

## OUR CHECKING PROCESS

In order to ensure that the business directory only lists reputable traders and businesses we thoroughly check all of our member companies before they join the scheme.

This checking process consists of:

- ✓ A face to face meeting with the potential member.
- ✓ A check of any professional or trade qualifications or memberships.
- ✓ A check that the trader or business has appropriate and adequate insurance.
- ✓ Writing to previous customers and suppliers to check they have a history of reliable trading.
- ✓ Signing our *Age UK Business Directory customer charter* which sets out a code of conduct which each trader must abide by.

A declaration authorising trading standards to talk with Age UK about the company should the need arise.