



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:

- ✓ An application process for each potential member.
- ✓ A check of any professional or trade qualifications or memberships.
- ✓ A check of their Companies House records (if applicable).
- ✓ A check of their CQC records (if applicable).
- ✓ 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.