actual amount of the reduction in the **Rent** received by **You** during the **Indemnity Period** solely as a result of **Damage** to **Buildings**.

Microchip

A unit of packaged computer circuitry manufactured in small scale and made for program logic and/or computer memory purposes and expressly includes integrated circuits and microcontrollers.

Notice of Adjudication

Any notice issued to a party to a contract to which Housing Grants Construction and Regeneration Act 1996 applies stating an intention to refer a dispute under the contract to adjudication.

Nuclear Installation (Terrorism Insurance)

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

- 1 the production or use of atomic energy or
- 2 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 radiations or
- 3 the storage processing or disposal of nuclear fuel or of bulk quantities or other radioactive matter being matter which has been produced or irradiated in the course of the production or use of nuclear fuel.

Nuclear Reactor (Terrorism Insurance)

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.

Offshore

Embarkation on to a vessel or aircraft for conveyance to an offshore rig or platform until disembarkation from the conveyance on to land upon return from such offshore rig or platform.

Outstanding Debit Balances

The total recorded under **Duplicate Records** (as detailed in 'Additional factors when settling Rent claims') adjusted for

- 1 bad debts
- 2 amounts debited (or invoiced but not debited) and credited (including credit notes and cash not passed through the books at the time of the **Damage**) to the credit accounts of the **Business** in the period between the date to which the last monthly record relates and the date of the **Damage**

and

- 3 any abnormal condition of trade which had or could have had a material effect on the **Business** so that the figures thus adjusted shall represent as nearly as reasonably practicable those which would have been obtained at the date of the **Damage** had the **Damage** not occurred.

Note

- 1 Value Added Tax is excluded to the extent that **You** are accountable to the tax authorities.
- 2 Any adjustment implemented in current cost accounting is disregarded.

Period of Insurance

The period beginning with the "From" date and ending with the "To" date shown in the **Schedule** and any other period for which **We** accept **Your** Premium.

Person Employed

- 1 **Employee**.
- 2 labour master and individuals supplied by him.
- 3 individual employed by labour only sub-contractors while under **Your** direct control and supervision.

- 4 self-employed individual (not being in partnership with **You**).
- 5 individual hired to or borrowed by **You**.
- 6 individual undertaking study or work experience while under **Your** supervision.
- 7 voluntary worker helper or instructor.
- 8 prospective employees being assessed by **You** as to their suitability for employment.
- 9 person working under the Community Offender Act 1978 or similar legislation.

Person Entitled to Indemnity

- 1 **You**.
- 2 **Your** personal representatives in respect of legal liability incurred by **You**.
- 3 at **Your** request
 - A) any principal
 - B) any of **Your** directors or partners
 - C) any **Person Employed**

against legal liability in respect of which **You** would have been entitled to indemnity under this **Policy** if the claim had been made against **You**

 - D) the officers, committees and members of **Your** canteen, social, sports and welfare organisations and first aid, fire, ambulance, medical and security services in their respective capacities as such but this shall not include medical or dental practitioners in relation to medical services provided
 - E) any of **Your** directors or partners or **Employees** in respect of private work undertaken by any **Person Employed** for such directors partners or **Employees** with **Your** prior consent

provided that such people shall keep to the terms, conditions and limitations of this **Policy** so far as they can apply.

Phishing

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

Policy

The policy wording (along with the **Schedule** and **Statement of Fact**) which forms part of the legal contract between **You** and **Us**.

Premises

The address as shown in the **Schedule**.

Private Individual (Terrorism Insurance)

Any person other than

- 1 a Trustee or body of Trustees where insurance is arranged under the terms of a trust
- 2 a person who owns **Residential Property** for the purpose of their business as a sole trader.

This definition only applies to **Property** held in trust or as part of a sole trader's business and not their private residence(s).

The Definition of Private Individual includes two or more persons where insurance is arranged in their several names and/or **Your** title includes the name of a bank or building society or other financial institution for the purpose of noting their interest in the property insured.

Property

Material Property but shall not include **Data**.

Property Insured

Buildings

General Contents

Landlord's Contents

} at the **Premises** including within the open yards forming part of the **Premises** (subject to any specific exclusions)

all as defined in the **Policy** or more fully described in the **Schedule** and all being **Your Property** or for which **You** are responsible but excluding.

- A) **Property** which is more specifically insured
- B) Unless specifically notified and accepted by **Us** as insured
 - i) **Property** in transit
 - ii) vehicles licensed for road use (including accessories thereon), caravans, trailers, railway locomotives, rolling stock, watercraft and aircraft
 - iii) land, piers, jetties, bridges, culverts and excavations,
 - iv) livestock, growing crops and trees
 - v) **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
 - vi) overhead transmission lines.

Rent

Any money in the nature of Rent including service charges which **You** receive from a tenant.

Resident(s)

Any person authorised under the terms of the lease, tenancy agreement or rental agreement who lives in the **Residential Property** and any member of their family residing with them.

Residential Property/Properties (not applicable to Terrorism Insurance)

Any house, maisonette or **Flat** owned by **You** or for which **You** are responsible situated at the **Premises**.

Residential Property (Terrorism Insurance only)

Houses and blocks of flats and other dwellings (including household contents and personal effects of every description).

Schedule

The document providing details of the various Insurances which are included in **Your Policy** together with the levels of cover applying under each.

Services

Telephone, gas, electricity and water mains, drains and sewers, electrical instruments, meters, piping, cabling and the like which provide services to or from the **Buildings** and for which **You** are responsible.

Statement of Fact

The document setting out information provided by **You** or **Your** representative as being relevant to the cover that has been applied for. It also includes assumptions **We** have made about factual circumstances relevant to the cover and which are confirmed by **You** as true and correct.

Sudden Pollution or Contamination Incident

Pollution or contamination of buildings or other structures or of water or land or of the atmosphere caused by a sudden identifiable, unintended and unexpected incident which takes place in its entirety at a specific moment in time and place in Great Britain, Northern Ireland and the Channel Islands or the Isle of Man during the **Period of Insurance**.

Provided that all pollution or contamination which arises out of one Sudden Pollution or Contamination Incident shall be considered by **Us** to have occurred at the time such incident takes place.

System

Computers, other computing and electronic equipment linked to a computer hardware electronic **Data** processing equipment, **Microchips** and anything which relies on a **Microchip** for any part of its operation and includes for the avoidance of doubt any computer installation.

Unoccupied

Empty, disused, unoccupied, unfurnished, untenanted or no longer in active use.

Virus (not applicable to Terrorism Insurance)

Programming code designed to achieve an unexpected, unauthorised and/or undesirable effect or operation when loaded onto a **System** transmitted between **Systems** by transfer between computer systems via networks, extranets and internet or electronic mail or attachments thereto or via floppy diskettes or CD-ROMS or otherwise and whether involving self-replication or not.

Virus or Similar Mechanism (Terrorism Insurance only)

Any 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.

The Definition of Virus or Similar Mechanism includes but is not limited to trojan horses, worms and logic bombs.

Water Table Level

The level below which the ground is completely saturated with water.

We/Us/Our

Royal & Sun Alliance Insurance plc
St Mark's Court
Chart Way
Horsham
West Sussex
RH12 1XL.

You/Your/Yours/Yourselves

The Policyholder shown in the **Schedule**.

Complaints Procedure

Our Commitment To Customer Service

At RSA we are committed to going the extra mile for our customers. If you believe that we have not delivered the service you expected, we want to hear from you so that we can try to put things right. We take all complaints seriously and following the steps below will help us understand your concerns and give you a fair response.

Step 1

If **Your** complaint relates to **Your** policy then please contact the sales and service team number shown in **Your** Schedule. If **Your** complaint relates to a claim then please call the claims helpline number shown in **Your** policy booklet.

We aim to resolve **Your** concerns by close of the next business day. Experience tells **Us** that most difficulties can be sorted out within this time.

Step 2

In the unlikely event that **Your** concerns have not been resolved within this time, **Your** complaint will be referred to **Our** Customer Relations Team who will arrange for an investigation on behalf of **Our** Chief Executive. Their contact details are as follows:

Post: RSA Customer Relations Team
P O Box 255
Wymondham
NR18 8DP

Email: crt.halifax@uk.rsagroup.com

Our promise to you

We will:

- Acknowledge all complaints promptly
- Investigate quickly and thoroughly
- Keep You informed of progress

- Do everything possible to resolve **Your** complaint
- Use the information from **Your** complaint to proactively improve **Our** service in the future.

Once **We** have reviewed **Your** complaint **We** will issue **Our** final decision in writing within 8 weeks of the date **We** received **Your** complaint.

If you are still not happy

If **You** are still unhappy after **Our** review, or **You** have not received a written offer of resolution within 8 weeks of the date **We** received **Your** complaint, **You** may be eligible to refer **Your** case to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent body that arbitrates on complaints. They can be contacted at:

Post: Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9SR

Telephone: 0800 0234567 (free from standard landline, mobiles may be charged)
0300 1239123 (same rate as 01 or 02 numbers, on mobile phone tariffs)

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

You have six months from the date of **Our** final response to refer **Your** complaints to the Financial Ombudsman Service. This does not affect **Your** right to take legal action, however, the Financial Ombudsman Service will not adjudicate on any case where litigation has commenced.

Thank you for your feedback

We value **Your** feedback and at the heart of **Our** brand **We** remain dedicated to treating **Our** customers as individuals and giving them the best possible service at all times. If **We** have fallen short of this promise, **We** apologise and aim to do everything possible to put things right.

How We Use Your Information

Please read the following carefully as it contains important information relating to the details that **You** have given **Us**. **You** should show this notice to any other party related to this insurance.

Who We are

Properties is underwritten by Royal & Sun Alliance Insurance plc.

You are giving **Your** information to Royal & Sun Alliance Insurance plc, which is a member of the RSA Group of companies (the Group). In this information statement '**We**', '**Us**' and '**Our**' refers to the Group unless otherwise stated.

How Your information will be used and who We share it with

Your information comprises of all the details **We** hold about **You** and **Your** transactions and includes information obtained from third parties.

If **You** contact **Us** electronically, **We** may collect **Your** electronic information identifier e.g. Internet Protocol (IP) address or telephone number supplied by **Your** service provider.

We may use and share **Your** information with other members of the Group to help **Us** and them

- Assess financial and insurance risks
- Recover debt
- Prevent and detect crime
- Develop **Our** services, systems and relationships with **You**
- Understand **Our** customers' requirements
- Develop and test products and services.

We do not disclose **Your** information to anyone outside the Group except

- Where **We** have **Your** permission, or
- Where **We** are required or permitted to do so by law, or
- To credit reference and fraud prevention agencies and other companies that provide a service to **Us**, **Our** partners or **You**, or
- Where **We** may transfer rights and obligations under this agreement.

We may transfer **Your** information to other countries on the basis that anyone **We** pass it to provides an adequate level of protection. In such cases the Group will ensure it is kept securely and used only for the purpose for which **You** provided it. Details of the companies and countries involved can be provided on request.

From time to time **We** may change the way **We** use **Your** information. Where **We** believe **You** may not reasonably expect such a change **We** shall write to **You**. If **You** do not object, **You** will consent to that change.

We will not keep **Your** information for longer than is necessary.

Sensitive Information

Some of the information **We** ask **You** for may be sensitive personal data, as defined by the Data Protection Act 1998 (such as information about health or criminal convictions). **We** will not use such sensitive personal data about **You** or others except for the specific purpose for which **You** provide it and to carry out the services described in **Your Policy** documents. Please ensure that **You** only provide **Us** with sensitive information about other people with their agreement.

How to contact Us

On payment of a small fee **You** are entitled to receive a copy of the information **We** hold about **You**. If **You** have any questions or **You** would like to find out more about this notice **You** can write to

Data Protection Liaison Officer
Customer Relations Office
RSA
Bowling Mill
Dean Clough Industrial Estate
Halifax
HX3 5WA

Employers' Liability Tracing Office

Certain information relating to **Your Policy** including, without limitation, the **Policy** number(s), employers' names and addresses (including subsidiaries and any relevant changes of name), coverage dates, employer's reference numbers provided by Her Majesty's Revenue and Customs and Companies House Reference Numbers (if relevant) will be provided to the Employers' Liability Tracing Office (the ELTO) and added to an electronic database (the Database).

This information will be made available in a specified and readily accessible form as required by the 'Employers' Liability Insurance: Disclosure By Insurers Instrument 2010'. This information will be subject to regular periodic updating and certification and will be audited on an annual basis.

The Database will assist individual consumer claimants who have suffered an employment related injury or disease arising out of their course of employment in the UK for employers carrying on, or who carried on, business in the UK and who are covered by the employers' liability insurance of their employers (the Claimants):

- to identify which insurer (or insurers) was (or were) providing employers' liability cover during the relevant periods of employment; and
- to identify the relevant employers' liability insurance policies.

The Database will be managed by the ELTO.

The Database and the data stored on it may be accessed and used by the Claimants, their appointed representatives, insurers with potential liability for UK commercial lines employers' liability insurance cover and any other persons or entities permitted by law.

By entering into this insurance **Policy You** will be deemed to specifically consent to the use of **Your Policy** data in this way and for these purposes.

Royal & Sun Alliance Insurance plc (No. 93792). Registered in England and Wales at St Mark's Court, Chart Way, Horsham, West Sussex RH12 1XL.
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

UKC04161F

July 2016