
Modern Slavery Statement 2025

Introduction from our CEO

Slavery and Human Trafficking remains a hidden blight on our global society. In today's interconnected world, the complexity of global supply chains and the anonymity of online platforms have created an environment where modern slavery can thrive.

The consequences of modern slavery are devastating, not only for the individuals who are subjected to it but also for their families and communities. It is estimated that there are over 50* million people trapped in modern slavery worldwide which is an incredibly alarming statistic that must be addressed.

As a responsible and conscious business, we recognise the critical role we play in combating this major human rights issue, and we are committed to ensuring that our operations and supply chains are free from modern slavery and human trafficking.

That's why we have implemented robust measures to prevent modern slavery in our business. We work closely with our suppliers to ensure they adhere to our ethical standards and provide training and awareness for employees so they can identify and report any suspected cases of modern slavery.

We understand that eradicating modern slavery is a collective responsibility that requires collaboration with our colleagues across the business and supply chain. We are committed to working towards a future where every individual is treated with dignity and respect, and where their human rights are protected and upheld.

The fight against modern slavery is ongoing and Dignity is committed to doing all it can to eradicate it.



Zillah Byng-Thorne
Chief Executive Officer

About Us

Dignity is one of the UK's most trusted providers of Funeral Services and Prepaid Funeral Plans, serving around 650580 local communities nationwide.

We strive to set the highest standards for funeral services, facilities, and care. As a collection of the UK's finest Funeral Directors, we are honoured to serve the local communities we are a part of, with expertise and uncompromising compassion.

We serve our local communities through our network of 580 branches and 45 crematoria throughout the UK and Northern Ireland, with our clients and their loved ones being at the heart of everything we do.

Making a meaningful difference to the local communities we serve remains a key quality of our business. Our people continue to build strong links through engagement with local initiatives and are actively encouraged to participate in volunteer programs and charity events throughout the year, which enable them to dedicate their skills and time to support local causes. Additionally, we aim to partner with organisations that share our values, working together to drive positive change and lasting impact as a collective.

We're honoured to hold a position of trust in the communities we serve across the UK, and we take that responsibility very seriously. To maintain the highest standards of care, we're committed to investing in our staff, premises, and vehicles, ensuring that both our client-facing areas and behind-the-scenes operations meet the highest expectations. This commitment is crucial in building strong relationships with our clients and suppliers, and we're dedicated to providing a safe, supportive, and dignified environment for all.

Our Supply Chains

Here at Dignity, we purchase products and services from suppliers worldwide, whilst always remaining dedicated to ensuring high ethical standards and promoting safe and fair working conditions for all.

Our supply chain includes multiple categories such as facilities management, marketing services, information technology, vehicles, uniforms, and sourcing of raw materials relating to the manufacturing of coffins.

We also sell coffins and caskets, headstones, memorial stones and flowers, many of which are manufactured by us directly in our facility in East Yorkshire. Around 93% of the coffins used in the funerals we provide are supplied and manufactured by us (with 91% of those being Forest Stewardship Council (FSC) certified). The remaining coffins are supplied by third-party suppliers, some of which are imported from Canada and East Asia, and others which are sourced from UK suppliers. Our masonry comes mainly from UK based suppliers who import from India and China.

We value the relationships we have built up over the years with our local communities, and so we actively encourage use of local third-party suppliers such as florists where possible to help support local businesses.

Our Policies & Governance

At our core, we believe in transparency and accountability in everything we do. That's why our commitments are clearly outlined in comprehensive policies which are underpinned by our guiding principles. These guidelines aren't just words on a page; they are driving forces behind the recruitment and conduct of our colleagues, the sourcing of our products and services, and our interactions with suppliers and partners.

We recognise the importance of governance in addressing modern slavery, which is why our Board have overall responsibility of our modern slavery policy. Our Chief Executive Officer is responsible for approving and signing off on our modern slavery statement. This sets a strong foundation for effective implementation and oversight of anti-slavery efforts within our organisation.

The procurement team are also heavily involved in developing and overseeing policies related to modern slavery, showing a commitment to transparency and accountability. Our wider leadership teams, including our Heads of Region and all Heads of departments at our central support function are also all made aware of their role and responsibilities in preventing modern slavery.

Overall, our policies and protocols serve as a roadmap for how we conduct business. They are not just rules to follow but guiding principles that shape who we are as a business. With these commitments in place, we can truly look to drive change and create safe working environments for all that are free from exploitation and abuse.

Risk Identification & Mitigation

We are committed to identifying and mitigating risks associated with modern slavery in our supply chain and operations and have implemented a robust onboarding process and supplier management policy that allows us to identify high-risk areas and suppliers. We work closely with our suppliers to ensure they are taking steps to prevent modern slavery.

Recruitment & Onboarding of Colleagues

When it comes to our colleagues, we strive to create a work environment that fosters respect, equality, and professionalism. Our recruitment processes are fair and unbiased, ensuring that we attract diverse talent that embodies our values. We promote a culture of open communication and collaboration, where everyone has the opportunity to grow and succeed.

Our Eligibility to Work process is another vital step we take in our commitment to ethical employment practices. By verifying the legal rights of our employees to work in the UK, we not only uphold legal requirements but also safeguard against any potential risks of illegal working practices, including human trafficking.

Supplier Relationships & Onboarding

Our ongoing relationships with suppliers and partners are built on trust and mutual respect. We hold ourselves to high standards and expect the same from those we collaborate with. By setting clear expectations and maintaining open lines of communication through our supplier code of conduct and supplier management policy, we are able to build long-lasting partnerships that benefit everyone involved.

We prioritise working with UK-based companies or branches with established anti-slavery and human trafficking policies and procedures in place through our procurement processes. To ensure compliance, we require new and potential suppliers to complete a pre-qualification questionnaire that includes questions on modern slavery practices. This allows us to assess their commitment to preventing modern slavery and ensure they have robust measures in place to prevent it, or that they agree to adhere to ours in the absence of their own. By doing so, we can better monitor and mitigate risks associated with modern slavery throughout our supply chain and help to raise awareness amongst new suppliers we onboard.

We utilise our own standard terms and conditions whenever possible, which include a clause requiring suppliers to comply with all relevant laws, statutes, regulations, and codes related to slavery and human trafficking, including the Modern Slavery Act (MSA) 2015. When we cannot use our standard terms and conditions, our Procurement Team negotiates with suppliers, seeking guidance from both our in-house legal team and external legal experts as needed. This ensures that our contractual agreements are robust and effective in preventing modern slavery in our supply chain.

Whistleblowing & Reporting

We prioritise transparency and ethical behaviour above all else, and we're committed to creating an open and safe environment where colleagues feel comfortable speaking up if they suspect or witness any wrongdoing, including modern slavery. Our whistleblowing policy is clear and easily accessible, providing a clear channel for reporting concerns and ensuring that all allegations are thoroughly investigated and addressed in a timely and fair manner.

We also have a centralised platform where our teams can report specific incidents related to modern slavery, allowing us to track and address these issues promptly. In cases of extreme or high-risk situations, these reports are escalated to senior leadership meetings, ensuring that senior management is promptly informed and can take swift action to address

the situation. This process enables us to respond effectively and mitigate potential risks associated with modern slavery.

Training

At the heart of our goal to eradicate slavery and promote human rights lies our commitment to training and collaboration. We understand that in order to create real change, we must work together with our colleagues and suppliers to equip them with the knowledge and skills needed to identify and combat modern slavery risks.

To ensure a high level of understanding of the risks of modern slavery and human trafficking in our supply chains and our business, we have refreshed and updated our online training to all of our colleagues to ensure they are aware of their responsibility to help prevent modern slavery and human trafficking within our business and supply chains.

Further Steps

We are committed to maintaining open communication with our suppliers, conducting regular account reviews, and ensuring they understand and adhere to our anti-slavery expectations in line with our supplier management policy. Additionally, we will continue to provide our colleagues with ongoing training to keep them informed and empowered to identify and address any potential issues.

We are dedicated to continually improving our efforts to eliminate modern slavery within our business and supply chain and will continue to look for ways to improve our current processes and raise further awareness.

By staying proactive and focused on this important issue, we strive to create an environment that is free from exploitation and unfair labour practices. Together, we can make a difference and create a supply chain that is ethical, responsible, and slavery-free.

This statement is made pursuant to section 54 (1) of the Modern Slavery Act 2015 and constitutes our Slavery and Human Trafficking statement for the current financial year.

This statement was approved by the Board of Dignity Group Holdings Limited (formerly Dignity plc) which is the parent company of all companies within the Dignity group of companies. including but not limited to Dignity Funerals Limited, Funeral Arrangements Online Limited, Funeral Advisor Limited, Farewill Limited, Farewill Funerals Limited, Farewill Legal Services Limited, Farewill Trustees Limited, Dignity Pre-Arrangement Ltd, Advance Planning Ltd and Dignity Funerals No.3 Ltd.

Signed by *Zillah Byng-Thorne*

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