

8th October 2021

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



We are committed to being the best end of life provider, and to do that, we are continuously improving our standards.

You may have seen in the **video from Gary** recently that we have started an accelerated programme of investment in our premises and facilities.

What is the Property Compliance Programme?

We know we want to do more to ensure we address vital Health & Safety and compliance requirements so, to accelerate this we have formed a focused working group led by Kate Davidson, Chief Operating Officer, who will support the roll out of a number of improvements across our estate in line with business critical priorities.

This significant compliance programme has been allocated time, resource and, crucially, investment and we are committed to resolving the issues we currently face.

So far we have made good progress in evaluating the scale of the work required, however, we are assessing how we can improve the process in the future in order to put the power back into our colleagues' hands – empowering our people to continuously improve.

Areas of focus

If we could flip a switch and implement all the improvements we want to make overnight – we would! Unfortunately, we must prioritise our activities and start with the tasks that will make the highest impact. These will ensure we are keeping people safe and doing the right thing to ensure compliance:

Our Property Compliance Programme will follow four key stages:

- **Health and Safety/ Compliance gaps.** Our priority first and foremost is to ensure our properties and colleagues are safe.
- **Mortuary/Care of the deceased facilities.** We are committed to delivering a high standard of service to families and those in our care. To do this we must continuously invest in maintenance and improvements to these facilities.



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- **Building/Refurbishment requirements.** We recognise there are some buildings and locations that have lacked investment over the years. We are reviewing our entire estate to identify where key work is needed and we will develop proposals based on our findings.
- **Aesthetic improvements.** Whilst this is perhaps what our clients will see first, we are focusing on aesthetic improvements in later phases once we have completed our higher priority tasks. We will be keen to hear your views at that time on to how best to make those improvements.

First steps

Giving colleagues the right tools to do their jobs is critical in our endeavour to be the best, and the first step along this journey is ensuring our sites are compliant with Health & Safety and Property regulations.

To enable us to better plan and deliver these improvements we have asked risk assessment company, Marlowe, to visit all of our sites over the next 12-14 weeks to check our fire safety precautions. This programme of work has an impact across all regions and started on the 4th October.

We have 800 funeral homes, 46 crematoria and a number of care centres in our estate so this will be no mean feat. We aim to complete this work quickly and thoroughly, minimising impact on the business where we can.

Marlowe will be visiting our more complex sites first but, be assured, every site will be visited by the team at some point over the coming months.

It is important that you do not worry about any recommendations that arise from these visits. We know that some sites will require improvement, and this is not a reflection of our colleagues and the work that you do. It is because there has been under-investment in our estate in the past and that is why we are rolling out this Property Compliance Programme – to make all of our sites compliant, up-to-date and welcoming.

What do I need to do?

These visits will be taking place over the next 12-14 weeks and it is safe to grant access to Marlowe visitors during this time. No preparation will be required for their visit, however they will need to be accompanied throughout their time on site.



"We thank you for supporting our improvement programme, and hope that you will see the benefit of this work in your premises."

Marlowe may also need to take photographs and therefore we have produced a **new photography policy**. Please take the time to read this before the visits start. This new policy will not only apply to these specific visits and circumstances, but also to visits or inspections by a range of contractors or in specific circumstances around care of the deceased. It is important therefore that you read this information, ensure that this is carefully followed and if in doubt, ask that no photographs are taken and request immediate support from your line manager.

You will also shortly receive further information that complements existing fire safety training. This should ensure that all colleagues are able to complete the following regular checks:

- That all fire alarm systems are working
- That the emergency lighting is working
- That we can record any faults in systems and equipment
- That all escape routes are clear and the floor is in good condition
- That all fire escapes can be opened easily
- That automatic fire doors close correctly
- That fire exit signs are in the right place

We know that it matters to you to provide good service to clients, and we want to create the best environment for you to do so.

Should you have any queries about this work or update, please contact your line manager who will liaise with the Regional H&S Officer for more information.

RECOMMEND A FRIEND

Successfully introduce someone you know for a role at Dignity, and receive a thank you payment in return.



We all appreciate the occasional recommendation, from finding somewhere nice to eat or an interesting place to visit, to choosing the ultimate binge-worthy boxset.

Recommendations can be helpful at work too, especially when it comes to recruitment and finding great candidates to fill vacant positions.

If you know someone who might be suited to a role within Dignity, then the Resourcing team would love to hear from you.

And following the launch of their new **Referral Reward Programme**, you could be in line for an additional payment with your salary as a way of saying thank you.

How does it work?

All externally advertised vacancies are eligible for a referral reward. Similarly, all Dignity colleagues are eligible to receive a reward payment.

The only exceptions are if you'll be supervising or managing the vacant

Making a Referral

To suggest someone for consideration, you'll need to fill out a **colleague referral form** and provide a short summary of why you think they are suitable for that particular role.

The form must be sent to **recruitment@dignityuk.co.uk** before the candidate submits their job application.

Please read the **programme policy document** for more detailed information.

Often the best advocates of a business are the people working there. We're pleased to now have a method for rewarding colleagues at Dignity who play a part in introducing us to new talent.

role, you're directly involved in the recruitment process, or the referred candidate is a member of your immediate family.

Rewards vary according to the type of position we're trying to fill. For permanent and fixed term contracts, they are payable in two stages.

The first comes after the candidate has been appointed and undergone any required onboarding or reference checks. You'll receive £50 for roles salaried at under £50,000 per annum, or £100 for those over £50,000.

The second is made upon successful completion of the candidate's 26 week probationary period. You'll receive one per cent of the salary being offered, but minus the amount of your first stage payment.

For casuals, a fixed payment of £150 will be given to the referrer once satisfactory screening checks on the candidate have been carried out.

All rewards under the programme are paid in the next available pay reference period and are subject to normal tax and National Insurance deductions.

WELLNESS CHAMPIONS WANTED

If you're a good listener and are passionate about good mental health, this could be for you!

You're awesome.

It's true, don't blush.

Even Gary has said so in his recent messages.

And one of the (many) reasons you're so awesome is because of the support you give each other.

The past eighteen months of pandemic has shone a bright light on what a deeply caring bunch you are, and while we knew you always took the greatest care of our clients and communities, the way you've stepped up to support each other during these turbulent times has been nothing short of inspirational.

Your wellbeing has never been so important to us, so, to celebrate this week's World Mental Health Day and greater investment in your wellbeing, we're announcing a brand new company-wide network of Wellness Champions – and we would love for you to apply.

Offering peer-to-peer support, the two-year role will be done alongside your day job and fully supported by the People Team. If successful, you'll receive mental health first aid training, be equipped to spot the signs of someone in need, and have the tools you need to support your peers.

How to apply?

If you think you'd make a wonderful Wellness Champion and can offer a friendly, listening ear for when people need to talk, please apply by email to internal.communications@dignityuk.co.uk answering these two questions:

- What does mental health mean to you?
- Why do you think you'd be a good mental health first aider?

1  4

1 in 4 of us will be affected by mental health issues

Need help now?

Our Employee Assistance Programme is available 24/7 if you need someone to talk to. You can call them in confidence and for free at 0800 072 7072, or go online at <https://axabesupported.co.uk/> (username: dignity, password: supported). You can also find a terrific toolkit of wellbeing ideas on Dignity Inside.

GIVE A LITTLE WHISTLE

If you see something wrong, don't keep it to yourself – our whistleblowing helpline is here to help us address any issues.

As a company, we pride ourselves on upholding an open and honest culture and conducting ourselves both with integrity and in an ethical manner.

This is why it is important for all of us to be aware of our Whistleblowing Policy.

This Policy provides a framework to ensure that all allegations of



wrongdoing are reported and dealt with appropriately.

If you are concerned that something is happening at work which you consider to be wrong or dangerous, please do not keep it quiet: discuss

the matter with your line manager or report it on the confidential Whistleblowing Hotline. This is a Freephone number (0800 374 199) and is there to enable all colleagues to disclose matters of concern.

Any concerns raised either via your line manager or the Whistleblowing Hotline, will be acted upon. By following this process we can ensure that any serious problems are addressed in a timely manner.

MARKETPLACE IS GOOD TO GO

Orders can be placed via the new online platform from next week.

The Marketplace will soon be opening for business!

But before people rush out with their shopping bags and grocery lists, we ought to clarify this is Dignity's new purchasing platform created in partnership with digital specialist Proactis.

We previewed Marketplace during the summer and highlighted the benefits this exciting new tool will provide for those of us with responsibility for purchasing.

It brings together catalogues from two key suppliers, Lyreco and RS Components, with scope to add more in the future.



All browsing, ordering and approvals are done within the platform and you get there in just one click from the homepage of Dignity's **Intranet** without the need for any additional log-ins.

Going live

The Marketplace begins operating from **Monday, 11 October** and colleagues should start using it straight away.

We're sure you'll find the platform easy to navigate and understand, but there's a step by

step **training guide** available in case you get stuck.

Members of the Procurement team will also be happy to help if you send an email to procurement@dignityuk.co.uk.

Our work with Proactis and the introduction of the Marketplace is a big step forward for how we buy the goods we need.

Convenience and speed are certainly notable improvements. More than this, it means individual users have greater awareness of what's being purchased and how much it costs; insight they can use to help make smarter business decisions.

WANT TO KNOW MORE ABOUT ORGAN DONATION?



Catch up on the webinar and Q&A hosted by the
NHS Blood and Donation Trust.

Organ Donation... it's a subject surrounded in myth, so we found some experts to give us the all the details and break down the facts from the fiction. If you want to find out more about Organ Donation then look no further.

Our partners at the NHS Blood and Donation Trust hosted a webinar just for us, explaining the change in law surrounding Organ Donation and what the process involves. They also offer some tips for starting conversations with families about Organ Donation – something we have to handle very sensitively in our line of work.



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In case you missed it, the **video on Dignity Inside**, presented by Aisling Fee, Senior Partnerships manager at NHS Blood and

Transplant Trust, and Marion Jones, Registered Nurse, QN and Hospital Development Nurse Practitioner in Tissue and Eye Services, is a recording of last week's webinar.

In the video, Aisling and Marion also explain all about the Organ Donation Week and **Leave them Certain** campaigns; go through what is involved in the Organ and Tissue donation processes and how it impacts donor families and recipients; and discuss the change in law affecting Organ donations in England.

If you have further questions about Organ Donation then please contact **internal.communications@dignityuk.co.uk** and we will send your queries on to Marion and Aisling.

WHEELIE GOOD EFFORT

A 24 hour cycling challenge in the CSC generates crucial funds to help young cancer patients.

Pedal power has seen the Client Service Centre (CSC) raise money for Dignity's nominated charity, Teenage Cancer Trust.

The team set themselves a challenge to clock up 24 hours of activity on an exercise bike, with stints in the saddle split between colleagues over the course of a week.

The bike was put in the canteen at our King Edwards Court office, plus there were contributions from those completing activities outside of work – swimming, golf and even walking the dog.

With everybody's hours and minutes totted up, the CSC smashed their original target with just over 30 hours banked.

Moreover they collected £251 in donations, money which will go towards funding specialist nursing care for young people with cancer.

Client Service Advisor Nick Aston said: "After a year that has been extremely tough for all, we wanted to come together as a group and share in an activity that would also help a good cause.

"More than 30 colleagues took part, with those from Keying, Support, Admin and the Post Room making up most of the time on the exercise bike between them.

"We were delighted when other departments asked to get involved by doing their own activities and adding their times to our overall total."

Lauren Hines, Client Service Specialist, added: "We spoke with Teenage Cancer Trust before the challenge and it really brought home the importance of their work helping young people get through such difficult times.

"It was great to see everyone get behind the charity and we know the money people have kindly given will be put to good use."

The CSC's [online fundraising page](#) will remain open for the next few weeks and there's also a collection box in Reception at King Edwards Court.

Meanwhile, the wheels are in motion for more fundraising later this year when the team plan to raffle off the exercise bike used for their challenge.

Seems like keeping fit can pay off in more ways than one!

