

SAIFCharter Monitoring and Compliance Group

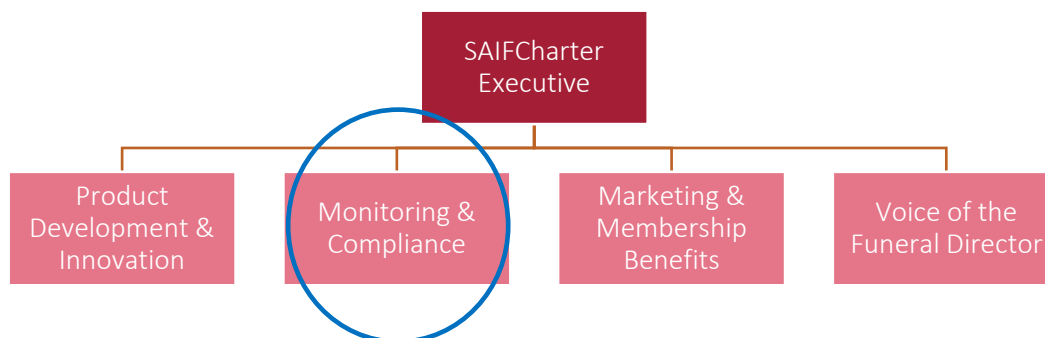
Terms of Reference

BACKGROUND & CONTEXT

SAIFCharter is the funeral director membership association supporting the successful, sustainable future and collective good of independent funeral businesses. SAIFCharter sets the principle purpose and strategic goals of Golden Charter, it holds the Golden Charter ownership on behalf of all members and represents funeral director interests.

Representing this body of approximately 740 funeral businesses is a group of 11 working funeral directors, including the SAIFCharter Chair, sitting alongside Chief Executive of Golden Charter on a formal board called the SAIFCharter Executive.

The SAIFCharter Executive has established a series of sub-committees which are chaired by a SAIFCharter Executive member and are supplemented by the attendance of additional SAIFCharter members.



MONITORING & COMPLIANCE GROUP

PURPOSE

The purpose of the Monitoring and Compliance Group is to:

1. Uphold the integrity and high standards of the Association, set out within the constitution and provide quality assurance for the Golden Charter brand.
2. Monitor members' adherence to standards and best practice, through website checks, mystery shopping and other channels.
3. Implement remedial actions in the form of engagement and support, in cases where members have fallen short of the standard expected.
4. Responsibility for the escalation process, triggering recommendations for the application of sanctions to the SAIFCharter Executive.
5. Oversee the annual SAIFCharter membership renewal process.



MEMBERSHIP

| | | |
|-----------------|-----------------|----------------------------------|
| Chair: | John Byrne | J T Byrne Funeral Directors |
| Members: | Adam Ginder | M K Ginder & Sons |
| | Arran Brudenell | Anstey & District |
| | Helen Wathall | G Wathall & Son Ltd |
| | Jeremy West | West & Coe Ltd |
| | Paul Stevenson | Paul Stevenson Funeral Directors |

Golden Charter representatives include Gordon Swan (Director of Communications), Malcolm Flanders (Director of Funeral Director Sales) and Carly Ross (Shareholder Engagement Manager).

Reasonable member expenses will be met by SAIFCharter where required, in line with Golden Charter Travel Policy.

TERMS OF OFFICE

Group membership will be developed and refined to ensure the most effective representation and to allow for succession of Chairs and members. The desired group size will be 8 funeral directors. A defined period of office for new members is not specified.

MEETINGS

- The group will typically meet four times per year.
- The location of meetings can vary in line with member agreement to suit members' needs and may be by video or telephone conference from time to time.
- Administrative support will be provided by Golden Charter including issuing papers and minutes of meetings and maintaining a formal record of issues and actions.

UNDERTAKINGS OF THE MONITORING AND COMPLIANCE GROUP

Responsibilities of Golden Charter

To support the objectives outlined above Golden Charter will undertake the following responsibilities:

1. Open sharing of information, subject to maintaining commercial confidentiality.
2. Listening to shareholder views and progressing agreed actions.
3. Sharing of information across the SAIFCharter group structure.

Responsibilities of group members

To support the Group objectives members will undertake the following responsibilities:

1. Make active contributions and initiate agenda items.
2. Draw on insight from the wider shareholder base to provide advice to the Policing and Compliance Group and act as a sounding board on proposals.
3. Maintain commercial confidentiality, where appropriate and support and assist with communications to SAIFCharter and the wider funeral director network.
4. Chair to ensure members are active participants and that they take responsibility for promotion of the group to the wider shareholder base.