

MEMORIA SERVICE STANDARDS

1. General Procedures

- 1.1 The company operates its crematoria in accordance with the statutory provisions laid down by the Cremation Acts 1902 and 1952 and any regulations made thereunder.
- 1.2 The Code of Cremation Practice as required by the Guiding Principles of the Institute of Cemetery and Crematorium Management will be followed at all times.
- 1.3 Environmental Protection Act 1990, as it affects the operation of crematoria will be adhered to constantly
- 1.4 The Company observes its duties under the Health and Safety at Work Act, and any subsequent regulations made thereunder.

2. Provisions for Management

- 2.1 The management of all daily operations is under the expert guidance of an experienced manager. The manager has access to a qualified member of the Institute of Cemetery and Crematorium Management within the Company's organisation.
- 2.2 The Manager will lead by example to ensure that a professional approach is adopted throughout the whole operation.
- 2.3 The Company will seek to maintain the highest possible standard of management.

3. Cremation Administration

- 3.1 The Company will have complete responsibility for the administration of funerals, the completion of statutory records, dealing with enquiries and customer care.
- 3.2 The Company will maintain a daily diary of bookings, identifying each cremation and burial with a number. A 24 hour booking service will be available.
- 3.3 The Company will liaise with the Medical Referee to ensure that statutory documents are approved well in advance of cremation.

- 3.4 The Company will liaise with clergy, organists and Funeral Directors to ensure the smooth progress of Funerals.
- 3.5 Following cremation the register will be completed accurately, and copies kept in accordance with statutory requirements.
- 3.6 The greatest care will be observed in the handling of documentation relating to the disposal of cremated remains...

4. Chapel and Duties.

- 4.1 The Company will ensure a high standard of presentation is maintained in the delivery of Chapel Services.
- 4.2 Funerals will be met by staff appropriately dressed in order that a smart, efficient impression is made. Every assistance will be given to Funeral Directors in the course of their business, and to members of the public.
- 4.3 When called to carry out the strewing of remains the same strict dress code will apply.
- 4.4 Prior to a funeral service the Chapel Attendant will ensure the Chapel is clean, tidy and properly presented.
- 4.5 The Chapel Attendant will position him/herself in such a location as to be available in emergency to assist during services. The Attendant will also ensure the orderly exit of mourners and take care of floral tributes.
- 4.6 The Company will ensure that only qualified persons are operating cremation equipment.
- 4.7 Careful identity checks will be carried out at all stages of the cremation process.

5. Memorialisation

- 5.1 The Company will bring dedicated specialist advice in the field of Memorialisation.
- 5.2 The Company will make arrangements for the provision of a sympathetic advisory service.
- 5.3 Upon receipt of memorial applications, information will be checked against registers.

5.4 Every effort will be made to ensure that a decision that suits the clients need is made.

5.5 Only memorials supplied by the company will be permitted in the grounds.

6. Cleaning and Ancillary Services

6.1 With the exception of general cleaning after a cremation service, all major cleaning will be performed at times when public access is not required.

6.2 The Company will arrange the collection of floral and other refuse on a weekly basis, or as necessary.

6.3 The Company will arrange for daily cleaning of all public areas. This to include all working surfaces, floor areas and toilets. Specific detailed cleaning routines will be established.

6.4 Whilst carrying out cleaning duties, the Company will have due regard to the provisions of the Health and Safety at Work Act 1974.

7. Maintenance

7.1 Maintenance work will be carried out at all times in a manner that avoids disruption of the service.

7.2 Planned maintenance programmes will be in place for the care of Cremators, Ash Reduction Units and Ancillary Equipment.

8. Customer care

8.1 The Company will ensure that the Administration Office is open for business during the week 9.00am – 5.00pm. The grounds and crematorium will be opened as required by the public.

8.2 The Company will ensure that there is adequate staffing at all times.

8.3 When answering the telephone a smart courteous manner will be used at all times. Every effort will be made to deal promptly with the telephone enquiries.

8.4 The Company will provide all administrative staff with a uniform, to make them easily recognisable by members of the public, the clergy and the Funeral Directors.

- 8.5 The Company will make available a member of staff to visit the homes of the bereaved people who are unable to attend the crematorium to help them with the memorial selection.
- 8.6 The Company will provide a hearing loop, if not already installed, a wheelchair and a Braille copy of the service book.
- 8.7 The Company will conduct its operations in a manner designed to lessen the distress of the bereaved.

9. Charter for the Bereaved

- 9.1 The Company will apply for and achieve registration under the above scheme.
- 9.2 A full copy of the Charter will be available to view at the crematorium.