INSTITUTE OF CEMETERY AND CREMATORIUM MANAGEMENT

Learning Convention and Exhibition 2017

Oxford Belfry Hotel

25th – 27th September

Convention Guide
Please Note: The views presented by the speakers and exhibitors at the Convention are not necessarily those of the ICCM. The ICCM does not endorse any products or services.
Welcome 2017

By the ICCM President, Kevin Pilkington

Hello and welcome to the 7th Annual ICCM Learning Convention and Exhibition, the second here at the Oxford Belfry Hotel which has proved to be a very popular location.

The theme of this year’s convention is ‘Getting it Right’ with a view to helping you assess your service to ensure the fundamentals are in place but also keeping one eye on the horizon to ensure the current and future needs of the bereaved are met.

With our services we only have one chance to get it right first time, every time. Failure to do this can have a devastating impact upon families already in a very vulnerable state. We also need to respond to the ongoing changing requirements of our service users. The level of change throughout our industry is greater than we have ever experienced before with many of us expected to do a lot more with a lot less requiring an ever-increasing need for an innovative approach to service development. This is where the true value of the Convention really comes to the fore providing an unparalleled opportunity to meet up with old friends, make new ones and perhaps to obtain a different perspective on common challenges and problems. Chewing the fat over a coffee or a beer can often provide invaluable information, tips or techniques that can often help you find a practical solution to a niggly issue!

As ever we have an excellent programme of papers and presentations delivered by expert speakers on key topics and I am sure they will provide the necessary inspiration to help you focus on both your professional goals and service objectives.

Yet again this year the exhibition stands were fully sold out within a very short period of time, and we are extremely grateful for all of the suppliers for their ongoing support which is integral to the success of this event. I cannot overstress the benefits of visiting the suppliers in attendance - they are always happy to spend time explaining their products and offer some advice. There will be an award for the best exhibition stand, sponsored by Blue Audio Visual Ltd, so please use the voting slip in your pack to vote for your favourite display.

On the social side the ever popular no-nonsense quiz, produced and presented by Blue of Blue Audio Visual Ltd, is held following dinner on Monday night. Many of the exhibitors have kindly donated prizes, mainly of the liquid variety, so good luck and no cheating!

Tuesday night is the ICCM Awards, Dinner and Disco, a superb event that allows us recognise and support all of our friends and colleagues that have attained their ICCM Diploma or other key award. This is closely followed by the Disco where things can, and often do, become a little lively!

Tuesday night is also the time to welcome the Presidents and representatives of our kindred associations and I encourage you to give them a very warm welcome as they and their members have given me over the past year. I would like to take this opportunity to thank them for their kindness and hospitality at the various events I have attended throughout my Presidential year.

Please remember that this is your event and any feedback is greatly valued and is essential to ensure that we continue to deliver consistently high standards to you our members. Please complete the feedback form that will be sent to you after the event and let us know what you have enjoyed and what else we can do to make the event even better.

Finally, I would like to thank all of the ICCM Officers for their help and support over the past year in particular Julie Dunk for all of her hard work and effort in making this event the success that it is. My fellow Directors, my employers the LB Croydon and my staff that have supported me throughout the year and thank you, the members, for allowing me the great honour of being your President for the past, very enjoyable, year. Please remember if I can do it so can you!
I hope that you all have a very informative and enjoyable convention and I look forward to catching up with you over the next few days.

Kevin Pilkington
ICCM President
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Please note that the programme may be subject to changes beyond the control of the event organisers.
**Convention Information**

**Convention Sessions**

The Convention Sessions will take place in the College Suite, which is situated on the ground floor of the hotel. A Session Chair, who will ensure that papers run to time and will coordinate the taking of questions following each paper, will manage each Convention Session. Please ensure that you take your place in the College Suite in good time.

**ICCM Surgeries**

If there are any specific problems that ICCM Officers can help with, please visit the ICCM Stand in the College Suite Bar to book a surgery session. ICCM Officers in attendance are:

- Tim Morris: ICCM Chief Executive
- Julie Dunk: ICCM Deputy Chief Executive
- Mathew Crawley: ICCM Technical and Member Services Officer
- Julie Callender: ICCM Administration Officer
- Trevor Robson: ICCM Finance and IT Manager

**Certificates**

Attendance at the Convention can count towards your continuing professional development. Please contact Julie Callender at the ICCM National Office if you would like a certificate of attendance.

**Refreshments**

Tea, and coffee will be served during breaks at points within the Exhibition Areas. Breakfast for those that are staying at the Oxford Belfry Hotel will be served in the Ryecote Restaurant. Lunch will be served in the Ryecote Restaurant. Dinner on both evenings will be served in the College Suite.

**ICCM Diploma Presentation**

The ICCM Diplomas will be presented by the ICCM Chief Executive and Sue Gull and Marc Gisborne of Stratford Business School as part of the Awards Ceremony prior to the Convention Dinner and Disco on the Tuesday evening.

**Exhibition**

The Exhibition is being held in the Trinity Suite, Lincoln Bar, Exeter Room, College Suite Bar and College Suite Corridor. A plan of the hotel showing the Exhibition area is included in this guide, together with a list of the exhibitors in alphabetical order and by stand number.

The ICCM Exhibition provides an excellent opportunity to meet a vast range of suppliers to the Bereavement Services industry. Many products and services covering every facet of burial and cremation will be on display, so please ensure you make the most of this unique opportunity by spending time in each area of the exhibition.
**Best Exhibition Stand Award**
This annual award, which is sponsored by Blue Audio Visual Ltd, the Convention Audio Visual company, will be presented during the Awards Ceremony prior to dinner on the Tuesday evening. Factors to consider when voting are design, quality of displays, accessibility, friendliness of exhibitors, etc. The refreshment breaks provide excellent opportunities to assess these factors and to choose the exhibitor who impresses you the most. Only delegates are allowed to vote, and the winner will be the exhibitor who receives the most votes. Your vote can be placed by entering the name of your chosen exhibitor in the space on the voting slip. Please place your completed forms in the box on the Blue Audio Visual stand by 16.00 on Tuesday 26th September.

**ICCM Quiz produced by Blue Audio Visual Ltd**

**Monday 25th September following dinner in the College Suite.**

On Monday evening following dinner we are hosting a Quiz. Teams will be based on the tables within the dining room. There will be 8 rounds of 10 questions each, featuring a variety of topics, hosted by Quiz Meister Blue Donnebaer of Blue Audio Visual Ltd. The aim of the evening is to have some fun and to provide an atmosphere where you can meet colleagues away from the workplace. Prizes have been kindly donated by the exhibitors.

**ICCM Awards Ceremony, Convention Dinner and Disco, Tuesday 26th September, College Suite.**

The ICCM Awards Ceremony will be held at 7.30pm, prior to the Convention Dinner. The featured awards are:

- Wesley Award for Service Excellence
- ICCM Diploma Presentations
- ICCM Fellowships and Life Members
- ICCM Photographic Competition
- ICCM Special Awards
- BlueAV Best Exhibition Stand Award

The Convention Dinner will take place following the Awards Ceremony, followed by a Disco until 12.30am. Dress for the evening is smart.

We are pleased to welcome representatives of fraternal organisations, who will be joining us for the Convention Dinner and Disco:

- Alison Crake
  - National Association of Funeral Directors
- Paul and Davina Bowley
  - Society of Allied and Independent Funeral Directors
- Cllr Ted Latham and Denise Burbridge
  - Federation of Burial and Cremation Authorities
- Amanda Woodward and David Homer
  - British Institute of Embalmers
- Harvey Thomas CBE
  - The Cremation Society of Great Britain
Name Badges

Please ensure that you wear your name badge at all times during the Convention Sessions. At the end of the Convention please leave your name badge on the ICCM Reception desk so they can be recycled.

Sponsors

The ICCM would like to thank:

**Blue Audio Visual Ltd** for kindly sponsoring the Convention, the BlueAV Best Exhibition Stand Award and for producing and presenting the ICCM Quiz

**Blue Audio Visual Ltd**

We design, specify, install and maintain audio systems, projectors and screens, plasma monitors, height-adjustable lecterns, curtains and drapes for cemetery and crematorium chapels, offices, waiting rooms etc.

To discuss any requirements, you may have please contact us, or visit us on Stand B1 in the College Suite Bar

Blue Audio Visual Ltd  
84 Bargates  
Christchurch  
Dorset  
BH23 1QL  

E: blue@blueav.com  
T: 07976 937666  
W: www.blueav.com

**Wesley Media Ltd** for kindly sponsoring the water bottles on the Convention room tables and at the Convention dinner

**Wesley Media Ltd**

The ICCM would also like to thank all the Exhibitors who kindly donated prizes for the ICCM Quiz.
List of Attendees

Delegates

Sofia Allana  Islington & Camden Cemetery Services
Kelvin Andrews  Denmead Parish Council
Clive Andrews  North East Surrey Crematorium
Catherine Averill  Stafford Borough Council
Linda Barker  Bournemouth Borough Council
Paul Barlow  Stoke on Trent City Council
Richard Barradell
Nick Barton  City of Lincoln Council
Paul Beardsley  Barnsley MBC
Steve Biggs  Mortlake Crematorium Board
Martin Birch  Cardiff CC
David Birchenough  Hastings Borough Council
Andrew Bond  Wigan Council
Paul Bowley  SAIF
Natasha Bradshaw  Mortlake Crematorium Board
Josie Brady  Cemetery Works Ltd
Martin Brady  Cemetery Works Ltd
Graham Broadbent  Cornwall Council
Andrew Buddle  Huntingdon Town Council
Gary Burks  City of London Cemetery & Crematorium
Stephen Byfield  Horizon Cremation Limited
Julie Callender  ICCM
Stuart Casbeard  Chilterns Crematorium
Nicola Cook  Dignity
Alison Crake  NAFD
Mathew Crawley  ICCM
Jon Cross  Essenjay Associates Ltd
Kate Davidson  Dignity
Tony Davidson  Dignity
Miriam Deacon  The Cremation Society of Great Britain
Rachel Deaville  Stoke on Trent City Council
Anthony Devonport  Barnsley MBC
Mark Drummond  North Devon Crematorium
Ian Dungavell  Friends of Highgate Cemetery Trust
Julie Dunk  ICCM
Chris Eardley  Norwich City Council
Richard Evans  The Westerleigh Group
Kelly Farrington  Kensal Green Cemetery
Neil Fish  The Oaks Crematorium
Michelle Forbes  Rose Project Management Ltd
Steve Gant  Dignity
Marc Gisborne  Stratford Business School
Steve Goold  Bournemouth Borough Council
Peter Griggs  Wealden District Council
Chris Grogan  Hoopers International Genealogists
Sue Gull  Stratford Business School
Michelle Hales  
Dignity

Liz Hall  
Borough of Poole Bereavement Services

Jeremy Hamilton  
Horizon Cremation Limited

Graham Harrison  
Durham County Council

Vicky Hatton  
Stockton-on-Tees Borough Council

Christine Heathcote  
Orbitas, Bereavement Services Limited

Karen Jeckell  
Cambridge City Council

Ben Jenkins  
Cheltenham Borough Council

Tracey Jolliffe  
Watford Borough Council

Alan Jose  
Westerleigh Group

Zaffar Khan  
Dignity

Ted Latham  
FBCA

Tracy Lawrence  
Nene Valley Crematorium

Robert Liddington  
Chippenham Town Council

Liz Maddison  
Central Durham Crematorium JC

Cara Massarano  
City of Edinburgh Council

Jane Matheson  
ICCM

David McCarthy  
North Lanarkshire Council

Frank McCool  
South Staffordshire Council

Sharon Middleton  
Kent & Sussex Crematorium

Leonna Millward  
Dignity

Tracey Mock  
Norwich City Council

Susan Moore  
South Staffordshire Council

Rebecca Morgan  
South Staffordshire Council

Drew Oxley  
Doncaster Metropolitan Borough Council

Rebekah Parrott  
Enable, Bereavement

Gabriella Paterson-Griggs  
Wealden District Council

Philip Peacock  
Huntingdon Town Council

Kevin Pillingon  
ICCM

Nathan Pritchard  
Kensal Green Cemetery

Melanie Reid  
Chilterns Crematorium

Amanda Rhodes  
Gedling Borough Council

Jayne Robins  
Stockton-on-Tees Borough Council

Mark Robinson  
Merton Cemeteries

Trevor Robson  
ICCM

Hayley Roughton  
Doncaster Metropolitan Borough Council

Julie Rugg  
Cemetery Research Group, University of York

Dammie Rutter  
Sutton Cemetery

David Sear  
Westminster City Council

Alan Sheldon  
Liverpool City Council

Louise Singer  
Broxtowe Borough Council

Owen Temple  
Mountsett Crematorium JC

Harvey Thomas CBE  
The Cremation Society of Great Britain

Alan Till  
ICCM

Barbara Ward  
North East Surrey Crematorium Board

Phil Weightman  
Dignity Pet Crematorium

Garry Wise  
Westminster City Council

Amanda Woodward  
BIE

Kate Yerbury  
Huntingdon Town Council

Sue Young  
Forest Row Parish Council
Speakers

Anne Barber  Civil Ceremonies Ltd  
Judith Bernstein  Ministry of Justice  
James Crossland  Obitus  
Louise Eaton-Terry  Royal London  
Simon Ferrar  Natural Burial UK  
Jenny Gregson  Memorial Awareness Board  
Marc Harder  SANDS  
Carole Henderson  Grief Recovery (UK)  
Debbie Kerslake  Cruse Bereavement Care  
Tim Morris  ICCM  
Mohamed Omer  Gardens of Peace Muslim Cemetery  
Annie Raven-Vause  Heartledwellbeing Ltd  
Kevin Spurgeon  Dignity Pet Crematorium  
Hidde Verberne  Orthometals

ICCM Directors and Officers

Sofia Allana  Deputy President (incoming)  
Linda Barker  President (incoming)  
Martin Birch  Chair of the Board of Directors  
Natasha Bradshaw  Director  
Julie Callender  Administration Officer  
Mathew Crawley  Technical and Member Services Officer  
Anthony Devonport  Director  
Julie Dunk  Deputy Chief Executive  
Alan Jose  Director  
Tim Morris  Chief Executive  
Kevin Pilkington  President (outgoing)  
Ian Quance  Director  
Trevor Robson  Finance and IT Manager  
Bill Stanley  Director  
Alan Till  Director

Exhibitors

Lynwood Davis  Arrow Bronze  
Fiona Mackay  Ashdown Supplies  
Lalla Mackay  Ashdown Supplies  
Robert Mackay  Ashdown Supplies  
Ian Athersmith  ASSETTRAC Ltd  
Stephen Laing  ASSETTRAC Ltd  
Nabil Laqtaibi  ATI Environment UK Ltd  
Lekh Raj  ATI Environment UK Ltd  
Paul Carvill  Cemetery Development Services Ltd  
Ann Sharrock  Cemetery Development Services Ltd  
Justin Smith  Cemetery Development Services Ltd  
Martin Caxton  Clear Skies Software  
Bob Tomes  Colourful Coffins Ltd
Jamie Burges-Lumsden  Deceased Online
Kate Jensen  Deceased Online
Chris Edge  Edge IT Systems Ltd
Ian Quance  Edge IT Systems Ltd
Jonathan Platt  Estate Research
Jacquie Kempson  F G Marshall Ltd
Terri Sorensen  F G Marshall Ltd
Tony Brookes  Facultative Technologies Ltd
Jim Nichol  Facultative Technologies Ltd
Steve Telford  Facultative Technologies Ltd
Gary Hart  Fibrous
Mark Spooner  Fibrous
Michael Brooks  Funeral Products
Richard Gee  Gem Precast Ltd
Bill Stevenson  Granart
Oliver Stevenson  Granart
Clive Billingham  Greenacre Innovations Ltd
Colin Hood  Greenbridge Designs Ltd
Dennis Millington  Greenbridge Designs Ltd
Barbara Fink  IFZW Maintenance Ltd
Jonathan Heath  IFZW Maintenance Ltd
Marko Dakin  Memorial Trees
James Crossland  Obitus
Scott Pearson  Obitus
Hidde Verberne  Orthometals BV
Ruud Verberne  Orthometals BV
Richard Overton  Overton (UK) Limited
Stuart Rose  Overton (UK) Limited
Philippa Harrison  Pear Technology Services Ltd
Jonathan Smith  Pear Technology Services Ltd
Peter James  PJ Combustion Solutions Ltd
Ryan Lynch  Plotbox
Neil Sherrin  Plotbox
Cheryl Yarwood  Secure Haven Urns and Keepsakes Ltd
Joe Tweg  SOS Supplies
Peter Smith  Teleshore Group
Richard Smith  Teleshore Group
Jim Thomson  Teleshore Group
Karon Buxton  The Columbaria Company
Peter Roper  The Columbaria Company
Ben Whitworth  The Dodge Company Ltd
David Edelstein  Triple E Ltd
Keith Walters  Welters Organisation Worldwide
Alan Jeffrey  Wesley Media
Angela Long  Wesley Media

**Technical Crew**
Blue Donnebaer  Blue Audio Visual Ltd
Malcolm Hall  Blue Audio Visual Ltd
Stuart Kirkby  Blue Audio Visual Ltd
**Presentation and Speaker Notes**

**Monday 25th September**

Session Chair – Kevin Pilkington – ICCM President

**13.30**  
**Opening of Convention and President’s Address**  
*Kevin Pilkington, ICCM President*

The President, Kevin Pilkington, will open the Convention and will deliver his final address to members before handing over to the incoming President, Linda Barker, at the AGM.

**14.00**  
**ICCM AGM**

The Annual General Meeting of the Institute of Cemetery and Crematorium Management. All delegates and exhibitors are welcome to stay and participate in the AGM but only members have the right to vote.

**14.30**  
**Update from the Ministry of Justice on Coroners, Burials and Cremations**  
*Judith Bernstein MA (Oxon) LLM – Ministry of Justice*

Judith will provide an update from the Ministry of Justice on coroners, burials and cremation.

**15:00 Refreshments in the Exhibition**

Session Chair – Martin Birch – ICCM Chair of Board of Directors

**15.30**  
**Technology: what does the bereavement industry have in common with NASA?**  
*James Crossland BSc (Hons) - Obitus*

When it comes to “getting it right”, technology can be an absolute minefield. However, we all know we need it, and we’ve all seen how much our bereaved families can benefit when it does work well. James will look at some of the technologies, systems and processes used across the bereavement industry, including what was used in the past, what is common now, and some of the things which may be coming in the future. Finally, with some comparisons to space exploration, he’ll try to establish some principles of what, why, how and when it should be used to achieve the best results.

*James Crossland has been involved in the bereavement industry for 9 years as a director of Obitus (formerly Vivedia), providing audio-visual solutions to crematoria.*

*James graduated from university at the London School of Economics in 2008. Since then, as well as helping to run Obitus, he has consulted for businesses in the finance, technology, luxury retail, automotive and engineering*
sectors, and been fortunate enough to work across the UK, Europe, North America and South Asia. He tries to bring this breadth of experience, and passion for good technology, to all aspects of his work.

16.00
Royal London National Funeral Cost Index 2017
Louise Eaton-Terry – Royal London

An overview of the latest National Funeral Cost Index, the definitive study of annual changes in funeral costs, the factors that influence them and the impact they have on consumers.

16.30 – Opportunity to visit the Exhibition

Tuesday 26th September

Session Chair – Bill Stanley – ICCM Director

9.15
Is the Death Care Profession Broken?
Ben Whitworth Dip FD, MBIE, MEAE, MIAS – The Dodge Company Ltd

The Death Care Profession is changing and we as professionals are seeing more and more competition, outside influence, scrutiny and a higher demand for lower cost services. How has this happened?

In this paper we will take a brief look at the changes that are occurring within the profession, the competition that we are all facing in a variety of areas and how we can work as part of our respective communities to better serve the bereaved and better address their needs and expectations. Can we add value to our services without increasing costs or overheads?

Ben Whitworth became involved in Funeral Service at the age of fifteen, after a school work experience program. He is a qualified Funeral Director and Embalmer and also holds the Cremation Association of North America Certificate in Cremator Operation as well as being a member of the European Association of Embalmers, The Institute of Anatomical Sciences and The Association of Anatomical Pathology Technologists.

Ben joined Dodge in February 2012 and works across the UK with crematoria and cemeteries, as well as hospital and public mortuaries, forensic centres, medical and veterinary schools. Anatomical embalming is a growing field and academic facilities are looking for new and better ways of preparing and conserving specimens. Ben has been heavily involved in this work across the UK and also now in Europe. He also oversees capital design, build and refurbishment projects.

He lives in Southampton with his wife Caroline, and cats Penny, Audrey, Rex and Errol.

10.00
Providing a low-cost funeral
Simon Ferrar – Natural Burials UK

Since 2009, Simon Ferrar has been at the forefront of the operation of Clandon Wood Nature Reserve and Burial Ground in Guildford, Surrey. Now a mainstream alternative and operating alongside the conventional methods of how we care for our dead, this paper will propose an inclusive and flexible approach that benefits both the public need and professional expectations.
The presentation looks at the importance of how, as servants to the community in caring for the dead, we can work with our families, alongside existing funeral providers to offer a flexible, affordable and most importantly, fulfilling service to our families.

As a responsible and sustainable burial provider in the heart of the community, Natural Burial UK have developed open, even-handed, mutually beneficial and rewarding working relationships with fellow professionals.

*Simon was at the forefront of the creation and development of Clndon Wood Natural Burial Ground in Surrey Hills. Simon is now focussed on consolidating the considerable successes that Clndon Wood has enjoyed since officially opening in June 2013 in a new role promoting the business out in the community.*

10.30 – Refreshments in the Exhibition

**Session Chair** – Mathew Crawley – ICCM Technical and Member Services Officer

11.00

**Getting it Right for the Muslim Community**

*Mohamed Omer – Board Member, External Affairs, Gardens of Peace Muslim Cemetery*

Explaining the religious requirements for Muslim Burials and touching upon what is culture and what is religious. Practicality and limitations in carrying out these in the UK in certain cemeteries.

*Mohamed is a Finance Director for Intellicoms Solutions Ltd – A software solutions company. He is also a consultant for Hysen International – a company providing banking solutions in West Africa.*

*He is currently involved with various charities: Board member – External Affairs, Gardens of Peace Muslim Cemetery, based in Hainault Essex. This is the largest dedicated Muslim Cemetery in Europe and has a capacity for 10,000 graves and burials in accordance with Islamic Shariah.*

*He is a trustee of The Big Issue Invest – an organization funding Social Enterprises that are not able to obtain funding from banks. He is also a Muslim representative on the Burial Cremation and Advisory Group at the Ministry of Justice. Mohamed has been actively involved with community work in East London for the last 15 years.*

*He is the Vice Chair of Oaks Park High School in Ilford for the last 14 years. Oaks park is a community school and the only PFI school in the borough.*

*Appointed as a trustee of Haven House Childrens Hospice in Woodford in August 2016.*

*Executive Member of the Federation of Redbridge Muslim Organisations (FORMO).*

11.30

**Baby and Child Funerals**

*Anne Barber BA (Hons) MBA, Civil Ceremonies Ltd*

Thoughts and ideas on how very small initiatives can impact greatly on child and baby funerals at crematoria and cemeteries. Plus a look at what bereaved parents have said helps them and what you can do to improve choices for these very special funerals.

*Anne is Managing Director of Civil Ceremonies Ltd, now operating successfully for over 16 years. She established Civil Funerals in the UK in 2002 and the Institute of Civil Funerals in 2004; she remains President of the Institute.*
The company develops life-stage ceremonies, ceremony products and services to meet the changing needs of society and delivers professional national qualifications for those conducting ceremonies. In particular Anne has developed the national qualification Level 3 Diploma in Funeral Celebrancy, for which government supported Advanced Learner Loans are available. In addition, she has established the Level 4 national qualification in Creating and Conducting Child and Baby Funerals.

Anne’s previous career included the role of Project Director at Lifecycle Marketing Ltd and Distribution Director with Bounty Services (UK) Ltd. She was instrumental in the introduction of naming and couples ceremonies into the UK as well as civil funerals. She has developed and has trained hundreds of celebrants throughout the UK.

In 2014, with industry colleagues, she established the Child Funeral Charity, of which she is a trustee. www.childfuneralcharity.org.uk.

Her qualifications include a BA (Hons) Degree in Business Studies and an MBA.

12.00
Working Together – how can masons help you?
Jenny Gregson – Memorial Awareness Board

Exploring how we can help each other and support bereaved families. Is it time to review your regulations? Suggesting ways to increase cemetery income.

I work with my husband in a 4th generation memorial masons in the North West of England, founded by my great-grandfather in 1899. I led the BRAMM working party from its inception which led to the formation of the register. Still a member of the BRAMM Board.
Served as National President of NAMM on 2 separate occasions.
Member of the executive of the Memorial Awareness Board.

12.30 – Lunch

Session Chair – Sofia Allana – ICCM Deputy President

13.30
The National Bereavement Care Pathway
Marc Harder BA (Hons) - SANDS

Sadly, the frequency of a baby dying during pregnancy, labour or shortly after birth remains too high in the UK. Parents’ grief is often exacerbated by the inconsistent level and quality of bereavement care received during this time. The National Bereavement Care Pathway (NBCP) is a national project, led by Sands on behalf of a number of baby loss charities, Royal Colleges and other professional organisations, with the core aim of improving the standard of, and consistency in, bereavement care for parents and families.

Marc’s paper will explore the rationale behind the project in more detail, along with updates as to how the project is progressing, plans for the next year, and how professionals in and out of the healthcare profession can do their part to support parents further.

Having graduated with a degree in Spanish Marc spent the first five years of his career at Millward Brown International, managing international market research projects for large multi-national brands. Subsequently Marc moved into the public sector and spent 13 years in Local Government, successfully leading partnership projects and teams in Children’s Services, Education and Corporate Services, in Coventry, Portsmouth and Hampshire Councils.
Earlier this year Marc moved to the voluntary sector and, based at Sands, now leads the development of the National Bereavement Care Pathway, on behalf of a collaboration of baby loss charities and Royal Colleges. Marc’s passion is to see teams and organisations working collaboratively to improve outcomes for families.

14.00

The Devil is in the Detail
Kevin Spurgeon – Dignity Pet Crematorium

No one is perfect and we all make mistakes. When offering after death care one mistake can ruin a reputation that you have spent years building. Kevin Spurgeon talks about his experience in striving to “get it right” for clients, building an award-winning service and in the process developing a reputation for excellence.

Kevin Spurgeon has run multi award winning Dignity Pet Crematorium for over 16 years. In 2015 Kevin was awarded an Honorary Fellowship by the University of Winchester for the way Dignity is run on an honest and ethical basis. He is also a Director of the Association of Private Pet Cemeteries and Crematoria (APPCC) that strives to set standards and improve the service of pet cemeteries and crematoria in the UK and Europe. Kevin, his wife Estelle and sons South & Lincoln all share the same passion for animals and they currently have 1 cat (Louis) and two Greek Rescue dogs called Brax and Willow (The family have also been fostering two rescue rabbits for over a year!).

14.30

Who Cares for the Carers?
Anne Raven-Vause SRN, SCM, DPSN, BSc (Hons), FAETC, NLP Master Practitioner, BACP registered Psychotherapist – Heartledwellbeing Ltd

The business world that we live and work in is all about service to others. On one hand we are praised if we get it right and seen as ‘heroes’. On the other we are publicly damned if we get it wrong. It’s not fair but it happens.

So managing to keep our perspective is important but just how do we deal with the stuff we see on a daily basis? How do we manage to go home and deal with the normal demands of family life after an especially traumatic day? Who can we turn to after we have been there for everybody else?

Annie Raven-Vause set up RV Consulting Ltd over 14 years ago and until recently has specialised in developing organisations and improving performance.

In 2006 Annie established Heartled Wellbeing Ltd as a trading arm of her business consultancy through which she now provides counselling and wellbeing services. On a daily basis she works with adults on the edge of overwhelm, those who are in crisis, lost, lonely and who do not know which way to turn by offering a helping hand and a safe space so they can take a deep breath and regain their sense of perspective whilst working together to create a realistic and achievable plan to change and transform their life enabling them to reach their full potential.

She is BACP Registered, and works in private practice in Wimborne and Dorchester, Dorset and is trained in a number of therapeutic modalities including NLP, CBT and Hypnotherapy.

She is currently writing two books and aiming for publication early next year.

15.00 – Refreshments in the Exhibition

Session Chair – David McCarthy - ICCM
15.30

Bereavement Service or Box Shifters?
Carole Henderson – Grief Recovery (UK)

Are you doing everything possible to serve the bereaved or are you focussed only on logistics? This paper gives you areas to focus on, the correct language to use and steps you can take to ensure you are ‘getting it right’ for the bereaved.

Up until 2006 Carole had a successful career in marketing communications then her husband Kevin died aged just 41. As a result Carole re-evaluated and re-trained in Nutritional Therapy and Grief Recovery. In 2010 she brought the Grief Recovery Method to the UK and has since trained hundreds of people to be grief recovery specialists. Carole regularly runs ‘what to say’ workshops to a wide range of organisations.

16.30 – Opportunity to visit the Exhibition

Wednesday 27th September

Session Chair – Trevor Robson – ICCM Finance and IT Manager

9.30

Metal Recycling Scheme: history, present day and future
Hidde Verberne – OrthoMetals BV

In 2017 we can look back on a 12.5 years cooperation with the ICCM, setting up a now accepted and successful metal recycling scheme. During the last two years a lot of developments were achieved. So after a short reflection in the history and an update for present times we also want to look ahead.

After a study in Logistics and Economics and a 10 year career as a Managing Director of a mid-size transportation company and logistics provider, Hidde joined OrthoMetals. In 2012, in 2016 Ruud Verberne retired officially from OrthoMetals and from that moment Hidde Verberne and Jan Willem Gabriels are both Director of OrthoMetals. They are proudly continuing the company their fathers started.

10.00

Making a Difference – how the ICCM Recycling of Metals Scheme has helped Cruse Bereavement Care
Debbie Kerslake BA (Hons) PGDSW, PGDPSM – Cruse Bereavement Care

Cruse Bereavement Care has been the largest beneficiary of the ICCM Recycling of Metals scheme. This presentation will explore some of the ways in which the scheme has benefited bereaved people in local communities across the UK and give an update on some of the latest developments within Cruse.

Debbie has been Chief Executive of Cruse Bereavement Care since 2008.

Debbie has focused on increasing access to support for bereaved people - developing Cruse’s services for children and young people, reaching under-represented groups e.g. for those bereaved through drug and alcohol use and responding to major incidents. Cruse was mobilised following the Manchester and London Bridge attacks and continues to play a key role supporting those affected by the Grenfell Fire.

Debbie leads Cruse’s advocacy on behalf of bereaved people, most recently around proposed changes to bereavement benefits. Debbie was a member of the Department of Health Tackling Concerns Locally – Death Certification Sub-Group. She is a member of the Ministry of Justice Burial and Cremation Advisory Group and is on
the National Bereavement Alliance and Dying Matters Steering Groups. She represents the National Bereavement Alliance at the All Party Parliamentary Group for Funerals and Bereavement. She was joint Chair of the Department of Health funded Gold Standard Bereavement Care Project which launched revised Bereavement Care Standards in 2014.

Debbie has delivered workshops at four International Conferences on Grief and Bereavement, most recently in Lisbon where she presented on ‘Delivering Bereavement Support in a Changing World.’

Formerly a Social Worker specialising in child protection, disability and terminal illness, Debbie created a successful respite, befriending and advocacy service operating in the West Midlands that won two national awards.

10.30 – Refreshments in the Exhibition – your last chance to visit the Exhibition this year

Session Chair – Linda Barker – ICCM President

11.15

Back to Basics

Tim Morris FICCM (Dip)

Law vz Guidance and Opinion and other such Myths. Confusion between what is lawful and what is guidance sometimes has a detrimental effect on bereaved people. This paper explores head on collisions between the two and might help dispel some myths.

I originally worked part time for the Institute to develop the Cemetery Operatives Training Scheme and later, in 2001, took on the role of Chief Executive. Since that time, I have been fortunate to work with a great team of officers and between us we have developed the only accredited industry qualifications for professional members and detailed best practice guidance for Corporate members on a wide range of subjects.

I represented the Institute on the Infant Cremation Commission in Scotland and currently attend meetings with government departments on matter ranging from law reform and funeral poverty.

12.15 – Close of Convention by Linda Barker, ICCM President, followed by the legendary closing photo roll capturing the last three days

12.30 – Final Lunch
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### Exhibitors by Stand No

#### College Suite Bar

- **B1** Blue Audio Visual Ltd
- **B2** The Columbaria Company
- **B3, B4** Welters Organisation Worldwide

#### College Suite Corridor

- **C6** Colourful Coffins
- **C7** Wesley Media
Exeter Room
E1, E2 Estate Research
E3, E4, E5, E6 Teleshore Group of Companies

Lincoln Bar
L1, L2 Secure Haven Ltd
L3, L4 The Dodge Company Ltd

Trinity Suite
T1 Deceased Online
T2 Greenbridge Designs Ltd
T3, T4, T5 Cemetery Development Services Ltd
T6 Ashdown Supplies
T7, T8 Facultative Technologies Ltd
T9 Plotbox
T10, T11 ATI Environment UK Ltd
T12, T20 Granart Memorials
T13 Overton (UK) Limited
T14 EDGE IT Systems Ltd
T15 IFZW Maintenance Ltd
T16, T17 Arrow Bronze
T18 Pear Technology Services Ltd
T19 F G Marshall Ltd
T21 Obitus
T22 Gem Precast Ltd/Greenacre Innovations Ltd
T23 Lyn Oakes Ltd
T24 SOS Supplies
T25 Fibrous
T26 Clear Skies Software
T27 Triple E Ltd
T28 OrthoMetals BV/Memorial Trees
T29 P J Combustion Solutions Ltd
T30 ASSETTRAC Ltd
T31 Funeral Products BV
Exhibition Plans

NB Drawings are NOT TO SCALE and are for outline guidance only.

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Exhibitor Information

**Arrow Bronze**

Stand T16, T17

UK Representative
Fibrous
Orient House
Newton Street
Hyde
Cheshire
SK14 4RY

Tel: 0161 429 6080
Email: vanessa.hancock@fibrous.com
Web: www.arrowbronze.co.uk

Representatives: Lynwood Davis

Providers of top quality bronze plaques both for memorial or corporate design. You can see a selection of designs on stands T16 & 17.

Plaques can also be made to your own design. We are an innovative company willing to work with you.

Come to the stand and see for yourself or contact Arrow Bronze 0161 429 6080

**Ashdown Supplies**

Stand T6

12 Millwood Close
Maresfield
East Sussex
TN22 3AT

Tel: 01825 732295
Email: ashdown.supplies@gmail.com
Web: www.ashdown-supplies.co.uk

Representatives: Robert Mackay, Fiona Mackay, Lalla Mackay

Ashdown Supplies has been a leading name in Crematoria supplies for the last 22yrs. We pride ourselves on being able to adapt products so they are suitable for all and we now have various different bio-degradable and degradable products to help keep your carbon footprint to a minimum.

We also have a range of imported Brass Urns, Tokens and Keepsakes and various sizes and colours of Paper Carrier Bags. Please drop by and say hi.
ASSETTRAC Ltd  
Victoria House  
Hanfield Road  
Small Dole  
West Sussex  
BN5 9XE  
Tel: 01273 491267  
Email: info@assettrac.co.uk  
Web: www.assettrac.co.uk  
Representatives: Stephen Laing, Ian Athersmith

ASSETtrac’s involvement with the cemetery world began in 1999 when we first supplied our Epitrace underground pegs to mark grave plots, especially in natural burial grounds. In eighteen years this has grown to 100 UK and overseas clients, and microchip identification now extends to trees, memorials, cremated remains, and site machinery.

Having established The Bereavement Services Portal in 2004, we continue to manage this website on behalf of the ICCM, being a gateway to their professional members’ site and to the Portal Directory, a comprehensive and editable listing of all active burial grounds and crematoria.

The company also specialises in lowering the cost of running premises that require frequent safety checks. The traditional clipboard is replaced with unique ID, mobile scanner and on line software program to manage all types of inspection recording including trees, memorials, emergency exits, car parks, and the building facilities too. We also track the movement of portable assets and people. A paper free audit trail of all activity is visible 24/7 from any Internet connected device.

Contact Stephen Laing on 01273 491267 or info@assettrac.co.uk

ATI Environment UK Ltd  
Kestrel House  
Primett Road  
Stevenage  
Hertfordshire  
SG1 3EE  
Tel: 07739 342683  
Email: lr@ati-environment.com  
Web: www.aticremators.co.uk  
Representatives: Lekh Raj, Nabil Laqtaibi

ATI Environment UK Ltd is based in Hertfordshire. We provide a comprehensive world-wide service to Crematoria covering Cremation and Mercury Abatement equipment along with all ancillary equipment associated with the cremation process. We design, manufacture, supply and install the equipment from our purpose built 9000m² factory. Utilising our own highly skilled installation,
design and service teams, we have secured over 30 sites across the UK in both public and private sectors.

Working closely with Local Authorities, our projects include the installation of six new cremators together with two triple Mercury filtration units. Equally for the private sector, we have provided multiple Turnkey Crematoria solutions complete with abated cremation equipment.

ATI Environment UK Ltd has established a strong UK based operational team to serve the needs and requirements of our customers, both existing and new.

**Blue Audio Visual Ltd**

**Stand B1**

Unit 10
Ashley Heath Industrial Estate
Three Legged Cross
Wimborne
Dorset
BH21 6UZ

Tel: 01202 827172
Email: blue@blueav.com
Web: www.blueav.com

Representatives: Blue Donnebaer

We’re back, but nothing stays the same!

Our unique approach of mixing the latest technology with established bereavement procedures makes us worth a visit.

Our led screens in the Convention Suite demonstrate how technology has moved forward and raised image production in Chapels to a new level.

We’re also offering a Cotafalque to the scorer of the most correct hits in 30 seconds on our exhibition stand, will you accept the challenge?

As always, the lecterns, the catafalques, the Book of Remembrance Cabinets, the Loudspeakers and all the other technical support are available to discuss and explore, just pop by.

**Cemetery Development Services Ltd**

**Stand T3, T4, T5**

Studio 2
Capability House
Wrest Park
Silsoe
Bedford
MK45 4HR

Tel: 01525 864387
Email: justinsmith@cem-dev.co.uk
Web: www.cemeterydevelopmentservices.co.uk

Representatives: Justin Smith, Ann Sharrock, Paul Carvill
CDSL are the UK’s largest cemetery and crematorium design and development company with over 30 cemeteries built to date and 4 crematoriums going through planning or development. CDSL provide a one stop shop for a complete feasibility to project management service.

**Clear Skies Software**

3 Herald House  
4/6 High Street  
Westerham  
Kent  
TN16 1EF

Tel: 08702 402217  
Email: info@cssmail.biz  
Web: www.clearskiessoftware.com

**Representatives: Martin Caxton**

Clear Skies Software provides a comprehensive range of computer systems for the administration of crematoria and cemeteries. The systems include telephone and internet booking systems, internet genealogy systems, internet memorials, mapping and memorial risk assessment (including Palm/PDA systems).

**Colourful Coffins**

Printworks  
Crescent Road  
Cowley  
Oxford  
OX4 2PB

Tel: 01865 779172  
Email: enquiries@colourfulcoffins.com  
Web: www.colourfulcoffins.com

**Representatives: Bob Tomes**

Colourful Coffins produce beautiful high quality coffins, in both wood and cardboard. All wrapped in environmentally friendly materials, with brilliant graphics, designed to reflect the life of someone special. Colourful Coffins now offer cremation friendly crystals on both wood and cardboard coffins. All coffins, coverings and crystals approved by the FFMA protocol

**The Columbaria Company**

59 New Cleveland Street  
Hull  
HU8 7HB

Tel: 01482 387468
Email: columbaria@odlings.co.uk
Web: www.columbaria.co.uk

Representatives: Peter Roper, Karon Buxton

Suppliers of granite memorials including babies and children's memorials to Crematoria and cemeteries throughout the UK since 1989.

Please visit our website www.columbaria.co.uk, or email columbaria@odlings.co.uk, telephone 01482 387468

Deceased Online
Stand T1
The Elms
Pytchley
Northamptonshire
NN14 1EW

Tel: 01536 791568
Email: jbl@deceasedonline.com
Web: www.deceasedonline.com

Representatives: Jamie Burges-Lumsden, Kate Jensen

Deceased Online is the only national database website dedicated to statutory burial and cremation records. With over 200 authorities’ data on the website or in process and registered users in 100 countries, it has become the de facto resource for genealogists and family historians globally.

For councils, it is easy to get data online from any management system with minimal or, in some cases, no capital cost requirement. This means that council and private authorities can immediately scan registers and digitize all data for security and easy reference whilst generating new revenues from a popular tried and tested website.

Deceased Online is a joint enterprise between Gower Consultants, leading suppliers of specialist IT management systems for cemeteries and crematoria and registrars of births, deaths and marriages, and Manuscripti Ltd, leaders in digital scanning, data preparation and document restoration

The Dodge Company Ltd
Stand L3, L4

Units 11
14/15 Ardglen Industrial Estate
Whitchurch
Hampshire
RG28 7BB

Tel: 01256 893883, 07557 764861
Email: b.whitworth@dodge-uk.com
Web: www.dodge-uk.com

Representatives: Ben Whitworth
The Dodge Company is a leading supplier of all funeral related products throughout the UK and the rest of the world. From emblaming equipment and chemicals, to mortuary furniture, refrigerated cabinets, hydraulic lifts and a comprehensive range of memorial products, we are well placed to meet your requirements. We are proud to offer a personal service, with all company sales consultants being industry qualified. If you need it and we can find it, we will supply it for you.

**EDGE IT Systems Ltd**

**Stand T14**

Enterprise House
Courtaulds Way
Coventry
CV6 5NX

Tel: 02476 667337
Email: admin@edgeitsystems.com
Web: www.edgeitsystems.com

**Representatives:** Chris Edge, Ian Quance

EDGE IT Systems Ltd is a software house and IT consultancy founded in 1989. We are the creators of Epitaph which is a solution designed to meet the needs of the cemetery and crematorium managers in the 21st century. EDGE has long been a market leader in the supply of software solutions to Local Councils.

EDGE works with specialist partners to provide a comprehensive solution, including ASSETtrac (Grave Marking Systems), Pear Technology (Mapping), Scripti (Scanning) and Tudor Rose (Back Data Entry). Launched in 2005, Epitaph now has over 90 clients around the country, including Exeter City Council, Havant Borough Council, Westerleigh Group, Memoria and Co-operative Funeralcare.

**Estate Research**

**Stand E1, E2**

Bank Chambers
1 Library Street
Wigan
WN1 1NN

Tel: 01942 826500
Email: jonathan@estateresearch.co.uk
Web: www.estateresearch.co.uk

**Representatives:** Jonathan Platt

Over the last 10 years Estate Research have provided free genealogy services to the public sector with locating next of kin and related issues. We have proven solutions for Public Health Funerals and for estates that need legal assistance. We work on all cases whether there is an estate or not. All our services to the public sector are free. With offices in London and Greater Manchester, Estate Research provides assistance to authorities nationwide, locating heirs worldwide.
F G Marshall Ltd

Danish Barn
Langley Bottom Farm
Langley Vale Road
Epsom
Surrey
KT18 6AP

Tel: 01372 274386
Email: office@fgmarshall.com
Web: www.fgmarshall.com

Representatives: Jacqui Kempson, Terri Sorensen

F G Marshall Ltd is the market leader in commemorative craftsmen specialising in the Book of Remembrance. Based near Epsom, Surrey, F G Marshall is able to offer the full service, from book binding, calligraphy and art work and construction of display cabinets, to virtual referencing systems and now on-line Books of Remembrance. We pride ourselves on providing the highest quality craftsmanship, artistry and attention to detail. Being the founder of the original Book of Remembrance, our artists have years of experience and unrivalled expertise.

To find out more please contact us at office@fgmarshall.com, website www.fgmarshall.com

Fibrous

299 – 301 Whitehorse Road
Croydon
CR0 2HR

Tel: 0208 684 1667
Email: info@fibrous.com
Web: www.fibrous.com

Representatives: Gary Hart, Mark Spooner

Fibrous has been supplying the crematoria, cemetery and funeral industries for over 70 years. Founded in Cheshire in 1944, the business has been built on supplying direct to Funeral Directors, Cemeteries and Crematoria. This requires the company to hold a wide variety of products to suit all customers and many items can be dispatched for next day delivery.

The Fibrous Cemetery and Crematorium range includes: Polytainers, ash boxes, ash scatterers, carrier bags, memorial benches, floral tribute stands, grave markers, grass grave sets, grave shoring systems, wire bins, putlogs, webbing, soil boxes and vases.

Whatever your requirements, Fibrous strive to deliver it with a fast, efficient and reliable service.
Facultatieve Technologies Ltd  Stand T7, T8

Moor Road
Leeds
West Yorkshire
LS10 2DD

Tel: 0113 276 8888
Email: jennifer.locke@facultatieve-technologies.co.uk
Web: www.facultatieve-technologies.co.uk

Representatives: Tony Brookes, Jim Nichol, Steve Telford

Facultatieve Technologies, being a member of 'the Facultatieve Group' with over 140 years of experience in cremation, is an international market leader in design, construction and maintenance of cremators and incinerators. Our products meet the most stringent environmental legislation ensuring we can supply reliable and fully automated equipment worldwide.

Facultatieve Technologies are designers, manufacturers and installation professionals of cremators, mercury abatement systems and a full range of ancillary equipment including coffin loading machines, foetal remains cremators and ash processing cremulators.

Facultatieve Technologies offers emission testing, mechanical and electrical repairs, computer upgrades plus a comprehensive spare parts service to all makes and models of cremator and all aspects of routine maintenance and repairs; our on-line diagnostics means that we can view any problems remotely and often solve them without the need for an engineer to attend site.

Funeral Products BV  Stand T31

41 Chatsworth House
Duchess Walk
London
SE1 2RY

Tel: 07437 0011310
Email: m.brooks@funeralproducts.nl
Web: www.funeralproducts.eu

Representatives: Michael Brooks

Keeping the memory alive
The way in which friends and family want to remember their loved one changes constantly, becoming ever more personal and exclusive. They are looking for a remembrance that reflects on a loved one's personality, but also one which cherishes the special memories of the family. These considerations form the foundation of Funeral Products as a company. Every Funeral Products memorial item is professionally made with care and attention, down to each and every detail. The result is an extensive, modern variety of products, using special materials and designs. A memento which will keep the special moments of a loved one safe forever.
Customers can contact Michael Brooks, Managing Director Funeral Products UK, for more information.

Gem Precast Ltd/Greenacre Innovations Ltd

Stand T22

13 Runner End
Holme on Spalding Moor
York
YO43 4EP

Tel: 01430 860660, Mob: 07838 812978
Email: gemprecast@live.com
Web: gemprecast.co.uk

Representatives: Richard Gee, Clive Billingham

GEM Precast specialise in the manufacture of concrete products to the highest quality and standards, providing a wide range of cemetery services including concrete rafts/beams/Foundations and concrete burial chambers.

Along with our collaborative partner Greenacre Innovations Ltd, we are pioneering new technologies by integrating Geosynthetic composite and concrete manufacturing techniques, our product development of multiple grey water contaminates are uniquely advancing and improving the cemetery industry.

We collectively provide initial design, drainage and ground stabilisation systems. We offer specialist services in bespoke cost effective mausoleum design and build, a wide range of construction services, planning and project management.

Granart Memorials

Stand T12, T20

Windy Walls Farm
Ashbourne Lane
Chapel en le Frith
High Peak
SK23 9UF

Tel: 01298 814899
Email: oliver@granart.co.uk
Web: www.granart.co.uk

Representatives: Bill Stevenson, Oliver Stevenson

At Granart memorials Bill Stevenson and his family have been specialising in after cremation memorials since 1992. As this sensitive profession has evolved over the past couple of decades so too have Granarts knowledge and skills, with perfection and understanding, enabling them to adapt and continue to strive with the ever increasing changes in memorial styles and demands. Offering the optimum in service and quality to a significantly increasing number of local authority and privately owned cemeteries and crematoriums in the UK.
We have realised that all crematoriums are individual and so we offer bespoke design after cremation memorials for your individual requirements. Located within the High Peak with easy accesses to M62, M6 and M1 we are only a phone call away for a site visit and/or to discuss your needs.

Granite, stone Columbarium’s, above ground ash vaults, scattering towers, kerb vases, benches, hearts, trees, spike and plaque and much more, we offer an inscription service on granite plaques within 7 working days.

**Greenbridge Designs Ltd**  
Stand T2

Weston Industrial Estate  
Honeybourne  
Evesham  
Worcestershire  
WR11 7QU

Tel: 01386 848908  
Email: info@greenbridgedesigns.com  
Web: www.greenbridgedesigns.com

**Representatives: Dennis Millington, Colin Hood**

Greenbridge Designs offer an innovative range of high quality mausoleum, burial vaults and cremation memorials. We provide a complete 'end to end' service, from consultation through to design, build, installation and support. An ongoing inscription service is available, managed by our unique propriety software to keep you in complete control. In addition to the wide range of brochure products on offer, we can design and manufacture bespoke memorials to meet your individual needs.

**IFZW Maintenance Ltd**  
Stand T15

Suite C  
Huffwood House  
Huffwood Industrial Estate  
Partridge Green  
RH13 8AU

Tel: 01403 713310  
Email: barbara.fink@ifzw.co.uk  
Web: www.ifzw.co.uk

**Representatives: Barbara Fink, Jonathan Heath**

Design, manufacture, installation and servicing of cremators, abatement equipment and associated equipment. Www.ifzw.co.uk, info@ifzw.co.uk
Lyn Oakes Ltd

Central Building
Worcester Road
Stourport-on-Severn
Worcestershire
DY13 9AS

Tel: 01299 827360
Email: sales@lynoakes.co.uk
Web: www.lynoakes.co.uk

Representatives: Ben Houghton

Showcasing British traditional funeral and crematorium attire with an air of classic quality, Lyn Oakes can ensure a smart and sophisticated uniform for your business. With the ability to dress from top hat to brogue, our sales team will be on hand to assist, and understand the east for our customers to have one supplier for entire uniforms.

With over thirty years of expertise, Lyn Oakes will guarantee great service to exceed your expectations, and will set your business apart from the rest. Whether you require a simple addition to your existing uniform, or a complete restyling of design, we work on a no minimum quantity basis as well as supplying large corporate chains.

Lyn Oakes welcome you to join them at this year’s exhibition, and are happy to discuss any uniform enquiries you may have. With sales representatives covering the whole of the United Kingdom, we can arrange a meeting at your business premises to suit you.

Memorial Trees

Jaagpad 36
Haarlem
Netherlands
S2034 JM

Tel: +31628445566
Email: marko@memorial-trees.co.uk
Web: www.memorial-trees.co.uk

Timeless Steel Memorial Trees With Individual Memorial Leaves

A COR-TEN steel memorial tree filled over time with up to 600 leaves, on which the details of the deceased are engraved. The Memorial tree is a unique monument in every memorial garden or cemetery.
**Obitus Vivedia**  
Unit 14  
Presidential Buildings  
Savile Street East  
Sheffield  
S4 7UQ

Tel: 03333 447460  
Email: james@vivedia.net  
Web: www.obitus.com

Obitus are bereavement audio-visual specialists, delivering music, webcast and visual tributes for thousands of funeral services each year. Working from offices in Sheffield we proudly work with over 50 crematoria throughout the UK.

**OrthoMetals BV**  
Eekhorstweg 32  
Meppel  
The Netherlands  
7942 KC

Tele: +31610307790  
Email: hidde@orthometals.nl  
Web: www.orthometals.nl

**Representatives: Hidde Verberne, Ruud Verberne**

We process and recycle all metals remaining after cremation.

OrthoMetals is ISO9001 & ISO14001 certified and with 20 years of experience we know the needs of a crematorium regarding metal recycling.

We conduct the collection and recycling of metals for crematoria worldwide in 22 different countries and with 850 clients.

With proceeds of recycling going to a charity of your choice you can make a difference when you start recycling with us.

Visit us at the convention or online; we will be happy to demonstrate how we can serve your crematorium in your recycling needs free of charge to you.

**Overton (UK) Limited**  
14 Farrier Road  
Lincoln  
LN6 3RU

Tel: 01522 690011  
Email: richard@overton-uk.co.uk
Representatives: Richard Overton, Stuart Rose

Overton (UK) Limited have been involved in the cemetery market for many years. We import the Danish manufactured STAMA range of 4 electric utility trucks designed for cemetery work with a 1m width. All the trucks are powered by Lithium-Ion battery technology having unrivalled performance and manuverability with a 3 pin plug for charging. The trucks range from a 3 wheeler capacity 350 KG to a 4 wheel drive machine with 1500 KG. We recently introduced a range of three commercial electric mowers using Lithium-Ion batteries. They are a 33" walk behind, 48" and 52" stand on and 60" zero turn machine, noise greatly reduced and the HAV's, while service costs are minimal, ideal for cemeteries and crematoriums.

We continue to market and supply vacuum litter collectors, street barrows and weedrippers for the removal of moss from tarmac and block paving.

Pear Technology Services Ltd  Stand T18

Unit 31
Broadmarsh Business Centre
Harts Farm Way
Havant
PO9 1HS

Tel: 023 9249 9689
Email: info@peartechnology.co.uk
Web: www.peartechnology.co.uk

Representatives: Jonathan Smith, Philippa Harrison

Pear Technology can convert your old paper cemetery maps into a modern digital format that can be easily updated and amended using our PT-Mapper Pro software. The digital copy of your cemetery map can then be linked to your burial records using our MapLink software. It is now a very simple process to record new burials and cremations and to find out who is where in your cemetery.

In addition, Pear Technology can provide a searchable web portal to which your cemetery records can be linked, enabling online searching and plot location. Hardware and software can also be provided to establish location on site to 5cm accuracy and also to perform site/memorial surveys. Map and survey data can be linked/exported to other systems in the organisation. UAV/drone aerial surveys are also available.

P J Combustion Solutions Ltd  Stand T29

Unit N
Churchill Industrial Estate
Churchill Road
Leckhampton
Cheltenham
GL52 7FD
PJ Combustion Solutions Ltd (CSL) has been undertaking planned preventative maintenance contracts on all types of cremators and ancillary equipment since 2002. We are currently contracted to provide the service and maintenance at over 20 sites in the UK. As UK agents for DFW Europe we have been involved with the installation of new cremators, abatement equipment and high speed ash processors at 4 large sites.

CSL are currently contracted to provide the servicing and on-going maintenance at these sites on a long-term basis. CSL are a gas safe registered company and are CHAS accredited.

Plotbox

The Ecos Centre
Kernohans Lane
Ballymena
BT43 7QA

Tel: 0282 5821005
Email: laura.oneill@plotbox.io
Web: www.plotbox.io

Representatives: Ryan Lynch, Neil Sherrin
Plotbox provides data migration and cemetery mapping and software solutions to the burial and cremation industry. A cost effective, secure platform simplifying the control of crematoria and cemeteries using location driven data. Plotbox can efficiently and accurately map cemeteries and integrate this expertise into a complete software solution resulting in a cloud platform that meets management needs, connects stakeholders and offers clients a revenue stream via their interactive genealogy portal.

Secure Haven Urns and Keepsakes Ltd

1 Hospital Approach
Broomfield
Chelmsford
Essex
CM1 7FA

Tel: 01277 353776
Email: cyarwood@securehaven.co.uk
Web: www.securehaven.co.uk/shop/trade

Representatives: Cheryl Yarwood
Secure Haven has scoured the globe to find and manufacture innovative cremation products to help the bereaved take care of their loved one’s ashes. The collection includes a range of 3, 4, 4.5 and 6
litre beautiful brass urns, unique wooden urns together with their keepsakes alongside biodegradable urns that can nurture the growth of a memorial tree. (Bios, Limbo Geos and Spiritree)

Representing Limbo in the UK they also supply Nu and Samsara urns designed for salt and freshwater burial. Their stunning silver jewellery collection of pendants, memorial beads, cufflinks, and bangles all come with a discreet compartment which holds a token of ashes inside. Developed with British artisans, the newest additions include an exclusive collection of three hand blown glass urns for a child’s ashes in white, soft pink and soft blue inlaid with 24ct gold and a range of contemporary and unique hand blown memorial pebbles.

**SOS Supplies**

Unit 14  
Northgate Industrial Park  
Collier Row Road  
Romford  
RM5 2BG

Tel: 07970 567546  
Email: sos.supplies@live.com  
Web: www.sos-supplies.co.uk

**Representatives: Joe Twegg**

Tree of Life: Sculpted to order, for indoor and external installation, this is a truly communal and inclusive art installation that can serve to commemorate and celebrate. It is installed in its “Winter state”, bare of leaves and then as each name plate is attached, the tree blossoms into life. Loved by all.

Plaques and Labels: Our Memorial Plaques are a complement to the bereavement service that you provide to your families Personalised details, motifs and even photographs can be accommodated without extra charge. UV-stable, Weatherproof, Tarnish-free & fully recyclable

**Teleshore Group of Companies**

Unit 5 Oakdale Court  
Oakdale Business Park  
Oakdale  
Caerphilly  
South Wales  
NP12 4AD

Tel: 01495 212232  
Email: info@teleshore.com  
Web: www.teleshore.com

**Representatives: Jim Thomson, Peter Smith, Richard Smith**

We will be so happy to meet friends old and new in the Exeter Room where we will be showing new and exciting cemetery, crematorium and memorial safety products and information. Free advice always available and information on what's new and exciting with us this year. Coffin handling,
lightweight shoring ideas, safety equipment. Specialist cleaning equipment for war memorials and treasured buildings. 100% biodegradable and recyclable British made cremation boxes and more.

**Triple E Ltd**

Stand T27

16 Airport Industrial Estate
Main Road
Biggin Hill
Kent
TN16 3BW

Tel: 01959 570333
Email: brenda@3-eee.com
Web: www.3-eee.com

**Representatives: David Edelstein**

Triple E supply and install automated curtains and tracking systems. We have a reputation for reliability and attention to detail. Our systems are designed and manufactured by us in the UK. We can provide any shape or layout with our chain driven systems that can incorporate battery backup in case of power failure. Our installation team can travel wherever required.

**Welters Organisation Worldwide**

Stand B3, B4

PO Box 159
Carlisle
CA2 5BG

Tel: 08702 416422
Email: admin@welters-worldwide.com
Web: www.welters-worldwide.com

**Representatives: Keith Welters**

The Bereavement Services Division of Welters® organisation worldwide has over twenty years of experience in design, manufacture and installation of interment and memorial schemes for Cemeteries and Crematoria. Services include:

- Cemetery Village®, Mausolea and Burial Chamber schemes
- Cemetery design and build
- Conception to completion turnkey projects
- Shallow grave solution design, manufacture, install
- Landscape and drainage
- High water table installations
- New cemetery, cemetery extension and common section re-use design and build
- 24/7 Cemetery support services and tablet inscription
- Interment and exhumation support and sealing up services
- Emergency express burial chamber installation services
- Training services
Cemetery acquisition and operation
Single supply status
Marketing and promotional services
Environmental water mass and movement schemes
‘Pay as you go’ financed cemetery re-use schemes
Full service range provided by directly employed, trained and managed workforce

Visit us at www.welters-worldwide.com, admin@welters-worldwide.com

Wesley Media

Stand C7

20-22 Station Road
Kettering
Northants
NN15 7HH

Tel: 01536 314901
Email: angela.long@wesleymedia.co.uk
Web: www.wesleymedia.co.uk

Representatives: Alan Jeffrey, Angela Long

Established in the mid 1990’s, Wesley Media was set up to provide a highly specialised music service to the bereavement community. A company of professional musicians, recording engineers and production managers, each having considerable experience in the music business, Wesley Media provides a unique library of recordings specifically for use in crematoria.

With our extensive knowledge of and access to all types of recorded music, we have become the one-stop music solution to our clients - "if it's available, we'll provide it"! At Wesley Media we take immense pride in the special relationship developed with each and every one of our customers, and we dedicate ourselves to the continued update and development of our services. Now offering Webcasting and recording services as well as visual tributes, our offerings are ever growing. For more information please see www.wesleymedia.co.uk
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Please contact Estate Research to arrange a no obligation meeting to discuss how we can specifically assist your authority.

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