

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 with the SAIFCharter Constitution, and promoting high standards and best practice.

✓ **Enhanced breach escalations process**

This year the group agreed a new approach for handling breaches of funeral directors' exclusivity arrangements with Golden Charter.

- The new process has resulted in a fairer, more consistent approach to how members are treated and ensures all breaches are collated in one place, ensuring recurring issues can be identified and any trends analysed.

✓ **Automated renewals process**

The group have overseen the introduction of the automated electronic membership renewals process for SAIFCharter members to submit their 2019/20 annual membership declarations, via a unique web address sent directly to each business.

- The new process allowed SAIFCharter to adhere to GDPR standards, significantly reduced the time and resource previously required to process manual forms, providing a faster, simpler process for SAIFCharter members to complete their annual renewal declarations.

✓ **Encouraging compliance good practice**

The group have continued to review Golden Charter's Mystery Shopping results and have provided advice on how to develop this work, by considering ways in which funeral directors may be able to incentivise/engage funeral director staff to recognise the increasing importance of selling plans in the correct way, a practice we will all have to adopt when the new regulation arrives.

- 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 FCA, by looking at how the benefits and learnings can be made visible and accessible to the wider membership.