



# Suttons Cleaning Contractors Insurance Summary

underwritten by

a member of the **QBE Insurance Group (QBE)**

(details are provided below)

This insurance is an annual contract unless stated otherwise and it may be renewed at the end of each policy year on the basis of the terms and conditions applicable upon renewal. **For full details of the start date and end date of the policy, you should read the policy schedule.**

This document provides only a summary of the main benefits your insurance policy. An outline of the policy's significant features and benefits are set out below together with any significant exclusions or limitations. **For full details of all policy benefits and all terms you should read the policy.**

The policy is divided into a number of sections but not all the sections may operative as part of your insurance. **Please refer to your quotation or renewal documentation for confirmation of the sections of cover selected.**

## **Limit of indemnity, sub-limit of indemnity, territorial limit and jurisdictional limit**

This insurance is subject to an overall limit of indemnity, as well as various limits and sub-limits of indemnity which form part of and are not in addition to the overall limit of indemnity unless stated otherwise. There are also territorial and jurisdictional limits which apply to specific sections of this policy. **Please refer to your policy schedule for confirmation of the applicable limits and territorial and jurisdictional limits.**

## **Excess or deductible**

Most cover sections will carry an 'excess' or 'deductible' being the first amount of each claim or occurrence that you must pay and is not covered by your insurance. The amount(s) will be stated in your quotation or renewal documentation or in the schedule, together with a qualification whether the amount will be applied per claim or per occurrence.

## **Conditions**

You must:

- a) make a fair presentation of your risk in proposing for this insurance, including making disclosure in a comprehensive and accurate manner;
- b) notify us of claims and circumstances that may become a claim as soon as practical but always within the time limitation(s) stated in the policy;
- c) notify us of any and all material changes to the declared business activity or insured risks if you require them to be covered by this insurance; and
- d) comply with the general conditions and any specific conditions designed to reduce the risk of loss.

## **Section A Employers' Liability**

This is a basic requirement of law and provides an indemnity limit of £10m against legal liability to pay compensation for bodily injury, death, disease or nervous shock sustained by employees of the company arising in the course of employment.

### **Cover includes:**

- Costs and expenses in defending an action against you payable as part of your limit for this Section
- Compensation for court attendance £250 per person per day/£500 for directors/partners
- Injuries to working partners or proprietors
- Contractual liability
- Indemnity to principal
- Health & Safety at Work etc. Act 1974 defence costs
- Data Protection Act 1998 compensation for distress to employees
- Unsatisfied court judgements
- Corporate Manslaughter defence costs £1m
- Injuries arising from war or terrorism but limited to £5m and further sub-limited to £1m in hostile territories being a territory designated by the Foreign & Commonwealth Office as one:
  - a) to which personnel are 'advised against all travel to';
  - b) that personnel should leave having designated the territory 'advised against all travel to'

- Data protection – valid compensation in respect of damage or distress under section 13 of Part II of the Data Protection Act 1998 ('DPA'), or any equivalent provision under any subsequent amending or replacement legislation; or material and non-material damage under Article 82 of the General Data Protection Regulation ('GDPR') including associated defence costs, and defence costs in relation to a prosecution brought under the DPA, any subsequent amending or replacement legislation or the GDPR. This extension shall be subject to certain exclusions.

### **Main Policy Exclusions (unless shown as included in the quotation)**

Cover excludes liability arising from work on or at, or in connection with:

- exclusions 1 – 3 of the public/products liability Section
- war, terrorism and hostile countries except as stated as covered and sub-limited above
- workman's compensation or social security payment
- Data protection liabilities – liabilities that arise under the DPA, or subsequent amending or replacement legislation or the GDPR, other than as provided for by the 'Data protection' extension clause.

### **Section B Public and Products Liability**

Provides indemnity for legal liability for:

- accidental death and/or bodily injury to third parties; and/or
- accidental loss or damage to third party property arising out of the company's business.

The limit of indemnity chosen applies to each and every claim, unlimited in the period in respect of public liability, but applying in the aggregate in respect of products or pollution.

#### **Cover includes:**

- Inefficacy (failure to perform)  
Provides cover for a company's legal liability for material loss or damage incurred by third parties arising out of the failure of Cleaning Contractors to carry out their contracted cleaning duties.
- Treatment risks  
Cover includes liability for loss, destruction or damage to soft furnishings including carpets, curtains and the like arising from the incorrect application of cleaning products.
- Failure to secure premises  
Cover includes legal liability for loss, destruction or damage, arising out of the failure to secure the premises being cleaned.
- Incorrect destruction of goods  
Cover includes liability for loss, destruction or damage, caused as a result of the incorrect destruction of third party property.
- Damage to property being cleaned  
The custody, possession or control exclusion is amended to include loss, destruction or damage to customers' premises or their contents resulting from the provision of cleaning services only.
- Damage to third party plant being operated  
Cover includes liability for loss, destruction or damage to customers' cleaning plant and equipment whilst being operated by the company, but excluding normal wear, tear and depreciation or any mechanical breakdown.
- Use of heat: Cover to include use of oxyacetylene, electric arc and similar welding and cutting equipment, blow lamps, torches and the like subject to compliance with risk control conditions set out in the clause.
- Costs and expenses in defending an action against you payable as part of your limit for this Section
- Compensation for court attendance £250 per person per day/£500 for directors/partners
- Libel, slander or mis-statement
- Contractual liability
- Indemnity to principal
- Damage to leased or rented premises
- Motor contingent liability falling on the company
- Health & Safety at Work etc. Act 1974 defence costs including those arising under the Consumer Protection Act 1987 and Food Safety Act 1990
- Defective Premises Act 1972 liability
- Legionella – Limit of Indemnity is £1m
- Data Protection Act 1998 compensation for distress to third parties
- Sudden and Accidental Pollution
- Environmental statutory liability - Limit of Indemnity is £1m
- Criminal Acts or deliberate acts – perpetrated by your employees
- Liability arising from accidental exposure to asbestos products - Limit of Indemnity is £1m

- Corporate Manslaughter defence costs £1m limit.
- Housing Grants, Construction and Regeneration Act 1996
- Advice instruction & design relating to products & cleaning services
- Data protection – valid compensation in respect of damage or distress under section 13 of Part II of the Data Protection Act 1998 ('DPA'), or any equivalent provision under any subsequent amending or replacement legislation; or material and non-material damage under Article 82 of the General Data Protection Regulation ('GDPR') including associated defence costs, and defence costs in relation to a prosecution brought under the DPA, any subsequent amending or replacement legislation or the GDPR. This extension shall be subject to certain exclusions and subject to a sub-limit of indemnity.

#### **Optional Extensions (only included where shown in the quotation)**

- Fidelity Bonding Extension  
Indemnity for loss of a customer's property due to acts of fraud, theft or embezzlement by a company's own employee(s) committed during the period of insurance and discovered not later than 3 months after either the termination of employment or when you first become aware that a loss has been incurred, whichever shall occur first. Standard limit of indemnity is £100,000 in the aggregate per employee. Higher limits may be provided on request.  
**Note:** The company must take reasonable care to ensure that suitable and competent persons are employed. Also, money which would be due to the employee from the company (other than for the acts of fraud or dishonesty) shall be deducted from the customers' loss. Any recovery made on account of any loss, shall be shared in the proportion that the amount of the loss borne by each bears, to the total amount of the loss.
- Loss of Keys Extension  
Indemnity for loss to a customer arising from loss of a customer's keys whilst in the company's custody. Standard limit of indemnity is £75,000. Legal liability for consequential losses following the loss of keys would be covered under the Public Liability section. The definition of keys includes electronic pass cards.
- Financial Loss (Including Products) Extension  
Legal liability for financial loss (not in respect of, or as a consequence of bodily injury or damage to property) incurred by others, for claims made against the company during the period of insurance. Standard limit of indemnity is £250,000.
- Temporary Removal of Customers' Property for Cleaning Extension  
Customers' property whilst temporarily removed from the customers' premises and whilst in transit, to the business for the purpose of cleaning, repair or renovation. The standard limit of indemnity is £25,000 per customer/occurrence with an aggregate limit of £100,000.
- North America (products) Extension  
The territorial limits may be extended to include the United States of America or Canada. Limit of indemnity is £1,000,000.
- Misuse of Telephone Extension  
Indemnifies a company against loss of money due to unauthorised use of customers' telephones by employees. Standard limit of indemnity is £50,000 per employee and in the aggregate.

#### **Public and Products Liability excesses**

The general excess for this Section is £250 any one occurrence for third party property damage. However this is reduced to Nil for bodily injury claims, including wrongful arrest unless involving third party property damage. **The general excess is modified in the following circumstances or as state in your quotation.**

1. Window cleaning - £500 each and every occurrence
2. Pressure washing - £1,000 each and every occurrence
3. Financial loss (excluding products) - £500 any one claim
4. Libel, slander or mis-statement - 10% of the cost of the claim
5. Liability for damage to leased or rented premises - £100 any one claim
6. Accidental discovery of asbestos - £5,000 per claimant
7. Use of heat - £500 any one occurrence

and for the optional extensions:

8. Fidelity bonding - £500 any one claim

9. Loss of keys/consequential loss of keys - £250 or 10% of the cost of the claim, whichever is the greater
10. Financial Loss (including products) - £500 or 10% of the cost of the claim, whichever is the greater
11. North America £5,000 any one occurrence
12. Temporary Removal of Customers' Property for Cleaning £250
13. Misuse of Phones £500

### **Public and Products Liability exclusions**

Cover excludes all liability arising from work on or at, or in connection with:

1. Hazardous activities unless expressly agreed; being
  - Height work in excess of a 16 metre drop limit
  - Premises or structures used in conjunction with the production, processing, transportation or storage of gas, oil, petrol or chemicals (other than retail garages, shops or offices)
  - Offshore installations
  - Airside activities
  - Work on or within 5 metres of railway tracks
  - Nuclear installation establishments
  - Collection or delivery of clinical waste, including sharps and needles.
2. Work carried out by UK employees outside the UK where the work assignment exceeds 12 months
3. Road Traffic liability for which compulsory insurance is required by legislation
4. Loss of keys and locks
5. War
6. Nuclear risks
7. Use of heat away from own premises, other than soldering irons subject to compliance with risk control conditions set out in the clause.
8. Asbestos except for accidental discovery
9. E-commerce
10. Pollution except for sudden and accidental pollution
11. North American liabilities unless covered by the optional extension above
12. Building work, other than in connection with the provision of guarding services, non structural refurbishment, redecoration and the like
13. Products and workmanship other than liability for damage to property by workmanship or products, which are subject to a separate contract
14. Pure advice, instruction or design for a fee, where no product or service is supplied
15. Vehicles and vessels.
16. Data protection liabilities – liabilities that arise under the DPA, or subsequent amending or replacement legislation or the GDPR, other than as provided for by the 'Data protection' extension clause.

### **Additional trade specific terms conditions and exclusions**

#### **Bona-fide sub-contractors**

- Cover excludes liability arising from or caused by sub-contractors, unless they have Public Liability Insurance. Their insurance must cover the work being undertaken, include an indemnity to principal clause and have an indemnity limit of at least £1m. You must revalidate their insurance every 12 months throughout the duration of their contract. Their insurance must include Products for sub-contractors who undertake the whole of a service or complete installation.

### **Section C Commercial Property All Risks**

Cover applies to buildings, contents, stock, machinery, plant, fixtures, fittings and other property as specified in the quotation or renewal invitation and such property is covered on an All Risks basis but excluding subsidence apart from subsidence damage to contents. The sum insured is as stated in the quotation. Any amendments to the standard limits above are also clearly stated in the quotation.

#### **Cover includes (within your selected sum insured):**

- Electronic Business Equipment and Computers with a £5,000 limit
- Removal of Debris
- Cost of changing locks following theft of own keys with a £2,000 limit
- Portable Tools anywhere in the European Union with a £5,000 limit any one event and a £750 limit any one item
- Portable Electronic Business Equipment anywhere in the European Union with a £5,000 limit any one event and a £1,500 limit any one item

- Breakdown of Electronic Business Equipment and Computers with a limit of £25,000 any one claim and £50,000 in the aggregate
- Glass breakage and temporary boarding up with a limit of £2,500
- In addition, cover is extended to include loss of or damage to items insured while at exhibitions and trade fairs anywhere in the European Union with a £10,000 limit any one claim.
- Re-instatement of data with a limit of £50,000
- Customers goods at your premises
- 15% day one uplift in respect of buildings & contents
- Money (not customers' money) including Personal Accident Assault (£25,000 Capital Benefits and £100 Weekly Benefits)
  - a) Crossed cheques and other non negotiable items with a limit of £250,000
  - b) During business hours in transit, or in a bank night safe with a limit of £5,000
  - c) In a locked safe outside business hours with a limit of £1,500
  - d) At the insured's home or that of any authorised employee with a limit of £500
  - e) Loss or damage to:
    - i) Employees' personal effects following a robbery with a limit of £1000
    - ii) Any safe, cash box, till, case, bag or waistcoat used for the carriage of money
- Goods in Transit - covers loss or damage to stock and/or non ferrous metals up to a limit of £10,000 any one consignment in transit.

### **Commercial Property excess**

The general excess for this Section is £250 any one occurrence

### **Security Requirements**

The minimum security requirements are detailed in the quotation. Quotations may be subject to survey. Failure to meet the stipulated security level will invalidate cover.

### **Main exclusions**

1. Theft or attempted theft, unless involving entry to or exit from the buildings at the situation, by forcible and violent means or by violence or threat of violence.
2. Theft or any attempted theft from any vehicle belonging to the company or under the company's control whilst left unattended unless all openings have been secured and locked and alarm system and immobiliser have been brought into operation.
  - a) by theft or any attempted theft, outside business hours\* unless the vehicle is contained within an area which is locked and secured at all points of access.
  - b) by theft, or attempted theft, malicious persons or storm, to property in any soft or open topped vehicle.
 

\* Business hours are the normal daily working hours of the company, but extended to 24 hours each day, during which the company and its employees are assigned call out duty and or attendance at an emergency call out, other than during normal office hours.
3. Moveable property in the open
4. Subsidence cover on buildings
5. Damage from computer hacking, viruses etc
6. Terrorism

## **Section D Business Interruption**

Cover is on an All Risks basis (excluding subsidence) against loss of Gross profit and/or increased cost of working for up to a 12 month indemnity period. The sum insured is as stated in the quotation. Any amendments to the standard limits above are also clearly stated in the quotation.

### **Cover includes:**

- Outstanding Debit Balances with a limit of £150,000 any one claim
- Prevention of Access to the premises with a £100,000 any one claim
- Public Utilities Extension including telecommunications with a limit of £100,000 any one claim
- Damage to UK suppliers' premises with a limit of 10% of the sum insured any one claim.
- Damage to UK customers' premises with a limit of 10% of the sum insured or £100,000 whichever is the greater.
- Closure of Premises by a competent authority
- Rent receivable (only where shown in the quotation)
- Contract sites & exhibition sites
- Gross Profit being the amount by which

- a. the sum of the amount of the turnover and the amounts of the closing stock and work in progress exceeds
- b. the sum of the amounts of the opening stock and work in progress and the amount of the specified working expenses.

## **Section E Contract Works**

Covers the cost of rectifying damage to the property insured during the period of insurance, subject to the limit of indemnity set against each item in the quotation, or the amount specified in any Standard Clause or extension to this Section. Property insured includes at your option:

- Permanent and temporary works
- Temporary buildings and plant
- Hired in temporary buildings, plant and equipment
- Employees' personal effects and tools limited to £1,500 per employee and within which sum the maximum for any one mobile telephone is limited to £500, unless otherwise specified in the quotation.

### **Cover includes**

- Additional interests in the contract works
- Continuing hiring charges covered for up to 90 days (after expiry of the first 2 working days) with a maximum limit of £100,000 in respect of hired in plant insured
- Debris removal
- 12 month maintenance period
- Free issue materials
- Immobilised plant
- Negligent breakdown for hired in plant
- Escalation in contract price
- Personal effects and tools
- Temporary storage
- Heartbreak payment £250
- Increased cost of working
- Waiver of recovery rights under the JCT Standard Form of Building Contract

### **Contract works excesses**

£2,500 in respect of subsidence, ground heave, landslip or collapse

£50 in respect of loss or damage to employees' personal effects and tools

£500 in respect of hiring charges or 48 hours hiring charges, whichever is the greater

£500 in respect of storm, tempest, flood or water damage

£500 every other claim, unless otherwise stated

### **Main exclusions**

For theft or any attempted theft to the following unattended property:

1. Non-ferrous metals unless within a locked building, or a locked container, or locked portacabin or similar, subject to a maximum limit of £10,000.
2. Construction plant unless locked at all points of access and immobilised or sited within a locked building or compound and all keys removed to a place of safety.
3. Other property valued £5,000 or more within a motor vehicle, unless the motor vehicle is protected by an immobiliser or an approved alarm, which has been put into operation.
4. Other property valued below £5,000 within a motor vehicle, unless the motor vehicle is locked at all points of access.
5. Other property while on the contract site after work has ceased for the day, unless within a locked building, compound or fully enclosed boundary fence.

For personal effects and tools away from site:

- loss or damage caused by theft or attempted theft from an open top or soft top motor vehicle.
- loss or damage caused by theft or attempted theft from a hard top motor vehicle:
  - i) left unattended between 9pm and 6am unless locked in a securely locked building or garage; or



- ii) left unattended between 6am and 9pm unless all doors, windows and other means of entry are closed locked and all keys removed to a place of safety.
- any amount exceeding £1,500 per employee
- Wear and tear
- Terrorism

**Terrorism Risks are excluded in respect of Property All Risks, Business Interruption All Risks and Contract Works.**

## **Section F Professional Indemnity**

Provides cover up to the limit of indemnity\* including damages or awards and costs & expenses, against civil liability as a result of breach of duty incurred by you in the conduct of the specified professional activities and / or by an employee. The limit of indemnity is any one occurrence and in the aggregate. This is a claims made insurance section meaning any claim must be made against the insured and notified to insurers during the policy period.

\* Automatically includes cover with a £100,000 limit of indemnity where the specified professional activities element of the turnover does not exceed 10%.

Specified professional activities are:

The supply or performance by you as a professional of any:

- a) training and advice;
- b) professional services as specified under business in the schedule

undertaken only by or under the direction and direct control of a properly qualified person. A properly qualified person will mean personnel with appropriate professional qualifications or not less than 5 years relevant experience for the specific professional activities in which they are engaged.

Specified professional activities do not include the supervision by you or your own sub-contractor's work, where your supervision is undertaken solely in your capacity as Building or Engineering Contractor.

### **Cover includes**

- Libel and slander
- Collateral warranties for the first three assignees
- Dishonesty of employees
- Infringement of copyright, patent or registered design
- Loss of documents with a £100,000 limit
- Mitigation of a Loss
- Negligence of others

### **Professional indemnity excess**

£2500 each & every claim including costs & expenses

Loss of documents - £250 any one claim

### **Main exclusions**

1. Dishonest, malicious, criminal or deliberate illegal acts
2. Employee bodily injury
3. Estimates of construction
4. Express warranty or guarantees
5. Insolvency
6. Insurance, finance or financial advice
7. Known circumstances
8. Libel, slander or infringement of patents etc
9. North American territories claims
10. Other insurances
11. Property ownership, use or occupation or leasing
12. Retroactive date – negligence before the date – the retroactive date is as specified in the quotation

13. Contracts (Rights of Third Parties) Act 1999
14. Hazardous materials & hazardous activities as per Public/Products (including inefficacy) section
15. E-Commerce
16. War & Terrorism
17. Nuclear Risks

## **Professional indemnity terms and conditions**

### **Bona-fide sub-contractors**

- This Section excludes liability arising from or caused by professional work, as defined by specified professional activities above, undertaken on your behalf in the course of the business by sub-contractors or consultants unless you have obtained evidence that all such sub-contractors or consultants hold and maintain their own Professional Indemnity Insurance up to a minimum limit of indemnity of £1M in the aggregate, costs and expenses inclusive (unless otherwise stated in the quotation) during the period of insurance.

## **Section G – Terrorism Property and Business Interruption**

### **Significant features and benefits**

This section provides indemnity for damages to the property insured under sections: Property All Risks and Business Interruption All Risks (if insured) caused by an act of terrorism provided that:

- a) it occurs in Great Britain (meaning England, Wales and Scotland, but not the territorial seas adjacent, not Northern Ireland nor the Isle of Man or the Channel Islands);
- b) it is occasioned through any act of any person acting on behalf of or in connection with any organisation with activities directed towards the overthrowing or influencing of any government de jure or de facto by force or violence; and
- c) such act is certified by HM Treasury or a competent tribunal.

### **Significant or unusual exclusions or limitations**

The terrorism insured section shall exclude:

- a) losses directly or indirectly caused by contributed to by or arising from or occasioned by or resulting from virus or similar mechanism or hacking or phishing or denial of service attack which caused damage to or the destruction of any computer system, alteration, modification, distortion, erasure, corruption of data, or loss of any money, currency, electronic cryptographic or virtual currency including Bitcoin or anything similar;
- b) any land or building which is wholly or partially occupied as a private residence;
- c) nuclear installation or nuclear reactor and all fixtures and fittings situated thereon;
- d) losses whatsoever occasioned by riot, civil commotion, war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, revolution, insurrection or military or usurped power.

Electronic risks exclusion or any other electronic, digital or cyber liability exclusion in this policy shall not apply to the extent of loss or liability covered by the terrorism insured section.

## **Section H Legal expenses**

This Section provides legal expenses insurance underwritten by DAS covering costs and expenses you become liable to pay arising out of legal disputes provided that the insured incident happens during the period of insurance and is within the territorial limits. Costs and expenses include legal, accountants and court attendance costs.

The maximum that DAS will pay for all claims resulting from one or more event arising at the same time or from the same originating cause is £250,000

DAS run a dedicated 24-hour helpline offering Eurolaw commercial legal advice, business assistance and counselling for all employees or their immediate family members. As well as the helpline, DAS maintains and regularly updates their website where you can access business tools and advice concerning recent legislation and employment issues.

Please refer to the *policy documentation* for full details of DAS's helpline, website, complaints and claims procedures.



**Insured incidents:**

1. Employment disputes and compensation awards
2. Statutory licence protection
3. Debt recovery
4. Bodily injury
5. Tax protection
6. Legal defence
7. Property protection
8. Contract disputes
9. Transfer of Undertakings (Protection of Employment) Act 1998

**Main exclusions and limitations**

Each of the insured incidents has specific exclusion which relate to them, for full details please read the *policy documentation* carefully. Unless otherwise stated in the quotation or renewal documentation or policy addendum the policy shall exclude:

1. any employment dispute where the cause of action arises within the first ninety (90) days of the indemnity provided by this Section;
2. any claim reported to us more than one hundred and eighty (180) days after the date the person insured should have known about the insured incident;
3. costs and expenses incurred before the written acceptance of a claim by us;
4. fines, penalties, compensation or damages;
5. any claim relating to patents, copyrights, intellectual property, secrecy and confidentiality agreements;
6. any claim relating to franchise or agency agreement;
7. any insured incident deliberately or intentionally caused by a person insured;
8. any claim relating to a shareholding or partnership share;
9. judicial review;
10. legal action you take which we or the representative has not agreed to;
11. bankruptcy.

**Legal expenses excesses**

Debt recovery - £250 any one claim

Contract disputes (if accepted) – if the amount in dispute exceeds £5,000 then the excess is £500 any one claim

**Section I Directors' and Officers' Liability**

The section provides indemnity on behalf of the directors or officers (D&Os), or the company where it can indemnify the D&Os, for claims made against them in their capacity as D&Os. This is a claims made insurance section meaning any claim must be made against the insured and notified to insurers during the policy period.

This cover is not available to sole traders, partnerships or companies listed on a stock exchange

**Limit of Indemnity - £100,000**

The limit of indemnity is the maximum amount payable in respect of any one claim and in the aggregate and is inclusive of all defence costs and expenses.

**Cover includes:**

1. D&Os of the company as well as the D&Os of all its subsidiary companies.
2. Acts made and claims brought anywhere in the world outside of the United States of America or Canada.
3. D&Os of companies acquired during the year so long as the acquired company's assets do not exceed an agreed threshold and its security is not traded on an USA exchange.
4. Defence costs and expenses includes attendance at a regulatory or official investigation as part of a claim against a D&O.
5. Insurable punitive, multiple and exemplary damages (awarded outside USA/Canada).
6. Emotional distress as part of claim arising out of employment practices claims.
7. Defence costs and expenses up to a sub-limit of liability for claims brought in the EU arising out of pollution.
8. Claims brought by minority shareholders.
9. Claims Brought by liquidators/receivers.

10. Past present and future D&Os.
11. Private offerings automatically.
12. Each D&O separately i.e. full severability in respect of the exclusions and application.
13. Manslaughter defence costs and expenses.

### **Main exclusions and limitations**

Unless otherwise stated in the quotation or renewal documentation or policy addendum this section shall exclude claims:

1. for bodily injury or property damage;
2. arising from fraud or dishonesty or gaining personal profit or advantage;
3. made in the USA or Canada;
4. arising from any pension or employee benefit plan for the benefit of the company's employees;
5. arising from any pollution;
6. arising out of litigation first made prior to or pending at the inception of the policy of continuous cover date;
7. for actual or alleged breach of any professional services;
8. stock offerings during the period of insurance;
9. in respect of circumstances existing prior to the period of insurance;
10. Insured vs. Insured

### **Section J Fidelity Guarantee**

This section provides cover for loss of money or goods caused by any act of theft committed during

the period of insurance by an employee normally resident within the territorial limits and discovered not later than 3 months after the termination of:

- a) this insurance
- b) the insurance in respect of an employee specified by name or position
- c) the employment of any employee whichever occurs first.

Our liability under this section will not exceed £100,000 in respect of any one employee or any one loss or series of losses arising from one source or original cause. The section is also restriction to a maximum amount any one period of insurance. This sum is stated in your stated in the quotation or renewal documentation

### **Cover includes:**

- 1 Auditors fees incurred with QBE's written consent solely to substantiate the amount of the claim.
- 2 The reasonable cost of re-writing or amending the software programmes or systems where such re-writing or amending is necessary to correct the programmes or amend the security codes following the fraudulent use of computer hardware or software programmes or computer systems the subject of an admitted claim.

### **Fidelity guarantee excess**

- the first £500 in respect of each and every claim.

### **Main exclusions and limitations**

Unless otherwise stated in the quotation or renewal documentation or policy addendum this section shall exclude claims:

- 1 for loss of interest or consequential loss of any kind
- 2 following failure to comply with the minimum standards

### **IMPORTANT**

**This is only a basic summary of the main cover provided and the policy document should be referred to for full details of the cover and terms and conditions applying. A copy of the policy document is available upon request.**

## ***Important Information***

### **Insurance Act 2015**

This policy has been amended to take account of the provisions of the Insurance Act 2015, and is intended to comply with them, unless otherwise stated by way of endorsement or in the schedule.

### **Your Right to Cancel** (See *policy document page 124*)

**QBE** may issue 30 days written notice of cancellation at any time by writing to your last known address when we will allow a pro rata refund of premium.

No premium refund will be allowed in the event that **you** cancel this policy

### **Renewing your Policy**

If **QBE** are willing to invite renewal of the policy **QBE** will tell you at least 21 days before the expiry of the policy the premium and terms and conditions which will apply for the following year providing you have supplied all relevant pre-renewal information in good time to enable compliance.

### **Premium payment**

The insured is liable to pay the premium as set out in the policy. **For full details of payment of premium and the duration of payments of premium you should read the policy and the schedule.**

### **Other restrictions**

Certain endorsements that might apply to your policy may restrict cover. **For full details you should read the policy documentation.**

### **Claim Notification** (See *policy document page 126*)

Should you wish to make a claim you should contact Sutton Specialist Risks Ltd as soon as possible. You may contact the company at: Sutton Specialist Risks Ltd, Bull Wharf, Redcliff Street, Bristol, BS1 6QR tel: 0117 930 0100; fax: 0117 927 9200.

### **Premium Adjustment Clause** (See *policy document page 125*)

The premiums for Public/Products Liability, Employers Liability & Contract Works are calculated by a rate on estimated wages and/or turnover. These premiums are adjustable on the declaration of actual figures achieved at the end of the period of insurance. Such adjustment will not be the subject to any return of premium, as all premiums shown are the minimum premiums chargeable for the risk.

The premium under the Business Interruption section for loss of gross profit is calculated by a rate on estimated gross profit. The premium is adjustable on the declaration of actual gross profit achieved at the end of the period of insurance.

The maximum return premium allowable shall be 50% of the deposit premium paid, subject to any section minimum chargeable for the risk.

All Optional Extensions are non adjustable, other than the North America (products) extension which is adjustable, subject to any extension minimum premium chargeable for the risk.

### **Complaint Procedure** (See *policy document page 133*)

In respect of the Legal Expenses Section of the policy only, please contact DAS's customer relations department at:

DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Black, Bristol, BS16NH, telephone 0117 934 0066, email DAS at [customerrelations@das.co.uk](mailto:customerrelations@das.co.uk).

In respect of all other Sections of the policy, you can complain about this policy by first contacting the broker. If you wish to contact us directly you can:

- a) where the **insurer** is QBE Europe SA/NV write to Customer Relations:
  - i. QBE Europe SA/NV, Regentlaan 37 Boulevard du Régent, 1000 Brussels, Belgium, e-mail: [complaints@be.qbe.com](mailto:complaints@be.qbe.com), telephone: +32 2 504 82 11 or fax: +32 2 504 82 00; or
  - ii. QBE Europe SA/NV and that your insurance policy has been issued by the UK branch of QBE Europe: QBE European Operations, Plantation Place, 30 Fenchurch Street, London EC3M 3BD; email: [CustomerRelations@uk.qbe.com](mailto:CustomerRelations@uk.qbe.com), telephone 020 7105 5988;
- b) where the insurer is or includes a Lloyd's syndicate, e-mail: [complaints@lloyds.com](mailto:complaints@lloyds.com), write to Lloyd's Complaints, Fidentia House, Walter Burke Way, Chatham Maritime,

Kent ME4 4RN, or telephone 020 7327 5693.

Please note that Lloyd's will consider a complaint only if you are considered to be an 'eligible complainant' by the Financial Ombudsman Service (FOS) – see below.

In each case, you should quote the policy or claim reference.

A summary of the insurer's complaints handling procedure is available on request and will also be provided to you when acknowledging a complaint.

If you feel that your complaint has not been satisfactorily resolved, you may contact the FOS to review the complaint.

To be an eligible complainant, you must be:

- a) a consumer;
- b) a micro-enterprise – a business that has an annual turnover of under EUR2million employing fewer than ten (10) employees;
- c) a charity with an annual income of less than GBP1million; or
- d) a trustee of a trust with net assets of less than GBP1million.

If eligible, you can contact the FOS via its website: <http://www.financial-ombudsman.org.uk/consumer/complaints.htm>, write to the FOS, Exchange Tower, London E14 9SR, or telephone 0300 123 9 123 or 0800 023 4567.

You must refer its complaint to the FOS (a) within six (6) months of the insurer's final response letter or (b) when the insurer has failed to resolve the issue within eight (8) weeks.

The FOS provides impartial advice free of charge and contacting them will not affect your legal rights.

### **Compensation**

You may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) if the insurer is unable to meet its obligations under the policy.

Entitlement to FSCS compensation depends on the type of business insured and the circumstances of the claim. Further information is available from [www.fscs.org.uk](http://www.fscs.org.uk), or you can write to the Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1DY.

# Directive Required Information

## The law and language applicable to the policy

The law of England and Wales will apply to this contract unless you and the insurer agree otherwise. The language used in this policy and any communications relating to it will be English.

## Your insurer

Your quotation or renewal documentation will state the name of the licenced insurer within the QBE Insurance Group (**QBE**) that is providing your insurance cover. It will be one of or a combination of the following companies.

### QBE Europe SA/NV

QBE Europe SA/NV Limited is a public limited liability company (VAT BE 0690.537.456) and is Authorised by the National Bank of Belgium (NBB) ( de Berlaimontlaan 14 Boulevard de Berlaimont, 1000 Brussels, Belgium) under licence number 3093.

### QBE UK Limited

QBE UK Limited is a private company limited by shares (company number 01761561) and is Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Register Number 202842.

### QBE Casualty Syndicate 386 and QBE Syndicate 1886

QBE Casualty Syndicate 386 and QBE Syndicate 1886 are managed by QBE Underwriting Limited (company number 01035198) and are Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Register Number 204858.

You may check these details by visiting the NBB's website: <http://www.bnb.be/> or by contacting the NBB on +32 2 221 21 11, or by visiting the FCA's website: <http://www.fca.org.uk/> or by contacting the FCA on 0845 606 9966. In the event of a complaint please read the procedure above.

## Your insurer's Head Office

The insurer's home state is Belgium and its Head Office and registered address is:  
Regentlaan 37 Boulevard du Régent, 1000 Brussels, Tel: +32 2 504 82 11 or Fax: +32 2 504 82 00.  
[enquiries@be.qbe.com](mailto:enquiries@be.qbe.com)