

This document is a guide to the cover provided under your Optima Business Plus policy. It is a summary and does not contain the full terms and conditions of the contract. For full details of your cover please read your policy, your schedule (which indicates which sections are operative and any endorsements that apply). A copy of your policy booklet can be obtained by contacting your Insurance Advisor or by visiting groupama.co.uk/brokers

Property All Risks and/or Public Liability sections are compulsory. Other sections are optional.

Groupama Insurance Company Limited provides this insurance.

Type of Insurance Commercial Combined

Period of Cover 12 Months or as stated in the Schedule

The law which applies to the contract The law of England and Wales unless agreed otherwise

PROPERTY ALL RISKS		
Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
<p>The Property All Risks section covers loss or damage from any cause not excluded to specified property at the premises</p>	<p>The Excess stated in the Schedule</p> <p>Loss or damage caused by freezing, malicious persons, escape of water or oil, theft or attempted theft and breakage of glass or sanitary ware whilst the buildings are empty or not in use</p> <p>Faulty design, materials or workmanship</p> <p>The cost of wear and tear, lack of maintenance or other gradual deterioration</p> <p>Loss or damage caused by contractors on the premises carrying out substantial alterations or extensions to buildings, unless:</p> <ul style="list-style-type: none"> • you advise us and we agree in advance • appropriate precautions that we specify are complied with <p>Theft from:</p> <ul style="list-style-type: none"> • the open or an outbuilding • buildings unless involving forcible and violent entry or personal violence • any building that is empty or not in use <p>Weather damage to fences, gates and other property in the open</p> <p>Pollution or contamination unless arising from a Defined Peril</p> <p>Malicious Damage in Northern Ireland</p> <p>Loss or damage due solely to a change in the water table level</p> <p>Damage by Subsidence, heave or landslip. (The policy can usually be extended to include this cover at extra cost and with its own Excess.)</p> <p>Collapse of a building unless resulting from a Defined Peril</p>	<p>Property All Risks section The Policy Schedule "Premises" is defined in the Definitions section</p> <p>"Contractors" is defined in the Definitions section</p> <p>"Defined Peril" is defined in the Definitions section</p> <p>"Defined Peril" is defined in the Definitions section</p>

PROPERTY ALL RISKS (continued)

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
<p>The following cover is provided away from your premises but within the territorial limits:</p> <ul style="list-style-type: none"> • Computer records and business books etc. (if General Contents are insured) • Stock at storage locations, (if stock is insured) • General Contents (if insured) temporarily removed for cleaning, renovating or repair • Stock and General Contents at Exhibitions 	<p>In addition to the following exclusions, theft from unlocked buildings is not covered</p> <p>Any amount above £25,000</p> <p>Any amount above £10,000 at any one location and £20,000 in total</p> <p>Any amount above 15% of the sum insured or £25,000 whichever is the less</p> <p>Any amount above £10,000</p>	<p>Property All Risks "Territorial Limits" is defined in the Definitions section</p>
<p>Sums Insured on Buildings and General Contents are protected from inflation by</p> <ul style="list-style-type: none"> • being increased in line with relevant indices • Day One condition 		<p>General terms and Conditions Property All Risks section</p> <p>Basis of Settlement and Policy Schedule</p>
<p>Up to £1,000 for the cost of replacing locks at the premises following theft of keys</p>	<p>Theft of keys outside business hours or whilst the buildings are empty or not in use is excluded</p>	<p>Property All Risks - Extensions</p>
<p>Up to £25,000 for the cost of repair to septic tanks and underground services (for which you are responsible)</p>		<p>Property All Risks - Extensions</p>
<p>The cost of metered water and gas charges following damage to the water or gas apparatus up to a maximum of £2,500</p>	<p>Losses</p> <ul style="list-style-type: none"> • not discovered within 180 days or • occurring when the buildings are empty or not in use <p>are not covered</p>	<p>Property All Risks - Extensions</p>
<p>Damage to Buildings caused by theft or attempted theft if you are responsible for repairs</p>	<p>Damage insured elsewhere is not covered</p>	<p>Property All Risks - Extensions</p>
<p>Newly acquired or constructed buildings and alterations or additions to existing buildings are insured from the time you are responsible for them until the next renewal date (if not otherwise insured) for the lesser of 10% of the Buildings sum insured or £250,000</p>	<p>You must pay any appropriate additional premium</p>	<p>Property All Risks - Extensions</p>

BUSINESS INTERRUPTION

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
This section covers loss of gross profit or gross revenue (where selected) and additional costs of working during the Indemnity Period following damage to property insured under the Property All Risks Section	The exclusions are similar to those specified under Property All Risks Section	Business Interruption section "Indemnity Period" is defined in the Financial Definitions section
Loss arising from closure of the premises due to vermin, pests, defects in drains or defective sanitation is also insured	The maximum amount payable is £25,000	Business Interruption - Extensions "Premises" is defined in the Definitions section
Cover is provided for loss arising from damage to property in the vicinity of the premises that hinders or prevents use of or access to the premises	The maximum amount payable is £25,000	Business Interruption - Extensions "Premises" is defined in the Definitions section
Cover is provided for loss following damage at the following premises: <ul style="list-style-type: none"> land based premises of gas, water and electricity suppliers the premises of any of your suppliers the premises of any of your customers locations other than your Premises at which your property is stored 	<p>up to a maximum of £25,000</p> <p>up to a maximum of £25,000</p> <p>up to a maximum of £25,000</p> <p>up to a maximum of £25,000</p>	Business Interruption - Extensions "Premises" is defined in the Definitions section
Cover is provided for loss following damage to contents and stock in transit anywhere within the territorial limits by any conveyance operated by you or by post courier service	up to a maximum of £25,000	Business Interruption - Extensions "Territorial Limits" is defined in the Definitions section
Cover is provided for loss following damage to any premises at which you are participating as an exhibitor	<p>up to a maximum of £25,000</p> <p>Your costs as an exhibitor at any premises within the territorial limits incurred prior to the date of the damage</p>	Business Interruption - Extensions "Territorial Limits" is defined in the Definitions section

BOOK DEBTS

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
This section covers damage to your business records from any cause not excluded	<p>Falsification or other act in order to conceal any dishonesty</p> <p>Loss due to book keeping, accounting or invoicing errors / omissions</p> <p>Loss due to disappearance or mislaid / misfiled records</p> <p>Loss from erasure or distortion of information on computer records</p> <p>Conditions:</p> <p>Records must either be kept in metal cabinets or fire proof safes when not in use and/or be duplicated weekly and kept elsewhere than at your premises</p>	<p>Book Debts section</p> <p>"Premises" is defined in the Definitions section</p>

PUBLIC AND PRODUCTS LIABILITY

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
<p>This section covers your legal liability arising out of accidental injury to members of the public or accidental loss of or damage to their property resulting directly from the business at your premises and elsewhere within the Territorial Limits during the period of insurance (including claimants' costs and expenses)</p> <p>Legal defence costs in defending a claim are also insured, subject to our agreement</p>	<p>Liability</p> <ul style="list-style-type: none"> • For damage to property in your custody or control or being worked upon • From design or advice given for a fee • Arising from work in 'restricted access' areas of airports • For costs incurred in recalling, repairing, reconditioning, replacing, testing or remarketing any product or defective workmanship • Arising from products known to be in use in any type of aircraft • For gradual pollution or contamination • Arising from work or visits offshore • Arising from removal, handling or disposing of asbestos • For any excess stated on the schedule • For any work at the following locations <ol style="list-style-type: none"> 1. docks, harbours or railways 2. watercraft or offshore gas or oil installations 3. chemical or petrochemical works, oil or gas refineries or storage facilities 4. aircraft, airports or airfields 5. collieries, mines or quarries 6. power stations 7. any installation where nuclear processing is undertaken 8. towers, steeples, chimney shafts, blast furnaces, viaducts, bridges, flyovers, dams, motorways or tunnels 	<p>Public and Products Liability section</p> <p>"Territorial Limits" is shown as a Special Definition</p> <p>"Products" is shown as a Special Definition</p>
<p>The minimum Limit of Indemnity provided for Public Liability will usually be £1,000,000 for any one event. Higher limits can often be provided on request</p> <p>The minimum Limit of Indemnity provided for Products Liability will usually be £1,000,000 for any one period of insurance. Higher limits can often be provided on request</p>		<p>The schedule shows the Limit of Indemnity</p>
<p>Contingent Motor Liability for use by employees of vehicles not belonging to or provided by you in connection with the business</p>	<p>Liability for:</p> <ul style="list-style-type: none"> • Damage to the vehicle or its contents • Injury or loss whilst being driven by you • Injury or loss if indemnity is available under any other insurance • Injury or loss occurring outside the UK 	<p>Public and Products Liability - Extensions</p> <p>"Employee" is defined in the Definitions section of the policy</p>
<p>Liability under the Defective Premises Act 1972 for owned or leased premises disposed of by you</p>	<p>Liability:</p> <ul style="list-style-type: none"> • For defects in the premises • Occurring prior to your disposal of the premises 	<p>Public and Products Liability - Extensions</p> <p>"Premises" is shown as a Special Definition</p>
<p>This section will indemnify any principal for legal liability arising out of work carried out by you under a contract or agreement so long as indemnity would have been provided had the claim been made against you</p>	<ul style="list-style-type: none"> • The principal must comply with the terms and conditions of the policy • We must have full control of all claims 	<p>Public and Products Liability - Extensions</p> <p>"Principal" is defined in the Definitions section</p>
<p>Liability arising from loss or damage to premises that are leased, hired or rented to you</p>	<p>Liability assumed by you under a tenancy or other agreement unless you would have been liable without the agreement</p>	<p>Public and Products Liability - Extensions</p> <p>"Premises" is shown as a Special Definition</p>

PUBLIC AND PRODUCTS LIABILITY (continued)

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
Liability for products used in or supplied to North America without your knowledge	Any liability for pollution or contamination is excluded The Limit of Indemnity is inclusive of all costs and expenses	Public and Products Liability - Extensions "Products" is shown as a Special Definition
Costs and expenses in connection with prosecutions and appeals against convictions arising under health and safety legislation are insured, subject to our agreement		Public and Products Liability - Extensions
Court attendance compensation is payable at the following rates: Director or Partner £500 per day Employee £250 per day		Public and Products Liability - Extensions

EMPLOYERS' LIABILITY

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
This section covers your legal liability to your employees arising out of injury or disease that they may sustain during their employment (including claimants' costs and expenses) Legal defence costs in defending a claim are also insured, subject to our agreement The standard Limit of Indemnity is £10,000,000 for any one event, inclusive of costs and expenses	Liability arising from work or visits offshore Liability for any work at the following locations 1. docks, harbours or railways 2. watercraft or offshore gas or oil installations 3. chemical or petrochemical works, oil or gas refineries or storage facilities 4. aircraft, airports or airfields 5. collieries, mines or quarries 6. power stations 7. any installation where nuclear processing is undertaken 8. towers, steeples, chimney shafts, blast furnaces, viaducts, bridges, flyovers, dams, motorways or tunnels Injury involving motor vehicles in circumstances where motor insurance is required by law Injury involving removal, handling or disposing of asbestos	Employers' Liability section "Offshore" is shown as a Special Definition "Injury" is shown as a Special Definition
Costs and expenses in connection with prosecutions and appeals against convictions arising under health and safety legislation are insured, subject to our agreement		Employers' Liability - Extensions
This section will indemnify any principal for legal liability arising out of work carried out by you under a contract or agreement so long as indemnity would have been provided had the claim been made against you	The principal must comply with the terms and conditions of the policy We must have full control of all claims	Employers' Liability - Extensions "Principal" is defined in the Definitions section
Court attendance compensation is payable at the following rates: Director or Partner £500 per day Employee £250 per day		Employers' Liability - Extensions

MONEY

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
<p>The Money section provides cover up to Limits of Liability stated in the schedule for:</p> <ol style="list-style-type: none"> 1. Non-negotiable money as defined in the policy schedule 2. Other Money <p>Standard Cover - In the Premises:</p> <ul style="list-style-type: none"> • During business hours • In locked safes / strong rooms out of business hours <p>Optional Cover - Not in the Premises whilst:</p> <ul style="list-style-type: none"> • In transit, in your custody • In transit by a specialist security carrier • In a night bank safe • At your home 	<ul style="list-style-type: none"> • Depreciation, shortages, errors or omissions • Direct / indirect consequential loss • Loss from theft, fraud dishonesty by you • Loss due to use of counterfeit money • Losses insured by a fidelity guarantee insurance • Loss from any: <ul style="list-style-type: none"> - Unattended vehicle - Coin operated machine <p>Conditions:</p> <ul style="list-style-type: none"> - You must comply with all security requirements - The schedule states the maximum amount of Money that may be carried by any one person 	<p>Money section</p> <p>“Money” is defined in the Definitions section</p> <p>“Business Hours” is defined in the Definitions section</p>
<p>The Limits of Liability for Money in Transit and on the premises during business hours are doubled during the week prior to any annual holiday shutdown</p>		<p>Money section</p>
<p>Damage to safes and strongrooms arising from theft is insured</p>		<p>Money - Extensions</p>
<p>Your Clothing and Personal Effects are insured against damage during robbery</p>	<p>Maximum amount insured is £500</p>	<p>Money - Extensions</p>
<p>Money in your custody during Business trips anywhere in the world is insured</p>	<p>Maximum amount insured is £500</p>	<p>Money - Extensions</p>

GOODS IN TRANSIT		
Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
<p>The cover operates in respect of damage to Stock or General Contents whilst in transit by:</p> <ul style="list-style-type: none"> • vehicles operated by you • vehicles operated by hauliers, rail, post, courier service or other conveyance <p>Loss or damage that occurs during loading, unloading or temporary storage in the course of a journey is also insured</p>	<p>The Excess shown on the Schedule</p> <p>Damage to livestock, explosives, money securities for money, documents, manuscripts, computer records or business books, precious metals, bullion, precious stones, jewellery, watches, furs, works of art or rare books</p> <p>Damage caused by:</p> <ul style="list-style-type: none"> • defective or inadequate packaging or labelling • wear and tear, latent defect inherent vice, climatic conditions, damp mildew, rust, pollution or contamination • loss in weight, evaporation, leakage, spillage, electrical or mechanical breakdown • delay, loss of market direct or indirect consequential loss of any kind • disappearance or shortages. • (or to) Dangerous Goods <p>Limitations:</p> <p>The maximum amount payable for all claims arising out of any event or series of events is the Event Limit stated in the schedule</p> <p>The maximum amount payable for all losses in any one period of insurance is the Aggregate Limit stated in the schedule</p> <p>Conditions:</p> <p>Vehicle security precautions specified in the policy must be complied with for theft cover to operate</p> <p>Vehicles must be maintained in a roadworthy condition</p>	<p>Goods in Transit section</p> <p>“Excess” is defined in the Definitions section</p> <p>“Stock” and “General Contents” are defined in the Definitions section</p> <p>“Dangerous Goods” is defined in the Definitions section of the policy</p>

SPECIFIED ALL RISKS		
Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
<p>The Specified All Risks section covers loss or damage from any cause not excluded to specified property within the territorial limits stated in the Policy Schedule</p>	<p>The Excess shown on the Schedule</p> <p>Damage caused by</p> <ul style="list-style-type: none"> • Wear and tear, deterioration, moths, insects, vermin or rust or any other gradually operating cause • Electrical or mechanical breakdown or derangement <p>Any loss from unattended vehicles</p>	<p>Specified All Risks section</p> <p>The Policy Schedule</p>

DETERIORATION OF REFRIGERATED GOODS

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
<p>Damage to refrigerated goods caused by</p> <ul style="list-style-type: none"> • equipment breakdown • failure of the electricity supply or • accidental leakage of refrigerant 	<p>The Excess stated in the Schedule</p> <p>Losses involving refrigeration equipment more than</p> <ul style="list-style-type: none"> • 15 years old • 2 years old and which is not annually inspected and maintained by a competent person <p>Losses arising from deliberate action by the electricity supply company</p>	<p>Deterioration of Refrigerated Goods section</p> <p>The Policy Schedule</p>

COMPUTER BREAKDOWN

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
<p>The Computer Breakdown section provides cover for:</p> <ul style="list-style-type: none"> • breakdown of computer equipment anywhere in the UK • reinstatement of data following breakdown to computer equipment or accidental or malicious erasure, distortion, destruction of data programs or software • additional costs of working arising from breakdown of computer equipment or accidental or malicious erasure of data programs or software 	<p>The Excess stated on the Schedule</p> <p>Additional costs and expenses incurred in the 8 hours immediately following damage (insured under the Property All Risks and Specified All Risks sections) or breakdown</p> <p>Withholding of power or telecom services by right of the supplier</p> <p>Inherent fault of data programs or software</p> <p>Breakdown:</p> <ul style="list-style-type: none"> • arising from a Defined Peril • in a building that is empty or not in use • resulting from wearing out or deterioration • caused by contractors on the premises carrying out structural or other substantial alterations • caused to property in the open by wind rain hail sleet snow flood or dust • caused by Virus or Hacking resulting in Additional Costs of Working 	<p>Computer Breakdown section</p> <p>The Policy Schedule</p> <p>“Excess” is defined in the Definitions section</p> <p>“Breakdown” is defined in the Definitions section</p> <p>“Defined Peril” is defined in the Definitions section</p> <p>“Virus or Hacking” is defined in the Definitions section</p>

LEGAL EXPENSES

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
<p>The following covers are available if selected:</p> <ul style="list-style-type: none"> • Property Protection cover • Prosecution Defence for Employers • Property • Employment • Tax • Contract Disputes <p>The Limits of Indemnity available for Tax Disputes and Contract Disputes are £25,000 or £50,000 and £50,000 or £100,000 for all other covers.</p>	<p>The excess stated in the schedule</p> <p>Excluding claims:</p> <ul style="list-style-type: none"> • relating to an event that commenced prior to the original start date of cover • involving any deliberate criminal act or omission by you • which are false or fraudulent • involving prosecutions which allege dishonesty or intentional violence • notified more than 180 days after the event • where you act without Amicus Legal's consent • notified after you have ceased trading <p>Condition:</p> <p>Immediate notice must be given to Amicus Legal on becoming aware of any Employment Dispute. For other claims, details must be provided to Amicus Legal as soon as possible. Amicus Legal's advice must be followed on all claims</p>	<p>Legal Expenses section The Policy Schedule</p> <p>Legal Expenses claims are handled on our behalf by Amicus Legal Limited</p>

PERSONAL ACCIDENT (ASSAULT)

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy that contains further details
<p>Personal Accident (Assault) cover is automatically provided when the Property All Risks section and Money section are in force</p> <p>If injury as described in the policy is sustained by you or any of your employees as a result of robbery in the course of employment and causes death or disablement within 12 months of the injury, the following benefits will be paid:</p> <ol style="list-style-type: none"> 1 a lump sum of £15,000 maximum per person for death, serious injury or permanent total disablement 2 a weekly rate of £100 for a maximum of 104 weeks for temporary total disablement 	<ul style="list-style-type: none"> • Injury involving collusion of any Director, Partner or Employee insured by the policy • Injury bought about by <ul style="list-style-type: none"> • drugs or intoxication or • physical defect / infirmity unless previously agreed by us <p>Cover is restricted to persons between 16 and 70 years of age</p>	<p>Personal Accident (Assault) section</p>

HELPLINES

Significant Features and Benefits	Section of the Policy that contains further details
<p>The following telephone helplines are available 24 hours a day</p> <ul style="list-style-type: none"> • Advice Helpline on Tax and Employment matters • Replacement Glazing • Business Assistance • Claims Reporting 	<p>Special Benefits for Groupama Policyholders</p>

GENERAL EXCLUSIONS

Significant Exclusions or Limitations	Section of the Policy that contains further details
<p>The policy excludes loss, damage, injury or liability arising from or relating to:</p> <ul style="list-style-type: none">• Nuclear or radioactive materials or incidents¹• Acts of War¹• Acts of terrorism.¹ (The Property All Risks and Business Interruption sections of the policy may be extended to include Terrorism cover at an additional premium)• Sonic bangs• Loss, damage or liability that is more specifically insured• Computer viruses, hacking or data recognition failures^{1,2}• Pollution and contamination^{1,2}• Change in the water table level• Fines, penalties, punitive damages etc. <p>1 Not Applicable to Employers' Liability cover 2 Not Applicable to Public and Products Liability cover</p>	General Exclusions

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How to complain

We are committed to treating our customers fairly. However, we realise that there may be times when things go wrong. If this happens, please use the most suitable contact from the following list.

For complaints about claims, please phone **0870 600 2123** or e-mail **claims.commercial@groupama.co.uk**.

For complaints about policy administration and documents, please phone **0870 850 0123** or e-mail **sme@groupama.co.uk**.

If you are not satisfied with our final response, you may be able to pass your complaint to the Financial Ombudsman Service.

Financial Services Compensation Scheme

Groupama Insurance Company Limited is covered by the Financial Services Compensation Scheme (FSCS). If we fail to carry out our responsibilities under this policy, you may be entitled to compensation from the Financial Services Compensation Scheme. Information about the scheme is available at www.fscs.org.uk or by phone on **0207 892 7300**.

Groupama Insurance Company Limited Registered Number 995253
Registered in England
Registered Office: 6th Floor, One America Square, 17 Crosswall, London, EC3N 2LB, United Kingdom
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Member of the Association of British Insurers
Authorised and regulated by the Financial Services Authority