

# General and Products Liability

## Liability Insurance Policy

POLICY

This Policy is underwritten by QBE Insurance (Australia) Limited  
ABN 78 003 191 035 of 82 Pitt Street, Sydney.

QMT94



**STEADFAST**



## About this booklet

This booklet contains 2 separate parts: **General Information and the Policy Terms and Conditions.**

### General Information

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

### Policy Terms and Conditions

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

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

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

If you require further information about this product, please contact your Steadfast representative.

### About QBE Australia

QBE Insurance (Australia) Limited is a member of the QBE Insurance Group (ASX: QBE). QBE Insurance Group is Australia's largest international general insurance and reinsurance group, and one of the top 25 insurers and reinsurers worldwide. The company has been operating in Australia since 1886 and continues to provide industry-leading insurance solutions that are focused on the needs of intermediaries and their clients.

QBE is a household name in Australian insurance, backed by sizeable assets, and well known as a strong and financially secure organisation.

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## GENERAL INFORMATION FOR GENERAL AND PRODUCTS LIABILITY INSURANCE POLICY

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

### Duty of Disclosure – What you must tell us

Under the Insurance Contracts Act 1984 (the Act), you have a Duty of Disclosure. You are required before you enter into, renew, vary, extend or reinstate your Policy, to tell us everything you know and that a reasonable person in the circumstances could be expected to know, is a matter that is relevant to our decision whether to insure you, and anyone else to be insured under the Policy, and if so, on what terms.

- **You do not have to tell us about any matter**
  - that diminishes the risk
  - that is of common knowledge
  - that we know or should know in the ordinary course of our business as an insurer, or
  - which we indicate we do not want to know.

- **If you do not tell us**

If you do not comply with your Duty of Disclosure we may reduce or refuse to pay a claim or cancel your Policy. If your non-disclosure is fraudulent we may also have the option of avoiding the contract from its beginning.

### Privacy

Privacy legislation regulates the way private sector organisations can collect, use, keep secure and disclose personal information. We are bound by the Privacy Act 1988 (Cth.), when collecting and handling your personal information. QBE has developed a privacy policy which explains what sort of personal information we hold about you and what we do with it.

We will only collect personal information from or about you for the purpose of assessing your application for insurance and administering your insurance policy, including any claims you make or claims made against you. We will only use and disclose your personal information for a purpose you would reasonably expect.

We may need to disclose personal information to our reinsurers (who may be located overseas), insurance intermediaries, insurance reference bureaux, credit reference agencies, our advisers and those involved in the claims handling process (including assessors, investigators and other insurers), for the purposes of assisting us and them in providing relevant services and products, or for the purposes of recovery or litigation. We may disclose personal information to people listed as co-insured on your policy and to family members or agents authorised by you. Computer systems and support services may be provided to us by related companies within the QBE Group that may be located overseas. We may also disclose information to organisations which conduct customer service surveys on our behalf. We will request your consent to any other purpose.

By providing your personal information to us, you consent to us making these disclosures. Without your personal information we may not be able to issue insurance cover to you or process your claim.

You also have the opportunity to find out what personal information we hold about you and, when necessary, correct any errors in this information. Generally we will do this without restriction or charge. For further information about our Privacy Policy or to access or correct your personal information, please contact The Compliance Manager, QBE Insurance (Australia) Limited, GPO Box 82 Sydney NSW 2001. Telephone: (02) 9375-4656 or Email: [compliance.manager@qbe.com](mailto:compliance.manager@qbe.com)

### The General Insurance Code of Practice

QBE Insurance (Australia) Limited is a signatory to the General Insurance Code of Practice. The Code aims to:

- promote more informed relations between insurers and their customers;
- improve consumer confidence in the general insurance industry;
- provide better mechanisms for the resolution of complaints and disputes between insurers and their customers; and
- commit insurers and the professionals they rely upon to higher standards of customer service.

### Dispute resolution

We will do everything possible to provide a quality service to you. However, we recognise that occasionally there may be some aspect of our service or a decision we have made that you wish to query or draw to our attention.

We have a Complaints and Dispute Resolution Procedure which undertakes to provide an answer to your complaint within 15 working days.

If you would like to make a complaint or access our internal dispute resolution service please contact your nearest QBE office and ask to speak to a dispute resolution specialist.

### 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 Financial Services Provider electronically or in writing within 21 days from the date the 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 Financial Services Provider may deduct certain amounts from any refund for administration costs or any non-refundable taxes.

# POLICY TERMS AND CONDITIONS FOR GENERAL AND PRODUCTS LIABILITY INSURANCE POLICY

## Insurer

The Policy is underwritten by QBE Insurance (Australia) Limited, ABN 78 003 191 035, AFS Licence No. 239545 of 82 Pitt Street, Sydney.

## Our agreement with you

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

The excesses set out in the section headed 'What you must pay if you make a claim – Excess' apply to all claims except where otherwise stated. The amount of any excess that applies to your Policy will be shown on your Policy Schedule.

The exclusions in the section(s) headed 'When you are not covered' and conditions in the section headed 'General conditions' apply to all types of cover.

## Your Policy

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

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

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

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

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

## Other party's interests

You must tell us of the interests of all parties (e.g. financiers, owners, lessors) who will be covered by this insurance. We will protect their interests only if you have told us about them and we have noted them on your Policy Schedule.

## Paying your annual premium

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

## Preventing our right of recovery

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

## How Goods and Services Tax affects any payments we make

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

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

When you are:

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

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

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

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

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

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

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

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

## Words with special meanings

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

If words and terms are only used in just one Section of the Policy, we will describe their special meaning in that Section.

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

Word or Term	Meaning
Advertising injury	injury arising out of: (a) libel, slander or defamation, or (b) any infringement of copyright or passing off of title or slogan, or (c) unfair competition, piracy, idea misappropriation contrary to an implied contract, or (d) 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.
Aircraft	any craft or object designed to travel through air or space, other than model aircraft.
Business	the business as described in the Policy 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: (a) the ownership of premises and/or the tenancy thereof by you. (b) the provision of any sponsorships, charities, galas, first aid, medical, ambulance or fire fighting services by you or on your behalf. (c) private work undertaken by your employees for any of your directors, partners, proprietors, officers or executives. (d) 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.
Compensation	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.
Employment practices	any wrongful or unfair dismissal, denial of natural justice, defamation, misleading representation or advertising, harassment or discrimination in respect of your employees.

Word or Term	Meaning
Excess	the first amount of each claim or series of claims, arising out of any one occurrence, for which you are responsible.  The excess applicable to this insurance appears in the Policy Schedule.  The excess applies to all amounts for which we will be liable, including the indemnity provided by insuring Clause 1 'What you are insured against' (Defence costs and supplementary payments).
General liability	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.
Geographical limits	(a) anywhere in the Commonwealth of Australia and its external territories; (b) elsewhere in the world, but only with respect to: (i) overseas business visits by any of your directors, partners, officers, executives or employees but not where they perform manual work in North America. (ii) 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.
Hovercraft	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.
Incidental contracts	(a) any written rental agreement or lease of real or personal property not requiring an obligation to insure such property or be strictly liable regardless of fault. (b) any written contract with any authority or entity responsible for the supply of electricity, fuel, gas, natural gas, air, steam, water, sewerage reticulation control systems, waste disposal facilities, telephone and communication services or other essential services, except those contracts in connection with work done for such authorities or entities. (c) any written contract with any railway authority for the loading, unloading and/or transport of products, including contracts relating to the operation of railway sidings. (d) those contracts designated in the Policy Schedule.

Word or Term	Meaning
Internet operations	<p>(a) transfer of computer data or programmes by use of electronic mail systems by you or your employees, including for the purpose of this definition only, part-time and temporary staff, contractors and others within your organisation whether or not such data or programmes contain any malicious or damaging code, including but not limited to computer virus, worm, logic bomb, or trojan horse,</p> <p>(b) access through your network to the world wide web or a public internet site by you or your employees, including for the purposes of this definition only, part-time and temporary staff, contractors and others within your organisation;</p> <p>(c) access to your intranet (meaning internal company information and computing resources) which is made available through the world wide web for your customers or others outside your organisation; and</p> <p>(d) the operation and maintenance of your web site.</p>
Medical persons	includes but is not limited to: medical practitioners, medical nurses, dentists and first aid attendants.
Named insured	<p>(a) the person(s), corporations and/or other organisations specified in the Policy Schedule,</p> <p>(b) 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;</p> <p>(c) 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.</p> <p>(d) 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.</p>
North America	<p>(a) the United States of America (USA) and the Dominion of Canada,</p> <p>(b) any state, territory or protectorate incorporated in, or administered by, the USA or the Dominion of Canada; and</p>

Word or Term	Meaning
North America (continued)	(c) any country or territory subject to the laws of the USA or the Dominion of Canada.
Occurrence	<p>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 (a) 'Personal injury' below) from your standpoint.</p> <p>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.</p> <p>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.</p>
Period of insurance	the period of insurance specified in the Policy Schedule and any extension to it which may be agreed in writing between you and us.
Personal injury	<p>(a) bodily injury, death, sickness, disease, illness, disability, shock, fright, mental anguish and/or mental injury, including loss of consortium or services resulting therefrom;</p> <p>(b) false arrest, false imprisonment, wrongful detention, malicious prosecution or humiliation;</p> <p>(c) wrongful entry or wrongful eviction or other invasion of privacy;</p> <p>(d) libel, slander or defamation of character, unless arising out of advertising injury;</p> <p>(e) 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.</p> <p>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.</p>
Policy Schedule	the most current Schedule issued by us in connection with this Policy.
Pollutants	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.

## Words with special meanings

Word or Term	Meaning
Products	<p>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.</p> <p>Provided always that for the purpose of this insurance the term "Products" shall not be deemed to include:</p> <ul style="list-style-type: none"> <li>(a) food and beverages supplied by you or on your behalf primarily to your employees as a staff benefit,</li> <li>(b) any vending machine or any other property rented to or located for use of others but not sold by you;</li> <li>(c) 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.</li> </ul>
Products liability	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.
Property damage	<ul style="list-style-type: none"> <li>(a) physical loss, destruction of or damage to tangible property, including the loss of use thereof at any time resulting therefrom; and/or</li> <li>(b) 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.</li> </ul>
Tool of trade	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.

Word or Term	Meaning
Vehicle	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.
Watercraft	any vessel, craft or thing made or intended to float on or in or travel on or through water, other than model boats.
We, our, us, ourselves	QBE Insurance (Australia) Limited, ABN 78 003 191 035.
Worksite	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.
You, your, insured	<p>the person(s), companies or firms named on the current Policy Schedule as the 'Insured'.</p> <p>Each of the following is an insured to the extent specified below:</p> <ul style="list-style-type: none"> <li>(a) the named insured,</li> <li>(b) every past, present or future director, stockholder or shareholder, partner, proprietor, officer, executive or 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.</li> <li>(c) 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.</li> <li>(d) every principal in respect of the principal's liability arising out of: <ul style="list-style-type: none"> <li>(i) 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.</li> <li>(ii) 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.</li> </ul> </li> </ul>

Word or Term	Meaning
You, your, insured (continued)	<p>(e) 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.</p> <p>(f) 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.</p> <p>(g) 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.</p> <p>(h) the estates, legal representatives, heirs or assigns of:</p> <p>(i) any deceased or insolvent persons, or</p> <p>(ii) 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 (i) and (ii) above.</p> <p>(i) 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.</p>

## What you are insured against

We agree (subject to the terms, claims conditions, general conditions, exclusions, words with special meanings and limits of liability incorporated in this Policy) to pay to you or on your behalf all amounts which you shall become legally liable to pay as compensation in respect of:

- (a) personal injury, and/or
- (b) property damage, and/or
- (c) 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.

## 1. Defence costs and supplementary payments

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

- (a) 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.
- (b) pay all charges, expenses and legal costs incurred by us and/or by you with our written consent:
  - (i) 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
  - (ii) in bringing or defending appeals in connection with such claim or suit
- (c) 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
- (d) pay expenses incurred by you for:
  - (i) 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)
  - (ii) temporary protection of damaged or undamaged property of any person or party, including temporary repairs, shoring up and/or unpinning thereof
  - (iii) 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
- (e) pay all legal costs incurred by you with our consent for representation of you at:
  - (i) any coronial inquest or inquiry
  - (ii) 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 Policy 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. Limits of liability and excess

Subject to clause 1 'Defence costs and supplementary payments' above, clause 3 Additional benefit 'Claims preparation costs' and General exclusion 5(e):

- (a) the limit of liability specified in the Policy 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.
- (b) the limit of liability specified in the Policy 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.

### 3. 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 'Defence costs and supplementary payments' of this Policy.

### 4. Optional additional benefit - Products exported to North America

(Applicable only where this additional benefit is confirmed in the Policy 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:-

- 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.
- cover is not provided for:
  - (a) personal injury or property damage arising out of the discharge, dispersal, emission, release or escape of pollutants,
  - (b) the cost of removing, nullifying or clean up of pollutants;
  - (c) the cost of preventing the escape of pollutants;
  - (d) personal injury or property damage arising directly or indirectly from the existence of asbestos;
  - (e) any claim for compensation if in North America you have:
    - (i) any assets other than products,
    - (ii) a related or subsidiary company;
    - (iii) any person or entity with power of attorney;
    - (iv) any franchisor.

## When you are not covered

### General exclusions applying to this Policy

#### The following General exclusions apply to all sections of this Policy.

This Policy excludes loss, damage, destruction, death, injury, illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any of the following, regardless of any other cause or event contributing concurrently or in any other sequence to the loss:

1. War, invasion, acts of foreign enemies, hostilities or war-like operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power, confiscation or nationalisation or requisition or destruction or damage to property by or under the order of any government or public or local authority, or
2. Any act(s) of Terrorism  
For the purpose of this exclusion, an act of terrorism includes any act, or preparation in respect of action, or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof, or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) de jure or de facto, and which:
  - involves violence against one or more persons, or
  - involves damage to property, or
  - endangers life other than that of the person committing the action, or
  - creates a risk to health or safety of the public or a section of the public, or
  - is designed to interfere with or to disrupt an electronic system.
3. Radioactivity or the use, existence or escape of any nuclear fuel, nuclear material, or nuclear waste or action of nuclear fission or fusion.

Provided that General exclusion 3 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.

This Policy also excludes any loss, destruction, damage, death, injury, illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with any action taken in controlling, preventing, suppressing, retaliating against, or responding to or in any way relating to 1, 2 or 3 above.

### Additional exclusions

There is no cover under this Policy:

#### 4. Property owned by you

for property damage to property owned by you.

## 5. 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:

- (a) 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
- (b) 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
- (c)
  - (i) premises (and/or their contents) temporarily occupied by you for the purpose of carrying out work in connection with the business, or
  - (ii) 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.
- (d) 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
- (e) any property (except property that you own) not mentioned in clauses (a) to (c) 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 (d) shall not exceed \$100,000 in respect of any one claim or series of claims arising out of any one occurrence.

## 6. Vehicles

for personal injury or property damage arising out of the ownership, possession or use by you of any vehicle:

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

but exclusions 6(a) and 6(b) shall not apply to:

- (c) Personal injury where:
  - (i) that compulsory liability insurance or statutory indemnity does not provide indemnity, and
  - (ii) the reason or reasons why that compulsory liability or statutory indemnity does not provide indemnity do not involve a breach by you of legislation relating to vehicles.
- (d) 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

- (e) the delivery or collection of goods to or from any vehicle
- (f) the loading or unloading of any vehicle
- (g) any vehicle temporarily in your custody or control for the purpose of parking.

## 7. Aircraft, hovercraft or watercraft

for personal injury and/or property damage arising from:

- (a) the ownership, maintenance, operation or use by you of any aircraft or hovercraft
- (b) the ownership, maintenance, operation or use by you of any watercraft exceeding eight (8) metres in length, whilst such watercraft is afloat.

Provided that Exclusion (b) shall not apply with regard to claims arising out of:

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

## 8. Aircraft products

arising out of any products which, with your knowledge, is intended for incorporation into the structure, machinery or controls of any aircraft.

## 9. 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.

## 10. Faulty workmanship

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

## 11. Loss of use

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

- (a) a delay in or lack of performance by you or on your behalf of any contract or agreement, or
- (b) 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 11(b) 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.

### 12. 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.

### 13. 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 the Named Insured because of any known, alleged or suspected defect or deficiency in such products.

### 14. Advertising injury

for advertising injury:

- (a) resulting from statements made at your direction with knowledge that such statements are false
- (b) 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
- (c) resulting from any incorrect description of products or services
- (d) resulting from any mistake in advertised price of products or services
- (e) resulting from failure of the Insured's products or services to conform with advertised performance, quality, fitness or durability
- (f) incurred by any Insured whose principal occupation or business is advertising, broadcasting, publishing or telecasting.

### 15. Asbestos

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

### 16. 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:

- (a) for personal injury and/or property damage arising from such breach of duty
- (b) 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
- (c) arising out of advice which is not given by you for a fee
- (d) arising out of advice given in respect of the use or storage of your products.

### 17. Contractual liability

for any liability which has been assumed by you under any contract or agreement that requires you to:

- (a) effect insurance over property, either real or personal
- (b) assume liability for, personal injury or property damage regardless of fault; provided that this exclusion shall not apply with regard to:
  - (i) liabilities which would have been implied by law in the absence of such contract or agreement, or
  - (ii) liabilities assumed under incidental contracts, or
  - (iii) terms regarding merchantability, quality, fitness or care of your products which are implied by law or statute, or
  - (iv) liabilities assumed under the contracts specifically designated in the Policy Schedule or in any endorsement(s) to this Policy.

### 18. Employers liability

- (a) 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 or 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.

- (b) imposed by:
  - (i) 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
  - (ii) any law relating to employment practices.

For the purpose of exclusions (a) and (b) above:

- 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
- 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.

### 19. 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.

## 20. Information technology hazards, computer data, program and storage media exclusion

- (a) personal injury or property damage arising, directly or indirectly, out of, or in any way involving your internet operations, or
- (b) property damage to computer data or programs and their storage media arising directly or indirectly out of or caused by, through or in connection with:
  - (i) the use of any computer hardware or software
  - (ii) the provision of computer or telecommunication services by your or on your behalf
  - (iii) the use of computer hardware or software belonging to any third party, whether authorised or unauthorised including damage caused by any computer virus.

But this exclusion does not apply to:

- (c) personal injury or property damage arising out of any material which is already in print by the manufacturer in support of its product, including but not limited to product use and safety instructions or warnings, and which is also reproduced on its site, or
- (d) liability which arises irrespective of the involvement of your internet operations.

Nothing in this exclusion will be construed to extend coverage under this Policy to any liability which would not have been covered in the absence of this exclusion.

## 21. Defamation

for defamation:

- (a) resulting from statements made prior to the commencement of the period of insurance
- (b) resulting from statements made at your direction with knowledge that such statements are false
- (c) related to advertising, broadcasting, publishing or telecasting activities conducted by you or on your behalf.

## 22. 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.

## 23. Pollutants

- (a) 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
- (b) 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 23 (a) and 23 (b) 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.

## General conditions

### Changing your Policy

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

- we agree to it, and
- we give you a new Policy Schedule detailing the change.

### 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.

### 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.

### 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

### 4. Breach of condition or warranty

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

- (a) breach of a condition or warranty without your knowledge or consent, or
- (b) 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
- (c) error in name, description or situation of property or
- (d) 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. Cross liabilities

This insurance extends to indemnify:

- (a) each of the parties comprising the named insured, and
- (b) 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 (a) and (b) in respect of claims made by any other of such parties.

Provided always that:

- (a) each of such parties shall be separately subject to the terms, claims conditions, general conditions, exclusions and words with special meanings of this Policy in the same manner and to a like extent as though separate Policies had been issued, and
- (b) 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 Policy Schedule.

### 6. 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.

### 7. 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.

### 8. 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.

### 9. Reasonable precautions

You must:

- (a) exercise reasonable care that only competent employees are employed and take reasonable measures to maintain all premises, fittings and plant in sound condition
- (b) take reasonable precautions to prevent:
  - (i) personal injury, property damage and advertising injury
  - (ii) 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
- (c) 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.

### 10. 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 13 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.

### 11. Non-imputation

Where this insurance is arranged in the joint names of more than one insured, as described in the definitions of 'Named Insured' (a), it is hereby declared and agreed that:

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

**12. 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.

**13. Subrogation and allocation of the proceeds of recoveries**

Subject to general condition 14 '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:

- (a) due to the application of an excess; and/or
- (b) 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.

**14. Subrogation waiver**

Notwithstanding general condition 13 above, we hereby agree to waive all our rights of subrogation under this Policy against:

- (a) each of the parties described under the definition of 'You, your, insured'
- (b) 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.

**Other interests**

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

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

**Cancelling your Policy****How you may cancel this Policy**

- You may cancel this Policy at any time by telling us in writing that you want to cancel it.
- Where 'you' involves more than one person, we will only cancel the Policy when a written agreement to cancel the Policy is received from all persons named as the insured.

**How we may cancel this Policy**

- We may cancel this Policy in any of the circumstances permitted by law by informing you in writing.
- We will give you this notice in person or send it to your address last known to us.

**The premium**

We will refund to you the proportion of the premium for the remaining period of insurance.

**Notices**

Any notice we give you will be in writing, and it will be effective:

- if it is delivered to you personally, or
- if it is delivered or posted to your address last known to us.

It is important for you to tell us of any change of address as soon as possible.

**Changes to information previously advised**

You must tell us as soon as possible if circumstances occur, or if changes or alterations are intended or made which increase the risk of loss, damage or injury.

## Claims

### What you must do

You must give us:

- (a) 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
- (b) 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
- (c) written notice (including facsimile transmission) to us via your Steadfast representative.

### What you must NOT do

You must not do the following things:

- (a) you shall not, without our written consent, make any admission, offer, promise or payment in connection with any occurrence or claim
- (b) 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
- (c) 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.

### What we do

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

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:

- (a) 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

- (b) any lesser sum for which the claim(s) can be settled.

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:

- (i) 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
- (ii) incurred by us, or by you with our written consent, prior to the date of such payment.

### What can affect a claim

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

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