

Doing the
right thing

Supplier Code of Conduct



As one of the UK's leading providers of funeral services and crematoria, we are proud to serve the local communities of which we are a part of.

At Dignity, our Core Values are essential to how we do business and we expect our suppliers to support and promote these Values with us:

- Be professional at all times
- Show compassion
- Respect each other

This Supplier Code of Conduct has been developed as we rely on our suppliers to provide many important services that help us serve our clients and sets out the way in which we work and behave towards each other.

Be compliant

Dignity as a business sets high standards and has high expectations both of the services provided to our clients and also how we look after our colleagues when providing such services.

Suppliers will be expected to deliver goods and services in accordance with the law, regulatory policy or guidance, industry best practice, and industry codes of practice (Applicable Laws).

Suppliers through the Dignity Supplier Portal, when on-boarding, and on an on-going basis, will be required to provide and maintain certain documentation and accreditations, such as ISO certification and Insurances. Failure to do so, could see suppliers suspended from providing services and products.

Additional checks and requirements may be requested at any time throughout the business relationship, to ensure services are being delivered in accordance with Applicable Laws, and there is an expectation that Suppliers will proactively engage Dignity if there are risks to Applicable Laws not being met.

Act with Integrity

Suppliers shall conduct business competently and in full compliance with all applicable laws, codes and regulations and are expected to interact with Dignity in an open and honest manner.

We expect our suppliers to use recognised industry practices in the delivery of goods and services and bring innovation, ideas and expertise to help address strategic challenges and support growth.

Suppliers must adhere to anti-corruption and financial crime laws, including but not limited to the Bribery Act 2010, Money Laundering Regulations 2010, terrorist financing regulations and anticompetitive practices.

Work Ethically

We expect the highest standard of business ethics from our Suppliers and they must comply with all applicable human rights and employment laws in the jurisdictions in which they work.

This includes complying with the provisions of the Modern Slavery Act 2015 and ensuring they have robust means of ensuring that the sub-contractors in their supply chain also comply with all regulatory requirements.

Manage Risk

Suppliers are expected to implement mechanisms to identify, determine and manage risks in all areas addressed by this Code of Conduct. These include (but are not limited to) Business Continuity, Disaster Recovery Plans, and ensuring all Applicable Laws are met.

Be Cyber Secure

It is essential that suppliers safeguard the security and privacy of their systems and our data. Depending on the level of integration and/or data sharing. Dignity may ask suppliers to complete a Data Processing Questionnaire and provide supporting evidence where necessary.

Suppliers must inform us immediately in the event of a cyber incident and/or loss of information. Doing so will minimise any potential impact on our clients and employees and ensures compliance with legal and/or regulatory requirements.

Be Health and Safety Conscious

Suppliers shall protect people in the workplace, and we expect suppliers to comply with all standards, legal and regulatory requirements regarding employee health and safety.

For suppliers who need to be on-site at one of our locations, you will be required to work in accordance with all Dignity policies and procedures. A separate guide detailing the requirements of on-site working will be sent if applicable.

Follow Confidentiality and General Data Protection Regulations

Suppliers are expected to comply with the provisions in our contracts and any legal requirements to protect commercial and sensitive information. This includes confidential, proprietary and personal information.

Dignity and our suppliers may both be party to confidential information that is necessary to be effective partners. This information, even if it is not covered by contractual provisions, should be handled with the same care as information of similar sensitivity including special category data (under GDPR regulations). Information should not be used for any activity (eg advertising, publicity, and the like) other than the business purpose for which it was provided, unless there is prior authorisation from the owner of the information.

Look after the Environment

Suppliers shall operate in an environmentally responsible and efficient manner and strive to minimise adverse impacts on the environment. Suppliers are encouraged to conserve natural resources, to avoid the use of hazardous materials where possible, and to promote activities that reuse and recycle.

Suppliers shall obtain all required environmental permits, licences and approvals and comply with all applicable operational and reporting requirements.

Suppliers shall have systems in place to ensure the safe handling, movement, storage, recycling, reuse or management of waste, air emissions and wastewater discharges.