



# Exclusively Cleaning

## Policy Wording

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To make a claim, call **0845 122 3283**  
Please save this number to your mobile phone



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# Exclusively Cleaning Policy

The **Insured** has applied for this insurance to Ageas Insurance Limited (the **Company**) by a **Proposal** which is the basis of this contract and is deemed to be incorporated herein and in consideration has paid or agreed to pay the premium and any taxes due.

In return the **Company** will provide the insurance as described in this policy during the period of insurance subject to the terms, conditions and exclusions of this policy.

This policy, the schedule and any endorsements will be read together as one document.

Signed for and on behalf of Ageas Insurance Limited



François-Xavier Boisseau - CEO, Insurance  
Ageas Insurance Limited

Your policy and schedule should be read carefully to ensure that they meet your requirements. They contain details of the cover, exclusions and conditions that apply. Please contact your agent if they do not meet your needs in any respect or require amendment. Please keep your policy, schedule and other related documents in a safe place as you will need to refer to them if you make a claim.

## Important Notice

You have a duty to disclose all material and relevant facts to the **Company**. Failure to tell us of anything which may increase the risk may invalidate the policy or lead to claims not being paid.

You must also take all reasonable care to prevent accidents, injury or disease. In particular you should:

- keep all work equipment and premises in good and safe condition
- exercise care in the selection and management of employees
- comply with all statutory obligations and regulations.



# How to Make a Claim

This policy contains conditions on your duties in the event of a claim. These are detailed in General Conditions 6, 7 and 8 of this document. It is very important that you comply fully with these conditions. If you do not, it may result in a claim not being paid.

To make a claim, contact our commercial claims department on **0845 122 3283**. The line is open 24 hours a day, 365 days a year. Alternatively, you can write to us at:

Commercial Claims Department  
Ageas Insurance Limited  
Ageas House  
The Square  
Gloucester Business Park  
Brockworth  
Gloucestershire  
GL3 4FA

# Making a Complaint

We pride ourselves on our high levels of customer satisfaction. However, should there be an occasion where our service does not live up to your expectations, please let us know and we will do our best to put it right as quickly and fairly as possible.

If your complaint is about:

- a the way this policy was sold to you, please contact your agent to report your complaint
- b your claim, please telephone your personal claim handler on the number shown in your claims documentation.

For any type of complaint, you can email us at [csa.uk@ageas.co.uk](mailto:csa.uk@ageas.co.uk) or write to us at the address shown below:

Customer Services Advisor  
Ageas Insurance Limited  
Ageas House  
Hampshire Corporate Park  
Templars Way  
Eastleigh  
Hampshire  
SO53 3YA

To help us, please include your policy number and claim number if your complaint relates to a claim.

We will try to resolve complaints made to us by the end of the next working day. If we are unable to do this, we will write to you within five working days of receiving your complaint to:

- a tell you what we have done to resolve the problem or
- b acknowledge your complaint and let you know when you can expect a full response and tell you who is dealing with the matter.

We will always aim to resolve your complaint within four weeks of receipt. If we are unable to do this we will give you the reasons for the delay and indicate when we will be able to provide a final response.

If we cannot resolve the differences between us, you may refer your complaint to the Financial Ombudsman Service if you have an annual turnover of less than EUR 2 million and fewer than 10 employees and

- you are dissatisfied with our final response or
- we have not issued our final response within eight weeks from you first raising the complaint.

More details can be found at [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk). You will need to fill in their complaint form available from their website, or they will assist you over the telephone on **0800 023 4567** or **0300 1239 123**.

Alternatively you can write to them at:

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

They will only consider your complaint after you've tried to resolve it with us.



# Financial Services Compensation Scheme

Should we be unable to meet our liabilities you may be entitled to compensation from the Financial Services Compensation Scheme. This depends on the type of insurance, the size of your business and the circumstances of the claim. For compulsory insurance you may be entitled to compensation up to 100% of the claim. For all other types of insurance you may be entitled to compensation up to 90% of the claim.

Further information is available from the Financial Services Compensation Scheme. Their telephone number is **0800 678 1100** or **020 7741 4100**. Alternatively, more information can be found at [www.fscs.org.uk](http://www.fscs.org.uk).

# Data Protection Notice

## **Please read this notice carefully as it contains important information about our use of personal information.**

In this notice, we and us and our mean Ageas Insurance Limited. Personal Information means any information we have about you and the other people insured under this policy such as any director, officer, partner or employee of your business or any other person connected with your business.

Please note that if you give us false or inaccurate information this could give us the right to avoid this policy or it could impact your ability to claim.

## **Sensitive information**

Some of the personal information that we ask you to provide is known as "sensitive personal data". This will include information relating to health issues, race, religion and any criminal convictions. We need to use sensitive personal data to provide you with quotes, arrange and manage this policy and to provide the services described in your policy documents (such as dealing with claims).

## **How we use personal information**

We are part of the Ageas group of companies. We may share personal information with other companies in the group for any of the purposes set out in this notice. If you want to know more about the Ageas Group please go to [www.ageas.co.uk](http://www.ageas.co.uk).

We will use personal information to arrange and manage this policy, including handling, underwriting and claims and issuing renewal documents and information to you or your agent. We will also use personal information to assess your insurance application and provide information to credit reference agencies.

We may research, collect and use data about you from publically available sources including social media and networking sites. We may use this data for the purposes set out in this notice, including fraud detection and prevention.

We may have to share personal information with other insurers, statutory bodies, regulatory authorities, our business partners or agents providing services on our behalf and other authorised bodies.

We will share personal information with others:

- if we need to do this to manage your policy with us including settling claims
- for underwriting purposes, such as assessing your application and arranging this policy
- for management information purposes

- to prevent or detect crime, including fraud (see below)• if we are required or permitted to do this by law (for example, if we receive a legitimate request from the police or another authority) and/or
- if you have given us permission.

You can ask for further information about our use of personal information. If you require such information, please write to the Data Protection Officer at the address set out below.

## **Preventing and detecting crime**

We may use personal information to prevent crime. In order to prevent crime we may:

- check personal information against our own databases
- share it with fraud prevention agencies. Your personal information will be checked with and recorded by a fraud prevention agency. Other companies within the financial services industry may also search such fraud prevention agencies when you make an application to them for financial products (including credit, savings, insurance, stockbroking or money transmission services). If such companies suspect fraud, we will share your relevant personal information with them. The information we share may be used by those companies when making decisions about you. You can find out which fraud prevention agencies are used by us by writing to our Data Protection Officer at the address set out below and/or
- share it with operators of registers available to the insurance industry to check information and prevent fraud. These include the Claims and Underwriting Exchange Register administered by Insurance Database Services Limited. We may pass information relating to this policy and any incident (such as an accident, theft or loss) to the operators of these registers, their agents and suppliers.

## **Dealing with others on your behalf**

To help you manage this policy, subject to answering security questions, we will deal with you or any director, officer, partner or employee of your business or any other person whom we reasonably believe to be acting for you if they call us on your behalf in connection with your policy or a claim relating to this policy.

## **Marketing**

We may use personal information and information about your use of our products and services to carry out research and analysis.

We will only use personal information to market our products and services to you if you agree to this.

## Data Protection Notice - continued

### Monitoring and recording

We may record or monitor calls for training purposes, to improve the quality of our service and to prevent and detect fraud. We may also use CCTV recording equipment in and around our premises.

### Further information

You are entitled to receive a copy of any personal information we hold about you. If you would like to receive a copy, or if you would like further information on, or wish to complain about, the way that we use personal information, please write to:

Data Protection Officer  
Ageas Insurance Limited  
Ageas House  
Hampshire Corporate Park  
Templars Way  
Eastleigh  
Hampshire  
SO53 3YA

giving your name, address and insurance policy number. We may charge you a small fee for this.

If we change the way that we use personal information, we will write to you to let you know. If you do not agree to that change in use, you must let us know as soon as possible.



# Definitions

The words defined below will have the same meaning wherever they appear in bold letters in this policy.

## Airside

means on or in those parts of airport and airfield premises to which the public do not have free or authorised access.

## Business

means only the **Business** specified in the schedule other than:

- a window cleaning with the use of ladders
- b exterior window cleaning above ground floor level.

The cleaning of any exterior windows by reach and wash water fed pole systems operated at ground level shall be interpreted as ground floor level.

The **Business** includes:

- a the provision and management for the benefit of the **Insured** or **Employees** of canteen, social, sports, educational or welfare activities and first aid, fire, security and ambulance services
- b the ownership and routine maintenance and repair of the premises from which the **Business** is conducted
- c the performance of private work undertaken by any **Employee** (with the consent of the **Insured**) for the **Insured** or any **Director**, **Partner** or senior official of the **Insured** in connection with the **Business** specified in the schedule and not in connection with any other activity.

## Circumstance

means an incident, occurrence, fact, matter, act, error, omission or event which could reasonably be foreseen to give rise to a claim against the **Insured**.

## Company

means Ageas Insurance Limited.

## Computer Virus

means any computer program including but not limited to any file virus, boot sector virus, macro virus, hostile applet, Trojan horse program, Java virus, ActiveX virus or other executable program which contains instructions to initiate an event on the infected computer causing modification of or damage to data memory or data media.

## Consequential Loss

Consequential or indirect losses (that is any loss, damage or additional expense, which happens as a result of, or is a side effect of, an event for which this policy provides cover).

This includes but is not limited to:

- a loss of revenue
- b loss of earnings
- c additional travel costs
- d loss assessor fees
- e the cost of preparing a claim
- f compensation for stress and/or inconvenience.

## Damage

means accidental loss, damage or destruction.

## Director

means a director of the **Insured** where the **Insured** is a Limited Company.

## Documents

means:

- a documents whether written, printed or reproduced by any other method (excluding any bearer bonds, coupons, bank or currency notes or other negotiable instruments)
- b **Electronic Documents** used in connection with the **Business**.

## Electronic Documents

means computer records or any document in electronic format.

## Employee

means any:

- a person under a contract of service or apprenticeship with the **Insured**
- b self-employed person, labour only subcontractor, labour master or person supplied by any of them
- c person seconded to acquire work experience under a scheme or otherwise
- d person hired to or borrowed by the **Insured** whilst working for the **Insured** in the course of the **Business**.

This definition is not applicable to Sub-Section B - Professional Indemnity of the Liability Section which has its own definition of **Employee** applicable to that sub-section only.

## Excess

means the amount to be deducted by the **Company** from the total agreed amount of each and every claim other than claims relating to **Injury** for which there is no **Excess**.

## Injury

means bodily injury, death, illness, disease or shock causing bodily injury.

## Definitions - continued

### Insured

means the person or persons (including their legal personal representatives in the event of their death in respect of liability incurred by them) or corporate body named in the schedule and for the purposes of Sub-Section B - Professional Indemnity of the Liability Section only shall include any present or past principal **Partner**, **Director** or **Employee**.

### Keys

includes electronic access pass cards or any other form of lock opening device.

### Offshore

means as from the time when the **Insured** or any **Director**, **Partner** or **Employee** or any other person or persons for whom the **Insured** may be responsible embark onto a conveyance at the point of final departure to an offshore rig, offshore platform or offshore installation until such time as they disembark from the conveyance onto land upon their return from an offshore rig, offshore platform or offshore installation.

### Partner

means a partner of the **Insured** where the **Insured** is a partnership.

### Polluting or Contaminating or Seeping Substances

means any solid, liquid, gaseous or thermal irritant or contaminant including but not limited to smoke, vapour, fumes, acid, alkalis, chemicals, dust, micro-organisms and waste including material to be recycled, reconditioned or reclaimed.

### Pollution or Contamination

means:

- a all pollution or contamination of buildings or other structures, water, land or the atmosphere and
- b all **Injury**, loss of or damage to material property directly or indirectly caused by such pollution or contamination arising from **Polluting** or **Contaminating** or **Seeping Substances**.

### Principal

means any public authority, government body, company, firm, organisation or person for whom the **Insured** is undertaking a contract.

### Product

means goods or other material property manufactured, sold, supplied, leased, delivered, installed, erected, processed, repaired, commissioned, altered, treated, serviced or tested by or on behalf of the **Insured** in the course of the **Business** and not within the custody of the **Insured**.

### Proposal

means any signed proposal form and declaration, any risk statement of facts and any other information in connection with this insurance supplied by or on behalf of the **Insured**.

### Remediation

includes "remediation" under the Environment Act 1995.

### Retroactive Date

means the date from which the **Insured** has continuously maintained in force a policy of insurance covering Professional Indemnity in respect of liability for any breach of the **Insured's** professional duty.

### Series of Claims

means a number of claims (whether made by the same or different claimants) that arise directly or indirectly from one source or originating cause.

### Territorial Limits

means:

- a England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man
- b any other member country of the European Union
- c elsewhere in the world (excluding the United States of America and Canada) in respect of **Injury**, loss or damage caused by or arising from non-manual activities of the **Insured** or any **Director**, **Partner** or **Employee** normally resident within the territories specified in a of this definition and occurring during any temporary visit made in connection with the **Business**.

# General Conditions

These apply to all sections of this policy and all clauses, endorsements and extensions unless otherwise stated.

All conditions in this policy are to the extent they are able to take effect as conditions precedent to the liability of the **Company** under this policy deemed to be conditions precedent to the liability of the **Company**.

## 1 Observance of Policy Terms

The answers and statements in the **Proposal** are true and complete and the **Insured** will observe and fulfil the terms, conditions and endorsements of this policy in so far as they relate to anything to be done or complied with by the **Insured**.

## 2 Reasonable Precautions

The **Insured** will:

- a take all reasonable care and precautions to select and supervise staff and ensure that they are provided with adequate resources to maintain the level of competence necessary to fulfil their duties
- b take all reasonable precautions to prevent accidents, **Injury**, loss or damage
- c take all reasonable measures to observe and fulfil the requirements of all statutory obligations and regulations
- d maintain their premises, plant, machinery and fire extinguishing appliances in sound condition.

## 3 Alteration of Risk

The **Company** will not be liable for any loss, destruction, damage or liability following:

- a alteration of the **Insured's** premises or occupation thereof or to the **Business** whereby the risk of loss, destruction, damage or liability is increased
  - b cessation of the **Insured's** interest except by will or operation of law
- unless such alteration is agreed in writing by the **Company**.

## 4 Dishonesty

If any claim under this policy is in any respect dishonest or if any dishonest means or devices are used by the **Insured** or any **Director**, **Partner** or anyone acting on the **Insured's** behalf to obtain any benefit under this policy or if any loss, damage or destruction is occasioned by the wilful act or with the connivance of the **Insured** or any **Director** or **Partner** then all benefits under this policy will be forfeited.

## 5 Non Contribution

This policy does not cover any liability for which indemnity is recoverable under any other policy except for any amount in excess of that recoverable thereunder.

## 6 Claims – Company's Rights

The **Company** having been advised of a claim or any **Circumstance** or occurrence which might give rise to a claim under this policy will be entitled to undertake in the name of the **Insured** the defence, control or settlement of any claim and for its own benefit take proceedings in the **Insured's** name for the purpose of mitigating the loss or of enforcing any rights or remedies or of obtaining relief or indemnity from other parties whether prior to or after payment of any claim has been made.

## 7 Claims – Insured's Action

Whenever anything occurs which might give rise to a claim under this policy the **Insured** will:

- a immediately notify the **Company**
- b provide such written information or details as may be required
- c send to the **Company** immediately on receipt and unacknowledged every letter, claim, writ, summons or process, impending prosecution, notice of an inquest or fatal accident enquiry or other document relating to a **Circumstance** or claim
- d not admit liability to any party and no admission, offer, promise or payment shall be made to any party without the written consent of the **Company** whether or not the amount concerned is within any applicable **Excess**
- e immediately notify the Police of any loss, destruction or damage caused by theft, fraud, dishonesty, embezzlement or malicious persons
- f do and permit to be done all things reasonably practicable to minimise any loss or damage
- g at his own expense produce and furnish to the **Company** such books of account and other documents, proofs, information, explanation and other evidence as may reasonably be required by the **Company** for the purpose of investigating or verifying the claim together with if required a statutory declaration of the truth of the claim and of any matters connected therewith

In respect of any claim under Sub-Section B - Professional Indemnity of the Liability Section any **Circumstance** notified to the **Company** in accordance with the foregoing and which subsequently gives rise to a claim after expiry of the period of insurance shall be deemed to be a claim first made during the period of insurance.

## 8 Claims – Co-Operation

The **Insured** will provide all information help assistance and co-operation required by the **Company** in connection with any claim.

## General Conditions - continued

### 9 Cancellation

The **Insured** may cancel this policy within 14 days of receipt of the policy schedule and wording by writing to the **Company** or alternatively, contacting their agent to confirm cancellation. Provided there have been no claims made under this policy and there has been no occurrence which may give rise to a claim under this policy the **Insured** shall be entitled to the return of a proportionate part of the premium paid in respect of the unexpired period of insurance. If a claim has been made the **Company** will deduct the cost of any payments made from any refund due.

After the 14 day period the **Insured** can cancel this policy by giving the **Company** 7 days' notice in writing or alternatively, by contacting their agent. The **Company** will refund a proportionate part of the premium in respect of the unexpired period of insurance provided there have been no claims made under this policy and there has been no occurrence which may give rise to a claim. If a claim has been made the **Company** will deduct the cost of any payments made from any refund due.

The **Company** may cancel this policy at any time by sending 14 days' notice in writing to the **Insured's** address last known to the **Company**. Provided there have been no claims made under this policy the **Insured** shall be entitled to the return of a proportionate part of the premium paid in respect of the unexpired period of insurance. If a claim has been made the **Company** will deduct the cost of any payments made from any refund due.

### 10 Payment of Premium

- a The premium will be paid when due otherwise all benefit under this policy will be forfeited and the policy will be cancelled from the date when the premium was due
- b If the premium for this policy is paid through the **Company's** credit scheme:
  - i it is a condition precedent to the **Company's** liability that each credit payment is made on the due date as required by the repayment schedule of the credit scheme
  - ii in the event of a default through non-compliance with credit scheme terms and conditions this policy will be cancelled from the date of the first default
  - iii in the event of a default in the repayment schedule occurring through circumstances other than a breach of the terms and conditions of a credit scheme then this policy will be suspended for 21 days in order for the default to be remedied. If the default remains unremedied within that time this policy will be cancelled at the end of that 21 day period.

### 11 Payment of Claims

In the event of a claim being made under this policy the premium and tax for which is paid through the **Company's** credit scheme the **Company** may avail itself of the terms and conditions of the credit scheme and deduct any sum outstanding from the **Insured** to the **Company** in respect of the credit facility from any settlement due to the **Insured** of a claim made under this policy.

### 12 Voidance

This policy will be voidable in the event of non-disclosure of any material information or fact or misrepresentation or misdescription.

### 13 Employers' Liability Right of Recovery

Where Employers' Liability risks are insured by this policy the indemnity provided is deemed to be in accordance with the provisions of any law relating to the compulsory insurance of liability to employees within England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man. However the **Insured** will repay to the **Company** all sums paid by the **Company** which the **Company** would not have been liable to pay but for the provisions of such law.

### 14 Arbitration

If any difference arises as to the amount to be paid under this policy (liability being otherwise admitted) such difference will be referred to an arbitrator in England who is to decide the matter in dispute according to English law and is to be appointed by the parties in accordance with the English statutory provisions in that behalf for the time being in force.

Where any difference is by this condition to be referred to arbitration the making of an award will be a condition precedent to any right of action against the **Company**.

### 15 Premium and Tax Adjustment

If the premium and tax for this policy has been calculated on estimates furnished by the **Insured** an accurate record containing all particulars relative thereto shall be kept by the **Insured** who shall at all times allow the **Company** to inspect such records and shall unless otherwise stated supply such particulars and information as the **Company** may require within one month of the expiry of each period of insurance and the premium and tax shall thereupon be adjusted by the **Company** subject to the retention by the **Company** of the minimum premium.

The **Insured** agrees to pay to the **Company** any additional premium and tax that may result from such adjustment.

### 16 Law Governing the Policy

This policy will be governed by English Law, and the **Insured** and **Company** agree to submit to the non-exclusive jurisdiction of the courts of England and Wales (unless the **Insured** lives in Jersey in which case the law of Jersey will apply and the Jersey courts will have exclusive jurisdiction).

### 17 Retroactive Date

The insurance under Sub-Section B - Professional Indemnity of the Liability Section will not indemnify the **Insured** in respect of any claim notified under the terms of this policy and arising out of the exercise and conduct of the **Business** prior to the **Retroactive Date**.

## 18 Bona Fide Subcontractors

In respect of the **Insured's** liability at law for any claim arising out of or in connection with work undertaken for or on behalf of the **Insured** by independent contractors (bona fide subcontractors) the **Insured** will at the time of appointing such contractors and at least annually thereafter obtain written evidence that such contractors have in force throughout the duration of their contract with the **Insured** policies of insurance covering:

- a Employers' Liability insurance in accordance with any law relating to the compulsory insurance of liability to employees and containing an Indemnity to Principal clause or extension
  - b Public Liability (including liability for damage to property whilst being cleaned) and Products Liability insurance providing cover for legal liability for **Injury** to any person (other than as in a above) and physical loss of or physical damage to material property with limits of indemnity of not less than those applying to this policy and containing an Indemnity to Principal clause or extension
  - c Professional Indemnity insurance with a limit of indemnity of not less than that applying to this policy
- and including cover for all of the work to be undertaken on behalf of the **Insured**.

No claim will be payable under this policy in relation to work undertaken for or on behalf of the **Insured** by independent contractors (bona fide subcontractors) unless the **Insured** shall have retained a copy of such written evidence of the policies of insurance held by such contractors (being a copy of the current relevant insurance policy and schedule or other written proof).

The **Insured** may appoint independent contractors (bona fide subcontractors) to carry out work for the **Insured** in an emergency where there is insufficient time to obtain written evidence provided always that the **Insured** have obtained verbal confirmation from such contractors that insurances detailed in a, b and c above are in force and a full written record of the inquiry is made by the **Insured** and retained.

## 19 Value Added Tax

If the **Insured** is registered for VAT the **Company** will not pay the VAT element of any fees and expenses bills.

## 20 Contract (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.

## 21 Claims – Repayment of Excess

The **Insured** will repay to the **Company** the amount of any **Excess** for which the **Company** has made payment.

## 22 Language

Unless agreed otherwise, the contractual terms and conditions and other information relating to this contract will be in the English language.



# General Exclusions

These apply to all sections of this policy and all clauses, endorsements and extensions unless otherwise stated.

The **Company** will not be liable for any claim in respect of:

## 1 Nuclear Risks

- a loss or destruction of or damage to any material property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any **Consequential Loss**
- b any legal liability of whatsoever nature directly or indirectly caused by or contributed to, by or arising from:
  - i ionising, radiation or contamination by radioactivity from any nuclear fuel or from nuclear waste from the combustion of nuclear fuel
  - ii the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

This General Exclusion does not apply to Sub-Section C - Employers' Liability.

## 2 War Risks

any contingency occasioned by or happening through or in consequence of war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power, martial law, confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any Government or public or local authority.

This General Exclusion does not apply to Sub-Section C - Employers' Liability.

## 3 Pressure Waves

loss, destruction or damage occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speed.

## 4 Fines or Penalties

the cost of fines, penalties, punitive, exemplary, aggravated, liquidated and multiple damages.

## 5 Fraud

- a loss, damage or destruction by fraud, forgery or deception
- b theft or any attempt thereat in which any **Director, Partner, Employee** or any member of the **Insured's** family is concerned as principal or accessory.

This General Exclusion does not apply to Sub-Section B - Professional Indemnity and its extensions.

## 6 Terrorism

liability, death, injury, loss, damage or destruction or any cost or expense of whatsoever nature or wheresoever arising (including **Consequential Loss** and damage) directly or indirectly caused by resulting from or in connection with:

- a any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss
- b any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism

except to the extent that it is necessary to comply with the minimum requirements of the law in the United Kingdom of Great Britain and Northern Ireland including the Channel Islands and the Isle of Man relating to compulsory insurance of liability to employees.

For the purpose of this exclusion an act of terrorism means an act including but not limited to the use of force or violence and/or the threat (or perceived threat) thereof of any person or group of persons whether acting alone or on behalf of or in connection with any organisation or government (de jure or de facto) committed for political, religious, ideological or similar purposes including the intention to influence any government (de jure or de facto) and/or to put the public or any section of the public in fear.

In any action suit or other proceedings where the **Company** alleges that by reason of this exclusion any liability, death, injury, loss, damage, destruction, cost or expense is not covered by this policy (or is covered only up to a specified limit of indemnity) the burden of proving that such liability, death, injury, loss, damage, destruction, cost or expense is covered (or is covered beyond the limit of indemnity) shall be upon the **Insured**.

In the event any portion of this exclusion is found to be invalid or unenforceable the remainder shall remain in full force and effect.

# Liability Section

## Sub-Section A – Public and Products Liability

This sub-section and the cover described below is only operative if specified in the schedule.

The **Company** will indemnify the **Insured** against all sums which the **Insured** shall become legally liable to pay as damages and claimants' costs and expenses arising out of accidental:

- a **Injury** to any person
  - b physical loss of or physical damage to material property
  - c obstruction, trespass, nuisance or interference with any right of way, light, air or water
- occurring within the **Territorial Limits** and resulting directly from the **Business** during the period of insurance.

### Limit of Indemnity

The maximum liability of the **Company** in respect of all indemnity payable under this sub-section and extensions of this sub-section in respect of or arising out of any one occurrence or all occurrences of a series consequent on or attributable to one original cause or source will not exceed the limit of indemnity stated in the schedule.

Provided that the liability of the **Company** for all indemnity payable in respect of or arising out of **Products** shall not exceed in the aggregate the limit of indemnity stated in the schedule in any one period of insurance.

### Discharge of Liability

The **Company** having been advised of a claim or an occurrence which might give rise to a claim under this sub-section will be entitled to pay to the **Insured** in settlement of its liability for all claims arising out of one occurrence or series of occurrences attributable to one original cause or source either:

- a the limit of indemnity (less any amounts already paid as damages) or
- b such other amount for which the claim or claims may be settled.

The **Company** will then relinquish control of and be under no further liability in respect of such claim or claims except for costs and expenses incurred up to the date of such payment.

## Exclusions Applicable to Sub-Section A

These apply in addition to the other exclusions in this sub-section and the General Exclusions.

The **Company** will not be liable for:

### 1 Excluded Locations

liability arising in connection with work on or in:

- a docks, harbours or railways

- b watercraft or offshore gas or oil installations
- c chemical or petrochemical works, oil or gas refineries or oil or gas storage facilities
- d **Airside** or on or in aircraft
- e collieries, mines or quarries
- f power stations
- g any installation where nuclear processing is undertaken.

### 2 Defective Goods

the costs or expenses incurred in recalling, repairing, reconditioning, replacing or testing any **Product** or of rectifying defective workmanship or the replacement cost of any **Product** or the cost of making any refund in respect of any **Product**.

### 3 Liability Under Contract or An Agreement

liability assumed under any contract or agreement where such liability would not have arisen in the absence of such contract or agreement other than as set out in Extension 14 – Contractual Liability.

### 4 Faulty Design

liability arising out of advice, design, formula, plan or specification given separately for a fee or other remuneration by or on behalf of the **Insured** or anyone on the **Insured's** behalf.

### 5 Offshore

liability arising out of any work undertaken and/or visit **Offshore**.

### 6 Property In Insured's Custody

liability for or arising out of loss of or damage to material property:

- a in the custody or control of or owned by the **Insured** or any **Director, Partner** or **Employee** other than:
    - i personal effects of **Directors, Partners** or **Employees**
    - ii buildings including their contents not owned, rented to or leased by the **Insured** but temporarily occupied by the **Insured** in order that work thereon may be effected by the **Insured** or any **Employee**
  - b being worked on or cleaned by or on behalf of the **Insured** if loss or damage is as a direct result of such work or cleaning
- other than as set out in Extensions 1, 5 and 16 (if such extensions are operative).

## Liability Section - continued

### 7 Pollution

liability in respect of **Pollution or Contamination** including the cost of removing, nullifying or cleaning up **Polluting or Contaminating or Seeping Substances** or **Remediation** unless directly caused by a sudden, identifiable, unintended and unexpected occurrence which takes place in its entirety at a specific moment in time and place during the period of insurance.

Provided that:

- a all **Pollution or Contamination** which arises out of one occurrence will be deemed to have occurred at the time such occurrence takes place
- b the liability of the **Company** for all damages and claimants' costs and expenses payable in respect of all **Pollution or Contamination** which is deemed to have occurred during the period of insurance shall not exceed in the aggregate the limit of indemnity stated in the schedule

but in no event shall this policy cover any liability in respect of **Pollution or Contamination** including the cost of removing, nullifying or cleaning up **Polluting or Contaminating or Seeping Substances** or **Remediation** in the United States of America or Canada.

### 8 Injury to Employees

liability for **Injury** to any **Employee** where such **Injury** arises out of and in the course of employment by the **Insured**.

### 9 Vehicles and Craft

liability arising in connection with:

- a watercraft, hovercraft or aircraft
- b the use of any mechanically propelled vehicle including anything attached to it which is required to be insured under any road traffic legislation or is the subject of other security.

### 10 Aerospace Products

liability arising from **Products** known to be for use in craft intended to travel through air or space or other aerospace device.

### 11 Property Damage Excess

the amount of the **Excess** specified in the schedule in respect of each and every claim for loss of or damage to property.

### 12 Computer Hardware or Systems

liability for or arising out of loss of or damage to computer hardware or computer software systems data and records provided that this exclusion shall not apply to loss of or damage to visual display units or keyboards.

### 13 Fraud Dishonesty or Embezzlement

liability arising out of any act of theft, fraud, dishonesty or embezzlement by the **Insured**, any **Director, Partner** or **Employee** other than as set out in Extension 2 – Misuse of Customers' Telephones (if such extension is operative).

### 14 Date Recognition/Discontinuity

liability of whatsoever nature directly or indirectly caused by or contributed to or arising from the failure of any computer or other equipment or system for processing, storing or retrieving data whether the property of the **Insured** or not and whether occurring before during or after the year 2000:

- a correctly to recognise any date as its true calendar date
- b to capture, save or retain and/or correctly to manipulate,

interpret or process any data or information or command or instruction as a result of:

- i treating any date otherwise than as its true calendar date
- ii the operation of any command or instruction which has been programmed into any computer software being a command or instruction which causes the loss of data or information or command or instruction or the inability to capture, save, retain or correctly to process such data or information or command or instruction on or after any date or
- iii otherwise to function.

### 15 Non-Proprietary Branded Products

any liability caused by or arising out of the use of non-proprietary branded products.

### 16 North America

liability arising from any **Product** known by the **Insured** to be for use in or supply to the United States of America or Canada.

### 17 Asbestos

any liability of whatsoever nature arising out of mining, processing, manufacturing, removing, disposing of, distributing or storing of asbestos or products made entirely or mainly of asbestos.

This exclusion shall not apply in respect of such removal or disposal provided that:

- a such activity does not form part of the **Insured's** usual **Business** or contract
- b the discovery of asbestos by the **Insured** is unintentional and accidental
- c upon discovery of asbestos or products made entirely or mainly of asbestos all work immediately stops
- d a HSE licensed asbestos removal contractor is employed if legally required:
  - i to make safe the area in which the discovery is made as soon as is practicable
  - ii who has Employers' Liability and Public Liability insurances in force:
    - a that provide limits of indemnity no less than those stated in the schedule and
    - b that do not exclude the work to be carried out.

### 18 Mould

any liability of whatsoever nature arising out of mould or toxic mould.

### 19 Kitchen Cleaning

any liability arising from the cleaning of kitchen canopies, extraction equipment, ducting or grease traps.

### 20 Cleaning of Newly Constructed Buildings

any liability arising from the cleaning of the exterior of newly constructed buildings other than by the use of water pressure only.

### 21 Hospital Cleaning

any liability arising from the cleaning of:

- a hospital operating theatres
- b surgical instruments or clothing
- c electrical or mechanical medical equipment.



## 22 Lopping, Topping or Felling of Trees

any liability caused by or arising out of:

- a lopping, topping or felling of trees
- b any pruning of trees, shrubs or bushes above 3 metres in height
- c any use of explosives
- d crop spraying.

## 23 Loss of Keys

any liability for or arising from or out of loss of **Keys** other than as set out in the Optional Extension – Loss of Keys (if such extension is operative).

## Extensions Applicable to Sub-Section A

These extensions are subject to all other terms, conditions and exclusions of this policy.

### 1 Damage to Property Whilst Being Cleaned including Treatment Damage

The **Company** will indemnify the **Insured** in respect of liability in accordance with the cover provided by this sub-section arising from or out of physical loss of or physical damage to material property including carpets, upholstery and soft furnishings caused by any cleaning process undertaken by the **Insured** or any **Director, Partner** or **Employee** occurring within the **Territorial Limits** during the period of insurance.

Provided that the **Company** will not be liable for:

- a the amount of the **Excess** specified in the schedule in respect of each and every claim
- b any amount in excess of the limit of indemnity specified in the schedule in respect of or arising out of any one occurrence attributable to one original cause or source.

### 2 Misuse of Customers' Telephones

The **Company** will indemnify the **Insured** against all sums which the **Insured** becomes legally liable to pay in respect of the amount of any loss (including claimants' costs and expenses) discovered by a customer of the **Insured** arising directly out of any act of fraud, dishonesty or embezzlement caused by misuse of such customers' telephones or internet connection by an **Employee** of the **Insured** during the period of insurance.

Provided that:

- a the **Company** will not be liable for:
  - i the amount of the **Excess** specified in the schedule in respect of each and every claim
  - ii any amount in excess of £50,000 in respect of:
    - a all losses occurring in the aggregate during any one period of insurance
    - b the acts of any one **Employee** regardless of the period during which the acts were committed
- b the **Insured** shall provide all reasonable assistance to the **Company** in suing for and obtaining reimbursement from any **Employee** responsible for such loss of monies paid or payable hereunder and shall deduct from the amount of the claim any monies payable to the defaulting **Employee** by way of salary or otherwise
- c any loss is discovered and notified to the **Company** by the **Insured** within six months of the date of such loss.

### 3 Financial Loss

For the purpose of this extension:

- a Financial Loss means a pecuniary loss, cost or expense incurred other than by the **Insured** or any **Director, Partner** or **Employee**

- b Retroactive date means the date from which the **Insured** has continuously maintained in force a policy of insurance against liability for Financial Loss.

The **Company** will indemnify the **Insured** against legal liability for damages and claimants' costs and expenses in respect of any claim for Financial Loss first made against the **Insured** during the period of insurance in connection with the **Business** within Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

Provided that:

- a the liability of the **Company** in respect of all claims made against the **Insured** during any period of insurance including costs and expenses incurred by the **Company** or with the **Company's** consent in the defence and settlement of any claims shall not exceed £50,000 in the aggregate
- b the **Company** will not be liable for:
  - i liability arising:
    - a under any contract or agreement
    - b from the non-performance, non-completion or delay in completion of any contract or agreement
    - c from actual or alleged breach of duty, breach of trust, breach of contract, neglect, misstatement, misleading statement or other act of fraud or dishonesty done or wrongfully attempted by the **Insured** or any **Director, Partner** or **Employee**
    - d from libel, slander, deceit, injurious falsehood or infringement of plans, copyright, patent, trade name, trade mark or registered design
    - e from any professional act, error, omission or advice
    - f in connection with the Data Protection Act 1998 or any amending legislation
    - g out of any deliberate act or omission by the **Insured** or any **Director, Partner** or **Employee** and which could reasonably have been expected having regard to the nature and circumstances of such act or omission
  - ii liability for penalty sums, fines, liquidated damages or payments due under any statutory regulation or bye-law
  - iii Financial Loss resulting from:
    - a obstruction, trespass, nuisance, **Wrongful Arrest** or interference with any right of way, light, air or water
    - b the cost of removal, repair, recovery, alteration, replacement, demolition, breaking out, dismantling, making good or recall of any materials, goods or other property supplied, installed or erected by or on behalf of the **Insured**
    - c loss of or damage to information represented or stored electronically
  - iv claims arising out of:
    - a **Injury** to any person or physical loss of or physical damage to material property
    - b the exposure of persons buildings or property to asbestos
    - c the diminution of the value of any property
    - d any circumstances notified to previous insurers or circumstances known to the **Insured** at the inception of this extension which may give rise to a claim for Financial Loss
    - e any cause happening before the retroactive date
- v the amount of the **Excess** specified in the schedule in respect of each and every claim.

## Liability Section - continued

- c if during the period of this policy the **Insured** becomes aware of any circumstances which may be likely to give rise to a claim falling under this extension and the **Insured** gives written notice to the **Company** of such circumstances during the period of insurance any claim which may subsequently be made against the **Insured** arising out of the circumstances of which notification has been given shall be deemed to be a claim arising during the period of this policy whenever such claim may actually be made.

### 4 Failure to Secure Premises

The **Company** will indemnify the **Insured** in respect of liability in accordance with the cover provided by this sub-section arising from or out of physical loss of or physical damage to material property belonging to customers of the **Insured** caused by the failure of the **Insured** or any **Director, Partner** or **Employee** to secure the premises of such customers within the **Territorial Limits** during the period of insurance.

Provided that the **Company** will not be liable for:

- a the amount of the **Excess** specified in the schedule in respect of each and every claim
- b any amount in excess of the limit of indemnity specified in the schedule in respect of or arising out of any one occurrence attributable to one original cause or source.

### 5 Customers' Property Removed for Cleaning

The **Company** will indemnify the **Insured** in respect of liability in accordance with the cover provided by this sub-section arising from or out of physical loss of or physical damage to material property belonging to customers of the **Insured** removed from the premises of such customers for the purpose of cleaning, renovation or repair by the **Insured** or any **Director, Partner** or **Employee** occurring within the **Territorial Limits** during the period of insurance.

Provided that the **Company** will not be liable for:

- a the amount of the **Excess** specified in the schedule in respect of each and every claim
- b any amount in excess of £10,000 in respect of all claims occurring in the aggregate during any one period of insurance.

### 6 Destruction or Disposal of Customers' Property in Error

The **Company** will indemnify the **Insured** in respect of liability in accordance with the cover provided by this sub-section arising from or out of physical loss of or physical damage to material property belonging to customers of the **Insured** caused by the destruction or disposal of such property in error by the **Insured** or any **Director, Partner** or **Employee** in the course of the **Business** within the **Territorial Limits** during the period of insurance.

Provided that the **Company** will not be liable for:

- a the amount of the **Excess** specified in the schedule in respect of each and every claim
- b any amount in excess of the limit of indemnity specified in the schedule in respect of or arising out of any one occurrence attributable to one original cause or source.

### 7 Cross Liabilities

If this policy is issued in the joint names of more than one **Insured** the **Company** will indemnify each of them as though a separate policy had been issued to each of them.

Provided that the total liability of the **Company** in respect of any occurrence or series of occurrences attributable to one original cause or source shall not exceed the limit of indemnity stated in the schedule.

### 8 Legal Costs and Expenses

The **Company** will pay in addition to the limit of indemnity legal costs and expenses incurred with its written consent for:

- a representation at any coroner's inquest or inquiry in respect of any death
- b defending in any court of summary jurisdiction or any proceedings in respect of any act or omission which may be the subject of indemnity under this sub-section.

### 9 Defective Premises Act 1972

The **Company** will indemnify the **Insured** against liability for **Injury**, loss or damage arising solely by reason of Section 3 of the Defective Premises Act 1972 in connection with premises previously owned by the **Insured** for purposes pertaining to the **Business** and since disposed of by the **Insured**.

Provided that the **Company** will not be liable:

- a for **Injury**, loss or damage happening prior to the disposal of the premises
- b for the costs of remedying any defect or alleged defect in the premises disposed of
- c if the **Insured** is entitled to indemnity from any other source.

### 10 Motor Contingent Liability

The **Company** will indemnify the **Insured** against legal liability arising out of the use by any **Employee** for the purposes of the **Business** of any motor vehicle not belonging to or provided by the **Insured**.

Provided that the **Company** will not be liable:

- a for loss of or damage to such motor vehicle or property conveyed therein or thereon
- b for **Injury**, loss or damage arising while such vehicle is being driven by the **Insured** or any **Partner** or **Director**
- c for **Injury** to any **Employee**
- d for **Injury**, loss or damage occurring outside any country within the European Union
- e if indemnity is provided under any other insurance or security.

### 11 Legal Defence Costs

The **Company** will be liable for all costs and expenses incurred with its written consent in respect of the defence of:

- a the **Insured**
- b at the **Insured's** request any **Director, Partner** or **Employee** against prosecution or incurred in connection with appeal against conviction arising from such prosecution under the provisions of:
  - i the Health and Safety at Work etc Act 1974
  - ii the Health and Safety at Work (Northern Ireland) Order 1978
  - iii Part II of the Consumer Protection Act 1987.

Provided that:

- a the offence under such legislation:
  - i is alleged to have been committed during the period of insurance in connection with the **Business** within the **Territorial Limits**
  - ii relates to the health, safety and welfare of any person other than a **Director** or **Employee**

- b the **Company** will not be liable for:
  - i the cost of any fine or penalty
  - ii legal costs and expenses where indemnity is provided by any other insurance
  - iii legal costs and expenses arising out of any deliberate act or omission by the **Insured** or any **Director Partner** or **Employee**.

### 12 Leased and Rented Premises

The **Company** will indemnify the **Insured** against legal liability for loss or damage to premises hired to or rented to the **Insured** for the purpose of the **Business** within the **Territorial Limits**.

Provided that the **Company** will not be liable in respect of:

- a the first £100 of such loss or damage caused otherwise than by fire or explosion
- b liability for loss or damage assumed by the **Insured** under a tenancy or other agreement which would not have attached in the absence of such agreement.

### 13 Mechanical Plant as a Tool of Trade

The **Company** will indemnify the **Insured** in respect of liability arising out of ownership or use of mechanically propelled plant whilst such plant is being used as a tool of trade within the **Territorial Limits**.

Provided that the **Company** will not be liable for any liability:

- a in connection with any watercraft, hovercraft or aircraft
- b if indemnity is provided under any other insurance or security
- c which is required to be insured under any road traffic legislation or is the subject of other security.

### 14 Contractual Liability

The **Company** will indemnify the **Insured** in respect of liability in accordance with the cover provided by this sub-section assumed under contract or agreement where such liability would not have arisen in the absence of such contract or agreement.

Provided that:

- a full conduct and control of all claims is vested in the **Company**
- b the **Company** will not be liable for:
  - i liquidated damages, fines or penalties
  - ii loss or damage to material property against which the **Insured** is required to effect insurance under the terms of clause 21.2.1 of the JCT Standard Form of Building Contract (or any subsequent revision or substitution of clause 21.2.1) or under the terms of any other contract or agreement requiring insurance of a similar kind
  - iii loss of or damage to material property brought on to any site of contract or place of work for the purpose of such contract or work
  - iv liability arising from **Products** supplied under a contract of sale.

### 15 Indemnity to Principal

The **Company** will indemnify any **Principal** in respect of the legal liability of such **Principal** arising out of work carried out by the **Insured** under a contract or agreement.

Provided that:

- a the terms of such contract or agreement require the extension of such indemnity to the **Principal**
- b an indemnity would have been provided under this sub-section had the claim been made against the **Insured**

- c the **Principal** complies with and is subject to the terms conditions and exclusions of this policy in so far as they can apply
- d the conduct and control of all claims is vested in the **Company**.

### 16 Car Park and Cloakroom Liability

The **Company** will indemnify the **Insured** against legal liability in respect of accidental loss of or damage to vehicles or personal effects belonging to persons other than the **Insured** whilst such property is held in trust by or in the custody or control of the **Insured** in connection with the **Business** within the **Territorial Limits** during the period of insurance.

Provided that:

- a such property:
  - i is not being stored by the **Insured** for a fee or other consideration and
  - ii is not held in trust by or in the custody or control of the **Insured** for the purposes of work being carried out on such property
- b the **Company** will not be liable for:
  - i the amount of the **Excess** specified in the schedule in respect of each and every claim
  - ii any amount in excess of the limit of indemnity specified in the schedule in respect of or arising out of any one occurrence attributable to one original cause or source.

### 17 Data Protection Act 1998

The **Company** will indemnify the **Insured** against legal liability to pay damages for damage or distress under the provisions of Section 13 of the Data Protection Act 1998.

Provided that:

- a the act or omission from which liability arises is committed during the period of insurance in connection with the **Business**
- b the **Insured** is correctly registered in accordance with the requirements of the Data Protection Act 1998 or has applied for such registration which has not been refused or withdrawn
- c the **Company** will not be liable for:
  - i liability arising from:
    - a the processing of data for reward
    - b the determining of the financial status of a person
    - c a deliberate act or omission by the **Insured** or any **Director, Partner** or **Employee** from which liability could reasonably be expected by the **Insured** or such **Director, Partner** or **Employee** having regard to the nature and circumstances of such act or omission
    - d any agreement which would not have attached in the absence of such agreement
  - ii liability if indemnity is provided under any other insurance
  - iii any fine or penalty
  - iv any costs of replacing, reinstating, rectifying, destroying or erasing any data
  - v any amount in excess of the limit of indemnity stated in the schedule.

## Liability Section - continued

### 18 Court Attendance Compensation

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

- a any **Director** or **Partner** £500
- b any **Employee** £250.

### 19 Movement of Obstructing Vehicles

The **Company** will indemnify the **Insured** in respect of liability in accordance with the cover provided by this sub-section arising from any vehicle (not owned or hired by or lent to the **Insured**) being driven by the **Insured** or any **Director**, **Partner** or **Employee** with the **Insured's** and the vehicle owner's permission whilst such vehicle is being moved for the purpose of allowing free movement of any vehicle owned by or lent to the **Insured** or any **Director**, **Partner** or **Employee** in connection with the **Business** within the **Territorial Limits** during the period of insurance.

Provided that:

- a the vehicle causing obstruction is driven by a person who is competent to drive such vehicle
- b the movement of vehicles is limited to vehicles parked on or obstructing the **Insured's** own premises or at any site at which the **Insured** is working
- c the vehicle causing obstruction is driven by use of the owner's ignition key
- d the **Company** will not be liable for:
  - i the amount of the **Excess** specified in the schedule in respect of each and every claim
  - ii any amount in excess of the limit of indemnity specified in the schedule in respect of or arising out of any one occurrence attributable to one original cause or source
  - iii loss of or damage to such vehicle
  - iv liability for which compulsory insurance or security is required under any legislation governing the use of the vehicle
- e this extension shall not apply where the **Insured** is carrying out the work of vehicle cleaning or valeting.

### 20 Overseas Personal Liability

The **Company** will indemnify the **Insured** or any **Director**, **Partner** or **Employee** or any family member accompanying them against legal liability incurred in a personal capacity arising out of accidental:

- a **Injury** to any person
- b physical loss of or physical damage to material property occurring during the period of insurance within the territories stated in b of the **Territorial Limits** during temporary visits in connection with the **Business**.

Provided that:

- i the conduct and control of all claims is vested in the **Company**
- ii any person entitled to indemnity under this extension complies with and is subject to the terms, conditions and exclusions of this policy in so far as they can apply
- iii the liability of the **Company** will not exceed the limit of indemnity stated in the schedule

iv the **Company** will not be liable for:

- a liability arising from:
  - i any business, profession or trade
  - ii the ownership or occupation of land or buildings
  - iii the ownership possession or use of:
    - firearms (other than sporting guns)
    - mechanically propelled vehicles and anything attached to them
    - craft intended to travel through air or space
    - hovercraft and watercraft (other than non mechanically propelled craft less than 9 metres in length used on inland waters)
    - animals (other than pet domestic animals)
- iv property held in trust
- v **Injury** to the **Insured** or such **Director**, **Partner** or **Employee** or family member accompanying them
- b liability more specifically insured
- c liability arising under contract or agreement unless the liability would have arisen in the absence of such contract or agreement
- d the amount of the **Excess** specified in the schedule in respect of each and every claim for loss of or damage to property.

### Optional Extension to Sub-Section A

This extension is only operative if a limit of indemnity is specified in the schedule and is subject to all other terms, conditions and exclusions of this policy.

### Loss of Keys

The **Company** will indemnify the **Insured** against:

- a all sums which the **Insured** shall become legally liable arising
  - b liability for the costs of any necessary temporary protection of the **Insured's** customers' premises
- as a direct result of the **Insured's** customers' **Keys** being lost whilst in the custody or control of the **Insured** or any **Director**, **Partner** or **Employee** in connection with the **Business** occurring within the **Territorial Limits** during the period of insurance.

Provided that:

- i such loss necessitates the replacement, changing or alteration of locks at the **Insured's** customers' premises
- ii the **Company** will not be liable for:
  - a the amount of any **Excess** specified in the schedule in respect of each and every claim
  - b any amount in excess of the limit of indemnity specified in the schedule during any one period of insurance.

### Conditions Applicable to Sub-Section A

These conditions apply in addition to the General Conditions.

#### 1 Use of Heat Precautions

It is a condition precedent to the liability of the **Company** that the following precautions must be observed on each occasion there is use away from the **Insured's** premises of hot air guns, blow lamps, blow torches, welding or flame cutting equipment, grinding wheels, angle grinders, disc cutters or gas space heaters:

- a equipment will be lit as short a time as possible before use and extinguished immediately after use



- b equipment which is lit or switched on must not be left unattended
- c at least one 2 gallon or 9 litre fire extinguisher per item of heat equipment in use must be kept available for immediate use
- d the site must be cleared of moveable combustible materials from within six metres of the place of work and all combustible material which cannot be moved must be covered by overlapping sheets of flame proof material
- e a fire safety check of the working area must be carried out immediately after completion of each period of work and again 30 minutes after such period of work ceases.

## 2 Bitumastic Products Precautions

It is a condition precedent to the liability of the **Company** that:

- a bitumastic products are not heated in or on any building
- b vessels for heating bitumastic products are continuously attended whilst heating is taking place.

## 3 Underground Services Precautions

It is a condition precedent to the liability of the **Company** that prior to the commencement of any digging or excavation work the **Insured** must take or cause to be taken all reasonable measures to ascertain the position of all pipes, cables and underground services at the site of work (including the use of any telephone enquiry facility for the location of underground services) with their owner or the relevant authority responsible and retain a written record of such measures.

## 4 Flammable Solvent Precautions

It is a condition precedent to the liability of the **Company** that the following precautions must be observed on each occasion there is use away from the **Insured's** premises of solvents or glues with a flashpoint below 23 degrees centigrade:

- a smoking must not take place
- b no item for the application or supply of heat must be used
- c prior to commencement of work the site of work must be checked by the **Insured** and all naked flames in pilot lights and appliances extinguished
- d adequate ventilation must be maintained at the site of work.

## 5 Kitchen Cleaning Precautions

It is a condition precedent to the liability of the **Company** that any kitchen cleaning undertaken by the **Insured** or any **Director, Partner or Employee** or any independent contractor (bona fide subcontractor) appointed by the **Insured** must be by means of a recognised commercial cleaning agent only.

Provided that the **Company** will not be liable for any liability caused by or arising out of the use of bleach.

## Sub-Section B – Professional Indemnity

This sub-section and the cover described below is only operative if specified in the schedule.

The insurance provided by this sub-section is on a claims-made basis which means that the **Company** will only handle claims first made and notified to the **Company** in accordance with General Condition 7 during the period of insurance.

The **Company** will indemnify the **Insured** against all sums which the **Insured** shall become legally liable to pay as damages and claimants' costs and expenses in respect of any breach of the **Insured's** professional duty that results in a **Circumstance** or claim against the **Insured** for:

- a economic loss not accompanied by **Injury or Damage** including economic loss arising from a term implied into a contract by virtue of Section 14 of the Sale of Goods Act

1979 or Section 13 of the Supply of Goods and Services Act 1982 (or any amending legislation)

- b accidental **Injury** and/or **Damage** to physical property not caused by any **Product** including economic loss consequent upon such **Injury or Damage**
- c unintentional breach, infringement or unauthorised use of confidential information, trade secrets, copyrights, trademarks, designs or computer routines and programs not owned by the **Insured** and committed in good faith
- d **Damage to Documents** not owned by the **Insured**
- e unintentional defamation.

Provided that such **Circumstance** or claim:

- i is discovered by the **Insured** made against the **Insured** or intimated to the **Insured** for the first time during the period of insurance
- ii is notified to the **Company** during the period of insurance
- iii arises from a negligent act, error or omission committed by the **Insured** on or after the **Retroactive Date** and does not form part of an inter-related series of acts errors, omissions or events which commenced prior to the **Retroactive Date**
- iv arises in connection with the conduct of the **Business** by the **Insured** within the **Territorial Limits**.

## Limit of Indemnity

The maximum liability of the **Company** in respect of all indemnity payable under this sub-section and extensions of this sub-section in respect of any one claim or **Series of Claims** arising directly or indirectly from one source or originating cause will not exceed the limit of indemnity stated in the schedule.

Provided that the liability of the **Company** for all indemnity payable in respect of or arising out of **Damage to Documents** not owned by the **Insured** shall not exceed in the aggregate the limit of indemnity stated in the schedule in respect of all claims made in any one period of insurance.

## Special Definitions: Applicable to Sub-Section B

The words defined below will have the same meaning wherever they appear in bold letters in this sub-section and not as defined elsewhere in this policy.

### Asbestos

means fibres or particles of or any material or mixture containing crocidolite, amosite, chrysotile, fibrous actinolite, fibrous anthophyllite or fibrous tremolite.

### Employee

means any person who is or was at the time of any **Circumstance** or claim under a contract of service or apprenticeship with the **Insured** whilst working under the **Insured's** control or supervision in the conduct of the **Business**.

### Pollution

means pollution, consequent pollution, seepage or contamination caused by contributed to by or arising from any electronic, solid, liquid, gaseous or thermal irritant or contaminant including but not limited to electromagnetic fields, noise, radio waves, smoke, vapour, water-borne disease, soot, fumes, acids, alkalis, chemicals and waste. Waste includes material to be recycled, reconditioned or reclaimed.

This definition shall not include pollution or contamination caused by contributed to, by or arising from **Asbestos**.

## Liability Section - continued

### Exclusions Applicable to Sub-Section B

These apply in addition to the other exclusions in this sub-section and the General Exclusions.

The **Company** will not be liable for:

#### 1 Fraud and Dishonesty

any claim arising out of dishonest or fraudulent action save to the extent that such claim arises by reason of and is solely and directly caused by the actual or alleged dishonest or fraudulent action of any **Partner** or **Director** (whether committed alone or in collusion with others) and results in any client of the **Insured** suffering a loss provided always that:

- a no indemnity shall be afforded in respect of any claim arising out of such dishonest or fraudulent action on the part of any party committing or condoning such dishonest or fraudulent action
- b no indemnity shall be afforded in respect of any claim arising out of such dishonest or fraudulent action which was known or ought reasonably to have been known to the **Insured**
- c any claim or **Series of Claims** arising out of dishonest or fraudulent action whether of a similar nature or otherwise committed by a person or persons acting in collusion with others shall for the purposes of this sub-section be treated as one claim and only one limit of indemnity shall apply
- d the **Insured's** annual accounts (and client accounts where applicable) have been certified by an independent and properly qualified accountant or auditor.

#### 2 Property Transport and Occupiers' Liability

- a any claim arising from the ownership, possession or use by the **Insured** of any buildings, premises, structures, land, aircraft, watercraft or vehicle
- b any claim for **Damage** to property owned by, leased, hired, rented or entrusted to the **Insured** or otherwise in the **Insured's** care, custody or control save that this exclusion shall not apply in respect of claims for **Damage to Documents** not owned by the **Insured**
- c the cost of repairing or replacing materials or goods sold or supplied or of rectifying defective workmanship.

#### 3 Pollution

any claim caused by contributed to by or arising out of **Pollution**.

#### 4 Product Liability

any claim caused by or arising from any **Product**.

#### 5 Controlling Interest

any claim arising from or brought by:

- a any firm, company or organisation in which the **Insured** has a controlling interest or
- b any entity that has a controlling interest in the **Insured** by virtue of their having a majority financial or executive interest in the **Insured's** operation

unless such claim originates from a source independent of such firm company organisation or entity whereupon the maximum amount payable by the **Company** shall be limited to the amount of compensation paid to such party together with the **Insured's** costs as defined by Extension 1 – Costs.

#### 6 Joint Ventures

any claim arising from a partnership or joint venture of which the **Insured** is a member.

#### 7 Subrogation

any claim in respect of which the **Insured** has agreed to exclude or limit its rights of recovery from another party unless the **Company** has approved such agreement and endorsed this policy accordingly.

#### 8 Patent Infringement

any claim arising from the **Insured's** infringement of any patent.

#### 9 Liability Under an Agreement

any claim arising from liability assumed under any contract or agreement where such liability would not have arisen in the absence of such contract or agreement.

#### 10 Asbestos

any claim caused by contributed to by or arising from **Asbestos** (including any claim arising from the fear of suffering **Injury** as a result of actual or suspected exposure to **Asbestos**).

#### 11 Injury to Employees

any claim arising from **Injury** to any **Employee** where such **Injury** arises out of and in the course of employment by the **Insured**.

#### 12 Trading Losses

any claim arising out of or in connection with the insolvency of the **Insured** (including any claim made by the **Insured's** liquidator, provisional liquidator or administrator) or any trading losses or trading liabilities incurred by any business managed or carried on by the **Insured**.

#### 13 Previous Claims and Circumstances

any claim **Circumstance** or occurrence which has been notified or is notifiable under any other policy or certificate of insurance attaching prior to the effective date of this sub-section or which would have been notifiable had the **Insured** not been uninsured at the time the **Insured** first became aware of such claim **Circumstance** or occurrence.

#### 14 Deliberate Acts and Known Defects

any claim caused by or arising from:

- a any deliberate act, error or omission of the **Insured**
- b the specification of or provision by the **Insured** of any **Product** or the provision by the **Insured** of any service which the **Insured** knew or which the **Insured** ought reasonably to have known to be deficient or ineffective and incapable of substantially fulfilling the essential purpose for which it is intended or to perform as specified warranted (whether express or implied) or guaranteed.

#### 15 Other Insurances

any claim where the **Insured** is entitled to indemnity under any other insurance except in respect of any excess beyond the amount which would have been payable under such insurance had this sub-section not been effected. However if any other such insurance is subject to any provision whereby it is excluded from ranking concurrently with this policy whether in whole or in part or from contributing proportionately then

the liability of the **Company** hereunder shall be limited to any excess beyond the amount which would have been payable under such other insurance had this sub-section not been effected.

#### 16 Directors and Officers Liability

- a any claim against the **Insured** in the **Insured's** capacity as a director, officer or trustee in respect of the **Insured's** performance or non-performance of the **Insured's** duties as a director, officer or trustee
- b any claim made against the **Insured** or any principal **Partner, Director** or executive officer of the **Insured** in respect of a breach of his legal duty to manage the **Insured** in accordance with his legal and/or regulatory obligations.

#### 17 Unethical Conduct

any claim made in respect of any actual or alleged violation of any law relating to unconscionable conduct, any anti-trust or competition law or other law prohibiting restraint of trade business or profession.

#### 18 USA and Canada

any claim made or action instituted:

- a within the United States of America or Canada or any territories which come within the jurisdiction of the United States of America or Canada
- b to enforce a judgment obtained in any court of the United States of America or Canada or any territories which come within the jurisdiction of the United States of America or Canada.

#### 19 Excess

the amount of the **Excess** specified in the schedule in respect of any one claim or **Series of Claims**.

#### 20 Excluded Locations

any claim caused by or arising from:

- a out of or in connection with work on or in
- b the provision of any service, advice, design, formula, plan or specification in connection with any:
  - i docks, harbours or railways
  - ii watercraft or offshore gas or oil installations
  - iii chemical or petrochemical works, oil or gas refineries or oil or gas storage facilities
  - iv airports, airfields or aircraft
  - v collieries, mines or quarries
  - vi power stations
  - vii installation where nuclear processing is undertaken.

#### 21 Computer Virus

any claim caused by or arising from the transmission of any **Computer Virus**.

#### 22 Design and Construct/Supply

any claim arising from the provision of any advice, design or specification where the **Insured** contracts to:

- a manufacture, construct, erect or install
- b supply materials or equipment

provided that this exclusion shall not apply to project models or displays.

## Extensions Applicable to Sub-Section B

These extensions are subject to all other terms, conditions and exclusions of this policy.

### 1 Costs

The **Company** will pay in addition to the limit of indemnity:

- a £300 per person for every day that any principal **Partner, Director** or **Employee** is required by the **Company's** legal representatives to attend court
- b the fees of any accountant or other professional advisor to substantiate the amount of any loss for the dishonest or fraudulent action of any **Partner** or **Director** in connection with any claim or **Circumstance** under this sub-section provided that all such costs are incurred with the prior written consent of the **Company**
- c all other costs and expenses incurred with the **Company's** written consent by the **Company** or the **Insured** in respect of any one claim or **Series of Claims**.

### 2 Irrecoverable Fees

The **Company** may at its own discretion and subject to giving its prior written consent reimburse the **Insured** up to the value of any fee owed to the **Insured** by any client of the **Insured** where such client is alleging that the **Insured** is in breach of its professional duty and where in the sole opinion of the **Company** a valid claim is likely to be made against the **Insured** in respect of such breach for which this sub-section would provide indemnity.

Provided that such breach:

- a first becomes known to the **Insured** during the period of insurance
- b is notified to the **Company** during the period of insurance
- c arises from a negligent act, error or omission committed on or after the **Retroactive Date**
- d arises in connection with the **Business** within the **Territorial Limits**.

## Conditions Applicable to Sub-Section B

The following conditions apply in addition to the General Conditions.

### 1 Discharge of Liability

The **Company** having been advised of a claim or **Circumstance** under this sub-section will be entitled to pay to the **Insured** in settlement of its liability for all claims or **Series of Claims** arising directly or indirectly from one source or originating cause either:

- a the limit of indemnity (less any amounts already paid as damages) or
- b such other amount for which the claim or claims may be settled.

The **Company** will then relinquish control of and be under no further liability in respect of such claim or claims except for costs and expenses incurred up to the date of such payment.

If a payment exceeding the limit of indemnity has to be made to dispose of a claim or **Series of Claims** the liability of the **Company** to pay costs and expenses in connection therewith shall be limited to such proportion of the said costs and expenses as the limit of indemnity bears to the amount paid to dispose of such claim or **Series of Claims**.

## Liability Section - continued

The **Company** shall not have a duty to defend any legal proceedings in respect of any claim or **Series of Claims** after the relevant limit of indemnity has been exhausted by payment to the **Insured** in settlement of its liability.

The **Company** will not be liable for any loss which the **Insured** may claim to have sustained by reason of the **Company** having exercised its rights under this condition.

### 2 Excess

- a The **Company** shall only be liable for that part of each and every claim (excluding the costs and expenses incurred in the investigation defence and settlement of such claim) which exceeds the amount of the **Excess** specified in the schedule
- b The amount of the **Excess** specified in the schedule shall not apply to claims where the sole payment is made under Extension 1 – Costs.

### Sub-Section C – Employers' Liability

This sub-section and the cover described below is only operative if specified in the schedule.

The **Company** will indemnify the **Insured** against all sums which the **Insured** becomes legally liable to pay as damages and claimants' costs and expenses in respect of **Injury** sustained by any **Director** or **Employee** arising out of and in the course of employment by the **Insured** within the **Territorial Limits** and resulting directly from the **Business** during the period of insurance.

The **Company** will also pay for legal costs and expenses incurred with its prior written consent:

- a in defence of any claims
  - b for representation at any coroner's inquest or inquiry in respect of any death
- which may be the subject of indemnity under this sub-section.

### Limit of Indemnity

The maximum liability of the **Company** inclusive of all costs and expenses payable under this sub-section and extensions of this sub-section shall be the limit of indemnity stated in the schedule in respect of any one occurrence or all occurrences of a series consequent on or attributable to one original cause or source.

### Discharge of Liability

The **Company** having been advised of a claim or an occurrence which might give rise to a claim under this section will be entitled to pay to the **Insured** in settlement of its liability for all claims arising out of one occurrence or series of occurrences attributable to one original cause or source either:

- a the limit of indemnity (less any amounts already paid or incurred) or
- b such other amount for which the claim or claims may be settled.

The **Company** will then relinquish control of and be under no further liability in respect of such claim or claims.

### Exclusions Applicable to Sub-Section C

These apply in addition to the other exclusions in this sub-section and the General Exclusions.

The **Company** will not be liable for:

#### 1 Passenger Liability

**Injury** sustained by any **Director** or **Employee** while being carried in or on a vehicle or entering or getting onto or alighting from a vehicle in circumstances where compulsory insurance or security covering this risk is required under any road traffic legislation within the **Territorial Limits**.

#### 2 Offshore

liability arising out of any work undertaken or visit **Offshore**.

#### 3 Excluded Locations

liability arising in connection with work on or in:

- a docks, harbours or railways
- b watercraft or offshore gas or oil installations
- c chemical or petrochemical works, oil or gas refineries or oil or gas storage facilities
- d **Airside** or on or in aircraft
- e collieries, mines or quarries
- f power stations
- g any installation where nuclear processing is undertaken.

#### 4 Asbestos

any liability of whatsoever nature arising out of mining, processing, manufacturing, removing, disposing of, distributing or storing of asbestos or products made entirely or mainly of asbestos

This exclusion shall not apply in respect of such removal or disposal provided that:

- a such activity does not form part of the **Insured's** usual **Business** or contract
- b the discovery of asbestos by the **Insured** is unintentional and accidental
- c upon discovery of asbestos or products made entirely or mainly of asbestos all work immediately stops
- d an HSE licensed asbestos removal contractor is employed if legally required:
  - i to make safe the area in which the discovery is made as soon as is practicable
  - ii who has Employers' Liability and Public Liability insurances in force:
    - a that provide Limits of Indemnity no less than those stated in the schedule and
    - b that do not exclude the work to be carried out.

### Extensions Applicable to Sub-Section C

These extensions are subject to all other terms, conditions and exclusions of this policy.

#### 1 Legal defence Costs

The **Company** will be liable for all costs and expenses incurred with its written consent in respect of the defence of:

- a the **Insured**
- b at the **Insured's** request any **Director**, **Partner** or **Employee** against prosecution or incurred in connection with appeal against conviction arising from such prosecution under the provisions of:
  - i the Health and Safety at Work etc Act 1974
  - ii the Health and Safety at Work (Northern Ireland) Order 1978.



Provided that:

- a the offence under such legislation:
  - i is alleged to have been committed during the period of insurance in connection with the **Business** within the **Territorial Limits**
  - ii relates to the health, safety and welfare of a **Director** or **Employee**
- b the **Company** will not be liable for:
  - i the cost of any fine or penalty
  - ii legal costs and expenses where indemnity is provided by any other insurance
  - iii legal costs and expenses arising out of any deliberate act or omission by the **Insured** or any **Director, Partner** or **Employee**.

## 2 Indemnity to Principal

The **Company** will indemnify any **Principal** in respect of the legal liability of such **Principal** arising out of work carried out by the **Insured** under a contract or agreement.

Provided that:

- a the terms of such contract or agreement require the extension of such indemnity to the **Principal**
- b an indemnity would have been provided under this sub-section had the claim been made against the **Insured**
- c the **Principal** complies with and is subject to the terms, conditions and exclusions of this policy in so far as they can apply
- d the conduct and control of all claims is vested in the **Company**.

## 3 Employees Unsatisfied damages

If a judgment for damages or costs in respect of **Injury** sustained by an **Employee** arising out of and in the course of employment or engagement by the **Insured** in connection with the **Business** and arising from an accident occurring within the **Territorial Limits** during the period of insurance:

- a is obtained by such **Employee** in any court situate within England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man against any person or corporate body other than the **Insured** domiciled or operating from premises within those territories and
- b remains wholly or partly unsatisfied six months after the date of such judgment

at the request of the **Insured** the **Company** will pay to such **Employee** the amount of the damages and costs remaining unsatisfied.

Provided that:

- i there is no appeal outstanding
- ii the **Employee** has assigned the judgment to the **Company**.

## 4 Court Attendance Compensation

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

- a any **Director** or **Partner** £500
- b any **Employee** £250.

**To make a claim, call 0845 122 3283**  
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