

PET FUNERAL ARRANGER CODE OF PRACTICE

- ◆ Pet Funeral Arrangers (PFAs) are officially approved by the Association of Private Pet Cemeteries and Crematoria (APPCC) to arrange caring and respectful funeral services for companion animals by burial or cremation. Pet funeral services will only be carried out at facilities which have met the strict criteria of the APPCC and hold up-to-date membership.
- ◆ PFAs will conduct their business in an open, honest and ethical manner at all times. All burial or cremation services sold directly or referred by PFAs must be carried out in a dignified, caring and respectful manner. This applies from the moment a pet is collected or delivered and covers handling/transportation in addition to cremation/burial and scattering of ashes within formal or green memorial areas. PFAs are responsible for ensuring any third parties involved in the burial or cremation process adhere to the standards and conditions stipulated by the APPCC.
- ◆ PFAs will comply with Consumer Protection Regulations, embracing both the spirit and letter of the law. Comprehensive descriptions of services must always be made available. PFA marketing literature will draw attention to any services which fall outside the strict APPCC Code of Practice.
- ◆ Veterinary surgeries will only be granted APPCC approval as PFAs if they undertake to explain all available options and procedures to people whose pets have died or been euthanized whilst in their care. Pet owners must be given all relevant information to help them identify the service most suited to their individual requirements. They must be allowed due time and consideration to make an informed choice and should never be pressurised into making decisions in the emotional aftermath of losing a pet. Differences between options must be spelt out, and any services which cannot guarantee respectful or dignified handling must be highlighted. Note: Failure to differentiate between basic disposal services and caring/respectful cremation or burial procedures could leave veterinary practices in breach of Consumer Protection Regulations. This might also result in legal action and unwelcome media attention.
- ◆ Invoices must be fully itemised with cremation or burial fees quoted at the cost price given to the PFA. Arrangement fees and charges for all other PFA services (including handling, collection, storage and delivery of ashes) must also be outlined. Clients

should be made aware of any commissions or referral fees paid to the PFA.

- ◆ PFAs will agree to, and comply with, the following terms and definitions for the services they offer. The intention is to avoid confusion caused by non-APPCC organisations using terms such as 'communal cremation' for services the Association classifies as 'disposal.' Note: the APPCC use of the term 'cremation' also encompasses careful and respectful handling of pets at all times. In contrast to a 'disposal' service, pet owners are assured that bodies will not be placed on top of each other without there being a solid divider in place during collection, storage or cremation. However, PFAs are permitted to make other arrangements to those listed below when carrying out individual requests specified by pet owners.

Individual burial: Pets will be buried in a caring, respectful and dignified manner in a designated plot at a pet cemetery. Plots must be marked in some form and clients must be made aware of their pet's final resting place and be granted access to it.

Individual cremation: Pets are cremated alone within an enclosed chamber with all ashes being scrupulously collected prior to any other cremations taking place.

Communal cremation: Two or more pets are cremated together with no separation of ashes. All the ashes are buried or scattered in authorised memorial gardens, or natural areas. Clients must be made aware of – and be able to visit – their pet's final resting place.

Note: the APPCC definition for communal cremation should not be confused with outside parties' use of the term which may result in animals being handled in an undignified manner and ashes being taken to landfill sites. Even if the ashes are buried in the grounds of a pet cemetery, the service should still be described as a disposal, if there is no guarantee of respectful and dignified handling of pets.

Communal cremation with disposal of ashes: This service applies to situations where there are no authorised memorial areas for pet ashes to be taken, leaving disposal as the only option. Pets will still be handled with great care and dignity during collection, storage and cremation, but ashes will be disposed of at a licensed waste site.

Note: again, this should not be confused with outside parties' use of the term for communal cremation where there is no guarantee that pets will be handled carefully.

The Association of Private Pet Cemeteries and Crematoria

The Essential Facts

A Company Limited by Guarantee, Company Registration No 02786377

Registered Address : 1 Oak Lane, Parkland Village, Carlisle, CA1 3SW

Mailing Address : Coombs View, Nunclose, Armathwaite, Carlisle, CA4 9TJ

01252 844478

contact@appcc.org.uk

www.appcc.org.uk



Setting The Standards for the Cremation and Burial of Companion Animals

In January 1993 many small private pet crematoria and cemeteries were extremely concerned at legislation being proposed by Waste Regulatory Authorities under the 1990 Environmental Protection Act. If implemented these regulations would have put unacceptable conditions and costs on such businesses. There was also great concern about the standard of service offered to pet owners and the lack of communication with the public.

The Association of Private Pet Cemeteries and Crematoria was formed on 3 February 1993 as a Company Limited by Guarantee. This is a non profit making company. Each member holds one share (£1).

The Criteria for Full membership has been revised since the formation and was set out at a Director's meeting on 7 March 2013:

- ◆ Those that own and operate small animal cemeteries/crematoria with the necessary planning permissions and licenses.
- ◆ Those that cremate or bury animal carcasses and do not incinerate or landfill any other material on the premises.
- ◆ To abide by the Association Code of Practice.
- ◆ To abide by the Consumer Protection Regulations
- ◆ Each member facility to have one representative with one vote.
- ◆ Payment of the annual membership fee. This is set before each A.G.M. and is currently set at £203.00 per year for crematoria and crematoria with cemeteries. The fee reduced to £120.00 for those only operating small pet cemeteries.

Membership Meetings

There are two main membership meetings per year. These are normally held in spring and autumn. At least four members including one director must be present to constitute a formal meeting. Other Directors meetings are held which individual members may attend if they wish to discuss particular issues. The Directors form the Management Committee for the Association.

Those attending a formal meeting are able to vote and members will abide by decisions taken at such a meeting.

The Annual General meeting is held in spring of each year. The Directors are elected for the following year. Nominations for the positions must be made 28 days before the AGM.

The Aims and Principles

The following aims and principles of the Association are designed to foster trust and understanding for all involved with the death of companion animals.

- ◆ Promote & offer guidance on funeral facilities and services for companion animals to pet owners and pet professionals.
- ◆ Set a Code of Practice and define services for cremations and burials which together ensure quality, clarity and protection for pet owners.
- ◆ Offer help and advice to pet crematoria, cemeteries and those providing pet funeral services.
- ◆ Consult on legislation affecting the pet funeral sector.

The Code of Practice

- ◆ APPCC members provide burial or cremation facilities for companion animals with the emphasis on a respectful, dignified and caring service. Pet owners can make arrangements directly with association members, or via approved agents. All cremation and burial services are carried out at members' own facilities, or may be referred to fellow members.
- ◆ All members must comply with up-to-date legislation and be able to provide proof of relevant approvals and licences.
- ◆ Members shall embrace open, honest and ethical business practices, allowing members of the public to make appointments to inspect their premises at convenient times.
- ◆ Members will comply with Consumer Protection Regulations, embracing both the spirit and letter of the law. Comprehensive descriptions of services must always be made available, whether taking instructions directly from pet owners, or from third parties. Members must clarify on all marketing literature any services provided to veterinary practices or other agents, which fall outside the strict APPCC Code of Practice.
- ◆ Members will ensure that every stage of the burial or cremation process (from collection to burial/scattering of ashes) is carried out in a dignified, caring and respectful manner.
- ◆ Members will agree to, and comply with, the following terms and definitions for the services they offer. The intention is to avoid confusion caused by non-APPCC organisations using terms such as 'communal cremation' for services the Association classifies as 'disposal.' (Note: the APPCC use of the term 'cremation' also encompasses careful and respectful handling of pets at all times. In contrast to a 'disposal' service, pet owners are assured that bodies will not be placed on top of each other without there being a solid divider in place during collection, storage or cremation. However, members are permitted to make other arrangements to those listed below when carrying out individual requests specified by pet owners).
- ◆ **Individual burial:** Pets will be buried in a caring, respectful and dignified manner in a

designated plot at a pet cemetery. Plots must be marked in some form and clients must be made aware of their pet's final resting place and be granted access to it.

Individual cremation: Pets are cremated alone within an enclosed chamber with all ashes being scrupulously collected prior to any other cremations taking place.

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Communal cremation with disposal of the ashes: This service applies to situations where there are no authorised memorial areas for pet ashes to be taken, leaving disposal as the only option. Pets will still be handled with great care and dignity during collection, storage and cremation, but ashes will be disposed of at a licensed waste site.

Note: again, this should not be confused with outside parties' use of the term for communal cremation where there is no guarantee that animals will be handled carefully and respectfully.

Disposal by incineration: A standard waste disposal service governed by current legislation. Under this arrangement, neither APPCC members, veterinary practices nor other agents can offer watertight assurances on aspects such as respectful handling of animal remains.

Disposal by landfill: A standard waste disposal service at a licensed site which must comply with current regulations. As is the case with disposal by incineration, no special handling assurances can be made.

◆ All APPCC members operating crematoria services conduct individual cremations.

◆ All APPCC members operating cemetery services conduct individual burials.

Provisional Membership

Those looking to start a facility that would eventually be entitled to full membership may be granted provisional membership. The current first year fee stands at £300 and includes:

- Attendance at Association meetings without voting rights.
- Access to the Association members website giving information on starting up, training, regulations, the pet bereavement industry and Associate businesses.
- Advice and assistance from the Association.
- After the first year provisional membership may be continued with the current rate set at £203 per annum.

Supplier Membership

At the formal meeting on 30 April 1995 a decision was taken to open an Associate Membership section for businesses supplying goods or services to the industry other than cremation, burial or transportation.

The Directors made a decision on 12 October 2009 to change this name to Supplier Member to accurately reflect the type of membership and to free the Associate term for those directly involved in handling deceased pets.

Evidence of workmanship or service is required before membership can be granted. This may be in the form of samples of goods or testimonials from existing members of the Association. Membership fee is currently set at £55.00 per annum.

Supplier Members will benefit by

- The right to use the Association logo on letters, advertisements and packaging.
- Being listed on the Association website.
- The opportunity to contribute to discussion on all aspects of pet bereavement and in particular their special subjects.
- The fact that members are encouraged to use Supplier Members for their supplies and other services.
- By widening the membership to include these quality businesses all Association members will gain further expertise and help to build firm relationships throughout the industry.

The overall result will be to improve and control standards of service to the public nationwide.

Pet Funeral Arranger Membership

From October 2013 all other pet services will fall within the new Pet Funeral Arranger Membership (PFA). This applies to anyone wishing to provide pet funeral services to clients but who does not run a pet crematorium or cemetery.

Arrangements for the services have to be made with a full member of the Association. This can be anything from a simple referral system to a full pet undertaking enterprise. All arrangements must operate under the terms of both the Full Membership and the Pet Funeral Arranger Codes of Practice.

Pet Funeral Arrangers will be expected to visit the premises they are working with and fully understand the work and the standards of care throughout the whole process, from collection to burial or return of ashes. Pet owners must be fully aware of the service offered and be presented with a detailed breakdown of the charges.

The interaction between the member and the pet funeral arranger must ensure that both operate within the Codes and any evidence or doubts about the services must be reported to the Directors for investigation. It is hoped that this constant vigilance will maintain the high standards the Association has set for the pet funeral sector.



Pet Funeral Arrangers are allowed to display the PFA logo which will become a symbol of trust and quality within the pet bereavement sector.

Membership fees are £55 per annum for a single outlet and £15 per annum for each additional outlet.

