

Industry Policy Summary for the Electronics Sector

Flexible cover to meet your business needs



We hope you find this policy summary useful. Please note that this document doesn't contain full terms and conditions, which can be found in your policy document.

It's important that you read the policy document carefully when you receive it.

Name of the insurer

The insurer of the policy is Aviva Insurance Limited, trading as Norwich Union.

Type of insurance and cover

This policy caters for the electronics industry and includes a wide range of covers and services to provide the exact protection that your business needs.

Inside, we set out the main covers, features and benefits for four key business areas: asset protection, revenue protection, legal liabilities and employee benefits. You'll also find the main exceptions and limitations.

Full details are printed in your policy document.

Duration of policy

The policy will remain in force for 12 months from the date of commencement, or as otherwise shown on your policy schedule.

Your right to cancel this policy

There are no cancellation rights under this policy.

How to make a claim

Just call our claims helpline any hour of any day on **0500 114 477**. Please have your policy number to hand when calling.

Our service to you

We hope that you'll be very happy with the service we provide. However, if for any reason you're not, we'd like to hear from you. In the first instance, please contact your insurance adviser or your usual contact at Norwich Union. Full details of our complaints procedure will be set out in your policy document.

We're covered by the Financial Ombudsman Service for complaints from private individuals, certain small businesses, charities and trusts. If you've complained to us and we've been unable to resolve your complaint, you may then be entitled to refer the matter to this independent body. Following the complaints procedure does not affect your right to take legal action.

Financial Services Compensation Scheme

We're covered by the Financial Services Compensation Scheme (FSCS). If we were unable to meet our obligations, you may be entitled to compensation from the scheme, depending on the type of insurance you have and circumstance of your claim.

Asset Protection

Cover, features and benefits

Property Damage

There is a choice of covers for your buildings, machinery and business contents – Specified Contingencies or All Risks.

Specified Contingencies

Includes loss or damage from specific causes – fire, lightning, earthquake, explosion, aircraft, riot, civil commotion, strikes, locked-out workers, persons taking part in labour disturbances or malicious persons, storm or flood, falling trees, escape of water from any tank apparatus or pipe, impact, sprinkler leakage.

All Risks

Includes all of the above, plus accidental damage.

Cover includes:

- automatic reinstatement of the sum insured following a loss
- architects, surveyors and consultants fees involved in reinstating buildings and machinery following a loss
- automatic cover for buildings and machinery that you purchase during the period of insurance up to £500,000
- temporary removal of machinery while being cleaned or repaired.

Optional covers:

- subsidence, ground heave and landslip
- terrorism.

Theft

Theft or attempted theft involving entry or exit to your premises by forcible or violent means, including acts of violence against you or your staff.

Cover includes:

- the cost of changing locks following theft of keys up to £1,000
- theft of computer and audio-visual equipment at your premises up to £50,000.

Business All Risks

Cover for your business equipment following accidental loss or damage.

Cover can be extended to anywhere in the world.

Exceptions and limitations

Please refer to the Property Damage section of the policy booklet.

- Wear and tear, corrosion, gradual deterioration, faulty or defective design, materials.
- Faulty or defective workmanship, operational error or omission by you or your employees.
- Mechanical or electrical breakdown or derangement.
- Pollution or contamination.
- Theft or attempted theft.
- Fire damage involving the application of heat.
- Damage to gates, fences or moveable property in the open by weather related incidents.
- Damage other than by fire arising from production, servicing or testing.
- Damage due to escape of water from tanks and pipes, malicious persons (other than fire and explosion) in respect of buildings which are unoccupied or disused.
- Consequential loss or damage.
- Damage to boilers and pressure vessels caused by their own explosion or collapse (cover is available under the Engineering section).
- Damage due to water table level changes or frost.
- The first part of any claim (your excess).

Please refer to the Theft section of the policy booklet.

- Theft whilst the premises are unoccupied or disused.
- Theft from open spaces at the premises.
- Unexplained losses, acts of fraud or dishonesty and inventory shortage.
- Consequential loss or damage.
- Theft where you or your partners, directors, employees or household members are involved.
- The first part of any claim (your excess).

For full details, please read the Theft section of your policy document.

Please refer to the Business All Risks section of the policy booklet.

- Wear and tear, gradual deterioration, faulty or defective design, materials or workmanship.
- Mechanical or electrical breakdown or derangement.
- Theft from unattended vehicles not involving forcible or violent entry.
- The first part of any claim (your excess).

Cover, features and benefits

Computer:

Provides cover including the breakdown of your computer equipment. This section can also be extended to include the increase in working expenses to right the damage and the cost of reinstating any lost data.

Cover includes:

- digital cameras and projectors used for processing, communicating and storing data up to £2,500
- replacing incompatible software or programs following a loss up to £25,000
- costs to investigate repairs to damaged equipment up to £25,000.

Goods in Transit

Cover for your goods or stock whilst in transit, over land or water, anywhere in Great Britain, Northern Ireland, the Republic of Ireland, the Channel Islands and the Isle of Man.

Cover includes:

- cover for your employees' personal belongings up to £500
- losses to sheets, ropes and packing materials.

Optional cover:

- tools.

Money and Assault

- Loss of money belonging to your business on your premises, in transit, on site, at the private homes of key staff, and in any bank night safe.
- Bodily injury to you or your employees as a result of assault or attempted assault whilst carrying money belonging to your business.

Frozen Foods

Deterioration of foods following the breakdown of refrigeration units or accidental failure of the public electricity supply.

Exceptions and limitations

Please refer to the Computer section of the policy booklet.

- Damage caused by wilful acts or neglect.
- Damage which is covered by a guarantee or maintenance agreement.
- Damage caused by pressure waves from aircraft or other aerial devices.
- Breakdown of items not subject to a maintenance agreement.
- The first part of any claim (your excess).

Please refer to the Goods in Transit section of the policy booklet.

- Losses caused by defective or inadequate packing, insulation and labelling.
- Theft or attempted theft from an unattended vehicle unless certain guidelines regarding security are followed.
- Losses due to delay.
- Damage caused by changes in temperature.
- The first part of any claim (your excess).

Please refer to the Money and Assault section of the policy booklet.

- Shortages due to clerical or accounting errors.
- Losses due to the fraud or dishonesty of any employees not discovered within seven working days.
- Loss from unattended vehicles, vending or gaming machines.
- Loss arising outside Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

Please refer to the Frozen Foods section of the policy booklet.

- Wear and tear, deterioration, or gradually developing flaws or defects in the unit.
- Failure to correctly set the temperature.
- Any refrigeration unit over 10 years old.
- The first part of any claim (your excess).

Asset Protection

Cover, features and benefits

Glass

Provides cover for the breakage of all external and internal glass at your premises including sanitary fittings.

Cover includes:

- costs incurred in boarding up damaged glass
- contents of display windows
- cost of replacing alarm foil, lettering, painting or other ornamental work on glass.

Engineering

Cover for specified items of your plant or machinery.

You can select from:

- sudden and unforeseen damage
- breakdown, explosion or collapse
- accidental damage
- legal liability for plant that you have hired in.

Cover includes:

- automatic cover for any additional plant or machinery that you have obtained
- expenses for temporary replacement property following damage up to £10,000.

Cover can be extended to include terrorism.

Employee Dishonesty

Cover that protects you against loss of money and other property following theft or fraud by your employees.

Cover includes:

- professional fees required to establish extent of loss
- cost of labour to reinstate destroyed or erased computer records.

Optional covers:

- cheque forgery
- losses occurring under a previous policy once the discovery period has expired
- Third Party computer and fund transfer fraud.

Exceptions and limitations

Please refer to the Glass section of the policy booklet.

- Breakage of glass in light fittings, vehicles, vending machines or signs.
- Breakage while premises are unoccupied or disused.
- The first part of any claim (your excess).

Please refer to the Engineering section of the policy booklet.

- Cover already provided by Property Damage section.
- Gradual deterioration or wear and tear.
- The first part of any claim (your excess).

Please refer to the Employee Dishonesty section of the policy booklet.

- Consequential losses.
- Loss of confidential information or trade secrets.
- Any further losses that occur after the discovery that an employee is dishonest.
- Employees based outside of the geographical limits.
- Malicious damage.
- Losses caused by or involving a principal of the business.
- The excess stated at quotation stage.

Revenue Protection

Cover, features and benefits

Business Interruption

- Interruption to your business following an insured loss under the Property Damage and Theft section, which results in reduced earnings and increased running costs.

Cover includes:

- payment of expenses incurred despite a reduction in your income
- additional expenses to assist you in preventing or reducing a drop in income such as overtime payments.

Optional cover:

- interruption due to accidental failure of public electricity, gas, water and telecommunication supplies
- damage at the premises of a customer or supplier
- damage to property nearby which prevents access
- terrorism
- subsidence, ground heave or landslip.

Book Debts

- loss of book debts as a result of your business records being lost, destroyed or damaged due to an insured event.

Optional cover:

- terrorism.

Loss of Licence

Provides cover against the reduction in value of your business or premises as a result of your liquor licence not being renewed or withdrawn from causes out of your control.

Exceptions and limitations

Please refer to the Business Interruption section of the policy booklet.

- Losses excluded under the Property Damage and Theft section.

Please refer to the Book Debts section of the policy booklet.

- Losses excluded under the Property Damage section.
- Loss of computer records due to inherent defects.

Please refer to the Loss of Licence section of the policy booklet.

- Losses arising from a revision in town or country planning or redevelopment.
- Reduction or redistribution of licences.
- Any changes by law.

Legal Liabilities

Cover, features and benefits

Employers' Liability

Protection against your legal liability for bodily injury to your employees up to a limit of indemnity of £10,000,000 including costs and expenses.

Cover includes:

- legal costs and expenses in defending prosecutions under health and safety legislation
- unsatisfied court judgments in favour of employees injured in your employment by third parties
- compensation for court attendance as a witness in connection with any claim under this section.

Public and Products Liability

- Protection against your legal liability for bodily injury to third parties and damage to their property, including obstruction, trespass, nuisance, interference, wrongful arrest and eviction.
- Legal liability for fees, expenses, damages and claimant costs following injury or damage by goods that you have supplied, sold, repaired, tested or maintained.

Cover includes:

- contingent motor third party liability arising out of the use of vehicles not owned by you within the UK
- legal expenses and costs in defending prosecutions under all relevant health and safety legislation
- Defective Premises Act liability
- personal liability cover for employees and directors while they are overseas on your business
- compensation for court attendance as a witness in connection with any claim under this section
- legal costs and expenses in defending prosecutions under Part II of the Consumer Protection Act 1987
- employees' and visitors' personal belongings
- liability for loss or damage to premises hired or rented to you for the purpose of your business.

Exceptions and limitations

Please refer to the Employers' Liability section of the policy booklet.

- Cover for acts of terrorism is limited to £5,000,000 per event.
- Liability in respect of liquidated damages, penalty clauses and fines.
- Work in or on, or travel to or from, any offshore installation or support vessel.
- Bodily injury of employees whilst carried in or upon a vehicle.

Please refer to the Public and Products section of the policy booklet.

- Cover for acts of terrorism is limited to £2,000,000 or the limit of indemnity specified in the Policy Schedule, whichever is the lower.
- Loss or damage to property in your custody or control.
- Liability arising out of products supplied in the knowledge that they will be used in the navigation, propulsion or safety of any aircraft or other aerial devices.
- Pollution unless caused by a sudden and identifiable incident.
- Work in or on, or travel to or from, or any products supplied to any offshore installation or support vessel.
- Liquidated damages, penalty clauses and fines.
- The first part of any claim (your excess).
- Exposure to, inhalation of, fears of the consequences of exposure to/inhalation of, costs incurred in repairing, removing, replacing, recalling, rectifying, reinstating or managing any property arising out of the presence of asbestos.

Cover, features and benefits

Commercial Legal Protection

Protection for legal costs and expenses arising from specified civil and criminal incidents in connection with your business.

- **Employment Disputes, Compensation Awards and Service Occupancy** Defence of your legal rights under employment legislation and following a successful action by an employee, prospective, alleged or ex-employee we will pay any compensation award made. In addition, negotiation to recover possession of premises owned by you from them.
- **Legal Defence** Defence for you, or an employee acting on your behalf if any criminal action or certain civil action is taken against you for any non-motor related incident arising in connection with the business. Including prosecution under health and safety legislation and data protection rules.
- **Property Protection** Protection for civil action following any event causing, or likely to cause, physical damage to your property, or any nuisance or trespass.
- **Bodily Injury** Cover to negotiate your, your employees' or family members' legal rights following bodily injury (non-motor related) which occurs in connection with the business.
- **Tax Protection** Representation in appeal proceedings with the Inland Revenue in a full or aspect enquiry following your corporation tax self-assessment return, and appeal proceedings with HM Customs and Excise in respect of Value Added Tax due.
- **Contract Disputes** Cover to negotiate disputes relating to a contract you have entered into with a customer or supplier for the purchase or sale of goods or service where the amount in dispute exceeds £250.
- **Tenancy Disputes** Negotiating your legal rights in a tenancy dispute between you and your landlord not relating to rent, service charges or renewal of the agreement.
- **Statutory Licence** Appeal to the relevant statutory or regulatory body, court or tribunal, following the suspension, revocation, change or refusal to renew your statutory licence.
- **Debt Recovery** Cover to negotiate your legal rights including enforcement of judgement to recover money and interest due from a customer or supplier following the sale or provision of goods and services where the amount in dispute exceeds £250.

Exceptions and Limitations

- In respect of civil cases, the cover is subject to the case having prospects of winning or making a successful defence.
- Claims must be reported within 180 days of you becoming aware of an incident.
- Any costs and expenses incurred before the written acceptance by us or the claims administrator of a claim.
- In respect of compensation awards, you must follow the advice of the legal helpline or the Advisory, Conciliation and Arbitration Scheme (ACAS) code of Disciplinary Practice and Procedures in Employment for cover to be effective.
- In respect of redundancies, you must follow the advice of the legal helpline prior to serving notice of dismissal.
- The first £200 of each and every claim in respect of aspect enquiries.
- Claims caused by your failure to register for Value Added Tax and any investigations by the Inland Revenue Special Investigations Section or Special Compliance Office.
- Investigations by HM Revenue and Customs into alleged dishonesty or criminal offences.
- For contract disputes, the first £500 of any claim where the amount in dispute exceeds £5,000.
- Any claim relating to the settlement under an insurance policy.
- For contract disputes and debt recovery, a claim must be made within 90 days of the money becoming due.

The claims service for the Commercial Legal Protection section is administered by DAS Legal Expenses Insurance Company Ltd on our behalf.

If a solicitor is required to deal with your legal problem, DAS will appoint one from their approved panel. These solicitors have been carefully chosen as experts in the areas of the law covered by the policy and are required to comply with strict service standards.

Legal Liabilities continued

Cover, features and benefits

Directors and Officers Liability

Cover that protects you whilst performing your duties as a director, officer or trustee.

Cover includes:

- losses and defence costs
 - you or your director(s) may be liable to pay
 - the spouse, heir or legal representative of a director may become legally liable for
 - in the event of any action or proceedings brought against a director by the company or another director

arising from the wrongful act of a director.

- Legal Defence Costs for:
 - bodily injury
 - pollution.

Optional covers:

- automatic acquisition
- outside directorships
- loss of documents
- extended reported period.

Cover is provided specifically for Claims against a director arising out of:

- disqualification proceedings
- regulatory proceedings
- employment practice proceedings
- civil proceedings
- criminal proceedings.

Exceptions and limitations

Please refer to the Directors and Officers Liability section of the policy booklet.

- Claims or losses arising out of:
 - acts of war and terrorism
 - asbestos
 - property damage
 - fraudulent acts or personal gain
 - fines, penalties or punitive damages
 - pollution clean-up costs.

Employee benefits

Cover, features and benefits

Personal Accident

Cover for you, your directors, partners and employees up to the age of 65 against accidental bodily injury. You can choose to protect on a named or unnamed personal basis.

- Cover against accidental bodily injury.
- Death, loss of limb(s), eye(s).
- Permanent total disablement from any occupation.
- Temporary total disablement from usual occupation.
- Temporary partial disablement.

Cover is provided on a 24-hour basis, but for unnamed persons you can restrict this to injury occurring at work. Cover includes medical and surgery expenses up to 15% of weekly compensation.

Business Travel

Cover for you and your employees whilst travelling on business.

Cover includes:

- medical expenses incurred outside of the UK
- baggage and/or personal belongings
- money
- cancellation costs
- personal liability up to £2,000,000.

Exceptions and limitations

Please refer to the Personal Accident section of the policy booklet.

- Cover for acts of terrorism is limited to £1,000,000 per event and excludes harm by nuclear, chemical, biological and radiological means.
- Sickness, disease or any gradually operating cause.
- Suicide, attempted suicide or deliberate exposure to danger.
- Pregnancy or childbirth.
- Flying, except while travelling in an aircraft of a recognised airline as a passenger.
- Accidents caused through participation in certain hazardous activities.
- The effects of alcohol or drugs or any treatment for drug addiction.

Please refer to the Business Travel section of the policy booklet.

- Cover for acts of terrorism is limited to £1,000,000 per event and excludes harm by nuclear, chemical, biological and radiological means.
- Injury or sickness sustained or contracted by any person aged over 75.
- Any person travelling against medical advice.
- Accidents caused in the participation of dangerous activities.
- Losses not reported to a local police or other appropriate authority.
- The first part of any claim (your excess or franchise period).







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