

## Staff Code of Conduct

### Harold F Miles Ltd

Meadows Edge, Folly Lane, South Cadbury, Somerset BA22 7ES

info@haroldfmiles.co.uk • [www.haroldfmiles.co.uk](http://www.haroldfmiles.co.uk)

#### 1. Our Commitment to Families

At Harold F Miles Ltd, we have the privilege of supporting families during some of the most tender and emotional moments of their lives. This Code of Conduct reflects the standards of care, dignity, and professionalism we uphold in every interaction.

It guides how we behave, how we communicate, and how we represent our funeral home — with compassion at the heart of everything we do.

#### 2. Treating Families With Kindness and Respect

Every family we support deserves:

- Warmth, patience, and understanding
- Clear and gentle communication
- Respect for their wishes, beliefs, and traditions
- Privacy and confidentiality at all times

We never rush, pressure, or judge. We meet people where they are, with empathy and care.

#### 3. Professional Behaviour

All staff are expected to:

- Present themselves neatly and appropriately
- Arrive on time and prepared
- Carry out duties with care and attention
- Follow instructions and procedures
- Maintain a calm and reassuring presence

We represent the values of Harold F Miles Ltd in every moment.

#### 4. Communication Standards

##### 4.1 With Families

- Speak gently and respectfully
- Listen fully before responding
- Offer clear explanations without jargon
- Never make assumptions about a family's needs or beliefs

##### 4.2 With Colleagues

- Support one another
- Communicate openly and kindly
- Share information responsibly
- Work as a team to provide seamless care

##### 4.3 In Writing and Online

- Keep messages professional and compassionate
- Avoid unnecessary detail in emails
- Never discuss cases on social media
- Protect confidentiality at all times

#### 5. Confidentiality and Data Protection

We handle sensitive information every day. Staff must:

- Follow our Data Handling Guide
- Keep all personal information secure
- Never share details with anyone who is not authorised
- Dispose of documents safely
- Report any concerns immediately

Confidentiality is a cornerstone of trust.

## 6. Care of the Deceased

We treat every person in our care with the utmost dignity. This includes:

- Gentle and respectful handling
- Maintaining privacy at all times
- Following all procedures carefully
- Ensuring the deceased is always presented with dignity

We honour each life entrusted to us.

## 7. Professional Boundaries

Staff must maintain appropriate boundaries at all times:

- Do not accept gifts of significant value
- Do not share personal contact details
- Do not form relationships that could compromise professionalism
- Avoid offering advice outside your role or expertise

We support families without overstepping.

## 8. Health, Safety, and Wellbeing

We look after ourselves and each other by:

- Following health and safety procedures
- Using equipment correctly
- Reporting hazards or incidents promptly
- Taking breaks when needed
- Supporting colleagues who may be struggling

A cared-for team provides the best care.

## 9. Integrity and Accountability

We expect all staff to:

- Be honest and reliable
- Admit mistakes openly
- Ask for help when unsure
- Take responsibility for their actions
- Uphold the reputation of Harold F Miles Ltd

Integrity builds trust — with families and within our team.

## 10. Raising Concerns

If you are worried about something — a process, a situation, or a colleague — you are encouraged to speak up. Concerns will always be handled sensitively and without judgement.

You can speak directly with:

**Colin Roberts, Owner**

info@haroldf miles.co.uk • 01963 440 367

## 11. Commitment to Continuous Improvement

We learn, grow, and improve together. Staff are encouraged to:

- Share ideas
- Suggest improvements
- Participate in training
- Reflect on experiences

Every contribution helps us provide the highest standard of care.

## 12. A Shared Promise

By following this Code of Conduct, each member of our team helps ensure that every family receives the gentle, respectful, and professional support they deserve.

Together, we uphold the values that define Harold F Miles Ltd