

Our Principles
How We Work
Pet Cremation with Confidence™
Standards of Practice for Cremation



Our Principles

We will always...

» Act with moral integrity, impartiality and confidentiality

» Listen to you and respect your wishes

» Offer you warmth, kindness and understanding

» Be here to help you make informed decisions

» Care for your best friend as if it was our own

» Carry out our services with dignity and compassion

» Welcome pet owners to say goodbye at our crematorium

» Be transparent, inviting people to visit our crematorium

Pet Cremation with Confidence

Say goodbye with Peace of Mind

To provide pet owners and their families with the ultimate peace of mind, we adhere to **Pet Cremation with Confidence** standards. This means we follow a stringent individual cremation process to:

- » Treat your beloved pet with dignity and compassion
- » Provide a system of verification and quality checks
- » Ensure that the ashes returned to you are exclusively those of your beloved pet
- » Offer you and your family the opportunity to celebrate the life of your beloved pet before or after the cremation

How We Work

We...

- >> Are accountable to our clients and to each other
- >> Work in accordance to **Our Principles** and ethics adhering to our **Pet Cremation with Confidence** standards and our operational **Standards of Practice for Cremation**
- >> Believe in our people, by providing training, to deliver services in accordance with our principles and standards
- >> Enable our people to exercise their judgement to go that extra mile for our clients
- >> Have strong ties to the local and wider communities we serve, building mutual relationships to provide supporting services
- >> Act in a manner that reflects credit on the profession and promotes the importance of pet bereavement
- >> Comply with all laws and hold all relevant approvals, licences or regulatory exemptions required
- >> Will maintain our crematorium and any garden or designated area for the burial of pets or interment of ashes
- >> Are transparent in our pricing, always explaining our charges and providing itemised invoices
- >> Will keep accurate cremation and financial records
- >> Are open to feedback and will continually improve



Pet Cremation with Confidence

Our Eight Control Checks

1. Tracking system

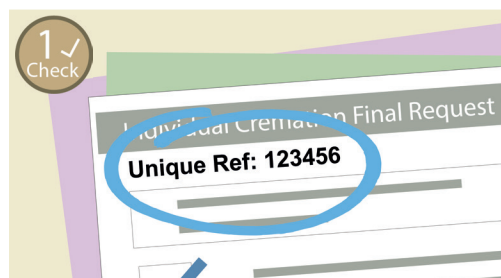
To ensure that your beloved pet remains safe we use a unique reference number for each pet.

This unique reference number remains with your pet through the entire cremation process ensuring reliable identification and complete traceability.

Your pet's unique reference number can be found on the Individual Cremation Final Request Form and Certificate of Individual Cremation.

2. Transfer of care

If your pet is to be collected from your veterinary practice, our representative will verify that the pet is accompanied by an Individual Cremation Final Request Form completed by your vet.

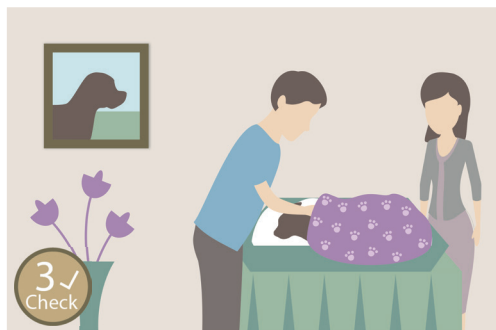


Our representative will also check the pet's details are recorded on the collection paperwork.

If your pet is to be collected from your home or if you choose to bring your pet to the crematorium for individual cremation, our representative will complete the Individual Cremation Final Request form.

3. Final farewell

By prior appointment, you may wish to say your final goodbyes at the crematorium and be present at the time of cremation.



This allows you the opportunity to view your pet's body prior to cremation, if you wish. Many pet owners find this comforting and it enables the private identification before the cremation.

4. Details during the cremation

Immediately prior to the individual cremation, the cremation

operator verifies the pet's details with the Individual Cremation Final Request Form. The date, time and chamber number are logged.

The Individual Cremation Final Request Form is then placed on the outside of the cremation chamber during the cremation process.

5. Safeguarding the remains When the individual cremation is complete the cremated remains are retrieved and cremulated into ash. The Individual Cremation Final Request Form accompanies the ashes.



6. Preparing of the ashes The pet's ashes are examined before being placed into your chosen casket or urn, as documented on the Individual Cremation Final Request Form.

The Individual Cremation Final Request Form is carefully checked before the Certificate of Individual Cremation is completed certifying the individual cremation.

7. Final check A final check of the presented ashes is conducted against the Individual Cremation Final Request Form prior to their return. The form is then stored in our record system.



8. Returning of your pet's ashes

If your pet's ashes are to be returned to your veterinary practice our representative will document the return at the time of delivery.

Alternatively, you may wish to arrange to collect your pet's ashes from the crematorium where you can spend a few moments privately, in quiet reflection.

Governance

To ensure that we continually uphold the **Pet Cremation with Confidence** standards, our control checks and processes are periodically audited.

Choosing a Pet Crematorium

Mistakes to Avoid

When considering the aftercare for a beloved pet, you want to use a pet crematorium you can trust. Below are some factors to take into consideration before entrusting your pet into someone else's care and know that you are using a reputable crematorium.

Don't assume that all pet cremation providers are the same

Just because the type of service is the same, it does not mean that you will receive the same level of service.

Ask the crematorium if they have a working methodology, such as standards of practice or code of conduct? Do they have a tracking system? How can you be sure the ashes you receive are those of your beloved pet?

Avoid heartache and regret by taking the time to ask questions and learn more about the cremation process.

Don't make your decisions based on price alone

Understandably, we are all cost conscious and pet cremation is no exception when ensuring we receive value for money.

However, making decisions based on price and price alone can lead to regret later on. What does the price include, and more importantly, what's being left out? Make sure you know what service you will receive for your money.

Don't just look at the bottom line look for the quality you'll receive for the price.

We are here to help you. You can phone or visit us in advance to discuss your wishes before the time comes, letting you decide what is best for you and your pet's final journey.

Don't underestimate the importance of face-to-face contact

While the internet gives us readily available information, don't overlook the value of personal contact when deciding on a pet cremation provider.

Before you entrust your much-loved pet into someone else's care, do try to visit the crematorium to meet the staff and inspect the facilities. Can you say your final goodbyes at the crematorium? Can you view the caskets available?

A visit in person can help make you feel more confident about your decisions and know what to expect.

Don't be afraid to ask questions

The cremation of your pet is an important and emotional event that must be done right the first time.

A professional crematorium will take great care to ensure your pet receives a fitting farewell. Do they take time to listen to you and explain their services to you in detail? Do they ask you questions about your final wishes for your pet?

A crematorium provider should be compassionate, non-judgemental and supportive, providing you with all the facts and answering all your questions, no matter how small they may seem.





Pet Cremation with Confidence
provides assurance that your
beloved pet is treated with
care and dignity and that ashes
returned are exclusively
those of your pet.