



INSTITUTE OF CEMETERY AND CREMATORIUM MANAGEMENT

Learning Convention and Exhibition 2023

Chesford Grange Hotel

18th – 20th September



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 to the ICCM Learning Convention and Exhibition 2023

By the ICCM President, Heather White



Welcome to the 11th physical Annual ICCM Learning Convention and Exhibition. You will all remember, I am sure, that because of COVID we held our events virtually in 2020 and 2021.

We are thrilled to have you here as we embark on a journey of knowledge and growth, with this year's theme of LEARNING, which reflects our commitment to continuous improvement and the power of education and knowledge. It is with great pleasure that we gather once again at the splendid Chesford Grange Hotel. This venue has proven to be the perfect setting for fostering insightful discussions, forging connections, and immersing ourselves in the world of learning.

A huge thankyou goes once again to our CEO Julie Dunk for her exceptional vision and tireless dedication in organizing this event. Together, under her guidance, we are poised to embark on an intellectually stimulating journey.

A highlight of this convention is the exceptional lineup of papers that we have the privilege of listening to. Our speakers have poured their expertise into crafting thought-provoking and enlightening presentations that span a diverse range of industry related topics, you can expect a wealth of insights that promise to enrich your understanding and I would like to thank them all for attending.

In addition to the engaging sessions, the exhibition promises to be a hub of information and discovery. We are delighted to have an excellent number of exhibitors who are at the forefront of technology, practices, and resources. This is a unique opportunity to explore the latest advancements that are shaping the landscape of our industry and with their support this ensures our Convention continues to be a great success.

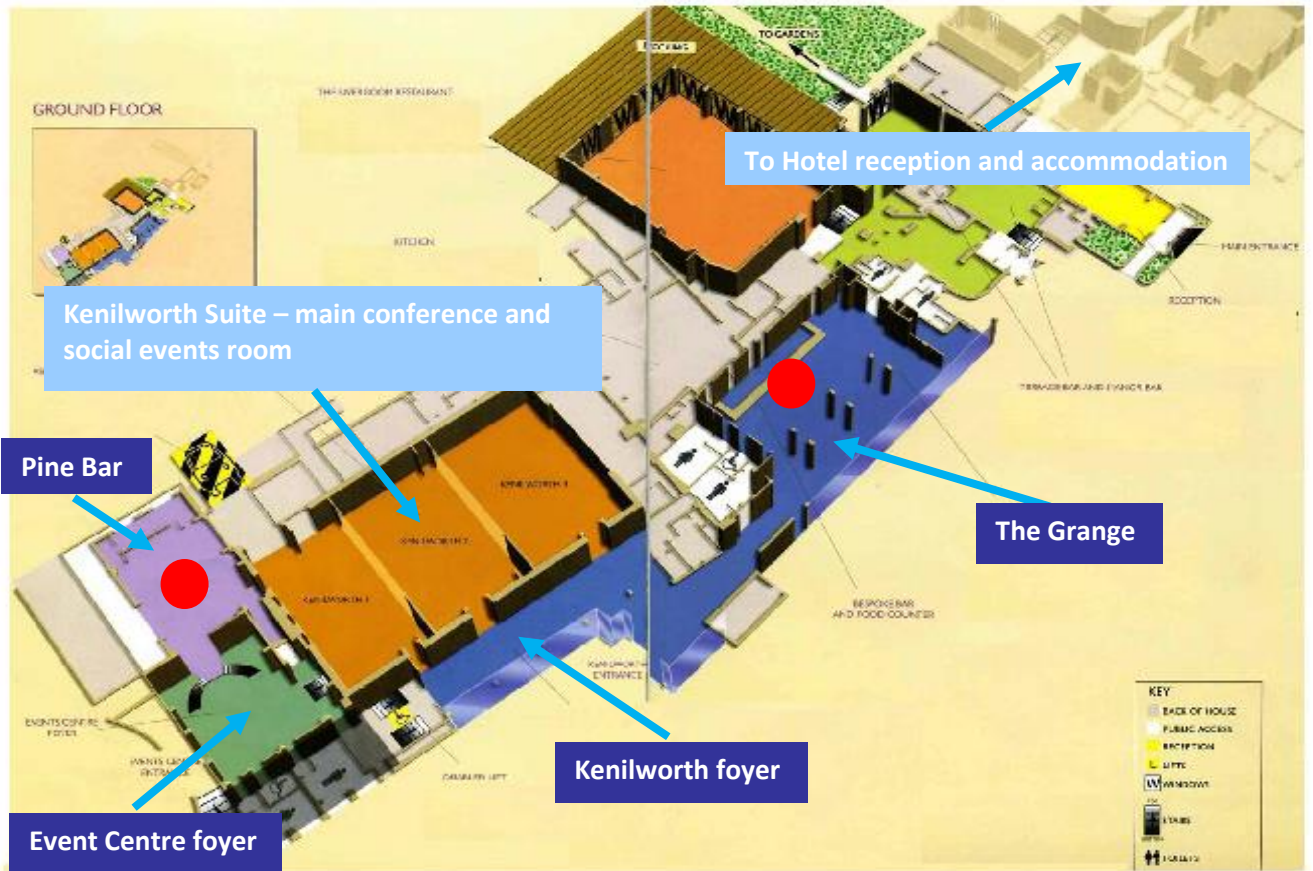
We have our dinner and quiz on Monday night. It's always a great evening and a good opportunity to meet up socially with old and new colleagues. But once again no cheating please!! Thanks go to Blue Donnebaer of Blue Audio Visual Ltd for sourcing such challenging questions, putting the quiz together and hosting it for us.

Tuesday evening is the ICCM Awards, dinner and disco. It will be an absolutely brilliant evening where we can applaud, cheer and support our colleagues who have achieved diplomas or other key awards. We will be joined by the presidents and representatives from kindred organisations, so please make them welcome, they are a wonderful group and are always happy to discuss their different associations and I would like to thank them for the hospitality and friendship they have shown to me when I have attended their dinners. The disco is always a great opportunity to work off the delicious meal (especially those deserts!!) But be careful as the camera is always there to catch your every move!!

I would like to take this opportunity to thank all the ICCM Officers and my fellow Directors for all their help and support over these past years. My employer Southampton City Council, including my Service Lead, Rosie Zambra and my Team Leaders, Claire Hodges, Kevin McLoughlin and Jay Barnes and all the staff at Southampton's Bereavement Services who have supported and encouraged me throughout the years, and I hope that I haven't bored you rigid with my President's Pages in the journals.

Please remember that this is your event so let's make this convention an inspiring and enriching experience for all!

Chesford Grange Hotel plan



KEY

Exhibition areas

Refreshment/lunch point

ICCM Learning Convention and Exhibition 2023

Programme

Monday 18 th September		Tuesday 19 th September		GREEN WEDNESDAY Wednesday 20 th September	
09.15		09.15		09.15	50 Shades of Green
09.30		09.30	Trends in Crematorium Design	09.30	<i>Ben Whitworth</i>
09.45		09.45	<i>Mark Doohan</i>	09.45	
10.00		10.00	Always Look on the Bright Side of Life	10.00	Why Won't My Roses Grow?
10.15		10.15	<i>Vick Bain</i>	10.15	<i>Simon Holden</i>
10.30		10.30	Refreshments in the Exhibition	10.30	Refreshments in the Exhibition
10.45		10.45		10.45	
11.00	Registration Opens	11.00	I Can See Queerly	11.00	
11.15	Exhibition Opens	11.15	<i>Cath Brew</i>	11.15	Achieving Net Zero
11.30		11.30		11.30	<i>Jo Little</i>
11.45		11.45	Compassionate Bereavement City	11.45	Sustainable Sympathy Tributes
12.00		12.00	Alan Sheldon	12.00	<i>Dee Watkins</i>
12.15		12.15		12.15	Cremator Technology: the future
12.30	Lunch	12.30	Lunch	12.30	<i>Justin Smith</i>
12.45		12.45		12.45	Close of Convention
13.00		13.00		13.00	Final Lunch
13.15		13.15		13.15	
13.30	Opening & President's Address	13.30	WORKSHOP: Luck runs out	13.30	
13.45	ICCM AGM	13.45	<i>Peter & Richard Smith</i>		
14.00	ICCM – the future	14.00			
14.15	Martin Birch & Julie Dunk	14.15			
14.30	And I Would Walk 500 Miles	14.30	Cemetery of the Year Awards 2023		
14.45	<i>Dave Jennings & Barry Ellis</i>	14.45	<i>Memorial Awareness Board</i>		
15.00	Refreshments in the Exhibition	15.00	Refreshments in the Exhibition		
15.15		15.15	Opportunity to visit the Exhibition		
15.30	WORKSHOP: Increasing sales	15.30			
15.45	<i>Carole & Ian Henderson</i>	15.45			
16.00		16.00			
16.15		16.15			
16.30		16.30			
16.45		16.45			
17.00	Opportunity to visit the Exhibition	17.00			
17.15		17.15			
17.30		17.30			
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 Chief Executive
Mathew Crawley	ICCM Deputy Chief Executive
Sofia Allana	ICCM Technical Services and Journal Officer
Trevor Robson	ICCM Finance and IT Manager

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.

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 areas 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 19th September.

ICCM Quiz produced by Blue Audio Visual Ltd

Monday 18th September 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 5 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 19th 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:

ICCM Diploma Presentations

ICCM Fellowships and Life Memberships

ICCM Photographic Competition (sponsored in memory of Ian Quance by EDGE IT Systems Ltd)

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.

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

Mark and Becky Horton

Ted and Denise Latham

Karen and Jem Mead

Society of Allied and Independent Funeral Directors

Federation of Burial and Cremation Authorities

British Institute of Funeral Directors

Barry and Yvonne Pritchard
 Philip and Karen Halliday
 Richard Van Nes
 Richard Barradell
 Hilary Grainger and Colin Viner

National Association of Funeral Directors
 Funeral Suppliers' Association
 British Institute of Embalmers
 Association of Private Crematoria and Cemeteries
 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.

Photography and Videography

Each convention session will be filmed, and photographs will be taken throughout the event. Your attendance at the event implies approval for the videos and photos to be used without seeking further consent.

Sponsors

The ICCM would like to thank:



For producing and presenting the Quiz, for sponsoring the Best Exhibition Stand award, and for sponsoring the videography for the Convention.

The
Wesley
Group

For sponsoring the Convention delegate bags.



For sponsoring the ICCM Photographic Competition in memory of ex-ICCM President, Ian Quance, and for providing the lanyards and name badges for the Convention.

The ICCM would also like to thank all of the exhibitors for their important contribution to the event, and for donating prizes for the Quiz.

Environmental Initiatives

In keeping with the ICCM Officer Environmental Pledge, we have taken the following steps to make sure this event is as environmentally friendly as possible:

Convention bags – made from recycled plastic bottles

Convention notebooks and pens – made from recycled card and paper

Convention Guide – printed on recycled paper

Best Exhibition voting cards – printed on recycled paper

Namebadges and holders – please leave these on the ICCM reception desk as you leave so they can be recycled/reused

List of Attendees

Delegates

Catherine Averill	City of Wolverhampton Council
Maria Bailey	Flourishh
Deborah Balsdon	Lea Fields Crematorium
Richard Barradell	APCC
Claire Beecroft	Bingham Town Council
Martin Birch	Cardiff Council
Andrew Bond	Wigan Council
James Booth	Alne Wood Park Ltd
Natasha Bradshaw	Mortlake Crematorium Board
Adam Byrom	Cornwall Council
Joyce Charlton	Mountsett Crematorium Joint Committee
Emma Connors	Southern Co-op
Judith Dandy	Dandelion Farewells
Barry Ellis	Salford City Council
Orrin Fairhead	North Lincolnshire Council
Simon Ferrar	Clandon Wood NBG
Anita Fish	Wyre Council
Steve Gant	LCC Plc
Hilary Grainger	The Cremation Society
James Gilbert	CEM Solutions (UK) Ltd
Joceline Greenaway	Blackpool Council
Jennifer Hamilton	Horizon Cremation
Graham Harrison	Durham County Council
Trudi Hayes	Lea Fields Crematorium
Claire Hodges	Southampton City Council
Dave Jennings	Trafford Council
Andrew Jordan	The Manchester Crematorium
Tracy Kelly	Adur & Worthing Council
Jason King	Westerleigh Group Ltd
Jonathon Kreffer	Canterbury City Council
Robert Liddington	Chippenham Town Council
Neil Lincoln	Bluebell Cemetery
Marko Ljubisic	Buckinghamshire Council
Doug Macaskill	Rose Project Management

Lee Macey	London Borough of Havering
Angie MacLachlan	Drawn to a Story
Paul Mann	Pembrey and Burry Port Town Council
Astrud Matanle	Westerleigh Group Ltd
David McNaughton	The Hurllet Crematorium
Marian Millington	ICCM
Tracy Morris	Herefordshire Council
Andrew Morton	Norfolk Bluebell Wood Ltd
Diane Murphy	Manchester City Council
Mohamed Omer	Gardens of Peace
Lisa Parkes	Wirral Council
Yvonne Parry	Southern Co-operative
Rebecca Patton	Warrington Borough Council
Kevin Pilkington	London Borough of Croydon
Michaela Pottle	Buckinghamshire Council
Shirley Quinn	Central Durham Crematorium Joint Committee
Amanda Rhodes	Gedling Borough Council
Joanne Riddle	Bingham Town Council
Nathan Rollings	Breckland Crematorium Ltd
Tusar Sen Gupta	London Borough of Waltham Forest
Alan Sheldon	Liverpool City Council
Donna Singleton	St Albans City & District Council
Ashley Smith	London Borough of Havering
Karen Smith	Lea Fields Crematorium
Luke Smith	Salford City Council
Andrea Taylor	North Tyneside Council
Ray Thornalley	Breckland Crematorium Ltd
Sue Tolley	Blackpool Council
Jo-Anne Underhill	Gedling Borough Council
Sarah Unwin	Walsall MBC
Joanne Walker	Horizon Cremation (Cannock) Ltd
Kevin Watkins	Southend City Council
Heather White	Southampton City Council

Speakers

Vick Bain	Vbain Consulting
Martin Birch	ICCM
Cath Brew	Drawn to a Story
Mark Doohan	Benchmark Architects
Julie Dunk	ICCM
Barry Ellis	Salford City Council
Carole Henderson	Flourishh
Ian Henderson	Flourishh
Simon Holden	Faunus Group Ltd
Dave Jennings	Trafford Council
Jo Little	Planet Mark
Alan Sheldon	Liverpool City Council
Justin Smith	The CDS Group
Peter Smith	The Teleshore Group
Richard Smith	The Teleshore Group

Dee Watkins	Seed2Design
Ben Whitworth	The Maxwell Group

ICCM Directors and Officers

Sofia Allana	ICCM Technical Services and Journal Officer
Linda Barker	Director
Martin Birch	Chair of the Board of Directors
Andy Bond	Incoming Deputy President
Mathew Crawley	Deputy Chief Executive
Julie Dunk	Chief Executive
Alan Jose	Director
Marian Millington	Incoming President
Tim Morris	Director
Mohamed Omer	Director
Kevin Pilkington	Director
Trevor Robson	Finance and IT Manager
Charles Ward	Honorary Solicitor
Heather White	Outgoing President

Exhibitors

Georgi Brown	Ashdown Supplies
Lalla Mackay	Ashdown Supplies
Ian Athersmith	ASSETTRAC Ltd
Stephen Laing	ASSETTRAC Ltd
Clare Shaw	Clare Shaw Children's Books
Alison Beck	Clear Skies Software/Agile Applications Group
Martin Caxton	Clear Skies Software/Agile Applications Group
Jamie Burges-Lumsden	Deceased Online
Sarah Yeomans	Deceased Online
Chris Edge	Edge IT Systems Ltd
Peter Linsell	Edge IT Systems Ltd
Tracey Ramster	Edge IT Systems Ltd
Lauren Mitchell	Estate Research
Megan Murphy	Estate Research
Mark Weyman	Estate Research
Daniel Dunn	F G Marshall Ltd
Terri Sorensen	F G Marshall Ltd
Mike Hardaker	Facultatieve Technologies Ltd
Jeff Pickard	Facultatieve Technologies Ltd
Steve Telford	Facultatieve Technologies Ltd
David Lockwood	Finders International
Carole Henderson	Flourishh
Ian Henderson	Flourishh
Clive Billingham	Gem Precast Ltd
Richard Gee	Gem Precast Ltd
Lisa Keeble	Gem Precast Ltd
Bill Stevenson	Granart Limited
Oliver Stevenson	Granart Limited
Louise Angell	Greenbridge Designs

Barbara Fink	IFZW Maintenance Ltd
Jonathan Heath	IFZW Maintenance Ltd
Marko Dakin	Memorial-Trees
Katie Benson	Obitus
James Crossland	Obitus
Michaela Stafford	Obitus
Antonia Wilmot	Obitus
Maaïke Rolfes	OrthoMetals BV
Hidde Verberne	OrthoMetals BV
Philippa Harrison	Pear Technology Services Limited
Jonathan Smith	Pear Technology Services Limited
Andrew Hamer	PJ Combustions Solutions Ltd/DFW Europe BV
Dennis Jacobs	PJ Combustions Solutions Ltd/DFW Europe BV
Niall Adams	PlotBox
Leona McAllister	PlotBox
Nigel Tyrell	SafeMemorials (Frontline Mobile Solutions Ltd)
Dennis Millington	SAMM Safety Inspections
Richard Martin	Scattering Ashes/Algordanza
Brian Chappell	Signature Aromas Ltd
Anton Matthews	Stone-Safe Stability Systems
Joe Stempiam	Stone-Safe Stability Systems
Sian Parsons	Teleshore Group
Peter Smith	Teleshore Group
Richard Smith	Teleshore Group
Allison Ward	Teleshore Group
Becky Ballinger	The CDS Group
Justin Smith	The CDS Group
David Beasley	The Columbaria Company
Alan Clough	The Columbaria Company
Peter Roper	The Columbaria Company
Ben Whitworth	The MazWell Group Ltd
Keith Welters	Welters Organisation Worldwide
Mathew Almond	Wesley Media
Robbie Christie	Wesley Media
Richard Harrison	Wesley Media
Sarah Learmont	Wesley Media
Ben Lichfield	Wesley Media
Colin Walker	Wesley Media

Technical Crew

Greg Ashton	Blue Audio Visual Ltd
Jordan Bell	Blue Audio Visual Ltd
Blue Donnebaer	Blue Audio Visual Ltd
Kris Wright	Blue Audio Visual Ltd

Presentation and Speaker Notes

Monday 18th September

Session Chair – Heather White – ICCM President

13.30

Opening of Convention and President's Address

Heather White, ICCM President

The President, Heather, will open the Convention and will deliver her address to members before chairing the AGM.

13.45

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.

14.00

ICCM – The future

Martin Birch, Chair of ICCM Board and Julie Dunk, ICCM Chief Executive

Paper description: Outline of the ICCM Board of Director's strategic objectives, and new initiatives to benefit members

About the speakers: Martin Birch is the Chair of the Board of Directors of the ICCM, as well as being Bereavement Services Manager for Cardiff City Council. Julie Dunk is the Chief Executive of the ICCM. Both have long careers in bereavement services and a passion for taking the sector forward for the benefit of bereaved people.

14.30

And I Would Walk 500 Miles

Dave Jennings and Barry Ellis of Association of Greater Manchester Authorities (AGMA) Bereavement Services, Andys Man Club and Once Upon A Smile charities

Paper description: As jet lag induced ideas go, this one sounded plausible and with the right intentions. And that is where in hindsight we should have left it...

The plan is to walk round the 10 local authorities that make up Greater Manchester, visiting a cemetery or crematorium in each one. Having discovered some outlying cemeteries we have worked this out at 50 miles covered in two days at exactly 25 miles a day. Simple! So to make it harder, we will be undertaking this walk in December during grief awareness week.

The aim is to raise awareness and money for two charities - Once Upon a Smile and Andys Man Club.

About the speakers: As Bereavement Service managers at Trafford and Salford we work closely together and with the other managers across Greater Manchester sharing knowledge, support and humour. Oh and also convincing colleagues to buy into hare-brained ideas!

15:00 Refreshments in the Exhibition

Session Chair – Marian Millington – ICCM Deputy President

15.30

WORKSHOP: Increasing sales without looking like you're selling

Carole Henderson and Ian Henderson of Flourishh by 2H Ltd

About the workshop: Grab your notebooks as there will plenty of tips and tasks to help you leverage your current brand to increase your memorial sales. This is a practical guide with some "how to"s and some ideas on what else can be achieved. Most of what we will cover is not about spending money, it's about using what you already do to better effect. You will NOT be getting a lot of theory, you will be getting more for your to do list when you get back to your office.

About the speakers: Carole had a long successful career as a marketer – including Head of Customer Communication for a major motor retailer group and Head of Marketing for an international travel company. In 2006 having been made redundant, and then was widowed she had a major career shift, becoming a professional trainer in grief intervention. In 2022 she and husband Ian launched Flourishh, recognising the need in heart led businesses for brand and marketing support. Ian is a Certified Brand Strategist and talented designer. Carole's experience in the bereavement sector combined with her marketing skills and Ian's design talent makes for a powerful skills combination.

17.00 – Opportunity to visit the Exhibition

19.30 Dinner and Quiz – enjoy a meal followed by a fun ice-breaker quiz with prizes kindly donated by the exhibitors

Tuesday 19th September

Session Chair – Kevin Pilkington – Vice Chair of the ICCM Board of Directors

9.30

Trends in Crematorium Design

Mark Doohan of Benchmark Architects

Paper description: A review of changing trends in crematorium design. Specifically exploring cultural and experiential developments of wake and function facilities, size and scale of spaces and facilities provision and the importance of sustainability in building design.

When Benchmark Architects first got involved in crematorium design, we undertook some research to determine the average statistics from existing crematorium data across the UK. We use this data and emerging client briefing data to inform design developments. We also recently undertook a study tour of crematoriums across Holland to gather wider experience of different design approaches.

About the speaker: Mark Doohan is a RIBA architect and Managing Director of Benchmark Architects, a UK-wide commercial architecture design studio. Mark has over 20 years of experience and knowledge of architecture business and building design and development. Mark has extensive experience with city and town centre mixed-use urban redevelopment projects and master planning.

Mark is currently chairman of the BAA which is a local branch of the RIBA. He is also a trustee of a small charity providing a summer children's holiday camp.

10.00

Always Look on the Bright Side of Life – the use of music in contemporary funerals

Vick Bain of vbain consulting

Paper description: In this presentation we will cover the contemporary use of music in funerals in the UK, discussing some of the most popular songs and music in funerals in 2023, then some thoughts on how we got here, reviewing a brief history of music in funeral ceremonies and the central importance music plays, the legal framework governing its uses, and technological advances and changes in society all contributing to a burgeoning of creative and personal uses of music in funerals today.

About the speaker: Vick Bain has worked in music and the creative industries for over twenty-five years; for six years she was Chief Executive Officer of the British Academy of Songwriters, Composers & Authors (now known as the Ivors Academy) and is a Henley Business School MBA graduate. She is now a PhD candidate at Queen Mary University of London in the Centre for Research in Equality and Diversity researching women's careers in music.

Vick now specialises as a music industry management consultant and also as a researcher and campaigner for diversity and inclusion in music. She is also an Associate Lecturer at Falmouth University on music and business management undergraduate and postgraduate degrees.

Vick has just completed her year as the President of the Independent Society of Musicians, representing over 11,000 musicians in the UK. She is also a Fellow of the Royal Society of Arts and a member of the British Academy of Management. She is included in the Radio 4 Woman's Hour Music Industry Powerlist, has been enrolled into the Music Week Women in Music Awards Roll of Honour and has recently been nominated as Campaigner of the Year.

Vick is a regular press commentator on gender diversity in the music industry with regular articles as well as influential report Counting the Music Industry, a gender audit of UK record labels and publishing companies. She is the Founder of The F-List for Music directory of female musicians which is a not-for-profit organisation campaigning on behalf of and supporting female musicians in the UK.

10.30 – Refreshments in the Exhibition

Session Chair – Sofia Allana, ICCM Technical Services and Journal Officer

11.00

I Can See Queerly: get confident with LGBTQIA+ inclusion

Cath Brew of Drawn to a Story

Paper description: A lot of people want to do the right thing with LGBTQIA+ inclusion, but don't know how to be or who to ask. They struggle with a fear of accidentally offending someone, feeling incompetent in using LGBTQIA+ terminology and have little confidence in knowing what's the 'right' thing to do. This can lead to anxiety and ill-informed decisions that impact them, their teams, and their clients. Other people also start to

tell themselves that being LGBTQIA+ is personal, nothing to do with work, so why should I care? These are all very common thoughts and feelings. In this paper, Cath will introduce participants to various aspects of LGBTQIA+ inclusion and offer practical strategies that can help team cohesion, staff retention, and improve customer/client experiences.

About the speaker: Cath is an LGBTQIA+ inclusion consultant, coach and mentor who supports businesses and business leaders to get confident in LGBTQIA+ inclusion. Founder of the Embodied Inclusion system, she works with companies globally (including international schools) helping them to navigate the inclusion of diverse genders and sexualities cross culturally.

11.45

Compassionate Bereavement City

Alan Sheldon of Liverpool City Council

Paper description: My paper intends to trigger discussion and debate about the funeral industry. Looking at how Liverpool City Council and partners are reviewing and implementing new processes and services, some key areas are:

- multi agency partnerships
- what did we learn from the covid response
- the changing demands of our bereaved communities
- how can we get closer to our communities
- how do we reassure our communities
- cost of living and dying
- direct funerals
- community wellbeing
- funeral workshops

About the speaker: Over 35 years experience in the bereavement industry.

My career in Bereavement Services began in 1985 with a formal apprenticeship with my local authority in amenity horticulture and arboriculture. From my first placement at just 15 years of age I have practical and managerial experience at all levels in Bereavement Services, from grave digging and cremator operation to management in both public and private sectors.

I believe that the bereavement industry has a duty to provide the bereaved with an equitable and compassionate choice of final repose which is not driven by financial penalties. I see great opportunities for the private and public sectors which in turn will provide new and improved funeral services and facilities for all members of the community, giving that extra service at a reasonable price.

The burial and cremation industry, clergy, funeral directors, ministry of justice and our bereaved communities all recognise the need for change and to add to the to the traditional methods followed in most funerals in the UK. As a bereavement professional I want to be part of this change and drive the development of alternative a burial and cremation services which meet the changing range of demands from the bereaved.

12.30 – Lunch in the exhibition

Session Chair – Mat Crawley, ICCM Deputy Chief Executive

13.30

WORKSHOP: Luck runs out, but safety is good for life. Let's think inside the box

Peter Smith and Richard Smith of Teleshore Group and Memsafe Ltd

About the workshop: The workshop will be an interactive session to discover and discuss the practical issues of safety in our industry. It is our intention to bring together any safety issues within bereavement services industry, offer practical solutions, considerations and aim to try and reduce the resistance, stigma and fear that the words "Health and Safety" bring to mind, through practical discussion.

We will take the opportunity to inform of any new legislation which is appropriate.

A new more practical view on soil conditions that is going down so very well. Find out more.

About the speakers: Teleshore Group has been a major safety and consumable supplier to our industry for 30 years.

Teleshore, Peter and Richard will be well known to many of you and have become a well-known source of knowledge, supply and assistance for many of the persons in the Bereavement Services industry.

Bringing together their experience of many years with grave shoring in the most difficult of conditions, cemetery products, Memorial Safety Management expertise, Crematorium safety, it promises to be an interesting session.

Currently investigating and finding solutions to Bariatric transportation and burial they will be well placed to offer and assist in an area of our industry becoming more common. They will likely be asking for help as well.

This promises to be an interesting, intriguing yet light-hearted interactive session.

14.30

Cemetery of the Year Awards 2023 – presentation by Memorial Awareness Board

Phillip Potts and Brent Stevenson – Memorial Awareness Board

The official presentation of the Cemetery of the Year Awards 2023.

15.00 – Refreshments in the Exhibition

Opportunity to visit the Exhibition

18.30 Wine reception in the Exhibition

**19.00 ICCM Awards
Dinner and Disco**

00.30 Evening ends

Wednesday 20th September

GREEN WEDNESDAY

Session Chair – Linda Barker, ICCM Director

09.15

50 Shades of Green

Ben Whitworth of the Mazwell Group Ltd

Paper description: With more and more people considering the environmental impact of everyday life, how green is the way we protect and care for our dead before final disposition occurs. Is the use of refrigerated mortuary cabinets or mortuary freezers sufficient and what impact does air conditioning have? Is embalming worthy of greater consideration and what of the chemicals employed in the process. Does formaldehyde and embalming get a bad press and what of more environmentally conscious embalming fluids.

In this paper we will look at the options around the safekeeping and storage of the recently and not so recently deceased and how these considerations can impact the environment. Could embalming provide an environmentally conscious option for both short- and longer-term care? Is formaldehyde as bad as we have been led to believe? How do we manage environmental considerations in the most extreme circumstance? What advances have there been in the field of embalming over the last twenty years?

Join Ben Whitworth as he considers various options and asks if green is as green as can be?

About the speaker: Ben Whitworth works for the MazWell Group Ltd overseeing education and technical support as well as sales. He is also an active funeral director and embalmer and holds qualifications in these areas as well as the CANA certificate in crematory operation.

Ben is an accredited tutor of The British Institute of Embalmers and a recognised speaker and author in the field of funeral service operations. He is a regular contributor to several international journals on funeral directing and embalming and most recently has become a guest host for the 'Undertaking The Podcast' network with his show 'Tea and Mourning Wear'.

His travels have taken him around Europe as well as to Australia and New Zealand where he has been privileged to observe different funeral practices as well as speak on a variety of subjects.

When not working, Ben lives in Hampshire with his wife Caroline, Daughter Bella and their four cats. He enjoys spending time with his family, walking in the New Forest, gardening and cooking the occasional Sunday Roast.

10.00

Why Won't My Roses Grow?

Simon Holden of the Faunus Group Ltd

Paper description: Simon will talk about the relationship between cremation ashes and the environment, providing the answer posed by the majority of those involved in memorial garden and crematorium management – "why won't my roses grow?"

About the speaker: Simon is the CEO of the Faunus Group Ltd in the UK. He is passionate about the environment and has extensive experience in the application of research and scientific development, with particular interest in the field of sustainable, alternative end of life choices.

10.30 – Refreshments in the Exhibition – last chance to visit the exhibition

Session Chair – Marian Millington, ICCM President

11.15

How Can the Funeral Industry Achieve Net Zero?

Jo Little of Planet Mark

Paper description: Planet Mark were commissioned as a third party sustainability consultant to understand the impact of the funeral industry on the environment. Jo will provide an overview of the findings as well as the challenges through data accuracy and assumptions within the report.

We hope this to be a positive discussion starter, looking at the broader journey to Net Zero and the impact this will have on the funeral industry.

About the speaker: Jo has vast experience in account management, ensuring the success and delivery of a project runs smoothly and efficiently. Having studied the CISL Business Sustainability Management course, she's now working closely with businesses to unlock their potential for transformational change towards a Net Zero future.

11.45

Sustainable Sympathy Tributes

Dee Watkins of Seed2Design (paper delivered by Judith Dandy of Dandelion Farewells)

Paper description: Raising awareness of the harmful oasis and plastic left behind at cemeteries and crematoriums. Highlighting environmental responsibility and alternative options to promote sustainable choices.

About the speaker: Dee Watkins Cert Ed, HD is a Qualified Floristry Lecturer with a specialism in Eco friendly, Contemporary, Vegetative and Form Linear designs. Dee taught floristry in Further Education Colleges for 10 years, she worked in retail floristry for 27 years including as a florist in Bermuda and her own shop in Lancing. She began trading as 'Seed2Design' in 2015. Her designs are very natural and vegetative with so much texture and interest. Dee feels very passionate about her floristry and the impact that the industry has on the planet. Seed2Design is the nominated Eco florist for the Westerleigh group of crematoriums.

12.15

Cremator Technology: the future

Justin Smith of the CDS Group

Paper description: Over the past few years, CDS have been undertaking reviews of cremation methods from natural gas, electric, hydrogen through to microwave technology as means of disposal of the deceased.

Are they green, are they cost effective, are they safe? These are some of the questions that we will be discussing in the paper.

We may, subject to health and safety agreements, be undertaking some demonstrations!

About the speaker: Justin has 20 years' experience in cemetery and crematorium design and development. Having established Cemetery Development Services Ltd in 2003, he has grown the business to be an internationally recognised brand in cemetery and crematorium planning, environmental engineering and design. Justin is a qualified soil engineer and worked in agricultural research where he developed and patented several soil monitoring technologies used for crop management throughout the UK. Justin also founded one of the UK's largest independent sports soils and drainage consultancy companies before selling his shares in 2004 to setup The CDS Group.

12.45 – Close of Convention by Marian Millington, ICCM President

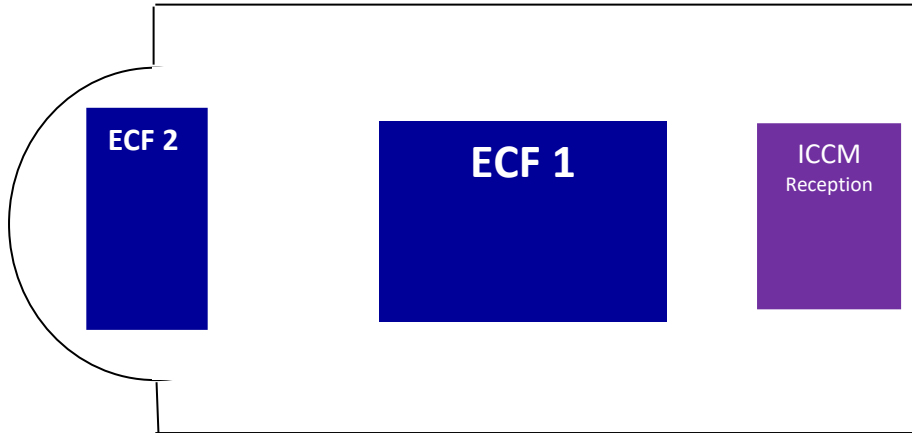
13.00 - Final Lunch

Alphabetical List of Exhibitors

	<u>Stand</u>
Ashdown Supplies	PB3
ASSETTRAC Ltd	G6
Clare Shaw Children's Books	G10
Clear Skies/Agile Applications Group	KF8
Deceased Online	KF4
EDGE IT Systems Limited	KF11,12
Estate Research	KF7
Facultatieve Technologies Ltd	G18
FG Marshall Ltd	PB2
Finders International	G9
Flourishh	KF13
Gem Precast Ltd	G14
Granart Limited	KF10
Greenbridge Designs	G25
IFZW Maintenance Ltd	G7
Memorial-Trees	G15,16
Obitus	G24
OrthoMetals BV	G4
Pear Technology Services Limited	KF14
PJ Combustion Solutions Ltd	G5
PlotBox	G23
SafeMemorials (Frontline Mobile Solutions Ltd)	KF6
SAMM Safety Inspections	G26
Scattering Ashes/Algordanza	G21
Signature Aromas Ltd	G2
Stone-Safe Stability System	G8
Teleshore Group	PB7
The CDS Group	G19 & 20
The Columbaria Company	ECF1, 2
The MazWell Group Ltd	PB5,6
Welters Organisation Worldwide	KF1
Wesley Media	PB1

Exhibitors by Stand No

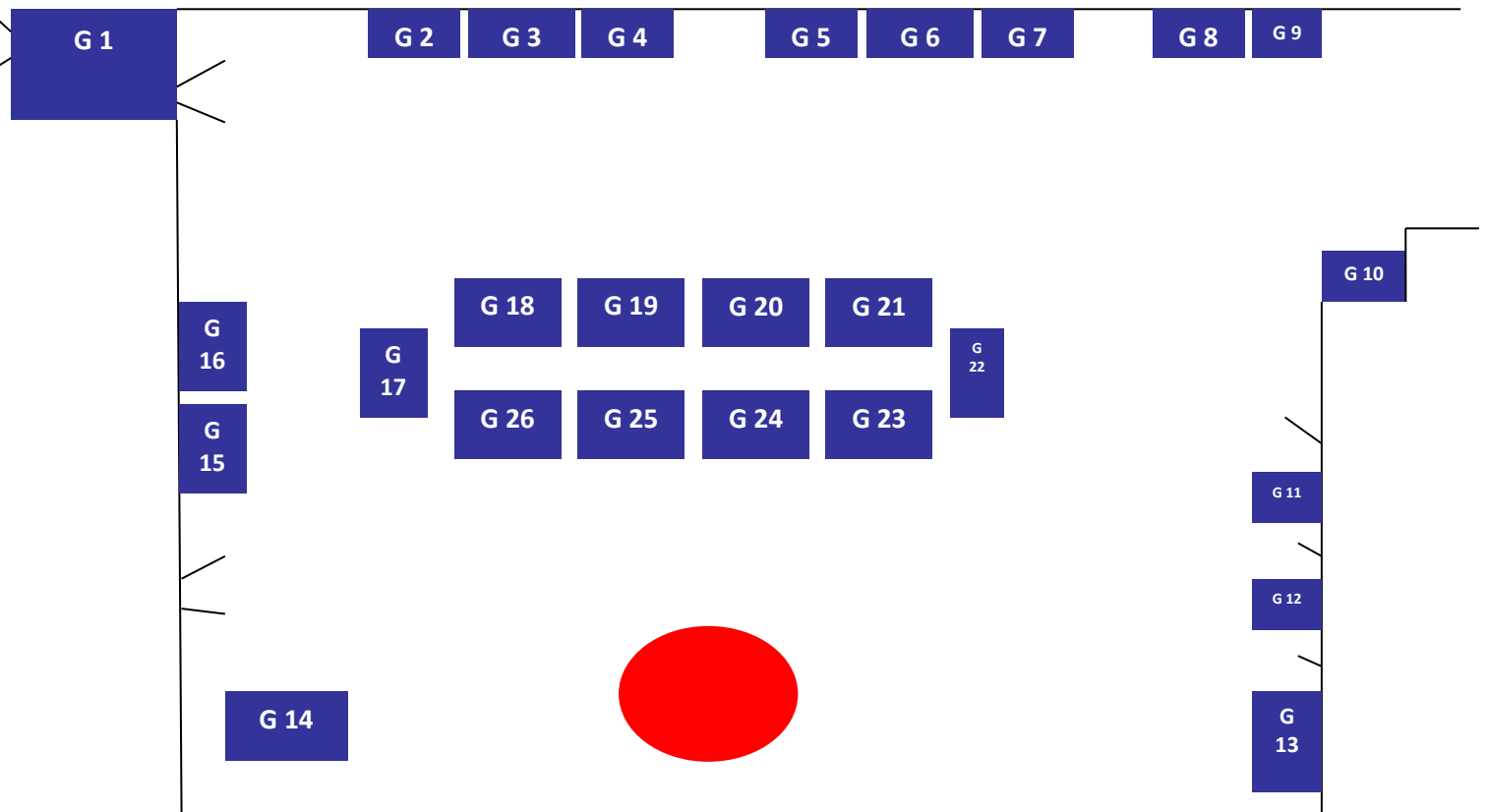
Event Centre Foyer



ECF1 & 2
ECF3

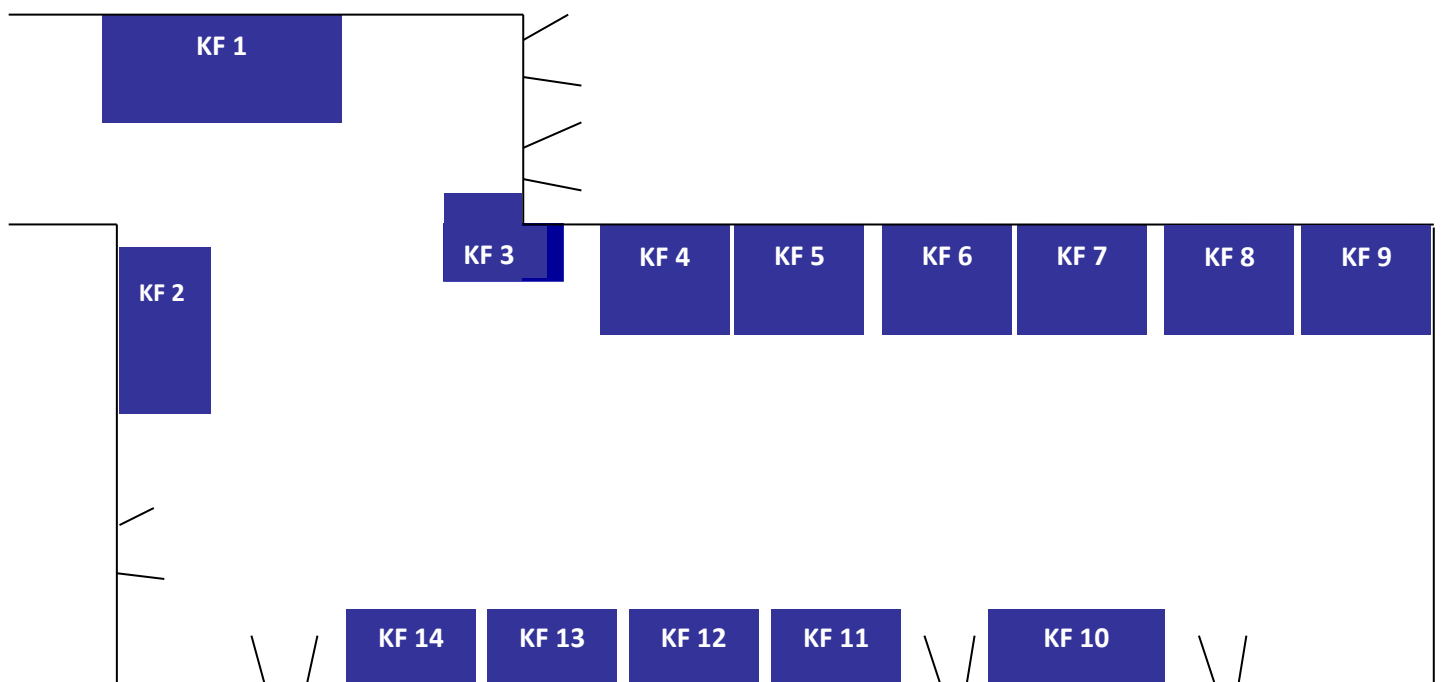
The Columbaria Company
ICCM Reception

The Grange



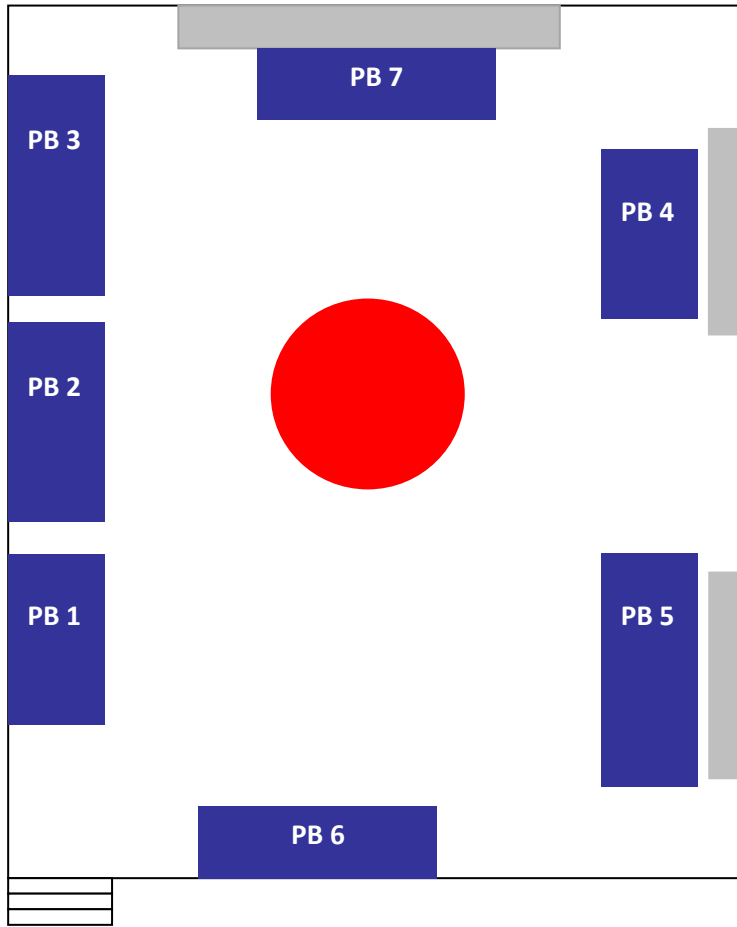
G2	Signature Aromas Ltd
G4	OrthoMetals BV
G5	PJ Combustion Solutions Ltd
G6	ASSETTRAC Ltd
G7	IFZW Maintenance Ltd
G8	Stone-Safe Stability System
G9	Finders International
G10	Clare Shaw Children's Books
G14	Gem Precast Ltd
G15,16	Memorial-Trees
G18	Facultatieve Technologies Ltd
G19 & 20	The CDS Group
G21	Scattering Ashes/Algodanza
G23	PlotBox
G24	Obitus
G25	Greenbridge Designs
G26	SAMM Safety Inspections

Kenilworth Foyer



KF1	Welters Organisation Worldwide
KF4	Deceased Online
KF6	SafeMemorials (Frontline Mobile Solutions Ltd)
KF7	Estate Research
KF8	Clear Skies/Agile Applications Group
KF10	Granart Limited
KF11,12	EDGE IT Systems Limited
KF13	Flourishh
KF14	Pear Technology Services Limited

Pine Bar



- PB1 Wesley Media
- PB2 FG Marshall Ltd
- PB3 Ashdown Supplies
- PB5,6 The MazWell Group Ltd
- PB7 Teleshore Group

Exhibitor Information**Ashdown Supplies****PB3**

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, Georgi Brown

After 21 years of trading, we are happy to be introducing a new member to our team who if you come to our stand, you will be able to meet. Not only that you will also be able to see all the new items, designs and play a part in the development of new designs we are working on. As well as our steps to being as close to carbon neutral as possible.

ASSETTRAC Ltd**G6**

Suite F Pavilion House
 King Business Centre
 Reeds Lane
 Sayers Common
 Hassocks
 BN6 9LS

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 in natural burial grounds. This has grown to 120 clients, and microchip identification now extends to trees, memorials, cremated remains, and site machinery.

The company also delivers fast onsite safety surveys to identify dangerous memorials, and supplies the digital tools for burial authorities to demonstrate compliance and duty of care through paper free audit trails. The old clipboard method is replaced with a mobile app to manage all types of inspection recording including trees, emergency exits, car parks, and building facilities too.

Clients can also track the movement of portable assets and people. 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.

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

Clare Shaw Children's Books**G10**

14 Bury Hall Lane
 Gosport
 Hampshire
 PO12 2PN

Tel: 07760 264855
 Email: clare@cskidsbooks.com
 Web: www.cskidsbooks.com

Representatives: Clare Shaw

Clare Shaw Children's Books produce therapeutic stories for children of all ages, including bereavement books for younger children and teenagers. Clare's books are widely used by Funeral Directors, Charities and Schools across the UK. Clare has also started a charitable organisation, Green Hat Wellbeing, in which she hopes to provide free mental wellbeing books to schools around the country.

Clear Skies/Agile Applications Group**KF8**

79 Macrae Road
 Eden Office Park
 Ham Green
 Bristol
 BS20 0DD

Tel: 0330 100 3675
 Email: info@agileapplications.co.uk
 Web: www.agileapplications.co.uk; www.clearskiessoftware.com

Representatives: Martin Caxton, Alison Beck

Clear Skies Software (CSS)/ Agile Applications provide a comprehensive range of software for the administration of crematoria and cemeteries. Our core cemetery and crematorium management system covers every function required to run these services. We also offer services accessible via the web such as online Bookings, Genealogy, Memorial purchases, as well as Mapping and Memorial Risk Assessment software. We offer a fully hosted solution with a range of benefits for customers.

Gower Consultants and Deceased Online**KF4**

The Elms Studio
 Isham Road
 Pytchley
 Northamptonshire
 NN16 8EA

Tel: 01536 791568
 Email: gower@manuscripti.net; info@deceasedonline.com
 Web: www.gowerconsultants.com; www.deceasedonline.com

Representatives: Sarah Yeomans, Jamie Burges-Lumsden

Gower Consultants are proud to offer a range of high quality solutions for Bereavement Services in the public and private sectors. Gower Consultants have unrivalled knowledge and 40 years' experience with cemetery and crematorium administration and, with the release of Epilog Sequel 3.1 this year, our software has got even better.

We offer scanning and transcription of original documents, registers, and plans, to the highest archival quality, enabling the preservation and easy day to day use of your historic information. Our register transcriptions are suitable for populating any management system with your full historic data.

Our daughter company, Deceased Online, offers the ability to present your cremation and burial records to the general public worldwide, enabling you to earn revenue from your records.

EDGE IT Systems Limited

KF11,12

Enterprise House
Courtaulds Way
Coventry
CV6 5NX

Tel: 024 7666 7337

Email: info@edgeitsystems.com

Web: www.edgeitsystems.com

Representatives: Chris Edge, Peter Linsell, Tracey Ramster

EDGE IT Systems Ltd, established 33 years ago by Chris Edge (CEO), provides 11 comprehensive software modules, portals and apps with IT support for Local Councils via the cloud. The AdvantEDGE range includes the Epitaph suite, consisting of a specialist cemetery & crematoria management administration system, that links in seamlessly with EDGE's digital mapping, memorial inspections app and online bookings.

Estate Research

KF7

102 Chapel Lane
Wigan
WN3 4HG

Tel: 01942 826500

Email: megan@estateresearch.co.uk

Web: www.estateresearch.co.uk

Representatives: Megan Murphy, Lauren Mitchell, Mark Weyman

Estate Research have been working in partnership with public sector bodies including local authorities, NHS trusts and coroners for the past 22 years. What started off as a simple next of kin tracing service has evolved to our current position where we can offer a solution for every problem you may encounter when a person passes away.

Our policy of transparency in our dealings with family and public sector bodies underpins everything we do and helps us build trusting relationships with our clients, leading them to not just use us for one case, but repeatedly use our services. The overarching mission has always been to contact next of kin as quickly as possible to inform them of an upcoming funeral and give them a chance to attend.

With offices in Wigan and London, and an established network of international agents, we have both local expertise and global reach.

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: Mike Hardaker, Steve Telford, Jeff Pickard

With over 140 years of experience in cremation, Facultatieve Technologies 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

Unit 1
Chartland House
Old Station Approach
Leatherhead
Surrey
KT22 7TE

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

Representatives: Daniel Dunn, Terri Sorensen

Beautiful handmade books of remembrance to commemorate loved ones forever. All styles of calligraphy, bookbinding repair and restoration.

Finders International

G9

6-8 Vestry Street
London
N1 7RE

Tel: 0207 490 4935
Email: public@findersinternational.co.uk
Web: www.findersinternational.co.uk

Representatives: David Lockwood

Finders International offer a free next-of-kin tracing service to Public Sector Services: Councils, NHS Trusts, hospitals and coroners across the UK in cases where next of kin of the deceased cannot be located or contacted. Once family are identified and located, the whole case is removed from all Local Authority involvement within days or weeks, saving the public sector time and money in the process. Without our assistance, these cases could remain unresolved for years and sometimes forever.

At Finders International, giving back to the community is an important part of our ethos and culture as an ethical organisation. This is why we have established the Finders International Funeral Fund (FIFF), which will benefit hard-pressed Local Authorities and NHS Trusts by helping them to recover the costs of Public Health Act or 'pauper's' funerals.

Flourishh

KF13

Owlswick
Grafham Road
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PE28 0AF

Tel: 01480 570202
Email: carole@2-h.co.uk
Web: www.flourishh.org

Representatives: Carole Henderson, Ian Henderson

Brand, design & websites for funeral professionals – if you want your service to be the stand out choice in your area we can help you transform your brand into a powerful commercial tool.

In an era of fast moving social and sector change no one can afford to rely on what's worked OK so far.

We are the only brand consultancy that provides branding, design, communication & skills training, with extensive experience in the bereavement sector.

We leave you feeling more passionate, inspired and equipped to deal with the challenges ahead.

Gem Precast Ltd**G14**

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

Tel: 01430 860660
Email: gemprecast@live.com
Web: www.gemprecast.co.uk

Representatives: Richard Gee, Clive Billingham, Lisa Keeble

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.

Granart Limited**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 Granart's 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. Supplying high quality products to the industry we are able to procure locally sourced materials in order to satisfy customers specific responsibilities and requirements.

Granart continue to offer the optimum in service and quality to a significantly increasing number of local authority and privately owned cemeteries and crematoriums around the UK.

Greenbridge Designs**G25**

Unit 27
 Weston Industrial Estate
 Honeybourne Road
 Evesham
 WR11 7QU

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

Representatives: Louise Angell

Greenbridge Designs continue to provide crematoria and cemeteries with quality memorials, burial chambers and mausolea. With a state-of-the-art factory, design team and support facilities based in Evesham, Worcestershire, Greenbridge is well placed to serve the United Kingdom using its own modern fleet of fuel-efficient transport.

Our products are designed to meet the needs of bereaved families in the 21st century, with an emphasis on design, function and ever increasingly on sustainability. Many of our designs are now available in UK sourced stone and environmentally efficient man-made materials. Our mausoleum chambers and below-ground vaults are also now available with low carbon concrete, reducing carbon emissions up to 70% compared to CEM 1.

Please visit our stand to see how we can help.

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, Barbara Fink

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 resources allow us to optimally support our steadily rising number of customers around the world.

Memorial-Trees

G15,16

Jaagpad 36
2034 JM Haarlem
Netherlands
2034 JM

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

Representatives: Marko Dakin

A unique and lasting memory/ The name of a loved one lives on. Engraved on a vibrant golden coloured memorial leaf and placed within a timeless and beautiful COR TEN steel memorial tree. With your memorial garden, cemetery, inside or outdoor remembrance space, you provide customers with an innovative & unique opportunity to memorialise the name of their loved ones.

Obitus

G24

Unit 29
President Buildings
Savile Street East
Sheffield
S4 7UQ

Tel: 03333 447 440
Email: hello@obitus.com
Web: www.obitus.com

Representatives: James Crossland, Antonia Wilmot, Katie Benson, Michaela Stafford

At Obitus, we help families make the most of every picture, every video, and every song so that each funeral service is as special and personal as can be. With Music, Tributes, Streaming and Keepsakes, we give families more ways to say goodbye and we'll help you tailor an audio-visual experience that makes their moment feel truly unique. Tailor-made technology designed specifically for our sector.

The Obitus systems ensure your families only experience the very best sound, video, and live streaming. A huge choice of legal, licensed music. We offer high quality licensed music with simple touchscreen operation and access to a vast music library.

Supporting your Funeral Arrangers - Simply pass over the details of your Funeral Arrangers and let us handle the rest. We'll help them learn how to book services so that they're loaded and ready to go in your venue each morning before services start.

OrthoMetals BV**G4**

Eekhorstweg 32
 Meppel
 The Netherlands
 7942 KC

Tel: +31 88 678 4600
 Email: contact@orthometals.com
 Web: www.orthometals.com

Representatives: Hidde Verberne, Maaïke Rolfes

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.

Pear Technology Services Limited**KF14**

31 Broadmarsh Business Centre
 Harts Farm Way
 Havant
 PO9 1HS

Tel: 023 9249 9689
 Email: info@peartechnology.co.uk
 Web: www.peartechnology.co.uk/cemetery-services/

Representatives: Philippa Harrison, Jonathan Smith

Pear Technology take old paper maps and replace them with accurate, georeferenced digital maps. The digital map can link to your cemetery administration system and can be web hosted/searched to find a plot record and location. Plots can accurately be located in the field and surveys performed, using GPS.

Pear also provides natural burial ground mapping. Maps would normally use Ordnance Survey Master Map data and can overlay aerial/drone imagery. Website: <https://www.peartechnology.co.uk/cemetery-services/>

PJ Combustion Solutions Ltd

G5

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

Tel: 01242 216949
Email: andrewhamer.csl@gmail.com
Web: www.pjcsl.co.uk

Representatives: Andrew Hamer, Dennis Jacobs

PJ Combustion Solutions Ltd (CSL) has been undertaking PPM contracts on all types of Cremators and ancillary equipment since 2002. We are currently contracted to provide the service and maintenance at over 30 sites in the UK and Republic of Ireland.

As UK and R of I agents for DFW Europe bv, we have been involved with the installation of new cremators, abatement equipment and high speed ASH Processors at 4 large sites. Currently, CSL also service at 6 sites with DFW Electric Cremators.

PlotBox

G23

The ECOS Centre
Kernohan's Lane
Ballymena
County Antrim
BT43 7QA

Tel: 028 2582 1005
Email: info@plotbox.io
Web: www.plotbox.io

Representatives: Niall Adams, Leona McAllister

As a global leader in deathcare management technologies, PlotBox works in partnership with UK local authorities and councils to digitally transform their bereavement services operations.

Founded by husband and wife team Sean and Leona McAllister, we created the first, purpose-built solution of its kind to integrate two previously separate functions - deathcare management software and georectified mapping - revolutionising the way cemeteries and crematoria both operate and grow.

Seamlessly integrating all of the essential functions of deathcare management, PlotBox's 'single source of truth' provides complete confidence, control and visibility of your data - removing silos of information, increasing efficiencies, and streamlining processes.

Everything in one place, accessible from anywhere, at any time. Giving you more time to focus on what matters most.

Designed for cemeteries:

Outdated, disjointed cemetery management systems, cost time and money, increase risk and limit growth. PlotBox's single system, with integrated mapping and software provides smarter organisational workflows, greater ROI from inventory audits, and a better experience for families.

Designed for crematoria:

Everything crematoriums need to help manage teams, streamline processes, and ensure compliance. Maintain customised diaries, store and print all necessary documents, and maintain visibility with a range of powerful crematorium reporting tools.

SafeMemorials (Frontline Mobile Solutions Ltd) KF6

16 Weigall Road
Lee
London
SE12 8HE

Tel: 07946 811455
Email: nigel.tyrell@frontlinemobile.net
Web: www.safememorials.com

Representatives: Nigel Tyrell

Complete solution for recording Memorial Safety Inspections and assigning tasks to cemetery/crematorium operatives. Enables grave mapping, plot/section storage for automatic-plot/section location. The app can host Hi-Res drone map images and original cemetery map overlays . API to retrieve performance information, download data into Excel and for integration with other Burial and Cremation Management Systems.

SAMM Safety Inspections**G26**

Unit 27
Weston Industrial Estate
Honeybourne Road
Evesham
WR11 7QU

Tel: 01386 848905
Email: dennis@sammssoftware.co.uk
Web: www.sammsafety.co.uk

Representatives: Dennis Millington

In our opinion, SAMM-Safety is the most comprehensive inspection management system available to cemeteries today. A Risk-based system centred around a simple to use but fully featured Memorial Inspection module. It provides all the tools necessary to carry out inspections, manage their outcomes, communicate with masons and grave owners, all from a single hub. An infinitely flexible cloud-based system that can be user-configured for the unique needs of every cemetery.

SAMM-Safety is not just for memorials, it is an equally capable management system and inspection tool for carrying out inspections of almost anything. SAMM is currently being used to manage the risk associated with cemetery pathways, taps and bins, town parks, road signs and harbour walls.

The team at SAMM can also offer a fully inclusive memorial inspection service.

We would welcome the opportunity to demonstrate how SAMM could serve you.

Scattering Ashes/Algordanza

G21

The Chapel
11 Seal Hayne
Newton Abbot
Devon
TQ12 6NQ

Tel: 01626 789198

Email: info@scattring-ashes.co.uk

Web: www.scattering-ashes.co.uk; www.algordanza.co.uk

Representatives: Richard Martin

Scattering Ashes for the most comprehensive choice about what to do with cremated remains. With services ranging from fireworks and launches into space - to memorial jewellery, artisan urns and ceremony sets. You can even get a Viking longboat urn for a farewell in a blaze of glory.

Algordanza the world's most trusted memorial Diamond company, a premier service producing amazing Swiss made Diamonds.

Living Memorial: a soil product that not only neutralises the negative impact of ashes, but converts the ashes into valuable nutrients. This amazing product can repair and revitalise gardens of remembrance and rose beds at your crematoria.

Ashes Register where people can record where the ashes are scattered for free – the first and only public register. Crematoria and Funeral Directors will be able to record scatterings and burials and let families know if ashes are stored on their premises.

Signature Aromas Ltd

G2

Signature House
65-67 Gospel End Street
Sedgley
West Midlands
DY3 3LR

Tel: 01902 678822

Email: enquiries@signaturearomas.co.uk

Web: www.signaturearomas.co.uk

Representatives: Brian Chappell

Purazone air steriliser for front and back of house protection. UVC light will destroy all viruses and bacteria on single pass through system and also for front of house the Gemini natural oil air fresheners for public areas.

Stone-Safe Stability System

G8

Memorial Stone Centre
Shripney Road
Bognor Regis
West Sussex
PO22 9PJ

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

Representatives: Anton Matthews, Joe Stempiam

The Stone Safe Memorial fixing system has been designed as the most stable and secure memorial foundation on the market giving peace of mind both to the installers and their customers.

Regulatory Compliance Designed in accordance with BS8415 2018. Tested in accordance with BS8415 2018. Manufactured in accordance with BSEN13369-2018. Complies with structural engineering standards. Approved by Trading Standards. Ground anchors manufactured with 100% recycled plastic.

Large diameter ground anchor improves far greater stability.

Teleshore Group

PB7

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

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

Representatives: Peter Smith, Richard Smith, Allison Ward, Sian Parsons

Teleshore Group are the UK's leading supplier of products and services for the Bereavement Services industry. With nearly 30 years experience in understanding customers needs and achieving them, we pride ourselves in leading the way with new, innovative cemetery and crematoria products, safety knowledge always available.

We are leading the way in supplying British made and British manufactured products. Buying British means Carbon reduction, employment. We look forward to meeting up again.

The CDS Group**G19 & 20**

Building 51
 Wrest Park
 Silsoe
 Bedfordshire
 MK45 4HS

Tel: 01525 864387
 Email: info@thecdsgroup.co.uk
 Web: www.thecdsgroup.co.uk

Representatives: Justin Smith, Becky Ballinger

Recognising the growth of Cemetery Development Services, the company was rebranded as The CDS Group to offer clients a wider range of services covering Cemeteries and Crematoria, Parks and Leisure, and Environmental Solutions. CDS have extensive knowledge and experience in designing and developing innovative new designs. Our in-house team of planners, designers, environmental consultants and drainage engineers are focused on providing a single point of contact throughout the project to ensure a seamless experience from inception to completion.

The Columbaria Company**ECF1, 2**

59 New Cleveland Street
 Hull
 East Yorkshire
 HU8 7HB

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

Representatives: Peter Roper, David Beasley, Alan Clough

We are specialists in the design and production of uniquely personalised memorials. Where possible we use local/UK based suppliers, materials and manufacturers to construct our products. Feel free to pop onto our stand and say hello. We are stands ECF 1 and 2

The MazWell Group Ltd**PB5,6**

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

Tel: 01256 893883
 Email: enquiries@themazwellgroup.com
 Web: www.themazwellgroup.com

Representatives: Ben Whitworth

The MazWell Group Ltd is the exclusive manufacture and distributor of Dodge Products. From funeral home to embalming and mortuary supplies, PPE, cleaning and hygiene equipment and memorial items, The MazWell Group is a single source supplier. With a dedicated customer service team and industry qualified sales consultants, MazWell can help you, whatever your needs. Visit our website to learn more or contact your dedicated representative.

Welters Organisation Worldwide

KF1

PO Box 159
Carlisle
CA2 5BG

Tel: 0870 241 6422
Email: admin@welters-worldwide.com
Web: www.welters-worldwide.com

Representatives: Keith Welters

Welters provide design, engineering, manufacturing and installation of all our own full body and cremated remains interment and memorial solutions. We offer a full umbrella package of product and service support, including marketing, inscription and interment assistance, fulfilling the needs of our expansive client base.

DESIGN & MANUFACTURING - Past, present and future British, and Global, support service. With many, many years of experience, welters have 'led the pack' within the industry with forward-thinking and creative design solutions and 'in-house' manufacturing facilities.

INTELLECTUAL PROPERTY - Multi-material portfolio extending through environmental speciality interests. Welters continue to develop new ideas and create practical and aesthetically exciting products, expanding our own compendium of offerings.

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

Wesley Media

PB1

20-22 Station Road
Kettering
Northamptonshire
NN15 7HH

Tel: 01536 314914
Email: info@wesleymedia.co.uk
Web: www.wesleymedia.co.uk

Representatives: Colin Walker, Ben Litchfield, Richard Harrison, Sarah Learmont, Robbie Christie, Mathew Almond

Wesley Media launched in the mid-1990s with a team of audio experts and a commitment to providing the ideal music for truly personal and unique ceremonies across any genre and any origin. Since then, we have developed our offering and expanded our knowledge to culminate in an impressive range of solutions which includes vast music and video libraries, bespoke visual tributes, webcasts (broadcasts/streaming) and

professional recordings, all bound together by our unique software specifically created for use in ceremony venues.

We have always recognised the importance of a seamless and memorable service for everybody involved, whether that be families, loved ones, or industry professionals. It's why we take a completely customer-focused approach in all that we do.

We also provide unparalleled music and visual software via a full suite of high-quality AV systems.