

Monitoring & Compliance Group

The purpose of the Monitoring and Compliance group is to uphold the integrity and high standards of the Association by monitoring compliance of members in line with the SAIFCharter Constitution and promoting high standards and best practice.

Our key achievements and focus over the last 12 months has been on:

✓ **Strengthening SAIFCharter processes**

This year the group implemented new processes for; welcoming new members joining the association, encouraging SAIFCharter applications; managing relationship changes affecting SAIFCharter membership.

- Our welcome process has allowed us to implement a more personal welcome for new members by providing a welcome email, membership certificate and information about how to access the secure area of our website.
- In addition to increasing engagement, documenting and strengthening our processes has allowed us to implement a fairer, more consistent approach to how members are treated.

✓ **Strengthening SAIFCharter's governance**

The group have overseen the development and introduction of a conflict of interest policy to ensure discussions and decisions are impartial and we protect the integrity of our association and company.

- The new process is documented and available to all SAIFCharter members online for transparency and visibility. The policy is fully rolled out to all SAIFCharter Executive members and we are now in the process of extending to all working group members.

✓ **Encouraging regulatory compliance good practice**

The group have acted as a sounding board to help Golden Charter develop compliance processes and structures which 'stand up' in the funeral director world and will help our members acclimatise to the new regulatory market place.

- The work undertaken by the Monitoring and Compliance Group provides a bridge between the role compliance checks play in helping funeral directors to adopt the culture and behaviours that will be required for the Financial Conduct Authority, by looking at how the benefits and learnings can be made visible and accessible to the wider membership.