

Friday 26 February 2021

Welcome to our latest news round-up from across the Dignity Group. Can't wait for the next issue? Then go to www.dignitygoodtgreat.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!)

UNVEILING A NEW LOOK

It's all change as Dignity's funeral services and funeral plan web pages undergo a marvellous makeover.

With the weather starting to get warmer and the days lasting longer, we can finally say that spring is on the horizon.

A perfect time then to unveil the equivalent of a spring clean for some of our most important digital assets, namely our client websites promoting [at-need funeral services](#) and [prepaid funeral plans](#).

Now in fairness to our hard working Marketing and Web Development teams, this is more than just a quick tidy up – and it has taken nearly a year to complete rather than a few intensive hours!

As a result, the changes are significant, including many behind the scenes which might not be outwardly visible, but greatly improve the overall effectiveness of each site.

Consistency counts

You should be able to see a big difference in the web pages straight away. The use of illustrations along with cleaner and smarter layouts really stand out, while making the sites much simpler to navigate.

There is clear signposting to help visitors find their local funeral director or gather more information about our various funeral plans. A key improvement though is consistency.



Rather than drawing on different design styles, the two sites are now recognisably part of the same overall business.

Clients can therefore feel reassured they are dealing with a reputable and trustworthy provider.

Technical enhancements

These are all about how we manage the sites more effectively going forward.

We have the ability to update content much more easily, which is especially important in the current climate where funerals are subject to change in line with measures to control coronavirus.

The platforms for our websites are scalable, meaning we can plan ahead with confidence knowing the infrastructure is in place to help our digital offering grow.

And we continue to make sure links to our sites always appear prominently in the results on major search engines such as Google.

Our websites are an essential part of how we present and promote our services, with more people using the internet to start their arrangement journey or find a product that suits their needs.

Be sure to check out the changes for yourself, then why not tell us what you think.

BOOSTING OUR GREEN CREDENTIALS

Why let waste go to waste? We've hit some significant milestones thanks to our partnership with Veolia.

Have you ever stopped to think what happens to our rubbish after it goes in the bin?

(yes, we know – those repetitive lockdown days and nights are clearly getting to us!)

If so, then wonder no more. We've been offered this fascinating insight from our main provider for general waste handling, Veolia, after a complete first year of working together.

Perhaps the best outcome is that practically none of that waste gets taken to a landfill site.

Veolia reports a whopping **99.98%** of the materials they collected on our behalf between February and December 2020 were successfully diverted from landfill.

Just one of the locations they service in our London region is still having to use a landfill site, but we've been assured a solution will be put in place to change this during the year.

Making waste work

Items of rubbish can go on quite a journey once they leave our premises.

Within Dignity, Veolia recycled **92 tonnes** of our waste, including cardboard, glass and compositing green waste.

They also used **794 tonnes** of it to generate electricity – enough to power **99 homes** for a whole year! So give yourselves a (virtual) pat on the back for a job well done.



Veolia can only treat our waste after collection if we segregate it properly and they said there have been very few issues of contamination detected.

Credit also goes to our Procurement team who continue to ensure the suppliers we work with take environmental issues as seriously as we do.

Setting new goals

We've already mentioned our target of reaching zero to landfill during 2021. Veolia also want to help us increase the amount of recycling we do.

We will come back to this topic in a future communication, but in the meantime any teams who believe they can segregate their waste more and want to look at other recycling options, please get in touch with [Procurement](#).

Of course, Veolia isn't our only provider for waste management services. Each has been asked to report back to us in a similar way about environmental initiatives and achievements and we'll share the outcomes with you as soon as possible.

Don't forget!
If you need information about any of our suppliers and service partners, or want to get their contact details, visit the [Procurement pages on the intranet](#).





IMPORTANT CHANGE TO **FUNERAL NOTICES**

To help comply with COVID-19 restrictions, Notices will no longer contain specific details of funeral arrangements.

Our complimentary Funeral Notice service continues to be popular with clients who want to share a death announcement using the speed, convenience and reach of the internet.

But with funerals still subject to strict limits on attendance because of coronavirus, we're making an important temporary change that affects what can be shown within a new Notice.

Sections detailing the date, time and location of a funeral (including the map and 'Get Directions' feature) are now automatically hidden from view.

If there are existing Notices containing arrangement details for an upcoming funeral, we'll email the client and politely explain that this information is being removed.

Why is it necessary?

As we know, public gatherings are not allowed at the moment. This rule is enforceable by the police and breaches can incur a substantial fine.

Funerals can still take place, however only with limited numbers of mourners who are usually immediate family members.

To avoid any confusion and demonstrate a responsible approach, it makes sense to omit details of funeral arrangements from Notices that are potentially visible to lots of people once shared online.

If the funeral is being held at one of our crematoria, this will support the teams working there too.

What if a client is unhappy with the decision?

For new clients, there is no obligation to use the service – it is there to help them and still has lots of useful features besides posting funeral arrangements. If an existing client no longer wishes to use the service because of this change, they can take the Funeral Notice offline at any time (or we can do it for them).

What else can a Funeral Notice be used for?

Informing people of a death, collecting online donations and sending floral tributes. If a funeral is going to be live-streamed, the Notice is a good way of passing on access details.

Will the Funeral Notice Application be changing?

Yes, work is underway so the option to add details for a Service, Committal or Reception is no longer visible. For now, if you are creating a new Funeral Notice please avoid ticking any of these boxes so they do not appear in your template.

Users will also see a new banner within Funeral Notices pages highlighting the importance of following government guidance. Clicking on it will take them to the COVID-19 section of our website.

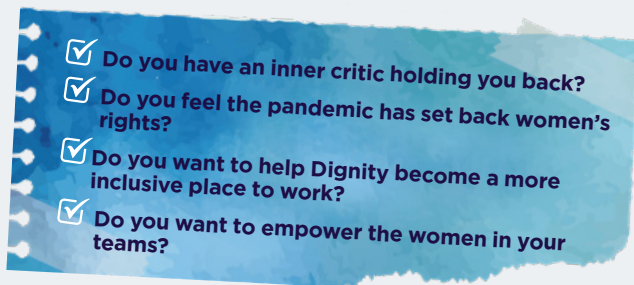
I still have queries. Who can I speak to?

If you need further support, please contact your Branch Development Manager.

CALLING ALL WOMEN...

Join our online workshop to help women thrive in the workplace.

‘Choose to Challenge’ is the theme of this year’s International Women’s Day – and this year we want to challenge ourselves!



If you've answered yes to any of these questions, we'd love for you to join us on our first ever interactive women's workshop.

Hosted by twins Lesley Heath and Karen Powell from A Matter of Choice, we'll get to the heart of what matters in our typically male-dominated industry, and think about what would make Dignity an even

better place to work for women.

As well as a safe space to talk, listen and share experiences, we'll also leave you with some great tools to improve your wellbeing.

There'll be two 75-minute sessions to choose from – and of course both men and women are welcome. Look out for the invitation emails from Internal Communications and accept the one that works best for you.



*Important note: As we remain exceptionally busy, you **must** let your manager know if you'd like to attend so we can make sure we still take the greatest care of our clients.*

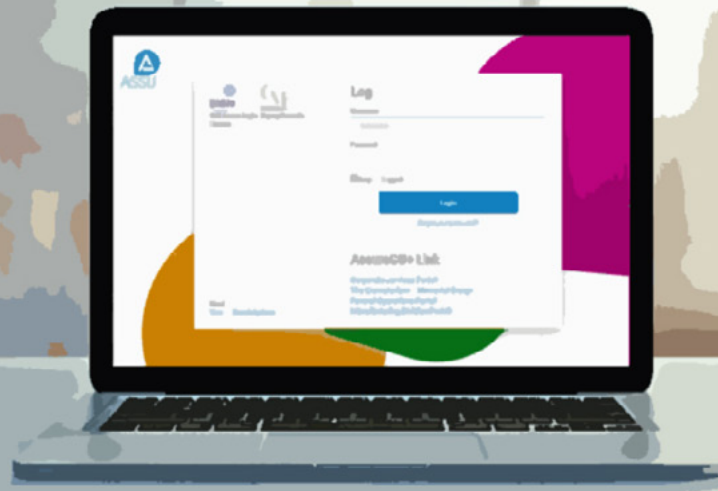
New to Zoom?

We'll be holding the events on Zoom. If you've never used Zoom before, watch this [video](#) for an overview

If you have any questions, please email internal.communications@dignityplc.co.uk

[International Women's Day 2021](#)





SAFETY ASSURED

Discover more about SHE Assure, our new health and safety software portal that's accessible to all.

As a business, we're making great progress in reviewing many of our outdated paper-based processes so they work in a digitally connected age.

Health and safety is no exception. Since the New Year, our mechanism for reporting accidents has switched from a log book to an online portal - SHE Assure.

However, the software has considerably more functionality than that.

As part of our ongoing awareness month, we're giving you a rundown of what Assure can do now and a few hints about the future improvements our Health and Safety team have planned.

If you haven't visited it before, Assure is only a click away from Dignity's Intranet.

Use the link from the side menu labelled 'Health and Safety Software Portal'. Then choose which portal access area best reflects your job role - corporate services (ie head office functions), CMG, funeral operations or manufacturing.

Make sure you report it

We covered [this in a previous article](#), but just to confirm hard copy accident books are no more! Any accidents or incidents are reported via Assure instead.

Going digital makes it quicker to submit a report (no faxing, scanning or emailing required). It also saves paper and means the data we need to monitor accidents is always readily available.

Assure is easy to use, but if you need help please refer to the training notes and video guide contained within that earlier article.

COVID-secure

Last year we completed COVID-19 risk assessments for each of our business locations.

Different sites naturally require different control measures and these have been documented using Assure. This makes them accessible and simple to adapt should government guidance change.

It's the same for the COVID-secure audits now being carried out by our Regional Health and Safety

Officers, where any required actions will be prioritised and tracked through to completion on the portal.

What's next?

Over time, we want Assure to provide one centralised view of our entire health and safety performance. We also want to make it more interactive, starting with health and safety-related assessments that will help us all stay protected in the workplace.

Look out over the coming months for guidance on how to carry out an assessment for using display screen equipment such as computer monitors and touchscreens. We'll also help those who are working from home to assess the suitability of their workspace.

In each instance, Assure will signpost the relevant policy and guidance documents so everything you need is close to hand.

In the meantime, feel free to start exploring the system and [contact your RHSO](#) if you need any support.

ACCIDENTS WAITING TO HAPPEN?

There are many hazards in the workplace, but we've asked the experts on how best to avoid them.

Whether we're at work or home, there are potential health and safety hazards all around us.

Some present only a minor risk; others require more caution. But we can always stop them causing harm if we stay alert and take preventative action.

To round off our health and safety awareness month, we've compiled a list of the 10 most common workplace hazards.

We've also consulted with our Health and Safety team to get their top tips on reducing the risk of related accidents occurring.



#1 SLIPS, TRIPS AND FALLS

Often caused by worn carpets, broken floor tiles, spillages and trailing cables. Check outside areas for potholes or cracks.

SAFETY TIP

Concentrate while using the stairs (no reading paperwork or checking your phone).



#2 EQUIPMENT AND MACHINERY

Lack of experience or training. Think beyond heavy machinery; paper shredders, photocopiers and even kitchen utensils can be dangerous too.

SAFETY TIP

Keep loose clothing, jewellery and long hair away from machines.



#3 ELECTRICAL ITEMS AND WIRING

Damaged cords and exposed wiring are fire risks. Connecting too many appliances to a socket can cause an overload.

SAFETY TIP

Don't attempt repairs yourself, even something seemingly simple like changing a plug.



#4 FIRE AND ESCAPE ROUTES

Accumulated waste can fuel a fire and block an escape route. Portable heaters mustn't be left unattended.

SAFETY TIP

Communal areas must be tidy and clutter-free.

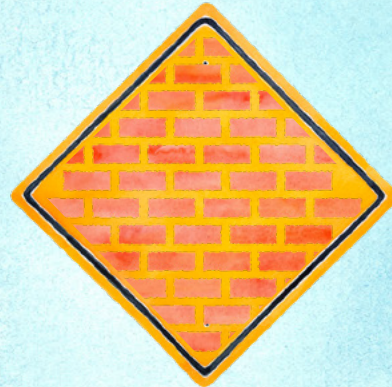


#5 HEAVY AND BULKY ITEMS

Trying to lift too much or poor technique can result in injury.

SAFETY TIP

Ask for assistance to (literally) lighten the load.



#6 FALLING OBJECTS

Items that have been stacked unsafely. Buildings in a poor state of repair causing debris to fall.

SAFETY TIP

Make sure everyday items are easily accessible, not in hard to reach places.





#7 POOR HYGIENE AND HOUSEKEEPING

Increases the likelihood of viruses and infectious diseases spreading.

SAFETY TIP

Keep shared appliances like fridges and microwaves spotlessly clean.



#8 WORKING AT HEIGHT

Danger of falling from ladders, scaffolding or step stools.

SAFETY TIP

Never use ladders at work until you have attended the relevant training course.



#9 HAZARDOUS CHEMICALS

Not using cleaning or embalming chemicals correctly. Toners, inks, solvents and adhesives need careful handling too.

SAFETY TIP

Always dispose of chemicals properly after use.



#10 DISPLAY SCREEN EQUIPMENT

Set at the wrong height, resulting in poor posture and discomfort. Desks and chairs not configurable.

SAFETY TIP

Adjust the screen brightness and take regular breaks.

GETTING THINGS 'SETTLED'

New service aims to relieve some of the end of life admin that's required after someone has died.

We're all for sharing information that could help our clients at their time of need, especially if it alleviates some of the stress involved in coping with a bereavement.

That's why this new independent account closure service caught our eye. Called Settld, it enables families to notify multiple companies about a death in one go.

Better still, it's also free to use.

It works in a similar way to the government-operated Tell Us Once scheme, which we have been promoting to our clients for a few years now.

The two services are designed to complement each other and reduce the number of times families have to inform organisations about their loss while they are grieving.

Who will Settld contact?

While Tell Us Once picks up government departments such as HMRC and the DVLA, Settld concentrates on private sector service providers and utility suppliers. These include banks, insurers, mobile and broadband operators and paid TV subscriptions.

Users upload their documents to a secure website, after which Settld goes about notifying the various firms and instructing account closures or transfers.

The business was started by mother and daughter team Julie and Vicky Wilson based on their own difficult experiences after a family member passed away.

Vicky said: "There's now no need to ring each and every company to tell them that your grandparent, or husband or wife, sister or brother, or child has died. Our automated system takes care of that and alleviates time wasted hanging on the end of a phone, or sending countless emails."

For more information about Settld, take a look at the [**FAQs on their website.**](#)

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Settld.

