



QBE Insurance (Australia) Limited

Security Plus Broadform Liability

Liability Insurance Policy

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About this booklet

This booklet contains two separate parts: General Information and the Policy Terms and Conditions.

General Information

This part of the booklet contains information you need to know before you take out a Policy. Please read it carefully before taking out this insurance.

Policy Terms and Conditions

The Policy part of this booklet contains the Policy Terms and Conditions, which detail all the terms, conditions and exclusions relating to the Policy. It forms part of your legal contract with us.

If we issue you with an insurance Policy, you will be given a Policy Schedule. The Policy Schedule sets out the specific terms applicable to your cover and should be read together with the Policy Terms and Conditions.

The Policy Terms and Conditions and the Policy Schedule we send to you form your legal contract with us so please keep them in a safe place for future reference.

If you require further information about this product, please contact your Financial Services Provider.

About QBE Australia

QBE Insurance (Australia) Limited ABN 78 003 191 035 A FSL 239545 is a member of the QBE Insurance Group Limited ABN 28 008 485 014 (ASX: QBE). QBE Insurance Group is Australia's largest international general insurance and reinsurance group, and one of the largest insurers and reinsurers in the world.

General information

The information contained in this part is general information only and does not form part of your contract with us. The Policy Terms and Conditions in the rest of this booklet contain details of your contract.

Duty of disclosure

Before you enter into an insurance contract, you have a duty to tell 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 before you renew, extend, vary or reinstate an 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 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 cancel your contract or reduce the amount we will pay you if you make a claim, 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.

The General Insurance Code of Practice

QBE Australia is a signatory to the General Insurance Code of Practice.

The Code aims 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 the resolution of complaints and disputes between us and you
- Promote continuous improvement of the general insurance industry through education and training.

Privacy

We'll collect personal information when you deal with us, our agents, other companies in the QBE group or suppliers acting on our behalf. We use your personal information so we can do business with you, which includes issuing and administering our products and services and processing claims. Sometimes we might send your personal information overseas. The locations we send it to can vary but include the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

Our Privacy Policy describes in detail where and from whom we collect personal information, as well as where we store it and the full list of ways we could use it. To get a free copy of it please visit qbe.com.au/privacy or contact QBE Customer Care.

It's up to you to decide whether to give us your personal information, but without it we might not be able to do business with you, including not paying your claim.

Resolving complaints & disputes

We want you to be delighted with our products and service. We also want you to be comfortable that your privacy and personal information is in safe hands.

Something not right?

If ever you're unhappy about our staff, representatives, products, services or how we've handled your personal information, we'll do our best to put things right.

Step 1 – Talk to us

If there's something you'd like to talk to us about, or if you'd like to make a complaint, speak to one of our staff. When you make your complaint please provide as much information as possible. They're ready to help resolve your issue.

You can also contact our Customer Care Unit directly to make your complaint. Our aim is to resolve all complaints within 15 business days.

Step 2 – Talk to a Dispute Resolution Specialist

If we haven't responded to your complaint within 15 days, or if you're not happy with how we've tried to resolve it, you can ask for an Internal Dispute Resolution review.

A Dispute Resolution Specialist will provide QBE's final decision within 15 business days of your complaint being escalated, unless you've agreed to give us more time.

Step 3 – Seek independent advice

If you're not happy with the final decision, you can seek independent legal advice. You can seek independent legal advice at any stage of this process.

Contacting QBE's CCU

How to contact QBE Customer Care	
Phone	1300 650 503 (Monday to Friday from 9am to 5pm, Sydney time, except on public holidays). Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	<ul style="list-style-type: none"> • complaints@qbe.com, to make a complaint. • privacy@qbe.com, to contact us about privacy or your personal information. • customercare@qbe.com, to give feedback or pay a compliment.
Post	Customer Care, GPO Box 219, Parramatta NSW 2124

Privacy complaints

If you're not satisfied with our final decision and it relates to your privacy or how we've handled your personal information, you can contact the Office of the Australian Information Commissioner (OAIC).

How to contact the OAIC	
Phone	1300 363 992 Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	enquiries@oaic.gov.au
Online	www.oaic.gov.au

Policy terms and conditions

Insurer

The Policy is underwritten by QBE Insurance (Australia) Limited, ABN 78 003 191 035, AFS Licence No. 239545

Our agreement with you

This Policy is a legal contract between you and us. You pay us the premium, and we provide you with the cover you have chosen as set out in the Policy, occurring during the period of insurance shown on your Policy Schedule or any renewal period.

The amount of any deductible that applies to your Policy will be shown on your Policy Schedule.

The exclusions in the section(s) headed 'When you are not covered' and conditions in the section headed 'General Conditions' apply to all sections of this Policy.

Your Policy

Your General Public and Products Liability Policy consists of the Policy Terms and Conditions in this booklet and the Policy Schedule we give you.

Please read your Policy carefully and satisfy yourself that it provides the cover you require.

If you want more information about any part of your Policy, please ask us, or your Financial Services Provider.

The address and telephone number of your QBE branch are on your Policy Schedule.

You should keep your Policy Booklet and Policy Schedule together in a safe and convenient place for future reference.

Paying your premium

You must pay your premium by the due date. If we do not receive your premium by this date or your payment is dishonoured this Policy will not operate and there will be no cover.

Preventing our right of recovery

If you have agreed not to seek compensation from another person who is liable to compensate you for any loss, damage or liability which is covered by this Policy, we will not cover you under this Policy for that loss, damage or liability.

How Goods and Services Tax affects any payments we make

The amount of premium payable by you for this policy includes an amount on account of the GST on the premium.

When we pay a claim, your GST status will determine the amount we pay.

When you are:

- (a) not registered for GST, the amount we pay is the sum insured/limit of indemnity or the other limits of insurance cover including GST.
- (b) registered for GST, we will pay the sum insured/limit of indemnity or the other limits of insurance and where you are liable to pay an amount for GST in respect of an acquisition relevant to your claim (such as services to repair a Damaged item insured under the Policy) we will pay for the GST amount.

We will reduce the GST amount we pay for by the amount of any input tax credits to which you are or would be entitled if you made a relevant acquisition. In these circumstances, the Input Tax Credit may be claimable through your Business Activity Statement (BAS).

You must advise us of your correct Australian Business Number & Taxable Percentage.

Any GST liability arising from your incorrect advice is payable by you.

Where the settlement of your claim is less than the sum insured/limit of indemnity or the other limits of insurance cover, we will only pay an amount for GST (less your entitlement for Input Tax Credit) applicable to the settlement. This means that if these amounts are not sufficient to cover your loss, we will only pay the GST relating to our settlement of the claim.

We will (where relevant) pay you on your claim by reference to the GST exclusive amount of any supply made by any business of yours which is relevant to your claim.

GST, Input Tax Credit (ITC), Business Activity Statement (BAS) and Acquisition have the same meaning as given to those expressions in A New Tax System (Goods and Services Tax) Act 1999 and related legislation as amended from time to time.

Taxable Percentage is your entitlement to an Input Tax Credit on your premium as a percentage of the total GST on that premium.

Words with special meanings

Some key words and terms used in this Policy have a special meaning.

Wherever the following words or terms are used in the Policy, they mean what is set out below:

Word or term	Meaning
Advertising Liability	<p>liability arising out of one or more of the following:</p> <ul style="list-style-type: none"> (a) defamation except arising out of defamatory statements or disparaging material made or produced prior to the inception date of this Policy or made at your direction with your knowledge of the falsity of the statement or material (b) infringement of copyright, title or slogan (c) unfair competition, misappropriation of advertising ideas or style of doing business, or (d) invasion of privacy committed or alleged to have been committed in any advertisement and arising out of any advertising activities conducted by you or on your behalf, in the course of carrying out your business. <p>For the purposes of this definition, 'advertisement' means any manner of communication given to the public including by way of any form of print media, publication, telecommunication, radio or television broadcast, electronic mail, internet, world wide web or exhibit.</p>
Aircraft	any vessel, craft or thing made or intended to fly or move in or through the atmosphere or space.
Business	the business described in the Policy Schedule including the provision and management of canteens, social, sports and welfare organisations for the benefit of Your Employees, first aid, fire and ambulance services and the ownership and maintenance of Your premises.
Deductible	the amount You first bear in relation to each Occurrence. The deductible applies to all amounts payable under this Policy including the indemnity provided under 'Defence of claims'
Employee	any person engaged by you under a contract of service or apprenticeship but does not include any person employed under such contract who is excluded from the definition of 'worker' under any workers' compensation legislation.

Word or term	Meaning
Employment Practices	any wrongful or unfair dismissal, denial of natural justice, defamation, misleading representation or advertising, harassment or discrimination directly or indirectly related to employment or prospective employment of any person or persons by You.
Hovercraft	any vessel, craft or thing made or intended to float on or in or travel on or through the atmosphere or water.
Incidental Contracts	<ul style="list-style-type: none"> (a) any written rental agreement or lease of real or personal property not requiring an obligation to insure such property or be strictly liable regardless of fault. (b) 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 (c) 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 (d) those contracts designated in the Policy Schedule.
Internet Operations	<ul style="list-style-type: none"> (a) transfer of computer data or programs by use of electronic mail systems by You or Your Employees, including part-time and temporary staff, contractors and others within Your organisation whether or not such data or programs contain any malicious or damaging code, including but not limited to computer virus, worm, logic bomb, or Trojan horse (b) access through Your network to the world wide web or a public Internet site by Your Employees, including part-time and temporary staff, contractors and others within your organisation (c) 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
Joint Venture	Any enterprise undertaken jointly by You with a third party or parties.

Word or term	Meaning
Joint Venture Partner	Any non-insured who jointly participates with You in any joint venture
Limit of Liability	the applicable limit of liability specified in the Policy Schedule.
Medical Persons	qualified medical practitioners, nurses, dentists and first aid attendants.
Occurrence	<p>an event which results in Personal Injury or Property Damage or Advertising Liability, neither expected nor intended from Your standpoint.</p> <p>All Personal Injury or Property Damage or Advertising Liability arising out of continuous or repeated exposure to substantially the same general conditions will be construed as arising out of one Occurrence.</p>
Period of Insurance	the period shown in the Policy Schedule.
Personal Injury	<p>(a) bodily injury (and this expression includes death and illness), disability, shock, fright, mental anguish, mental injury. In the event of any claims, for personal injury arising from latent injury, latent disease or latent sickness, such injury, disease or sickness in respect of each claim shall be deemed to have first happened on the day such injury, disease or sickness was first medically diagnosed and to be covered under this policy, that diagnosis must first occur during the Period of Insurance</p> <p>(b) the effects of false arrest, wrongful detention, false imprisonment or malicious prosecution</p> <p>(c) the effects of wrongful entry or eviction;</p> <p>(d) the effects of the publication or utterance of a libel or slander or other defamatory or disparaging material</p> <p>(e) the effects of assault and battery not committed by You or at Your direction unless reasonably committed for the purpose of preventing or eliminating danger to persons or property.</p>
Pollutants	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.

Word or term	Meaning
Products	any goods, products and property (after they have ceased to be in your possession or under your control), which are or is deemed to have been manufactured, grown, extracted, produced, processed, constructed, assembled, erected, installed, repaired, serviced, treated, sold, supplied or distributed by You (including any container thereof other than a vehicle).
Property Damage	<p>(a) physical damage to or loss or destruction of tangible property including any resulting loss of use of that property, or</p> <p>(b) 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</p>
Policy Schedule	the schedule of insurance and / or any endorsement schedule We give You.
Subsidiary	<p>(a) any entity which by virtue of any applicable legislation or law is deemed to be Your subsidiary (where You are a company), or</p> <p>(b) any entity over which You (where You are a company) are in a position to exercise effective direction or control.</p>
Territorial Limits	anywhere in the world subject to Exclusions 9 – ‘Exports to USA and Canada’ and 30 – ‘Territorial Limits’
Vehicle	any type of machine on wheels or self-laid track 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.
Watercraft	any vessel, craft or thing made or intended to float on or in or travel on or through or under water.
We, Our, Us	QBE Insurance (Australia) Limited, ABN 78 003 191 035 AFS Licence Number 239545
You, Your, Insured	<p>the person(s), companies or firms named on the current Policy Schedule as the Insured including, as if they were You:</p> <ol style="list-style-type: none"> all the Subsidiary companies (now, previously or subsequently constituted) of the named Insured specified in the Policy Schedule provided their places of incorporation are within Australia or any Territory of Australia

Word or term	Meaning
	<p>2. every director, executive officer, Employee, volunteer, work experience student, partner or shareholder of You or of the parties shown in paragraph (1) above, but only while acting within the scope of their duties in such capacity</p> <p>3. every principal, in respect of that principal's vicarious liability for the acts or omissions of You or of the parties shown in paragraph (1) in the performance by them of work for that principal, but subject always to the extent of coverage and the Limit of Liability provided by this Policy</p> <p>4. each partner, joint venturer, co-venturer or joint leasee of the Insured named in the Policy Schedule but only:</p> <p style="padding-left: 40px;">(i) If the Insured named in the Policy Schedule assumes active control of, or is required to arrange insurance for the partnership, joint venture, co-venture or joint lease; and</p> <p style="padding-left: 40px;">(ii) With respect to liability incurred as the partnership, joint venture, co-venture or joint lease;</p> <p>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 (other than one of the parties shown in paragraphs (3) or (4) above) in respect of claims arising from their duties connected with the activities of any such club, organisation or service.</p> <p>6. any director or senior executive of You or one of the parties shown in paragraph (1) above in respect of private work undertaken by Your Employees for such director or senior executive.</p> <p>However, You/Your/Insured does not include the interest of any other person other than as described in this definition.</p>

What you are insured against

Liability

We will cover You for Your legal liability to pay:

- all sums by way of compensation, and
- all costs awarded against You

in respect of:

- Personal Injury,
- Property Damage, or
- Advertising Liability

happening during the Period of Insurance and caused by an Occurrence within the Territorial Limits in connection with Your Business.

Defence of claims

If We agree to cover You, We will:

- (a) defend in Your name and on Your behalf any claim or legal action against You seeking damages for Personal Injury or Property Damage even if the action is groundless, false or fraudulent, and We will investigate, negotiate and settle any claim or legal action as We see fit
- (b) pay all legal costs and expenses incurred by Us 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 Liability
- (c) reimburse You for all reasonable expenses, other than loss of earnings, incurred by You with Our consent in connection with the defence of a claim or legal action
- (d) 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*).

We will do this, provided that:

- (e) We will not be obliged to pay any claim or judgement or to defend any claim or legal action after the Limit of Liability has been exhausted by payment of judgments or settlements
- (f) 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 under (a) to (d) in 'Defence of claims' above 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.

Any amount We pay, other than payments in settlement of claims, suits and all costs awarded against You, are payable by Us over and above the Limit of Liability set out in the Policy Schedule.

What we will pay

Limit of Liability

- (a) Our maximum liability in respect of any claim or any series of claims for Personal Injury, Property Damage or Advertising Liability caused by or arising out of one Occurrence will not exceed the Limit of Liability shown on the Policy Schedule.
- (b) 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 shown on Your Policy Schedule.

What you must pay if you make a claim – Deductible

For claims made on this Policy, You will have to pay the Deductible which is shown on your Policy Schedule.

If more than one Deductible is payable under this Policy for any claim, or series of claims arising from the one Occurrence:

- You must pay the highest Deductible, but
- You pay only one Deductible.

When you are not covered

General exclusions which apply to this Policy.

This Policy does not cover liability in respect of:

1. Advertising injury

- resulting from statements made at the direction of the Insured with knowledge that such statements are false
- resulting from failure of performance of contract but this exclusion shall not apply to claims for unauthorised appropriation of advertising ideas contrary to an implied contract
- resulting from any incorrect description of Your Products or services
- resulting from any mistake in advertised price of Your Products or services
- failure of Your Products or services to conform with advertised performance, quality, fitness or durability
- incurred by You, whose principal occupation or business is advertising, broadcasting, publishing or telecasting.

2. Aircraft, Aircraft products, Watercraft and Hovercraft

Claims arising out of

- the ownership, maintenance, operation or use by You or on Your behalf of any Aircraft
- the ownership, operation or use by You or on Your behalf of any Watercraft exceeding 10 metres in length, except where such Watercraft are owned or operated by others and used by You for business entertainment, or Hovercraft.
- Your Products that are Aircraft or 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 are incorporated in an Aircraft.

3. Airport security

Personal Injury or Property Damage caused by, or arising directly or indirectly out of, or in any way involving the provision of any form of security at any airport or aircraft landing area.

4. Asbestos

Claims directly or indirectly arising out of, resulting from, in consequence of, contributed to or aggravated by asbestos in whatever form or quantity.

5. Assault and battery

Personal Injury or Property Damage caused by or arising from assault and battery committed by You or at Your direction unless reasonably necessary for the protection of persons or property.

6. Contractual liability

Any obligation assumed by You under any contract or agreement that requires You to:

- effect insurance over property, either real or personal
- assume liability for, Personal Injury, Property Damage or Advertising Liability regardless of fault; provided that this exclusion shall not apply with regard to:
 - liabilities which would have been implied by law in the absence of such contract or agreement or
 - liabilities assumed under Incidental Contracts, or
 - terms regarding merchantability, quality, fitness or care of Your Products which are implied by law or statute, or
 - the obligation is assumed under those agreements specified in the Policy Schedule;

7. Criminal assault

Claims arising from or attributed to assault which ultimately results in a criminal conviction.

8. Employment liability

Personal Injury imposed:

- by any workers' compensation law
- by the provision of any industrial award, agreement or determination or any contract of employment or workplace agreement where such liability would not have been imposed in the absence of such industrial award, agreement or determination or contract of employment or workplace agreement, or
- provided that if you are:
- by law to insure or otherwise fund, whether through self insurance, statutory fund or other statutory scheme, all or part of any common law liability (whether limited or not) for such personal injury, or
- where it is not required to so insure or otherwise fund such liability by reason only that the personal injury is to a person who is not a worker or employee for the purposes of the relevant worker's compensation law or the personal injury is not an injury which is subject to such law
- then this Policy will respond to the extent that your liability would not be covered under such fund, scheme, policy of insurance or self insurance arrangement had you complied with your obligations pursuant to such law.

There is no cover under this Policy for and in respect of Employment Practices.

9. Exports to the USA or Canada

Personal Injury or Property Damage caused by or arising out of Your Products knowingly exported by You, or Your agents or servants, to the USA or Canada.

10. Faulty workmanship

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

11. Fines, Penalties

Fines, penalties and/or liquidated damages.

12. Firearms

The use of firearms when such firearms are not used in connection with Your Business

13. Inefficacy

Liability arising out of the failure of a Product, or any part thereof, to fulfil the purpose for which it was intended or to perform as specified, warranted or guaranteed, unless such failure is due to an unintentional error in the manufacture, assembly, preparation or installation of the Product, or any part of it.

14. Information technology hazards, computer data, program and storage media

- (a) Personal Injury or Property Damage arising, directly or indirectly, out of, or in any way involving your Internet operations, or
- (b) 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:
 - (i) the use of any computer hardware or software
 - (ii) the provision of computer or telecommunication services by You or on Your behalf
 - (iii) the use of computer hardware or software belonging to any third party, whether authorised or unauthorised including damage caused by any computer virus.

But this exclusion does not apply to:

- (c) Personal Injury or Property Damage arising out of any material which is already in print by the manufacturer in support of its product, including but not limited to product use and safety instructions or warnings, and which is also reproduced on its site, or
- (d) liability which arises irrespective of the involvement of Your Internet operations, and
- (e) nothing in this exclusion will be construed to extend coverage under this Policy to any liability which would not have been covered in the absence of this exclusion.

15. Libel and slander

The publication or utterance of a libel or slander or other defamatory or disparaging material:

- (a) made prior to the commencement of the Period of Insurance, or
- (b) made by You or at Your direction with knowledge of its falsity, or
- (c) if Your business is advertising, broadcasting, publishing or telecasting

16. Loss of use

Loss of use of property which has not been physically injured, or lost or destroyed resulting from:

- (a) a delay in or lack of performance by You or on Your behalf of any agreement
- (b) the failure of Your Products to meet the level of performance, quality, fitness or durability express or implied warranted or represented by You. But this exclusion does not apply to the loss of use of other tangible property resulting from the sudden unintended and unexpected physical damage to or loss or destruction of Your Products after they have been put to use by any person or organisation other than You as defined under the definition of 'You', 'Your' or 'Insured'.

17. Ownership or use of dogs

The use or operation of dogs unless You have complied with all statutory obligations, by-laws or regulations imposed by all relevant public authorities for their use or operation.

18. Participation

Personal Injury to any person arising out of the actual participation by that person in any sporting activities (including but not limited to practice, trials, training and competition) covered by this Policy.

19. Pathogenic organism

Loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss from Pathogenic Organisms.

For the purposes of this Exclusion Pathogenic Organism shall include but not be limited to mould or fungi or its spores, bacteria, yeasts, mildew, algae mycotoxins or any other metabolic products enzymes or protein secreted by the above whether toxic or otherwise.

We shall not be under any duty to defend the insured in any proceedings in connection with any Pathogenic Organism claims or incidents.

This exclusion shall apply irrespective of when the claim arose or was made and irrespective of when the exposure to any Pathogenic Organism occurred.

20. Pollution

- (a) Personal Injury or Property Damage caused by or arising out of the discharge, dispersal, release, seepage, migration or escape of Pollutants into or upon land, the atmosphere, or any water course or body of water, but this exclusion does not apply if the discharge, dispersal, release or escape is sudden, identifiable, unexpected and unintended and takes place in its entirety at a specific time and place
- (b) any costs and expenses incurred in the prevention, removing, nullifying or clean-up of such contamination or pollution but this exclusion does not apply to clean-up, removal or nullifying expenses only, which are 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
- (c) the actual, alleged or threatened discharge, dispersal, release, seepage, migration or escape of Pollutants caused by any product that has been discarded, dumped, abandoned or thrown away by others
- (d) the actual, alleged or threatened discharge, dispersal, release, seepage, migration or escape of Pollutants in the United States of America (USA) or Canada or in any country to which the laws of the USA or Canada apply.

Our liability under clauses 20(a) and 20(b) above in respect of any one discharge, dispersal, release, seepage, migration or escape and for all discharges, dispersals, releases, and escape of pollutants during any one Period of Insurance will not exceed the Limit of Liability.

21. Product defect

Property damage to Your Products if the damage is attributed to any defect in them or to their harmful nature or unsuitability.

22. Product recall

Claims arising out of or resulting from any loss, cost or expense incurred by You for the loss of use, withdrawal, recall, inspection, repair, replacement, adjustment, removal or disposal of Your Products or of any property of which they form a part, if such products or property are withdrawn from the market or from use because of any known or suspected defect, deficiency, inadequacy or dangerous condition in them.

But this exclusion does not apply to the cost of physically withdrawing or recalling from use products which have already given rise to an Occurrence resulting in a claim for compensation which is indemnifiable under this Policy if We agree that such withdrawal is necessary for the purpose of preventing similar claims arising. Our liability hereunder is limited to a maximum of \$100,000 any one Period of Insurance and provided You will bear the first \$5,000 of each and every claim.

23. Professional liability

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

- (a) the rendering of or the failure to render professional medical advice or service by Medical Persons employed by You to provide first aid and other medical services on Your premises, or
- (b) Personal Injury or Property Damage arising from such rendering of or failure to render professional advice or service, providing such professional advice or service is not given for a fee.

24. Property in custody or control

Personal Injury or Property Damage to:

- (a) property owned by or leased or rented to You, or
- (b) money, negotiable instruments, documents or any goods carried or transported by You, or
- (c) Property in Your physical or legal control but this exclusion does not apply to liability for Property Damage to:
 - (i) premises (including landlord's fixtures and fittings) which are leased or rented to You
 - (ii) premises (or their contents) not owned, leased or rented by You but temporarily occupied by You for work therein
 - (iii) Vehicles (not belonging to or used by You) in Your physical or legal control where the Property 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
 - (iv) the property of an Employee of You or of the parties shown in paragraph (1) of the definition of 'You', 'Your' or 'Insured'
 - (v) property (excluding any vehicle which is registered or which is under any legislation to be registered) in Your physical or legal control which is on temporary hire or loan to You, or for the purpose of repair, service, maintenance or alteration subject to a maximum of \$100,000 for any one Occurrence
 - (vi) any other property in Your physical or legal control, other than money, negotiable instruments, documents or any goods being carried or transported by You, subject to a maximum of \$100,000.

25. Punitive damages

Punitive damages, exemplary damages, aggravated damages and any additional damages resulting from the multiplication of compensatory damages.

26. Queensland labour hire

Personal Injury or Property Damage in connection with any labour hire provider who is not licensed in accordance with the *Labour Hire Licensing Act 2017 (QLD)*.

27. Radioactivity

From the use, existence or escape of any nuclear fuel, nuclear material, or nuclear waste or action of nuclear fission or fusion.

28. Sanctions limitation and exclusion clause

You're not insured under any section of this Policy where a claim payment breaches any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America, or any local autonomous sanctions.

29. Sexual abuse

Claims arising from, contributed to by or in connection with sexual and/or child assault, abuse, molestation or attempt thereat.

30. Territorial limits

- (a) claims made or actions instituted within any country, state or territory (outside Australia) where the laws of that country, state or territory require insurance to be effected or secured with an insurer or organisation licensed in that country, state or territory to grant such insurance.
- (b) claims made and actions instituted within the USA or Canada or any other territory coming within the jurisdiction of the courts of the USA or Canada.
- (c) claims and actions to which the laws of the USA or Canada apply.

Provided that:

- (d) exclusions 30 (b) and (c) above do not apply to claims and actions arising from the presence outside Australia of any of Your Employees and/or directors, partners or proprietors who are normally resident in Australia and who are not undertaking manual work or supervision of work of any kind while in the USA or Canada.

The limit of liability in respect of coverage provided under paragraph 30 (d) is inclusive of all costs, expenses and interest as set out in 'Defence of claims' of this Policy.

31. Terrorism

This Policy also excludes any loss, destruction, damage, death, injury, illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with any action taken in controlling, preventing, suppressing, retaliating against, or responding to or in any way to an act of terrorism.

For the purpose of this exclusion, an act of terrorism includes any act, or preparation in respect of action, or threat of action designed to influence the Government of the day or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or Government(s) of the day or de facto, and which:

- involves violence against one or more persons, or
- involves damage to property, or
- endangers life other than that of the person committing the action, or
- creates a risk to health or safety of the public or a section of the public, or
- is designed to interfere with or to disrupt an electronic system.

32. Tobacco

Personal Injury arising directly or indirectly out of or due to the inhalation or ingestion of, or exposure to:

- (a) tobacco or tobacco smoke
- (b) any ingredient or additive present in any articles, items or goods which contain or include tobacco.

33. Vehicles

Personal Injury or Property Damage arising out of the ownership, possession, operation, or use by You or on Your behalf of any Vehicle:

- (a) which is registered or which is required under any legislation to be registered, or
- (b) in respect of which compulsory liability insurance or statutory indemnity is required by virtue of any legislation (whether or not that insurance is effected).

Exclusions 33 (a) and (b) above do not apply to:

- (c) Personal Injury where:
 - (i) that compulsory liability insurance or statutory indemnity does not provide indemnity, and
 - (ii) the reason or reasons why that compulsory liability insurance or statutory indemnity does not provide indemnity do not involve a breach by you of legislation relating to vehicles.
- (d) Property Damage arising out of and during the loading or unloading of goods to or from any Vehicle
- (e) Property Damage caused by or arising from the operation or use of any Vehicle which is designed primarily for lifting, lowering, loading, unloading, while being operated or used by You or on Your behalf within the confines of Your premises
 - (i) Property Damage caused by or arising out of the use of
 - (ii) any Vehicle whilst being used as a tool, or
 - (iii) plant forming part of your vehicle being used as a tool operating at any worksite but excluding Property Damage caused by or arising whilst the Vehicle is transporting or carting goods.

34. War

Invasion, acts of foreign enemies, hostilities or war-like operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power, confiscation or nationalisation or requisition or destruction or damage to property by or under the order of any government or public or local authority.

This Policy also excludes any loss, destruction, damage, death, injury, illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with any action taken in controlling, preventing, suppressing, retaliating against, or responding to or in any way to war.

Automatic policy amendment

Investigations and inquiries

In the event that Your Business activities involve investigations and inquiry on behalf of a principal (as referred to in the "Words with special meanings" definition of 'You', 'Your', 'Insured'), the following amendments are made to the Policy:

'Personal Injury' definition under 'Words with special meaning' is deleted and replaced with:

- bodily injury (and this expression includes death and illness), disability, shock, fright, mental anguish, mental injury. In the event of any claims, for personal injury arising from latent injury, latent disease or latent sickness, such injury, disease or sickness in respect of each claim shall be deemed to have first happened on the day such injury, disease or sickness was first medically diagnosed and to be covered under this policy, that diagnosis must first occur during the Period of Insurance
- the effects of false arrest, wrongful detention, false imprisonment or malicious prosecution
- the effects of wrongful entry or eviction;
- the effects of assault and battery not committed by You or at Your direction unless reasonably committed for the purpose of preventing or eliminating danger to persons or property.

'15. Libel and Slander' under 'When you are not covered' is deleted and replaced with:

- This Policy does not cover liability in respect of the publication or utterance of a libel or slander or other defamatory or disparaging material'.

Optional policy extension

Errors and omissions extension

This extension operates on a 'claims made and notified' basis. This means that the policy covers You for claims made against You and notified to Us during the Period of Insurance.

Where You give notice in writing to Us of any facts that might give rise to a claim against You as soon as reasonably practicable after You become aware of those facts, but before the expiry of the Period of Insurance, You may have rights under Section 40(3) of the *Insurance Contracts Act 1984* to be indemnified in respect of any Claim subsequently made against You arising from those facts, notwithstanding that the Claim is made after the expiry of the Period of Insurance.

The terms of the Policy and the effect of the Policy is that You are not covered for Claims made against You after the expiry of the Period of Insurance.

Notwithstanding the provisions of 'What you are insured against' of this Policy:

- We agree to cover You against legal liability for any Claim for compensation for Financial Loss first made against You during the Period of Insurance and which is notified in writing to Us during the Period of Insurance, provided that such Financial Loss arises out of a negligent act, error or omission in connection with Your Business committed or alleged to have been committed in the course of Your Business by You or on Your behalf after the Retroactive date.
- Our total liability under this extension will not exceed in the aggregate, any one Period of Insurance \$1,000,000, any one Period of Insurance inclusive of costs and expenses as specified under 'What you are insured against - Defence of claims'.
- Upon expiry of the Period of Insurance, no further Claim(s) can be made under this Policy.
- The indemnity provided under this extension is subject to a Deductible of \$5,000 each and every Claim.

1. Definitions applicable to this Endorsement

- (a) 'Claim' or 'Claims' means:
- (i) any writ, statement of claim, summons, application or other originating legal or arbitral process, cross claim, counterclaim or third- or similar-party notice issued against or serviced upon You;
 - (ii) the receipt by You of any written or verbal notice of demand for compensation made by a third party against You.
- (b) 'Financial loss' means any loss which is economic in nature and not consequent upon Personal Injury or Property Damage.
- (c) Retroactive date means the date shown in the Policy Schedule, after which Cover in respect of 'Financial Loss' may be granted. If no Retroactive Date is shown in the Policy Schedule, it will be the Policy inception date.

2. Exclusions applicable to this extension

This extension does not cover liability:

- (a) for or in respect of Claims directly or indirectly based upon, attributable to or in consequence of any fact or circumstance:
 - (i) of which written notice has been given, or ought reasonably to have been given under any previous policy of insurance;

- (ii) of which You first became aware prior to the inception of the Period of Insurance of this Policy, and which You knew or ought reasonably to have known had the potential to give rise to a Claim being brought against You;

- (iii) declared in the proposal for this insurance as being an act or circumstance likely to give rise to a claim being brought against You;

- (b) arising out of or attributable to any failure or omission on Your part to affect or maintain insurance;
- (c) for the cost of repairing, reconditioning, replacing, making good or recalling any of Your Products or faulty or inadequate workmanship performed by You or on your behalf;
- (d) assumed under contract or agreement unless such liability would have attached in the absence of such contract or agreement;
- (e) arising from facts or circumstances which is inevitable having regard to:
 - (i) the circumstances and nature of the work undertaken;
 - (ii) Your Business;
- (f) arising from or in connection with advice, design, consultancy, specification, formula or supervision given or undertaken by You:
 - (i) which is not in relation to Your Business;
 - (ii) for a fee;
- (g) arising out of conspiracy, conversion, deceit, inducement, breach of contract or injurious falsehood;
- (h) arising in the United States of America and/or Canada or in respect of any Claim(s) which would be subject to the jurisdiction of the Courts of the United States of America and/or Canada;
- (i) incurred by or caused by a director or executive officer of Yours whilst acting within the scope of their duties in such capacity.

Other than as amended above, all the terms and conditions of this Policy continue to apply.

General conditions

These General conditions apply to all sections of this Policy.

Changing your Policy

If You want to make a change to this Policy, the change becomes effective when:

- We agree to it, and
- We give You a new Policy Schedule detailing the change.

Other interests

You must not transfer any interests in this Policy without Our written consent.

Any person whose interests You have told us about and We have noted on your Policy Schedule is bound by the terms of this Policy.

Cancelling your Policy

You can cancel Your Policy by telling Your financial service provider.

We may cancel this Policy in any of the circumstances permitted by law. If We do, We'll tell You in writing.

We will refund You any premium for the remaining Period of Insurance above any agreed minimum premium. If Your premium is being or has been adjusted, You still need to provide all the required information to enable the adjustment and to pay the amount of adjustment up to the date of cancellation.

Adjustment of premium

Within 30 days of the expiry of Your Policy You need to tell Your financial service provider anything You know, or could be reasonably expected to know, that may affect Your Policy. This could result in a change to Your premium, but not below the minimum specified premium.

You must keep a record of any information You provide and allow Us to inspect or make copies of this at reasonable notice.

Notices

If we give notice to Your financial service provider or the first named Insured on the Policy Schedule, this operates as notice to all insured parties comprising and it will be effective:

- immediately if it is delivered personally or sent electronically or
- three business days after We have posted it to Your financial service provider's or Your last known address.

Changes to information previously advised

You must tell Us as soon as possible if circumstances occur, or if changes or alterations are intended or made which increase the risk of loss, Property Damage or Personal Injury.

You must tell Us immediately in writing of:

- 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 You believe any claim amount might fall below the deductible
- every change that comes to your knowledge which materially varies any of the facts or circumstances existing at the commencement of this Policy.

Jurisdiction

All disputes arising out of or under this Policy will be subject to determination by any Court of competent jurisdiction within Australia.

Joint Insureds

Where more than one party comprises the Insured each of the parties will be considered as a separate and distinct unit and the words 'You', 'Your' or 'Insured' 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 or Period of Insurance.

This General Condition does not apply to Paragraphs (3), (4), (5) and (6) of definition of You, Your, Insured in Words with special meanings.

Discharge of Liabilities

At any time, We can pay to You or on Your behalf, for all claims made against You for any one Occurrence:

- the Limit of Liability, after deducting any amounts already paid, or
- any lower sum for which the claim may be settled.

If We do so:

- the conduct of any outstanding claim(s) will become Your responsibility, and
- We will not be liable to pay any further amounts in relation to that Occurrence other than costs, charges, or expenses that We agreed to pay before or when We made the payment referred to above.

Reasonable care

You must:

- take all reasonable precautions to prevent Personal Injury, Property Damage, Advertising Liability, the manufacture, sale or supply of defective Products
- take reasonable action at your own expense to trace, recall or modify any of your Products containing any defect or deficiency of which you have knowledge or have reason to suspect, including (but not limited to) any of your Products subject to governmental or statutory ban
- ensure only competent Employees are employed and take reasonable measures to maintain all premises, fittings and plant in sound condition
- ensure that your Employees, contractors, or anyone else who completes work for you complies with all statutory obligations, by-laws or regulations imposed by all relevant public authorities for the:
 - safety of persons or property
 - disposal of waste products and
 - handling, storage or use of flammable liquids, substances, gases or toxic chemicals.

Inspection of property

We may inspect your property and operations at any time. You may not use our failure to inspect, or any inspection report made by us or others on our behalf, in any action or proceeding involving us

We may examine and audit your books and records at any time while you're insured and for three years after, but we will only examine and audit matters that are relevant to the Policy.

Claims

What you must do

If an event happens which may give rise to a claim under this Policy you must:

- tell us or your Financial Services Provider as soon as possible. You will be provided with advice on the procedure to follow
- supply us with all information we require to settle the claim
- take all reasonable precautions to prevent further loss or damage
- not negotiate, admit, repudiate or pay any claim by any person
- co-operate with us fully in any action we take if we have a right to recover any money payable under this Policy from any other person

If in doubt at any time, ring us or your Financial Services Provider for advice.

What you must not do

You must not:

- admit liability if an incident occurs which is likely to result in someone claiming against you
- make any admission of guilt or promise or offer of payment in connection with any such claim, unless we first agree in writing. This applies to you or any other person making a claim under this Policy.

What we do

We may take over and conduct the defence or settlement of any claim or issue legal proceedings for damages. If we do this we will do it in your name. We have full discretion in the conduct of any legal proceedings and in the settlement of any claim. You must co-operate by giving us any statements, documents or assistance we require. This may include giving evidence in any legal proceedings.

What can affect a claim

We will reduce the amount of a claim by the deductible shown in the Policy Terms and Conditions or on the Policy Schedule. We may refuse to pay a claim if you are in breach of your Duty of Disclosure or any of the conditions of this Policy, including any endorsements noted on or attached to the Policy Schedule. We pay only once for loss or damage from the same event covered by this Policy even if it is covered under more than one section of the Policy. We may be entitled to refuse to pay or to reduce the amount of a claim if:

- it is in any way fraudulent, or
- any fraudulent means or devices are used by you or anyone acting on your behalf to obtain any benefits under this Policy.

