

Vulnerable Groups Policy

Workforce: those employed or otherwise engaged to work at, or on behalf of, Campbell & Kennedy Ltd.

Campbell & Kennedy Ltd recognise that, on occasion, some callers/customers could be considered vulnerable and may require extra time and/or support in order to receive the service(s) that the company can provide. Although non-exhaustive, and all circumstances should be taken into consideration, a customer/caller may be considered vulnerable for the following reasons: -

- The customer/caller is elderly and/or not wholly confident in the interaction taking place.
- The customer/caller requires to be represented by a third party (i.e. power of attorney is in place). NOTE: Data protection requirements still need to be satisfied before progressing / concluding any sales / works.
- The customer/caller is evidently on their own and unable to converse effectively nor confidently.
- The customer/caller employs English as a second language.
- The customer/caller cannot speak English (or is unable to do so effectively).
- The customer/caller is under 18. Note: Sales can only be concluded by customers over the age of 18.
- The customer/caller is evidently emotionally distraught.
- The customer/caller displays significant signs of alcohol/substance intoxication that is evidently and negatively affecting their interaction with the company representative.

As stated, the above is only an 'in principle' guide to highlight the range of conditions callers/customers to **Campbell & Kennedy** can be. In such cases extra time and care should be taken to ensure that the caller/customer is FULLY aware of what has been agreed and. If necessary, this should be confirmed in writing.

If you are unsure, or require extra support/guidance then please refer the matter to your Line Manager.