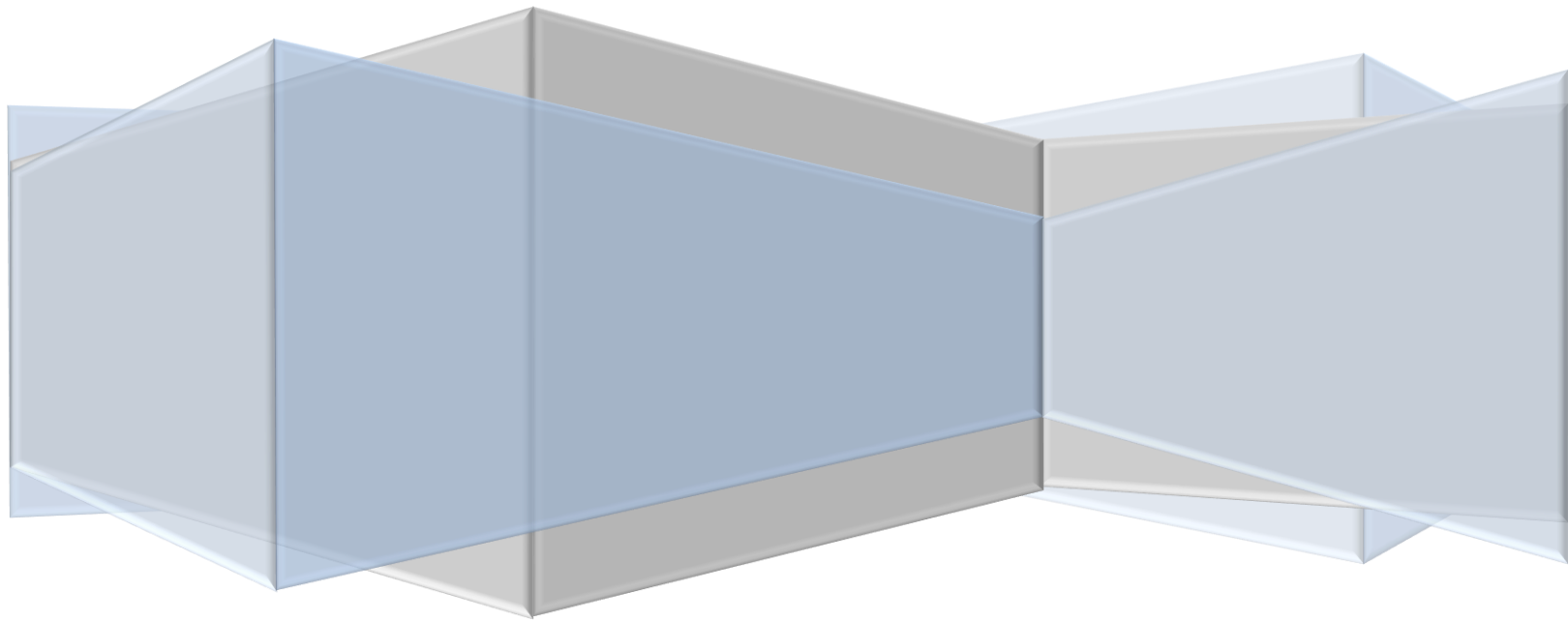


QDL
Social Responsible Calling
Survey & Raffles



Social Responsible Calling (SRC)

STAFF FRAMEWORK

- To act with honesty and courtesy towards call recipients/customers.
- Not to take advantage of vulnerable people such as the elderly, people with dementia or people who don't seem to be in the right state of mind; people under the age of 18; people under medication or under the influence of alcohol or people with gambling problems. If you are unsure of a person's age, politely ask if they are over 18.

Who are considered to be vulnerable people?

- **Elderly:** Is determined by the actual age of the customer which is 75 years of age and above.
- **Dementia Sufferers:** A broad category of brain diseases that cause long term loss of the ability to think and reason clearly that is severe enough to affect a person's daily functioning. To easily detect that the customer is suffering from dementia is memory difficulty but can also include some word-finding problems (anomia). One good way of assessing a person's impairment is by asking if he or she is still available to handle his/her finances independently.
- **People who do not seem to be in the right state of mind:** Including People Stricken by Grief or illness.
- **People under the age of 18:** This is determined by the actual age of the prospective supporter.
- **People under medication:** Some medication affects one's process of forming conclusions, judgments, or inferences from facts or premise.
- **People under the influence of alcohol:** A prospective supporter's mental and physical control is affected temporarily by means of alcoholic liquor.
- **People with gambling problems:** The company realizes that as a predominantly Telemarketing Company, the issues surrounding under age gambling are serious and need robust and stringent processes in place to prevent younger people from signing up to charity lotteries. A mandatory age verification question has been introduced into all call flows to ensure that the prospective supporter confirms that they are over the legal age of 16.

Sales Verification Levels

- Verification Level 1 (VL1)
- Verification Level 2 (VL2)
- Verification Level 3 (VL3)

| | | Customer Age | | |
|--------------------|--------------|--------------|----------|------------|
| | | > 60 | 61 to 75 | 75+ |
| Survey Call | All | Level 1 | Level 1 | Level 3 |
| Raffle Sale Amount | > £50 | Level 1 | Level 2 | Level 3 |
| | £51 to £99 | Level 2 | Level 3 | Prohibited |
| | £100 to £300 | Level 3 | Level 3 | Prohibited |

VERIFICATION TASKS & ESCALATION PROCEDURES

➤ Verification Level 1 (VL1):

Quality Review by:

1. Verifier Post Call by reviewing voice recording
2. QA Officer post call by reviewing voice recording

Any violation of SRC standards means escalation to QA Manager for review.

➤ Verification Level 2 (VL2):

Quality Review by:

1. Shift Supervisor takes over for call confirmation once finalised by the Agent (Raffle Only)

Any violation of SRC standards results in Cancellation at the point of sale by the Shift Supervisor. If passed to the Supervisors satisfaction further Quality Review by:

2. Verifier Post Call by reviewing voice recording
3. QA Officer post call by reviewing voice recording

Any violation of SRC standards means escalation to QA Manager for review.

➤ Verification Level 3 (VL3):

Quality Review by:

1. Shift Supervisor takes over for call confirmation once finalised by the Agent (Raffle Only)

Any violation of SRC standards results in cancellation at the point of sale by the Shift Supervisor. If passed to the Supervisors satisfaction further Quality Review by:

2. Verifier Post Call by reviewing voice recording
 3. QA Officer post call by reviewing voice recording
 4. QA Manager Reviews all Calls in this category as standard.
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