

## **Eden Verandas Code of Conduct for Dealing with Vulnerable Customers**

The Companies' policy is to take extra care in its trading activity when dealing with vulnerable customers.

### **Who is a vulnerable customer?**

All customers must be 18 years of age or over. A vulnerable customer is a customer who is over 18 but who is, or maybe, unable to take care of themselves or protect themselves against significant harm or exploitation. This may be because they have a mental health problem, a disability, visual or hearing problems, or are old and frail, or have some form of illness.

We will withdraw from an appointment if a customer appears to be vulnerable e.g. frightened or confused. In this instance we will attempt to contact a relative and record this on our data base.

There are many conditions that could define a person as Vulnerable. This can include but is not restricted to someone who is; ill or infirm, elderly, mentally unstable, blind or partially sighted, deaf, under stress from personal circumstances including divorce or bereavement, or who appears frightened and/or confused.

If we are in any doubt we will ask the customer if there is anyone that they usually take advice from about maintaining their home or with regards to items of expenditure. If there is then we will attempt to contact this person and if appropriate reappoint when this person is present.

In some cases, it may be necessary to draw the customer's attention to defects within their home. Our policy is that we would not explain these issues to any customer in a manner that would cause them anxiety or distress. We will be especially mindful of this in respect of elderly/vulnerable customers. If a customer decides to use our services, we must be satisfied that they fully understand the scope of the work to be done and the price payable.

We will ensure that no customer is put under pressure that will make them feel obliged to buy.

We will always ensure that the customer understands the conditions of their contract, their rights of cancellation and the terms of the guarantee before signing an order.

If a customer wants to enter into a contract and we feel that they may be vulnerable a manager will contact the customer to verify the order or speak to them while the representative is still at their home. We appreciate that elderly customers can appear very lucid and interested initially but can become confused or distressed. We will never take an order if there is even the slightest doubt of the customer's full understanding of the contract and the cost involved.

The Company reserves the right to withdraw from a contract at any time if it feels inappropriate to proceed with work due to the vulnerability of the customer.

Reviewed 03-01-24