

Zurich Steadfast General and Products Liability Insurance

Policy Wording



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Zurich Steadfast General and Products Liability Insurance

About Zurich

The insurer of this product is Zurich Australian Insurance Limited (ZAIL), ABN 13 000 296 640, AFS Licence Number 232507, a subsidiary of Zurich Financial Services Australia Limited (ZFSA). In this policy wording, ZAIL may also be expressed as 'Zurich', 'We', 'Us' or 'Our'.

ZFSA and its subsidiaries are members of the Swiss-based Zurich Group, offering an extensive range of general insurance, investment, life insurance and superannuation products and services for individuals, small to medium sized businesses, larger companies and multi-national corporations.

In Australia, Zurich offers general insurance products covering property, motor, liability, workers compensation, compulsory third party, directors and officers, and professional indemnity risks.

About Steadfast

Steadfast Group Limited (Steadfast) is an unlisted public company comprising over 270 shareholders. Each shareholder is an independent insurance brokerage. This Policy is available exclusively to You through the shareholders of Steadfast. Steadfast does not issue, guarantee or underwrite this Policy.

Important information about Steadfast's advice

Any advice Steadfast gives about this Policy does not take into account any of Your particular objectives, financial situation or needs. For this reason, before You act on Steadfast's advice, You should consider the appropriateness of the advice taking into account Your own objectives, financial situation and needs. Before You make any decisions about whether to acquire this Policy We recommend You read this insurance Policy.

Important Information

This Policy and Your current Schedule are important. Please ensure that You read them carefully and keep them in a safe place.

The Policy, current Schedule, Claims Conditions, General Conditions, Exclusions, Definitions and Endorsements (if any), are to be read together as one contract.

Where any word or expression has been given a specific meaning under the heading 'Definitions – Words with special meaning', such word or expression shall bear that meaning wherever it may appear in this Policy, unless such meaning is inapplicable to the context in which such word or expression appears.

Headings have been included for ease of reference and it is understood and agreed that the terms and Conditions of this Policy are not to be construed or interpreted by reference to such headings.

The insurance by this Policy shall be invalid unless the Schedule and any alterations to the wording are signed by a person authorised by Us.

If You have any questions regarding this Policy, please contact Your Steadfast representative.

Cooling-Off Information

If You want to return Your insurance after Your decision to buy it, You may cancel it and receive a full refund. To do this You may notify your Steadfast representative electronically or in writing within twenty-one (21) days from the date this Policy commenced.

This cooling-off right does not apply if You have made or are entitled to make a claim. Even after the cooling-off period ends, You still have cancellation rights. However, your Steadfast representative may deduct certain amounts from any refund for administration costs or any non-refundable taxes.

The General Insurance Code of Practice

Zurich, as a member of the Insurance Council of Australia Limited, subscribes to the General Insurance Code of Practice.

The purpose of the Code is to raise the standards of practice and service in the general insurance industry.

The Code aims to:

- constantly improve claims handling in an efficient, honest and fair manner;
- build and maintain community faith and trust in the financial integrity of the insurance industry; and
- provide helpful community information and education about general insurance.

Privacy

Zurich respects Your privacy. Before We collect personal information You should know the following things:

- We require personal information about You to assess Your request for insurance and to administer the Policy.
- Where relevant for this purpose, We will disclose Your personal information (other than sensitive information such as health information) to Your Steadfast broker. We will also, where relevant, disclose Your personal information, including sensitive information, to Our service providers (including loss adjusters, administrators, reinsurers) and to Our business partners for this purpose.
- By submitting Your personal details, You consent to those organisations collecting and Us disclosing personal and sensitive information about You for this purpose.
- A list of the type of service providers and business partners We commonly use is available on request, or on Our website. Go to www.zurich.com.au and click on the Privacy link on Our home page.
- If You do not provide the requested information, Your proposal may not be accepted, We may not be able to administer your Policy or You may breach Your Duty of Disclosure, the consequences of which are set out in the Duty of Disclosure notice.
- We may also disclose personal information about You where We are required or permitted to do so by law.
- In most cases, on request, We will give You access to the personal information We hold about You. In some circumstances, We may charge a fee for giving You access, which will vary but will be based on Our costs.

If You would like to find out more, You may contact Us by telephone on 132 687 or email at Privacy.Officer@zurich.com.au or in writing to:

The Privacy Officer
Zurich Australian Insurance Limited
PO Box 677
North Sydney NSW 2059

Complaints and Disputes Resolution

If You have a complaint about this insurance product issued by Us or a service You have received from Us, including the settlement of a claim, please contact Your Steadfast broker to initiate the complaint with Us. If You are unable to contact Your Steadfast broker, call Us on 132 687. If You are not satisfied with Our initial response, You may then use Our Internal Disputes Resolution process or, ultimately, Our External Disputes Resolution Scheme.

Please refer to General Policy conditions. 'Complaints and Disputes Resolution process' on page 22 for full details of Our process and how You can access it.

Claims

This Policy only provides cover in respect of Personal Injury and/or Property Damage and Advertising Liability that occurs during the Period of Insurance.

Your Responsibilities

Duty of Disclosure

Before You enter into a contract of general insurance with Us, (which includes this General and Products Liability Insurance Policy) You have a duty under the Insurance Contracts Act 1984 to tell Us everything that You know, or could reasonably be expected to know, is relevant to Our decision to insure You and the terms and conditions on which We insure You.

You have the same duty to tell Us those things before We issue cover, renew, extend, vary or reinstate a policy of insurance.

Information You do not need to give

You do not have to tell Us anything that:

- reduces the risk;
- is common knowledge;
- We already know or should know in the ordinary course of Our business;
- has been indicated by Us as not necessary to know.

Non-Disclosure

If You fail to comply with Your duty of disclosure, We may be entitled to reduce Our liability under the contract in respect of a claim or may cancel the contract.

If Your non-disclosure is fraudulent, We may also have the option of avoiding the contract from its beginning.

Liability Assumed by You Under an Agreement

It is not possible for You to transfer to Us the entire spectrum of legal liabilities which You may be compelled to bear under the terms of a wide variety of Indemnity and/or Hold Harmless Clauses frequently inserted into commercial business contracts by principals, lessors or other parties.

Liability assumed by You under an agreement is covered only to the extent described in this General and Products Liability Insurance Policy.

Prior to accepting legal liability for loss, destruction, damage or injury, which would not otherwise have attached to You at law, You should contact either Your Steadfast representative or Us to enquire whether this General and Products Liability Insurance Policy covers such liability or, if not, whether it may be so extended.

Contact for Assistance or Confirmation of Cover

If You need to confirm any Policy transaction or clarify any of the information contained in this Policy document or if You have any other queries, please contact either Your Steadfast representative or Us.

1. Definitions

For the purpose of determining the cover provided by this Policy:

1.1 Advertising Injury means:

Injury arising out of:

- 1.1.1 libel, slander or defamation; or
- 1.1.2 any infringement of copyright or passing off of title or slogan; or
- 1.1.3 unfair competition, piracy, idea misappropriation contrary to an implied contract; or
- 1.1.4 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.

1.2 Aircraft means:

any craft or object designed to travel through air or space, other than model aircraft.

1.3 Business means:

the business as described in the Schedule (and, where applicable, as further described in any more specific underwriting information provided to Us at the time when this insurance was negotiated) and shall include:

- 1.3.1 the ownership of premises and/or the tenancy thereof by You.
- 1.3.2 the provision of any sponsorships, charities, galas, first aid, medical, ambulance or fire fighting services by You or on Your behalf.
- 1.3.3 private work undertaken by Your employees for any of Your directors, partners, proprietors, officers or executives.
- 1.3.4 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.

1.4 **Compensation** means:

monies paid or agreed to be paid by judgment, award or settlement for Personal Injury and/or Property Damage and/or Advertising Injury.

Provided that such Compensation is only payable in respect of an Occurrence to which this insurance applies.

1.5 **Employment Practices** means:

any wrongful or unfair dismissal, denial of natural justice, defamation, misleading representation or advertising, harassment or discrimination in respect of Your employees.

1.6 **Excess** means:

the first amount of each claim or series of claims, arising out of any one Occurrence, for which You are responsible. The Excess applies to all amounts for which We will be liable, including the indemnity provided by Insuring Clause 2.2 (Defence Costs and Supplementary Payments).

1.7 **General Liability** means:

Your legal liability for Personal Injury, Property Damage or Advertising Injury caused by or arising out of an Occurrence happening in connection with the Business other than Products Liability.

1.8 **Geographical Limits** means:

1.8.1 anywhere in the Commonwealth of Australia and its external territories;

1.8.2 elsewhere in the World, but only with respect to:

1.8.2.1 overseas business visits by any of Your directors, partners, officers, executives or employees but not where they perform manual work in North America.

1.8.2.2 Products supplied from the Commonwealth of Australia, but the indemnity granted in relation to such products shall not apply to claims in respect of Personal Injury and/or Property Damage happening in North America where such products have been exported to North America with Your knowledge.

1.9 **Hovercraft** means:

any vessel, craft or device made or intended to float on or in or travel on or through the atmosphere or water on a cushion of air provided by a downward blast.

1.10 **Incidental Contracts** means:

1.10.1 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.

1.10.2 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.

1.10.3 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.

1.10.4 those contracts designated in the Schedule.

1.11 **Medical Persons** includes but is not limited to:

medical practitioners, medical nurses, dentists and first aid attendants.

1.12 **Named Insured** means:

1.12.1 the person(s), corporations and/or other organisations specified in the Schedule;

1.12.2 all existing subsidiary and/or controlled corporations (including subsidiaries thereof) of the Named Insured incorporated in the Commonwealth of Australia and/or any other organisations under the control of the Named Insured;

1.12.3 all subsidiary and/or controlled corporations (including subsidiaries thereof) of the Named Insured and/or any other organisations under the control of the Named Insured incorporated in the Commonwealth of Australia and which are constituted or acquired by the Insured after the commencement of the Period of Insurance;

1.12.4 every subsidiary and/or controlled corporation and/or other organisation of the Named Insured 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 Occurrences insured against by this Policy, which occurred prior to the divestment.

1.13 **North America** means:

1.13.1 the United States of America and the Dominion of Canada;

1.13.2 any state, territory or protectorate incorporated in, or administered by, the United States of America or the Dominion of Canada; and

1.13.3 any country or territory subject to the laws of the United States of America or the Dominion of Canada.

1.14 **Occurrence** means:

an event, including continuous or repeated exposure to substantially the same general conditions, which results in Personal Injury and/or Property Damage and/or Advertising Injury that is neither expected nor intended (except for the matters set out in clause 1.16.5) from Your standpoint.

With respect to Personal Injury or Property Damage, all events of a series consequent upon or attributable to one source or original cause shall be deemed to be one Occurrence.

All Advertising Injury arising out of the same injurious material or act (regardless of the frequency or repetition thereof, the number and kind of media used, or the number of claimants) shall be deemed to be one Occurrence.

1.15 **Period of Insurance** means:

the Period of Insurance specified in the Schedule and any extension thereof which may be agreed in writing between You and Us.

1.16 **Personal Injury** means:

1.16.1 bodily injury, death, sickness, disease, illness, disability, shock, fright, mental anguish and/or mental injury, including loss of consortium or services resulting therefrom;

1.16.2 false arrest, false imprisonment, wrongful detention, malicious prosecution or humiliation;

1.16.3 wrongful entry or wrongful eviction or other invasion of privacy;

1.16.4 libel, slander or defamation of character, unless arising out of Advertising Injury;

1.16.5 assault and battery not committed by You or at Your direction, unless committed for the purpose of preventing or eliminating danger to persons or property.

In the event of Personal Injury claims arising from latent injury, latent sickness, latent disease, latent illness or latent disability: such injury, sickness, disease, illness or disability in respect of each claim shall be deemed to have occurred on the day such injury, sickness, disease, illness or disability was first medically diagnosed.

1.17 **Pollutants** means:

any solid, liquid, gaseous or thermal irritant or contaminant including smoke, vapours, soot, fumes, acids, alkalis, chemicals and waste material. 'Waste material' includes materials that are intended to be recycled, reconditioned or reclaimed.

1.18 **Products** means:

anything manufactured, constructed, erected, assembled, installed, grown, extracted, produced or processed, treated, altered, modified, repaired, serviced, bottled, labelled, handled, sold, supplied, re-supplied or distributed, imported or exported, by You or on Your behalf (including Your predecessors in the Business), including any packaging or containers thereof, including the design, formula or 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.

Provided always that for the purpose of this insurance the term 'Products' shall not be deemed to include:

- 1.18.1 food and beverages supplied by You or on Your behalf primarily to Your employees as a staff benefit;
- 1.18.2 any vending machine or any other property rented to or located for use of others but not sold by You;

and any claims made against You in respect of Personal Injury and/or Property Damage arising out of any Occurrence in connection therewith shall be regarded as General Liability claims hereunder.

1.19 **Products Liability** means:

Your legal liability for Personal Injury and/or Property Damage caused by or arising out of any Products or the reliance upon a representation or warranty made at any time with respect to such products; but only where such Personal Injury and/or Property Damage occurs away from premises owned or leased by or rented to You and after physical possession of such products has been relinquished to others.

1.20 **Property Damage** means:

- 1.20.1 physical loss, destruction of or damage to tangible property, including the loss of use thereof at any time resulting therefrom; and/or
- 1.20.2 loss of use of tangible property which has not been physically lost, destroyed or damaged; provided that such loss of use is caused by or arises out of an Occurrence.

1.21 **Schedule** means:

the most current schedule issued by Us in connection with this Policy.

1.22 **Tool of Trade** means:

a Vehicle that has tools, implements, machinery or plant attached to or towed by the Vehicle and is being used by You at Your premises or on any Worksite. Tool of Trade does not include any Vehicle whilst travelling to or from a Worksite or Vehicles that are used to carry goods to or from any premises.

1.23 **Vehicle** means:

any type of machine on wheels or on self-laid tracks made or intended to be propelled by other than manual or animal power, and any trailer or other attachment to be utilised in conjunction with or drawn by any such machine.

1.24 **Watercraft** means:

any vessel, craft or thing made or intended to float on or in or travel on or through water, other than model boats.

1.25 **We, Us, Our** means:

Zurich Australian Insurance Limited,
ABN 13 000 296 640,
AFS Licence Number 232507.

1.26 **Worksite** means:

any premises or site where any work is performed for and/or in connection with the Business together with all areas surrounding such premises or site and/or all areas in between such premises or site that You shall use in connection with such work.

1.27 **You, Your, Insured** means:

Each of the following is an Insured to the extent specified below:

- 1.27.1 the Named Insured.
- 1.27.2 every past, present or future director, stockholder or shareholder, partner, proprietor, officer, executive, employee of the Named Insured (including the spouse of any such person while accompanying such person on any commercial trip or function in connection with the Business) or volunteer while such persons are acting for or on behalf of the Named Insured and/or within the scope of their duties in such capacities.
- 1.27.3 any employee superannuation fund or pension scheme managed by or on behalf of the Named Insured, and the trustees and the directors of the trustee of any such employee superannuation fund or pension scheme which is not administered by corporate fund managers.
- 1.27.4 every principal in respect of the principal's liability arising out of:
 - 1.27.4.1 the performance by or on behalf of the Named Insured of any contract or agreement for the performance of work for such principal, but only to the extent required by such contract or agreement and in any event only for such coverage and Limits of Liability as are provided by this Policy.
 - 1.27.4.2 any Products sold or supplied by the Named Insured, but only in respect of the Named Insured's own acts or omissions in connection with such products and in any event only for such coverage and Limits of Liability as are provided by this Policy.

- 1.27.5 every person, corporation, organisation, trustee or estate to whom or to which the Named Insured is obligated by reason of law (whether written or implied) to provide insurance such as is afforded by this Policy, but only to the extent required by such law and in any event only for such coverage and Limits of Liability as are provided by this Policy.
- 1.27.6 every officer, member, employee or voluntary helper of the Named Insured's canteen, social and/or sporting clubs, first aid, medical, ambulance or fire fighting services, charities, welfare and/or child care facilities, while acting in their respective capacities as such.
- 1.27.7 any director, partner, proprietor, officer or executive of the Named Insured in respect of private work undertaken by the Named Insured's employees for such person and any employee whilst actually undertaking such work.
- 1.27.8 the estates, legal representatives, heirs or assigns of:
 - 1.27.8.1 any deceased or insolvent persons; or
 - 1.27.8.2 persons who are unable to manage their own affairs by reason of mental disorder or incapacity,who would otherwise be indemnified by this Policy, but only in respect of liability incurred by such persons as described in clauses 1.27.8.1 and 1.27.8.2 above.
- 1.27.9 every party including joint venture companies and partnerships to whom the Named Insured is obligated by virtue of any contract or agreement to provide insurance such as is afforded by this Policy; but only to the extent required by such contract or agreement and in any event only for such coverage and Limits of Liability as are provided by this Policy.

2. Insuring Clauses

2.1 What We Cover

We agree (subject to the terms, Claims Conditions, General Conditions, Exclusions, Definitions and Limits of Liability incorporated herein) to pay to You or on Your behalf all amounts which You shall become legally liable to pay as Compensation in respect of:

- 2.1.1 Personal Injury; and/or
- 2.1.2 Property Damage; and/or
- 2.1.3 Advertising Injury;

happening during the Period of Insurance within the Geographical Limits and caused by or arising out of an Occurrence in connection with the Business.

2.2 Defence Costs and Supplementary Payments

With respect to the indemnity provided by this Policy, We will:

- 2.2.1 defend, in Your name and on Your behalf, any claim or suit against You alleging such Personal Injury, Property Damage or Advertising Injury and seeking damages on account thereof even if any of the allegations of such claim or suit is groundless, false or fraudulent.
- 2.2.2 pay all charges, expenses and legal costs incurred by Us and/or by You with Our written consent:
 - 2.2.2.1 in the investigation, defence or settlement of such claim or suit, including loss of salaries or wages because of Your attendance at hearings or trials at Our request; or
 - 2.2.2.2 in bringing or defending appeals in connection with such claim or suit.
- 2.2.3 pay all charges, expenses and legal costs recoverable from or awarded against You in any such claim or suit and all interest accruing on Our portion of any judgment until We have paid, tendered or deposited in court that part of such judgment which does not exceed the limit of Our liability thereon.

2.2.4 pay expenses incurred by You for:

- 2.2.4.1 rendering first aid and/or surgical or medical relief to others at the time of any Personal Injury (other than any medical expenses, which We are prevented from paying by any law).
- 2.2.4.2 temporary protection of damaged or undamaged property of any person or party, including temporary repairs, shoring up and/or unpinning thereof.
- 2.2.4.3 purchasing and/or hiring and/or erection and dismantling of hoarding, barriers, fences and any other form of temporary protection, including such protection which You must provide in compliance with the requirements of any Government, Local Government or other Statutory Authority.

2.2.5 pay all legal costs incurred by You with Our consent for representation of You at:

- 2.2.5.1 any Coronial Inquest or Inquiry.
- 2.2.5.2 any proceedings in any court or tribunal in connection with liability insured against by this Policy.

The amounts of such 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 Schedule shall 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.

2.3 **Limits of Liability and Excess**

Subject to clause 2.2 above and clauses 2.4 and 3.2.5 below:

2.3.1 The Limit of Liability specified in the Schedule represents the maximum amount which We shall be liable to pay in respect of any one claim or series of claims for General Liability arising out of any one Occurrence.

2.3.2 The Limit of Liability specified in the Schedule represents the maximum amount which We shall be liable to pay in respect of any one claim or series of claims, and in the aggregate during any one Period of Insurance, for Products Liability.

The applicable Limit of Liability will not be reduced by the amount of any Excess payable by You.

2.4 **Additional Benefit – Claims Preparation Costs**

In addition to the amount of cover provided by this Policy, We will pay up to \$20,000 for reasonable professional fees and such other expenses incurred by You for the preparation of a claim under this Policy.

The cover provided under this Additional Benefit operates in addition to and shall not in any way affect the cover provided under clause 2.2 of this Policy.

2.5 **Optional Additional Benefit – Products Exported to North America**

(Applicable only where this Additional Benefit is confirmed in the Schedule)

The cover provided by this Policy is extended to include any judgment, award or settlement made within North America or any order made anywhere in the World to enforce such judgment, award or settlement either in whole or in part, subject to the following additional terms and exclusions in respect of any such judgment, award or settlement:

2.5.1 cover only applies in respect of Your legal liability for Personal Injury or Property Damage that arises out of any Products exported to North America.

2.5.2 cover is not provided for:

2.5.2.1 Personal Injury or Property Damage arising out of the discharge, dispersal, emission, release or escape of Pollutants;

2.5.2.2 the cost of removing, nullifying or clean up of Pollutants;

2.5.2.3 the cost of preventing the escape of Pollutants;

2.5.2.4 Personal Injury or Property Damage arising directly or indirectly from the existence of asbestos;

2.5.2.5 any claim for Compensation if in North America You have:

- (a) any assets other than Products;
- (b) a related or subsidiary company;
- (c) any person or entity with power of attorney;
- (d) any franchisor.

3. What We Exclude

We do not cover any liability:

3.1 **Property owned by You**

for Property Damage to property owned by You.

3.2 **Property in Your care, custody or control**

for Property Damage to property in Your physical or legal care, custody or control; but this exclusion shall not apply with regard to:

- 3.2.1 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.
- 3.2.2 premises or part(s) of premises (including their contents) leased or rented to, or temporarily occupied by, You for the purpose of the Business, but no cover is provided by this Policy if You have assumed the responsibility to insure such premises.
- 3.2.3
 - 3.2.3.1 premises (and/or their contents) temporarily occupied by You for the purpose of carrying out work in connection with the Business, or
 - 3.2.3.2 any other property temporarily in Your possession for the purpose of being worked upon;but no indemnity is granted for damage to that part of any property upon which You are or have been working if the damage arises solely out of such work.
- 3.2.4 any Vehicle (including its contents, spare parts and accessories while they are in or on such Vehicle) not belonging to or used by You, whilst any such Vehicle is in a car park owned or operated by You; provided that You do not operate the car park for reward, as a principal part of Your business.

- 3.2.5 any property (except property that You own) not mentioned in clauses 3.2.1 to 3.2.4 above whilst in Your physical or legal care, custody or control where You have accepted or assumed legal liability for such property. Provided that Our liability under this clause 3.2.5 shall not exceed \$100,000 in respect of any one claim or series of claims arising out of any one Occurrence.

3.3 **Vehicles**

for Personal Injury or Property Damage arising out of the ownership, possession or use by You of any Vehicle:

- 3.3.1 which is registered or which is required under any legislation to be registered; or
- 3.3.2 in respect of which compulsory liability insurance or statutory indemnity is required by virtue of legislation (whether or not that insurance is effected);

but Exclusions 3.3.1 and 3.3.2 shall not apply to:

- 3.3.3 Personal Injury where:
 - 3.3.3.3 that compulsory liability insurance or statutory indemnity does not provide indemnity; and
 - 3.3.3.2 the reason or reasons why that compulsory liability or statutory indemnity does not provide indemnity do not involve a breach by You of legislation relating to Vehicles.
- 3.3.4 any Vehicle (including any tool or plant forming part of or attached to or used in connection with such vehicle) whilst being operated or used by You or on Your behalf as a Tool of Trade at Your premises or on any Worksite.
- 3.3.5 the delivery or collection of goods to or from any Vehicle.
- 3.3.6 the loading or unloading of any Vehicle.
- 3.3.7 any Vehicle temporarily in Your custody or control for the purpose of parking, excluding any Northern Territory registered Vehicle.

3.4 **Aircraft, Hovercraft or Watercraft**

for Personal Injury and/or Property Damage arising from:

- 3.4.1 the ownership, use, maintenance, procession, legal control, loading or unloading of any Aircraft or Hovercraft.
- 3.4.2 the ownership, maintenance, operation or use of any Watercraft exceeding eight (8) metres in length, whilst such Watercraft is afloat.

Provided that Exclusion 3.4.2 shall not apply with regard to claims arising out of:

- 3.4.2.1 Watercraft used in operations carried out by any independent contractors for whose conduct You may be held liable.
- 3.4.2.2 Watercraft owned by others and used by You for business entertainment.
- 3.4.2.3 hand propelled or sailing craft not exceeding eight (8) metres in length, whilst such craft is in territorial waters.

3.5 **Aircraft Products**

arising out of any Products which, with Your knowledge, are intended for incorporation into any critical part, the structure, machinery or controls of any Aircraft.

3.6 **Damage to Products**

for Property Damage to any Products where such damage is directly caused by a fault or defect in such Products; but this exclusion shall be interpreted to apply with respect to damage to that part and only that part of such product to which the damage is directly attributable.

3.7 **Faulty Workmanship**

for the cost of performing, completing, correcting or improving any work undertaken by You.

3.8 **Loss of Use**

for loss of use of tangible property, which has not been physically lost, destroyed or damaged, directly arising out of:

- 3.8.1 a delay in or lack of performance by You or on Your behalf of any contract or agreement; or
- 3.8.2 failure of any Products or work performed by You or on Your behalf to meet the level of performance, quality, fitness or durability expressly or impliedly warranted or represented by You; but this Exclusion 3.8.2 shall not apply to Your liability for loss of use of other tangible property resulting from sudden and accidental physical loss, destruction of or damage to any Products or work performed by You or on Your behalf after such products or work have been put to use by any person or organisation other than You.

3.9 **Product Guarantee**

for any Products warranty or guarantee given by You or on Your behalf, but this exclusion shall not apply to the requirements of any Federal or State legislation as to product safety and information.

3.10 **Product Recall**

for damages, costs or expenses arising out of the withdrawal, recall, inspection, repair, reconditioning, modification, reinstallation, replacement or loss of use of any Products where such Products are withdrawn or recalled from the market or from use by You of any person or organisation because of any known, alleged or suspected defect or deficiency in such Products.

3.11 **Advertising Injury**

for Advertising Injury:

- 3.11.1 resulting from statements made at Your direction with knowledge that such statements are false.
- 3.11.2 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.

- 3.11.3 resulting from any incorrect description of Products or services.
- 3.11.4 resulting from any mistake in advertised price of Products or services.
- 3.11.5 failure of the Insured's Products or services to conform with advertised performance, quality, fitness or durability.
- 3.11.6 incurred by any Insured whose principal occupation or business is advertising, broadcasting, publishing or telecasting.
- 3.11.7 acts, errors or omissions committed prior to the inception date of this Policy.

3.12 **Asbestos**

for Personal Injury, Property Damage (including loss of use of property) or Advertising Injury directly or indirectly arising out of, resulting from or in consequence of, or any way involving asbestos, or any materials containing asbestos in whatever form or quantity.

3.13 **Breach of Professional Duty**

arising out of any breach of duty owed in a professional capacity by You and/or any person(s) for whose breaches You may be held legally liable, but this exclusion shall not apply to claims:

- 3.13.1 arising out of the rendering of or failure to render professional medical advice by Medical Persons employed by You to provide first aid and other medical services on Your premises.
- 3.13.2 arising out of advice which is not given by You for a fee.
- 3.13.3 arising out of advice given in respect of the use or storage of Your Products.

3.14 **Design, Specification and Formula**

caused by or arising out of Your making or formulating a design or specification within the domain of the architectural, engineering, scientific, chemical, actuarial, statistical, economic, financial or medical profession.

Provided that Exclusion 3.14 shall not apply in respect of any formulation of a design or specification in regard to any Products, for which You have not charged a fee for that formulation of a design or specification.

3.15 **Contractual Liability**

which has been assumed by You under any contract or agreement that requires You to:

- 3.15.1 effect insurance over property, either real or personal.
- 3.15.2 assume liability for, Personal Injury or Property Damage regardless of fault; provided that this exclusion shall not apply with regard to:
 - 3.15.2.1 liabilities which would have been implied by law in the absence of such contract or agreement; or
 - 3.15.2.2 liabilities assumed under Incidental Contracts; or
 - 3.15.2.3 terms regarding merchantability, quality, fitness or care of Your Products which are implied by law or statute; or
 - 3.15.2.4 liabilities assumed under the contracts specifically designated in the Schedule or in any endorsement(s) to this Policy.

3.16 **Employers Liability**

- 3.16.1 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 of Accident Compensation whether or not such policy, fund, scheme or self insurance has been effected.

Provided that this Policy will respond to the extent that Your liability would not be covered under any such policy, fund, scheme or self insurance arrangement had You complied with its obligations pursuant to such law.

- 3.16.2 imposed by:
- 3.16.2.1 the provisions of any industrial award or 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 or agreement or determination or contract of employment or workplace agreement.
- 3.16.2.2 any law relating to Employment Practices.

For the purpose of Exclusions 3.16.1 and 3.16.2:

- (a) the term 'Worker' means any person deemed to be employed by You pursuant to any Workers' Compensation Law. Voluntary workers, secondees and work experience students (if any) shall not be deemed to be Your Workers.
- (b) the term 'Bodily Injury' means bodily injury, death, sickness, disease, illness, disability, shock, fright, mental anguish and/or mental injury, including loss of consortium or services resulting therefrom.

3.17 Fines, Penalties, Punitive, Exemplary or Aggravated Damages

for any fines, penalties, punitive, exemplary or aggravated damages and any additional damages resulting from the multiplication of compensatory damages.

3.18 Electronic Data and Software

in respect of any claim of whatsoever nature which consists of or arises directly or indirectly out of or in connection with:

- 3.18.1 total or partial destruction, distortion, erasure, corruption, alteration, misinterpretation or misappropriation of Electronic Data and/or Software; or
- 3.18.2 error in creating, amending, entering, deleting or using Electronic Data and/or Software; or

- 3.18.3 total or partial inability or failure to receive, send, access or use Electronic Data and/or Software for any time or at all;

from any cause whatsoever, regardless of any other contributing cause or event whenever it may occur.

For the purpose of Exclusion 3.18 the term:

- (a) 'Electronic Data' means facts, concepts and information converted to a form useable for communications, displays, distribution, interpretation or processing by electronic or electromechanical data processing or electronically controlled equipment.
- (b) 'Software' means programs, procedures and routines associated with the operation of electronic or electromechanically controlled equipment, including any operating systems.

3.19 Libel and Slander

for libel and slander:

- 3.19.1 resulting from statements made prior to the commencement of the Period of Insurance.
- 3.19.2 resulting from statements made at Your direction with knowledge that such statements are false.
- 3.19.3 related to advertising, broadcasting, publishing or telecasting activities conducted by You or on Your behalf.

3.20 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.

3.21 Pollutants

- 3.21.1 for Personal Injury and/or Property Damage directly or indirectly 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.
- 3.21.2 for the cost of testing and monitoring for, removing, nullifying, or cleaning up of Pollutants.

Provided that, with respect to any such liability which may be incurred anywhere other than North America, Exclusions 3.21.1 and 3.21.2 shall not apply where such discharge, dispersal, release or escape is caused by a sudden, identifiable, unintended and unexpected event from Your standpoint which takes place in its entirety at a specific time and place.

3.22 Terrorism

Person Injury or Property Damage of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any:

- 3.22.1 Act of Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the Personal Injury or Property Damage; or
- 3.22.2 action taken in controlling, preventing, suppressing, retaliating against, or responding to or in any way relating to any Act of Terrorism.

For the purpose of Exclusion 3.22, the term 'Act of Terrorism' means an Act of Terrorism includes any act, including but not limited to the use of force or violence and/or the threat thereof, of any person or groups(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) which from its nature is done for, or in connection with political, religious, ideological, ethnic or similar purposes or reasons, including the intentional to influence any government and /or to put the public, or any section of the public, in fear.

3.23 War and Nuclear Risks

- 2.23.1 for any consequences of war, invasion, act of foreign enemy, hostilities (whether war be declared or not, civil war, rebellion, insurrection or military or usurped power, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.

3.23.2 of whatsoever nature directly or indirectly caused by or contributed to by or arising from:

- 3.23.2.1 ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.

For the purpose of this exclusion only 'combustion' shall include any self-sustaining process of nuclear fission.

- 3.23.2.2 the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

- 3.23.2.3 nuclear weapons material.

Provided that Exclusion 3.23.2 shall not apply to liability arising from radio-isotopes, radium or radium compounds when used away from the place where such are made or produced and when used exclusively incidental to ordinary industrial, educational, medical or research pursuits.

3.24 Tobacco and Tobacco smoke

for Personal Injury or Property Damage for the inhalation or ingestion of, or exposure to tobacco or tobacco smoke or any ingredient or additive present in any articles, items or goods which contain or include tobacco.

4. Claims Conditions

4.1 Notification of Occurrence, Claim or Suit

You shall give:

- 4.1.1 written notice to Us, as soon as reasonably practicable, of any claim made against You or any Occurrence that may give rise to a claim being made against You and which is covered by this Policy.
- 4.1.2 all such additional information that We may reasonably require and every demand, writ, summons, proceedings, impending prosecution or inquest and all documents relating to the claim or Occurrence shall be forwarded to Us as soon as practicable after they are received by You.
- 4.1.3 Written notice (including facsimile transmission) must be given to Us via Your Steadfast representative.

4.2 Your Duties in the Event of an Occurrence, Claim or Suit

- 4.2.1 You shall not, without Our written consent, make any admission, offer, promise or payment in connection with any Occurrence or claim.
- 4.2.2 You shall use the best endeavours to preserve all property, products, appliances, plant, and all other things which may assist in the investigation or defence of a claim or suit or in the exercise of rights of subrogation and, so far as may be reasonably practicable, no alteration or repair shall be effected without Our consent until We have had an opportunity of inspection.
- 4.2.3 You shall, when so requested, provide Us with details of any other insurances current at the time of any Occurrence, and/or Personal Injury and/or Property Damage and/or Advertising Injury and covering any of the liability insured by this Policy.

4.3 Our Rights Regarding Claims

- 4.3.1 Following the happening of any Occurrence in respect of which a claim is, or may be, made under this Policy, We shall have full discretion in the conduct of any proceedings in connection with any claim. You shall give such information and assistance that We may reasonably require in the prosecution, defence or settlement of any claim.
- 4.3.2 We may at any time pay to You, in respect of all claims against You arising directly or indirectly from one source or original cause:
 - 4.3.2.1 the amount of the Limit of Liability or such other amount specified in respect thereof (after deduction of any sum(s) already paid by Us, which sum(s) would reduce the amount of Our unfulfilled liability in respect thereof); or
 - 4.3.2.2 any lesser sum for which the claim(s) can be settled.
- 4.3.3 Upon making such payment, We shall relinquish conduct and control of, and be under no further liability under this Policy in connection with, such claim(s) except for Defence Costs and Supplementary Payments:
 - 4.3.3.1 recoverable from You in respect of the period prior to the date of such payment (whether or not pursuant to an order made subsequently); or
 - 4.3.3.2 incurred by Us, or by You with Our written consent, prior to the date of such payment.

4.4 Goods and Services Tax

You must inform Us of the extent to which You are entitled to an input tax credit for the premium each time that You make a claim under this Policy. No payment will be made to You for any GST liability that arises on the settlement of a claim under this Policy when You have not informed Us of Your entitlement or correct entitlement to an input tax credit.

Notwithstanding anything contained in this Policy (including the Schedule and any endorsements attached hereto) to the contrary, Our liability will be calculated after taking into account:

- 4.4.1 any input tax credit to which You, or any claimant against You, is entitled for any acquisition relevant to a claim paid under this Policy; and
- 4.4.2 any input tax credit to which You, or any claimant against You, would have been entitled were You or the claimant to have made a relevant acquisition; and
- 4.4.3 the GST exclusive amount of any supply made by You which is relevant to Your claim.

If the applicable Limit of Liability is not sufficient to cover Your claim, We will only pay GST (less any relevant input tax credit) that relates to Our proportion of Your claim.

The terms 'GST', 'input tax credit', 'acquisition' and 'supply' have the meanings ascribed to them in the A New Tax System (Goods and Services Tax) Act 1999.

Nothing herein contained shall be held to vary, alter, waive or extend any of the terms, Claims Conditions, General Conditions, Exclusions or Definitions of this Policy other than as stated above.

5. General Conditions

5.1 Adjustment of Premium

If the first premium or any renewal premium for this Policy or any part thereof shall have been calculated on estimates provided by You, You shall keep an accurate record containing all particulars relative thereto and shall at all reasonable times allow Us to inspect such record.

You shall, where requested by Us after the expiry of each Period of Insurance, provide to Us such particulars and information as We may require as soon as reasonably practicable. The premium for such Period shall thereupon be adjusted and any difference paid by or allowed to You, as the case may be, subject to retention by Us of any minimum premium that may have been agreed upon between Us and You at inception or the last renewal date of this Policy.

5.2 Alteration of Risk

Every change which substantially varies any of the material facts or circumstances existing at the commencement of each Period of Insurance, that shall come to the knowledge of Your officer responsible for insurance matters, shall be notified to Us as soon as reasonably practicable thereafter and You shall (if so requested) pay such reasonable additional premium as We may require.

5.3 Bankruptcy or Insolvency

In the event that You should become bankrupt or insolvent, We shall not be relieved thereby of the payment of any claims hereunder because of such bankruptcy or insolvency.

In case of execution against You of any final judgment covered by this Policy being returned 'unsatisfied' by reason of such bankruptcy or insolvency, then an action may be maintained by the injured party or their representative against Us in the same manner, and to the same extent as You but not in excess of the Limit of Liability.

5.4 Breach of Condition or Warranty

Your rights under this Policy shall not be prejudiced by any unintentional and/or inadvertent:

- 5.4.1 breach of a condition or warranty without Your knowledge or consent; or
- 5.4.2 error in the name or title of any person(s), corporation and/or other organisation which forms part of the definition of 'You, Your, Insured'; or
- 5.4.3 error in name, description or situation of property; or
- 5.4.4 failure to report any property and/or entity and/or insurable exposure in which You have an interest.

Provided always that, upon discovery of any such fact or circumstances referred to above, Your officer responsible for insurance matters shall give written notice thereof to Us as soon as reasonably practicable thereafter and You shall (if so requested) pay such reasonable additional premium that We may require.

5.5 Cancellation of this Policy

By You

- 5.5.1 You may cancel this Policy at any time by tendering notice in writing to Us to that effect, in which event the cancellation will become effective from the earlier of the date the notice is received by Us or the date on which You arranged alternative insurance protection.

By Us

- 5.5.2 Subject to General Conditions 5.4 and 5.12, We may cancel this Policy in any of the circumstances set out in Sections 60 or 61 of the Insurance Contracts Act 1984 (as amended).

Such cancellation shall take effect at the earlier of the following times:

- 5.5.2.1 the time when another policy of insurance between You and Us or some other insurer, being a policy that is intended by You to replace this Policy, is entered into; or

- 5.5.2.2 at 4.00 p.m. on the thirtieth (30th) business day after the day on which notification was given to You.

In the event of cancellation of this Policy by either party, You shall be entitled to a pro rata refund of premium subject to any minimum and deposit premium that may apply.

If the premium is subject to adjustment, cancellation will not affect Your obligation to supply Us with such information as is necessary to permit the premium adjustment to be calculated.

5.6 Cross Liabilities

This insurance extends to indemnify:

- 5.6.1 each of the parties comprising the Named Insured; and

- 5.6.2 each of the Insureds hereunder,

separately in the same manner and to a like extent as though policies had been issued in their separate names.

In particular, but without limiting the foregoing, this insurance shall indemnify each of the parties described in clauses 5.6.1 and 5.6.2 in respect of claims made by any other of such parties.

Provided always that:

- 5.6.3 each of such parties shall be separately subject to the terms, Claims Conditions, General Conditions, Exclusions and Definitions of this Policy in the same manner and to a like extent as though separate policies had been issued, and

- 5.6.4 in no case shall the amount payable by Us in respect of any one claim or series of claims arising out of any one Occurrence or in the aggregate, as the case may be, exceed the applicable Limit of Liability as specified in the Schedule.

5.7 Inspection and Audit

We shall be permitted, but not obligated, to inspect Your premises and operations at any reasonable time. Neither Our right to make inspections, nor Our failure to make inspections, nor the making of inspections, nor any report of an inspection shall constitute an undertaking, on behalf of or for the benefit of You or others, to determine or warrant that such premises or operations are safe or healthful or are in compliance with any law, rule or regulation.

We may examine and audit Your books and records at any time during the currency of this Policy and within three (3) years after the final termination of this Policy but only with regard to matters which in Our opinion are relevant to this Policy.

5.8 Jurisdiction

This contract of insurance shall be governed by and construed in accordance with the laws of Australia and the States and Territories thereof. Each party agrees to submit to the jurisdiction of any Court of competent jurisdiction in a State or Territory of Australia and to comply with all requirements necessary to give such Court jurisdiction. All disputes arising under this Policy shall be determined in accordance with the law and practice of such Court.

5.9 Premium Funders

If the premium has been funded by a premium funding company which holds a legal right over this Policy by virtue of a notice of assignment and irrevocable power of attorney, then subject to Section 60 of the Insurance Contracts Act 1984, We may cancel this Policy at the request of the premium funding company, after substantiation of the debt and default in payment by You has been made and proven to Us, by giving You not less than three (3) business days written notice to that effect, following which a refund will be made to the premium funding company of the proportionate part of the premium applicable to the unexpired Period of Insurance.

5.10 Reasonable Precautions

You must:

5.10.1 exercise reasonable care that only competent employees are employed and take reasonable measures to maintain all premises, fittings and plant in sound condition.

5.10.2 take reasonable precautions to prevent:

5.10.2.1 Personal Injury, Property Damage and Advertising Injury.

5.10.2.2 the manufacture, sale or supply of defective Products, and comply, and ensure that Your employees, servants and agents comply, with all statutory obligations, by-laws or regulations imposed by any public authority in respect of Your Products for the safety of persons or property.

5.10.2.3 at Your own expense take reasonable action to trace, recall or modify any Products containing any defect or deficiency which defect or deficiency You have knowledge of or have reason to suspect.

5.11 Release

Where You are required by contractual agreement to release any Government or Public or Local Authority or other Statutory Authority or any landlord or any other persons or parties from liability for loss, destruction or damage or legal liability insured against under this Policy, such release is allowed without prejudice to this insurance.

Notwithstanding General Condition 5.14 of this Policy, We agree to waive all Our rights of subrogation against any such Authority or persons or parties in the event of any Occurrence for which a claim for indemnity may be made under this Policy.

5.12 **Non-Imputation**

Where this insurance is arranged in the joint names of more than one Insured, as described in clause 1.12.1, it is hereby declared and agreed that:

- 5.12.1 each Insured shall be covered as if it made its own proposal for this insurance.
- 5.12.2 any declaration, statement or representation made in any proposal shall be construed as a separate declaration, statement or representation by each Insured.
- 5.12.3 any knowledge possessed by any Insured shall not be imputed to the other Insured(s).

5.13 **Foreign Currency**

All amounts referred to in this Policy are in Australian Dollars.

If You incur liability to settle any claim for an amount stated in the local currency of any country or territory outside the Commonwealth of Australia, where an award is made or a settlement is agreed upon, then, the amount payable by Us shall be the value of such award or settlement together with costs awarded or payable to any claimant converted to Australian Dollars at the free rate of exchange published in the Australian Financial Review on the date when the award was made or settlement was agreed upon; subject always to the applicable Limit of Liability.

5.14 **Subrogation and Allocation of the Proceeds of Recoveries**

Subject to General Condition 5.15 'Subrogation Waiver', any corporation, organisation or person claiming under this insurance shall, at Our request and at Our expense, do and concur in doing and permit to be done all such acts and things that may be necessary or may reasonably be required by Us for the purpose of enforcing any rights and remedies, or for obtaining relief or indemnity from any other organisation(s) or person(s), to which We shall be or would become entitled upon Us paying for or indemnifying You in respect of legal liability under this insurance.

Should You incur any legal liability which is not covered by this insurance:

- 5.14.1 due to the application of an Excess; and/or
- 5.14.2 where the amounts of any judgments or settlements exceed the applicable Limit of Liability;

You will be entitled to the first call on the proceeds of all recoveries made, by either You or Us, on account of such legal liability until fully reimbursed for such uninsured amount or amounts (less the actual costs of making such recoveries where those costs are incurred by Us) and any remaining amount(s) will be applied to reimburse Us.

5.15 **Subrogation Waiver**

Notwithstanding General Condition 5.14, We hereby agree to waive all Our rights of subrogation under this Policy against:

- 5.15.1 each of the parties described under clause 1.27;
- 5.15.2 any corporation, organisation or person which or who owns or controls the majority of the capital stock of any corporation or organisation to which or to whom protection is afforded under this Policy.

Where such corporation, organisation or person is protected from liability insured against hereunder by any other policy of indemnity or insurance, Our right of subrogation is not waived to the extent and up to the amount of such other policy.

5.16 **Complaints and Disputes Resolution process**

If You have a complaint about an insurance product issued by Us or a service You have received from Us, including the settlement of a claim, please contact Your Steadfast broker to initiate the complaint with Us. If You are unable to contact Your Steadfast broker, call Us on 132 687. We will respond to Your complaint within 15 working days provided We have all necessary information and have completed any investigation required. If more information or investigation is required We will agree reasonable alternative timeframes with You.

If You are unhappy with Our response or We cannot agree on reasonable alternative timeframes, Your complaint will be registered as a dispute and it will be reviewed by Our Internal Disputes Resolution process which is free of charge.

We will respond to Your dispute within 15 working days provided We have all necessary information and have completed any investigation required. If more information or investigation is required We will agree reasonable alternative timeframes with You. We will keep You informed of the progress of Our review at least every 10 working days and give You Our response in writing.

If You are unhappy with Our response or We cannot agree on reasonable alternative timeframes, You can refer the matter to the External Disputes Resolution Scheme of which We are a member. This scheme is administered by Insurance Ombudsman Services Limited (IOS). IOS will review Our decision in accordance with their terms of reference. You are not bound by their decision. However, We are bound to act immediately on IOS's decision. This is a free service provided by an independent body. Brochures outlining the operations of IOS are available from Us or the Insurance Council of Australia in Your State or Territory. You can phone the IOS from anywhere in Australia on 1300 780 808 or write to them at:

Insurance Ombudsman Services Limited
PO Box 561
Collins Street West
Melbourne VIC 8007
Email: ios@insuranceombudsman.com.au

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