

Small Commercial / SME Package Policy Summary

This is a Policy Summary only and does not contain full terms and conditions of the contract of insurance. These can be found in the Policy document, a copy of which is available on request. Excesses (the amount of any claim that you are responsible for) are shown on the Policy Schedule.

Insurer

Hadron UK Insurance Company Limited

Type of Cover

This policy is designed to cover the assets, earnings and the legal liabilities of your business. Some of the covers are optional and will only apply if you have selected them and they are shown on the Policy Schedule.

Significant features and significant or unusual exclusions or limitations:

Section 1: Material Damage

Cover

This Section of the Policy covers damage to Property caused by:

Fire, lightning, explosion, aircraft, earthquake, riot, malicious damage, theft, storm, flood, impact, escape of water, sprinkler leakage, accidental damage and subsidence as defined in the Insurable Perils section of the Policy.

Some of these Perils are optional. The Policy Schedule will show which Insured Perils apply to each item.

Principal Extensions	Limit
Capital additions	the lesser of 10% of the Sum Insured or £250,000
Clearing of drains	£5,000 any one loss
Exhibitions	£5,000 any one loss
Fire extinguishment expenses	£10,000 any one loss
Home workers (other locations)	£2,500 any one loss / £10,000 in any one period of insurance
Landscaped gardens (damage by emergency services)	£10,000 in any one period of insurance
Loss of metered water	£10,000 in any one period of insurance
European Union and Public authorities	15% of the Buildings Sum Insured
Theft of building fabric	£5,000 in any one period of insurance
Temporary removal	The lesser of 10% of the Contents Sum Insured or £100,000
Theft damage to buildings	£25,000 (if buildings are not insured)
Theft of keys and lock replacement	£1,500 in any one loss
Third party storage locations	£5,000 any one location / £20,000 in any one period of insurance
Trace and access	£10,000 in any one period of insurance
Underground services	£5,000 in any one period of insurance

Principal Exclusions		
<ul style="list-style-type: none"> ○ A number of perils are excluded when premises are unoccupied ○ Accidental erasure of electronic records ○ Acts of fraud or dishonesty ○ Bursting by steam pressure of boilers ○ Cessation of work ○ Change in temperature ○ Corrosion, rust, wet or dry rot ○ Damage to building by its own collapse ○ Damage to structures in the course of erection ○ Land, piers, jetties, bridges, culverts, excavations ○ Damage to property subject of a trade process 	<ul style="list-style-type: none"> ○ Defective workmanship, design or materials ○ Disappearance, unexplained loss ○ Frost, change in water table level ○ Inherent vice, latent defect, gradual deterioration ○ Joint leakage, failure of welds ○ Mechanical or electrical breakdown, power surges ○ Orders of the government ○ Pollution or contamination ○ Spontaneous fermentation ○ Vehicles for road use, trailers, caravans, watercraft ○ Livestock, growing crops or trees 	<ul style="list-style-type: none"> ○ Storm damage caused to fences, gates and property in the open and flood damage to moveable property in the open ○ Subsidence caused by or arising from: <ul style="list-style-type: none"> ➢ Made up ground ➢ Coastal erosion ➢ Normal settlement of new structures ○ Theft not involving forcible and violent means ○ Theft of property in the open ○ Wear and tear or damage by pets ○ Waste burning ○ Bullion, jewellery, precious stones, metals or furs
Additional Cover to Section 1		
Cover	Cover includes	Principal Exclusions
Glass Damage to all internal or external fixed glass	<ul style="list-style-type: none"> ○ Damage to alarms ○ External blinds up to £2,500 ○ Goods on display in windows caused by the Impact of falling glass up to £2,500 ○ Neon signs and electric light fittings up to £2,500 ○ Sanitary ware up to £2,500 ○ Temporary boarding up 	Damage <ul style="list-style-type: none"> ○ Caused by repairs or alterations ○ When the building is unoccupied ○ Caused by wear and tear or gradual deterioration ○ Caused by scratching or cracking ○ Caused by change in colour, temperature or climatic conditions ○ Defective design, materials or inherent defects
Optional Additional Covers to Section 1		
Cover	Cover includes	Principal Exclusions
Money Loss of business money or non-negotiable money either on the premises or elsewhere within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands. <ul style="list-style-type: none"> ○ In the buildings during business hours or in transit (limit shown on the Schedule) ○ In the Insured's private dwelling house (£500 limit) ○ In the buildings outside business hours (£500 limit) ○ Secured in a locked unspecified safe (£5,000 limit) ○ Secured in a specified safe (limit shown in the Schedule) 	<ul style="list-style-type: none"> ○ Clothing and personal effects up to £500 ○ Damage to safe and tills 	<ul style="list-style-type: none"> ○ Forgery or deception ○ Theft not involving forcible and violent entry ○ Theft by employees ○ Counterfeit money ○ Fraudulent or invalid payment ○ Loss from unconnected business activities ○ Loss from an unattended vehicle ○ Shortage due to error or omission

Cover	Cover includes	Principal Exclusions
Personal Accident (Assault) Benefits payable to Employees in the event of injury in the course of the business arising directly from assault.	Limits: 1. Death - £25,000 2. Loss of limbs or eyes - £25,000 3. Permanent total disablement - £25,000 4. Temporary total disablement - £100 per week	<ul style="list-style-type: none"> ⊖ More than one of the Benefits 1-3 in respect of any one person ⊖ Any person under 16 years of age ⊖ Pre-existing physical or mental defect
Domestic Contents, Personal Money, Alternative Accommodation <ul style="list-style-type: none"> ⊖ Domestic Contents at the premises ⊖ Your personal money ⊖ Alternative Accommodation 	<ul style="list-style-type: none"> ⊖ £2,500 single article limit (or as on the Schedule) ⊖ £500 limit in any one period of insurance ⊖ £25,000 any one loss 	<ul style="list-style-type: none"> ⊖ Hearing aids, contact lenses, sports gear ⊖ Unauthorised use of a credit card
Goods in Transit Goods in transit in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands	<ul style="list-style-type: none"> ⊖ Packing materials up to £2,000 ⊖ Personal effects belonging to the driver or attendant up to £500 ⊖ Reloading cost up to £2,000 ⊖ Removal of debris up to £2,000 ⊖ Re-securing unsafe loads £2,000 ⊖ Transferring property to any other vehicle up to £2,000 	<ul style="list-style-type: none"> ⊖ Breakdown of refrigeration ⊖ Depreciation, delay, inadequate documentation ⊖ Erection, dismantling or installation ⊖ Inadequate packing or addressing ⊖ Spillage leakage, evaporation, shrinkage ⊖ Theft from open backed, soft sided or soft topped vehicles ⊖ Disappearance or shortage
All Risks on Portable Property Worldwide All Risks cover on portable property used in connection with the business.	<ul style="list-style-type: none"> ⊖ Limit £2,500 or the sum insured on the Schedule 	<ul style="list-style-type: none"> ⊖ Confiscation or detention ⊖ Unattended property unless contained in <ul style="list-style-type: none"> ➤ a securely locked building ➤ a secure vehicle ⊖ Wear, tear, breakdown or depreciation

Section 2: Business Interruption

<p>Cover This Section of the Policy covers:</p> <ul style="list-style-type: none"> ⦿ Business interruption as a result of damage to Property covered in Section 1 or another Material Damage policy. ⦿ Loss of outstanding debit balances caused by insured damage to accounting records. 		
Principal Extensions	Limit	
Premises closure or restrictions	£50,000 any one period	
Unspecified suppliers	£100,000 any one loss	
Denial of access	£100,000 any one loss	
Accidental failure of public supply	£100,000 any one loss	
Goods in transit	£50,000 any one loss	
Documents	£25,000 any one loss	
Storage sites and contract sites	£25,000 any one loss	
<p>Principal Exclusion ⦿ Erasure, loss, distortion or corruption of information on computer systems or other records, programs or software.</p>		
Additional Cover to Section 2		
Cover	Cover includes	Principal Exclusions
<p>Loss of Licence Depreciation in value of your interest in the business or premises should the licence to sell alcohol be forfeited or refused renewal from causes beyond your control.</p> <p>A limit is shown in the Schedule.</p> <p>Indemnity Period 12 months.</p>		<ul style="list-style-type: none"> ⦿ Forfeiture or failure to renew the licence due to your misconduct, neglect or failure to keep the licence in force ⦿ Loss of any extension to the normal opening hours ⦿ Loss caused by alteration of the premises ⦿ Loss caused by illegal drug activities or unsanitary or unsatisfactory condition of the premises ⦿ Losses where the Insured is entitled to compensation under legislation ⦿ Non-renewal of the licence due to town or country planning improvement or redevelopment ⦿ Compulsory purchase or the surrender, reduction or redistribution of licences

Section 3: Equipment Breakdown

Cover

This Section covers electrical or mechanical breakdown of covered equipment and damage caused as a result of explosion of steam boilers. The Limit of Indemnity is £250,000 any one loss and in any one period of insurance.

Principal Extensions

Limit

Hazardous substances	£10,000 any one accident
Computer equipment	£500,000 any one accident (fixed equipment) / £5,000 (portable equipment)
Computer reinstatement of data	£50,000 any one accident
Computer increased cost of working	£50,000 any one accident
Business interruption	£100,000 in any one period of insurance
Public authorities	Within the buildings sum insured in the Material Damage Section
Expediting expenses	£20,000 any one accident
Hire of substitute item	£5,000 any one accident
Loss of contents of oil tanks	£10,000 any one accident
Deterioration of stock	£15,000 or the limit in the Schedule in any one period of insurance, per premises
Damage to own surrounding property	£1,000,000 in any one period of insurance

Principal Exclusions

Damage caused by or resulting from:

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| <ul style="list-style-type: none"> ○ A pressure test of any boiler or pressure vessel ○ An insulation breakdown test of any type of electrical equipment ○ Any defect, virus, loss of data, loss of access within or involving media or data ○ Wear and tear, corrosion or other gradually developing conditions | <ul style="list-style-type: none"> ○ With respect to public authorities: <ul style="list-style-type: none"> ➢ Fines ➢ Any liability to a third party ➢ Any increase in loss due to a hazardous substance ➢ Increased construction costs until the building is replaced | <ul style="list-style-type: none"> ○ With respect to deterioration of stock: <ul style="list-style-type: none"> ➢ Deliberate acts of electricity suppliers ➢ Neglect/misuse, wear and tear, vermin ➢ Incorrect setting of thermostats ○ Any condition which can be corrected by re-setting, calibrating, re-aligning, tightening, adjusting or cleaning or by the performance of maintenance ○ Loss or damage recoverable under a maintenance agreement, warranty or guarantee |
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Property Excluded

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| <ul style="list-style-type: none"> ○ Supporting structures ○ Electronic diagnostic/research equipment ○ Equipment manufactured by you for sale ○ Electricity generation equipment | <ul style="list-style-type: none"> ○ Equipment requiring periodic renewal ○ Insulating or refractory material ○ Manufacturing, process, production equipment ○ Tools, dyes, cutting edges, crushing surfaces | <ul style="list-style-type: none"> ○ Mobile plant and equipment (other than forklift trucks) ○ Aircraft, watercraft or vehicles or any equipment mounted on vehicles |
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Section 4: Employers' Liability

Cover
 This Section protects you for your legal liabilities in respect of claims from employees sustaining injury or disease caused during the period of insurance and in connection with their employment by you as part of the business.
 The Limit of Indemnity is £10,000,000.

Principal Extensions	Limit
Court appearance compensation Health & Safety at Work - legal defence costs Indemnity to other parties Unsatisfied court judgements Corporate Manslaughter and Corporate Homicide – legal defence costs	£250 per day per person within the limit of indemnity within the limit of indemnity within the limit of indemnity within the limit of indemnity

Principal Exclusions

- Liability arising from work or visits offshore
- Injury involving motor vehicles in circumstances where motor insurance is required by law
- Manual work other than in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man other than for temporary visits for non-manual work not in USA or Canada

Section 5: Public and Products Liability

Cover
 This section protects you for your legal liabilities to pay compensation and legal costs for accidental death or injury to any person (excluding employees) and accidental damage to third party material property.
 The Limit of Indemnity is shown in the Schedule (inclusive of costs in respect of occurrences in the USA or Canada if this is covered – see your Schedule for details).

Principal Extensions	Limit
Court attendance compensation Health & Safety at Work – legal defence costs Customer Protection & Food Safety Acts – legal defence costs Corporate Manslaughter and Corporate Homicide – legal defence costs Overseas personal liability Liability for guests' property Cross liabilities Car park liability Defective Premises Act Indemnity to other parties Motor contingent liability Cloakrooms	£250 per day per person Within the limit of indemnity Within the limit of indemnity Within the limit of indemnity Within the limit of indemnity £25,000 any one period of insurance Within the limit of indemnity £10,000 any one event / £50,000 any one period of insurance Within the limit of indemnity Within the limit of indemnity Within the limit of indemnity £100 any one article / £1,000 any one incident

Principal Exclusions

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|---|---------------------------------------|--|
| ○ Advice and design | ○ Working offshore | ○ Vehicles when compulsory insurance is required |
| ○ All pollution in USA/Canada | ○ Exports to or work in USA/Canada | ○ Manual work other than in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man other than temporary non-manual work |
| ○ Asbestos other than accidental discovery | ○ Gradual pollution and contamination | ○ Sporting activities, inflatables, fairground rides |
| ○ Contractual liability or fines | ○ Property in your custody or control | |
| ○ Damage to goods supplied | ○ Safety critical products | |
| ○ Perfluorinated compounds | ○ Watercraft, aircraft, spacecraft | |
| ○ Defamation, belligerent or malicious acts | ○ Waste burning | |

Section 6: Management Protector

○ Sub Section A: Personal Accident –

Cover for death, loss of limbs or sight of an Eligible Person whilst in the course of your business up to the limits shown on the Schedule.

○ Sub Section B: Employee Dishonesty –

Cover for direct financial loss caused by theft by an identified employee, first discovered by you during the period of insurance and within 72 hours of the theft occurring.

Principal General Policy Exclusions

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| ○ War | ○ Virus, disease and pandemic | ○ Terrorism | ○ Bullying or harassment |
| ○ Government action | ○ Date recognition | ○ Marine covers | |
| ○ Radioactive contamination | ○ Asbestos | ○ Existing damage | |
| ○ Electronic data | ○ Biological, chemical radiological, nuclear | ○ Indirect loss / Loss of value | |
| ○ Computer virus and cyber liability | ○ Illegal, deliberate and criminal activities | ○ Fungus, moulds and spores | |
| ○ Sonic bangs | | ○ Sanctions | |

Period of cover

The policy duration is 12 months and is annually renewable (unless shown differently on your policy schedule).

Cancellation

You have the right to cancel your Policy from inception within 14 days of the receipt of the documents at the start of the insurance (“the cooling off period”) if the cover does not meet your requirements by returning all documents and any certificate to your broker who arranged the Policy.

We shall return any premium paid in full within 30 days of the receipt of the notice of cancellation from your broker if the cover is cancelled either:

- before the inception date or
- within the 14-day cooling off period provided that no claim has been made or incident advised that could give rise to a claim (in these circumstances no return of premium will be made).

No return of premium will be made where a survey has been conducted in the year of cancellation.

If you wish to cancel at any other time, please contact your broker who arranged the Policy.

How to Make a Claim

Please telephone the dedicated claims line **0333 032 5000**

For emergency out of hours major loss notifications please telephone **0345 0737187**

Please do not use this number for general claims notifications or queries which should be to **0333 032 5000**

How to Complain

Should you wish to make a complaint regarding your claim please contact:

Sedgwick International UK

Address: 2 The Boulevard, City West One Office Park, Gelderd Road, Leeds LS12 6NY

E-mail: hadronclaims@uk.sedgwick.com

Telephone: 0113 467 2860

Should you wish to make a complaint about the policy or the service we offer please contact:

NBS Underwriting

Address: NBS House, Aire Valley Business Park, Wagon Lane, Bingley, BD16 1WA

E-mail: info@nbsunderwriting.co.uk

Telephone: 0333 032 5000

If you remain dissatisfied after your complaint has been considered, or you have not received a final decision within eight (8) weeks, you may be eligible to refer your complaint to the Financial Ombudsman Service

Address: The Financial Ombudsman Service
Exchange Tower
Harbour Exchange
London E14 9SR

Tel: 0800 023 4567

Fax: 020 7964 1001

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

Website: www.financial-ombudsman.org.uk

You may be entitled to compensation from the Financial Services Compensation Scheme if Hadron Uk Insurance Company is unable to meet its obligations to you under this insurance.

If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of the insurance. Further information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU) and on their website: www.fscs.org.uk

Making a complaint does not affect your right to take legal action.

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