



# Business Insurance

**Policy Wording**

Effective Date: 1 July 2025



Any advice contained in the policy wording is general only and does not take into account your individual objectives, financial situation or needs.

You should carefully read this document and any other documentation we send you and keep them in a safe place for future reference.

We may need to update this policy wording from time to time if certain changes occur, where required and permitted by law. We will issue you with a new policy wording or other compliant document to update the relevant information except in limited cases. Where the information is not something that would be materially adverse from the point of view of a reasonable person considering whether to buy this insurance, we may issue you with notice of this information in other forms or keep an internal record of such changes (you can get a paper copy free of charge by calling us).

RelyOn Insurance is issued by Chubb Insurance Australia Limited of Level 38, 225 George Street, Sydney NSW 2000 (ABN 23 001 642 020, AFSL 239687).

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## GENERAL INFORMATION

### About this insurance

This is an important document and so please ensure you read it carefully before making a decision to purchase this insurance. It will help you to:

- decide whether this insurance will meet your needs; and
- compare it with other products you may be considering.

Please note that any recommendation or opinion in this document is of a general nature only and does not take into account your objectives, financial situation or needs.

You need to decide if this insurance is right for you and you should read all of the documents that make up the Policy to ensure you have the cover you need.

The information contained in this part is general information only and does not form part of your insurance contract.

## IMPORTANT INFORMATION

The Policy makes provision for your payment of Goods and Services Tax in relation to premiums and by us in relation to claims. If you have any questions regarding the Policy, please contact BizCover or your insurance broker. You should keep all documents, reports, contracts, receipts, manuals and serial numbers relating to the property that will be insured by this Business Insurance Policy because these may be required to assist in processing any claim you may have.

### Important documents

If we agree to insure you then we will enter into a contract of insurance which is your Policy.

The Policy consists of:

- this document which sets out the standard terms of what is and what is not covered by the Policy;
- The Insurance Certificate, which will provide details of:
  - who is insured;
  - the cover(s) selected;
  - the period of insurance;
  - excesses and other important information;
  - the respective sums insured and/or limits of liability; and
- any other change to the terms of the Policy otherwise advised by us or BizCover in writing (such as an Endorsement before you enter into the Policy or where required or permitted by law). These written changes may vary or modify the above documents.

This insurance policy has several different sections of business insurance but you will only be insured for the sections that are set out in your Insurance Certificate so it is important that you check to ensure that all the sections you need are shown and that the cover described meets your needs.

You should ensure that you read these documents carefully and keep them in a safe place. If you have any questions regarding the policy or Insurance Certificate, please contact your insurance broker.

We reserve the right to change the terms of the Policy where permitted to do so by law.

The General Definitions, General Policy Conditions and General Policy Exclusions apply to all sections of cover in the policy. There will be specific conditions, terms and conditions that apply to specific sections of cover so it is important that you check these.

### About the Insurer

This insurance is underwritten by Chubb Insurance Australia Limited of Level 38, 225 George Street, Sydney NSW 2000 (Chubb) (ABN 23 001 642 020, AFSL 239687).

Chubb is authorised by the Australian Prudential Regulation Authority (APRA) to carry on general insurance business in Australia and hold an Australian Financial Services Licence issued by the Australian Securities and Investment Commission.

### About the Agent

BizCover Pty Ltd ABN 68 127 707 975; AFSL 501769 (**BizCover**) acts under a binding authority given to it by Chubb to administer and issue policies, alterations and renewals. In all aspects of arranging this policy BizCover acts as an agent for Chubb and not for you. BizCover may charge a fee which will be set out in your Terms and Conditions. For more information, please refer to the BizCover Terms and Conditions (T&C) available at [bizcover.com.au](http://bizcover.com.au).

### BizCover's contact details are:

**Address:** Level 2 338 Pitt Street Sydney 2000

**Phone:** 1300 920 873

**Email:** [sales@bizcover.com](mailto:sales@bizcover.com)

### Under insurance

If You choose to insure under the "Building and Contents" section you should insure Property Insured (apart from stock) for the full "reinstatement and replacement" value, calculated in accordance with 6. "How We Will Pay Your Claim". The only exception to this is if you have chosen to insure on an indemnity basis, and we have agreed in writing that we will provide indemnity cover in which case, the sum insured should represent the "indemnity" value of your property insured calculated in accordance with 6. "How We Will Pay Your Claim". If You choose to insure under the "Business Interruption" section, You should insure for the full value of Your expected Gross Revenue, Gross Rental or Gross Profit.

If you fail to fully insure your property insured, Gross Revenue, Gross Rental or Gross Profit, any losses may not be paid in full.

For a detailed example of how we will pay a claim where you have under insured, refer to the 'Building and Contents' section.

It is your responsibility to ensure that the nominated sums insured are adequate, and you should continue to reassess these sums insured during the currency of the policy and prior to renewal each year.

### Words with special meaning

Some words used in this policy have special meaning. Where the meaning of the word applies to a single section, that meaning will appear at the start of that section. A list of words which have the same meaning throughout the document is stated under the Words With Special Meaning section from page 9 below.

### Who is insured under this policy

The persons or organisations that are covered by this policy are shown on the Insurance Certificate.

In this General Information section, those persons or organisations are referred to in capital or lower case as:

- **'we' or 'us' or 'our'** means Chubb, or BizCover when acting on behalf of Chubb.
- **'you' or 'your'** means the persons or organisations that the policy will cover. Other persons or organisations requiring cover under this policy will only be covered if we have been advised and have named them on

your Insurance Certificate. All persons or organisations covered by the policy have to comply with the terms of the policy. We may refuse to pay a claim or reduce the amount we pay if you or any person covered by the policy does not comply with the terms of this policy.

### Your cooling off rights

You can cancel your policy within 21 days of the commencement or renewal of cover.

The commencement or renewal date of your cover is stated on your Insurance Certificate. If we receive your written request to cancel this policy within the 21 day period, we will cancel the policy effective from the commencement date, and give you full refund (less any taxes, duties or commissions payable that we are unable to refund). You cannot use this right where, before the 21 day period ends, you have exercised any of your rights or powers under the policy (e.g. you have made a claim). After the cooling off period ends, you still have cancellation rights under the policy. These rights are documented under 'General conditions that apply to every section of the policy'.

### Your premium

Your premium is calculated when your policy begins and at each policy renewal. Your Insurance Certificate provides details of your premium and when we calculate that premium we consider the type of cover requested by you and the various risks involved in providing that cover. Your premium also includes allowances for government taxes and stamp duty relating to your policy which will be shown on your Insurance Certificate.

### Evidence of value

Please retain receipts of purchase or proof of the value of all property insured by this policy so that you can substantiate the amount of any loss if you have to claim under this policy.

### Privacy of your personal information

#### RelyOn Privacy Statement

Where used in this Privacy Statement, "we", "our" and "us" means BizCover.

We recognise that your privacy is very important to you.

We are committed to protecting the privacy and security of your personal information in accordance with the Privacy Act 1988 (Cth). We generally collect personal information directly from you, or someone authorised by you such as your broker, in order to provide and administer the various products and services we offer, including marketing information regarding other products and services (of ours or a third party).

#### How we collect personal information

We may also collect it from our agents and service providers; other insurers and insurance reference bureaus; people who are involved in a claim or assisting in the investigation or processing claims, including third parties claiming under your Policy, witnesses and repairers, medical practitioners; third parties who may be arranging insurance cover for a group that you are a part of; law enforcement, dispute resolution, statutory and regulatory bodies; marketing lists and industry databases; and publicly available sources.

#### Why we collect personal information

We collect your personal information to enable us to provide our products and services, including to process and settle claims; make offers of products and services provided by us, our related companies, brokers, intermediaries, business partners and others that we have an association with that may interest you. We may use your personal information to conduct market or customer research to determine products or services that may suit you.

If we are unable to collect your personal information, we may not be

able to assess your application or offer to issue the financial product or service to you.

#### Who we disclose your personal information to

We may disclose your personal information to related parties, service providers and other third parties, including disclosure overseas (this can change from time to time and you should contact us for details and to see if this applies to you), in order to manage and administer the financial product or service or for other purposes as explained in our Privacy Policy.

We may disclose Your personal information to others we have business arrangements with such as insurers, intermediaries, reinsurers, insurance reference bureaus, related companies, Our advisers, persons involved in claims, external claims data collectors and verifiers, parties that we have an insurance scheme in place with under which you purchased your policy (such as a financier or motor vehicle manufacturer and/ or dealer). Disclosure may also be made to government, law enforcement, dispute resolution, statutory or regulatory bodies, or as required by law.

#### Access to your personal information and complaints

You may ask for access to the personal information we hold about you.

Our Privacy Policy contains details about how you may make a complaint about a breach of the privacy principles contained in the Privacy Act 1988 (Cth) and how we deal with complaints.

Our Privacy Policy can be viewed on our website [www.RelyOninsurance.com.au](http://www.RelyOninsurance.com.au) or a copy can be requested by phoning 1300 616 494.

#### Your consent

By providing us with personal information, you and any other person you provide personal information for consent to these uses and disclosures until you tell us otherwise.

If you wish to withdraw your consent, including for things such as receiving information on products and offers by us or persons we have an association with please contact us.

#### Chubb Privacy Statement

In this Statement, We, Our and Us means Chubb Insurance Australia Limited (Chubb).

You and Your refers to Our customers and prospective customers as well as those who use Our Website.

This Statement is a summary of Our Privacy Policy and provides an overview of how We collect, disclose and handle Your Personal Information. Our Privacy Policy may change from time-to-time and where this occurs, the updated Privacy Policy will be posted to Our website.

Chubb is committed to protecting Your privacy. Chubb collects, uses and retains Your Personal Information in accordance with the requirement of the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), as amended or replaced from time-to-time.

#### Why We collect Your Personal Information

The primary purpose for Our collection and use of Your Personal Information is to enable Us to provide insurance services to You.

Sometimes, We may use Your Personal Information for Our marketing campaigns and research, in relation to new products, services or information that may be of interest to You.

#### How We obtain Your Personal Information

We collect Your Personal Information (which may include sensitive information) at various points including, but not limited to, when You are

applying for, changing or renewing an insurance policy with Us or when We are processing a claim. Personal Information is usually obtained directly from You, but sometimes via a third party such as an insurance intermediary or Your employer (e.g., in the case of a group insurance policy). Please refer to Our Privacy Policy for further details.

When information is provided to Us via a third party We use that information on the basis that You have consented or would reasonably expect Us to collect Your Personal Information in this way. We take reasonable steps to ensure that You have been made aware of how We handle Your Personal Information.

#### When do We disclose Your Personal Information?

We may disclose the information We collect to third parties, including:

- the policyholder (where the insured person is not the policyholder, i.e. group policies);
- service providers engaged by Us to carry out certain business activities on Our behalf (such as claims assessors, call centres in Australia, online marketing agency, etc);
- intermediaries and service providers engaged by You (such as current or previous brokers, travel agencies and airlines);
- government agencies (where We are required to by law);
- other entities within the Chubb group of companies such as the regional head offices of Chubb located in Singapore, UK or USA (Chubb Group of Companies); and
- third parties with whom We (or the Chubb Group of Companies) have sub-contracted to provide a specific service for Us, which may be located outside of Australia (such as in the Philippines or USA). These entities and their locations may change from time-to-time. Please contact Us, if You would like a full list of the countries in which these third parties are located.

In the circumstances where We disclose Your Personal Information to the Chubb Group of Companies, third parties or third parties outside Australia We take steps to protect Personal Information against unauthorised disclosure, misuse or loss.

#### Your decision to provide Your Personal Information

In dealing with Us, You agree to provide Us with Your Personal Information, which will be stored, used and disclosed by Us as set out in this Privacy Statement and Our Privacy Policy.

#### Access to and correction of Your Personal Information

Please contact Our customer relations team on 1800 815 675 or email [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com) if You would like:

- a copy of Our Privacy Policy, or
- to cease to receive marketing offers from Us or persons with whom We have an association.

To request access to, update or correct Your Personal Information held by Chubb, please complete this [Personal Information request form](#) and return it to:

**Email:** [CustomerService.AUNZ@chubb.com](mailto:CustomerService.AUNZ@chubb.com)  
**Fax:** + 61 2 9335 3467  
**Address:** GPO Box 4907  
Sydney NSW 2001

#### Further information request

If You would like more information about how We manage Your Personal Information, please review Our Privacy Policy for more details, or contact:

Privacy Officer  
Chubb Insurance Australia Limited  
GPO Box 4907  
Sydney NSW 2001  
+61 2 9335 3200

[Privacy.AU@chubb.com](mailto:Privacy.AU@chubb.com)

#### How to make a complaint

If You are not satisfied with Our organisation, services, Our response to Your enquiry, or You have any concerns about Our treatment of Your Personal Information or You believe there has been a breach of Our Privacy Policy, or You are not satisfied with any aspect of Your relationship with Chubb and wish to make a complaint, please contact Our Complaints and Customer Resolution Service (CCR Service) by post, phone, fax, or email, (as below):

#### Complaints and Customer Resolution Service

Chubb Insurance Australia Limited  
GPO Box 4065  
Sydney NSW 2001  
P +61 2 9335 3200  
F +61 2 9335 3411  
E [complaints.AU@chubb.com](mailto:complaints.AU@chubb.com)

For more information, please read [Our Complaints and Customer Resolution policy](#).

#### Financial Claims Scheme

In the event of the insolvency of Chubb, you may be entitled to payment under the Financial Claims Scheme. Access to the scheme is subject to eligibility criteria. Information about the scheme can be obtained from the APRA website at [www.apra.gov.au](http://www.apra.gov.au) and the APRA hotline on 1300 55 88 49.

#### General Insurance Code of Practice

Chubb is a signatory to the General Insurance Code of Practice. The objectives of this Code are to:

- commit us to high standards of service;
- promote better, more informed relations between us and you;
- maintain and promote trust and confidence in the general insurance industry;
- provide fair and effective mechanisms for resolving complaints you make about us; and
- promote continuous improvement of the general insurance industry through education and training.

The Code Governance Committee (CGC) is the independent body that monitors and enforces our compliance with the Code. It also aims to drive better Code compliance, helping the insurance industry to improve its service to consumers.

The Code covers topics like buying insurance, how claims are handled, what happens if financial hardship occurs, and complaints handling.

For more information about the CGC, or to obtain a copy of the Code please visit [insurancecode.org.au](http://insurancecode.org.au) or phone (02) 9253 5100.

#### How to Make a Complaint

If you have a complaint, we are committed to working with you to resolve it as quickly as possible. If you have a complaint you can contact your insurance broker or us directly on:

**Phone:** 1300 920 868  
**Email:** [customerresolution@bizcover.com.au](mailto:customerresolution@bizcover.com.au)

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If you contact us directly, please provide us with as much information as possible and we will do our best to resolve it straight away. Where we are unable to resolve your complaint straight away or if you are not satisfied with the response, we will refer your complaint to our Customer Resolution Team who will review your complaint and provide you with a response. You will be provided with the contact details of the person looking after your complaint and you will receive regular progress updates.

**If we cannot resolve Your complaint:**

If you are not happy with our decision, or we have taken more than 30 days to respond to you from the date you first made your complaint, you may contact the Australian Financial Complaints Authority (AFCA) at:

**Phone:** 1800 931 678

**Post:** GPO Box 3 Melbourne VIC 3001

**Website:** [afca.org.au](http://afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

The AFCA provides fair and independent financial services complaints resolution that is provided to you free of charge. AFCA has authority to hear certain complaints and they will confirm if they can assist you. A determination by AFCA is binding on us provided you also accept the determination but is not binding on you. You do not have to accept their determination and you have the right to seek further legal assistance.

## POLICY CONDITIONS

### General information

You must abide by all conditions of this policy and we draw your special attention to those detailed below, as well as those contained under the sections titled "General Conditions that Apply to Every Section of the Policy" and "Claims". If you do not comply with the policy conditions we may reduce or refuse to pay a claim and cancel your policy to the extent permitted by law.

### Your duty of disclosure

Before you enter into an insurance contract, you have a duty under the Insurance Contracts Act 1984 (Cth), to disclose to us anything that you know, or could reasonably be expected to know, may affect our decision to insure you and on what terms.

You have this duty until we agree to insure you.

You have the same duty to disclose such matters to us before you renew, extend, vary or reinstate the insurance contract.

You do not need to tell us anything that:

- reduces the risk we insure you for; or
- is common knowledge; or
- we know or should know in the ordinary course of our business as an insurer; or
- we waive your duty to tell us about.

### If you do not tell us something

If you do not tell us anything you are required to, we may be entitled to reduce our liability under the Policy in respect of a claim or cancel your Policy, or both.

If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

### Paying your premium

There are two ways you can pay your premium:

- in one annual payment to BizCover according to their business practices; or
- if provided, in 12 monthly instalments by direct debit from your credit card or from your bank account which can be arranged by BizCover.

You must pay your premium in the manner set out on your Insurance Certificate.

### Paying your annual premium

You must pay your annual premium to BizCover by the due date as agreed between You and BizCover. Your policy will be cancelled if your premium is unpaid by the due date or if your payment is dishonoured.

If you make a claim before you've paid your premium you must pay that premium to us as part of the claim settlement process.

### Paying your instalment premium

If we have provided this option to you and if you are paying your premium for the first time by instalments, we will deduct instalments each month on the day of the month that you nominate and which is shown on your Insurance Certificate as your payment date.

### What happens if you don't pay an instalment

Where we have offered you the option and you have elected to pay your premium by monthly instalments:

- the first instalment is due on or before the commencement of the period of insurance;
- you must pay the instalment amount by each due date as specified on Your Payment Schedule;
- We may cancel Your Policy if one or more instalments remain unpaid for at least 30 days after the instalment was due. Refer to the 'Cancellation' section of this policy wording;
- where your Policy is cancelled by either you or us, you must pay us any portion of the premium that is owing but not yet paid. You authorise us to deduct this amount by direct debit from the account You nominated for monthly instalment payments;
- if you need to make a claim and one or more instalments are overdue, you must pay the overdue amount as part of the claim settlement process; and
- if you make a claim that is accepted by us and you have not yet paid all of the premium instalments for the entire period of insurance, then those instalments will become due and payable from the date that we accept the claim.

**We are entitled to deduct from any amount we pay you under a claim any unpaid premium or instalment of premium.**

Chubb does not charge an additional fee for paying in instalments. However, BizCover charges a processing fee which is specified on Your Payment Schedule.

All instalment payments must be made by way of direct debit or credit card.

Chubb authorises BizCover to collect and receive the premium on our behalf.

### If you renew your policy

If you are renewing your policy and you paid your previous premiums by instalments, we will continue to deduct instalments for your renewed policy on the day of the month you previously nominated as your payment date, unless you tell BizCover otherwise. We may also refuse to renew your policy.

Further details of your instalments are shown on your Insurance Certificate.

### If your payment details change

If you are paying your premium in instalments by direct debit from your credit card or financial institution account, you must tell BizCover if those details change. You must do this no later than 7 days before your next instalment is due.

### Interests of other parties

The benefit of the insurance provided in the specified sections of this policy extend to any person who is not party to this policy but has an interest in the property insured, provided that such interest is noted in the business records of the insured and the insured discloses the nature and extent of that interest to the us as soon as reasonably practicable following notification of a claim. The specified sections are as follows: 'Buildings and Contents', 'Theft', 'Money', 'Employee Dishonesty', 'Glass', 'General Property', 'Machinery Breakdown', 'Electronic Equipment' and 'Goods in Transit'.

All persons entitled to claim under the policy are bound by the terms and conditions of the policy.

You cannot transfer the policy into someone else's name without our written consent (not to be unreasonably withheld or delayed).

## OUR AGREEMENT

In consideration of the payment of the premium, we agree to provide you with the cover set out in each of the policy sections which you have selected and that are listed on your Insurance Certificate. This cover is in force for the period of insurance set out on your Insurance Certificate. We will cover you for loss, damage and/or legal liability occurring during the period of insurance, subject to the terms and conditions of the policy.

We will not pay any more than the sum insured or limit of liability for each section shown on your Insurance Certificate unless otherwise stated. If any loss or damage sustained in an incident leads to a claim under more than one section of this policy, you will only have to pay one excess. However that excess will be the highest of the excesses applicable under the sections involved in the claim.

This policy is not a maintenance policy and does not pay out to rectify or improve structural defects, faulty design or faulty workmanship, or to resolve issues that have occurred due to inadequate maintenance, gradual deterioration or general wear and tear, decay or deterioration of property naturally occurring over time due to ordinary use, age, or exposure to the elements.

## WORDS WITH SPECIAL MEANING

Where the words listed below are used in this policy, they have the following meaning. If a word is defined in a section of the policy, the definition contained in that section applies for that section only.

**act(s) of terrorism** means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), which from its nature or context is done for, or in connection with, political, religious, ideological or similar purposes or reasons, including the intention to coerce or influence any government and/or to intimidate or put the public, or any section of the public, in fear.

**aircraft** means any vessel, craft or thing, including unmanned aerial vehicles (UAV), other than model aircraft, made or intended to fly or move in or through the atmosphere or space.

**Australia** means the Commonwealth of Australia, its dependencies and territories.

**business** means the trade or occupation described on your Insurance Certificate carried on at and from the location and all ancillary or incidental occupations and no others.

Note: The definition for 'Business' is different for the 'Business Liability' section.

**business hours** means your office and working hours (including overtime) during which you or your employees are at the location for the purpose of your business.

**civil war** means any of the following, whether declared or not: armed opposition, insurrection, revolution, armed rebellion, sedition or usurped power, involving two or more parties belonging to the same country.

**computer virus** means an executable program or computer code segment that is self-replicating, requires a host program or executable segment in which it can be contained, and which destroys or alters the host program or other computer code or data, causing undesired program or computer system operation and includes the introduction of malicious code, ransomware, cryptoware, trojans, worms and logic or time bombs or any malware, programs, files or instructions of a malicious nature which may disrupt, harm, impede access to, or in any other way corrupt the operation of a Computer System.

**computer system** means any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility, owned or operated by you or any other party.

**consequential loss** means loss of use, loss of earning capacity and any other consequential loss, including but not limited to loss, damage, cost or expense caused directly or indirectly by or resulting from:

1. delay or interruption of the business;
2. lack of power, light, heat, steam or refrigeration; or
3. any other indirect result or consequence of a breakdown.

**cyber act** means an unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any computer system.

**cyber incident** means:

- a) any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any computer system; or
- b) any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, use or operate any computer system.

**cyber loss:** any loss, damage, liability, claim, cost or expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any cyber act or cyber incident including, but not limited to, any action taken in controlling, preventing, suppressing or remediating any cyber act or cyber incident.

**electronic data** information, facts, concepts, code or any other information or intangible property of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a computer system.

**Excess** means the amount (which can be either a monetary or time amount) shown on your Insurance Certificate that is payable by you or is required to elapse on each and every claim arising out of one event or occurrence under that policy section. If more than one excess is payable under this policy for any claim or series of claims arising from the one event, the excesses will not be aggregated and the highest single level of excess only will apply.

**flood** means the covering of normally dry land by water that has escaped or been released from the normal confines of any of the following:

1. a lake (whether or not it has been altered or modified);
2. a river (whether or not it has been altered or modified);
3. a creek (whether or not it has been altered or modified);
4. another natural watercourse (whether or not it has been altered or modified);
5. a reservoir;
6. a canal;
7. a dam.

**indemnity value** means the cost to reinstate, replace or repair the property insured to a condition substantially the same as but not better or more extensive than its condition at the time of the damage, loss or destruction, taking into consideration age, condition, depreciation and remaining useful life.

**Insurance Certificate** means the document which forms part of the policy and which sets out the sections of insurance that are in force and the insured amounts for each section. The Insurance Certificate is issued when we have accepted your insurance. At each renewal of the policy, the renewal Certificate becomes the current policy schedule. Updated Insurance Certificates or endorsements may also be sent to you showing alterations to the policy.

**location/s** means the place(s) listed on your Insurance Certificate.

**machinery** means all plant and machinery which is;

1. permanently fixed at the location;
2. mechanical, electrical and electronic tools and equipment;
3. accessories, equipment and spare parts used with machinery.

Machinery does not include vehicles or machinery towed by or attached to vehicles other than those used for lifting and carrying materials at the location.

**market value** means the retail value of items of a similar type, age and condition, with adjustment for its special features, if any. Used price guides and any other information may be used to assist in determining market value.

**money** means cash, notes, negotiable instruments, cheques, postal notes, post office money orders, negotiable securities, stamps, credit card sales vouchers, instant lottery tickets, bus or transport tickets, telephone credit cards or franking machine credits belonging to you or for which you are legally responsible or have assumed a responsibility to insure.

**period of insurance** means the duration of this policy for the period shown on your current Insurance Certificate, or any renewal period for which the appropriate premiums are paid in each case. Unless otherwise stated the period of insurance commences and ends at 4pm on the days stated as the period of insurance on the Insurance Certificate.

**policy** means this document together with the Insurance Certificate and any applicable endorsements.

**pollutant** means any solid, liquid, gaseous or thermal irritant or contaminant, including but not limited to smoke, vapour, soot, fumes, acids, alkalis, chemicals and waste. Waste includes material to be recycled, reconditioned or reclaimed.

**safe or strongroom** means a container or structure which has been specifically designed for the safe storage of money or valuables and is designed to protect the contents against fire and to resist unauthorised opening by hand-held or power operated tools. Safe includes Automatic Teller machines (ATM's).

**subsidence** means the sudden sinking or gradual downward movement of land or the ground's surface, which may be caused by natural processes or by human activities.

**tsunami** means a sea wave caused by a disturbance of the ocean floor or by seismic disturbance.

**vehicle** means any type of machine on wheels or self-laid tracks made or intended to be propelled by other than manual or animal power and any trailer or other attachment made or intended to be drawn by any such machine.

**war** means war, whether declared or not, or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

**water** includes snow, sleet or hail.

**watercraft** means any vessel, craft or thing made or intended to float on or in and travel on or through or under water, or any vessel, craft or device intended to travel on the ground or water or through the water on a cushion of air provided by a downward blast of air.

**we, us or our** means Chubb Insurance Australia Limited (ABN 23 001 642 020, AFSL 239687).

**you or your** means any person or entity (including their social clubs) shown on your Insurance Certificate as the insured.

## GENERAL EXCLUSIONS THAT APPLY TO EVERY SECTION OF THE POLICY

You are not covered for any loss, damage or liability caused by or resulting from, or the costs incurred from or of the following matters:

### Cyber

Notwithstanding any provision to the contrary within this Policy or any endorsement thereto this Policy excludes any:

- a) cyber loss;
- b) loss, damage, liability, claim, cost, expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any electronic data, including any amount pertaining to the value of such electronic data;

regardless of any other cause or event contributing concurrently or in any other sequence thereto.

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

This exclusion supersedes and, if in conflict with any other wording in the policy or any endorsement having a bearing on cyber loss or electronic data, replaces that wording.

### Computer virus

Loss, damage, liability, cost or expense of any nature to the extent directly or indirectly caused by, contributed to by, resulting from, arising out of a Computer virus.

### Geographical limitations

Unless we agree in writing to the contrary, we will not pay for any loss or damage to your property insured that is outside the Commonwealth of Australia at the time of its loss or damage, except as specifically stated otherwise in the appropriate cover section.

### Intentional damage

Damage or liability intentionally caused or incurred by:

1. you;
2. a member of your family;
3. a person acting with your express or implied consent or that of a member of your family.

### Known defects

We will not pay for any loss or damage caused by faults or defects known to you or any of your employees whose knowledge in law would be deemed to

be yours and not disclosed to us at the time this insurance was arranged.

### Unoccupancy

This Policy does not insure any loss, damage or liability occasioned by or happening through or connected with the following property: any unoccupied building or any property insured inside such unoccupied building. For the purposes of this exclusion, "unoccupied building" means a building that is not occupied, for a continuous period of more than one hundred (100) days, by persons whose presence has been expressly authorised or permitted by you or, where the building is leased, the lessor or leaseholder.

### War, terrorism, nuclear radioactivity

1. This Policy does not cover any claims arising out of or in any way connected with war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, insurrection, rebellion, revolution, military or usurped power, or any act of any person or persons acting on behalf of or in connection with any organisation the objects of which are to include the overthrowing or influencing of any de jure or de facto government by terrorism or by any violent means.

This Policy excludes any direct or indirect loss, liability, cost or expense directly or indirectly arising out of any action taken in controlling, preventing, suppressing or responding to the above.

2. This policy excludes all loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss, or any action taken in controlling, preventing, suppressing or in any way relating to any act of terrorism;
3. This Policy does not cover any claims arising out of or in any way connected with any:
  - (a) ionising radiation or contamination by radioactivity from any nuclear fuel, weapon or waste whether occurring naturally or otherwise, or from any nuclear waste from the combustion of nuclear fuel; or
  - (b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof; or the storage, transport, assembly, disassembly, maintenance or operation of any nuclear weapon or nuclear component thereof.

This Policy excludes any direct or indirect loss, liability, cost or expense of any nature directly or indirectly arising out of or in any way connected with any action taken in controlling, preventing, suppressing, responding to, or in any way relating to the above.

## GENERAL CONDITIONS THAT APPLY TO EVERY SECTION OF THE POLICY

### Your obligations

You are required to:

1. take reasonably practicable precautions for the care, safety and protection of persons, and to prevent loss, destruction or damage to the property insured which may include, but is not limited to, becoming aware of and complying with applicable laws, statutory obligations, by-laws, regulations or other public authority requirements that concern the safety of persons or property and/or undertaking routine maintenance and upkeep of the property insured;
2. maintain all business premises, fittings, appliances and equipment in sound condition;
3. maintain and look after the property or buildings belonging to other people and organisations that are used by you in accordance with your agreement with them;
4. obtain certificates of inspection for all equipment required by any statute or regulation to be so certified;
5. use and store all hazardous, flammable, gaseous or toxic materials as required by law;
6. obtain the location of underground services from the owners of those services if your operations include digging below ground at sites away from your business location;
7. adhere to all laws and regulations relevant to your business; and
8. pay any premium amounts on or before the due date.

If you do not comply with your obligations we may refuse to pay part of, or all of, your claim, to the extent permitted by law.

### Accountancy records and rights of inspection

You must provide to us all books of account, business books and other documents as may be reasonably required by us to investigate or verify any claim. We will be permitted but not obligated to inspect your property and operations at any time with notice.

We may also examine and audit your books and records at any time during the period of insurance and within three years thereafter. Our examination and audit will be restricted to matters which are relevant to the adjustment of any claim made under the policy.

We may refuse to pay, or reduce the amount of, a claim if you refuse our reasonable request to carry out this examination, to the extent permitted by law.

### Alarm systems

If you have advised us that surveillance or protective equipment, burglar or fire alarm systems are used or installed at your location you must:

1. ensure that these are regularly tested and maintained in accordance with the manufacturer's recommendations;
2. take all reasonable precautions to ensure that these are operational outside normal business hours.

We may refuse to pay or may reduce the amount of a claim if you do not comply with this condition, to the extent permitted by law.

## Alteration

Before entering into or renewing this Policy, we may ask you to disclose information about your business and the property insured under this Policy, or to confirm whether any information you have previously disclosed has changed. The information you provide in response allows us to determine whether we can insure you and on what terms.

If you become aware, during the period of insurance, of alterations or changes in the information that you disclosed to us, that you know, or could reasonably be expected to know, may be relevant to our decision to insure you and on what terms, you shall inform us as soon as reasonably practicable. Such alterations or changes include:

1. Alterations or changes to your business. Examples for which You shall inform us include:
  - changes in the processes of manufacture;
  - storage, stockpiling or recycling of waste materials;
  - manufacturing, storage or distribution of combustible or incendiary materials;
  - the winding up or discontinuance of the business, or the taking over of the business by an insolvency practitioner;
  - preparing meals for the general public or serving alcohol; and
  - chemical manufacture;
2. Alterations or changes to property insured under this Policy. Examples for which you shall inform us include:
  - discovery of combustible panels or cladding;
  - installation of solar panels, lithium-ion batteries or electric vehicle charging systems;
  - changes in occupancy;
  - where your interest in any property insured changes by will or operation of law;
  - discovery of defects (including structural or fire safety defects), faulty materials or faulty workmanship, or errors in designs, plans or specifications, including the incorrect siting of an insured building; and
  - the presence of dilapidated buildings or structures at or near an insured building;
  - subsidence, earth movement, collapse or landslide;
  - discovery of hazardous activities occurring at or near an insured building; and
  - the discharge, overflow or leakage of waste and other liquids from any apparatus, appliance, pipes or other system at or near an insured building.

If you do not inform us of such alterations or changes during the period of insurance then, to the extent permitted by law, any indemnity may be reduced to the extent that our interests have been prejudiced.

Depending on the nature of the alteration or change, we may require payment of an additional premium, and may propose altered terms and conditions in writing, to cover the altered or changed risk. Otherwise, to the extent permitted by law, this Policy may be cancelled if:

- we cannot reach an agreement on altered terms and conditions or premium; or
- we are no longer prepared to insure You because of a material change in risk.

## Automatic reinstatement of sum insured

If we pay a claim under any section of this policy other than the 'Business liability' section and your sum insured has been reduced due to payment of that claim by us, we will automatically reinstate your full sum insured provided we have not (in writing) advised otherwise.

You will not be required to pay additional premium.

This condition does not apply in the event of a total loss under the "Business Interruption" section.

## Business ceases to trade or is in liquidation

Unless otherwise agreed by us in writing, if your business is deregistered, placed into liquidation or administration, a receiver is appointed, or the business is wound up or is permanently discontinued, then all cover under this policy ceases from the time your interest is transferred or your business ceases to trade.

## Claim preparation expenses

We will pay for costs necessarily and reasonably incurred by you for the preparation of a claim for which we agree to indemnify you under this policy. The most we will pay is \$25,000 in total unless a higher specific amount is provided in a section of this policy you have selected which will be shown on your Insurance Certificate. You must obtain our written approval before you incur these claims preparation Costs, such written approval not to be unreasonably withheld or delayed. This benefit is in addition to any other limit of indemnity.

## Cancellation by you

You may cancel the policy at any time by notification in writing.

Where the insured involves more than one party, we will only cancel the policy when a written agreement to cancel the policy has been received from all persons named as the insured.

## Cancellation by us

We may cancel the policy in certain circumstances provided by the Insurance Contracts Act 1984 (Cth) or any subsequent legislation by giving you three business days notice in writing. Some examples where we may cancel, subject to the law, are:

- if you do not pay the premium;
- if you do not comply with your duty of disclosure;
- if before we issued this policy you made a fraudulent misrepresentation or a misrepresentation on an issue that was relevant to us accepting the risk or the premium we charged;
- if you do not comply with a condition or provision of this policy;
- if you make a fraudulent claim under the policy or some other policy (whether with us or some other insurer);
- if you do not comply with your duty of utmost good faith.

Notice of cancellation can be delivered personally or posted to your address shown on the current Insurance Certificate. It will be effective at the time shown on the notice of cancellation or when you enter into another policy that is intended to replace this Policy, whichever occurs first.

### Cancellation for non-payment of instalment premium:

Where you have elected to pay your premium by monthly instalments, and an instalment is not paid by the due date specified on your payment schedule, we will send you a notice confirming the overdue amount and the final payment date. If the instalment remains unpaid 30 days after the final payment date, we will cancel your policy by sending a notice in writing.

You will not be covered for any claim that occurs after the cancellation date.

### Premium Refunds

Upon cancellation by either you or us, you will receive a pro rata refund of any premium paid in advance for the unexpired period of insurance, less any fees, commissions, taxes and charges that we are unable to recover.

We will not refund any premium if we have paid or are obliged to pay a benefit under the Policy that exceeds the total annual premium of the Policy. If we cancel the Policy because you have made a fraudulent claim under this Policy or any other contract of insurance (whether with us or with some other insurer), we will not refund any money to you.

### Discharge of liabilities

Following the happening of any occurrence in respect of which a claim is, or may be, made under the policy, we may look to conduct legal proceedings including the settlement of a claim. You will be required to provide any assistance reasonably requested by us such as any statements, documents and giving evidence in any legal proceedings.

Where we decide to settle a claim or admit liability on your behalf and you disagree or contest our decision, liability will be limited to the amount which would have been accepted in full and final settlement of the claim.

### Fraudulent claims

If you make a claim under this policy which you know is fraudulent in part or in its entirety, we will deny that claim or the part of the claim that was made fraudulently, and may have rights to void the policy in its entirety, subject to the relevant provisions of the Insurance Contracts Act 1984 (Cth).

### Goods and Services Tax (GST)

If you are not entitled to an input tax credit on any part of the premium you paid for this policy, the sums insured, sub limits or limits of liability stated in this policy are inclusive of GST.

If you are entitled to an input tax credit on any part of the premium you paid for this policy, the sums insured, sub limits or limits of liability stated in the policy are exclusive of GST to the extent of your input tax credit entitlement.

In situations where we make a cash payment to you for the purchase of goods or services for which you are entitled to claim an input tax credit, we will only pay you an amount that is equal to your net cost i.e. your cost after claiming input tax credits.

The policy does not cover any amount of GST, or any fine, penalty or charge that you are liable for because of a failure to disclose or a misstatement made by you, in relation to your entitlement to an input tax credit for the premium. You must tell us if you become aware that the extent of your entitlement to an input tax credit for your premium disclosed to us is incorrect.

### Jurisdiction

Any dispute arising under the Policy or concerning its formation shall be governed by the laws of the appropriate state or territory of the Commonwealth of Australia. Each party agrees to submit to the exclusive jurisdiction of any court of competent jurisdiction within the said state or territory and to comply with all requirements necessary to give such court jurisdiction. All matters arising under this Policy shall be determined in accordance with the law and the practice of such court.

### Limits and excess

We will not pay more than the sum insured in respect of any claim other than those benefits that are identified as payable in addition to the sum insured. You must pay the amount of any excess shown on your Insurance Certificate for each claim you make. If more than one excess can be applied to one occurrence, then you will only need to pay the highest excess.

### Other insurances

At the time you make a claim, you must give us written notice of any other insurance covering the property or legal liability which may also apply to your claim. When a loss paid under this policy is also recoverable under another policy and we have paid more than our rateable share, we reserve the right to seek contribution from the other insurer or insurers.

### Pairs, sets or collections

If any article is part of any pair, set or collection and is lost or damaged, we will not pay for more than the actual value of the lost or damaged article.

### Premium funding

Any refund due for the pro rata portion of the premium applicable to the unexpired period of insurance will be paid to any premium funding company who holds a legal right over your policy by virtue of a notice of assignment and/or an irrevocable power of attorney.

### Progress payments

We will not unreasonably withhold progress payments. We will pay progress payments on claims at intervals to be agreed by us following receipt of an interim report by our loss adjuster or representative.

### Sanctions

We shall not be deemed to provide cover and we shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose us or our parent to any sanction, prohibition or restriction implemented pursuant to resolutions of the United Nations or the trade and economic sanctions, laws or regulations of the European Union, United Kingdom, the Commonwealth of Australia or United States of America.

### Single occurrence

We will not pay for loss or damage to property covered by the policy under more than one section of the policy in respect of the same item and occurrence unless the sum insured has been paid out in full under one section and you have not been fully covered for the loss or damage.

### Statutes and regulations

Any reference in this policy to a statute, regulation or ordinance (or any section of or schedule to any of them) or any other law includes all regulations and other instruments under it, and shall be read so as to include any amendment, re-enactment, substitution, consolidation, replacement or successor of any of them.

### Subrogation rights

In the event of any payment under the policy, we shall be subrogated to your rights to recover an equivalent sum to what we have paid against any person or entity other than the policyholder or other persons covered by this policy. You must execute and deliver any instruments and papers and do whatever else is reasonably necessary and within your power to enable us to secure such rights.

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You must not take action after any loss which will prejudice our rights to subrogation. Unless otherwise provided under clause 3. Additional Benefits (Release) in the Business Liability section, We will not be liable for a loss where you are a party to an agreement that excludes or limits our rights to recover damages from a third party in respect of that loss, whenever that agreement was made, i.e. before or after the loss occurred. The effect of this provision is that you may prejudice your rights with regard to a claim if you make or have made any agreement with a third party that will prevent us from recovering the loss the subject of the claim from that party or another party.

## CLAIMS

### What you must do after loss, damage or an accident

1. take reasonable steps to prevent further loss, damage or liability;
2. notify the police as soon as reasonably practicable if any of your property is lost, stolen, maliciously or intentionally damaged;
3. advise us of the claim and submit a claim form as soon as reasonably practicable. If you or someone acting on your behalf does not provide us with notice within 30 days of a loss or circumstances which may give rise to a claim, we may reduce the amount we have to pay if the delay causes increased costs or prevents us investigating the claim, to the extent permitted by law;
4. provide us with the proof and render any assistance that we or the police reasonably require regarding stolen or damaged property;
5. help us manage the claim, which may include us inspecting your property or location or asking you questions, or you completing a statutory declaration if reasonably requested by us;
6. keep items that have been damaged if it is safe and reasonable to do so, and allow us to inspect them with notice or assess repair costs;
7. allow us to take possession of damaged property that is the subject of a claim;
8. forward any invoices, bills, demands letters, summons or notices you receive from other persons or organisations involved in the incident to us as soon as reasonably practicable. If you do not, we may reduce the amount we will pay if the delay causes increased costs or prevents us investigating the circumstances of the claim, to the extent permitted by law.

### What you must not do after a loss, damage or an accident

1. admit guilt, fault or liability (except where required by law);
2. offer or negotiate to pay a claim;
3. approve any repairs or arrange replacements (other than emergency repairs necessary to minimise or prevent further loss or damage);
4. dispose of any damaged property.

## BUILDING AND CONTENTS

### 1. Words with special meaning in this section

**asbestos** means asbestos in any form, including its presence or use in any alloy, by-product, compound or other materials or waste. Waste includes material to be recycled, reconditioned or reclaimed.

**building(s)** means:

1. Lessor's fixtures and fittings including fixed carpets;
2. all services to the buildings;
3. all structural improvements;
4. shipping containers or transportable buildings permanently situated; at the location including fencing, gates, roadways and paths.

**bushfire** means fire that burns in grass, bush, forest or woodland as a result of any proximate cause, and includes any smoke, ash, ember(s) or other material that becomes airborne or otherwise spreads, whether by wind or other similar means (including but not limited to storm cells and weather systems).

**contents** means all stock in trade and merchandise, including trading stock in the course of production, business furniture, machinery, plant and equipment, documents of title, business books and other records belonging to you at the location.

**Contents** includes:

1. customers' goods for which you are responsible or for which you have assumed responsibility to insure prior to any destruction or damage;
2. goods held by you on consignment;
3. property not owned by you but contained in the building for service, repair, alteration or safe keeping;
4. the cost of repair or replacement of necessary patterns, models, moulds, dies and lasts but limited, unless repaired or replaced, to the value standing in either your own or the owner's financial records, whichever is the lesser;
5. improvements, alterations, decorations, fittings and additions to leased buildings which have been made by you and for which you are not entitled to be reimbursed by the lessor in the event of destruction or damage;
6. property of your welfare, sports or social club;
7. antiques, curiosities and works of art;
8. jewellery, furs, bullion, articles containing gold and silver up to \$10,000 per item, set or collection.

**limit of indemnity** means 120% of the total declared sums insured for buildings and contents for a particular location, or any other amount for 'limit of indemnity' agreed by us and specified on your Insurance Certificate for the particular location.

**records and documents** means written, printed, filmed or taped records (including computer records), deeds, plans or drawings or documents of any other type which are:

1. used in the business; and
2. are in a building at the location; and
3. are owned by you or are in your custody in the ordinary course of the business.

**sea** means oceans, bays, ports or tidal waters.

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## 2. What we cover

We will cover you for loss or damage at the location directly caused by the events listed under 'Insured events', up to the limits shown on your Insurance Certificate in respect of physical loss of, or damage to:

1. buildings;
2. contents;

other items as shown on your Insurance Certificate.

### 3. Insured events

We will cover you for loss or damage caused directly by the following insured events:

<b>Insured event</b> <i>You are covered for loss or damage to your building and contents caused by:</i>	<b>Our exclusions</b> <i>You are not covered for: (See also General Exclusions on page 10)</i>
<p><b>Accidental damage</b></p> <p>We will cover you for accidental loss or damage to buildings and contents provided that the loss or damage is not already covered by any other sections of the policy.</p>	<p>Accidental loss or damage caused by or involving:</p> <ol style="list-style-type: none"> <li>1. theft or any attempt, threat of or armed hold-up;</li> <li>2. fraudulent or dishonest acts by your employees;</li> <li>3. wear and tear, decay or deterioration of property naturally occurring over time due to ordinary use, age, or exposure to the elements, fading, scratching, marring, gradual deterioration, developing flaws, normal upkeep or making good;</li> <li>4. insects, vermin, moths or by pecking, clawing, eating or nesting by birds and other wildlife;</li> <li>5. rust or oxidation, mildew, mould, wet or dry rot, corrosion, change of colour, dampness of atmosphere or other variations in temperature, evaporation, disease, inherent vice or latent defect, loss of weight, change in flavour, texture or finish;</li> <li>6. error or omission in design, plan or specification or failure of design;</li> <li>7. faulty materials or faulty workmanship;</li> <li>8. any order of any government, public or local authority including the confiscation, nationalisation, requisition, repossession of or damage to any property;</li> <li>9. incorrect siting of buildings as a result of incorrect design or specification;</li> <li>10. unexplained inventory shortage, unexplained disappearance, disappearance resulting from clerical or accounting errors or shortage in the supply or delivery of materials to or from you;</li> <li>11. consequential loss;</li> <li>12. machinery breakdown, electrical or electronic breakdown, boiler or pressure vessel explosion or implosion other than the cover provided under the insured event 'Lightning or explosion';</li> <li>13. computer virus;</li> <li>14. any person deliberately switching off or disconnecting the power supply;</li> <li>15. actual, alleged or threatened release, discharge, escape or dispersal of pollutants.</li> </ol> <p>We do not cover you under this accidental damage cover for loss or damage to:</p> <ol style="list-style-type: none"> <li>1. trees, plants, shrubs, pot plants, pastures, lawns or growing crops;</li> <li>2. live animals, birds or fish or any other living creature, unless such items are stock;</li> <li>3. any property in transit;</li> <li>4. property during the course of and as a result of, its processing, production or manufacture;</li> <li>5. property whilst it is undergoing any process of alteration, installation, testing, repair, adjusting, servicing or maintenance operation. Provided that this exclusion shall apply only to the portion of the property which is the subject of any such work and this exclusion shall not apply to any other property insured under this policy;</li> <li>6. alterations and additions when the value of work exceeds 20% of the sum insured or \$500,000 whichever is the lesser;</li> <li>7. signwriting or ornamentation affixed to external glass that is caused following breakage of external glass, except where you are a tenant of a building and you are not required to insure the glass in that building under the terms of your lease.</li> </ol> <p>We do not cover you under this accidental damage cover for loss of or damage to property directly or indirectly caused by or contributed to by normal settling, seepage, shrinkage or expansion in buildings or foundations, walls, pavements, roads and other structural improvements, creeping, heaving and vibration;</p>

<b>Insured event</b> <i>You are covered for loss or damage to your building and contents caused by:</i>	<b>Our exclusions</b> <i>You are not covered for: (See also General Exclusions on page 10)</i>
<b>Bursting, leaking, discharging or overflowing of fixed apparatus</b> , fixed tanks or fixed pipes used to hold or carry liquid other than water.	Damage which occurs as a result of your failure to repair or prevent the burst, leak, discharge or overflow within a reasonable amount of time of an incident being discovered.
<b>Earthquake and tsunami, subterranean fire, volcanic eruption</b> , or fire occasioned by or in consequence of earthquake, tsunami, subterranean fire or volcanic eruption.	The first \$10,000 or 1% of the sum insured at the location (whichever is the lesser) of each claim caused by earthquake, tsunami, subterranean fire or volcanic eruption.  You only have to pay one excess if further damage occurs within 72 hours of such an event.
<b>Escape of molten material</b>  From its confines on or about the location.	<ol style="list-style-type: none"> <li>the cost of repairing any fault which permitted the escape;</li> <li>the cost of retrieving or removing escaped material from any escape channel or catchment area designed for the purpose;</li> <li>loss of or damage to the escaped material;</li> <li>loss of or destruction to furnace linings, crucibles, moulds, other containers or ladles from which molten material escapes.</li> </ol>
<b>Fire</b>	Damage to any property undergoing heating or the direct application of heat in a deliberate and controlled manner. We will not apply this exclusion to other property damaged as a result of the direct application of heat.
<b>Impact by:</b> <ol style="list-style-type: none"> <li>a vehicle, aircraft or watercraft, including sonic boom;</li> <li>space debris or debris from an aircraft, rocket or satellite and other aerial devices;</li> <li>animals;</li> <li>a falling tree or part of a tree;</li> <li>a mast, aerial, antenna or satellite dish that's broken or collapsed;</li> <li>a falling building or other structure or part thereof.</li> </ol>	<b>Loss or damage:</b> <ol style="list-style-type: none"> <li>caused while cutting down trees or removing tree branches by you, or someone else if you have agreed not to hold them responsible if they cause damage to your property;</li> <li>to a mast, aerial, antenna or satellite dish unless the breakage or collapse is caused by an insured event in this policy section;</li> <li>caused by animals kept on the premises.</li> </ol>
<b>Lightning or explosion</b>	Loss or damage to a boiler or other pressure vessel caused by self-explosion, unless the boiler or pressure vessel is used solely for domestic purposes.
<b>Malicious damage and vandalism</b>  The acts of vandals or persons of malicious intent, including persons carrying out a theft or attempted theft.	<b>Loss or damage caused by:</b> <ol style="list-style-type: none"> <li>persons identified in the insured event 'Riots and strikes';</li> <li>any event insurable under the 'Glass' section of this policy;</li> <li>you or anyone acting with your consent.</li> </ol> We do not cover the theft of contents under this insured event.
<b>Riots and strikes</b>  The acts of persons taking part in riots, civil commotion, strikes or lock-outs, or persons taking part in labour disturbances, or malicious persons acting on behalf of or in connection with any political organisation.	Loss caused directly or indirectly by total or partial cessation of work, interruption or retarding of any process or operation as a result of any industrial dispute.

Insured event	Our exclusions
<i>You are covered for loss or damage to your building and contents caused by:</i>	<i>You are not covered for: (See also General Exclusions on page 10)</i>
<b>Sprinkler leakage</b> Water discharged or leaking from any automatic sprinkler or drencher installation or tank connected to insured buildings. We will also pay for the expenses incurred for attendance of the fire brigade for the purpose of shutting off the water supply following accidental discharge of water from the automatic sprinkler or drencher system, or the cost of removal of the water or cleaning operations incidental thereto.	The cost of cleaning up any pollutant material which has gone beyond the boundaries of the location, or has entered the public drainage system, or any creeks or waterways.
<b>Storm, wind and water</b> including water discharged from the mains, pipes, gutters, drains, tanks or fixed apparatus used to hold or carry water. Please note: Losses caused by sprinkler leakage are specifically covered under the insured event for 'Sprinkler leakage' and no additional cover is provided for that event under this section.	Loss or damage: <ol style="list-style-type: none"> <li>caused by sea, storm surge, tidal wave, high water;</li> <li>caused by flood;</li> <li>caused by soil movement including erosion, subsidence, landslide, mudslide or settling unless it is directly caused by and occurs within 72 hours of an insured event;</li> <li>caused by steam or condensation;</li> <li>caused by water entering the building due to inadequate maintenance, or through an opening made for any building renovation or repair work, or because of a structural defect, faulty design or faulty workmanship when the building was constructed;</li> <li>to property including contents in the open air unless that property comprises part of a permanent structure designed to function without the protection of walls or roofs;</li> <li>to buildings while they are being built and do not have all walls, doors and roofs completely fixed;</li> <li>to growing crops, trees or any other plants;</li> <li>to gates, fences, retaining walls, signs, shade sails, shade cloths, plastic or textile awnings, plastic or textile blinds and glass houses in excess of \$25,000 per event;</li> <li>caused by your failure to repair or prevent the burst, leak, discharge or overflow of water within a reasonable amount of time of an incident being discovered.</li> </ol>

#### 4. Additional benefits

The following additional benefits are provided in addition to the limit of indemnity unless stated otherwise:

Additional benefit	Our exclusions	Benefit limit/ sublimit(s)
<i>You are not covered for: (See also General Exclusions on page 10)</i>		
<b>Additional locations</b> For full details please refer to Additional benefits on page 60.		
<b>Capital additions</b> We will cover loss or damage to alterations and additions to buildings and contents at the insured location that have been undertaken during the period of insurance.		We will pay up to \$600,000.

Additional benefit	Our exclusions <i>You are not covered for: (See also General Exclusions on page 10)</i>	Benefit limit/ sublimit(s)
<p><b>Catastrophe escalation cost</b></p> <p>We will increase the sum insured applicable to any building insured under this section if the building is destroyed or damaged by one of the 'Insured events'. We provide this additional benefit to cover any increase in building costs for labour and materials and any other additional costs which may apply after the event however we only do this if:</p> <ol style="list-style-type: none"> <li>1. the building is classified as a total loss as a result of the loss or damage; and</li> <li>2. you actually proceed with the rebuilding of the building; and</li> <li>3. the event giving rise to the destruction or damage has resulted in a State of Emergency being declared by an authority that is legally able to make such a declaration affecting the area in which your building is situated.</li> </ol> <p>Increase in building costs means the difference between the cost of reinstatement actually incurred in accordance with the basis of settlement provisions of this section and the cost of reinstatement that would have applied had the event not occurred.</p>	<p>This additional benefit does not pay any:</p> <ol style="list-style-type: none"> <li>1. more than the increased building costs which are actually incurred by you;</li> <li>2. amount until you have incurred in reinstatement costs exceeding the sum insured applicable to the building covered under this section such as by entering into a contract with a builder to rebuild the damaged building.</li> </ol>	<p>We will increase the building sum insured by 20%.</p>
<p><b>Change in description</b></p> <p>Your insurance under this section will not be prejudiced (apart from the maximum amount payable under this clause), if you change your processes or machinery, or make structural changes to buildings or contents.</p> <p>We will hold you covered for 30 days from the date the changes are commenced. You must notify us of the change within 30 days of the change, and at that time we will decide to either:</p> <ol style="list-style-type: none"> <li>1. charge an additional premium;</li> <li>2. alter the terms of the section;</li> <li>3. cancel the policy if we are entitled to do so.</li> </ol>		<p>We will pay up to \$50,000 or 10% of the relevant sum insured, whichever is the lesser.</p>
<p><b>Contents temporarily removed</b></p> <p>We will cover contents temporarily removed from the location for up to 90 days, to any other premises (and in transit there and back) within Australia.</p>	<p>Stock that has already been sold and is in transit to a customer or stock on consignment.</p>	<p>We will pay up to 20% of your total sum insured on contents.</p>
<p><b>Directors and employee's tools, equipment, personal effects and clothing</b></p> <p>We will cover the property of employees and directors (excluding motor vehicles) for which you are responsible.</p>	<p>This additional benefit does not provide any insurance cover directly to any director or employee. It only provides cover to you if you are responsible.</p>	<p>We will pay up to \$10,000 for any one employee or director with a maximum amount payable of \$50,000 any one event.</p>
<p><b>Discharge of mortgages</b></p> <p>We will pay the reasonable legal costs associated with the discharge of a mortgage where there has been a total loss.</p>		<p>We will pay up to \$25,000 or 10% of the total sum insured whichever is the greater.</p>

Additional benefit	Our exclusions <i>You are not covered for: (See also General Exclusions on page 10)</i>	Benefit limit/ sublimit(s)
<b>Fire brigade attendance fees</b>  We will pay any statutory charges that are payable by you to a fire authority for attendance at a fire, or chemical emergency involving the insured buildings and/or contents.	Any fines, penalties or liabilities or any damage to your property under this benefit.	We will pay up to \$100,000.
<b>Limited transit</b>  We will cover contents (including stock) while they are in transit, in or on any vehicle owned or operated by you anywhere in Australia away from your location, including storage during transit. This additional cover is restricted to loss or damage caused by fire, explosion, wind and rainwater, earthquake, acts of malicious persons or by collision or overturning of the conveying vehicle.		We will pay up to the lesser of \$50,000 or 20% of your contents sum insured.
<b>Loss of land value</b>  We will pay the difference between the value of your land before damage was sustained, and the value of your land after rebuilding, if the requirements of any statute or regulation or any municipal or statutory authority prevents you from rebuilding, or only allows partial rebuilding at the location.		We will pay up to \$100,000 less any compensation paid to you by any authority.
<b>Playing surfaces</b>  We will pay for the cost of repairing damage to outdoor playing surfaces at the location caused by: <ol style="list-style-type: none"> <li>1. vandalism;</li> <li>2. a fire occurring to insured property at the location for which we have admitted liability;</li> <li>3. the action of fire fighting services, police and/or other emergency services in attending to their duties at the location.</li> </ol>		We will pay up to \$50,000 or the amount shown in the Insurance Certificate, whichever is the greater.
<b>Prevention of imminent damage</b>  We will pay necessary costs you incur to extinguish a fire on or in the vicinity of your building location that threatens loss or damage to your property. We will also pay for necessary costs to prevent or diminish imminent damage to your insured property by any other event.	Any fines, penalties or liabilities or any damage to your property under this benefit.	We will pay up to \$100,000.
<b>Removal of debris and temporary repairs and protection</b>  We will pay the reasonable cost of removal, storage and disposal of debris, or the demolition, dismantling, shoring up, propping, underpinning or other temporary repairs as a direct result of an insured event under the Building and Contents section.  We will also pay the cost of removing a fallen tree or branches of a tree that have caused damage to insured property.  We will also pay for your legal liability for the cost of removal of debris from adjoining premises, property, roadways and waterways.		We will pay up to the greater of \$100,000 or 20% of your total sum insured for 'Building and Contents' or any other amount shown on your Insurance Certificate.

Additional benefit	Our exclusions <i>You are not covered for: (See also General Exclusions on page 10)</i>	Benefit limit/ sublimit(s)
<b>Restoration of records</b>  We will cover clerical and professional costs incurred by you, to rewrite your necessary business 'records and documents' following loss or damage whilst located anywhere in Australia by an event that is insured in this section.	<ul style="list-style-type: none"> <li>Any financial loss caused by the loss of your records under this additional benefit and or the value of or pertaining to such data or records.</li> <li>Any loss or damage to electronic data including the restoration of that data.</li> </ul>	We will pay up to \$50,000.
<b>Rewards</b>  With our prior approval we will pay the reasonable cost of any reward paid by you to recover any property belonging to you, or for which you are responsible, that is lost or damaged. Provided the posting of the reward is economical in relation to the loss, we will not unreasonably withhold approval.	Accumulated reward costs where similar cover is provided under the Theft or Money sections of this policy.	We will pay up to \$5,000.
<b>Seasonal increase in cover</b>  For full details refer to Additional benefits on page 60.		
<b>Taxation audit</b>  We will pay the reasonable professional fees which you incur as a result of your business taxation affairs being audited by the Australian Taxation Office.  This additional benefit will not apply if you choose to purchase the "Taxation Audit Costs" section of this policy, and it is shown as "insured" on your Insurance Certificate.	An audit that is not commenced during the period of insurance or an audit conducted in relation to: <ol style="list-style-type: none"> <li>any facts or circumstances of which you were aware of, or ought to have been aware of, prior to the commencement of this policy which were likely to lead to your making a claim under this policy;</li> <li>any personal taxation affairs;</li> <li>criminal activity or activity which results in a criminal prosecution.</li> </ol>	We will pay up to \$10,000 any one audit or any one insurance year.
	You are also not covered for fines, penalties or any shortfall in the amount of tax payable or any fees incurred:	
	<ol style="list-style-type: none"> <li>which do not relate directly to the audited accounts;</li> <li>in relation to any enquiries from the Australian Taxation Office which are not related to an identified intention to conduct an audit;</li> <li>as a result of any fraudulent act or fraudulent admission or any statement made by you or on your behalf to a taxation officer which is false or misleading in a material particular.</li> </ol>	

Additional benefit	Our exclusions <i>You are not covered for: (See also General Exclusions on page 10)</i>	Benefit limit/ sublimit(s)
<b>Temporary protection and security guards</b> <p>If your building or contents have been lost or destroyed or damaged by one of the 'Insured Events', we will pay for the cost of temporary protection, including employment of security guards, to safeguard the property insured.</p> <p>If any occurrence results in a claim being paid under this cover section and another section of this policy, the highest single limit under the relevant cover sections applies. This additional benefit is not cumulative with any other section of this policy.</p>	<p>If any occurrence results in a claim being paid under this cover section and another section of this policy, the highest single limit under the relevant cover sections applies.</p> <p>This additional benefit is not cumulative with any other section of this policy.</p>	<p>We will pay up to \$100,000 for the reasonable costs incurred for temporary protection and security guards as a result of damage for which a claim is payable.</p>
<b>Tenants Actions</b> <p>If any tenant or sub tenant of your property without your consent, causes or contributes to any loss or damage insured which is in breach of any terms or conditions contained within this section of this policy, we will cover you for the loss or damage as per this section provided you:</p> <ol style="list-style-type: none"> <li>1. take reasonable actions, as soon as you become aware of the breach, to have the tenant comply;</li> <li>2. notify us within a reasonable amount of time of becoming aware of the breach.</li> </ol>		<p>We will pay up to your sum insured for the property involved.</p>
<b>Theft cover for buildings occupied by tenants</b> <p>We will extend this section to include the cover provided by the 'Theft' section of this policy if the building insured by this section is tenanted under a lease agreement by another party who is not named on the Insurance Certificate.</p> <p>This additional cover applies irrespective of whether the 'Theft' section of this policy has or has not been taken and is restricted to 'buildings' as defined in part 1 of 'Words with special meaning' of this 'Building and Contents' section.</p>	<p>Any loss that is specifically excluded under the 'Theft' section of this policy.</p>	<p>We will pay up to \$20,000.</p>

The following Additional benefits are included and the limits are part of, and not in addition to, the limit of indemnity shown in the Insurance Certificate:

Additional benefit	Our exclusions <i>You are not covered for: (See also General Exclusions on page 10)</i>	Benefit limit
<b>Asbestos Remediation</b> <p>The necessary and reasonable costs incurred by You for:</p> <ol style="list-style-type: none"> <li>a) the cleaning up, removal and disposing of Asbestos that sustains actual, sudden and accidental physical damage, destruction or loss; and</li> <li>b) encapsulating, containing, sealing or enclosing of Asbestos that sustains actual, sudden and accidental physical damage, destruction or loss, in accordance with applicable laws, regulations or other statutory authority.</li> </ol>		<p>We will pay up to \$50,000.</p>

Additional benefit	Our exclusions <i>You are not covered for: (See also General Exclusions on page 10)</i>	Benefit limit
<b>Environmental upgrade</b>  We will cover additional costs incurred if you elect to repair or replace property as a result of loss or damage during the period of insurance with products or materials that improve the energy or water efficiency of the property.		We will pay up to 20% more than the amount we would otherwise have paid to repair or replace the item that is being upgraded subject to a maximum cost of \$10,000.
<b>Expediting Expenses</b>  We will pay for reasonable costs and expenses incurred by you for express carriage rates and extra payments for overtime, night, Sunday or holiday working incurred in connection with the repair, replacement or reinstatement of the property insured that suffered loss or damage.		We will pay up to 50% of the cost of repairing, replacing or reinstating the property insured or \$25,000, whichever is the lesser.
<b>Exploratory costs</b>  We will pay the reasonable cost of identifying and locating the source of damage for which a claim is payable, provided that the damage is caused by the discharge, overflowing or leakage from fixed pipes, fixed appliances, fixed apparatus or other systems used to hold or carry liquid of any kind.	The cost to repair or replace the pipes, appliances, apparatus or other systems which caused the damage.	
<b>Government fees</b>  We will pay any fee, contribution or other impost payable to any government or statutory authority, incurred by you if payment of the fee, contribution or impost is a condition precedent to the obtaining of consent to repair or replace buildings and/or contents insured under this section.		
<b>Landscaping</b>  We will cover loss or damage caused by an 'Insured event' (other than Accidental damage or Storm, wind and water) to growing plants, shrubs, garden plots and lawns including any associated rock work, retaining walls, ornamentation and edging. We will also pay expenses necessarily incurred as a result of this damage in cleaning and/or repairing drains, gutters, sewers and the like, all contained in or on or forming part of or implicitly pertaining to the building insured.		We will pay up to \$50,000 or 20% of the sum insured for your building, whichever is the lesser.
<b>Metered water charges</b>  We will pay the additional costs levied on you by a water company or Authority for metered water usage arising from the escape and loss of water at the premises following a theft or attempted theft of parts of the building when buildings are insured.		We will pay up to seven (7) days water charges. If you are also insured under the 'Theft cover section', the benefits payable under this additional benefit shall not be cumulative with the additional benefit "Metered water charges" under the Theft section.

Additional benefit	Our exclusions <i>You are not covered for: (See also General Exclusions on page 10)</i>	Benefit limit
<b>Professional fees and legal costs</b>  We will cover architects, engineers, surveyors and legal fees that are necessarily incurred in the repair  or reinstatement of damage to your property following loss or damage for which a claim is admissible under this section.		

## 5. Optional benefits

The following benefits can be added to your policy. If taken, the benefits will be noted on your Insurance Certificate, and the limits are part of, and not in addition to, the limit of indemnity shown in the Insurance Certificate:

Optional benefit	Our exclusions <i>You are not covered for: (See also General Exclusions on page 10)</i>	Benefit limit
<b>Strata title mortgagee(s) interest</b>  When you take out this Optional benefit we are insuring you only for the interests of the mortgagee of your shared title unit. The cover only applies when you own part of a building that has been subdivided into strata, community or similar title and you have a mortgage on that part of the building.  If the building sustains damage that is covered by the policy we will pay the mortgagee the lesser of the: <ol style="list-style-type: none"> <li>1. sum insured shown on the Insurance Certificate;</li> <li>2. cost of repairs;</li> <li>3. difference between the amount paid by the insurer of the body corporate and the cost of the damage if the body corporate (or similar) partially covers the loss under an insurance policy arranged by them;</li> <li>4. amount sufficient to discharge the mortgage held by you over the unit at the date of the damage.</li> </ol>		We pay only that part of the claim that applies to the interest of the mortgagee.

## 6. How we will pay your claim

Unless otherwise shown on your Insurance Certificate, claims will be settled on the basis of reinstatement and replacement, and extra costs as follows:

### Reinstatement and replacement

Reinstatement and replacement will mean, following collaboration with you, we will:

1. for building (s):
  - a) reconstruct, repair or restore the damaged building;
  - b) replace the building by a similar building;

to a condition equal to but not better or more extensive than its condition when new;
2. for other property (excluding stock):
  - a) repair or restore the damage or damaged portion of the property;
  - b) replace the property by similar property;

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

3. for stock;
  - a) replace based on the cost at the time and place of the replacement, provided that the replacement is carried out as soon as reasonably practicable. The claim will not be affected to the extent that we or our agents cause or contribute to any delay;
  - b) where it cannot be replaced, pay you the original cost to you of the stock or its market value, whichever is the lesser. If the stock is obsolete, the basis of settlement will be the lesser of the original cost of the stock to you or its market value.

Claims for the cost of reinstating or replacing destroyed or damaged property are subject to the work of rebuilding, or replacement, or repairing (as the case may be) being commenced as soon as reasonably practicable, failing which settlement may be effected on an indemnity basis. This work

may be carried out at another site and in any manner suitable to your requirements provided that our liability is not increased.

This provision shall not apply to any delay in undertaking such work due to

circumstances beyond the control of the insured, including but not limited to planning approval, statutory or authority inquiries, and the availability of labour and materials. Provided always that the limits and sub-limit(s) of liability are not increased by any such delay.

#### Extra cost

We will also pay the extra cost for the reinstatement of the damaged insured property (other than stock) necessarily incurred by you, to comply with the requirements of any statute or regulation or of any municipal or statutory authority, provided that:

1. we will not pay for any additional cost incurred in complying with any requirement which you were required to comply with prior to the damage being sustained;
2. the underinsurance condition of this section of the policy will not be applied to the amount payable under this clause; if the cost of reinstatement of the damaged property is less than 50% of the cost of reinstatement that would have been incurred if the property had been totally destroyed, the indemnity under this clause will be limited to the extra cost necessarily incurred in reinstating only the portion damaged or sub limit shown on your Insurance Certificate, whichever is the greater. If a sub limit is not shown on your Insurance Certificate, our liability will be limited to the extra cost necessarily incurred in reinstating the damaged portion only.

#### Floor space ratio index (plot ratio)

If buildings are damaged and reinstatement of the damage is limited or restricted:

1. by any act of parliament or regulation there under;
2. by any by-law or regulation of any municipal or other statutory authority;

which leads to a reduction of the floor space ratio index (plot ratio) of the location, then we will pay in addition to any amount payable on reinstatement of the buildings, the difference between:

1. the actual costs incurred in reinstatement of the damage subject to the reduced floor space ratio index (plot ratio);
2. the estimated cost of reinstatement at the time of damage had the reduced floor space ratio index (plot ratio) not applied.

Our liability under this Additional benefit, combined with the benefits payable under 'Reinstatement and replacement' and 'Extra cost' will not exceed the sum insured shown on your Insurance Certificate, in respect of the buildings which are the subject of the claim.

#### Branded goods

In the event of a claim, any salvage of branded goods or merchandise owned by you or held in trust or on commission and any goods sold but not delivered will not be disposed of by sale without your consent. If this salvage is not disposed of by sale, the basis of settlement of any claim will be the indemnity value of the goods after brands, labels, or names have been removed by you or on your behalf.

#### Output replacement

If it is necessary to replace equipment, machinery or plant that has a measurable function, capability or output with a new item or items that perform a similar function or functions, the basis of settlement for this property will be for any item or items which have:

1. the same or a lesser total function, capability or output, then the basis of settlement is the new installed cost of the replacement item or items as would give the same total function, capability or

output as the insured property;

2. a greater total function, capability or output, and the new installed cost of the replacement property is no greater than the replacement value of that insured property, then the basis of settlement is the new installed cost of the item or items so replaced;
3. a greater total function, capability or output, and the new installed cost of the replacement property is greater than the replacement value of that insured property, then the basis of settlement is the lesser of the reinstatement value or that proportion of the new installed cost of the replacement item or items, which the output of the damaged insured property bears to the output of the replacement item or items. If the reinstatement value of the damaged insured property is not ascertainable, then the basis of settlement is the new installed cost of the replacement item or items.

#### Indemnity

If the basis of settlement is shown on your Insurance Certificate as indemnity, we will, following collaboration with you, pay the cost to repair or replace the insured property less an equitable amount for age, wear and tear and/or depreciation.

If we cannot repair or replace the insured property, we will pay you the indemnity value of it but not more than the sum insured stated in the Insurance Certificate.

### 7. Special conditions applicable to this section

(In addition to the 'General conditions that apply to every section of the policy').

#### Designation of property

For the purposes of determining under which item any property is insured, we agree to accept the designation under which that property appears in your books of account.

#### Underinsurance

In the event of loss or damage under the 'Building and Contents' section of this policy, we will pay the proportion of the loss or damage that the sum insured nominated by you bears to 80% of:

- the reinstatement or replacement cost of the building or contents, at the commencement of the period of insurance, where the method of settlement is shown on your Insurance Certificate as reinstatement and replacement;
- the indemnity value of the building or contents, at the commencement of the period of insurance, where the method of settlement is shown on your Insurance Certificate as indemnity.

Our liability will not exceed the sum insured shown against each item in the Insurance Certificate. This condition will not apply if the amount of the loss or damage is less than 10% of the sum insured, or if the claim amount is restricted by the application of any sub-limit of indemnity.

Any additional costs incurred to comply with the requirements of any statutory authority, by laws or regulations will be omitted from the calculation of our proportion.

The following calculation provides an example of the application of underinsurance:

The value of your property	\$1,000,000
80% of the value	= \$800,000
Your Sum Insured	= \$600,000
Value of loss	= \$200,000

The amount we would pay is calculated as follows:

$$\frac{\$600,000}{\$800,000} \times \$200,000 = \$150,000$$

We would pay \$150,000 less any applicable excess, which means that you would incur a loss on the portion that you did not insure.

This condition does not apply to building damage provided the sum insured for the building has been set at the amount stated by a Certified Practising Valuer, subject to:

1. the valuation having been conducted no more than 3 years prior to current policy period and which a Certified Practising Valuer has updated not more than 12 months prior to the commencement of the Period of Insurance;
2. no material alterations/extensions/changes have taken place subsequent to the valuation taking place.

## 8. What we do not cover

The following exclusions apply in addition to the General Exclusions of the policy, and those exclusions which are listed beside the Insured Event(s) in the table in Section 3. above.

### 1. Asbestos

We do not cover Asbestos, unless the Asbestos forms part of any building or property insured and itself suffers actual, sudden and accidental physical damage, destruction or loss caused by or resulting from a cause not otherwise excluded, and except to the extent insured under the Additional Benefit "Asbestos Remediation".

### 2. Excluded Buildings and Contents

We do not cover loss of or damage to:

1. machinery, land, dams, bridges, canals, tunnels, railway tracks, wharves, docks and piers;
2. a building used, or intended to be used, principally and primarily as a place of residence;
3. out-buildings, fixtures and structural improvements used for domestic purposes, being purposes related to the use of the principal residence;
4. money, security documents or stamps;
5. explosives;
6. growing crops, pastures, trees, or plants other than nursery plants or pot plants that are in the building;
7. animals, livestock, fish, birds and any other living organism other than laboratory cultures, stocks of pet shops or stocks of foodstuffs;
8. vehicles registered for road use or subject to applicable road use laws and any other machinery whilst registered for road-related areas, caravans, trailers, watercraft, aircraft, hovercraft, rolling

stock and locomotives or their accessories, provided that this exclusion does not apply to:

- a) mobile plant and equipment (excluding cars, sedans, panel vans and trucks) not otherwise insured by a policy entered into by a third party or a policy required by law while at your location; and
- b) motor vehicles or trailers, caravans, motorcycles, watercraft or hovercraft or their accessories that are stock while at your location.

## 9. Electronic data.

### 3. Communicable Disease

- a) We do not insure any loss, damage, claim, cost, expense or other sum, directly or indirectly arising out of, or in any way attributable or related to, connected with or contributing concurrently or in any sequence with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease.
- b) This exclusion applies to all coverage extensions, additional coverages and exceptions, including but not limited to, any cost to clean-up, detoxify, remove, monitor or test for a Communicable Disease at the Location or property insured. The terms of this exclusion prevail over any direct or apparent inconsistency with any other terms in this section.
- c) A Communicable Disease means any of the following, regardless of the means of transmission, whether discovered at the Location, occurring at the Location, or in respect of which there is an occurrence or an outbreak elsewhere:
  - i. any physical distress, illness, or disease; or
  - ii. any virus, bacterium, parasite, fungus or other organism, whether deemed living or not, which is capable of causing any physical distress, illness or disease,except where the physical distress, illness or disease is the direct result of the consumption of food or drink provided at the Location; or
  - iii. any Covered Disease (including a Covered Disease) which is or becomes a quarantinable disease or a listed human disease under the Biosecurity Act 2015 (Cth), as may be amended from time to time and any replacement, successor or functionally similar legislation of Australia (or of the applicable state or territory in Australia in which the Location is located); or
  - iv. any Covered Disease which is or becomes an epidemic or a pandemic.

For the purposes of this exclusion, "Covered Disease" means Measles; Meningococcal infection/disease; Gastroenteritis; Legionellosis (Legionnaires Disease); Salmonellosis (Salmonella Infection); and Escherichia coli Infection, as defined (if so defined) in the Communicable Diseases Network Australia (CDNA) national surveillance case definitions published by the Department of Health (or otherwise), as at the date of inception or renewal of this Policy, but in each case, excluding variations or mutations of those diseases (unless expressly included in the CDNA definitions).

### 4. 72 hour exclusion

We do not cover damage occurring within 72 hours from the original commencement of this Policy caused by or arising from:

- i. Bushfire; or
- ii. a cyclone named by the Bureau of Meteorology

## BUSINESS INTERRUPTION

### 1. Words with special meaning in this section

**accountant** means a professional accountant to be appointed by both you and us.

**accounts receivable** means the total amount owed to the business by customers as at the end of the month immediately prior to the date of the loss or damage adjusted for:

1. bad debts;
2. amounts debited (or invoiced but not debited) and credited (including credit notes and cash not passed through the books at the time of loss or damage) to customers' accounts in the period between the date to which the last statement relates and the date of the loss or damage;
3. any abnormal condition of trade which had or could have had a material effect on the business, so that the adjusted figures represent as nearly as reasonably practicable those which would have been attained at the date of the loss or damage had the loss or damage not occurred.

**annual revenue** means the gross revenue during the 12 months immediately before the date of loss or damage, to which adjustment will be made to reflect the trend in the business.

**average weekly revenue** means the average weekly gross revenue during the 52 weeks immediately before the loss or damage to which adjustment will be made to reflect the trend in the business.

**client** means the persons, partnerships or bodies, whether incorporated or unincorporated, to whom you owe money or by whom money is owed to you, for services rendered in the course of business.

**documents** means written or printed deeds, wills, agreements, manuscripts, maps, plans, drawings, records, computer

data, designs, books of account, books, letters, certificates, and other documents or forms of any nature (excluding any bearer bonds or coupons, bank or currency notes, other negotiable instruments, book debts) all belonging to you or in your custody or for which you are legally responsible or have assumed a responsibility to insure.

**gross profit** means the amount by which the sum of the turnover and the amount of the closing stock and work in progress exceeds the sum of the opening stock and work in progress and the amount of the uninsured working expenses.

The amount of the opening and closing stocks will be arrived at in accordance with your normal accounting methods with due provision being made for depreciation calculated by reference to current Australian accounting standards.

**gross revenue** means the money paid or payable to you as a:

- wholesaler or retailer of goods - for goods sold and delivered in the course of your business less the cost of any related purchases (after any discounts);
- accommodation operator - in respect of facilities, accommodation, food and drink made available and services rendered in connection with your business, less the cost of any related purchases (after any discounts) and laundering and cleaning expenses;
- professional practitioner or consumer services provider - for services rendered and work performed in connection with your business.

**gross rentals** means the amount receivable by you in accordance with a lease or agreement existing at the time of damage to the building.

**indemnity period** means the period beginning with the occurrence of the loss or damage and ending not later than the number of weeks or months shown on your Insurance Certificate, during which the results of the business will be affected in consequence of the loss or damage.

**rate of gross profit** means the rate of gross profit, expressed as a percentage, earned on the turnover during the financial year immediately before the date of the damage.

**standard gross rentals** means the gross rentals earned during that period in the twelve months, immediately before the date of the occurrence of the loss or damage which corresponds with the indemnity period (appropriately adjusted where the indemnity period exceeds twelve months). This amount will be adjusted as necessary to provide for the trend in the business.

**standard revenue** means the gross revenue during that period corresponding with the indemnity period in the 12 months immediately before the date of the loss or damage, (appropriately adjusted where the indemnity period exceeds twelve months), adjusted to reflect the trend in the business.

**Trend in the business** means adjustments to provide for the trend of your business and variations in, or other circumstances affecting the business, either before or after the date of occurrence of the loss or damage, or which would have affected the business had the loss or damage not occurred. The adjusted figures will represent as nearly as may be reasonably practicable, the results which but for the damage would have been obtained during the relative period after the damage.

**turnover** means the money (less discounts, if any allowed) paid or payable to you for goods sold and delivered and for services rendered in the course of business at the premises.

**uninsured working expenses** means the working expenses of your business which you have elected not to insure under this section and which are shown on your Insurance Certificate.

**weekly revenue** means the gross revenue received by you for each week the business is in operation.

### 2. What we cover

We will indemnify you up to the sum insured for loss of gross profit, gross revenue, weekly revenue or gross rentals (as selected by you and shown on your Insurance Certificate) where loss or damage occurs during the period of insurance to:

- a) property insured under the 'Building and Contents', 'Money', 'Theft', 'General Property' and 'Glass' sections of this policy; or
- b) property that could be insured under the 'Building and Contents', 'Money', 'Theft', 'General Property' and 'Glass' sections of this policy, but which you have insured under another policy.

Provided that we will only indemnify you where we or the insurer(s) of the other policy (as the case may be) have admitted liability for such loss or damage and such loss or damage would be indemnified under this policy if such property were property insured, except where liability is not admitted solely because of a provision excluding liability for loss below a specific amount.

Any exclusion in this policy excluding damage or loss from the explosion or implosion of a boiler, pressure vessel or economiser does not apply to this cover.

### 3. Insured items

#### Gross profit

Where cover for gross profit has been selected, the amount payable will be:

1. in respect of reduction in turnover, the sum produced by applying the rate of gross profit to the shortage in turnover;
2. in respect of increase in cost of working, the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in turnover that, but for that expenditure, would have taken place during the indemnity period in consequence of the damage, but not exceeding the sum produced by applying the rate of gross profit to the amount of the reduction so avoided;

less any sum saved during the indemnity period in respect of the charges and expenses of the business payable out of gross profit that cease or are reduced in consequence of the damage.

#### Gross rentals

Where cover for gross rentals has been selected, the amount payable will be:

1. the amount by which the gross rentals earned during the indemnity period fall short of the standard gross rentals;
2. claim preparation costs, reasonable professional fees and such other reasonable expenses as are necessarily incurred by you with our consent for preparation of claims.

#### Gross revenue

Where cover for gross revenue has been selected, the amount payable will be:

1. in respect of reduction of gross revenue, the amount by which the gross revenue earned during the indemnity period will in consequence of the loss or damage fall short of the standard revenue;
2. in respect of increase in cost of working, additional expenditure necessarily and reasonably incurred with our consent (not to be unreasonably withheld or delayed), for the sole purpose of avoiding or diminishing the reduction in the gross revenue of the business caused by the loss or damage. The amount expended will not exceed the reduction in gross revenue, thereby avoided;
3. claim preparation costs, reasonable professional fees and such other reasonable expenses as are necessarily incurred by you with our consent (not to be unreasonably withheld or delayed) for preparation of claims;

less any sum saved during the indemnity period in respect of such charges, and expenses of your business payable out of revenue as may cease or be reduced in consequence of the damage.

#### Weekly revenue

Where cover for weekly revenue has been selected, the amount payable will be:

1. the percentage of the weekly revenue sum insured, that the reduction in your weekly revenue bears to the average weekly revenue, provided that the interruption or interference to the business is for a period exceeding one week and our liability will not exceed the average weekly revenue;

2. claim preparation costs, reasonable professional fees, and such other reasonable expenses as are necessarily incurred by you with our consent (not to be unreasonably withheld or delayed) for preparation of claims.

#### 4. Optional benefits

These are Optional benefits that you can select when taking out your insurance and only apply if they are shown on your Insurance Certificate. These Optional benefits are in addition to the sum insured in your Insurance Certificate:

Optional benefits	Benefit limit
<p><b>Additional increased cost of working</b></p> <p>If you have chosen to insure additional increased cost of working, we will pay the additional expenditure not otherwise recoverable under any other cover option in this section which you reasonably incur to minimise the effect of the loss or damage to the business during the indemnity period.</p>	We will pay up to the sum insured shown for additional increased cost of working.
<p><b>Goodwill</b></p> <p>If you have chosen to insure goodwill, we will pay for loss of the actual cost of goodwill incurred by you when you purchased another business in order to maintain your business activities.</p> <p>We will only pay these goodwill costs following loss or damage:</p> <ol style="list-style-type: none"><li>1. when the building that is damaged cannot or will not be repaired or rebuilt due to any refusal by any owner or lessor, other than you, or due to any restrictions imposed by any legal authority; and</li><li>2. the purchase of the other business is incurred because you were unable to continue your business at the location as a result of the damage to the buildings not being repaired; and</li><li>3. the cause of the damage to the buildings would have been covered by the 'Building and Contents' section of your policy had that building been insured under that section; and</li><li>4. the other business that is purchased is similar to your business.</li></ol>	We will pay up to the sum insured shown for Goodwill.
<p><b>Outstanding accounts receivable</b></p> <p>If you have chosen to insure outstanding accounts receivable, we will pay for loss of outstanding accounts receivable resulting from damage to your business records contained at the location. This benefit will only apply if your business records are damaged by an insured event listed in the 'Building and Contents' section, or they are stolen and you have insured under the 'Theft' section of this policy. The indemnity provided by this benefit is limited to:</p> <ol style="list-style-type: none"><li>1. the difference between the outstanding accounts receivable and the total of the amount received or traced in respect thereof; plus</li><li>2. the additional expenditure incurred with our consent (not to be unreasonably withheld or delayed) in tracing and establishing the amount of the outstanding accounts receivable after the loss or damage;</li></ol> <p>provided that:</p> <ol style="list-style-type: none"><li>1. if the sum insured is less than the outstanding accounts receivable, the amount payable by us will be proportionally reduced;</li><li>2. as soon as reasonably practicable after the end of each month, you must record and store at alternative premises the total of the outstanding accounts receivable and these figures must be kept for a period of 12 months.</li></ol>	We will pay up to \$7,500, or the sum insured shown for outstanding accounts receivable, whichever is the greater.

#### 5. Additional benefits

The following Additional benefits are included and the limits are part of, and not in addition to, the sum insured shown in the Insurance Certificate:

Additional benefits	Benefit limit
<p><b>Accumulated stocks provision</b></p> <p>In adjusting any loss, we will take into account and make an equitable allowance if any shortage in gross profit, gross revenue or weekly revenue arising from the interruption, or interference is postponed as a result of the gross profit, gross revenue or weekly revenue being temporarily maintained from accumulated stocks of finished goods.</p>	We will pay up to your sum insured for gross profit, gross revenue or weekly revenue.

Additional benefits	Benefit limit
<p><b>Departmental clause</b></p> <p>In the event of loss or damage giving rise to a claim under this section, the provisions of this insurance will apply separately to each department, division or location affected by the loss or damage if the business is conducted in departments, divisions or locations and independent trading results are ascertainable for each part of the business.</p>	<p>We will pay up to your sum insured for gross profit, gross revenue or weekly revenue.</p>
<p><b>Documents</b></p> <p>We will consider damage to documents belonging to or held in trust by you, while in transit or at a location not occupied by you, to be damage to property used by you at the location. This Additional benefit does not extend to cover the cost of reinstating damaged documents.</p>	<p>We will pay up to 20% of the sum insured shown on your Insurance Certificate for gross profit, gross revenue or weekly revenue during the indemnity period.</p>
<p><b>Extension of the indemnity period</b></p> <p>When the additional benefit "Catastrophe escalation cost" in the Buildings and Contents section applies and the indemnity period stated in the insurance Certificate is 12 months or more, we will increase the indemnity period by a further 3 months provided that you actually undertake the reinstatement of your business at either the existing or alternate location.</p>	<p>This increase in your indemnity period is provided on the proviso that the extended interference or interruption to your business is a consequence of the damage sustained.</p> <p>This additional benefit does not increase the sum insured applicable to the cover shown in the Insurance Certificate.</p>
<p><b>Explosion to pressure vessels</b></p> <p>We will consider damage to your property caused by the explosion of a boiler or economiser, or damage to pressure vessels by self-explosion or collapse, to be loss resulting from damage to property used by you at the location.</p>	<p>We will pay up to your sum insured for gross profit, gross revenue, weekly revenue or gross rentals during the indemnity period.</p>
<p><b>Fines and damages</b></p> <p>If we agree to indemnify you for a claim for loss of gross profit, gross revenue or weekly revenue, we will also cover your liability:</p> <ol style="list-style-type: none"> <li>for fines or damages, other than aggravated, punitive or exemplary damages, for breach of contract resulting from non completion or late completion of orders;</li> <li>in the discharge of contract purchases, cancellation charges, fines or damages for breach of contract for the purchase of goods or services which cannot be utilised by you during the indemnity period, less any value to you for such goods or the amount received from sale.</li> </ol>	<p>We will pay up to 20% of the sum insured shown on your Insurance Certificate for gross profit, gross revenue or weekly revenue during the indemnity period.</p>
<p><b>Government incentives</b></p> <p>Pecuniary loss under gross profit, gross revenue and weekly revenue of this section includes the loss of any government approved incentives, subsidies or market development allowances to which you are entitled in relation to the business.</p>	<p>We will pay up to your sum insured for gross profit, gross revenue, weekly revenue or gross rentals.</p>
<p><b>Motor vehicles owned or operated by you</b></p> <p>We will consider damage to any registered vehicles or trailers owned or operated by you, while at your location or other locations in Australia other than on public thoroughfares, as being damage to property used by you at the location.</p>	<p>We will pay up to your sum insured for gross profit, gross revenue or weekly revenue.</p>

Additional benefits	Benefit limit
<p><b>Limited infectious disease cover and other miscellaneous events</b></p> <p>For the purposes of clause “2. What we cover” in this section, the following events occurring during the period of insurance will be deemed to be loss or damage to the property insured:</p> <ul style="list-style-type: none"> <li>a) the discovery of vermin or pests at the Insured Location; or</li> <li>b) any damage causing defects in the drains or other sanitary arrangements at the Insured Location; or</li> <li>c) the occurrence of an illness which is the direct result of the consumption of food or drink provided at the Insured Location, except any illness that is related to, attributable to, or connected in any way with a Communicable Disease as defined in the exclusion headed “Communicable Disease Exclusion” under the section titled “8. What we do not cover”, which causes restrictions on the use of the Insured Location on the order or written advice of any government, local government or other statutory authority; or</li> <li>d) closure or evacuation of the whole or part of the Insured Location by order of a government, local government or other statutory authority as a direct result of an occurrence or outbreak of a Covered Disease occurring at the Insured Location; or</li> <li>e) any occurrence of murder or suicide at the Insured Location which causes restrictions on the use of the Location, or</li> <li>f) shark or crocodile attack occurring within a five (5) kilometre radius of the Insured Location during the period of insurance.</li> </ul> <p>Provided that:</p> <ul style="list-style-type: none"> <li>g) We shall not be liable for the first 48 hours of any interruption of, or interference with, Your Business;</li> <li>h) We shall only be liable for loss arising at those Insured Locations, which are directly affected by the discovery in clause (a), the damage in clause (b), or the occurrences or outbreak in clauses (c) to (f);</li> <li>i) We shall not be liable under this Additional Benefit for any costs incurred in the cleaning, repair, replacement, recall or checking of the Insured Location or any property insured at the Insured Location;</li> <li>j) Our liability under this Additional Benefit in respect of all occurrences during the Period of Insurance continues for the Maximum Indemnity Period or up to a limit of \$250,000 in the aggregate, whichever is the lesser.</li> </ul> <p>For the purposes of this Additional Benefit</p> <ul style="list-style-type: none"> <li>i. Covered Disease means Measles; Meningococcal infection/disease; Gastroenteritis; Legionellosis (Legionnaires Disease); Salmonellosis (Salmonella Infection); and Escherichia coli Infection, as defined (if so defined) in the Communicable Diseases Network Australia (CDNA) national surveillance case definitions published by the Department of Health (or otherwise), as at the date of inception or renewal of this Policy, but in each case, excluding variations or mutations of those diseases (unless expressly included in the CDNA definitions).</li> <li>ii. Maximum Indemnity Period means the period during which the use of the Insured Location shall be affected, beginning with the date and time from which the restrictions, closure or evacuation of the Insured Location came into effect in the case of clauses (a) to (d), or in the case of clauses (e) and (f), beginning with the date and time of the occurrence, and ending when the restrictions, closure or evacuation are no longer in effect, but not exceeding a maximum period of 3 months.</li> <li>iii. Insured Location means only locations stated in the Insurance Certificate; in the event that the Policy includes an extension, optional or additional benefit which deems damage at other locations to be Damage at the Insured Location such extension shall not apply to this Extension.</li> </ul>	<p>Our liability under this Additional Benefit in respect of all occurrences during the period of insurance continues for the Maximum Indemnity Period or up to a limit of \$250,000 in the aggregate, whichever is the lesser.</p>
<p><b>Private or public utilities extension</b></p> <p>Where loss or damage occurs within Australia at:</p> <ul style="list-style-type: none"> <li>1. an electric power station or substation;</li> <li>2. a gas supplier;</li> <li>3. water or sewerage services;</li> <li>4. land based telecommunications installations;</li> </ul> <p>and that damage would be covered by an Insured event listed in the ‘Building and Contents’ section of this policy had the above mentioned party held this policy, the consequential reduction of gross profit or gross revenue resulting from the interruption or interference will be deemed to be loss resulting from loss or damage to property used by you at your location.</p>	<p>We will not be liable for the first 48 hours of any loss resulting from the interruption or interference where the equipment forming part of the utility which was damaged was not at or immediately adjacent to the location.</p> <p>We will pay up to 20% of your sum insured for gross profit, gross revenue or weekly revenue.</p>

Additional benefits	Benefit limit
<p><b>Prevention of access</b></p> <p>The indemnity under this section is extended to include interruption or interference with your business as a result of:</p> <ol style="list-style-type: none"> <li>1. loss or damage to property within a 50km radius of your location caused by any insured event that would be covered by the 'Building and Contents' section of this policy had the property been insured by that policy section;</li> <li>2. loss caused by a bomb threat within a 50km radius of your location;</li> <li>3. loss caused by an order of any legal authority which prevents or restricts access to the location provided that;               <ol style="list-style-type: none"> <li>a) the order results from physical damage or the threat of physical damage, to property within a 50km radius of the location caused by any insured event that would be covered by the 'Building and Contents' section of this policy had the property been insured by that policy section and, in the case of the threat of physical damage, such threat is not directly or indirectly caused by, contributed to by, resulting from, arising out of, in connection with or in consequence of a cyber act or cyber incident or computer virus or other excluded peril or event.</li> </ol> </li> </ol> <p>The indemnity will apply if this loss or damage prevents or hinders the use of your location or access thereto, or results in a cessation or diminution of trade due to temporary falling away of potential customers.</p>	<p>We will pay up to your sum insured for gross profit, gross revenue, weekly revenue or gross rentals.</p>
<p><b>Roads, bridges and railway lines</b></p> <p>We will consider any loss from the inability to convey raw materials and other stock to or from the location as a result of damage to roads, bridges and/or railway lines within Australia caused by an insured event, provided that the damage would have been covered by this policy, to be loss resulting from damage to property used by you at the location.</p>	<p>We will pay up to your sum insured for gross profit, gross revenue, weekly revenue or gross rentals.</p>
<p><b>Storage sites</b></p> <p>We will consider damage to your property that is being stored or being processed at any premises in Australia not occupied by you to be loss resulting from damage to property used by you at the location.</p>	<p>We will pay up to 20% of the sum insured shown on your Insurance Certificate for gross profit, gross revenue or weekly revenue during the indemnity period.</p>
<p><b>Transit</b></p> <p>We will consider damage to your property while it is in transit by road, rail, sea or air within Australia and away from your location to be loss resulting from damage to property used by you at the location.</p>	<p>We will pay up to 20% of the sum insured shown on your Insurance Certificate for gross profit, gross revenue or weekly revenue during the indemnity period.</p>
<p><b>Unspecified suppliers and/or customers premises</b></p> <p>Where loss or damage occurs within Australia at your supplier's or client's location (or some location proximate to either), and that loss or damage would be covered by an Insured event listed in the 'Building and Contents' section of this policy had the abovementioned party held this policy, the consequential reduction of gross profit, gross revenue or weekly revenue resulting from that interruption or interference will be treated as loss resulting from loss or damage to property used by you at your location.</p>	<p>We will pay up to 20% of the sum insured shown on your Insurance Certificate for gross profit, gross revenue or weekly revenue during the indemnity period.</p>

The following additional benefit is provided in addition to the limit of indemnity:

Additional benefits	Benefit limit
<p><b>Claims Preparation</b></p> <p>In addition to the cover provided for 'Claims preparation expenses' in the 'General conditions that apply to every section of the policy', we will pay for costs necessarily and reasonably incurred by you for the preparation of a claim for which we agree to indemnify you under this 'Business Interruption' section. You must obtain our written approval before you incur these claims preparation costs, such written approval not to be unreasonably withheld or delayed.</p> <p>We will not cover claims preparation costs that are recoverable under the 'Building and Contents' or 'Theft' sections of this policy.</p>	<p>We will pay up to \$25,000 in total, unless a higher amount is shown on your Insurance Certificate.</p>

## 6. Special conditions

(In addition to the 'General conditions that apply to every section of the policy').

### Notification

As soon as reasonably practicable after the happening of loss or damage which results in a claim under this section, you are required to deliver to us a written statement of claim and to make available to us all books and records (including access to data stored on media) reasonably for verification of that claim.

### Limitation

Our total liability during any one period of insurance or for any claim arising out of the one event or series of events, arising directly or indirectly from one source or original cause in respect of each item shown on your Insurance Certificate, will not exceed the sum insured shown on your Insurance Certificate for that item.

### Liquidator

We will not be liable for any claim under this section if the damage occurs after the business has been dissolved, wound up or is being carried on by a liquidator or receiver or has ceased to operate.

## 7. Underinsurance conditions

(Applicable to gross profit, gross revenue and gross rentals cover only).

You should insure for the full value of your expected gross revenue, gross rental or gross profit. Otherwise, we may proportionally reduce the amount we pay you.

If the sum insured on gross revenue or gross rentals is less than 80% of the annual revenue (or its proportionately increased multiple where the indemnity period exceeds 12 months), the amount payable by us will be proportionally reduced.

If the sum insured on gross profit is less than the sum produced by applying the rate of gross profit to 80% of the annual turnover, the amount payable by us will be proportionally reduced.

Any uninsured working expenses shown on your Insurance Certificate will be taken into consideration when calculating underinsurance.

## 8. What we do not cover

The following exclusion applies in addition to the General Exclusions of the policy.

### Communicable Disease exclusion

We do not insure any loss, damage, claim, cost, expense or other sum, directly or indirectly arising out of, or in any way attributable or related to, connected with or contributing concurrently or in any sequence with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease.

This exclusion applies to all coverage extensions, additional coverages and exceptions, including but not limited to, any cost to clean-up, detoxify, remove, monitor or test for a Communicable Disease at the Location or property insured. The terms of this exclusion prevail over any direct or apparent inconsistency with any other terms in this section.

A Communicable Disease means any of the following, regardless of the means of transmission, whether discovered at the Location, occurring at the Location, or in respect of which there is an occurrence or an outbreak elsewhere:

- i. any physical distress, illness, or disease; or
- ii. any virus, bacterium, parasite, fungus or other organism, whether deemed living or not, which is capable of causing any physical distress, illness or disease,

except where the physical distress, illness or disease is the direct result of the consumption of food or drink provided at the Location or is a Covered Disease as defined in Additional Benefit "Limited infectious disease cover and other miscellaneous events"; or

- iii. any Covered Disease (including a Covered Disease) which is or becomes a quarantinable disease or a listed human disease under the Biosecurity Act 2015 (Cth), as may be amended from time to time and any replacement, successor or functionally similar legislation of Australia (or of the applicable state or territory in Australia in which the Location is located); or
- iv. any Covered Disease which is or becomes an epidemic or a pandemic.

## BUSINESS LIABILITY

### 1. Words with special meaning in this section

**advertising injury** means personal injury arising out of:

1. libel, slander or defamation;
2. any infringement of copyright or passing off of title or slogan;
3. unfair competition, piracy, unauthorised appropriation of advertising ideas contrary to an implied contract;
4. invasion of privacy;

committed or alleged to have been committed during the period of insurance in any advertisement, publicity article, broadcast or telecast and caused by or arising out of your advertising activities.

**business** means the business as described in the Insurance Certificate and shall also include:

1. the ownership of premises and/or the tenancy by you;
2. participation in any exhibition by you or on your behalf;
3. the hire or loan of plant and/or equipment to other parties;
4. conducted tours of your premises;
5. the provision of any sponsorships, charities, galas, first aid, medical, ambulance or firefighting service by you or on your behalf;
6. the provision of any canteen, social and/or sporting clubs or welfare and/or child care facilities by you or on your behalf, which are primarily for the benefit of your employees.

**employment practices** means any wrongful or unfair dismissal, denial of natural justice, defamation, misleading representation or advertising, sexual harassment or discrimination in respect of employment by you.

**geographical limit** means:

1. anywhere in the Commonwealth of Australia and its external territories;
2. elsewhere in the world, but only if the property damage or personal injury arises from:
  - > overseas business visits by you and any of your directors or employees, unless you or they are performing or supervising manual work;
  - > you exporting your products, except to the extent that your products have been exported to the United States of America or Canada or any country, territory or protectorate where the laws of these countries are applied.

**incidental contracts** means:

1. any written rental agreement or lease of real property which does not impose on you;
  - an obligation to insure such property;
2. any written contract with any authority or entity responsible for the supply of electricity, fuel, gas, natural gas, air, steam, water, sewerage reticulation control systems, waste disposal facilities, telephone and communication services or other essential services, except those contracts in connection with work done for such authorities or entities;
3. any written contract with any railway authority for the loading,

unloading and/or transport of products, including contracts relating to the operation of railway sidings;

4. those contracts designated on the Insurance Certificate.

**internet operations** includes, but is not limited to the following:

1. use of electronic mail systems by you or your employees, including part-time and temporary staff, and others acting on your behalf;
2. access through your network to the world wide web or a public internet site by you or your employees, including part-time and temporary staff, and others acting on your behalf;
3. access to your intranet (meaning internal company information and computing resources) which is made available through the world wide web for your customers or others outside your organisation; and
4. the operation and maintenance of your website.

**limit of liability** means the limit of liability shown on your Insurance Certificate.

**loading or unloading** means the single action of transferring the weight of the goods.

**medical persons** means legally qualified medical practitioners, legally qualified nurses, dentists and first aid attendants.

**occurrence** means an event which results in personal injury, property damage or advertising injury, neither expected nor intended from your standpoint. All personal injury or property damage arising out of continuous or repeated exposure to substantially the same general conditions will be construed as arising out of one occurrence. All advertising injury arising out of the same injurious material or act (regardless of the frequency or repetition thereof, or the number of claimants) will be deemed to be one occurrence.

**personal injury** means:

1. bodily injury (including death and illness), disability, shock, fright, mental anguish, mental injury, loss of consortium or services resulting therefrom;
2. wrongful entry, wrongful eviction, wrongful detention, false arrest, wrongful imprisonment or malicious prosecution;
3. a publication or utterance of a libel or slander or other defamatory or disparaging material;
4. assault not committed by you or at your direction unless the assault occurred while preventing personal injury or property damage.

**property damage** means:

1. physical damage to, loss or destruction of tangible property including any resulting loss of use of that property; or
2. loss of use of tangible property which has not been physically damaged, lost or destroyed, provided such loss of use is caused by an occurrence.

**Sexual abuse** means any assault or abuse of a sexual nature, sexual molestation, indecent exposure, sexual harassment or intimidation, whether such act is the subject of criminal investigation or not.

**you/your** has the same meaning as defined elsewhere in this policy and extended for this business liability section only to include:

1. every principal of yours, in respect of that principal's liability caused by the performance of work for that principal, but subject always to the extent of coverage and the limit of liability provided by this policy;

2. all existing subsidiary and/or controlled corporations (including subsidiaries thereof) of yours incorporated in the Commonwealth of Australia and/or any other organisations under your control within Australia and its external territories;
3. all subsidiary and/or controlled corporations (including subsidiaries thereof) of yours and/or any other organisations under your control incorporated in the Commonwealth of Australia which are constituted or acquired by you after the commencement of the period of insurance;
4. every subsidiary and/or controlled corporation and/or other organisation of yours which is divested during the period of insurance, but only in respect of claims made against such divested subsidiary, related or controlled corporation or organisation caused by or arising out of events insured against by this policy, which occurred prior to the divestment;
5. every office bearer or member of social and sporting clubs, canteen and welfare organisations and first aid, fire and ambulance services formed with your consent in respect of claims arising from their duties connected with the activities of any such club, organisation or service;
6. each partner, joint venturer, co-venturer or joint lessees of yours but only:
  - with respect to liability incurred as the partnership, joint venturer, co-venture, joint lease; and
  - provided the partnership, joint venture, co-venture, joint lease has been notified to us within 30 days of formation and has been endorsed on the Insurance Certificate;
7. any director, partner, proprietor, officer or executive of yours in respect of private work undertaken by your employees for such director, partner, proprietor, officer or senior executive.

**you/your** does not include the interest of any other person other than described above.

**your products** means any goods, products and property after they have ceased to be in your possession or under your control which are, or have been deemed to be, manufactured, grown, extracted, produced, processed, constructed, erected, installed, repaired, serviced, treated, labelled, handled, sold, supplied, re-supplied or distributed by you (including any packaging or container thereof other than a vehicle).

**Your products** also includes the design, formula, specification, directions, markings, instructions, advice or warnings given or omitted to be given in connection with such products and anything which, by law or otherwise, you are deemed to have manufactured in the course of the business including discontinued products.

## 2. What we cover

### Liability

We will cover your legal liability to pay compensation for:

1. personal injury;
2. property damage to property that is neither owned by or leased or rented to you or not in your physical and legal control;
3. advertising injury;

which happens during the period of insurance and is caused by an occurrence in connection with your business within the geographical limit.

### Limit of liability

Our maximum liability in respect of any claim or any series of claims, involving general liability for personal injury, advertising injury or property damage, caused by or arising out of one occurrence will not exceed the limit of liability, other than the cover provided for:

1. the Additional Benefits for the defence of claims;
2. item 4 of the Additional Benefit for 'Property in your physical and legal control';
3. the cover provided for 'Claims preparation expenses' in the 'General conditions that apply to every section of the policy'.

Our total aggregate liability during any one period of insurance for all claims arising out of your products will not exceed the limit of liability, other than the cover provided in Additional benefits for the defence of claims.

## 3. Additional benefits

With respect to the indemnity provided by this policy, we will:

1. pay all expenses incurred by us, all costs taxed against you in any such suit, and all interest accruing after entry of judgment until we have paid, tendered or deposited in court such part of the judgment as does not exceed the limit of our liability;
2. reimburse you for all reasonable expenses, other than loss of earnings, incurred in connection with the defence of a claim or legal action with our consent, such consent not to be unreasonably withheld or delayed;
3. pay reasonable expenses incurred by you for first aid to others at the time of personal injury caused by an occurrence (other than medical expenses prohibited by *Section 126 of the Health Insurance Act 1973 (Cth)*);
4. pay reasonable expenses incurred by you for temporary protection of damaged, or undamaged property of any person or party, including temporary repairs, shoring up or underpinning thereof;
5. pay all legal costs incurred by you at:
  - a. any coronial inquest or inquiry;
  - b. any proceedings in any court or tribunal in connection with liability insured against by this cover section;
  - c. any Royal Commission or Government Enquiry arising out of any alleged breach of statute, or other similar judicial enquiry into circumstances relating to any occurrence, claim or potential claim which would be the subject of indemnity under this insurance;
  - d. any enquiry, prosecution or hearing of a disciplinary nature held before a legally constituted enquiry board, committee, licensing authority or the like.

Unless we have agreed otherwise, following collaboration with you, our liability for the expenses identified in paragraphs 1-5 above shall not exceed \$250,000 in respect of any one claim or series of claims arising out of any one occurrence. Provided that:

1. we will not be obliged to pay any claim or judgment or to defend any claim or legal action after the limit of liability has been exhausted by payment of judgments or settlements;
2. if a payment exceeding the limit of liability has to be made to dispose of a claim, our liability to pay any costs, expenses and interest will be limited to that proportion of those costs, expenses and interest as the limit of liability bears to the amount paid to dispose of the claim.

The amount incurred for the expenses identified in paragraphs 1-5 above, except for payments in settlement of claims, suits and all costs awarded against you, are payable by us in addition to the limit of liability, provided that the matter is subject to the laws applicable outside the United States of America or Canada.

Our maximum limit of liability for personal injury, property damage and legal costs for matters involving the United States of America or Canada or any country, territory or protectorate where the laws of these countries are applied, will be the limit of liability shown on your Insurance Certificate.

#### Property in your physical and legal control

We will cover your liability for damage to:

1. premises (including landlord's fixtures and fittings) which are leased or rented to you and which are not residential buildings;
2. premises (or their contents) not owned, leased or rented by you but temporarily occupied by you for work therein;
3. vehicles (not belonging to or used by or on your behalf) in your physical or legal control where the damage occurs while the vehicles are in a car park owned or operated by you, unless you own or operate the car park for reward where its annual gross income exceeds \$100,000 or it is operated as the principal part of your business;
4. property (excluding any vehicle which is registered or which is required under any legislation to be registered) in your physical or legal care, custody or control. Our maximum indemnity for any one occurrence is limited to \$250,000 or the amount shown on your Insurance Certificate;
5. the personal property, tools and effects of any of your directors, partners, proprietors, officers, executives or employees, or the clothing and personal effects of any of your visitors which are on the business premises when damaged.

#### Release

Where you are required by contractual agreement to release any:

- government, public or local authority or other statutory authority; or
- any landlord where the terms of the lease or hiring include a disclaimer in favour of the landlord,

from liability or loss, destruction or damage or legal liability insured against under this policy, such release is allowed without prejudice to this insurance.

Notwithstanding the 'General Condition' regarding 'Subrogation rights' of this policy, we agree to waive all our rights of subrogation against any such authority in the event of any occurrence for which a claim for indemnity may be made under this policy.

#### Vehicles used as a tool of trade

Notwithstanding the exclusion headed 'Vehicles', under the heading 'What we do not cover', and subject to State, Commonwealth and Territory laws applicable to personal injury we will cover:

1. property damage or personal injury caused by or arising from the operation or use of any vehicle which is designed primarily for lifting, lowering, loading, unloading, digging or drilling, whilst being operated or used by you or on your behalf within the confines of your premises;
2. property damage or personal injury caused by the use of any tool or plant forming part of, or attached to, or used in connection with any vehicle (excluding whilst the vehicle is travelling, transporting

or carting goods) at any work site.

#### Vehicles unloading or loading goods

Subject to State, Commonwealth and Territory laws applicable to personal injury, notwithstanding the exclusion headed 'Vehicles', we will cover property damage or personal injury arising out of and during the loading or unloading of goods to or from any vehicle.

#### Vehicles interfering with access

Notwithstanding the exclusion headed 'Vehicles' we will cover property damage arising out of the legal movement by you or by any of your employee(s) of any vehicle or trailer not

belonging to you which is interfering with access to or from any premises, or any site where you are carrying out work, provided that the vehicle is under the control of a driver with a licence that is valid in Australia in relation to the class of vehicle which is being moved.

#### Cross liability - Joint insured

Where you comprise of more than one party, each of the parties will be considered as a separate and distinct unit and the words you and your will be considered as applying to each party in the same manner as if a separate policy had been issued to each of them provided that nothing in this clause will result in an increase of our limit of liability in respect of any occurrence.

#### 4. Special conditions

(In addition to the 'General conditions that apply to every section of the policy').

#### Defence of claims and supplementary payments

Following the happening of any occurrence in respect of which a claim is, or may be, made under the policy, we will defend

in your name and on your behalf any claim or legal action against you seeking damages on account of personal injury or property damage not otherwise excluded by this section, even if the action is groundless, false or fraudulent.

We may look to conduct legal proceedings including the settlement of a claim. You will be required to provide any assistance reasonably requested by us such as any statements, documents and giving evidence in any legal proceedings.

Where we decide to settle a claim or admit liability on your behalf and you disagree or contest our decision, our liability will be limited to the amount which would have been accepted in full and final settlement of the claim.

The amounts of defence costs and supplementary payments incurred, except payments in settlement of claims and suits, are payable by us in addition to the applicable limit of liability of this policy.

However, in respect of any claims or suits originating in any court in North America, the applicable limit of liability shown in the Insurance Certificate will be inclusive of all defence costs and supplementary payments.

Where we are prevented by law or otherwise from making payments on your behalf, we will indemnify you for legal liability incurred to the extent that such liability is covered by this policy.

In jurisdictions where we may not legally be permitted to, or cannot for any other reason, defend any claim or suit against you, we will reimburse you for the expense of such defence incurred with our written consent which will not be unreasonably withheld or delayed.

## Notices

You must as soon as reasonably practicable give to us notice in writing of:

1. every occurrence, claim, writ, summons, proceeding, impending prosecution, and inquest together with all relevant information which may result in a claim under this policy, whether or not you believe any claim amount might fall below the applicable excess;
2. every change that comes to your knowledge, which materially varies any of the facts or circumstances existing at the commencement of this policy.

## Discharge of liabilities

Where we decide to settle a claim or admit liability on your behalf and you disagree or contest our decision, we may, following collaboration with you, pay to you, in respect of all claims against you arising from an occurrence, the balance of the limit of liability or any smaller sum for which the claim or claims can be settled.

Upon payment of that amount, we will relinquish conduct or control of the matter and will have no further liability under the business liability section of this policy in connection with those claims except for costs, charges and expenses that are:

1. recoverable from you for all or part of the period prior to the date of such payment;
2. incurred by us;
3. incurred by you with our written consent (not to be unreasonably withheld or delayed) prior to the date of such payment.

## Reasonable care

You must:

1. exercise reasonable care to ensure that only competent employees are employed and you must take reasonable measures to maintain all premises and plant in sound condition;
2. take reasonable precautions to prevent personal injury and property damage, and prevent the manufacture, sale or supply of defective products, and comply with and ensure that your employees, servants and agents comply with all statutory obligations, by-laws or regulations imposed by all relevant public authorities in relation to the:
  - > safety of persons or property;
  - > disposal of waste products;
  - > handling, storage or use of flammable liquids or substances, gases or toxic chemicals;
3. at your own expense take reasonable action to trace, recall or modify any of your products containing any defect or deficiency of which you have the knowledge or have reason to suspect, including (but not limited to) any of your products subject to government or statutory ban.

## 5. What we do not cover

In addition to the General Exclusions of the policy, we do not cover liability in respect of:

### 1. Advertising injury

1. any claim resulting from statements made at your direction with knowledge that such statements are false;
2. any claim resulting from statements made prior to the

commencement of the period of insurance;

3. any claim resulting from failure of performance of contract however this exclusion shall not apply to claims for unauthorised appropriation of advertising ideas contrary to an implied contract;
4. any claim resulting from any mistake in advertised price of products or services;
5. any claim resulting from failure of your products or services to conform with advertised performance, quality, fitness or durability;
6. any liability incurred by you if your principal occupation or business is advertising, broadcasting, publishing or casting.

## 2. Aircraft and watercraft

Claims arising out of the ownership, operation or use by you of:

1. any aircraft or hovercraft, including maintenance by you;
2. any watercraft over 10 metres in length, other than:
  - > watercraft used in operations carried out by any independent contractors for whose conduct you may be held liable for;
  - > watercraft owned and operated by others and used by you for business entertainment.

## 3. Aircraft products

Your products that are aircraft component parts used for maintaining an aircraft in flight, or moving upon the ground, or used in the construction of an aircraft hull, or machinery which to your knowledge is incorporated in an aircraft.

## 4. Animal feed

Claims arising directly or indirectly out of the manufacture or processing of animal or stock feed.

## 5. Asbestos and silica

Any actual or alleged liability whatsoever for any claim or claims in respect of loss or losses directly or indirectly arising out of, resulting from, in consequence of, contributed to or aggravated by asbestos and/or silica in whatever form or quantity.

## 6. Computers, computer software and computer consulting

Property damage to computer data or programs and their storage media or any consequential loss arising directly or indirectly out of, or caused by, through, or in connection with the:

1. use of any computer hardware or software;
2. provision of computer hardware or software;
3. use of computer hardware or software belonging to any third party, whether authorised or unauthorised, including damage caused by any computer virus.

## 7. Contractual liability

Any obligation assumed by you under any agreement except to the extent that:

1. the liability would have been implied by law;
2. the liability arises from a provision in a contract for lease of real or personal property other than a provision which obliges you to effect insurance or provide indemnity in respect of the subject matter of that contract;
3. the liability is assumed by you under a warranty of fitness or quality

as regards to your products;

4. liability is assumed under an incidental contract;
5. the obligation is assumed under those agreements shown on your Insurance Certificate.

#### 8. Defamation

Claims resulting from statements made prior to the commencement of the period of Insurance; or resulting from statements made at your direction with knowledge that such statements are false; or if your business is advertising, broadcasting, publishing or telecasting.

#### 9. Defect in design

Any defective or deficient design or error in specification or formula in any of your products as part of your business activities provided by you for a fee.

#### 10. Employment liability

Liability imposed by:

1. the provisions of any workers compensation law, industrial award, agreement, determination, any contract of employment or workplace agreement where such liability would not have been imposed in the absence of such law, industrial award, agreement, determination, contract of employment or workplace agreement;
2. any law relating to employment practices for bodily injury to any worker in respect of which you are or would be entitled to indemnity under any policy of insurance, fund, scheme or self-insurance pursuant to or required by any legislation relating to Workers Compensation or Accident Compensation, whether or not such policy, fund, scheme or self-insurance has been affected.

For the purposes of this exclusion the term 'Worker' means any person deemed to be employed by you pursuant to any Workers Compensation Law, with the exception of any voluntary workers, secondees or work experience students.

#### 11. Explosive substances

Personal injury or property damage directly or indirectly caused by or arising from mining, processing, manufacture, distillation, fractionation, treatment, disposal, controlled removal of, decontamination and/or distribution of:

1. explosives;
2. petroleum, inflammable gasses or spirits (other than as part of a garage/petrol service station business).

#### 12. Faulty workmanship

The cost of performing, correcting or improving any work undertaken by you.

#### 13. Fines, penalties and punitive damages

1. Fines, penalties, or cost of actions imposed on you due to the application of government legislation or order of a court of law;
2. Punitive, exemplary or aggravated damages;
3. Any additional damages resulting from multiplication of compensatory damages against you.

#### 14. Information technology hazards

1. any liability arising out of your internet operations; or
2. liability for property damage to computer data or programs and their storage media arising directly or indirectly out of or caused

by, through or in connection with:

- > the use of any computer systems or software;
- > the provision of computer or telecommunication services by you or on your behalf;
- > the use of computer hardware or software belonging to any third party, whether authorised or unauthorised including damage caused by any computer virus.

This exclusion does not apply to:

1. personal injury, property damage or advertising injury arising out of any material which is already in print by the manufacturer in support of any of its products, including but not limited to product use and safety instructions or warnings, and which is also reproduced on its site; or
2. liability which arises irrespective of the involvement of your internet operations.

#### 15. Liquidated damages

Liquidated damages arising out of liquidated damages clauses, penalty clauses or performance warranties except to the extent that such liability would have attached in the absence of such clauses or warranties.

#### 16. Loss of use

Loss of use of tangible property which has not been physically damaged or lost or destroyed resulting from:

1. a delay in, or lack of, performance, by you or on your behalf, of any contract or agreement;
2. the failure of your products to meet your warranties or representations as to performance, fitness, quality or durability (but this exclusion will not apply to liability for physical damage or destruction caused to other property by your products).

#### 17. Pollution

1. Personal injury or property damage caused by or arising out of the discharge, dispersal, release or escape of pollutants into or upon land, the atmosphere, or any water course or body of water;
2. Costs and expenses incurred in the prevention, removing, nullifying or clean-up of such contamination or pollution.

The above exclusions do not apply to pollution, which is consequent upon a sudden, identifiable, unexpected, unintended happening taking place in its entirety at a specific time and place which results in personal injury and/or property damage, and where the pollution occurs outside the United States of America or Canada or any country, territory or protectorate where the laws of these countries are applied. Our liability in respect of any one discharge, dispersal, release, escape and for all discharges, dispersals, releases and escape of pollutants during any one period of insurance will not exceed the limit of liability.

#### 18. Product defect

Property damage to your products, if the damage is attributed to any defect in them or to their harmful nature or unsuitability.

This exclusion is restricted to the defective or harmful or unsuitable part of the damaged product and does not apply to any resultant damage caused to the remainder of the product.

## 19. Product recall

Claims arising out of or resulting from the withdrawal, inspection, repair, replacement or loss of use of your products if they are withdrawn from the market or from use, because of any known or suspected defect or deficiency in them.

## 20. Professional liability

The rendering of, or failure to render professional advice or service by you or any related error or omission, but this exclusion will not apply to:

1. the rendering of or the failure to render professional medical advice by medical persons employed by you to provide first aid services at your location, but not when these medical persons have insurance for your professional liabilities;
2. personal injury or property damage arising there from, provided that the professional advice or service is not given for a fee;
3. the rendering of or the failure to render professional advice in respect of the use or storage of Your Products.

## 21. Renovations, erection, alterations, construction, additions and demolition

Any claims arising directly or indirectly out of or in any way connected with the renovation, erection, alteration,

construction or additions and demolition to any building at the location shown on your Insurance Certificate, by you or on your behalf when the total cost of the work exceeds \$500,000.

## 22. Sexual abuse

Any claims arising directly or indirectly from any actual or alleged sexual abuse.

Furthermore, we will not have a duty to defend any action, suit or proceedings brought against you (or any other person or body corporate) who might otherwise, but for the provisions

of this clause, be entitled to indemnity under this policy which either directly or vicariously seeks compensation in respect of sexual abuse claims or any personal injury resulting therefrom.

## 23. Treatment or dispensing

1. physical handling of any patient, client or third party whilst carrying out Your duties;
2. The treatment of humans or animals for any physical or mental deficiency, injury, illness or disease;
3. the promotion or recommending of activities, or the prescribing of pharmaceuticals, medical or herbal remedies to improve performance or appearance, or to alleviate pain, illness, mental or physical deficiency, disease or injury; or
  - a) dispensing of drugs, medicines or alternative medicines, pharmaceutical supplies or artificial aids;
  - b) providing or giving third parties prescription medication,

except as provided for under the exclusion for 'professional liability'.

## 24. Vehicles

Personal injury or property damage arising out of the ownership, possession, operation, maintenance or use by you of any vehicle:

1. which is registered or which is required under any legislation to be registered;

2. in respect of which compulsory liability insurance or statutory indemnity is required by virtue of any legislation (whether or not that insurance is effected);

other than the property described in the Additional benefits 'Vehicles used as a tool of trade', 'Vehicles unloading or loading goods' and property damage detailed within the additional benefit 'Vehicles interfering with access'.

This exclusion will not apply to personal injury that arises out of an occurrence, which is partially or totally outside the indemnity afforded under any compulsory liability insurance or other legislation relating to vehicles, provided that the reason the occurrence is outside the indemnity afforded by the compulsory liability insurance or statutory indemnity does not involve a breach by you of legislation relating to vehicles.

## 25. Vibration or weakening of support

Damage resulting from vibration or the removal or weakening of support to any land or fixed property.

## 26. Welding and hot work activities

Claims caused by or arising out of the use of an angle grinder, arc or flame cutting, flame heating, arc or gas welding or any similar operation in which welding equipment is used, unless that activity is conducted in strict compliance with the standard A S 1674.1-1997 (Safety in welding and allied processes) issued by Standards Australia.

## 27. Sports Games and Matches

personal injury or property damage suffered by any participants of any sports game or match.

## 28. Communicable disease

Claims directly or indirectly arising out of, resulting from, in consequence of, contributed to or aggravated by communicable disease. This exclusion applies even if the claims against any Named Insured allege negligence or other wrongdoing in the:

- a) supervising, hiring, employing, training or monitoring of others that may be infected with and spread a communicable disease
- b) testing for a communicable disease;
- c) failure to prevent the spread of a communicable disease; or
- d) failure to report a communicable disease to authorities.

For the purpose of this exclusion only, communicable disease means: any infectious disease, including any virus, bacteria, microorganism, or pathogen that actually or allegedly induces or are capable of inducing physical distress, illness or disease.

However, this exclusion shall not apply to the following communicable diseases:

- Legionellosis
- Food Poisoning meaning an acute gastrointestinal illness caused by the presence of pathogens in food or drink.

## THEFT

### 1. Words with special meaning in this section

**Contents** means any items described below:

- > that you own;
  - > for which you are legally responsible;
  - > for which you have assumed a responsibility to insure.
1. furniture, furnishings, carpets, curtains and internal blinds;
  2. machinery and plant, tools, instruments and utensils of trade, unfixed or portable equipment, office equipment, safes and strongrooms;
  3. computers, all equipment connected to and operating from computers, and all disks, tapes, cards or other materials used for storing data;
  4. advertising material and display equipment;
  5. where you are a tenant of leased or rented premises:
    - > landlord's fixtures and fittings for which you are liable under the terms of a lease or similar agreement;
    - > fixtures and fittings, or materials and supplies intended for use in the construction of fixtures and fittings, installed or to be installed for your own use;
  6. documents but only for their value as stationery;
  7. patterns, models, moulds, designs;
  8. unused books, books of reference, stationery;
  9. stock in trade.

### 2. What we cover

We will cover you for loss or damage to the items shown under the 'Theft' section on your Insurance Certificate caused by theft or attempted theft:

1. consequent upon actual forcible and violent entry to your location;
2. by a person unlawfully concealed at the location;
3. consequent upon assault, violence, violent intimidation or threat to you or your employees;
4. consequent upon breakage of any locked cabinet, counter or showcase at the location.

### 3. What we do not cover

In addition to the General Exclusions of the policy, we will not cover loss of or damage to:

1. money or negotiable instruments in excess of \$500 per event;
2. jewellery, furs, bullion, property made of gold or silver or precious stones exceeding \$10,000 any one loss and \$2,000 any one item unless they are stock;
3. vehicles or trailers (including their accessories) registered or licensed to travel on a public road, other than mobile plant and equipment which is so registered or licensed (that are not cars, sedans, panel vans and trucks) while at your location. This exclusion will not apply to such vehicles if they are stock;

4. watercraft, aircraft, locomotives or rolling stock, including their accessories;
5. glass unless it is stock;
6. property not contained in a locked building, except for the Additional benefit 'Theft without forcible and violent entry';
7. documents, patterns, models, moulds, plans or designs unless shown on your Insurance Certificate;
8. tobacco, cigarettes or cigars unless shown on your Insurance Certificate.

We will not pay for unexplained disappearances or unexplained shortages. We will not pay for theft, fraud or dishonesty by employees other than the cover provided under the heading 'Fraud and dishonesty' in the 'Additional benefits for Theft and Money sections' section (see page 47).

#### 4. Additional benefits

The following Additional benefits are included and unless stated otherwise, the limits are included in the applicable Sum Insured shown in the Insurance Certificate.

Additional benefits	Benefit limit
<b>Damage to buildings</b>  We will pay the cost to repair your buildings at the location as a result of theft or attempted theft provided that the buildings are not insured elsewhere under this policy. To the extent that this additional benefit applies, then the exclusions applicable to the "Building and Contents" and "Glass" sections will also apply to this additional benefit.	We will pay up to \$50,000 or the amount shown on your Insurance Certificate, whichever is the greater.
<b>Directors and employee's property</b>  We will cover the cost of replacing stolen or damaged property (excluding money) belonging to your directors and employees, or to your welfare, sports and social clubs.	We will pay up to \$10,000 any one event in addition to your sum insured for Theft.
<b>Metered water charges</b>  We will pay the additional costs levied on you by a Water Company or Authority for metered water usage arising from the theft of property or water at the premises.  Cover is provided on the basis that repairs are completed as soon as reasonably practicable after the damage being discovered.	We will pay up to the lesser of seven (7) days charges or the amount of water charges paid by you for the corresponding period in the preceding year for any one event. If you are also insured under the Buildings and Contents section, the amount payable under this additional benefit shall not be cumulative with the additional benefit 'Metered water charges' under the Building and Contents section.
<b>Other benefits</b>  We will also provide cover for the following Additional benefits on the terms set out in Part 5 on page 47 of the 'Money' section:  <ol style="list-style-type: none"><li>1. Additional locations;</li><li>2. Damage to building, safe or strongroom;</li><li>3. Death following assault;</li><li>4. Fraud and dishonesty;</li><li>5. Locks, keys and combinations;</li><li>6. Rewards;</li><li>7. Temporary protection and security guard.</li></ol>	
<b>Permanently fixed apparatus</b>  Provided that your sum insured has not been otherwise exhausted, we will cover theft, whether following forcible and violent entry or otherwise, of permanently fixed (non-portable) apparatus or appliances, owned by you or for which you are legally responsible or have assumed a responsibility to insure, attached to the building other than by means of a flexible or tensile cord to a power point.	We will pay up to the lesser of \$25,000 or the balance of your theft sum insured for contents.

Additional benefits	Benefit limit
<p><b>Removal of debris</b></p> <p>We will pay the cost of removal of debris and of cleaning up any damage resulting from theft or attempted theft of property insured, including as a result of a forensic investigation by police following theft or attempted theft of property insured.</p>	<p>We will pay up to \$5,000 any one claim.</p> <p>Any cover provided under this additional benefit will not accumulate with any similar cover that may be given under the Money section.</p>
<p><b>Rewriting records</b></p> <p>We will pay the additional clerical costs necessarily and reasonably incurred by you to reinstate, reproduce or restore computer systems, records, documents, manuscripts, securities, deeds, specifications, plans or drawings following a theft or attempted theft for which we have provided indemnity.</p>	<p>We will pay up to \$25,000 any one event in addition to your sum insured for Theft.</p>
<p><b>Seasonal increase in cover</b></p> <p>For full details please refer to Additional benefits on page 60.</p>	
<p><b>Temporary Removal</b></p> <p>We also cover your insured property while temporarily removed to any other premises within Australia, however we do not cover:</p> <ol style="list-style-type: none"> <li>vehicles, trailers, watercraft, or caravans unless they are: <ul style="list-style-type: none"> <li>stock in trade of your business; or</li> <li>forklift trucks or similar appliances that are normally used for hauling or lifting goods at your business premises;</li> </ul> </li> <li>stock in trade that is on consignment to other parties unless it is owned by you or is property for which you are responsible;</li> <li>insured property that is away from the insured location the majority of the time.</li> </ol> <p>There is no cover under this Additional benefit for any property which has been removed for a period greater than 90 days without our prior written consent (not to be unreasonably withheld or delayed).</p>	<p>We will pay up to 20% of your sum insured for Theft.</p>
<p><b>Tenanted premises</b></p> <p>We will pay the cost to repair damage to a building at the location in which you are a tenant and for which you are legally liable to pay in accordance with the terms of your lease, provided that such loss occurs as a result of theft or attempted theft of insured property occurring during the period of insurance.</p>	<p>We will pay up to \$25,000 any one event in addition to your sum insured for Theft.</p>
<p><b>Theft without violent and forcible entry (limited cover)</b></p> <p>If a sum insured is shown on the Insurance Certificate for contents, we will extend cover to include theft without violent and forcible entry from a fully enclosed building that results in loss or damage to insured property including electronic equipment, business stock and customers' goods at the location.</p> <p>This Additional benefit does not cover losses arising from:</p> <ol style="list-style-type: none"> <li>unexplained disappearances, unexplained or inventory shortages, clerical or accounting errors or shortage in supply to or from the location;</li> <li>theft by your employees and any member of your household (limited cover is provided under the additional benefit 'Fraud and dishonesty' on page 49);</li> <li>theft or attempted theft from any open-sided structure such as, but not limited to, verandas or yards or other open spaces even if they are partially or fully enclosed.</li> </ol>	<p>We will pay up to the greater of \$20,000 or the limit for theft without violent and forcible entry specified in the Insurance Certificate.</p>

## 5. Optional benefit

This is an Optional benefit that you can select when taking out your insurance and only applies if shown on your Insurance Certificate:

Optional benefit	Benefit limit
<b>Theft without violent and forcible entry</b> We will extend cover to include theft of your building and contents (including stock) in the open air but within the boundaries of the location or contained in an unlocked building.	We will pay up to the sum insured shown on your Insurance Certificate for this Optional benefit.

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## MONEY

### 1. What we cover

We will cover you for loss of or damage to money during the period of insurance when the money is lost or damaged by any of the listed events insured by you, up to the limits shown on your Insurance Certificate.

### 2. Listed events

#### Money in transit

Money in transit to or from your business location (or place of collection) while in your personal custody or the custody of persons authorised by you. Money in transit includes money contained in a night safe or automatic teller machine from the time you deposit the money until the time your financial provider ceases trading on its next full trading day.

#### Money in your building/s

1. during your normal business hours;
2. outside your normal business hours;
3. at any time while contained in a locked safe, strongroom or ATM located in the building.

#### Money in private residence

Money contained in:

1. your home;
2. the home of a person authorised by you;

when it has been taken home (from your business location or place of collection) for safe keeping until the time that your financial service provider ceases trading on its next full trading day.

### 3. What we do not cover

In addition to the General Exclusions, of the policy we will not cover loss of or damage to money:

1. caused by shortages resulting from clerical or accounting errors, or loss due to errors in receiving or paying out;
2. not discovered within 10 working days of the occurrence;
3. due to dishonest acts of your directors, employees, or any member of your family that resides with you;
4. carried by professional money carriers, professional carriers or common carriers;
5. from any unattended vehicle except where it is reasonably necessary to leave money in an unattended vehicle due to an emergency medical, security or evacuation situation or because of actual or threatened violence to person(s) or property;
6. from any safe or strongroom opened by a key or by use of details of the combination which have been left at the location during non business hours unless such key or combination details have been properly secured or unless obtained through actual or threatened violence to person(s) or property;
7. outside of Australia, other than the cover provided under the Additional benefit 'Traveller's money' (see page 46).

#### 4. Additional benefits

The following Additional benefits are provided in addition to the sum insured:

Additional benefits	Benefit limit
<b>Bank and public holidays</b> The sums insured for any money cover selected by you will be increased for gazetted public and bank holidays, including adjoining weekends, and this increase will apply up until your bank's closing time on the next business day after such holiday. This benefit does not apply to damage to safes and strongrooms and/ or any additional cover provided for seasonal increases.	We will pay up to the lesser of 100% of the sum insured for any money cover selected by you or \$75,000.
<b>Counterfeit currency</b> We will pay for losses sustained by you due to the acceptance in good faith of counterfeit Australian currency notes in exchange for merchandise, money or services.	We will pay up to \$500 in any one period of insurance.
<b>Property of directors and employees</b> If clothing or personal effects are lost or damaged during a theft of money, we will pay in addition to the sum insured the cost of repairing or replacing these items for which you are responsible.	We will pay up to \$10,000 for any one event. This additional benefit does not provide cover directly to any director or employee.
<b>Removal of debris</b> We will pay the cost of removal of debris and of cleaning up any damage resulting from theft or attempted theft of property insured, including as a result of a forensic investigation by police following theft or attempted theft of property insured.	We will pay up to \$5,000 any one claim.  Any cover provided under this additional benefit will not accumulate with any similar cover that may be given under the Theft section.
<b>Seasonal increase in cover</b> For full details please refer to Additional benefits on page 60.	
<b>Traveller's money</b> Cover under this section is extended to include loss of money belonging to you, occurring while the money is in your personal custody, or in the custody of your employees. This cover only applies to loss of money which occurs while travelling outside Australia in connection with your business.	We will pay up to the lesser of \$10,000 or the amount shown on your Insurance Certificate for 'Money in transit'.

## 5. Additional benefits for Theft and Money sections

The following benefits are not cumulative, and each benefit will apply once per event even if you have selected both Theft and Money cover. These benefits are provided in addition to the sum insured, unless stated otherwise:

Additional benefits	Benefit limit
<p><b>Additional locations</b></p> <p>For full details, please refer to Additional benefits on page 60.</p>	
<p><b>Death following assault</b></p> <p>We will pay this benefit if any person is injured while protecting property insured under the 'Theft' or 'Money' sections of this policy from theft and death results from the injury within 12 months.</p>	<p>We will pay up to \$10,000 to the estate of the deceased person in reimbursement of funeral, burial and cremation expenses.</p>
<p><b>Damage to your building, safe or strongroom</b></p> <p>If we accept a claim:</p> <ol style="list-style-type: none"> <li>under the 'Theft' or 'Money' section we will also contribute towards the cost of repairing damage to a building (other than glass breakage) you occupy at the location as a tenant and for which you are legally responsible under the terms of a lease. This Additional benefit only applies if the loss is not coverable under any other section of this policy;</li> <li>under the 'Money' section we will also contribute towards the cost of opening a safe or strongroom or the cost of repairing or replacing any loss or damage to a safe or strongroom that was caused by theft or attempted theft.</li> </ol>	<p>We will pay up to \$10,000:</p> <ol style="list-style-type: none"> <li>for damage to a building;</li> <li>towards the cost of opening a safe or strongroom or repairing/replacing any loss or damage to a safe or strongroom.</li> </ol>
<p><b>Fraud and dishonesty</b></p> <p>We will pay for theft consequent upon fraud or dishonesty by any of your employees. We do not cover:</p> <ol style="list-style-type: none"> <li>theft in which any member of your household is involved as a principal or accessory;</li> <li>theft from any open space whether fenced or unfenced outside the walls of the building;</li> <li>any loss that is discovered by you more than 45 days after its occurrence.</li> </ol> <p>We will only pay under this Additional benefit if you take diligent action as soon as reasonably practicable to recover the money or property and, after discovering the loss you make a police report in respect of the employees and cooperate fully with the police investigation.</p> <p>This additional benefit will not apply if you choose to purchase the "Employee Dishonesty" section of this policy, and it is shown as "insured" on your Insurance Certificate.</p>	<p>We will pay up to \$5,000 during any one period of insurance.</p>
<p><b>Locks, keys and combinations</b></p> <p>If we accept a claim:</p> <ol style="list-style-type: none"> <li>under the 'Money' section we will also cover the cost of replacing locks, keys or the combination used to lock your safe or strongroom which are damaged or copied;</li> <li>under the 'Theft' section we will also cover the cost of: <ul style="list-style-type: none"> <li>replacing locks, keys or combinations used in your business;</li> <li>opening safes or strongrooms;</li> <li>replacing or developing security film exposed because of the theft or attempted theft;</li> <li>restoring the security system to its former functionality following a theft or attempted theft.</li> </ul> </li> </ol>	<p>We will pay up to \$10,000 any one event.</p>

Additional benefits	Benefit limit
<p><b>Rewards</b></p> <p>With our prior approval, we will pay the reasonable cost of any reward paid by you to recover any property belonging to you, or for which you are responsible, that is lost or damaged. Provided the posting of the reward is economical in relation to the loss, we will not unreasonably withhold approval.</p>	<p>We will pay up to \$5,000 any one event but we will not cover accumulated reward costs where similar cover is provided under the 'Building and Contents' or 'Money' sections of this policy.</p>
<p><b>Temporary protection and security guard</b></p> <p>If the building or security protection equipment installed at the location sustain damage during a theft or attempted theft of insured property or money, we will pay the costs reasonably and necessarily incurred for temporary protection or the employment of security guards to safeguard the location until the building or security protection equipment are repaired or replaced.</p>	<p>We will pay up to \$25,000 any one event. This benefit is part of, and not in addition to, the sum insured noted in the Insurance Certificate.</p>

## EMPLOYEE DISHONESTY

When you take out this section, we will delete item 3 of 'What we do not cover' of the 'Money' section along with the additional benefit for "Fraud and dishonesty" detailed on page 45 of the policy wording.

### 1. Words with special meaning in this section

**employee** means any person employed by you under a contract of service or apprenticeship, but does not include:

1. any director, partner, trustee or principal except when performing acts within the scope of the usual duties of an employee;
2. any broker, factor, commission agent, consignee, contractor or other agent of the same general character.

### 2. What we cover

We will pay you for loss of money or contents (as defined in the 'Theft' section of this policy) caused by theft, fraud or dishonesty by any of your employees provided that the loss:

1. occurs during the period of insurance;
2. has been carried out by an employee or employees who can be identified;
3. is discovered no later than 12 months after expiry of the period of insurance or the termination of employment of the employee, whichever occurs first;
4. is reported to the police for investigation.

The maximum amount we will pay for all claims during the period of insurance is the amount specified on the Insurance Certificate.

You must provide proof of the value of the property that is lost in order to establish Your loss. For example, you may provide Us with a certified statement from your auditors or accountants that reflects the value of the lost property.

### 3. Additional benefits

The following Additional benefits are provided in addition to the sum insured:

#### Unidentified employees

If a loss is alleged to have occurred as the result of the fraud or dishonesty of any one or more of your employees and you are unable to positively identify them, we will pay for the loss provided that you are able to provide evidence at your expense that the loss was due to the fraud or dishonesty of one or more employees.

#### Retroactive cover

The insurance provided under this section also applies to any loss by fraud or dishonesty committed during the currency of any previous policy provided that:

1. the discovery period in that previous policy has expired;
2. the fraud or dishonesty is discovered within:
  - the period of this policy; or
  - 12 months of the termination of this policy or 12 months after termination of the employment of the employee concerned, whichever occurs first;
3. the cover we provide will fall within and not be in addition to the sum insured shown for this section in the current Insurance Certificate;

4. we will not be liable for any loss arising from an act of fraud or dishonesty committed more than 12 months before the inception of this section of the policy.

### 4. What we do not cover

In addition to the General Exclusions of the policy, we will not pay for any loss of money or contents:

1. resulting from any further act of fraud or dishonesty after you first discover that the employee has been previously engaged in provable dishonest conduct or has previous convictions for dishonest acts;
2. if the only proof of loss is shortage revealed by accounting records or a stock-take of inventory;
3. discovered more than 12 months after the period of insurance has expired or more than 12 months after the termination of employment of the employee concerned;
4. that is not reported to us within 21 days of the discovery of any act of fraud or dishonesty on the part of any employee or any other matter in respect of which a claim may arise;
5. beyond the limit of cover stated in this optional benefit in respect of any one employee and all employees, even if the dishonest conduct continued during more than one period of insurance.

In addition to the General Exclusions of the policy, we will not cover loss of or damage to:

1. tobacco, cigars and cigarettes (unless listed separately on your Insurance Certificate);
2. vehicles or trailers (including their accessories) registered or licensed to travel on a public road, other than mobile plant and equipment which is so registered or licensed (that are not cars, sedans, panel vans and trucks) while at your location;
3. watercraft, aircraft, locomotives or rolling stock, including their accessories.

## TAXATION AUDIT COSTS

When you take out this section, we will delete the limited Additional benefit headed 'Taxation Audit' within the 'Building and Contents' section on page 19 of the policy wording.

### 1. Words with special meaning in this section

**costs** means professional fees paid to accountants or registered tax agents, who are not your employees, for work undertaken in connection with the audit or investigation.

### 2. What we cover

We will cover the reasonable and necessary costs you incur in responding to an audit or investigation by a federal or state Commissioner of Taxation relating to your liability to pay income tax, fringe benefits tax, capital gains tax, wholesale and sales tax, payroll tax, goods and services tax or superannuation contributions tax in respect of your business. This cover only applies to an audit or investigation first notified to you during the period of insurance and we will only pay costs up to the amount specified on the Insurance Certificate.

### 3. What we do not cover

In addition to the General Exclusions of the policy, we will not be liable under this section:

1. for the imposition of any tax, fines, penalties, court costs, penalty tax or interest;
2. for costs incurred after completion of the audit or investigation;
3. where any proceedings were initiated, threatened or started prior to the commencement of the period of insurance;
4. arising from your improper, unwarranted or unjustified refusal or failure to comply with any lawful request made by a state or federal Commissioner of Taxation for the production of documents or the supply of information.

A refusal or failure to comply with a request will not be deemed improper, unwarranted or unjustified if you refuse or fail to comply upon the advice of your accountant or tax agent;

5. for costs from audits or investigations under customs legislation;
6. for costs from audits or investigations of income received or earned, or where the source of income is, outside of Australia or where the services giving rise to the claim are performed by persons or entities ordinarily resident outside Australia;
7. arising out of any fraud or fraudulent act or omission committed by you or on your behalf;
8. arising from audits or investigations which result in you, or any person acting on your behalf, becoming aware of any error or deficiency in any return of income or other documentation supplied to a state or federal Commissioner of Taxation and failing to notify the Commissioner of Taxation as soon as practicable thereafter.

### 4. Special conditions

You must lodge taxation and other returns within the time limits applicable to those returns as prescribed by statute or through extension of time granted by a Commissioner of Taxation. You must make full and complete disclosure of all assessable income (including capital gains), as required by any relevant legislation.

In the event of a claim arising:

1. you must at all times keep us fully and continually informed of all

material developments in relation to the claim and in relation to any audit or investigation;

2. you must take all necessary and reasonable steps to minimise any delays and the amount of any costs incurred or likely to be incurred in connection with any audit;
3. we or our duly appointed agent may undertake our own investigation into any matter which is or may be the subject of a claim; and
4. you must take reasonable steps to ensure that your accountant, registered tax agent and/ or solicitor cooperates with us and where necessary, assists us in relation to any claim and assists us with any matter we may reasonably pursue with the Commissioner of Taxation which is or may be the subject of a claim.

## GLASS

### 1. Words with special meaning in this section

**breakage of glass and broken glass** means a fracture extending through the entire thickness of the glass or basin.

**external glass** means fixed glass in external windows, doors, showcases, skylights.

**internal glass** means glass in internal partitions, windows and doors, refrigerating cabinets, counters, shelving, interior showcases, fixed mirrors and other fixed internal glass including urinals, toilet pans and hand basins.

### 2. What we cover

We will cover you, for accidental breakage of glass involving fixed external glass and internal glass as shown on your Insurance Certificate at the location belonging to you or for which you are legally responsible.

### 3. Additional benefits

The following Additional benefits are provided in addition to the sum insured.

#### External Glass

In the event of accidental breakage of glass we will also pay the greater of \$10,000 or the amount shown on your Insurance Certificate for:

1. the cost of temporary shuttering, boarding up or other security protection necessary, pending replacement of the broken glass;
2. damage to door frames, or other window frames accidentally or maliciously damaged;
3. damage to sign writing, ornamentation, reflective materials or burglar alarm tapes and connections;
4. damage caused by external violence to window/door frames and tiled shop fronts;
5. malicious damage to the glass where the building is leased and you are not entitled to be reimbursed by the lessor in the event of the malicious damage.

#### Damage or Spoilage of Stock

We will pay for damage or spoilage of stock caused by the breakage of glass where the breakage results in a claim under this section, up to \$10,000.

#### Signs

We will also pay up to \$10,000 for damage to electrically illuminated signs including those made of perspex or plastic.

#### Malicious damage

We will pay for malicious damage to external glass where there has been no breakage of the glass.

### 4. What we do not cover

In addition to the General Exclusions of the policy, we do not cover:

1. breakage of glass, sanitary ware or sinks during their installation, removal or work on them, their framework or other fittings;
2. damage to:
  - tubing or light fittings;

- existing cracked or imperfect glass;
- glass caused by artificial heat;
- glass not fit for the purpose intended;
- glass which is stock;
- glass damaged in transit;
- glass which forms part of any glass house, conservatory, television screen or other visual display unit.

## GENERAL PROPERTY

### 1. Words with special meaning in this section

**building** means that part of a permanent and fixed structure with a roof and walls which is capable of fully enclosing an area under the roof when all external doors and windows are closed. Building does not include any yard or other open space, or any veranda, pergola, carport or other open sided structure which cannot be fully enclosed by the use of doors and/or windows. Building does not include a residential property.

**insured items** means specified items and unspecified items which are shown on your Insurance Certificate under the 'General Property' section.

**unspecified items** means general property items up to a value of \$2,500, excluding:

1. mobile plant;
2. photographic or video equipment;
3. mobile communication equipment, including telephones and radios;
4. sporting equipment;
5. electronic equipment, including computers, diaries, GPS units;
6. stock;
7. customers property;
8. vehicles, trailers, aircraft or watercraft;
9. accessories, spare parts or tools of any of the items described above.

**specified items** means items individually described, identified, and listed on your Insurance Certificate with a specific sum insured.

**insured loss** means loss or damage arising from a sudden and unforeseen accident.

### 2. What we cover

You have the option of selecting our Comprehensive Cover or Restricted cover for your General Property items. If you have selected Restricted Cover it will be shown on your Insurance Certificate.

#### Comprehensive cover

We will cover you for insured loss to any insured items anywhere in Australia up to the sum insured shown on your Insurance Certificate that occurs during the period of insurance.

#### Restricted cover

If Restricted cover is shown on your Insurance Certificate we will cover insured loss that occurs during the period of insurance and is caused by:

1. fire, storm, water, explosion, impact by a vehicle;
2. earthquake, aircraft impact, malicious damage;
3. collision or overturning of the conveying vehicle;
4. theft following forcible and violent entry to locked vehicles, including locked tool boxes securely attached to the vehicle, or locked buildings; and
5. theft of equipment securely attached to a vehicle through the use of

locks or padlocks, which results in visible damage to the securing devices.

### 3. What we do not cover

In addition to the General Exclusions of the policy, we do not cover:

1. loss or damage to any sporting equipment whilst in use;
2. loss or damage caused directly or indirectly by:
  - cracking, scratching, marring or breakage of glass or fragile items or surfaces unless as a consequence of an insured loss;
  - rust, oxidation, mildew, mould, moths, insects, vermin, dry rot, change of colour/flavour, contamination or pollution;
  - any process of heating, drying, cleaning, dyeing or alteration to any insured item. This exclusion will not apply to loss or damage which is caused by the radiant heat of a fire event which is not otherwise excluded under this policy;
  - the action of light or atmospheric conditions or gradually developing conditions, wear and tear decay or deterioration of property naturally occurring over time due to ordinary use, age, or exposure to the elements and/or depreciation;
  - dishonesty or trickery by you or others to whom any insured item may be delivered, entrusted, loaned or rented;
  - theft by employees;
  - unexplained inventory shortage;
  - faulty materials or workmanship;
  - mechanical, electronic or electrical breakdown unless as a consequence of an insured loss.

### 4. How we will pay your claim

We will, following collaboration with you, either:

1. repair the item to a condition equal to its condition when new;
2. replace the item with an item of equal output or capacity.

If the item is not replaced or repaired, we will not pay more than the indemnity value of the item. We will not be responsible for the cost of any alterations, improvements, or overhauls carried out during the repair or replacement resulting from any insured loss. Our settlement will not exceed the sum insured shown on your Insurance Certificate for this section.

## MACHINERY BREAKDOWN

### 1. Words with special meaning in this section

**breakdown** means unforeseen and sudden physical damage to machinery from any cause not excluded which requires repair or replacement to enable normal working to continue.

**cold chamber** means any insulated refrigeration or freezer or any room, container or vat that is refrigerated by machinery.

**insured damage** means sudden and unforeseen physical loss or damage to an insured item which occurs during the period of insurance and requires immediate repair or replacement to allow continuation of use.

**machinery** means the items described on the Insurance Certificate under the 'Machinery Breakdown' section, other than computers, printers, or other electronic equipment or componentry.

### 2. What we cover

If any item or items of machinery, or any part of a machine referred to on your Insurance Certificate, suffers insured damage during the period of insurance, we will indemnify you in respect of that loss or damage as provided in part 6 of this section headed 'How we pay your claim'.

### 3. What we do not cover

In addition to the General Exclusions, of the policy the cover under this entire section does not apply to any loss or damage caused by or arising from:

1. fire, smoke, soot, or chemical explosion (other than an explosion of flue gas in boilers);
2. extinguishing a fire including subsequent demolition or repair work;
3. lightning;
4. impact of land borne vehicles, aircraft or watercraft;
5. earthquake, subterranean fire or volcanic eruption;
6. landslide or subsidence;
7. storm, wind, water or flood;
8. water escaping, discharged or leaking from any source which is external to the machinery insured;
9. theft or burglary;
10. intentional or malicious damage;
11. the carrying out of tests involving abnormal stresses including overloading of any insured item;
12. turbine pumps or helical rotor pumps unless shown on your Insurance Certificate;
13. consequential loss as a result of the breakdown of machinery unless the optional benefit has been taken and is shown on your Insurance Certificate.

We do not cover the cost of:

1. replacement of expendable items such as belts, filters, fuses, electric heating elements, electrical contacts, thermostats, TX valves, cutting blades, crushing surfaces, glass or porcelain, ceramics, chains, seals, links, dies and moulds, conveyor belting, lubricants, fuel and any transfer media;

2. replacement of component parts worn through normal operation of the machinery;
3. adjustment, cleaning, purging or recharging of refrigeration or air conditioning equipment;
4. replacement of refractory or brickwork forming part of an insured item unless necessary as part of rectification of insured damage not otherwise excluded under this section;
5. repairs to piping and other ancillary systems due to cracking of pipe work;
6. maintenance work carried out on the machinery;
7. alteration, additions, improvements or overhauls;
8. modification or alteration of insured machinery which has suffered insured damage to enable it to operate with a more ozone friendly refrigerant gas as required by regulatory bodies;
9. replacement or repair, caused by gradual deterioration;
10. replacement of lighting equipment, reticulating electrical wiring, reticulating liquid and gas piping and ducting;
11. damage caused to insured machinery caused by any hydraulic testing;
12. repairs to valves, fittings, glands, joints, gaskets, pipes, lines and connections;
13. damage caused by the movement of foundations, masonry or brick work;
14. removal or installation of underground pumps and well casings unless specifically noted on the Insurance Certificate.

#### 4. Additional benefits

The following additional benefits are provided in addition to the sum insured:

Additional benefits	Benefit limit
<b>Additional fees</b> The cost of consulting engineer's fees (excluding fees for preparing a claim) necessarily incurred with our written consent (such consent not to be unreasonably withheld or delayed), in the reinstatement of plant and machinery.	We will pay up to \$5,000.
<b>Cover for additional machinery</b> If you hire or purchase and commission at your premises any items similar to items already insured which increases the total sum insured under this cover section, we will consider these items to be added to the insurance by this cover section, giving the same cover as for similar items already insured, provided that: <ol style="list-style-type: none"><li>cover for the additional items shall not exceed 20% above the total sum insured for items already insured and noted under this cover section; and</li><li>you give us written notice within 90 days of the hire or purchase and commissioning of the item(s) and pay the appropriate extra premium which will be calculated based on our standard underwriting procedures at the time of your request, which may be at a higher rate than the rate at which your premium was originally calculated.</li></ol>	Section limits and excesses will remain the same for the additions.
<b>Hazardous Substances</b> If a hazardous substance is involved in or released by a breakdown of the machinery, we will cover you for the increase in cost to repair, replace, clean up or dispose of damaged property.	We will pay up to \$25,000 for each claim.
<b>Inflation protection</b> The declared value of machinery items will be increased at the time of loss according to the Consumer Price Index by the proportion which the number of days since the commencement of the policy period bears to the period of insurance.	

#### 5. Optional benefit

Optional benefit	Benefit limit
<b>Business Interruption cover</b> This Optional benefit is only available when the 'Business Interruption' section of this policy has been taken. Where this Optional benefit has been taken and we agree to pay a claim for insured damage to your machinery under this section we will also pay for loss resulting from interruption or interference to the business caused by such damage in accordance with the cover outlined in the 'Business Interruption' section of this policy.	We will pay up to the sum insured shown for gross profit, gross revenue, weekly revenue or gross rentals as selected by you and shown on your Insurance Certificate or \$250,000, whichever is the lesser.

#### 6. How we pay your claim

We will, following collaboration with you, pay the cost to repair or replace the damaged machinery. We will also pay the cost of:

- dismantling, re-erection of machinery and/or machinery parts and removal of debris;
- replacement of refrigerant, or lubricating or insulating oil lost from an insured item as a direct result of insured damage;
- charges for overtime and work on public holidays where necessarily and reasonably incurred;
- freight within Australia by any recognised scheduled services;

- overseas air freight by any recognised scheduled service;
- overseas labour;
- temporary repairs and/or hire of a temporary replacement item during the time taken to repair damage to any machinery or cold chamber; and
- any customs duties or dues.

The maximum we will pay for items 3,4,5,6 and 7 is 50% of the normal cost of repair payable under this section and shall be payable in addition to the applicable sum insured. Our maximum liability inclusive of additional costs relating to items 1, 2 and 8 will be subject to the applicable sum insured not otherwise exhausted shown on your Insurance Certificate.

Where the necessary replacement parts are unavailable, we will not pay more than the cost of similar parts which are available at the time. If similar parts are unavailable, we will not pay more than the price noted on the manufacturers or suppliers latest list price.

Where components or manufacturer's specifications are no longer available due to obsolescence, we will replace this with components which return the machinery to giving at least

the same total function, capability or output as prior to the breakdown. Where we are unable to replace components',

we will pay you the indemnity value of the whole item but not more than the sum insured stated in the Insurance Certificate.

## 7. Optional benefit

### Deterioration of stock in cold chambers

If you have extended your policy to include this Optional benefit it will be noted on your Insurance Certificate. We will cover you up to the sum insured for loss of or damage to the contents as shown on your Insurance Certificate

whilst contained in the cold chambers cooled by the insured items nominated in the Insurance Certificate and caused by deterioration or putrefaction as a result of:

1. breakdown of machinery;
2. sudden and unforeseen failure of the public or private power supply;
3. operation of or failure to operate, controls or protective devices within the refrigeration machinery, other than manual operation or manual setting of controls or protective devices;
4. contamination of the stored stock by the accidental escape of refrigerant into the cold chamber;
5. sudden leakage of refrigerant from the refrigeration machinery.

### Seasonal increase in stock in cold chambers

Please refer to Additional benefits on page 60.

### How we will pay your claim for deterioration of stock in cold chambers

We will pay the cost of replacement of the lost or damaged stock calculated at its value immediately prior to the loss or damage up to the limits shown on your Insurance Certificate.

### What we do not cover in relation to deterioration of stock cover

In addition to the exclusions stated in Section 3 above 'What we do not cover' we also do not cover loss or damage:

1. due to shrinkage, inherent defects or diseases;
2. caused by improper storage, collapse of the packing material or storage structure;
3. following loss of private or public power supply due to:
  - > the decision by any private or public power supply authority to restrict or withhold supply;
  - > shortage of power generation fuel or water;
4. to embryos or semen;
5. to any living animal, plant, fungus or organism.

## 8. Additional conditions applicable to this section

The following conditions apply to this section in addition to the 'General conditions that apply to every section of the policy':

### Minimising your loss

Where there is an occurrence which may give rise to a claim under this section, you must:

1. take reasonable steps to minimise the extent of the loss;
2. preserve any damaged or defective machinery or items and make them available to us for inspection with notice, providing it is safe and reasonable to do so.

### Damaged machinery

Our liability will cease for any machinery which has sustained loss or damage and is operated without having been repaired in a manner consistent with the generally accepted rules of engineering practice and/or the manufacturer's specifications.

## ELECTRONIC EQUIPMENT

### 1. Words with special meaning in this section

**breakdown** means sudden and unexpected electronic, electrical or mechanical failure of electronic equipment, arising from internal defects causing sudden stoppage, which requires repair or replacement to enable normal operation to continue.

**electronic data media** means the discs or tapes used in the computer to store the electronic data.

**electronic equipment** means the electronic equipment listed on the Insurance Certificate and any similar equipment hired or leased by you for which you are legally responsible.

### 2. Types of cover

You can select the following types of cover:

1. breakdown;
2. additional increased cost of working.

Your Insurance Certificate shows the covers you have selected.

### 3. Special conditions

(In addition to the 'General conditions that apply to every section of the policy'.)

#### Loss minimisation

Where there is an occurrence which may give rise to a claim under this section, you must:

1. take reasonable steps to minimise the extent of the loss;
2. preserve any damaged or defective electronic equipment and make them available to us for inspection with notice, providing it is safe and reasonable to do so.

#### Damaged equipment

Our liability will cease for any electronic equipment which has sustained damage and is operated without having been repaired in a manner consistent with the generally accepted rules of engineering practice and/or manufacturers specifications.

#### Newly installed items

At the end of each period of insurance you will furnish us with details of any electronic equipment which was installed or removed during the period of insurance. If you have installed new items of electronic equipment during the period of insurance, which replace items of electronic equipment you have sold or disposed of during that period, we will cover the replacement electronic equipment up to the sum insured shown on your Insurance Certificate.

### 4. Breakdown

#### What we cover

We will cover you for the cost to repair or replace your electronic equipment to its former state caused by breakdown occurring during the period of insurance, provided you have selected this cover and it is shown on your Insurance Certificate.

#### How we will pay your claim

We will pay the cost of replacement or repairs necessary to return the electronic equipment to its former state of operation, including:

1. cost of dismantling, re-erection of electronic equipment and removal of debris;
2. charges for overtime and work on public holidays where necessarily and reasonably incurred;
3. express freight within Australia by any recognised freight service;
4. overseas air freight by any recognised scheduled service;
5. overseas labour;
6. the cost of temporary repairs and/or hire of a replacement item during the time taken to repair damage to any insured item; and
7. any customs duties and dues.

Our liability inclusive of these additional costs will not exceed the sum insured shown on your Insurance Certificate. The value of any salvage will be subtracted from the amount payable.

#### Inflation protection

The declared value of electronic items will be increased at the time of loss according to the Consumer Price Index by the proportion which the number of days since the

commencement of the policy period bears to the period of insurance.

#### Additional fees

We will pay the cost of consulting engineer's fees (excluding fees for preparation of a claim) necessarily incurred with our written consent which will not be unreasonably withheld or delayed, in the reinstatement of electronic equipment. If your sum insured is exhausted, we will pay up to an additional \$5,000.

#### What we do not cover

We will not pay for:

1. damage to electronic data;
2. damage caused by atmospheric conditions, moisture or changes in temperature unless directly resulting from damage to or malfunction of air conditioning equipment;
3. the cost of:
  - replacement of expendable items such as batteries, valves, x-ray and picture tubes, belts, chains, tapes, cards, ribbons, filters, tubes, electric heating elements or electrical contacts;
  - replacement of component parts worn through normal use or operation;unless necessary as part of the rectification of insured damage not otherwise excluded under this section;
4. damage which is covered under the 'Building and Contents' section of the policy;
5. maintenance work;
6. alterations, additions, improvements or overhauls;
7. replacement or repair following gradual deterioration;
8. temporary repairs unless they constitute part of the final repairs and do not increase the total repair costs;
9. repairs of scratches to painted or polished surfaces;
10. any loss where you are entitled to recover the costs of labour or parts

under a maintenance agreement, warranty, guarantee or indemnity in your favour by the manufacturer of the relevant insured item or any other person.

We will not pay for loss or damage caused by or arising from:

1. computer viruses or other disruptive programming techniques, and/or the failure of any program or system to deal with information related to any date or date change;
2. fire, smoke or soot;
3. extinguishing a fire including subsequent demolition or repair work;
4. lightning;
5. explosion (other than explosion of flue gas in boilers);
6. impact of land borne vehicles, aircraft or watercraft;
7. earthquake, subterranean fire or volcanic eruption;
8. landslide or subsidence;
9. storm, wind, water or flood;
10. water escaping, discharged or leaking from any source which is external to the electronic equipment insured;
11. theft or attempted theft;
12. intentional or malicious damage;
13. consequential loss unless your Insurance Certificate shows that you have taken out cover under this section for 'Additional increased cost of working'.

## 5. Additional increased cost of working

### What we cover

We will cover the reasonable and necessary additional costs incurred by you to prevent a reduction in your turnover as a result of an electronic equipment breakdown during the period of insurance.

We will also cover these incurred costs for a period of 60 days after the period of insurance however our total liability for these costs is restricted to the sum insured shown on your Insurance Certificate.

### How we will pay your claim for Additional increased cost of working

1. We will pay the additional expenditure incurred over and above the normal expenses which would have been incurred by you for the operation of your insured equipment by the use of substitute equipment to maintain normal business operations during the interruption. Our maximum payment will be restricted to the sum insured shown on your Insurance Certificate, less the applicable excess and includes:
  - the actual hire charges incurred for the rental of substitute equipment;
  - the cost of additional personnel and transport expenses incurred with the use of the substitute equipment;
2. The indemnity period shown on your Insurance Certificate under this section and the time excess noted below under 'What we do not cover', will commence from the date on which you begin to use the substitute insured equipment;
3. We will not be liable for loss, damage or costs incurred by you during the time excess.

### What we do not cover

We will not pay for:

1. additional costs incurred during the first 48 hours following breakdown;
2. the costs incurred during interruption due to the carrying out of alterations, additions, cleaning, adjustment or improvements to the electronic equipment;
3. additional costs incurred where the interruption period is increased beyond 4 weeks due to delay in the repair or replacement of items manufactured outside Australia if the delay results from:
  - measures, restrictions or regulations imposed by any government or public or local authority;
  - the time required to procure replacement parts or complete items in overseas markets;
  - the time required to transport or ship component parts or complete items between the location and any overseas place of repair or replacement;
  - the time required to engage and transport overseas specialists or consultants to assist in or supervise local repairs.

## 6. Optional benefit

Optional benefit	Benefit limit
<p><b>Business Interruption cover</b></p> <p>This Optional benefit is only available when the 'Business Interruption' section of this policy has been taken.</p> <p>Where this Optional benefit has been taken and we agree to pay a claim for insured damage to your electronic equipment under this section we will also pay for loss resulting from interruption or interference to the business caused by such damage in accordance with the cover outlined in the 'Business Interruption' section of this policy.</p>	<p>We will pay up to the sum insured shown for gross profit, gross revenue, weekly revenue or gross rentals as selected by you and shown on your Insurance Certificate or \$250,000, whichever is the lesser.</p>

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## GOODS IN TRANSIT

### 1. What we cover

We will cover you for loss or damage to your property in transit during the period of insurance up to the limit shown on your Insurance Certificate, caused by one of the Insured events listed below, while your property is in transit by road vehicle owned or operated by you anywhere in Australia.

### 2. Insured events

1. Collision or overturning of the conveying vehicle;
2. Fire, lightning, explosion, storm, wind, water, flood, earthquake, impact, malicious damage and vandalism;
3. Theft resulting from forcible and violent entry evidenced by damage to the securely locked portion of a vehicle and/or trailer or the building in which the conveying vehicle and/or trailer is being garaged;
4. Theft of items securely attached to a vehicle by locks or other securing device, which is evidenced by damage to those locks or securing devices.

### 3. How we will pay your claim

In the event of a claim, the value of goods lost or damaged will be taken as:

1. for goods you have sold – your invoice value;
2. for goods you have purchased – the purchase price as shown on the invoice;
3. all other goods including plant transfers – market value.

### 4. What we do not cover

In addition to the General Exclusions of the policy, we will not cover you for loss of or damage to, or as a result of:

1. depreciation or deterioration;
2. money or negotiable documents;
3. jewellery, watches, furs, antiques, paintings, works of art, precious metals, precious stones or articles composed of any of them;
4. explosives, petroleum products in bulk or gas in bulk;
5. livestock;
6. delay, loss of market or consequential loss of any kind;
7. collision or contact by the conveying vehicle with the kerb or uneven road surface;
8. cigarettes, tobacco, wines, spirits or other alcoholic beverages unless shown on your Insurance Certificate;
9. theft by or in collusion with any of your employees;
10. electrical or mechanical derangement unless damage is visible to the exterior of the machine;
11. personal property that is not for your business.

## ADDITIONAL BENEFITS

Additional benefits that apply to the Building and Contents, Theft, Money and Machinery Breakdown sections of this policy.	Limits
<p><b>Seasonal increase in cover</b></p> <p>When you insure under the 'Building and Contents', 'Theft', 'Money' and 'Machinery Breakdown – Deterioration of stock in cold chambers' sections of this policy, we will increase the amount of cover provided for up to 130 days in total during any one period of insurance.</p> <p>You do not have to tell us what the dates of the periods are, but if you claim under a cover section which has the seasonal increase cover, then your financial records over at least the previous 2 years must substantiate the period as having turnover, sales or levels of stock at least 20% higher than the average turnover, sales or level of stock at other times during the period of insurance.</p> <p>If your business is less than 2 years old, we will use the financial records of your business from the date of commencement until the date of the loss or damage to substantiate your claim.</p> <p>You can nominate different seasonal increase period(s) or higher percentage increases of turnover, sales or levels of stock. If you do, they will be shown in the Insurance Certificate and you must pay any additional premium that applies.</p>	<p>During these periods the cover will be increased:</p> <ul style="list-style-type: none"> <li>• by the lesser of 50% of its value or \$75,000 for stock insured under the 'Building and Contents' sections;</li> <li>• by 50% of its value for stock insured under the 'Theft' section or the 'Machinery Breakdown – Deterioration of stock' section;</li> <li>• by 50% of the sum insured for any money cover selected by you under the 'Money' section.</li> </ul> <p>As your stock is included in the contents sum insured on the Insurance Certificate for the 'Building and contents' and 'Theft' sections of the policy these increases will only be applied to the portion of the sum insured that relates to your stock.</p>
<p><b>Additional locations</b></p> <p>Provisional cover is extended to include all business locations within Australia that become yours after the commencement of the period of insurance however the cover is limited to locations used for the business described on your Insurance Certificate and the property insured as described on your Insurance Certificate.</p> <p>This cover is provided for 90 days for the 'Building and Contents' and 'Theft' section and 30 days for the, 'Money' and 'Machinery breakdown' cover sections from the time the location is first used by you (unless the period of insurance ends sooner or the location ceases to be yours, whichever occurs first).</p> <p>Full details of the additional location are to be supplied to us within:</p> <ul style="list-style-type: none"> <li>• 90 days for 'Building and Contents' and 'theft' cover; and</li> <li>• 30 days for 'Money' and Machinery Breakdown' cover;</li> </ul> <p>following your commencement of the use of the location. We may not continue to provide cover beyond the days noted however if we agree to include the additional location, we may require an additional premium before we will provide cover. The extra premium will be calculated based on our standard underwriting procedures at the time of your request, which may be at a higher rate than the rate at which your premium was originally calculated.</p>	<p>We will pay up to 50% of the highest sum insured for 'Building and Contents', 'Machinery Breakdown', 'Theft' and 20% of the highest sum insured for 'Money' as shown on your Insurance Certificate.</p>

## RelyOn Insurance

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