



**CATHOLIC CHURCH UNDERWRITING AGENCY**

# **Insurance and Loss Prevention Manual**

**Produced by:**

**F|M|RRisk**  
Fraser Macandrew Ryan

**Fraser Macandrew Ryan Ltd**  
**Insurance Brokers and Risk Advisers**  
Level 12, 52 Swanson Street, Auckland 1140, New Zealand  
PO Box 2626, Auckland 1140, New Zealand  
Phone: +64 9 358 2258, Freephone 0800 656 760, Fax +64 9 356 7221, Web [www.fmrrisk.co.nz](http://www.fmrrisk.co.nz)



## Introduction

Though this is called an 'Insurance and Loss prevention Manual' it is really about the much wider concept of **risk management**.

**Insurance** is one part of it. Comprehensive insurance cover has been arranged against nearly all the perils your property is subject to.

But insurance is always expensive, and the greater the volume of claims the more expensive it becomes. The more important part of risk management is **loss prevention**.

We recognise and appreciate the effort put in by the members of the Parish and are committed to empowering you to effectively protect your property. We have produced this Insurance Manual that contains useful information, guidelines, and best practice ideas to help you protect your Parish assets. We have endeavoured to make these guidance notes thorough and informative. Please use them as a guide to protecting your Parish assets and as a reference guide to address security issues you may have.

This manual contains information on:

- What you are insured for, some limits that apply, and the excesses that apply to claims.
- Loss Prevention.
- Health and Safety
- Contingency / Disaster Planning
- Insurance Claims procedures
- Important information relevant to insurance
- Insurance requirements for contract works.



## What are you insured for?

Details of the buildings and contents insured for your parish / entity appear on the document provided by the Diocese. In summary:

**Buildings and contents** are insured for replacement value, except in exceptional circumstances.

- Contents includes the personal effects of clergy and live-in housekeepers
- Cover is restricted to New Zealand
- Material Damage policy coverage applies, with some special Catholic Church extensions that are not generally available to other parties. This makes the coverage amongst the widest available.
- Only those properties detailed on the spreadsheet provided are insured, so please check for accuracy, and let the Diocese office know if there are any additions, alterations or deletions.

There are some limits that apply to the coverage as follows:

- Money:
  - (a) During business hours or whilst in locked safe \$20,000
  - (b) Outside business hours and not in locked safe \$2,000
  - (c) Fetes, Galas etc \$15,000
- Contents and personal effects whilst in transit anywhere in New Zealand \$50,000
- Capital Additions – limit per building or item \$1,000,000
- Property not insured by Earthquake & War Damage Commission \$1,000,000
- Refrigerated Goods (limit any one loss) \$15,000
- Landslip (limit any one loss) \$1,000,000
- Subsidence (limit any one loss) \$1,000,000
- Explosion, rupture, bursting, cracking, bulging or leaking of steam boilers, pipes, steam turbines or steam engines \$100,000
- Breakdown and / or mechanical malfunction of machinery \$100,000

In addition, there are some special limits that apply. Should you require higher limits on the following, they can be arranged on provision of a valuation:

- Any item of Artwork or Maori Artwork \$100,000
- Any Organ \$250,000
- Any Jewellery, precious stones, furs, precious metals or bullion - \$20,000

- Contract Works and/or additions or alterations to existing buildings (limit any one contract) \$2,500,000

**Business Interruption insurance** is in place to cover items like loss of rents, increased costs following a loss. On request, the insurance can be extended to include loss of Gross Profit if you are a trading organisation.

**Liability insurance** - The Diocese purchases a range of Liability insurances to protect not only the diocese but also the parishes / entities under their control.

The following is a brief summary of the cover provided, and the limits that apply.

1. Public Liability – covers legal liability arising out of the Church's normal activities. Limit \$5,000,000.
2. Trustees Liability – covers legal liability arising by reason of any Wrongful Act committed attempted or allegedly committed or attempted in New Zealand. Limit \$2,000,000
3. Professional Liability – covers legal liability arising by reason of any Negligent Breach of Professional Duty. Limit \$2,000,000
4. Statutory Liability – covers the Defence Costs, Reparation Costs and Penalties arising out of a breach or alleged breach of any Act of the New Zealand Parliament in force at the date of this policy, but excluding certain Acts detailed in the Underwriter's - policy wording. Limit \$2,000,000
5. Employers Liability – covers the cost of defending claims brought by Employees alleging negligence or Breach of Duty by an Employer that cause injury or illness to an employee where the Accident Compensation Commission cover is not available to the Employee, *plus* Awards made against Employers for compensation to Employees for injuries or illness occurring in the workplace. Limit \$1,000,000
6. Bodily Injury Liability – covers legal liability arising out of Bodily Injury, including Exemplary and Punitive Damages – limit \$1,000,000
7. Employment Disputes – covers legal liability arising out any breach of any Employment Agreement, the Privacy Act 1993 and / or the Human Rights Act 1993 which arise by reason of any acts, errors or omissions as an employer or prospective employer, *plus* Reasonable costs and expenses incurred with the insurers prior written consent in the investigation, defence, negotiation, arbitration or settlement of any claim. Limit \$1,000,000



## **What is your excess?**

### **(a) Buildings and Contents, Business Interruption**

Each insurance claim is subject to an excess – which is an amount that is deducted from the claim payment. A summary of the excesses relevant to property are:

**In respect of Natural Disaster claims payable by the Earthquake Commission (EQC), the deductible is:**

- (a) In respect of dwellings, one per cent of the claim, subject to a minimum of \$200 per dwelling.
- (b) In respect of contents of dwellings, \$200 each dwelling.
- (c) In respect of land claims, ten per cent of the claim subject to a maximum of \$5,000 per location.

**In respect of non earthquake perils, the sum each and every claim of \$500**

**In respect of earthquake perils not insured by the Earthquake Commission, the sum each and every claim of:**

- (a) Northland, Auckland – 1% of the loss with a minimum of \$15,000
- (b) Waikato, Bay of Plenty, Taranaki, East Coast, Canterbury, Westland – 2% of the loss with a minimum of \$15,000
- (c) Manawatu, Hawkes Bay, Wairarapa, Nelson, Marlborough -2.5% of the loss with a minimum of \$15,000
- (d) Wellington – 5% of the site value with a minimum of \$15,000

*Site Value is defined as the total Material Damage situation value declared on the latest spreadsheet provided to the Underwriters prior to the date of loss.*

### **(b) Liability Insurance**

Trustees Liability, Professional Liability and Employment Disputes - \$10,000

All other Liability policies - \$1,000



## Loss Prevention

**Loss prevention** is in your own hands. The pages that follow provide guidelines to how you can reduce the likelihood of accidental and malicious damage to your property. If everyone follows them with care and vigilance, losses will be reduced and insurance costs will remain affordable.

It is strongly recommended that each parish appoint a parishioner or group of parishioners to read carefully this section on loss prevention and accept the responsibility of putting it into practice.

*The commonest types of loss are largely preventable:*

*Malicious damage  
Burglary  
Broken Glass  
Water damage  
Fire*

### Accept your responsibility

Each parish is responsible for protecting its own property.

It is an important responsibility. **Someone** must be in charge. Appoint a parishioner or a group of parishioners, support their activity and take their recommendations seriously.

Ask for help if you need it. The CCUA office has access to good advice on all insurance-related matters, including

- Security and fire-fighting equipment
- Deterring intruders and vandals
- Electrical and general maintenance
- Employment of contractors
- Safety procedures
- Money handling
- Inventories

Make an inventory of parish contents so that if they are lost through fire, burglary, etc, you know what to claim. Make two copies of the list and keep them separately, in safe places. List valuable items individually with full descriptions (size, model, serial no, etc) to help police identification and for a possible insurance claim.

*The parish that is relaxed about Preventable losses is the one that will possibly let the others down.*

### Keep your property in good order

Tidy, well-maintained property is much less subject to burglary, arson and malicious damage than property that looks neglected.

Keep lawns mowed, buildings clean and in good repair, hedges trimmed, gardens weeded, etc.

Roofs, spouting, down pipes, vents, drains, chimney and flues should be in good working condition and regularly cleared of accumulated rubbish. Roof leaks should be fixed, blocked drains cleared at once. A pre-winter check should be carried out to avoid expensive water damage claims. Call the glazier if you have a broken window.

Remove or paint over graffiti at once. This discourages repetition.

Rubbish, especially paper and other combustible material should never be left lying about. Petrol should be kept in a secure external store.

Garden equipment, tools and ladders, which can be used for breaking in, should be locked away or chained up when not in use.

*If what you want to do seems to cost more than you can afford, discuss it with the Diocese. There may be a way round the problem.*

### Burglaries, vandalism, arson

Church properties are not immune to claims, even where alarm systems are installed and monitored. The favourite targets of thieves are generally computers, televisions, videos, musical instruments, mowers and power and gardening tools.

The most commonly reported claims relate to:

- Theft of computers (particularly laptops), and data projectors.
- Buildings without alarm protection being broken into and computers, televisions, videos and musical instruments are being stolen.
- Garages and sheds being broken into and lawn mowers, weed eaters, ride-on mowers and tractors are being stolen. *(This is now quite common – and frequently the thieves return a second time to steal the brand new replacement items!)*
- Office burglaries where money or food is stolen.
- The theft of copper down pipes and spouting.

### Make it difficult for intruders and vandals

#### **Locks**

Exterior doors should be fitted with deadlocks. Always upgrade to deadlocks when changing exterior locks. All external non-fire exit doors should be kept locked with a good quality lock when not in use. Always lock the Church during the hours of darkness



other than for services or unless someone is present. Keys should not be hidden in or around the Church and the number of duplicates available should be kept to a minimum. Regularly check on check latches on windows and doors.

### Gates

Gates should be kept locked at night to prevent vehicles being driven close to the Church. This will deter thieves as well as making the removal of stolen articles more difficult.

### Patrols

Most thefts and damage occur when the church is unoccupied. Frequent irregular visits to the Church will assist with establishing an onsite presence. Anything suspicious should be immediately reported to the police.

### Safes

Lock away as many valuable items as you can. If there is no room in the safe then lock them away in a secure area such as the vestry. Keep a list of all your key holders. They should be as few as possible. Forbid unauthorised duplication of keys. If a key goes missing, change the lock.

### Lighting

Good perimeter lighting helps visitors and discourages intruders. Replace any broken bulbs including outside and security lights. Look at installing floodlights and sensor lights.

### Copper

Copper spouting and down pipes are attractive to thieves. Consider replacing with plastic. If copper is stolen, never replace with more copper.

### Outbuilding

Give thought to the security of sheds, garages, and any other external storage areas that house valuable items. Sheds, garages, stores, pavilions, etc, should be locked when not in use.

### Alarms

Intruder alarm systems are highly desirable and may not be beyond your means, but be careful it is easy to waste money on unsuitable or overpriced equipment. Check with CCUA. Alarm systems must be regularly maintained under a maintenance contract.

### Stained glass or coloured glass windows

Expensive windows like these need to be protected by installing protective screens / armour glass on the exterior of the building. A glazier will advise what is best for you.

## Protect money and valuables

**Collections** should be counted and banked promptly. Until it is banked, the money should be kept in the safe, or in the care of an authorised person.

**Fetes/Galas.** If there are large amounts of money to be banked use a security company.

**Cheques** should not be pre-signed. Above all, presigned cheques should not be left where they can fall into wrong hands.

**Cheques received** should immediately be stamped "not negotiable, a/c (name) Parish only".

**Alms boxes** should be strong, immovable and locked.

**Computer equipment** in the Parish is particularly vulnerable to theft and needs to be protected.

- Always take laptops home wherever possible.
- If not possible to take home, then lock in a cupboard or safe in a room that has good external security and a monitored alarm system in place.
- Never leave a laptop in a position where it can be viewed from outside a building.
- **Never leave a laptop in an unattended motor vehicle.** Lock them in the boot wherever possible.
- Retain the serial numbers in case they are stolen.
- In respect of desk top computers, scanners and printers, secure them so they cannot be moved.
- Do not leave laptops in unlocked, unattended buildings.

**Valuables**, when not in use, should be kept in the safe if possible, failing that in the *locked* sacristy.

*Ask your Finance Committee to discuss and prepare safe, practical money-handling/procedures and follow them!*

## Eliminate unnecessary fire hazards

Arson is basically a security problem. Remove all unwanted items that could be used to start a fire, such as old newspaper, candles and matches.

**Housekeeping:** Do not leave petrol, paper or other inflammable materials where intruders can get at them.

**Chimneys & flues** are a major source of danger. They should be swept and their condition checked at least once a year.

**Boilers:** A regular maintenance contract is necessary.

**Oil-fired space heaters** should have fire valves fitted. Keep inflammable materials away from them.

**Portable heaters** are dangerous. They should not be used except in domestic situations.

**Fire-fighting equipment:** There are many different kinds of extinguisher. Do not rely on your own judgement. Your local Fire Prevention Officer can help. So can CCUA.



**Warning systems:** Monitored smoke and /or thermal warning systems are the goal towards which all parishes should be heading. Check with CCUA about cost, selection and procurement.

*Fire fighting equipment is useless unless people know where it is and how to use it safely. Warning systems are useless unless they are professionally checked and maintained regularly.*

### Eliminate unnecessary electrical hazards

**A registered electrician** should be used for all electrical work. 'Do it yourself' wiring must be forbidden.

**Wiring** should be checked regularly. A certificate of compliance from a registered electrician should be available confirming that the wiring has been inspected within the past five years and is in satisfactory condition.

**Damage** to wiring, sockets and other electrical fittings should be repaired at once.

**Portable appliances** should be checked regularly and any malfunctions attended to.

**Trailing flexes** are a hazard. Avoid them wherever possible. Permanently wired sockets should be as close as possible to the sites of lecterns, cribs, Christmas trees, etc.

**The organ:** Poor or defective wiring to the organ or to the organ loft has caused fires in older churches.

*Every loss affects us all. Every major loss affects us all severely. Every preventable loss affects us all unnecessarily.*

### Ensure contractors satisfy fire and safety requirements

Fire and injury claims arising from contractors' activities are common world-wide.

Contractors should be asked to produce prior to work commencing:

- A contractors' all risks policy covering the proposed work
- A public liability policy with a limit of at least \$1,000,000
- A 'hot work' permit where welding or cutting is involved

Where the work is to be carried out not by an outside contractor but by a parishioner, friend or employee, whether paid or not, check with CCUA; they will ensure that you are covered by insurance.

*If your contractors set fire to your church or drop a loaded pallet on a visiting Rolls Royce, will you be covered by their insurance?*

### **Fire and intruder detection systems shutdowns**

When it is necessary to shutdown fire or intruder systems, it is vitally important that adequate steps are taken to protect the property of the Church. If you are in need of advice on this matter, phone the Diocesan property manager, or phone Tony Gale of FMR Risk on 0800 656 760.

### Claims against parishes

From time to time, claims are made against the parish or the Church in general. These should be reported **immediately** to the parish priest, to the Diocese, and to FMR Risk..

We strongly recommend the following:

1. Appoint a dedicated person to handle all insurance matters.
2. Add a permanent item to the Parish monthly meeting agenda to enquire whether there are any circumstances that might lead to a claim against the Board, and which need reporting to the parish priest, diocese and FMR Risk.
3. If in need of advice, contact Tony Gale on 0800 656 760.

### Ask for help

Give some thought to exactly what your problem is and how you can best describe it to someone else. Often this process alone will suggest the solution.

Ring Tony Gale or Brian Mahony at FMR Risk (the managers of CCUA) - Free phone 0800 656 760

Keep some local phone numbers handy for emergencies:

Police  
Fire Service  
Ambulance  
Builder  
Plumber  
Electrician  
Glazier  
Locksmith  
Alarm monitoring company  
Patrol company

*Dollars saved on insurance costs are as good as dollars in the plate. Good management keeps costs down.*



## Health and Safety

New Zealand health and safety laws place responsibilities on parishes, employers and employees.

Parishes / Employers must:

- provide a safe workplace / place of worship
- systematically identify and control hazards
- monitor the workplace
- develop emergency procedures
- provide training and supervision
- provide all the necessary information
- involve employees in health and safety
- record, report and investigate accidents
- protect the health and safety of contractors
- Establish a health and safety committee to meet regularly.

Employees must:

- ensure that they do not harm themselves or anyone else by anything that they do or don't do at work.
- report hazards and accidents
- follow safe working procedures
- wear the correct protective clothing (do not wear loose clothing)
- use any protective equipment required
- don't do anything to endanger yourself or other people

### Hazards

A hazard is anything that can cause harm (injury or illness), such as a process, activity, substance or situation. It is important that hazards in our workplace / parish are identified and controlled to prevent people being harmed.

Follow these general rules:

- Stop and think about what could cause injury.
- If you can, eliminate the hazard.
- Try to stop people going near the hazard if you can.
- Report it to the Parish Committee.
- Stop and think about what could cause an accident and take action to prevent it **before** someone is hurt.

### Accidents

All accidents that occur must be reported to the Safety Officer. An accident is any event that caused either serious or minor injury.

A "near miss" which could have caused injury under slightly different circumstances is also counted as an accident and must also be reported to your Safety Officer.

**Basic rules to follow if a serious accident occurs:**

(1) *Do not put yourself at risk.*

(2) *Get help if needed. Call for the First Aid Officer and for an ambulance if necessary.*

(3) *Check the situation. Ensure that the area is safe.*

(4) *Give first aid to injured person. Do not move them unless they are in danger. Reassure the injured person that they will be OK.*

(5) *Report the accident to the Parish Priest or Parish Council.*

(6) *Follow instructions given to you.*

If the accident is serious you must not disturb the accident site until your manager says that you can.

It is important that you know where the first aid kits are kept in your workplace and the name of anybody with first aid training. If you don't know, ask now.

The parish health and safety committee should investigate all accidents. This is to identify the underlying hazards that caused them so that action can be taken to prevent a similar type of accident occurring in the future.

### General Health and Safety Rules

(1) Act sensibly at all times.

(2) No alcohol or drugs are allowed on site and employees must not work if under the influence of them.

(3) Smoking is only allowed in designated areas. Smoking is not permitted in those locations where there are flammable materials such as petrol or paints.

(4) Do not interfere or tamper with safety equipment.

(5) Good housekeeping is essential and all employees are expected to keep the workplace clean and tidy.

(6) Stack material safely and where they will not be in the way. Keep all access and exit ways clear at all times.

(7) Do not use any plant or equipment unless you have been trained in its safe operation.

(8) Know where the fire extinguishers are and ensure they can be easily reached.

(9) If you see anyone doing something unsafe, immediately ask them to stop, then report. This includes contractors, visitors and other employees.

(10) Walk, don't run.

(11) Watch out for wet or slippery floors.

(12) Be aware of what is around you and keep your distance from moving plant, equipment and other hazards wherever possible.

(13) No animals are permitted on site.

### Machinery and Hand Tools

(1) Do not operate any machine unless you have been trained how to use it safely.

(2) Ensure all machine guards are in place and correctly adjusted before starting.

(3) Stop the machine before cleaning or adjusting it.



- (4) Never carry out any maintenance work on a machine unless you have first turned it off and isolated it from the power source.
- (5) Do not wear loose clothing, remove jewellery and tie back long hair.
- (6) Never attempt to remove a guard or override any interlock fitted to machines.
- (7) If a machine or tool is damaged or not working correctly, stop using it. Label it so others know that it is faulty and report the fault to your supervisor.
- (8) Choose the right tools for the job.

## **Office Safety**

People who work in the office are also exposed to similar health and safety hazards. For example, issues such as lifting, electrical equipment and general housekeeping must be considered. Specific care must also be taken in the supply, set-up and use of computer equipment, to prevent harm to those using them.

Computers are widely used and can, if they are not set up and used properly, cause a variety of health related problems, the most common being Occupational Overuse Syndrome (OOS), previously known as RSI. Other concerns include visual fatigue, radiation, stress and postural fatigue.

## **Electricity**

Electricity must be treated with caution.

- Watch out for cables trailing across the floor. Wherever possible, cables should be routed around the edge of work areas, not across walkways.
- Wherever possible, isolating transformers or circuit breakers are to be used with portable electrical equipment, to reduce the risk of electric shock. Transformers or circuit breakers must be used outside, in wet conditions or when there is high risk that cable may be damaged.
- Check electrical cables for damage before use.
- Ensure all electrical equipment is maintained in good condition.
- Never carry out maintenance work on live electrical equipment.
- Maintenance work on electrical equipment and systems must only be carried out by a registered electrician.

## **Fire and Evacuation**

Fire and evacuation procedures must be posted throughout the parish buildings. You must be familiar with them. Read them and ask questions if you are unsure.

You must know:

- where to assemble in the event of a fire
- where the nearest fire extinguisher is situated
- how to use the fire extinguishers provided
- which extinguishers should be used on different types of fires. Note that water must never be used on electrical fires.

Make sure that you never obstruct access to fire fighting equipment. Never store items in front of an extinguisher, even for short periods.

Keep the workplace clean and tidy so that there is no rubbish to add to a fire.

If you see a fire:

- Raise the alarm
- Attempt to put out the fire only if it is safe to do so, then advise your Manager.
- If you can't put out the fire, call emergency services and evacuate the building.

## **Chemicals and Hazardous Substances**

Hazardous substances that you are likely to come across include paints, oils, petrol and flammable gases.

You are at risk if you:

- inhale the substance
- get the substance on your skin, or
- swallow the substance

You should not use any hazardous substance unless you:

- know what it is
- know what it does
- have been trained to use it
- know the hazards associated with it
- have the correct clothing and equipment
- know what to do in the event of a spillage
- know the first aid measure to take if there is an accident
- know where to store it safely

If you get a hazardous substance on your skin, wash it off as soon as possible. Wash hands before eating or smoking if you have been in contact with hazardous substances. Do not eat or drink in areas where hazardous substances are used or stored.

## **Lifting**

More accidents at work are caused by lifting than by any other single cause. It is therefore important to think about what you are lifting and to use safe lifting techniques.

- Identify any lifting jobs that may cause injury.
- Ensure that the area that you are working in is free of tripping hazards and obstructions. Check the load to



see if it is within your lifting capacity. If necessary, ask for help.

- Try to store heavier items between knee and shoulder height as it is easiest to lift heavy loads at this height.
- Wherever possible, use equipment and mechanical aids, such as trolleys and lift trucks.
- Do not twist your body when lifting.
- Check that the load is stable and has no sharp edges. Wear gloves if necessary.
- When lifting the load, place feet firmly and well apart, bend your knees, grip the load and lift it slowly, keeping the back as straight as you can. Keeping your chin tucked in helps to keep your back straight.

### **Safety Clothing and Equipment**

All employees will be issued with appropriate safety clothing and equipment, which must be work in a correct manner at all times.

The types available include:

- drivers safety jacket
- safety glasses
- work gloves
- hard hats

If you think that you need particular safety clothing or equipment that you have not been issued with, see the Parish priest..

Safety clothing and equipment that you have been given must be worn whenever there is a risk to your health or safety.

Damaged clothing or equipment should be reported to your Manager and a replacement obtained.

### **Noise**

Noise is a hazard, as loud noise can damage your hearing. As a general rule, if you have to raise your voice to be heard when talking to someone a metre away from you, your hearing will be damaged.

Loud impact noise can be as damaging as continuous noise.

Avoid areas where there are high noise levels wherever possible. If you can't avoid noisy areas then you must wear the hearing protection provided. You must wear them all the time that you are exposed to noise or they will not protect you.

## **Contingency/Disaster Planning**

A parish should always be ready to handle any emergency or disaster that may arise. A disaster could be anything. It could be a fire, an earthquake, a flood, a bomb threat, or could be a major malfunction of machinery/computer equipment that is critical to your parish.

The first step is to prepare some contingency plans and ensure that your Parish Council and your staff are trained to survive and cope with any emergency which may arise.

Communication is a basic necessity with contingency plans at all levels, and everyone involved or likely to be involved should be advised of the plan's content, aims, procedures and the like.

Once a plan is in place, training becomes an essential part of the process. Training for emergency procedures covers anything from evacuation during a fire to dealing with a medical emergency such as a heart attack or work accident. Included in this are events such as earthquake, flood, volcanic eruption etc. Each emergency has its own peculiarities and its own set of rules for survival. Training teaches the drills that provide the skills to survive and assist others.

When a major disaster like earthquake occurs there could be death, injury, damage to property, landslide, flooding, fire, disruption to underground services such as water and electricity, damage to roads, motorways etc. Your Parish will be affected by the amount of down time the earthquake causes. It is therefore preferable that your Company/Organisation has in place an Earthquake Disaster Plan so that you are prepared for such an event.

Matters that need to be incorporated in the plan include:

### **1. Safety Matters**

- Personnel Preparation
- Immediate action
- Evacuation procedures
- A list of disabled employees
- Emergency roles and responsibilities
- Emergency contact list
- Premises preparation
- Building structure assessment
- Office hazard assessment
- Quick damage assessment
- Security planning guide

### **2. Operational Matters**

- Management operation
- Critical equipment and resources
- Supply and distribution
- Vehicles



- Vital records
- Insurance

### 3. Business Matters

- Finance
- Communications

### 4. Information Matters

- Co-ordination
- Marketing
- Public Information

**The existence of a contingency plan** will improve the chances of a successful recovery as it will have identified problem areas and formulated quick and appropriate responses.

**Identification of vital or vulnerable areas in the Parish.** This should be the first step in drawing up a contingency plan. Failure to recognise vital features can delay or jeopardise recovery time.

**Damage control action**, during or immediately after a disaster, can substantially reduce losses, reduce the length of business interruption, and increase recovery prospects. Damage control should be incorporated into a well-conceived contingency plan.

**Initial rapid action after a disaster** is possibly the key to a successful recovery. Conversely, failure to respond rapidly and decisively increases the chance of a business failure. Rapid response to a situation demands more than an ad hoc approach. A well-conceived contingency plan means that response to a disaster can be immediate. A rapid response is required not only of the business itself but also its insurers, especially in the case of the small business.

**FMR Risk Assistance.** It is important to notify FMR Risk immediately of a disaster. Not every disaster will be an insurance claim, but FMR Risk will advise you on this when you contact Tony Gale on 0800 656 760

---

## New buildings under construction, and alterations to existing buildings -

CCUA has an automatic cover for \$2,500,000 for new buildings in the course of construction and for the refurbishment of existing buildings. For values beyond this limit, separate insurance needs to be arranged by FMR Risk.

- It is important that a Contract Works Questionnaire is completed and sent to FMR Risk every time that a contract works project is entered into. This needs to be in FMR

Risk's possession no later than ten days prior to the work commencing.

- This enables FMR Risk to establish who is responsible for the insurance, and, if required, arrange separate insurance. (Sometimes the Principal is responsible – other times the contractor is responsible for insurance.)
- In all instances where a contract involves existing structures, the insurance should always be the responsibility of the Diocese.
- The completion of the questionnaire enables FMR Risk to maintain a record of the work, establish where responsibility for insurance lays, and also the approximate completion date so that permanent insurance can be arranged in advance of the handover to you.
- Please contact FMR Risk just before practical completion or handover so that the building can be added to the annual insurance cover.
- If you ever require separate cover over and above the limit automatic limit of \$2,500,000, or have any unusual Contract Works insurance requirements, please contact FMR Risk.

---

## Additions and deletions

It is vitally important that you keep the Diocese fully informed of any additional properties that the parish may acquire, or dispose of. To assist in this regard, please ensure that the following form is completed and returned to the diocese:

- at least seven days before any purchase or acquisition is made, and
- no later than thirty days after a building is disposed of.



## Insurance Claims Procedures

### All Claims

1. As soon as you become aware of a claim or potential claim inform FMR Risk:
  - Phone (09) 358 2258 or 0800 656 760 if outside Auckland
  - Facsimile (09) 356 7221,
  - Email [tony@fmrrisk.co.nz](mailto:tony@fmrrisk.co.nz)
  - Mail – PO Box 2626, Auckland
2. Complete a claim form or write a full statement of what occurred and send it to FMR Risk at the earliest opportunity.
3. DO NOT admit or deny liability either verbally or in writing.
4. Please retain all receipts etc. as the Insurers will require these.
5. Obtain the names, addresses and telephone numbers of any witnesses.
6. Burglary claims, or loss of valuable items of stock, plant or money, must be notified to the Police immediately.
7. Should a break-in occur, please secure the premises immediately.
8. No admission, offer or promise of payment can be made without the written consent of Insurers.
9. All claim forms, letters, claims, writs etc. must be passed immediately to FMR Risk, P O Box 2626, Auckland.

### Public Liability Claims

1. Immediately notify FMR Risk giving details of the accident and any claim, impending prosecution or legal proceedings that may give rise to any action against you.
2. Do not admit or deny liability verbally or in writing. Obtain names of witnesses and, if possible, photograph areas of damage. When in doubt, discuss such actions with FMR Risk or the Assessor appointed.

### All other Liability Claims

1. The insurance is arranged on a “claims made” basis. This means that the policy responds to claims first made against you during the policy period and notified to the Insurer during the policy period.
2. It is important, therefore, that any claim or circumstances that you become aware of that may give rise to a claim (regardless of when the original clause or event giving rise to the claim occurred) are notified to the Underwriter prior to the expiry of the policy period. Failure to notify will prejudice your rights to indemnity under the policy.

3. Please note that it is a condition of the policy that “the Insured shall not admit liability for or settle any claim or incur any costs or expenses in connection therewith without the written consent of the Insurer”.
4. It is prudent that you do not reveal the existence of this insurance to any other party

### Motor Vehicle Claims

1. Take the vehicle to a Panelbeater or designated Assessing Centre and ask them to make immediate contact with your Insurance Company. Providing you have completed a claim form, they will arrange for an Assessor to inspect the vehicle, or will authorise repairs.
2. If the repair costs are under the Policy Excess and the accident involves another party, a claim form should still be completed, to protect you against a possible claim by the other party.
3. If there are problems, ask the panelbeater to contact your Broker, or telephone him/her yourself.
4. Your policy does not cover the cost of rental vehicles. However, if the “Third Party” is responsible for the accident and they are insured, the majority of rental costs may be recoverable from them.
5. Recovery of rental car costs and excess where the other party is responsible for the accident requires the following action:
  - 5.1 You pay the rental car costs or excess, and send the supporting documentation to Fraser Macandrew Ryan Ltd with a request to recover the costs. We will forward to your Insurers for action.
  - 5.2 Diary for one month to check the status of recovery with Fraser Macandrew Ryan Ltd.

### Travel Claims

1. Loss or damage whilst in the custody or carriers (such as airlines etc.) must be notified to such carriers, and a report obtained.
2. Loss of baggage or money must be reported to the police promptly, and a report obtained.
3. If you require hospitalisation, have lost your luggage, money, passports etc., or if you think you may need to curtail your trip, 24 hour Emergency Assistance is available by phoning one of the telephone numbers listed on your travel insurance policy folder or on the Corporate Travel Emergency Assistance card provided.



## Be prepared for a claim

A claim may involve damage to just a few items, loss or damage to special items or total destruction of a building and its contents.

You have to be able to provide enough information for a complete list of what has been lost or damaged to be made, and for the make, model or other reasonable description to be documented.

Asset registers, receipts, operating manuals and other records could be destroyed with a building so the task could be very difficult unless you keep a copy offsite or in a fire proof safe.

Photos or a video would also be helpful especially if they are updated on a regular basis.



## Important Information on insurance - Please Read

### Average

An insurance policy may contain a provision making it 'subject to average'.

That provision will have effect only if the property insured under the policy is underinsured at the time of loss.

If the property insured under the policy is underinsured at the time of loss, the following rules apply:

- (a) If you suffer a total loss, the provision will have no effect;
- (b) If you suffer a partial loss, the maximum amount that you may recover will bear the same proportion to your actual loss as the amount for which the property is insured bears to the full value of the property;
- (c) Whatever your loss, in no case will you be entitled to recover more than the amount for which the property is insured.

*Example:* Your property is worth \$20,000. You insured it for \$10,000. You suffer a loss of \$5,000. If the policy is 'subject to average', the maximum amount that you may recover will be \$2,500.

### Broker not acting for all Insured Parties

Some policies will include the interest of parties other than those for whom FMR Risk act as insurance brokers (e.g. buildings insured on behalf of a landlord).

### Changes and developments

Keep us informed of material alterations. These may include:-

1. Acquisition of new premises, alteration to existing premises; construction of new premises; demolition of existing premises; new plant or new key machines.
2. Acquisitions of new Companies or assets in New Zealand or Overseas.
3. Mortgages, Debentures, or other Liens on property.
4. Increases in Value.
5. Removal of Stock or equipment to new locations, including the premises of others.
6. Dependence on a new Outside Supplier (or Customer).
7. Hire, lease or borrowing of equipment (Inwards or Outward).
8. Changes in processes, systems or products, and occupancy of any buildings by yourselves or other tenants.

9. Proposed installation of pressure plant or new key machines.
10. Alterations, amendment or disconnection of fire or burglary protection systems.
11. Assumption of Liabilities under Contract, or the granting of Indemnities or Hold Harmless Agreements to others.
12. Motor Vehicles – Additions and Deletions.
13. Changes to your health, occupation, sporting or leisure pursuits (particularly hazardous activities such as rock climbing, mountaineering, blue water sailing, piloting or flying in a light plane or helicopter).

### Claims made policies

Some policies (mainly Liability insurances) provide cover on a "claims made" basis which means that only claims first advised to you (or made against you) **AND** reported to the insurer during the period of insurance are covered.

You must give notice in writing to the insurer of facts that might give rise to a claim against you as soon as is reasonably practicable after you becoming aware of those facts (but **always before** the insurance cover provided by the contract expires).

In order to protect your entitlement to indemnity under this policy, you must therefore report all incidents that **might** give rise to a claim against you to the insurers without delay and prior to expiry of the policy period.

Such "claims made" policies are indicated as such in the summaries.

### Duty of disclosure

The duty of disclosure is an important legal requirement, which applies to insurance. To help you to understand what this means to you, we have explained the main points below: When you apply for insurance you have a legal duty of disclosure. This means you must tell us all information you know (or could reasonably be expected to know) which would influence the judgement of a prudent underwriter:

- Whether or not to accept your application, and
- If it is accepted, on what terms, and at what cost.

You **also** have this duty each time your insurance renews, and whenever you make any change to it.

Examples of information you may need to disclose include:

- Any change in circumstances which could increase the risk of an insurance claim;
- Any criminal offence or traffic offence;
- Any cancellation, refusal to renew insurance, or imposing of special terms by any insurance company;
- Any insurance claim you have made in the past.

Examples of information you do not need to disclose include:



- Anything you have already told us, or that we should be expected to know in the ordinary course of our business;
- Anything we said you did not need to tell us when you applied for insurance;
- Anything that is common knowledge;
- Anything that reduces the risk of an insurance claim.

These examples are intended as a guide to help you understand your duty of disclosure. If you are not sure whether you need to disclose a particular piece of information, please ask your Broker. Failure to meet your duty of disclosure could lead to a claim being declined.

*When in doubt – disclose.*

*Please remember that all information is treated confidentially.*

### **Events occurring prior to commencement**

Some policies do not provide indemnity in respect of events that occurred prior to commencement of the contract. Such policies are duly noted in the summaries.

### **Not a renewable contract**

Cover under some policies terminates on the date indicated in the policy or invoice. Such policies are **not** renewable contracts. If you wish to continue with similar insurance for a subsequent period, it will be necessary for you to complete a new proposal or renewal declaration prior to the termination of the current policy so that terms of insurance and quotation(s) can be obtained for you.

Most “claims made” (Liability) policies fall into the non-renewable category. Any non-renewable policies are duly noted in the summaries.

### **Retroactive cover**

Some policies (mainly Liability) do not provide indemnity in respect of events that occurred *prior* to a specified “retroactive date”. It is sometimes possible to extend the retroactive date with the insurer’s agreement and an additional premium may be required. Any applicable “retroactive date” will be shown in the appropriate summaries.

### **Subrogation**

Some policies contain provisions that either exclude the insurer from liability, or reduce its liability, if you have entered into any agreement that excludes or limits your rights to recover damages from another party in respect of any loss, damage or destruction.

You may prejudice your rights to a claim if, without prior agreement from your insurers, you make any agreement with a

third party that will prevent the insurer from recovering the loss from that or another party.

Examples of such agreements are the “hold harmless” clause which is often found in leases, in maintenance or supply contracts, from burglar alarm or fire protection installers and in repair contracts. If you are in doubt, please consult FMR Risk.

### **Utmost good faith**

Every insurance contract is subject to the doctrine of utmost good faith, which requires all parties to the contract to act toward each other with the utmost good faith.

Failure to do so on your part may prejudice any claim or may void the contract from the beginning.



# Checklists & other forms

1. **Building Safety Checklist**
2. **Safe Conditions and Practice Survey: A Self-Inspection Guide**
3. **Arson Prevention Checklist**
4. **Steps for Hazard Identification**
5. **Template for Hazard Identification**
6. **Contract Works Insurance**
7. **Property Inspection and Maintenance Planning Template**
8. **CCUA Claim Form**





## SAFE CONDITIONS AND PRACTICE SURVEY: A SELF-INSPECTION GUIDE

Fire	Yes	No
Have extinguishers been inspected and recharged within one year?	<input type="checkbox"/>	<input type="checkbox"/>
Is the number of extinguishers adequate and appropriately located? (Check local fire department)	<input type="checkbox"/>	<input type="checkbox"/>
Are steeples or spires properly equipped with lightning rod protection?	<input type="checkbox"/>	<input type="checkbox"/>
Is an automatic fire detection system, if one has not been installed, a practical consideration for your church?	<input type="checkbox"/>	<input type="checkbox"/>
Are premises, inside and out, free of accumulations of refuse, paint cans, and rags not regularly used, unnecessary collection of cardboard and paper materials? (Check attics, spaces under stairs, and furnaces/boiler rooms, especially.)	<input type="checkbox"/>	<input type="checkbox"/>
If the kitchen range is equipped with hood and exhaust system, are the filter and duct now free of grease? Is there a cleaning schedule.	<input type="checkbox"/>	<input type="checkbox"/>
Are refrigeration motors and cooling coils clean?	<input type="checkbox"/>	<input type="checkbox"/>
Has the electrical system been inspected by a qualified person within the last year?	<input type="checkbox"/>	<input type="checkbox"/>
Are electrical panel boards and switch boxes free of lint and dirt? Are they enclosed in metal cabinets? Please notice if cabinet surface is free of heat?	<input type="checkbox"/>	<input type="checkbox"/>
Check electrical receptacles. Are coverings free of heat? Question any permanent usage of extension cords.	<input type="checkbox"/>	<input type="checkbox"/>
Have heating and air-conditioning systems been inspected by qualified persons within the last year? Have all corrective suggestions been complied with?	<input type="checkbox"/>	<input type="checkbox"/>
If the furnace/boiler room is not a separate fire resistive enclosure, would it be practical to alter some structural parts in a manner that would make it safer? (Self-closing fire door, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Have chimneys been inspected or cleaned within the last year?	<input type="checkbox"/>	<input type="checkbox"/>
Are you closing doors to all rooms when not in use or when leaving at night? (Valuable aid to containment should a fire start.)	<input type="checkbox"/>	<input type="checkbox"/>
If your heating system is a "forced air" type, have the filters been changed recently? Is the area of the blower fan and motor free of lint and dust?	<input type="checkbox"/>	<input type="checkbox"/>
Have all draperies and other burnable decorations been flame proofed?	<input type="checkbox"/>	<input type="checkbox"/>
Are heating system vents and flues properly connected and insulated where required?	<input type="checkbox"/>	<input type="checkbox"/>



<b>Crime</b>	<b>Yes</b>	<b>No</b>
If vandals have broken window glass frequently enough to be a problem, have you considered the installation of plastic coverings for protection?	<input type="checkbox"/>	<input type="checkbox"/>
For greater protection of office equipment from burglary, is it practical to install double cylinder deadbolt locks on interior office doors?	<input type="checkbox"/>	<input type="checkbox"/>
Is it practical to bolt down typewriters?	<input type="checkbox"/>	<input type="checkbox"/>
Are checks stamped "for deposit only" the day they are received?	<input type="checkbox"/>	<input type="checkbox"/>
If burglary attempts have been frequent, are you considering the installation of an alarm system? If not for all portions of the premises, for those with the greatest exposure to loss?	<input type="checkbox"/>	<input type="checkbox"/>
If burglary/vandalism losses have been occurring, have you considered the installation of additional exterior lighting and/or the operation of lighting beyond regular hours of occupancy? (Consult with police department on this.)	<input type="checkbox"/>	<input type="checkbox"/>
<b>People Safety</b>	<input type="checkbox"/>	<input type="checkbox"/>
Are floor and stairway surface coverings in such condition that no trip hazards are presented?	<input type="checkbox"/>	<input type="checkbox"/>
Are handrails secure and installed where required or useful?	<input type="checkbox"/>	<input type="checkbox"/>
Are stairways, building exits (inside and outside), and parking lot areas safely lit when available for use?	<input type="checkbox"/>	<input type="checkbox"/>
Are exit doors equipped with panic bars? (Check fire department for requirement or advice.)	<input type="checkbox"/>	<input type="checkbox"/>
Does any refuse, furniture, or equipment block or hinder egress through hallways to exit doors?	<input type="checkbox"/>	<input type="checkbox"/>
Are fire escapes in safe and operable condition?	<input type="checkbox"/>	<input type="checkbox"/>
Are parking area surfaces and walkways free of cracks and holes?	<input type="checkbox"/>	<input type="checkbox"/>
Is playground equipment safely installed and in good condition.	<input type="checkbox"/>	<input type="checkbox"/>
Is the bell tower secured from unauthorised access?	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

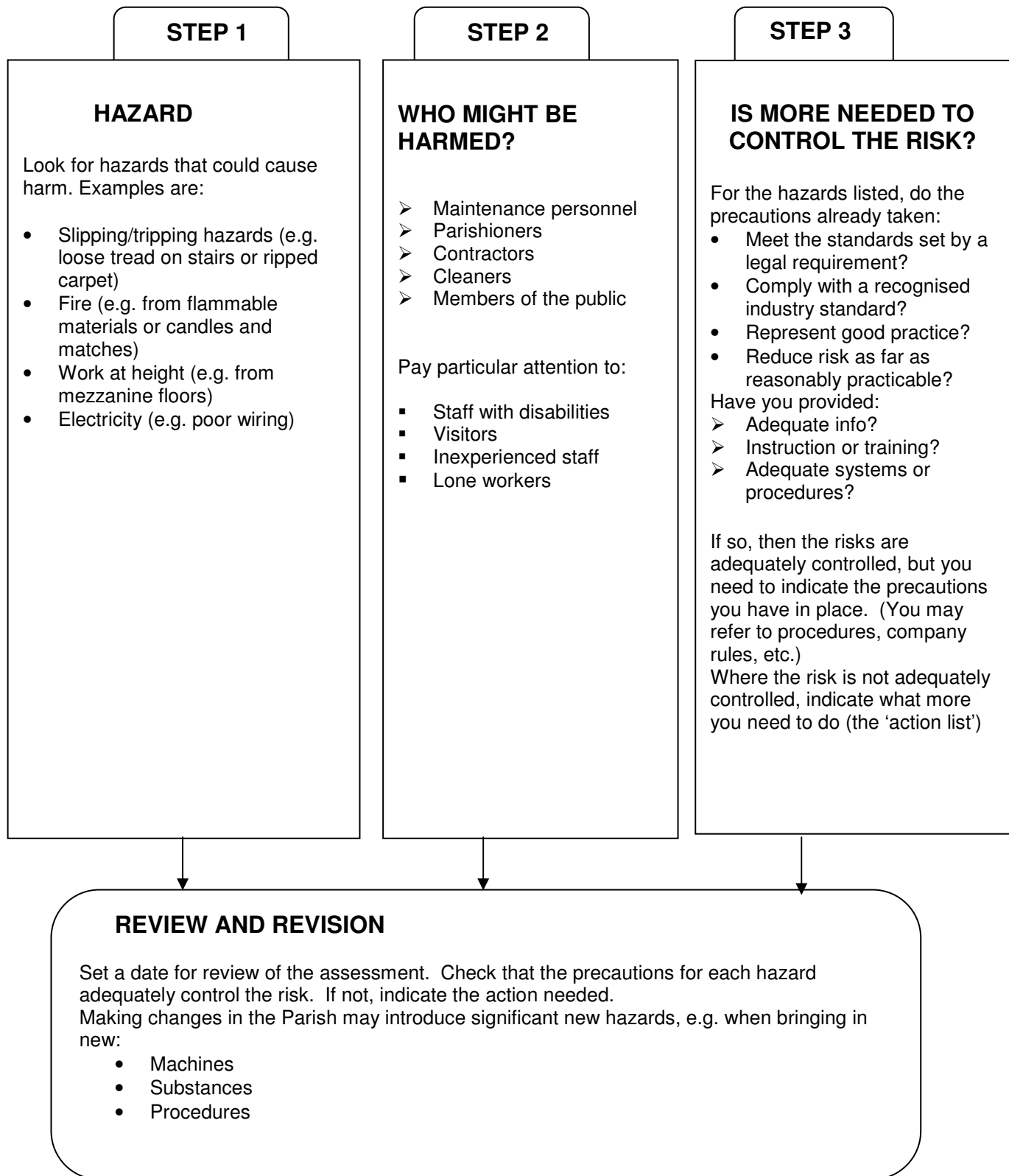


## ARSON PREVENTION CHECKLIST

OK	Needs Work	
<input type="checkbox"/>	<input type="checkbox"/>	Install night lighting
<input type="checkbox"/>	<input type="checkbox"/>	Secure buildings with strong locks on windows and doors
<input type="checkbox"/>	<input type="checkbox"/>	Eliminate woodpiles, paper and leaves that are around the church that could fuel a fire.
<input type="checkbox"/>	<input type="checkbox"/>	Secure flammable liquids and other materials inside the church that could fuel a fire.
<input type="checkbox"/>	<input type="checkbox"/>	Limit the number of entrances into the building while still providing adequate emergency exits.
<input type="checkbox"/>	<input type="checkbox"/>	Be alert to unusual activities in the neighbourhood.
<input type="checkbox"/>	<input type="checkbox"/>	Install a central station security and fire detection system
<input type="checkbox"/>	<input type="checkbox"/>	Keep valuables locked up and out of sight.
<input type="checkbox"/>	<input type="checkbox"/>	Prevent unauthorized access to the roof, fire escapes, and stairwells.
<input type="checkbox"/>	<input type="checkbox"/>	Assign personnel to secure the building.
<input type="checkbox"/>	<input type="checkbox"/>	Limit keys to management only.
<input type="checkbox"/>	<input type="checkbox"/>	Leave some interior lights on at night.



## STEPS FOR HAZARD IDENTIFICATION





## TEMPLATE FOR HAZARD IDENTIFICATION

### RISK ASSESSMENT FOR BUILDING:

Name:

Address:

### ASSESSMENT UNDERTAKEN

Signed:

Date:

### ASSESSMENT REVIEW

Date:

#### STEP 1

List groups of people who are at risk from the hazards you have identified:

#### STEP 2

List hazards here:

#### STEP 3

List existing controls or note where the information may be found. List risks which are not adequately controlled and the action needed:



**CONTRACT WORKS INSURANCE**

Insured: CATHOLIC DIOCESE OF AUCKLAND

1. School / Parish Name: \_\_\_\_\_  
Situation: \_\_\_\_\_

Property Manager: \_\_\_\_\_

Start Date: \_\_\_\_\_ Finish date: \_\_\_\_\_

Maintenance Period: \_\_\_\_\_

State Who Is Responsible For Insurance? Principal Or Contractor?

Conditions Of Contract That Apply: \_\_\_\_\_

Contract Description: \_\_\_\_\_

2. Does Contract Involve Altering Existing Buildings? Yes / No

(A) If Yes, State Which Building(S): \_\_\_\_\_  
\_\_\_\_\_

(B) If Yes, Describe Work Involved: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(C) Will Fire Protection Systems Be Switched Off? Yes / No

3. Specify Construction Details Of New Building:

Walls \_\_\_\_\_ Floor \_\_\_\_\_

Roof \_\_\_\_\_ No. Storeys \_\_\_\_\_

4. Are Piles / Excavations Deeper Than 2 Metres? If Yes, Please Specify Below:

5. Does The Site Have A History Of Flooding? If Yes, Please Specify Below:

6. Does The Work Involve Underpinning Of Existing Buildings? If Yes, Please Specify Below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contract Price:		\$
Principal Supplied Items Or Goods:		\$
Professional Fees:	\$	
Demolition And Removal Of Debris:		\$
Increased Costs During Construction Period:		\$
Increased Costs During Reconstruction Period:	\$	
Other Contingencies:	\$	

Please return this form to Tony Gale, FMR Risk, PO Box 2626, Auckland seven days before work is starts. if you have any queries, please phone Tony Gale on 0800 656 760



# PROPERTY INSPECTION AND MAINTENANCE PLANNING TEMPLATE

<b>BUILDING:</b>	<b>DATE:</b>
------------------	--------------

PLANNED MAINTENANCE TASKS	CONDITION	MAINTENANCE REQUIRED	TIMING OF MAINTENANCE WORKS			
			JAN	APR	JUL	OCT
<b>Property Grounds</b>						
External Steps And Ramps						
Paths & Paving						
Carpark Area						
Trimming Overhanging Brances on Trees						
Plumbing & Drains						
Gates & Fences						
<b>Exterior of Building</b>						
Foundations						
External Washdown						
Gutters and Downpipes						
Window Joinery						
Glass						
Chimney Flue						
Roof						
Doors & Locks						
Wall Claddings						
Painting						
<b>Interior of Building</b>						
Window and Security Latches						
Carpets and Flooring Covers						
Electrical Wiring and Appliances						
Windows Sills						
Fire Place						
Internal Steps and Stairs						
Ceilings						
Internal Linings						
Painting						



CATHOLIC CHURCH UNDERWRITING AGENCY