

Corporate Members

Code of Conduct

No member of ICCM Corporate shall administer its undertaking(s) in a manner likely to prejudice the reputation of the Institute or bring the burial and cremation service into disrepute.

Code of Practice

The Institute has issued the following Code of Practice for its Corporate members in order to define the standard expected of its members.

1 **Statutory Responsibilities**

To ensure, at all times, that their facilities are operated in accordance with all statutory requirements relating to those services.

So far as is reasonably practicable, to ensure the health, safety and welfare of all that work in or may visit their premises.

2 **Service Provision**

To provide and maintain a service sympathetic to the needs of clients, based on confidentiality and the provision of impartial advice.

3 **Bereavement Support**

To ensure that employees are fully aware of their responsibilities for the care and support of the bereaved and that they have received adequate training and support to undertake this role.

4 **Professional Competence**

To proactively support education and training for all their employees, including continuing professional development, in order to maintain a high level of professional competence amongst their workforce.

5 **Demeanour**

To ensure that their employees behave in an appropriate, sympathetic and dignified manner having regard to the requirements of this Code.

6 **Funeral Custom**

Corporate members must:

- a). Ensure that employees have regard to equalities and diversity issues in the provision of the service and have due regard to religious and cultural beliefs, customs and practices.
- b). Provide a service that is fair, equitable and free from discrimination of any kind.
- c). Provide facilities which, so far as practicable, reflect the needs and requirements of their clients.

7 **Environment**

Corporate members must

- a) Be aware of their responsibilities to the environment and use their best endeavours to identify products, services etc that have the least impact on the environment.
- b) Operate and manage their facilities with due regard to the need to minimise any adverse effect on the environment.

8 **Equal Opportunities**

It shall be the duty of every Corporate member to:

- a) Eliminate any form of direct or indirect discrimination and promote equality in employment and service delivery, recognising that everyone is of equal value and should be respected for his or her individual needs and abilities.
- b) Endeavour to be fair, reasonable and just in all their activities and undertakings and to uphold the Institute's equal opportunities 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.
- c) Formulate and promote an equal opportunities policy that addresses the aforementioned issues.

9 **Quality**

Corporate members should:

- a) Aim towards the provision of the highest standards in service delivery in accordance with the Institute's specifications of best and safe working practice (e.g. the Charter for the Bereaved, Codes of Safe Working Practice etc) and the principles of best value.
- b) Carry out its undertakings in accordance with the Guiding Principles of the said Charter for the bereaved, whether or not a formal member of the Charter for the Bereaved.

10 **Duty**

It is the duty of every Corporate member to ensure that its undertakings are administered and managed in a professional manner and to a standard that will not discredit the burial and cremation service or the Institute.

11 **Breaches**

Any member bringing the service or the Institute into disrepute shall be subject to the Institute's disciplinary procedure and may, as a consequence, be disciplined or expelled from the Institute.

Any action, conduct or default of an employee shall be deemed to be that of the Corporate Member which shall take full responsibility for such action or default accordingly.