



ANBG Code of Conduct

For members of The Association of Natural Burial Grounds

Foreword

'We, the Trustees of the Natural Death Centre Charity, are delighted to introduce this revised Code of Conduct for members of the Association of Natural Burial Grounds, the professional body supporting the natural burial movement.

Through membership of the Association and the resulting adherence to the Code, Associates will ensure that the public can have full confidence in the integrity of the provider and the quality of services offered by them.

The ANBG Code of Conduct 2014

In addition to complying with all relevant legislation, and specifically that concerned with planning, record keeping, and the financial probity of directors and trustees, Association members undertake to adhere to the following Code of Conduct:

1. Procedures - Association members will follow the guidance and recommended procedures contained in the Ministry of Justice publication: Natural Burial Grounds - Guidance for Operators 2009.

In particular, each burial ground will have clear published information on the following subjects and policies in order for the public to make a proper and informed decision before proceeding:

- a) Description of the site (topography)
- b) Location (including directions and details of any public transport links)
- c) Site Owner (including whether the site is freehold or leasehold, and length of lease if appropriate)
- d) Site Operator (including contact details)
- e) Type of plots available (including whether or not plots may be purchased in advance)
- f) Burial Rights (including time limits)

- g) Gravedigging (including methods used and options for families)
- h) Embalming (including details of exceptional circumstances under which embalmed bodies may be accepted)
- i) Memorials (including types and options available)
- j) On site facilities (including car parking, shelter, rooms, chapels, toilets, mortuary facilities, what is and is not provided)
- k) Funeral services (including options available for types of service)
- l) Coffins / shrouds permitted (including types of materials allowed in their construction)
- m) Details of the future of the site, its objectives, maintenance and management.

2. Environment

Association members will take all reasonable steps to conserve existing local wildlife, promote biodiversity and manage their projects according to sound sustainable and ecological principles. Members will also take all reasonable steps to identify and preserve archaeological remains.

3. Choice

Association members will not require that a funeral director be used. (Guidance to the public on organising funerals without using a funeral director is available from the Natural Death Centre).

4. Prices

Association members will provide fully itemised price lists for potential clients on request, and will also provide these prices on the telephone or by e-mail on request.

5. Coffins and shrouds -

Association members will not require that a coffin or casket be used - bodies will be accepted or burial wrapped in a shroud or an alternative biodegradable container or wrapping. Where a coffin is chosen, members will encourage the use of environmentally friendly coffins and natural materials.

6. Toxic chemicals

Association members will only accept embalmed bodies for burial in exceptional circumstances such

as repatriation.

7. Feedback - Association members will provide each client with the ANBG feedback form for return direct to the NDC and ensure they are advised that any further comments can be made directly to the Association of Natural Burial Grounds either online, by phone or by post.

8. Complaints handling

Association members will operate a Complaints Handling procedure of a kind acceptable to the Association. They will advise clients of their right to complain, and the process for doing so.

9. Training

Association members will ensure that all staff are properly trained and competent to do their work.

10. Solvency

Association members will ensure that their finances are managed appropriately at all times.

11. Advertising

Association members will promote their amenities and services in a truthful and responsible manner.

12. Contingency Arrangements

Association members will have in place appropriate arrangements to cover the event of the operator's death or incapacity or other extended absences.

13. Information

Association members will submit such information about their activities and in such form as the NDC Board of Trustees shall reasonably require.

14. Co-operation

Association members will co-operate with the Association, which reserves the right to check on member's compliance to the code at any time.

15. Integrity

Association members will act with integrity at all times and avoid conflicts of interest and any actions or situations inconsistent with professional operations.

16. Competence

Association members will carry out their work with due skill, care and diligence and with proper regard to the standards expected of them.

All Association members will make a copy of this Code of Practice available to their clients, and will have copies available for others on request. This Code is not an exhaustive statement of the conduct expected of operators, but sets the minimum standards that they must observe.

Failure to meet these standards should be brought to the attention of the Association.

Not every shortcoming, nor failure to comply with this Code, will necessarily give rise to disciplinary proceedings, however, a failure to follow any guidance associated with the Code is a factor that will be considered should it be necessary to examine the conduct of a member.