

19 June 2020

Welcome to our latest news round-up from across the Dignity Group.  
Can't wait for the next issue? Then go to [www.dignitygoodtogreat.co.uk](http://www.dignitygoodtogreat.co.uk)  
to see the news, comment and get involved.

(P.S. Don't forget to print out a copy for any colleagues who don't have email!)

## INTRODUCING THE LEARNING ZONE

We're taking the greatest care to look after your personal development  
with a brand new site dedicated to online learning at work.

**Even though face-to-face courses are on hold right now, we don't think COVID-19 should put the brakes on your personal development - which is why today we've launched a brand new online Learning Zone for all colleagues to use.**

Available through a new tab at the top of the Good to Great homepage, it's a dedicated platform giving you access to a range of resources to help improve your personal and business skills.

Whether you want to be more assertive, want to brush up your Excel skills, improve your communication or get the best from your team, there's a range of subjects to delve into.

And with a mix of reading material, e-learning and video starting from just a few minutes to do, we're confident there's something for everyone.



As is usual on the **Good to Great** site, you can like and comment on resources, and get in touch directly with the Learning & Development team through the site's contact us form if you have any feedback or suggestions.

We'd love to know what you think, so why not **take a look** and learn something new today?

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“With a mix of reading material, e-learning and video starting from just a few minutes to do, we're confident there's something for everyone.”

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### DID YOU KNOW?

We're regularly updating the COVID-19 FAQs - check them out at <https://dignitygoodtogreat.co.uk/faqs/>



## HOW TO ACCESS THE LEARNING ZONE

IF YOU'VE NOT REGISTERED ON THE WEBSITE BEFORE

With the introduction of our brand new Learning Zone, we want to make sure as many colleagues as possible can access it. Here's what to do.

**If you're already a registered user of the Good to Great website, just log-on as normal. At the top of the homepage you'll see a new tab called 'Learning Zone' – just click on it to enter the dedicated learning platform.**

All you need to do now is spread the word to your colleagues, particularly those who don't have access to a computer (the website can be accessed via mobile or tablet once a colleague is registered).

If you haven't registered to use the Good to Great website, then you'll need to do this first. It's super-simple, and once registered you'll have access to the site (and the new Learning Zone) 24/7, 365 days a year.

Here are the steps you need to take:

**If you have a Dignityuk.co.uk/ dignityfunerals.co.uk/thecmg.co.uk email address:**

- Go to [dignitygoodtogreat.co.uk](http://dignitygoodtogreat.co.uk)
- Enter your work email address, and press 'login'
- You'll then be asked to enter a password. If you're a first time user, click on 'forgotten your password' – you'll receive an email with instructions on how to set up a password and gain access to the site.

**If you do not have a Dignity email address:**

- Speak to your manager and give them the email address you'd like to use to access the website. This can be any email address – Gmail, Hotmail, Yahoo – you name it, you can use it

- Your manager will then email **[IT.Administration@dignityuk.co.uk](mailto:IT.Administration@dignityuk.co.uk)**, who will arrange access to the site for you
- You will receive an email from IT letting you know when you can access the site. When you get this, go to the website and enter your email address
- You'll then be asked to enter a password. Click on 'forgotten your password' – you'll receive an email with instructions on how to set up a password and gain access to the site.
- If you have any issues, just email the **[internal Communications team](#)** who will help you get set up.

You'll find the Learning Zone by clicking on the new tab at the top of the Good to Great homepage. Happy learning!

## LOWDOWN ON LOCKDOWN MEASURES

Restrictions are easing and the country is slowly re-opening – but what does that mean for us?



**In the last couple of weeks, Boris Johnson has announced a continued ease of lockdown measures as COVID-19 infection rates continue to decrease.**

This has been welcomed by many of us, particularly the news that visits to non-essential shops, some holiday destinations and our family are on the cards once again.

That said, we know the latest measures have raised many more questions about what it means for us, particularly if we've been advised to shield by the NHS.

Throughout the pandemic, we've been committed to supporting you, from financially during periods of self-isolation, to your health and wellbeing, to job security – and our stance has not changed.

Here, we address some of the most pressing concerns to come from the latest announcements:

**My shielding period comes to an end any time now. Should I return to work?**

The current government advice is that everyone who has been asked to shield should do so until 30th June (or 31st July in Scotland).

We have committed to pay all shielding colleagues Company Sick Pay until 30th June. We fully support every colleague who is following government guidelines to remain at home. However, if you would like to return to work, please discuss this with your line manager in the first instance.

**My child's school has opened for some year groups, but it is optional. Can I continue to stay home to care for my child(ren)?**

We understand that you may be anxious about sending your child(ren) back to a school setting that will look very different to before, and also understand that some schools are not open to your children yet. If you can work from home, you should continue to do so. If this is not possible, then we will continue to pay you Company Sick Pay.

**My holiday company has advised that my holiday abroad will go ahead, but we will need to quarantine for 14 days on our return. Will I get paid for the quarantine period?**

This is a difficult question. We have to be fair to all colleagues and although some may be able to work from home during a quarantine period with agreement from their line manager, many others have roles where this simply isn't possible. Being away from your role for potentially four weeks may also be very difficult to manage operationally for local teams.

However, we want everyone to be able to take a break to recharge their batteries and enjoy some well-deserved holiday after such a busy and difficult few months.

Therefore we are closely monitoring the government's advice around quarantine before or after foreign holidays. As we know, guidance changes rapidly as we learn more about COVID-19,

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but we cannot be certain how or when this will happen.

As a result, we would suggest that if you have a foreign holiday booked this summer, you try and reschedule it for a later date to avoid the risk of quarantine without pay on your return. Holiday companies and airlines should do this, although we appreciate some are being slower to offer alternatives than others.

If you have foreign holiday plans, you could be at risk of having to observe a quarantine period. To discuss your options (such as working from home, or taking additional unpaid leave) please speak to your line manager in the first instance.

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**I have been contacted by the government’s Test and Trace system to advise I am at risk of having contracted COVID-19 and need to self-isolate. Will I be paid for this time?**

Yes, although this is a new scenario, our policy of paying you in full for a period of self-isolation still applies. Casual staff will

continue to receive an average of their last 12 weeks earnings.

**Does the decision to allow outside gatherings of up to six people change anything we’re doing for the families we’re caring for?**

No, nothing changes for us operationally. It goes without saying that we should all stick to the social distancing and hygiene measures and follow our strict operational guidance to make sure we minimise any risk of infection to clients and colleagues alike.

**My question isn’t answered here – who can I contact?**

Speak to your line manager, check out our [FAQs](#), or contact your HR Business Partner if they are unable to help.

## MANAGING & CARING FOR ASHES

Caring for the deceased doesn’t stop at the funeral. We also need to take the greatest care when managing ashes.

We pride ourselves on taking the greatest care of those we’re looking after, and the families who seek our help – and this extends to looking after the ashes until they have been returned to the client or laid to rest.

Understandably, talking about ashes with a recently bereaved family can be difficult, but it’s important they know all the options available to them early on so they understand what will happen after the funeral.

In these complex, socially-distanced times, it’s even more important to let families know

when ashes can be collected and help them arrange any service, interment or scatterings once restrictions are relaxed.

Of course, they may not be ready to think about ashes at the time of arrangement, so in the interest of taking the greatest care of clients, we should make sure we know

where the ashes are at all times.

In this [comprehensive guide to Managing Ashes](#), we look at how to speak to clients to help them in their decisions, keeping in touch after the funeral, caring for the ashes and a range of options when it comes to returning them, from traditional interment and scattering, to creating artwork and memories.

We hope this helps you when speaking to our clients about their loved one’s ashes. If you have any queries, please speak to your Area Manager in the first instance.



## A CHOICE OF CREMATORIA

COVID-19 has taken away many of our clients' choices, so we've created a new template to help choose the right location for their loved one's funeral.

**From the way we care for the deceased, to removing services such as limousines, we've all had to adapt quickly to take the greatest care of our clients.**

With restrictions easing, we've already seen some crematoria make changes, including allowing more mourners into chapels. As a result, many of our clients may prefer to choose a crematorium slightly further away than their closest venue, where they are permitted larger gatherings.

Of course, capacity varies between crematoria and can be hard to keep track of.

So to help your arrangements for Full Service, Tailored and Pre-Need funerals and to give clients all the



options available, we've collated detailed information to show the number of mourners permitted, length of service, live streaming, costs and management of ashes at crematoria across the country.

Your Area Manager will be in touch soon to pass this local information to you.

**What do I need to do?**

Speak to your manager about what options you can practically offer our clients during your arrangement conversations. By objectively showing what's available, your clients can think about whether they'd prefer the facilities on offer elsewhere. If they would like to change the venue of a planned funeral, please adjust arrangement paperwork, change the details on Compass and make sure any Funeral Notices are amended.

If you have any questions about the template, the data within it, or how it should be used, please get in touch with Tony Molyneux at [Anthony.molyneux@dignityuk.co.uk](mailto:Anthony.molyneux@dignityuk.co.uk) or call 07458 084 327.



## HOW ARE YOU?



**WIN!  
A PRIZE**

It's been a strange old year so far, so we'd like to know how you are, what's worked well and what could be even better in our short survey.

**We've all had to adapt in the last few months, from home-schooling children, to working from home, to the way we support those in our care.**

We'd like to know how you're feeling – about the support we've given you, our communications

during the pandemic, and the prospect of returning to normality.

Please take just a couple of minutes to complete our simple survey and help us understand how you are and what we can do to improve.

**Win a Prize**

It's completely anonymous, but you can choose to leave your details to be entered into a prize draw to win a voucher of your choice.

Please [click here](#) to take part in the survey.



## RISKY BUSINESS

It's been a few weeks since we updated you on our approach to control the risk of COVID-19, and we've been making good progress.

**We recently let you know about our plans to manage the risk of COVID-19 in the workplace, in line with the latest government guidance for employers.**

Thanks to fantastic collaboration and knowledge-sharing between the working group, Health & Safety and the Employee Forum, we've continued to make great progress. In fact, we're able to begin COVID-19 risk assessments this week, in anticipation of a phased return to normality – well ahead of many other companies of our size.

The risk assessments are the natural next step following our nationwide co-ordination of PPE and safe working procedures.

### **Local Action**

With such a diverse and widespread variety of properties and teams, it's

important everyone collectively understands and agrees how we apply the generic risk assessments to each specific site.

Initially concentrated in our busiest areas, key managers or site owners have been tasked to build a full picture of every location and any potential risks. They'll look at everything from public-facing areas, to entrances and exits and from air conditioning to desk layouts to make sure we're managing the risk of coronavirus to keep us, our clients and our communities safe.

This essential work will help us understand what further actions we need to take and when to do so in a consistent, safe and efficient way. This could be signage and markers, perspex screens or expanding the use of PPE.

From branches, to crematoria and from head office to manufacturing, we will cover all bases to understand how we can safely return to our workplaces in future.

### **Your Action**

Once the risk assessments and actions are complete, we will ask every colleague to read and sign them on our online system to say they've understood them. Don't worry about this – we will help guide you through when they are ready.

We'll continue to keep you posted on what this may entail for you and what we will all need to do to keep us safe, working together. In the meantime, if you have any questions or concerns about COVID-19 risk assessments in your area, please contact [\*\*HealthandSafety@dignityuk.co.uk\*\*](mailto:HealthandSafety@dignityuk.co.uk).

## HANGING ON THE TELEPHONE

COVID-19 means we're getting a huge amount of calls to branches and CSC – but there are some easy ways we can improve our clients' experience.

**We've all been there, on hold for what seems like days while we try and get through to a customer services department.**

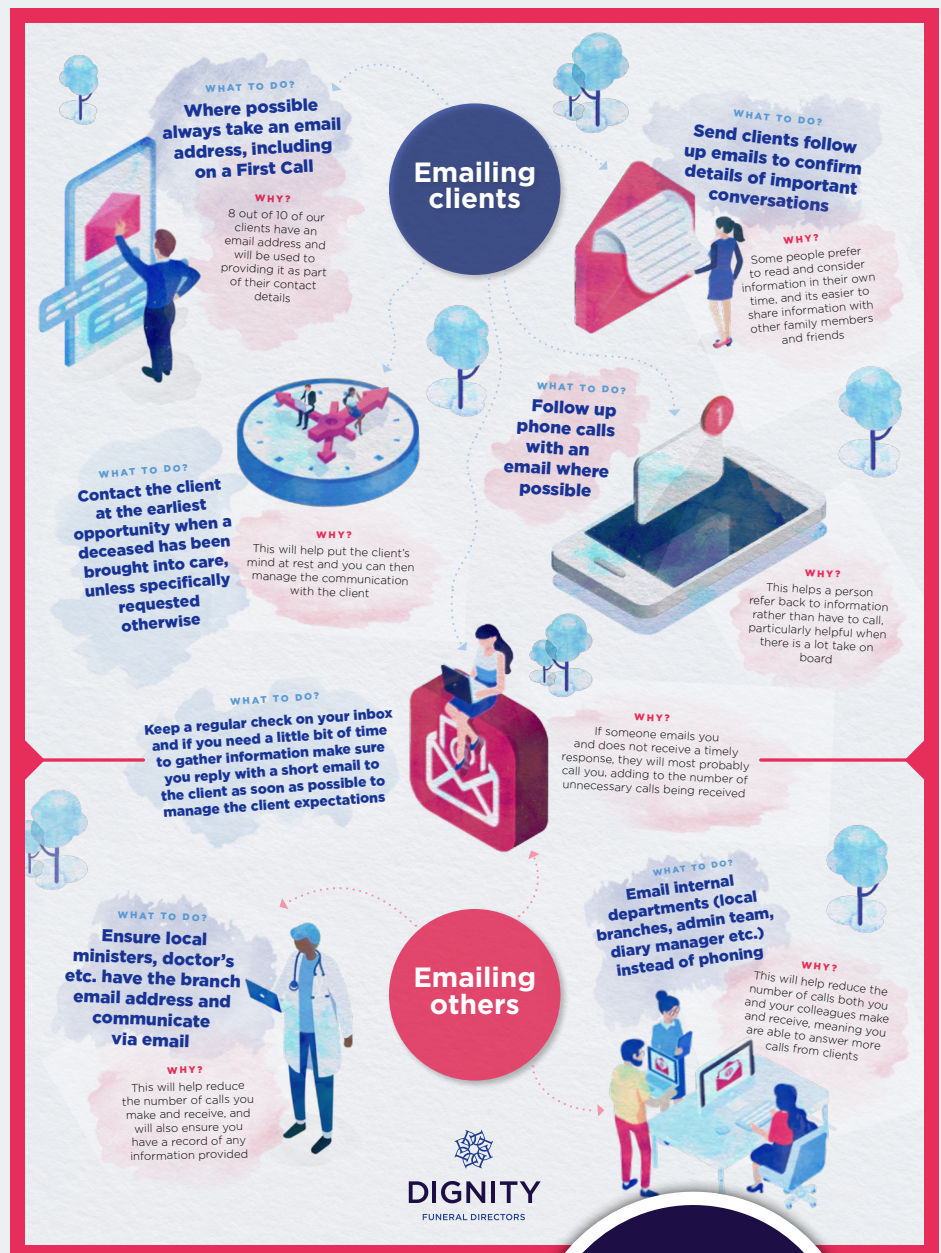
When it's to do with a loved one's funeral, or we're trying our best to help a client, our emotions and frustrations can understandably rise.

But there is a way we can avoid some of these calls in the first place – the humble email.

As well as avoiding phone messages being pinged back and forth, an email can give people the chance to read and absorb information at their own pace, as well as sharing it with their family.

Most of our clients will have an email address and will be perfectly happy for us to contact them like this. Yet it's not just clients who can benefit from a quick email to put their mind at ease.

Why not make sure your local ministers, doctors and florists also have your branch email address? As well as reducing the number of calls we get, you'll also have an easy record of your correspondence to refer to. The same goes for contacting colleagues across the business such as the admin team and diary manager.



Check out some of our top tips here (you can **download this poster** too):

An email in these cases can mean we free up our phone lines, making it easier for clients to reach us when they need to talk.



For more information on Dignity's IT Security, please visit the **Corporate Governance Document Library.**

## PASSWORDS: FOR YOUR PROTECTION

From online banking, emails and even your supermarket shop – passwords allow us to protect our valuable information. Let's take a look at how we can make the most of password protection.

**It's not just phishing that fraudsters use to try and gain access to your confidential information. There is a much simpler, time-saving way for scammers to get hold of your credit card details, bank account numbers, and anything else you hold dear online... your password.**

It may come as a surprise that 23 million people in the UK use the password '123456' – and it takes only a couple of seconds for a scammer to hack into an account that holds that password.

It will be the first one they try – bad news for those 23 million people who are putting themselves at a greater risk of being a victim of online fraud.

Unfortunately, it's not just accounts with simple passwords that are hacked into. Follow our top tips to make your password-protected accounts as secure as possible – reducing the risk of cyber criminals stealing yours and Dignity's information.

### Top tips for a safe and secure password

#### 1 Give it some muscles

A strong password makes it harder to 'crack and hack.' This means using a combination of upper and lower case letters, symbols and numbers and having at least eight characters or more.

#### 2 Keep it fresh

There's a reason why Dignity asks you to change your login password every 90 days, and it's to help keep your account secure. It's a good idea to regularly change all of your passwords even if you aren't prompted. And when you are prompted, particularly on your Dignity account, please change your password as soon as possible to avoid being locked out of your account and having to call the IT Service Desk.

#### 3 Make it easy to remember

It's easy to get in a right old fuff when it comes to remembering all your passwords for all of your online accounts... so why not use a technique to help you remember them? Use the first

letter of each word in a sentence that you can remember easily. For example: '2 cats sat on 1 red tin roof' would be 2Cso1rtr. It doesn't roll off the tongue as easily as others, but it certainly makes for a secure password for one account.

#### 4 Use a different password for work and home accounts

This top tip helps to protect Dignity and you. We've all heard of user names, email addresses and passwords being stolen from organisations in the press. In fact, only a couple of weeks ago EasyJet admitted that, unfortunately, the **data of 9 million customers** had been hacked into thanks to a sophisticated cyber attack. Having different passwords for work and home accounts gives you and Dignity greater protection from cyber hackers.

#### 5 Keep it to yourself

Don't share your password with anybody. Don't write it down. Don't let anybody watch you input your password when logging into an online account – whether that's a Dignity account or a personal one.





## FOOD FOR THOUGHT

Diet isn't just important for our physical health; it affects our mental health and wellbeing too.

**There's an old proverb that says 'you are what you eat.' Put simply, those who aspire to be fit and healthy need to eat well and go easy on the junk.**

More recently experts have started drawing connections between nutrition and mental health, where poor diet may lead to feelings of depression and anxiety.

According to the charity Mind, eating healthily can improve our mood, keep us energised and enable clear thinking.

Watching what we eat is important at any time, but during the coronavirus pandemic it has become a real talking point.

Staying at home, limited contact with family and friends and a

sustained flow of bad news all combine to make snacking, treats and alcohol even more tempting.

Now it's not our place to preach or tell anyone how to live their lives. Through StayWell, we just want to share what we hope is thought-provoking information linked to positive mental health and signpost sources of help for those who might need it.



## TASTY ADVICE

### Planning makes perfect

It's easier to make healthy choices when you plan meals in advance. That includes drawing up a shopping list so you don't get side-tracked by impulse purchases or pester power.

Stick to regular meal times, especially if you're working from home – avoid grazing throughout the day.

**Top tip!** We've drawn up a **handy guide to homeworking**, well worth a read if this is still a relatively new experience for you.



### Mind the snack

Sometimes people snack because they're bored rather than hungry, so find activities to fill time and keep the brain engaged. If you do eat between meals, try swapping salty and sugary snacks for vegetable sticks and pieces of fruit.

**True story!** Northumberland mum Sarah Balsdon hit the headlines after buying an old vending machine and loading it with all the unhealthy snacks from her cupboards.

### Fancy an extra helping?

Useful links:

- [\*\*NHS Eatwell Guide\*\*](#)
- [\*\*Mood and Food tips from Mind\*\*](#)
- [\*\*British Heart Foundation has a healthy eating toolkit\*\*](#)
- Check out the My Wellbeing videos and articles on our [\*\*Employee Assistance Programme website\*\*](#) (using the log in code of 'DFLwell').

Her children have to use their pocket money to unlock a treat, while healthy options come free of charge.



### Stay hydrated

Take on plenty of fluids, such as water, tea and coffee, sugar-free drinks or fresh juices. Ditch soft drinks that contain lots of sugar.

Drink alcohol in moderation. It's high in calories and often makes us want to eat more.

**Did you know?** Alcohol sales in supermarkets and convenience stores increased by 22% in March ahead of the nation going into lockdown.



### Ready, steady, cook

Make the most of your time at home to prepare more meals from scratch using healthy ingredients, rather than relying on convenience food or ordering takeaways.

Cook large batches and freeze the extra portions. Making your own dishes also means you control the salt, sugar and fat content.

**Get online!** Many top chefs are doing live cook-alongs via Facebook, Instagram and YouTube. Tune in and be inspired.

Don't miss the **StayWell guide** to getting active!



## WE SALUTE THEM!

Join us in celebrating Armed Forces Day and giving thanks to our service personnel, past and present.

**On Saturday, 27 June, the nation will pay tribute to the British Armed Forces community on Armed Forces Day - and we'd like you to join in!**

Our profession has strong ties to the military, including colleagues we work with, communities we support and families we care for in their time of need.

One very visible way of showing our gratitude to service personnel is to participate in the **#SaluteOurForces** initiative. People simply need to give their best salute and share it far and wide.

### Get involved

Between now and Armed Forces Day we want to see you saluting our Forces, either in a photograph or a short video clip, which you can send to us at [internal.communications@dignityuk.co.uk](mailto:internal.communications@dignityuk.co.uk).

You can take part by yourself (is there such a thing as a saluting selfie?), with your team, or even get your family and friends involved.

If you are going to salute as a group with anyone outside your household, including colleagues, then please remember the rules

on social distancing and give yourselves the necessary two metre space.

We'll create a gallery on Good to Great in time for the 27th and (with the individual's permission) post a selection on Dignity's social media feeds, linking in with the official **#SaluteOurForces** hashtag.

Last but not least, we're putting up a spot prize of a box of goodies from the charity Help for Heroes. The winner will be drawn at random from all the photos and videos we receive.

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Please send us your salutes (and the names of those participating) by no later than Wednesday, 24 June to be included in both the gallery and prize draw.

### Take your pick

While it sounds simple enough, if you're going to salute like a member of the Armed Forces then you'll need to get the technique right.

Did you know, for example, that the Royal Navy salutes with the hand facing down? However, for the British Army and Royal Air Force, it's strictly palms out!

If you want to practice before picking your preferred salute, then head to the [Armed Forces Day](#) website and watch the brief video tutorials.

## ATTENTION ALL BRANCH TEAMS!

Our colleagues in Marketing are busy preparing a poster you can display to show support for Armed Forces Day in your community. They will be available to order in a range of sizes before the big day – please follow the usual process via Just Digital. Look out for more information very soon.

We look forward to hearing from you as together we honour the troops, families, veterans and cadets who play such a vital role in defending our country.



Salute Our Forces



Royal Air Force salute



Royal Navy salute



British Army salute

## PAYING OUR RESPECTS

Teams throughout the business observed a two minute silence in honour of COVID-19 victims.

**There was a special two minute silence at Dignity on Thursday, 4 June, to remember those who have lost their lives to coronavirus.**

The suggestion was initially put forward by colleagues in the Client Service Centre as a tribute to Patricia Ben Hadj Salah, who sadly died last month.

Trish joined Dignity just over a year ago. She was a part-time Client Service Advisor and had been training to take on



***The team at Highfield Funeral Directors in Huddersfield hold a two minute silence outside their branch.***

additional responsibilities within the branch network as a Funeral Service Arranger.

We would like to offer our deepest sympathies to her family, friends and co-workers.

The two minute silence began at 1.30pm to coincide with the time of Trish's funeral, which was overseen by E F Edwards in Tamworth.

As we know, the impact of COVID-19 is being felt by people and families up and down the country through separation, illness and, in some cases, bereavement. With this in mind, we extended the invitation to observe the silence to colleagues in all business areas.