



INSTITUTE OF CEMETERY AND CREMATORIUM MANAGEMENT

Learning Convention and Exhibition 2019

Chesford Grange Hotel

23rd – 25th September

**CARE
SHARE
CHANGE**

Convention Guide

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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 or condone any products or services.

Welcome 2019

By the ICCM President, Sofia Allana



Welcome to the 9th Annual ICCM learning Convention and Exhibition. We have returned this year to one of our previous venues, the Chesford Grange Hotel, which has served us well in past conventions so we can be assured of the same high quality and standard as in previous years. Thank you to Julie Dunk, CEO and Event Organiser who puts a lot of time and effort into securing the best deal for delegates and exhibitors.

This year's theme is Care : Share : Change. We have to start from a point of caring, then share knowledge and ideas to make changes to ensure we provide the best service for bereaved people. This is the foundation of what bereavement services is all about.

With this in mind there is once again an excellent range of papers and presentations that I hope will provide you with additional knowledge, insight and expertise. There will be a Q&A session after each paper and I would encourage you to get involved and ask questions. Don't be shy - you are amongst friends!

Once again the exhibition stands were fully sold out and I would like to thank the exhibitors for their continued support. Their contribution is an integral part of convention so please do visit their stands. They are all a friendly bunch who can offer expert advice in their respective fields - you may even pick up a free key ring or two!

As always to get you warmed up Blue of Blue Audio Visual Ltd will be hosting the "ice-breaker" quiz on Monday evening. So think carefully about what table you sit on if you are assessing your chances of winning! Of course there are no losers really, its all about the taking part! Remember no help from google allowed!

Tuesday night is the ICCM Awards, dinner and disco. This is a fantastic evening where we get to recognise the achievements of our fellow colleagues and friends. This is followed by some lively moves on the dance floor – often captured on camera where we can all get to enjoy the photographic evidence at the close of convention! You have been warned!

We also get to welcome other Presidents and representatives from kindred organisations. It has been a pleasure getting to know them this past year and attending various events along side them. What I have seen first hand is that we all have the same end goal, whatever organisation you work for, and that's delivering the best possible service to bereaved people. The 'Chain Gang' have all made me feel very welcome and shown me great kindness and hospitality and I encourage you to give them a warm welcome.

We are delighted to announce that we have secured an exclusive screening of the film *Dead Good*, followed by a Q and A session with the Director, on the final morning of the ICCM Learning Convention and Exhibition, Wednesday 25th September. It is intimate portrait of those dealing with their dead, supported during the ritual of care after death by a team of women who are 'giving death back to the people'. The film is described by Dame Emma Thompson as *'beautifully crafted, so comforting as well as moving and gives the wisdom forth so simply and compellingly. Everyone should see this'*. The film has only been on limited release, so this represents an excellent opportunity to not only see it, but also to question the Director about her experiences in making the film and discussing how we can learn from it. This is something not to be missed! We will even provide some popcorn, kindly sponsored by Finders International.

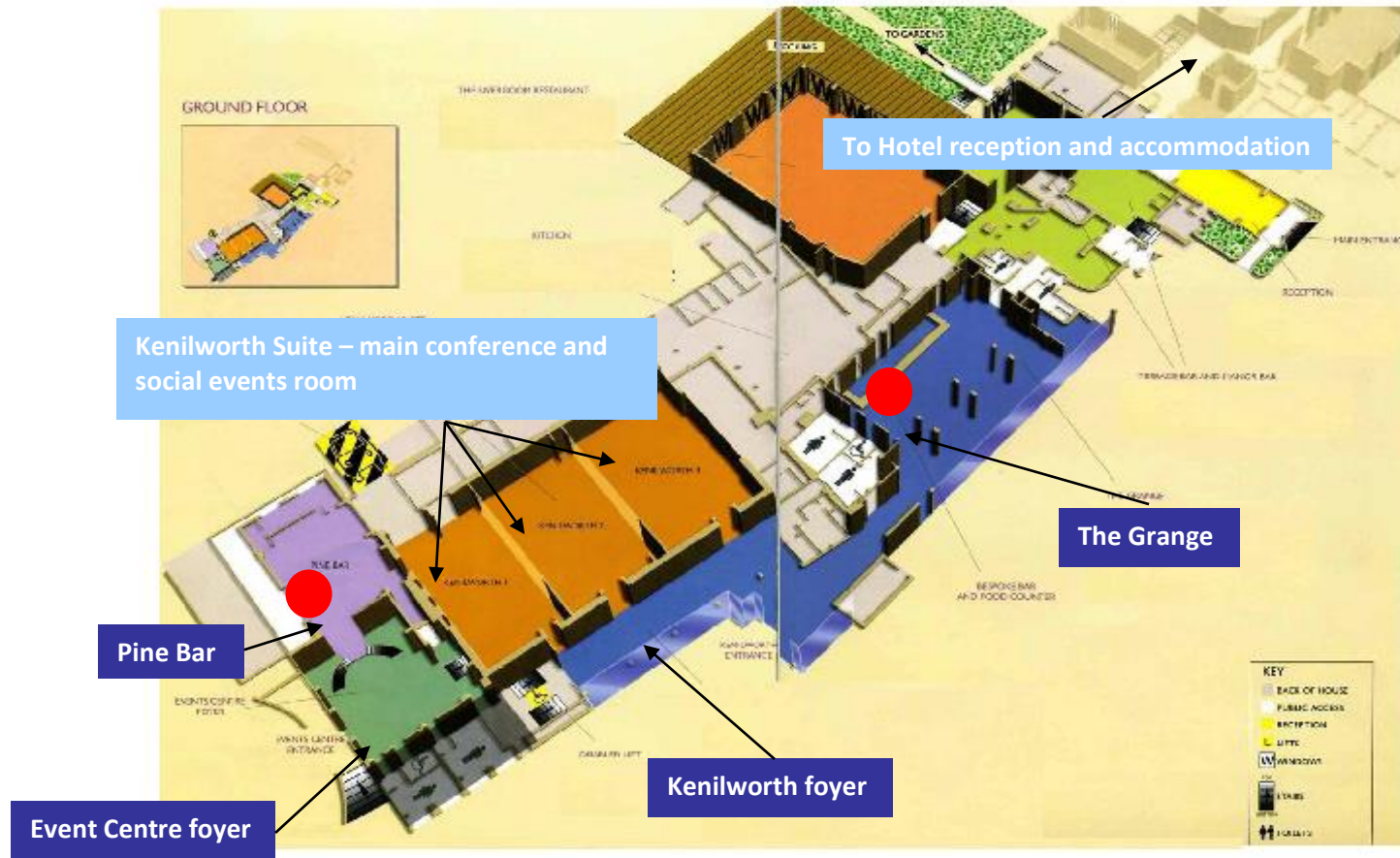
As always we would welcome your feedback. This is your event and your contribution plays a valuable part in shaping future conventions. So please do complete the feedback survey sent to you at the end of convention and let us know what you enjoyed and even what you didn't!

With changes ahead, deadlines to meet, phones to answer and budgets to balance, we lead much busier and hectic lives. It's easy to get caught up in trying to meet everyone's expectations and demands and we can sometimes forget the core reason why we are all here. This is why events like these are so important. It's an opportunity for all of us to come together so we can meet new people, share ideas and support each other. As the theme says – care : share : change.

As you will be aware, ICCM Technical and Member Services Officer, Mat Crawley, has been walking from his home in Merseyside to the Convention for the past few days. Mat has done this to raise money for a charity which is very meaningful to many of us – Survivors of Bereavement by Suicide (SOBS). This is a real example of the theme of our Convention – Mat cared enough to do something that he could share so that real change could be made through SOBS. Mat has raised an incredible amount of money, and we look forward to his arrival at the Convention (with aching legs, no doubt) so that he can hand over a cheque for the money he has raised to a representative from SOBS.

I would like to thank the ICCM Officers and fellow Directors for all their encouragement and support they have shown me, especially during this last year as President. I would also like to thank my employer, Islington Council for allowing me to take this opportunity and to all my work colleagues who have kept the wheels turning in my absence. Also, for those of you that are not aware, I will be joining the ICCM team as the Technical and Journal Officer from the 1st October so I will be looking forward to working with you all in the future.

Chesford Grange Hotel Plan



Key

Exhibition areas



Refreshment/lunch point

ICCM Learning Convention and Exhibition 2019

Programme

Monday 23 rd September		Tuesday 24 th September		Wednesday 25 th September	
09.30		09.30	Crematoria – Customer Scorecard update	09.30	Refreshments in the Exhibition <i>Last chance to visit the Exhibition and gain ideas for your service</i>
09.45		09.45	<i>Steve Gant and Tom Johnson</i>	09.45	
10.00		10.00	The Good Grief Trust	10.00	
10.15		10.15	<i>Linda Magistris</i>	10.15	
10.30		10.30	Refreshments in the Exhibition	10.30	
10.45		10.45		10.45	Screening of the feature film Dead Good
11.00	Registration Opens	11.00	Hedgehog Highways	11.00	
11.15	Exhibition Opens	11.15	<i>Hugh Warwick</i>	11.15	
11.30		11.30	Customer Experience in Bereavement	11.30	Q & A session with Dead Good Film
11.45		11.45	<i>James Crossland</i>	11.45	Director Rehana Rose
12.00		12.00	National Bereavement Care Pathway	12.00	Close of Convention 2019
12.15		12.15	<i>Marc Harder</i>	12.15	Final Lunch
12.30	Lunch	12.30	Lunch		
12.45		12.45			
13.00		13.00			
13.15		13.15			
13.30	Opening of Convention	13.30	Ashes and Memorials – customer		
13.45	President's Address	13.45	<i>experience, issues and opportunities</i>		
14.00	ICCM AGM	14.00	<i>Steve Gant and Hazel Fletcher</i>		
14.15	Arrival of Mat Crawley/SOBS	14.15	Experts by Experience: launch		
14.30	The Wigan Deal	14.30	of study results		
14.45	<i>Andy Bond</i>	14.45	<i>Dr Julie Rugg</i>		
15.00	Refreshments in the Exhibition	15.00	Cemetery of the Year Awards 2019		
15.15		15.15	Memorial Awareness Board		
15.30	Key Design Elements - Crematoria	15.30	Refreshments in the Exhibition		
15.45	<i>Charles Howlett</i>	15.45	Opportunity to visit the Exhibition		
16.00	What Does 'GOOD' Look Like?	16.00	Competition and Markets		
16.15	<i>Rev'd Juliet Stephenson</i>	16.15	Authority 'Drop In' session on		
16.30	Memorial Inspection Software – Stephen Laing	16.30	ICCM Stand in Event Centre		
16.45	New Law Book – Charles Ward	16.45	Foyer		
17.00	Opportunity to visit the Exhibition	17.00			
17.15		17.15			
17.30		17.30			
18.00					
19.00	Bar Opens	18.30	Wine Reception		
19.30	Dinner and Quiz	19.00	ICCM Awards, Dinner and		
			Disco		
		00.30	End of evening		

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 Kenilworth Suite. 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 Kenilworth Suite in good time.

Dress Code

There is no dress code for the Convention – please wear whatever makes you feel comfortable. The dinner on Tuesday night is slightly more formal, and some people choose to dress up for this. Again, please wear whatever you feel comfortable in.

ICCM Surgeries

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

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

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 Chesford Grange Hotel will be served in the River Room Restaurant. Lunch will be served in the Exhibition. Dinner on both evenings will be served in the Kenilworth Suite.

ICCM Diploma Presentation

The ICCM Diplomas will be presented by the ICCM Chief Executive 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 Event Centre Foyer, the Pine Bar, the Kenilworth Foyer and the Grange. 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 sector. 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, which you will find in your delegate pack. Please place your completed forms in the box on the Blue Audio Visual stand by 16.00 on Tuesday 24th September.

ICCM Quiz produced by Blue Audio Visual Ltd

Monday 23rd October following dinner in the Kenilworth Suite.

On Monday evening following dinner we are hosting an Icebreaker 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.

Corkage

PLEASE NOTE – BOTTLES OF ALCOHOL NOT PURCHASED FROM THE HOTEL ARE SUBJECT TO CORKAGE CHARGES. PLEASE DO NOT OPEN AND CONSUME ALCOHOL, WHICH HAS NOT BEEN PURCHASED FROM THE HOTEL, IN PUBLIC AREAS WITHIN THE HOTEL. THIS INCLUDES QUIZ PRIZES. ANY CORKAGE CHARGES INCURRED BY ANYONE DRINKING ALCOHOL NOT PURCHASED FROM THE HOTEL IN ANY PART OF THE HOTEL OTHER THAN A BEDROOM WILL BE PASSED ON.

ICCM Wine Reception, Awards Ceremony, Convention Dinner and Disco, Tuesday 24th September

There will be a wine reception at 6.30pm in the Exhibition areas.

The ICCM Awards Ceremony will be held at 7.00pm, prior to the Convention Dinner. The featured awards are:

- Wesley Award for Service Excellence
- ICCM Diploma Presentations
- ICCM Fellowships
- ICCM Photographic Competition
- Blue Audio Visual 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 casual, or whatever you feel comfortable in. The wine for the evening has been kindly sponsored by Wesley Media.



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

Alan José	Federation of Burial and Cremation Authorities
Jim Auld	Society of Allied and Independent Funeral Directors
David Capper	British Institute of Funeral Directors
Hilary and Clive Grainger	The Cremation Society of Great Britain
Philip Gore	British Institute of Embalmers

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 Blue Audio Visual Best Exhibition Stand Award and for producing and presenting the ICCM Quiz



Wesley Media for kindly sponsoring the wine for the Convention Dinner



Finders International for kindly sponsoring the popcorn for the showing of the film Dead Good



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

List of Attendees

Delegates

Steve Adshead	Trafford Council
Sofia Allana	Islington & Camden Cemetery Service
Clive Andrews	North East Surrey Crematorium
Deborah Balsdon	West Lindsey District Council
Linda Barker	BCP Council
Nick Barton	City of Lincoln Council
Martin Birch	Cardiff City Council
David Birchenough	Hastings Borough Council
Dave Bradford	Mountsett Crematorium Joint Committee
Natasha Bradshaw	Mortlake Crematorium
Graham Broadbent	Cornwall Council
Karl Burnikell	South Tyneside Council
Julie Carter	Wellingborough Bereavement Services Ltd
Naomi Coleman	Royal Wootton Bassett Town Council
Ann Collings	City of Edinburgh Council
Stuart Connelly	Dudley MBC
Simon Cox	The Crematorium and Memorial Group
Jane Darby	Edinburgh Crematorium
Kate Davidson	The Crematorium and Memorial Group
Kevin Davies	Westerleigh Group
Brendan Day	FBCA
Miriam Deacon	The Cremation Society of Great Britain
Rachel Deegan	Royal Wootton Bassett Town Council
Jason Douglass	The Slatter Group
Chris Eardley	Norwich City Council
Barry Ellis	Salford City Council
Jennifer Farrow	Westerleigh Group
Simon Ferrar	Clandon Wood Nature Reserve & Natural Burial Ground
Samantha Ficarra	Cambridge City Council
Neil Foster	Central Durham Crematorium Joint Committee
Steve Gant	The Crematorium and Memorial Group
John Gibbon	Herefordshire Council
Steve Goold	BCP Council
Hilary Grainger	The Cremation Society of Great Britain
Joceline Greenaway	Blackpool Council
Peter Griggs	Wealden District Council
Michelle Hales	The Crematorium and Memorial Group
Fran Hall	The Good Funeral Guide
Jennifer Hamilton	Respect Crematoria Ltd
Graham Harrison	Durham County Council
Zoe Hawkes	Gornal Wood Crematorium
Gail Hicken	Sandwell MBC
Christian Hipkiss	Respects Bereavement Services
Claire Hodges	Southampton City Council
Ben Jenkins	Cheltenham Borough Council
David Jennings	Trafford Council
Stuart Jones	Edinburgh Crematorium
Alan Jose	Westerleigh Group
Teresa Kearney	South West Middlesex Crematorium Board
Jason King	Westerleigh Group

Craig Law	Islington & Camden Cemetery Service
Tracy Lawrence	Wellingborough Bereavement Services Ltd
Sarah Learmont	The Crematorium and Memorial Group
Peter Linsell	Peter Linsell Management Consultants
David Loudfoot	Westerleigh Group
Ken Massingham	Forever Trees
Caroline Massingham	Forever Trees
Sarah McKerrrell	Westerleigh Group
Leonna Millward	The Crematorium and Memorial Group
Christopher Milnes	City of Bradford MDC
Aki Miyazawa	University of Tsukuba (Japan)
Susan Moore	Norwich City Council
Tracy Morris	Herefordshire Council
Tim Morris	
Mohamed Omer	Gardens of Peace
Gabriella Paterson-Griggs	Wealden District Council
Kevin Pilkington	London Borough of Croydon
Ian Pinfold	Hinckley & Bosworth Borough Council
Claire Pool	Westerleigh Group
Tamara Priestley	City of Bradford MDC
John Proffitt	Edinburgh Crematorium
Tracy Reed	Westerleigh Group
Amanda Rhodes	Gedling Borough Council
Simon Rothwell	LifeArt
Robert Savill	South West Middlesex Crematorium Board
Paul Scragg	Hinckley & Bosworth Borough Council
Rebecca Seed	Trafford Council
Tusar Sen Gupta	London Borough of Waltham Forest
Alan Sheldon	Liverpool City Council
Louise Singer	Bramcote Crematorium
Margi Singh	St George's Hospital
Gordon David Smith	White Horse Contractors Ltd
Les Smith	Westerleigh Group
Robin Smith	Worthing Borough Council
Antonio Smith	City of Bradford MDC
Martin Street	Rose Project Management
Andrea Taylor	North Tyneside Council
Kelvin Taylor	Enable Leisure and Culture
Harvey Thomas	The Cremation Society of Great Britain
Sue Tolley	Blackpool Council
Charles Ward	ICCM
Barbara Ward	North East Surrey Crematorium
Kevin Watkins	Southend Borough Council
Marian Webb	Westerleigh Group
Gillian Welsman Clarke	Royal Wootton Bassett Town Council
Heather White	Southampton City Council
Megan Williams	Sandwell MBC
Graham Williams	LRC Burial Services
James Willis	Westerleigh Group
Wayne Woodrup	Islington & Camden Cemetery Service
Sue Young	Forest Row Parish Council

Speakers

Andy Bond	Wigan Council
James Crossland	Obitus
Hazel Fletcher	Jigsaw
Marc Harder	Sands
Charles Howlett	Chilterns Crematorium Joint Committee
Tom Johnson	Trajectory
Sarah Jones	Full Circle Funerals
Stephen Laing	ASSETTRAC
Linda Magistris	The Good Grief Trust
Rehana Rose	Ponder Productions
Julie Rugg	Cemetery Research Group
Juliet Stephenson	The Good Funeral Company
Charles Ward	ICCM
Hugh Warwick	British Hedgehog Preservation Society

ICCM Directors and Officers

Sofia Allana	President (outgoing)
Linda Barker	Director (incoming)
Martin Birch	Chair of the Board of Directors
Julie Callender	Administration Officer
Mathew Crawley	Technical and Member Services Officer
Julie Dunk	Chief Executive
Alan Jose	Director
Tim Morris	Director
Mohamed Omer	Director
Kevin Pilkington	Director
Trevor Robson	Finance and IT Manager
Marian Webb	Deputy President (incoming)
Heather White	President (incoming)

Exhibitors

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
Elizabeth Racine	ATI Environment UK Ltd
Adrienne Peers	Canfly Marketing
Becky Ballinger	Cemetery Development Services Ltd
Justin Smith	Cemetery Development Services Ltd
Martin Caxton	Clear Skies Software
Aaron Catterick	David Ogilvie Engineering Ltd
Jamie Burges-Lumsden	Deceased Online
Ross Chester	Deceased Online
Sophie Granger	Deceased Online
Chris Edge	Edge IT Systems Ltd
Ian Quance	Edge IT Systems Ltd
Jonathan Platt	Estate Research
Tony Brookes	Facultatieve Technologies Ltd

Jim Nichol	Facultatieve Technologies Ltd
Steve Telford	Facultatieve Technologies Ltd
Valerie Haysom	FG Marshall Ltd
Terri Sorensen	FG Marshall Ltd
ee Boakes	Fibrous Funeral Supplies
Mark Spooner	Fibrous Funeral Supplies
Kirsty Howes	Finders International
Elaine Ridley	Finders International
Alun Tucker	Funeral Furnishing Manufacturers' Association
Michael Brooks	Funeral Products UK
Richard Gee	Gem Precast
Oliver Stevenson	Granart
Bill Stevenson	Granart
Clive Billingham	Greenacre Innovations Ltd
Colin Hood	Greenbridge Designs
Dennis Millington	Greenbridge Designs
Chris Grogan	Hoopers International Genealogists
Jonathan Heath	IFZW Maintenance Ltd
Cindy Hermersdorfer	IFZW Maintenance Ltd
Ben Houghton	Lyn Oakes Ltd
Rory Hussey	Lyn Oakes Ltd
Allison Gunther	Matthews Environmental Solutions
Ron Munton	Matthews Environmental Solutions
Marko Dakin	Memorial Trees
James Crossland	Obitus
Antonia Wilmot	Obitus
Sam Wood	Obitus
idde Verberne	OrthoMetals BV
Richard Overton	Overton (UK) Ltd
Stuart Rose	Overton (UK) Ltd
Philippa Harrison	Pear Technology Services Ltd
Jonathan Smith	Pear Technology Services Ltd
Andrew Hamer	PJ Combustion Solutions Ltd
Jen Haire	PlotBox
Leona McAllister	PlotBox
Laura O'Neill	PlotBox
Howard Pickard	Resomation Ltd
Anton Matthews	Stone-Safe Stability System
Richard Smith	Teleshore Group
Erica Smith	Teleshore Group
Peter Smith	Teleshore Group
Kodie Mills	The Columbaria Company
Peter Roper	The Columbaria Company
Ben Whitworth	The Dodge Company Ltd
Fabio Coppelli	Vezzani Forni
Daniel Vezzani	Vezzani Forni
Jackie Bazeley	Welters Organisation Worldwide
Keith Welters	Welters Organisation Worldwide
Johnny Howes	Wesley Media
Alan Jeffrey	Wesley Media
Angela Long	Wesley Media

Technical Crew

Blue Donnebaer
Noel Foster
Jackie Foster

Blue Audio Visual Ltd
Blue Audio Visual Ltd
Blue Audio Visual Ltd

Presentation and Speaker Notes

Monday 23rd September

Session Chair – Sofia Allana – ICCM President

13.30

Opening of Convention and President's Address

Sofia Allana, ICCM President

The President, Sofia, will open the Convention and will deliver her final address to members before handing over to the incoming President, Heather White, 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.

14.15

Arrival of Mat Crawley and Presentation of Cheque to SOBS

Technical and Member Services Officer Mat Crawley will arrive at the Convention after walking there from his home in Merseyside. Mat has raised money through the walk for the Survivors of Bereavement By Suicide (SOBS), and he will present Jess Albon from SOBS with a cheque. Jess will say a few words about the work of SOBS.

14.30

The 'Wigan Deal' – a partnership approach to create a better borough.

Andy Bond MICCM (Dip) FdSc, Wigan Council

An overview of the 'Wigan Deal'.

Almost ten years of hard work, challenges and innovation to transform the council's relationship with citizens and staff culture to deliver improved services and save £140m, all through the principles of The Deal.

Sharing experiences that contributed to the success of being awarded the Local Government Chronicle's - Council of the Year 2019.

Andy says: I'm a Wiganer born and bred and proud of that fact, married for 31 years to Marie (affectionately known as my carer) with one child Daniel our 26-year-old son.

I have worked at Wigan Council since leaving school to become an apprentice gardener 38 years ago. Although my career started in the parks section of the council, I have seen and been involved in many changes in the Council

including an arm's length, 12 years period as a Charitable Trust before moving back to the Council around 4 years ago. I accepted the challenge within bereavement 7 years ago, and I've loved every minute of my journey, there is something special about the people involved in bereavement that you just don't find in other services. The massive learning curve didn't kill me, so I guess it made me stronger. I love music and going to the gym and generally talking to anyone, what I lack in dance skills, I make up for in enthusiasm!

15:00 Refreshments in the Exhibition

Session Chair – Kevin Pilkington – ICCM Director

15.30

Key Design Elements of a Modern Crematorium

Charles Howlett, DMS, F. Inst CCM (Dip), Chilterns Crematorium Joint Committee

To be involved in a project to build a new crematorium and to have been allowed to have so much input into the elements of its design has been a privilege. None of these design elements are particularly ground-breaking or innovative but stem from my many years' of observations and experience of what is good and not so good about crematoria both old and new.

Charles says: My interest in cemeteries and crematoria stemmed from a series of lectures on grounds maintenance whilst at horticultural college in the late 1970s. I went on to work for Cecil Skelton at Bristol City Council, firstly as a gardener at Canford Crematorium and then a gravedigger at South Bristol Cemetery. I started studying for the ICCM diploma and in 1983 was appointed Assistant Superintendent at Chilterns Crematorium. I succeeded Bert Britton as the Superintendent in 1986 and have worked there ever since.

16.00

What Does 'GOOD' Look Like?

Rev'd Juliet Stephenson BA, The Good Funeral Company – Diocese of Liverpool, Church of England

The Church of England has been involved in funeral ministry for hundreds of years. We are a colleague to the funeral director, we provide a venue for the service and we offer a helping hand to the bereaved.

The Diocese of Liverpool, following on from national church research, has taken the step to launch a brand new company, focussing on providing religious celebrant service to families and funeral directors in our city.

We do 'good' funerals....in the practical sense, and the pastoral sense.

We can reduce fees for those who struggle financially...

We can waive fees for public health funerals...

We have community, we have buildings, and we have time and space for remembering. And we want the GOODness to show.

Rev'd Juliet Stephenson is an ordained priest, currently working in the Diocese of Liverpool.

Ordained in 2005, Juliet has worked in Durham, Nottingham, Gloucester, Newcastle and now Liverpool.

Juliet has been part of the Archbishops' Council Life Events team, specifically working on funeral ministry and how we work more effectively with our funeral director colleagues.

Her current role is as the Director of the Good Funeral Company. A diocesan initiative, to re-energise the way funerals are handled, build better relationships with funeral director colleagues, and oversee the development of religious funeral celebrants in the city.

Juliet works alongside the NAFD, she is part of the Stakeholder Reference group for the FSCSR and represents the Church of England at the NFE.

16.30

ICCM Initiatives Update

Stephen Laing, Assettrac

Charles Ward, ICCM

Stephen Laing of Assettrac will update delegates on proposals for Memorial Safety Software.

Charles Ward, ICCM Solicitor, will update delegates on proposals for a new book on Cemetery and Crematorium Law

17.00 – Opportunity to visit the Exhibition

Tuesday 24th September

Session Chair – Mohamed Omer – ICCM Director

9.30

Crematoria – Customer Scorecard Update

Steve Gant, The Crematorium and Memorial Group, and Tom Johnson, Trajectory

Following last year's presentation exploring quality and standards in crematoria this paper will update the conference with new research on the position in 2019.

Last year our research explored consumer experiences of crematoria and what their key criteria for cremation services is. In this paper we will analyse new data to evaluate how the sector is progressing.

Tom joined Trajectory in 2009 and worked in a variety of roles throughout the business. He joined the board in 2015 and became Managing Director in 2018.

In 10 years in social and consumer research Tom has led some of Trajectory's most complex projects, including Third Space 2025 (for Greene King) and on Doctors (for the GMC), BBC Worldwide's Next Generation Research and The Digital Paradigm scenarios for Fujitsu.

Tom has led all of Trajectory's work in the funeral sector, including the reports into quality and standards in funerals and cremations in 2018, as well as work exploring the impact of bereavement and end of life financial planning.

10.00

The Good Grief Trust – help and hope in one place

Linda Magistris, The Good Grief Trust

The Good Grief Trust was established by Linda Magistris in 2016, following the difficulties she encountered after losing her partner Graham Theakston to cancer in September 2014.

Linda will discuss the origins of the Trust and the work it is doing to bring together all bereavement services across the UK in one central place, offering people immediate targeted support. She will also outline plans for the UK's first National Grief Awareness Week in December 2019.

goodgrieftrust.org

Linda Magistris is the CEO and Founder of The Good Grief Trust.

She set up the Trust after her own experience of losing her partner Graham Theakston to cancer in September 2014, realising the lack of a central system of support across the UK for anyone who suffers a bereavement.

The Good Grief Trust has a pioneering website which has brought a growing central database of over 600 local, regional and national support services together under one umbrella to offer a choice of immediate tailored support - help and hope in one place.

Linda and The Good Grief Trust have instigated the All-Party Parliament Group in Parliament on bereavement support, working with Government to influence change in this area.

The charity will launch the first National Grief Awareness Week in December 2019.

Linda received a Points of Light award from the Prime Minister in 2018 in recognition of her work in setting up the Trust.

10.30 – Refreshments in the Exhibition

Session Chair – Alan José – Westerleigh Group

11.00

Hedgehog Highways: how cemeteries can play a valuable role in reconnecting the landscape

Hugh Warwick, British Hedgehog Preservation Society

Hedgehogs are the nation's favourite animal, yet their population is declining dramatically. One of the key drivers of this decline is a fragmented landscape, one in which there are 'islands' of hedgehog friendly habitat that are too small to support a viable population. Working with home owners and land managers we at the BHPS are looking to help join up these fragments. It is hoped that this paper will encourage the managers of cemeteries and crematoria to find ways of helping hedgehogs as they maintain places of peace and calm.

*Hugh Warwick is an ecologist and author who has studied hedgehogs for over 30 years. He is the spokesperson for the British Hedgehog Preservation Society, helps manage the Hedgehog Street campaign, in collaboration with the People's Trust for Endangered Species, runs the Oxfordshire based campaign, HedgeOX, is a Visiting Fellow at Oxford Brookes University. In his spare time (!) he is a photographer specialising in choirs (a niche developed while his son was a chorister at Magdalen College). Not all of his books are about hedgehogs. His most recent, *Linescapes - remapping and reconnecting Britain's fragmented wildlife* - looks at wider ecological issues.*

www.hughwarwick.com

11.30

Customer experience in bereavement: what it means and why it matters

James Crossland BSc, Obitus

Through his company Obitus, James regularly travels the length and breadth of the country visiting crematoria. This gives him a rare perspective on lots of venues – contacting, finding, arriving, parking, locating offices, etc. – similar to the experience a bereavement family member or friend may have. While there are good examples, in many cases the experience is less than ideal.

Inspired by a conversation with a 'gagged' bereavement service manager, James shares his personal views on what "customer experience" means to crematoria and cemeteries, and suggests some practical tips on where to focus for improvements.

James has a degree in Accounting and Finance from the London School of Economics, graduating in 2008.

Before returning to run his business full-time in 2014 he worked for a wide range of companies, gaining experience in finance, technology, luxury retail, automotive and engineering sectors, working across the UK, Europe, North America and South Asia.

James first got involved with bereavement 12 years ago when his webcasting company was asked to work with a crematorium. Rebranding to Obitus in 2015 the company has gone from strength-to-strength, now working with over 1/3 of UK crematoria. Obitus are a leading provider of bereavement technology services, delivering music, webcast and visual tributes for families, funeral directors and leading funeral venues throughout the UK.

12.00

National Bereavement Care Pathway – progress and national roll out

Marc Harder BA (Hons), Sands

The National Bereavement Care Pathway for Pregnancy and Baby Loss was piloted in 32 sites between October 2017 and April 2019. The independent evaluation published in May 2019 highlighted the success of the project in providing greater standards and consistency in care for parents bereaved of a baby. Healthcare professionals reported greater confidence in providing high quality care and parents reported high levels of satisfaction of care at their time of greatest need.

The NBCP has been developed by a collaboration of charities, Royal Colleges and other organisations, and is now being rolled out across the country. Around 100 hospitals in England are now adopting, in the process of adopting or have expressed their interest in implementing the pathway. A programme of Early Adopter sites in Scotland is due to get underway in the autumn.

The implementation plan is based on 9 bereavement care standards with Trusts needing to demonstrate their commitment to a focus on parent-centred planning, memory making, access to resources, staff training, staff care and other elements.

This presentation will highlight the 9 standards, the role Funeral Directors have in the bereavement care pathway and bring delegates up to date with progress since the presentation at the 2017 convention.

Based from home in Hampshire and working for Sands, the Stillbirth and Neonatal Death charity, Marc has been the National Lead for the National Bereavement Care Pathway programme since early 2017 when the project was initiated. His role has been to work with healthcare professionals from across the UK to develop and trial the pathway, manage a training programme and work with independent evaluators to produce a final report enabling the NBCP to move from pilot phase to full roll out. Marc works with parents, professionals and politicians to enable this to happen.

Based from home in Hampshire and working for Sands, the Stillbirth and Neonatal Death charity, Marc has been the National Lead for the National Bereavement Care Pathway programme since early 2017 when the project was initiated. His role has been to work with healthcare professionals from across the UK to develop and trial the pathway, manage a training programme and work with independent evaluators to produce a final report enabling the NBCP to move from pilot phase to full roll out. Marc works with parents, professionals and politicians to enable this to happen.

Prior to working at Sands Marc spent five years at a market research company not far from Kenilworth and 14 years in various local government roles, mostly in Children's Services, managing projects and programmes including nine years at Coventry City Council. As such he is pleased to be back in the Midlands

Marc's drive is to work collaboratively to improve outcomes for families.

Marc and his family enjoy cricket and parkrun and he is currently in the middle of a programme to run 15 marathons in 15 months to raise awareness and funds for Sands.

12.30 – Lunch

Session Chair – Mat Crawley – ICCM Technical Services and Member Officer

13.30**Ashes and memorials – customer experience, issues and opportunities**

Steve Gant, The Crematorium and Memorial Group, and Hazel Fletcher, Jigsaw

The volume of funeral research being conducted in the UK is increasing, however little work has been conducted which looks at the customer experience of dealing with ashes and memorialisation.

In a project involving consumer qualitative and quantitative research, together with interviews with independent and corporate funeral directors, Ashes and Memorials illustrates that this aspect of a funeral is an integral, but often under considered part of the funeral process.

The session will provide pointers for opportunities for positive change for the sector for consumers and practitioners.

Hazel has a BSc Hons in Psychology (2:1) from Edinburgh University, a Diploma in Management Studies awarded with Distinction from Kingston Business School and is a Full Member of the MRS.

Hazel has almost 30 years agency side research experience. Her career began in 1990 when she joined Freda Bear & Partners, a small qualitative agency specialising in NPD. In 1991 she moved to Research International where she spent the next 15 years, seven of those as a Director responsible for running projects, developing client relationships and generating new business. Hazel joined Jigsaw in April 2008 and currently heads up Public Sector research within Jigsaw.

14.15**Experts by Experience: finding meaning in funerals**

Dr Julie Rugg, Cemetery Research Group, University of York

How do people find meaning in funerals? This paper launches a major study, based on in-depth interviews with 50 participants across the UK. This research sets a much wider boundary to 'the funeral', beyond the funeral service in the slot at the crematorium. Essentially, funerals start from the moment of death, and extend through to the point at which families make decisions about cremated remains or the grave settles. This research calls for better co-ordination of funeral professionals based on a more nuanced understanding of what individuals and families need to create and find meaning in funerals.

15.00**Cemetery of the Year Awards 2019**

Phillip Potts and Brent Stevenson – Memorial Awareness Board

The official presentation of the Cemetery of the Year Awards 2019.

15.30 – Refreshments in the Exhibition

Wednesday 25th September

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

10.15

Screening of the Documentary Film ‘Dead Good’

Followed by Q and A with the film Director, Rehana Rose of Ponder Productions

After its UK cinema release earlier this year with several sell out screenings, we are delighted to be screening ‘Dead Good’ –An intimate portrait of those dealing with their dead, supported during the ritual of care after death by a team of women who are ‘giving death back to the people’.

Here’s what Dame Emma Thompson said about it *“Beautifully crafted, so comforting as well as moving and gives the wisdom forth so simply and compellingly. Everyone should see this.”*

Popcorn kindly provided by Finders International



12.00 – Close of Convention by Heather White, ICCM President, followed by the legendary closing photo roll capturing the last three days

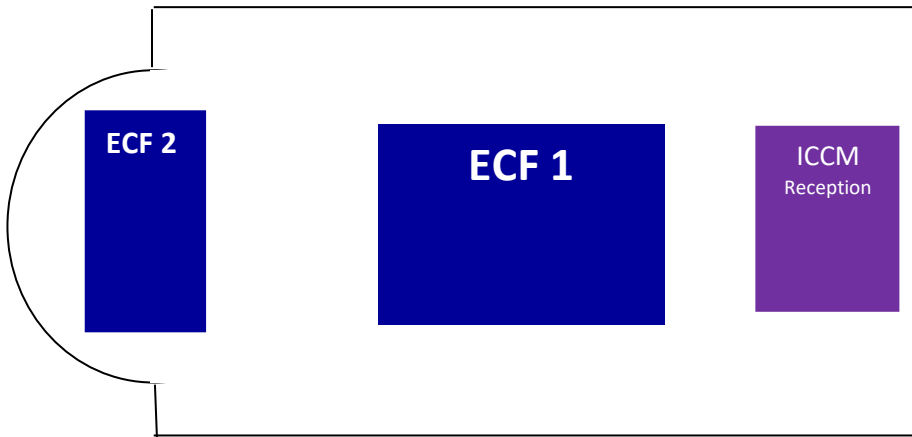
Final Lunch

Alphabetical List of Exhibitors

	<u>Stand</u>
Ashdown Supplies	PB1
ASSETTRAC Ltd	G6
ATI Environment UK Ltd	G15
Blue Audio Visual Ltd	ECF2
Canfly Marketing	KF6
Cemetery Development Services Ltd	G19 & 20
Clear Skies Software	PB3
David Ogilvie Engineering Ltd	G10
Deceased Online	G16
Edge IT Systems Ltd	KF11,12
Estate Research	KF7
Facultatieve Technologies Ltd	G18
FG Marshall Ltd	PB2
Fibrous Funeral Supplies	G17
Finders International	G9
Funeral Furnishing Manufacturers' Association	KF8
Funeral Products UK	G2
Gem Precast/Greenacre Innovations Ltd	G14
Granart	KF10
Greenbridge Designs	G23, 24
Hoopers International Genealogists	G12
IFZW Maintenance Ltd	G7
Lyn Oakes Ltd	KF9
Matthews Environmental Solutions	G13
Memorial Trees	G3
Obitus	G21
OrthoMetals BV	G4
Overton (UK) Ltd	KF4,5
Pear Technology Services Ltd	PB4
PJ Combustion Solutions Ltd	G5
PlotBox	G22
Resomation Ltd	G11
Stone-Safe Stability System	G8
Teleshore Group	PB7
The Columbaria Company	ECF1
The Dodge Company Ltd	PB5,6
Vezzani Forni	G25, 26
Welters Organisation Worldwide	KF1,2,3
Wesley Media	KF13,14

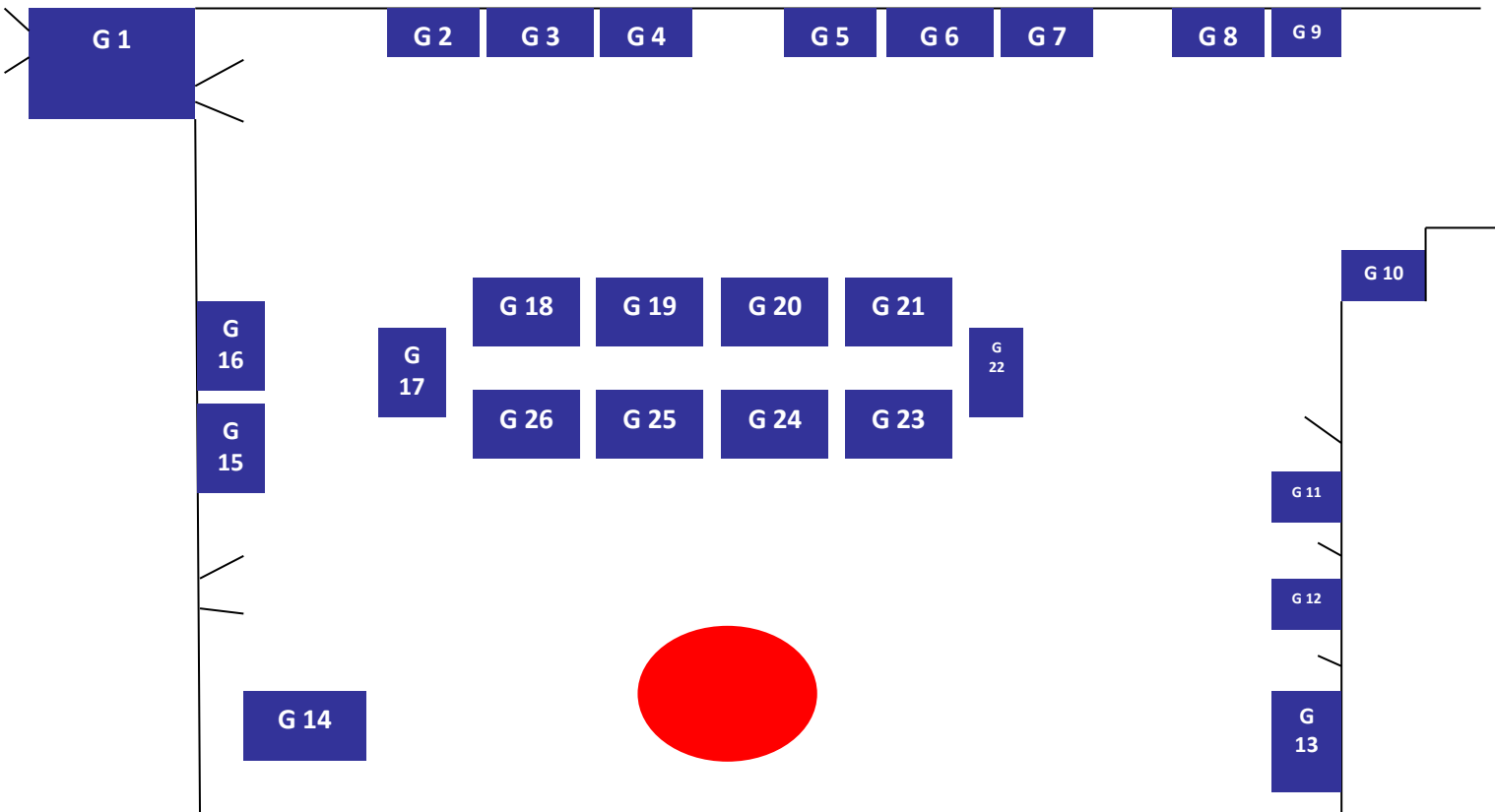
Exhibitors by Stand No

Event Centre Foyer



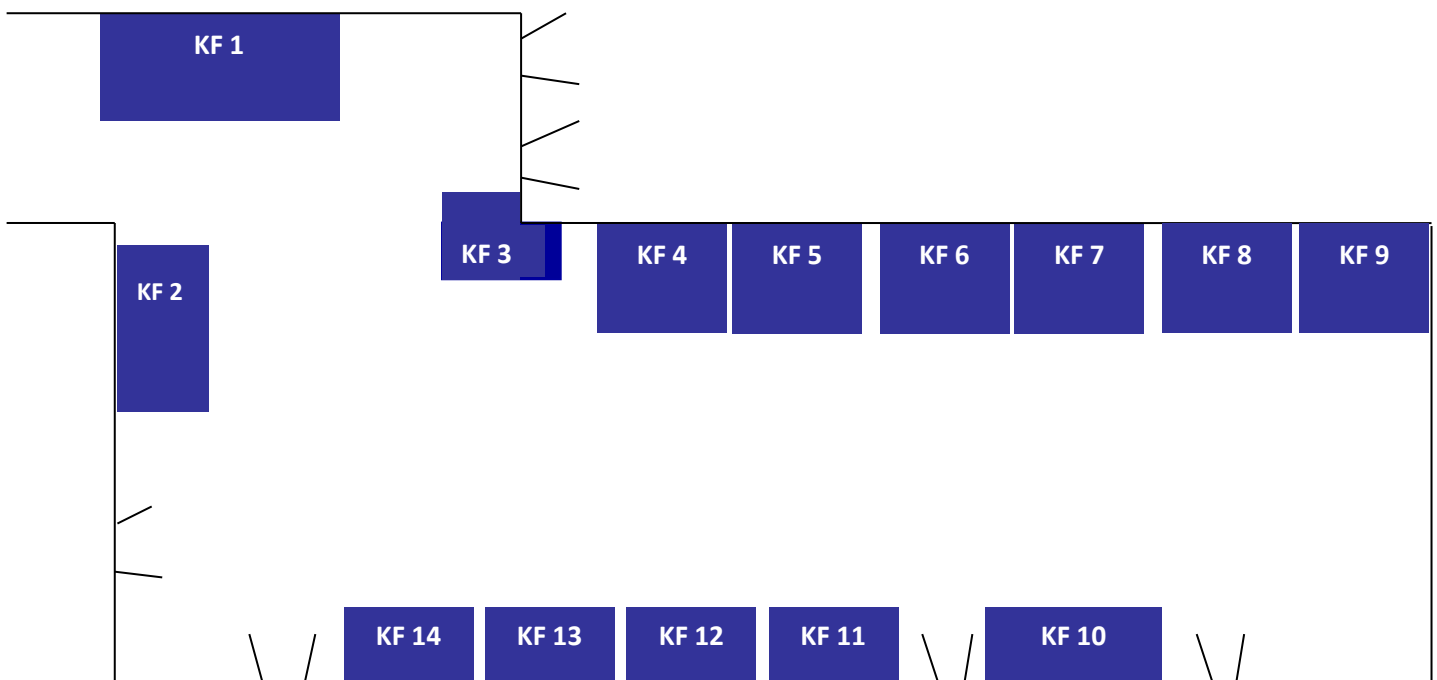
- ECF1 The Columbaria Company
- ECF2 Blue Audio Visual Ltd
- ECF3 ICCM Reception

The Grange



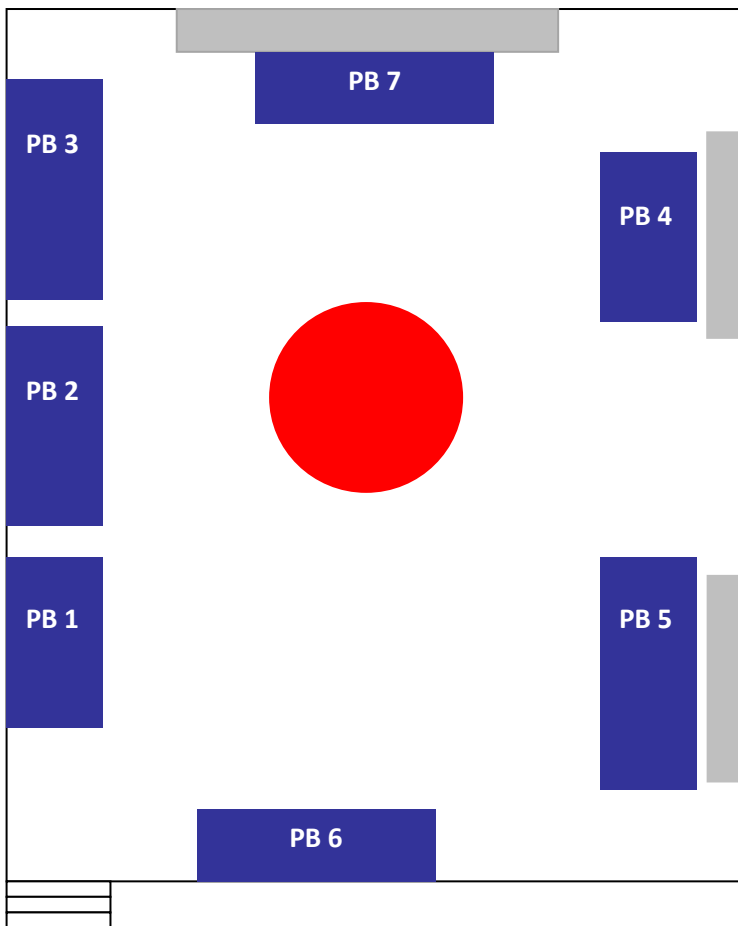
G2	Funeral Products UK
G3	Memorial Trees
G4	OrthoMetals BV
G5	PJ Combustion Solutions Ltd
G6	ASSETTRAC Ltd
G7	IFZW Maintenance Ltd
G8	Stone-Safe Stability System
G9	Finders International
G10	David Ogilvie Engineering Ltd
G11	Resomation Ltd
G12	Hoopers International Genealogists
G13	Matthews Environmental Solutions
G14	Gem Precast/Greenacre Innovations Ltd
G15	ATI Environment UK Ltd
G16	Deceased Online
G17	Fibrous Funeral Supplies
G18	Facultatieve Technologies Ltd
G19 & 20	Cemetery Development Services Ltd
G21	Obitus
G22	PlotBox
G23, 24	Greenbridge Designs
G25, 26	Vezzani Forni

Kenilworth Foyer



KF1,2,3	Welters Organisation Worldwide
KF4,5	Overton (UK) Ltd
KF6	Canfly Marketing
KF7	Estate Research
KF8	Funeral Furnishing Manufacturers' Association
KF9	Lyn Oakes Ltd
KF10	Granart
KF11,12	Edge IT Systems Ltd
KF13,14	Wesley Media

Pine Bar



- PB1 Ashdown Supplies
- PB2 FG Marshall Ltd
- PB3 Clear Skies Software
- PB4 Pear Technology Services Ltd
- PB5,6 The Dodge Company Ltd
- PB7 Teleshore Group

Exhibitor Information**Ashdown Supplies****PB1**

12 Millwood Close
 Maresfield
 East Sussex
 TN22 3AT

Tel: 01825 732295

Email: ashdown.supplies@gmail.com

Web: www.ashdown-supplies.co.uk

Representatives: Lalla Mackay, Robert Mackay, Fiona Mackay

We are a small family built company supplying all sundry needs to Cemeteries & Crematoria. It is our goal to provide a personal service to all our customers wherever you are in the UK. We also have a stunning range of affordable memorial products custom made and designed for us. We have 3 new ranges of items to show you and have a goodie bag to give away for all. Should the rare situation occur that you have a problem either Robert or Lalla will be on your doorstep as quickly as possible to rectify it. We look forward to seeing you all over this event.

ASSETTRAC Ltd**G6**

Victoria House
 Henfield 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 twenty years this has grown to 110 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 help 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.

ATI Environment UK Ltd**G15**

Kestrel House
 Primett Road
 Stevenage
 Hertfordshire
 SG1 3EE

Tel: 01438 760351

Email: info@aticremators.co.uk

Web: www.aticremators.co.uk

Representatives: Nabil Laqtaibi, Elizabeth Racine

ATI are a major European supplier and installers of cremators, mercury abatement and ancillary equipment. We are internationally recognised for our bespoke designs and installations meeting all or our customer specific requirements.

Blue Audio Visual Ltd**ECF2**

Unit 8
 Uplands Industrial Estate
 Blandford Forum
 Dorset
 DT11 7UZ

Tel: 07976 937666

Email: blue@blueav.com

Web: www.blueav.com

Representatives: Blue Donnebaer

Our unique mix of technology with your conventional infrastructure makes us worth a visit.

We offer an on-site repair and maintenance service via our unique network which allows us to provide planned maintenance, or repairs in the case of a breakdown to your technical infrastructure, prolonging its life and ensuring performance.

The M-Power Audio Lectern - for those who need to have a chapel rejuvenated with a height adjustable lectern and a sound system that is built in. This unit provides a fully functional microphone and the facility to plug in any audio playing device – iPad, mobile phone or player, putting the officiant in control.

Our unique Box-in-Box viewing screen can provide pictures and sound from any VGA or HDMI computer or any iPhone or iPad without the need for high speed internet, providing music and visual tributes from an in-house resource.

As always, the Lecterns, Catafalques, Book of Remembrance Cabinets, Loudspeakers and technical support that we can provide can be discussed, anytime.

Canfly Marketing**KF6**

23 St Luke's Place
Cheltenham
GL53 7JL

Tel: 0207 859 4443

Email: info@canflymarketing.com

Web: www.canflymarketing.com

Representatives: Adrienne Peers

Canfly Marketing is the market leader for beautifully designed bespoke presentation bags for crematoriums. Personalised bags are a significant investment and excellent design created by our inhouse talented graphic artist and a luxury product is guaranteed.

Bespoke quality print to and any other bespoke branded marketing products are also available. If you would like to chat about branding guidelines, presentation bags, branded items or print please email Adrienne at info@canflymarketing.com or telephone: 02078594443.

Cemetery Development Services Ltd**G19 & 20**

Building 51
Wrest Park
Silsoe
Bedfordshire
MK45 4HS

Tel: 01525 864387

Email: info@cem-dev.co.uk

Web: www.cemeterydevelopmentservices.co.uk

Representatives: Justin Smith, Becky Ballinger

The Cemetery Development Services Limited (CDS) team comprises of specialist engineers, landscape designers, soil surveyors and GIS specialists. We also have the project and planning management team to co-ordinate projects from mapping old cemetery sites and mausoleum design to developing new cemeteries and natural burial grounds.

Having specialised in cemetery development for the past ten years, we are now recognised as the leading cemetery design and development company and are now rapidly expanding into crematorium development with five new projects ongoing.

Our client base is both public and private and ranging from the smallest Parish to large Borough Councils across the country and in London. We fully acknowledge the responsibility we have in creating beautiful places for the bereaved to visit for the future generations.

Clear Skies Software**PB3**

3 Herald House
4/6 High Street
Westerham
Kent

TN16 1RF

Tel: 07884 267603

Email: martin@cssmail.biz

Web: www.cssmail.biz

Representatives: Martin Caxton

Clear Skies Software provides comprehensive range of computer systems for the administration of crematoria and cemeteries. The systems include internet booking system, internet genealogy system, internet memorial system mapping and memorial risk assessment (including for mobile devices). Clear Skies Software also provides hosted services, scanning, data entry and coffin lowering systems.

David Ogilvie Engineering Ltd G10

8 Balmoral Road
Kilmarnock
East Ayrshire
KA3 1HL

Tel: 01560 570061

Email: enquiries@davidogilvie.com

Web: www.davidogilvie.com

Representatives: Aaron Catterick

David Ogilvie Engineering is a family run business of over 33 years and one of the country's leading designers and manufacturers of street, park and memorial furniture. With a vast portfolio of products ranging from seating (including memorial seating), litter bins, planters, notice boards and playground furniture, we are confident that you will find our products robust and economical solution to your requirements. All of our products are fully fabricated and are ISO 9001 and CE certified.

Deceased Online G16

The Elms Studio
The Elms
Pytchley
Kettering
Northamptonshire
NN14 1EW

Tel: 07572 379525/01536 791568

Email: info@deceasedonline.com

Web: www.deceasedonline.com

Representatives: Sophie Granger, Jamie Burges-Lumsden, Ross Chester

Deceased Online is the only national database dedicated to statutory burial and cremation records.

Millions of burial and cremation records are available to search for free on www.deceasedonline.com, supplied directly from local authorities and private cemeteries and crematoria from all over the UK.

Our essential resources for family historians and genealogists include scans of the original burial and cremation registers, details of other occupants in graves, cemetery maps showing the locations of graves, and photographs and transcriptions of memorials and headstones.

Start at the End. Find your ancestors online at www.deceasedonline.com.

Edge IT Systems Ltd

KF11,12

Enterprise House
Courtauld's Way
Coventry
CV6 5NX

Tel: 024 7666 7337

Email: info@edgeitsystems.com

Web: www.edgeitsystems.com

Representatives: Ian Quance, Chris Edge

EDGE's EPITAPH 'Software as a service' continues to provide an unparalleled and complete solution for managing bookings, Statutory records, finance, memorial sales and inspection, reporting, documentation and mapping to the crematorium and cemetery sector. There is no capital outlay required and little to trouble your IT department.

NEW!! At this Convention, EDGE are launching INSPECTEDGE Memorials; featuring a lightweight, handheld 7" Samsung tablet in a rugged protective case, an external SD memory card and Inspectedge software. A complete solution for memorial inspections; fully compliant with BS8415:2018 and the subsequent ICCM Management of Memorials guidance. Record location, comprehensive memorial range, test findings, required actions and photographs. Add a GPS locator and you can map the cemetery at the same time. Works with or without Epitaph, also uploads to either Excel and Access.

Come and try it and ask about our one-time special convention price!

Epitaph is tried, tested and trusted.

Estate Research

KF7

102 Chapel Lane
Wigan
WN3 4HG

Tel: 01942 826500

Email: jonathan@estateresearch.co.uk

Web: www.estateresearch.co.uk

Representatives: Jonathan Platt

LOCATING NEXT OF KIN - A FREE SERVICE

PUBLIC HEALTH FUNERALS

Founded in 2003, Estate Research now has over 40 full time members of staff spread across two offices in Greater Manchester and London. With national expertise and international reach we are able to locate family all over the world. Our success has been built on the services we offer and our commitment to be transparent in all our dealings with family. We pride ourselves on handling these matters with the utmost sensitivity, integrity and respect they deserve. Once a referral is received our research begins immediately, providing the opportunity for families to organise and attend funerals, this is particularly rewarding for ourselves and the authorities we work with. Assistance is provided in all cases whether the deceased has left an estate or not, at all times free of charge to the authority.

THE PUBLIC SECTOR ASSISTED NATIONWIDE - HEIRS LOCATED WORLDWIDE

Facultatieve Technologies Ltd G18

Moor Road
Leeds
LS10 2DD

Tel: 0113 276 8888

Email: info@facultatieve-technologies.co.uk

Web: www.facultatieve-technologies.com

Representatives: Tony Brookes, Steve Telford, Jim Nichol

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.

FG Marshall Ltd**PB2**

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

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

Representatives: Valerie Haysom, Terri Sorensen

Book of remembrance experts with over 80 years experience of all styles of calligraphy and bookbinding. Mobile app now available!

Fibrous Funeral Supplies**G17**

Rowland Brothers International
 297-303 Whitehorse Road
 Croydon
 CR0 2HR

Tel: 0161 4296080
 Email: vanessa@fibrous.com
 Web: www.fibrous.com

Representatives: Mark Spooner, Lee Boakes

Fibrous has been supplying the bereavement industry for over 70 years. Founded in Cheshire in 1944, the business has been built on sourcing, developing and supplying quality products direct to local authorities, cemeteries and crematoria and funeral directors throughout the United Kingdom and beyond.

In April 2015 Fibrous was acquired by Rowland Brothers Trade Ltd, the commercial arm of Rowland Brothers Ltd, the pioneering South London firm of funeral directors. Fibrous has quickly become an important part of the Rowland Brothers Ltd group of companies that include:

Rowland Brothers Funeral Directors. Local Funeral homes

Rowland Brothers International. Specialists in worldwide repatriation

Rowland Brothers Exhumation: Specialists in a full range of exhumation and cemetery rationalisation services.

Lifecare Planning Solutions: Provider of will writing services, probate, Powers of Attorney and asset protection services.

Since the acquisition of Fibrous, the new management has invested in significantly increasing the stock held at our warehouse, in new technology infrastructure and more staff.

Fibrous is able to offer a next day delivery service on its most popular items.

Please visit our website to view our full product range at www.fibrous.com

Finders International

G9

6-8 Vestry Street
London
N1 7RE

Tel: 0207 490 4935

Email: contact@findersinternational.co.uk

Web: www.findersinternational.co.uk

Representatives: Kirsty How, Elaine Ridley

Finders International are global probate genealogists, also known as 'Heir Hunters' appearing on the BBC1 TV series of the same name. We trace missing heirs and beneficiaries to Estates, funds and assets worldwide and provide a range of useful additional services in associated fields.

Finders offer a free next of kin tracing service for the public sector and have a Finders International Funeral Fund (FIFF) which can help cover of the costs of public health act and hospital funerals.

Finders International are also the founding member of IAPPR, the International Association of Professional Probate Researchers, Genealogists and Heir Hunters which aims to provide a single, authoritative for corporate industry professionals. At the recent Probate Research Awards in February 2019, Finders International were awarded the 'Best UK Probate Research Firm 2019'.

Funeral Furnishing Manufacturers' Association KF8

28 Cherry Blossom Close
Ipswich
Suffolk
IP8 3ST

Tel: 07083 562008

Email: chiefexec@ffma.co.uk

Web: www.ffma.co.uk

Representatives: Alun Tucker

Established in 1939, the Funeral Furnishing Manufacturers' Association (FFMA) is the link between suppliers of services and goods to the funeral professions. It's aim is to safeguard and improve the traditional high standards of products and services that our members provide.

The FFMA works tirelessly to ensure our members are well represented within the industry and we like to co-operate with and work alongside other kindred associations such as the National Association of Funeral Directors (NAFD) and the Society of Allied and Independent Funeral Directors (SAIF).

Through comprehensive and meetings with the FBCA, ICCM, APCC & CSGB, the FFMA has developed the most comprehensive coffin, casket and shroud certification scheme within the industry.

Further information is available from Chief Executive, Alun Tucker by email : chiefexec@ffma.co.uk

Funeral Products UK

G2

68 Tudor House
Duchess Walk
London
SE1 2SA

Tel: 07437 011310

Email: m.brooks@funeralproducts.nl

Web: www.funeralproducts.eu

Representatives: Michael Brooks

Since 2005, Funeral Products has built a robust reputation as a trusted international wholesaler, specialising in high quality and ethically sourced remembrance items.

Through Funeral Products' long-standing business relationships, they have built up a solid bond of trust with their clients. Funeral Products only chooses manufacturers based on their company standards: premium-quality product and ethical manufacturing responsibly. By regularly visiting the production sites and staying in contact with the manufacturers, they are able to monitor the standards and authenticate the products by certification, thus offering a warrantee to their customers, starting from the raw materials straight through to the delivery to the next of kin.

In 2017, Funeral Products introduced the FuneralTech software suite to fortify their relationship with their clients. The FuneralTech solutions have been designed to drive a higher level of family satisfaction by delivering an experience more relative to our current times as well as a more profitable service for their Crematorium and Funeral Director clients.

Gem Precast/Greenacre Innovations Ltd G14

Unit 13A Holme Industrial Estate
Home on Spalding Moor
York
YO43 4BB

Tel: 01430 860660

Email: gemprecast@live.com; david@greenacreinnovations.com;

Web: www.gemprecast.co.uk; www.greenacreinnovations.com

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 partners, Greenacre Innovations Ltd, we are pioneering new technologies by integrating geocomposite and concrete manufacturing techniques. We will be launching our latest precision molded self-assembly grave system made from 100% recycled polymers otherwise destined for landfill or ocean pollution.

Also on display will be our pioneering grey water grave cushion application uniquely and scientifically developed in conjunction with Queens University Belfast for the guaranteed neutralization of multiple grey water contaminants.

Granart

KF10

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

Tel: 01298 814899
Email: info@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.

Greenbridge Designs

G23, 24

Weston Industrial Estate
Honeybourne Road
Evesham
WR11 7QU

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

Representatives: Dennis Millington, Colin Hood

At Greenbridge Designs we work closely with public and privately-owned cemeteries and crematoria to deliver our extensive range of beautifully built mausolea, vaults and cremation memorials.

We pride ourselves on delivering products & projects with architectural merit, structural integrity and a reliable friendly service to provide a lifetime of satisfaction.

No matter whether your needs are small or large, a plaque memorial or a 500-chamber mausoleum, we provide the same exacting standards and a reliable friendly service.

We offer a strong and experienced team to manage your project from your initial vision to the final delivery and beyond. From architects and engineers to designers and installers, every aspect of your project will be beautifully crafted, professionally managed and reliably completed to the highest standards.

If you'd like more information on anything or would like to talk through your specific requirements, you'll find us ready and willing to help:

Tel: 01386 848908

email: dennis@greenbridgedesigns.com or colin@greenbridgedesigns.com

Hoopers International Genealogists G12

111 Charterhouse Street
London
EC1 6AW

Tel: 020 7490 3908

Email: publicsector@hoopers.co.uk

Web: www.hoopers.co.uk

Representatives: Chris Grogan

A service offered to Local Authorities at no cost. For 97 years, Hoopers has set the standard for tracing missing next of kin of deceased persons. Our experienced team of researchers offer a collective wealth of expertise which, matched with our dedicated approach to our work, means we are able to locate thousands of missing family members every year.

Meeting your requirements. In recent years, Hoopers has become the preferred choice of genealogists for many Local authorities. Our extensive experience with the public sector has taught us that no two Local Authorities are the same - each council has a unique demographic, and as such faces its own individual challenges and pressures.

IFZW Maintenance Ltd

G7

Suite C
Huffwood House
Huffwood Trading Estate
Partridge Green
West Sussex
RH13 8AU

Tel: 01403 713310

Email: info@ifzw.co.uk

Web: www.ifzw.co.uk

Representatives: Jonathan Heath, Cindy Hermersdorfer

IFZW designs, manufactures and installs cremation systems and accessories. We have the experience to produce tailor-made cremation plant to suit individual requirements because we know that no two facilities are alike and different locations require differentiated solutions. Our facilities allow us to optimally support our steadily rising number of customers around the world.

Lyn Oakes Ltd

KF9

Central Building
Worcester Road
Stouport on Severn
Worcestershire
DY13 9AS

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

Representatives: Ben Houghton, Rory Hussey

Lyn Oakes supply Crematoria and Funeral Directors with good value quality clothing. We are able to provide you with all your clothing needs, top coats, raincoats, jackets, waistcoats and trousers, shirts, all type of footwear. Groundsmen can be supplied with waterproof jackets, overalls, tops and trousers, sweat shirts, polo shirts and suitable footwear. Personalised embroidery or tax tabbing option available.

No request too small or too large.

Matthews Environmental Solutions

G13

Unit 2 & 3 Hyde Point
Dunkirk Lane
Hyde
SK14 4NL

Tel: 0161 337 4488
Email: sales@matwuk.com
Web: www.todaysurematthews.com

Representatives: Ron Munton, Allison Gunther

Designers, manufacturers and installation of complete bespoke cremators. Completed to high standards of quality workmanship, to client's specification. Long term service maintenance plans.

At our headquarters on the outskirts of Manchester, England we provide a total facility based around our unique experience and unrivalled knowledge of incinerators, cremators, waste to energy, waste to power and flue gas abatement technology.

We are the acknowledged world-specialists in combustion technology and our internationally acclaimed products meet a wide cross-section of global demands including performance standards, environmental responsibility, user safety, fuel efficiency and compliance regulations, as well as, for many customers, increasingly important budgetary considerations.

Our design engineers are continuously involved in an ongoing programme of progress and improvement. Over the years many of what are today seen as industry standards have been implemented within our design office where we have constantly pushed the boundaries to maintain our policy of continuous improvement.

UK Manufactured.

Memorial Trees

G3

Jaagpad 36
Haarlem
Netherlands
2564 KD

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

Representatives: Marko Dakin

Timeless steel memorials for cemeteries, crematoriums, memorial gardens, hospitals and hospices.

Obitus

G21

Unit 29
President Buildings
Savile Street East
Sheffield
S4 7UQ

Tel: 03333 447 440/0203 009 0700
Email: james@obitus.com
Web: www.obitus.com

Representatives: James Crossland, Antonia Wilmot, Sam Wood

Obitus are leading bereavement audio-visual specialists, delivering music, webcast and visual tributes for thousands of funeral services each year. Working from offices in Sheffield and Reading we proudly work with over 130 funeral venues throughout the UK.

OrthoMetals BV

G4

Eekhorstweg 32
Meppel
The Netherlands
7942 KC

Tel: +32(0)886784600
Email:
Web:

Representatives: Hidde 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) Ltd**KF4,5**

14 Farrier Road
Lincoln
LN6 3RU

Tel: 01522 690011

Email: sales@overtonukltd.com

Web: www.overtonukltd.com

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 manauverability 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" stand on and 52" / 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 battery powered vacuum litter collectors and weedrippers for the removal of moss from tarmac and block paving.

Pear Technology Services Ltd**PB4**

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

Tel: 07817 763978

Email: jsmith@peartechnology.co.uk

Web: www.peartechtechnology.co.uk

Representatives: Philippa Harrison, Jonathan Smith

- Digital cemetery map creation and editing using PT Mapper Pro software
- Linking of digital map to plot/memorial data eg in Epataph, BACAS, other SQL DB or Excel, creating a cemetery GIS system, using PT Maplink software
- Export of map and surveys to GPS hand held for memorial inspections and site surveys, utilising PocketGIS. Supply of high accuracy survey hardware
- Online Cemetery Searcher for genealogical searches and admin use
- Consultancy, training and support services

PJ Combustion Solutions Ltd

G5

Unit N
Churchill Industrial Estate
Churchill Road
Cheltenham
Gloucestershire
GL53 7FD

Tel: 01242 216949

Email: andrewhamer@blueyonder.co.uk

Web: www.pjcsl.co.uk

Representatives: Andrew Hamer

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 and Republic of Ireland. As UK and Republic of Ireland 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

G22

Ecos Centre
PlotBox
Kernohan's Lane
County Antrim
BT43 7QA

Tel: 0282 5821005

Email: heather.mcgaughey@plotbox.io

Web: www.plotbox.io

Representatives: Leona McAllister, Jen Haire, Laura O'Neill

PlotBox is the international deathcare management solution that facilitates cemeteries and crematorium in operating to world-class standards through integrated software and georectified mapping modules. The number and scope of problems this innovation solves, revolutionises the way deathcare facilities both operate and grow.

Resomation Ltd

G11

Beechwood Street
Stanningley
Leeds
LS28 6PT

Tel: 0113 256 2155
Email: info@resomation.com
Web: www.resomation.com

Representatives: Howard Pickard

Water cremation is the new environmentally friendly alternative to flame cremation. Giving people a new choice at the end of life, water cremation is a gentler, more natural option that uses water instead of flame to return the body to ashes. As with flame cremation, families can opt for a traditional funeral ceremony and will have the ashes to treasure as they wish.

The Funeral Industry continues to evolve and modernise as people across the world are looking for more choice at the end of life, particularly more environmentally conscious options. Water cremation is the next phase in this evolution and already available to families in the USA. Resomation Ltd is the company pioneering this new end of life option.

Stone-Safe Stability System

G8

Shripney Road
Bognor Regis
West Sussex
PO22 9PJ

Tel: 01243 867005
Email: info@stonesafe.co.uk
Web: www.stonesafe.co.uk

Representatives: Anton Matthews

The Stone-Safe Stability System is the only in depth pre-cast foundation system to meet the requirements of the new British Standard BS8415-2018. Independently tested. Achieved 250kg plus. Combats the anti-social issue of toppling due to vandalism. Working to best practice, and best practice corresponds with the latest version of British Standard BS 8415 - 2018. Source - Zurich Risk Engineering.

Teleshore Group**PB7**

Unit 5 Oakdale Court
 Oakdale Business Park
 Oakdale
 Gwent
 NP12 4AD

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

Representatives: Peter Smith, Richard Smith, Erica Smith

The Teleshore Group, incorporating Teleshore, Gemini and Memsafe.

We are the leading supplier of cemetery safety products, crematoria supplies, Full Memorial Safety management services in the U.K. and internationally. It is our aim to offer without doubt, the best products, the best Professional service at the most competitive pricing. We are here to help you all the way.

Call and say hello customers and friends old and new.

The Columbaria Company**ECF1**

59 New Cleveland Street
 Hull
 East Yorkshire
 HU8 7HB

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

Representatives: Peter Roper, Kodie Mills

Suppliers of Columbaria and after cremation memorials plus babies and childrens features including the 'Dear Mum' range of memorials. We now supply memorial trees with granite leaves.

Design service available.

The Dodge Company Ltd**PB5,6**

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

Tel: 01265 893883
 Email: enquiries@dodge-uk.com
 Web: www.dodge-uk.com

Representatives: Ben Whitworth

The Dodge Company Ltd is a leading supplier of products, equipment and consumable items to the deathcare profession. From coffin and body storage and handling systems, through to embalming chemicals and equipment, mortuary fixtures and fittings to memorial items and urns, we are well placed to meet your needs.

We also offer a comprehensive range of cleaning and hygiene equipment for all types of facilities cleaning. Our Sales Consultants are industry qualified and experienced and our entire team is ready to help in any way we can.

Vezzani Forni**G25, 26**

Via Mazzacurati
42122 Regio Emilia
Italy

Tel: 01386 848908
Email: dennis@greenbridgedesigns.com
Web: www.vezzaniforni.it

Representatives: Daniel Vezzani, Fabio Cappelli

Vezzani S.p.a have a distinguished history of supporting the Italian and wider European cemetery and crematorium sector since their formation in 1943. Vezzani Forni are an ISO 9001 accredited cremator manufacturer who have been servicing and supporting clients across Europe for more than 20 years and manufacturing their own cremator design for over 10 years. Vezzani Forni are now proud to be entering the UK market with a proven range of cremators that meet all of the Defra technical and environmental requirements

Greenbridge Designs and Vezzani S.p.a. have had a working relationship since 2014, providing their Modulap niches and Ceabis bronzes. This new venture will see Greenbridge support the introduction of Vezzani Cremators into the UK, extending that relationship further.

Please visit us on Stands G23 – G26.

Initial contact via Greenbridge Designs

Dennis Millington; dennis@greenbridgedesigns.com. Tel: 07792 805731

Website: www.vezzaniforni.it

Welters Organisation Worldwide**KF1,2,3**

PO Box 159
Carlisle
CA2 5BG

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

Representatives: Keith Welters, Jackie Bazeley

welters® organisation worldwide

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

Wesley Media

KF13,14

20/22 Station Road
Kettering
Northamptonshire
NN15 7HH

Tel: 01536 314901

Email: info@wesleymedia.co.uk

Web: www.wesleymedia.co.uk

Representatives: Alan Jeffrey, Angela Long, Johnny Howes

We are Wesley Media, the audiovisual experts to the bereavement sector.

We have been providing audiovisual software and solutions specially tailored for use in ceremony venues. We are made up of a team of music and technology experts that are dedicated to finding exactly the right media for our clients. We work with families to create uniquely personal ceremonies, and with event organisers including celebrants and funeral directors to provide a seamless and second-to-none service for their many customers. We were the first to recognise this need, and we continue to lead the market.

The logo for PlotBox, featuring the word "PLOTBOX" in a sans-serif font. The letter "O" is replaced by a white location pin icon. The background of the entire page is a dark blue, semi-transparent image of a person's hands holding a smartphone, with the phone's screen showing a map.

PLOTBOX

Austin
Belfast
Boston
San Francisco
Sydney

028 2582 1005
www.plotbox.io

Bereavement Services Reimagined.

So what is PlotBox?

PlotBox is the international deathcare management solution that facilitates cemeteries and crematoria in operating to world-class standards through integrated software and georectified mapping modules. The number and scope of problems this innovation solves revolutionises the way deathcare facilities both operate and grow.

To find out about our range of packages or to book a demo, please contact:

cemetery@plotbox.io

