

Code of Conduct

No member of ICCM Professional shall carry out their professional duties, by action or word of mouth, at any time in a manner likely to prejudice the professional status of the Institute or the reputation of their profession or employer.

Code of Practice

Professional Members

The Institute has issued the following Code of Practice for its Professional members in order to identify the standard expected of its members and implied in the Code of Conduct above.

1 Statutory Responsibilities

All Members shall, at all times, carry out their duties in accordance with all statutory requirements that relate to the provision of their services.

All Members shall combine with others to ensure the health, safety and welfare of themselves, other members of staff, persons working within the premises and visitors.

2 Service Provision

All Members shall endeavour to provide a service sympathetic to the needs of their clients, based on confidentiality and the provision of impartial advice.

3 Bereavement Support

All Members must be aware of their responsibilities for the care and support of the bereaved, who depend upon our services.

4 Professional Competence

In order to achieve the required level of professional competence, it is anticipated that all members shall receive training and gain experience relevant to the provision of cemetery, crematorium and associated services.

5 Demeanour

Members shall ensure that their appearance, bearing and general behaviour do not detract from the standard of service expected, and indeed required, at the facilities provided.

6 **Funeral Custom**

Members shall ensure that all ethnic, religious and secular cultures are given equal consideration in the provision of services.

7 **Environment**

Members shall ensure they are aware of their responsibilities to the environment as a whole and will identify products, services etc that have the least impact on the environment. All members should endeavour to operate and manage their facilities with due regard to Institute policies such as the Charter for the Bereaved, recycling policy and general environmental policy.

8 **Equal Opportunities**

Members shall be committed to the elimination of discrimination and the promotion of equality in employment and service delivery. It is recognised that everyone is of equal value and should be respected for his or her individual needs and abilities.

Members shall endeavour to be fair, reasonable and just in all their activities and undertakings and will uphold the Institute's equality and diversity policy, which is based on the principle that no person shall be discriminated against because of their age, culture, disability, ethnic origin, gender, marital status, nationality, race, religion or sexual orientation.

9 **Quality**

Members shall aim to provide the highest standards in service delivery in accordance with the Institute's specifications of best and safe working practice (eg the Charter for the Bereaved, Codes of Safe Working Practice etc) and the principles of best value.

10 **Duty**

It is the duty of every member to ensure that they undertake their work in a professional manner, in accordance with their conditions of employment; the Institute's conditions of membership, Code of Conduct and Code of Professional Practice, and the law of the land.

No member shall discredit the Institute, their profession or their employer by their actions, omissions or by word of mouth. Any member so doing shall be subject to the Institute's disciplinary procedure and may be, as a consequence, expelled from or disciplined by the Institute.

March 2010