

31 July 2020

Welcome to our latest news round-up from across the Dignity Group.
Can't wait for the next issue? Then go to www.dignitygoodtogreat.co.uk
to see the news, comment and get involved.

(P.S. Don't forget to print out a copy for any colleagues who don't have email!)

MAKE TIME FOR YOU

We're all busy adapting to new ways of working, but don't lose sight of your personal development.



FLEXIBLE LEARNING

Dignity supports personal development and, like many aspects of what we do, our approach has adapted to fit in with COVID-19 restrictions.

The introduction of our **Learning Zone** is a prime example. Designed to encourage self study, it offers resources for building essential business and interpersonal skills and perfecting good management techniques.

Everything is available digitally, so you can work on your development whenever and wherever it suits.

FORMAL LEARNING

Also continuing is **apprenticeship training**, not just to bring new people into the business, but to help existing colleagues gain additional skills or take on different roles.

We're big advocates of apprenticeships, paying into the national Apprenticeship Levy each year, which we can then draw from in order to access approved apprenticeship training.

There is no age limit – long gone are the days when apprenticeships were directed squarely at school leavers – and the range of supported professions is increasing all the time.



Training usually lasts between one and three years and is integrated with work – at least 20% of the apprentice's time must be devoted to 'off the job' learning.

As you'd expect, the pandemic has presented challenges, but the majority of our current

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apprentices are continuing to study and progress towards their end qualifications.

In swapping the classroom for the computer and embracing online teaching methods, colleagues have shown great adaptability and we're grateful to our training partners as well for keeping things moving. In our next newsletter we'll be featuring an interview with one of our very own apprentices to find out how they overcame the challenges during lockdown.

WHAT DO YOU NEED?

Training requirements will, of course, vary from person to person. What matters is being clear on your goals and getting good advice on the options available, as Senior Learning and Development Business Partner Annie Pamplin explains: "Having a skilled workforce benefits us all. For the individual it's about feeling motivated and having the confidence to take on additional responsibilities.

"An employer needs to continually upskill colleagues in order to grow, improve productivity and create future leaders who can take the business forward.

"The Learning and Development team will support you in picking the right approach to your development. These are conversations we should be having regularly, so speak to your line manager and tell us what you need."

IS YOUR MASK TOO BIG?

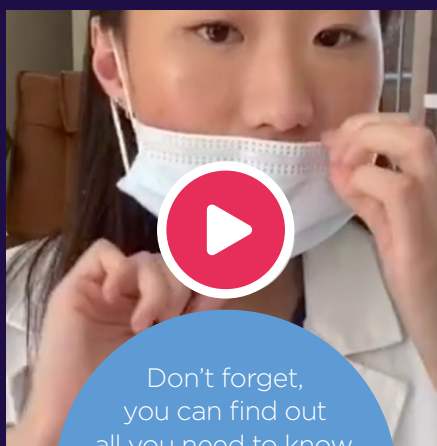
If your mask is too big for your face and it keeps falling down, watch this short video for a quick and easy hack

We come in all shapes and sizes – but unfortunately most masks are one-size-fits-all.

If your mask is too big, gappy or keeps slipping down, then watch this short video to quickly and easily make it the perfect, protective fit:

Whether you wear a mask at work, or have to wear one out and about, we hope this useful trick of the trade will help you!

Have you got a handy hint you'd like to share? Simply let us know by commenting on the **G2G website**.



Don't forget, you can find out all you need to know about what mandatory mask wearing means for us by **reading this article**.

Don't forget...

- For all visitor and client contact on our premises, with the exception of arrangement meetings, you should wear the company provided FRSM masks.
- Wearing your own face coverings is not permitted.
- You and our clients do not need to wear face coverings during arrangement meetings, as long as you maintain 2m social distancing.
- If your client has a hearing issue, they may prefer you to not wear a face covering. Be sure to maintain 2m social distancing.

Are we letting visitors use our shared toilet facilities?

Some of our sites have toilets which are used by both clients and colleagues. To prevent the risk of COVID-19 transmission, we are advising against visitors to our funeral homes using these shared facilities. We should only allow them to do so if there is a genuine need or medical exception. Please continue to make sure that the facilities are fully cleaned and sanitised after every visit.

VIVA ESPAÑA?

If you're planning on going abroad this summer, make sure you understand how it may affect you at work

Everyone has worked incredibly hard this year to take the greatest care of our clients and colleagues in extraordinary circumstances.

You deserve a break – but if you're planning on a getaway abroad, we need you to think about every possible scenario before you go.

After all, we're seeing previously 'safe' countries such as Spain added back to the

list of destinations you have to quarantine from on your return. While this mightn't be a big deal if you can work from home, for most of us this raises the potential problem of having to take this time as unpaid leave.

It's best to be prepared, so make sure you:

- **Make your line manager aware** if you're planning to holiday abroad, wherever the destination
- **Keep a close eye on official guidance** for your holiday

destination – it could change at any time

- **Discuss whether you could work from home** if you think there's a risk of quarantine on your return, or whether you would have to **take unpaid leave**.

We want everyone to take their well-earned time off and enjoy their holidays – but at the same time we need to make sure we can still run the business and take the greatest care of those who need our help.

Any questions?

If you have any questions, please ask your line manager in the first instance.





SELF ISOLATION SUPPORT

Increased testing may mean more of us are asked to self-isolate, but we remain committed to supporting you financially

As we seek to resume our lives, whether a drink in the local beer garden or taking a well-earned break, we may be asked to leave our details for the government's Track & Trace system.

This, and increased testing could mean we're asked to self-isolate to help manage the risk of COVID-19, so we wanted to remind you how we'll support you if this should happen:

What if I need to self-isolate?

If you are unwell, or have been exposed to COVID-19, you should follow **government guidelines** and self-isolate. This protects your colleagues, clients and communities.

How do I get paid if I need to self-isolate?

We will continue to pay your

salary in full for the first 14 days of self-isolation. If you remain unwell and are unable to return to work after those 14 days, you will receive Company Sick Pay or Statutory Sick Pay in line with your normal contractual entitlement.

We've extended this to those colleagues who would not normally qualify for Company Sick Pay because of short service (less than 12 months). Casual staff will continue to receive an average of their last 12 weeks earnings.

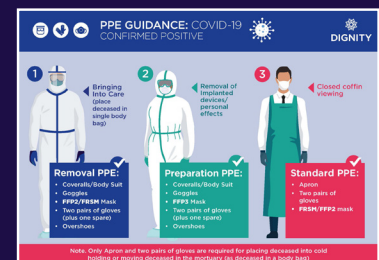
Got another question?

You can find many COVID-19 related questions here. If you have any other queries, please ask your HRBP, or drop a line to internal.communications@dignityuk.co.uk and we will answer you as soon as we can.

UPDATED PPE PICTURE GUIDES

We've updated our PPE pictures to mirror the most up-to-date guidance. Our PPE picture guides have proved popular, so to help you tell at a glance what PPE to wear when, we've updated them in line with the latest guidance.

COVID-19 CONFIRMED POSITIVE



Note: Only Apron and two pairs of gloves are required for placing deceased into cold box/ice or moving deceased in the mortuary (or deceased in a body bag).

[Click here to download and print the poster.](#)

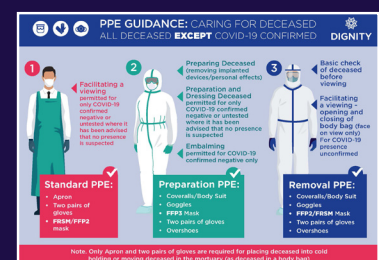
BRINGING INTO CARE (ALL DECEASED EXCEPT COVID-19 CONFIRMED)



Note: Hospital protocol may vary on wearing of masks. A mask may be required when attending hospital.

[Click here to download and print the poster.](#)

CARING FOR DECEASED (ALL EXCEPT COVID-19 POSITIVE)

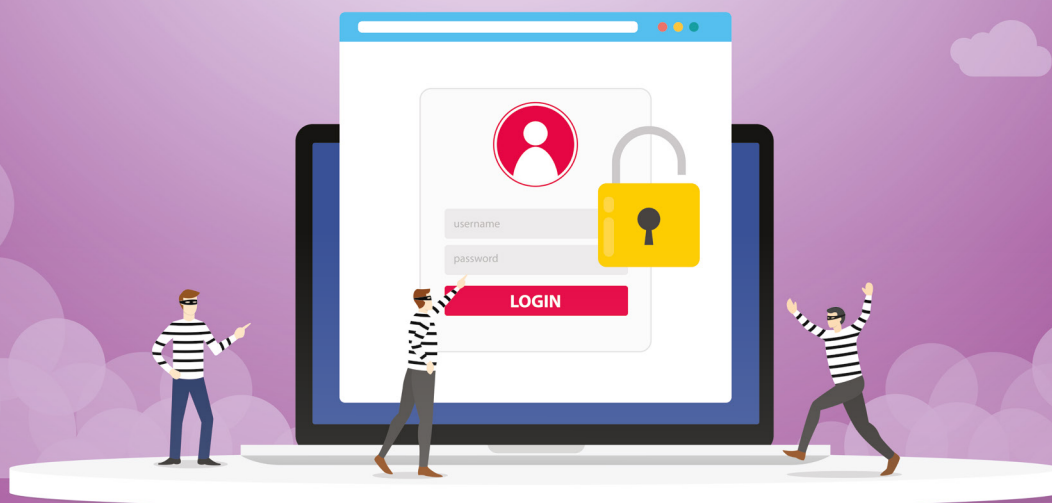


Note: Only Apron and two pairs of gloves are required for placing deceased into cold box/ice or moving deceased in the mortuary (or deceased in a body bag).

[Click here to download and print the poster.](#)

Don't forget you can find the latest operational guidance [here](#).

If you have any questions, please ask your line manager in the first instance.



COULD YOU BE HELD TO RANSOM?

Being held to ransom is unfortunately not new, but digital ransom?
Let's take a look at what that means for you and Dignity

Holding someone up and asking for ransom money is just so old school. No self-respecting criminal does that anymore - instead, crooks have gone cyber and are holding innocent people to ransom from the comfort of their living room lairs.

By infecting your computer with Ransomware, criminals can lock your computer remotely, encrypt all of your files and only unlock them after a sum of money is paid. Your PC is literally held to ransom!

Whether through a **phishing email**, an infected USB drive, or even an ad on a website, ransomware is one of the biggest cyber threats to businesses today.

For more information on Dignity's IT Security, please visit the **Corporate Governance Document Library**.

There are a number of steps you can take to protect yourself and Dignity against a ransomware attack:

- Make sure you download and install any Windows updates as soon as your computer notifies you that they are ready to download (you can always check by going to the settings app and clicking on 'update and security.')

- If you are unsure about any emails you have received, especially those with attachments, please forward it to **security@dignityuk.co.uk**

- Make sure you save your files on your network area (e.g. G drive)

- Change your password as soon as you are prompted and make sure it's secure. Check out our article on **password protection** for helpful tips.

If you think you or a colleague has been a victim of a ransomware attack, remove any network cable/disconnect from Wi-Fi, and call the IT Service Desk on 0800 151 3795 or contact via **email**.



WHO'S WHO?

RICHARD PORTMAN

In the third of our special series getting to know our leadership team, we take a look at the man who keeps many of the company cogs whirring behind the scenes



Role: Corporate Services Director.

What are you responsible for?

I have twelve direct reports and am responsible for the majority of our head office departments as well as our coffin factory in East Yorkshire (HR, H&S, Property, CSC, Insight and External Affairs, Procurement, Fleet, Management Systems, Internal Audit, Legal Counsel, Company Secretary and Manufacturing).

How long have you worked for Dignity? 21 years.

How would you describe your job in one sentence?

Motivating, challenging and encouraging my team to deliver the best we can for clients, staff and our shareholders.

What does a typical day look like for you? Meetings, meetings and meetings.

What has been your most memorable day at work? The day in 2004 when we listed Dignity plc on the London Stock Market.

Where have you previously worked? I trained as a Chartered Accountant with KPMG then worked for part of HSBC for 12 years before joining Dignity.

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I was once called a "f***ing tortoise" by Gordon Ramsey.
”

What was your first ever job? Working in the Goods Inwards Department of an electronics company for a summer before I went to college.

Tell us something people wouldn't guess about you... I was once called a "f***ing tortoise" by Gordon Ramsey.

Tell us about you: are you married, have children, any pets? Married for 34 years, two grown up children. My daughter is a doctor at a hospital in London so has been on the front line for the last few weeks which is a worry. My son is training as an accountant (following his parents!) but is at home with us.

How do you like to relax? My son and I have been season ticket holders at Aston Villa for the last 16 years – but I don't think that counts as relaxing, its more akin to riding a roller coaster.

Thanks Richard!

TURBO-BOOSTING NEW MANAGERS

Becoming a manager for the first time can be daunting – but luckily our L&D team are on hand to help

You could be a brilliant accountant.

Be marvellous at conducting funerals.

Or terrific at handling sales.

In fact, you could be so good at your job that you're asked to step up to manage a team for the first time.

If so, congratulations and well done, this is a fantastic step on the career ladder.

But hold on a sec – how do you actually manage a team? How do you make sure your team want to come to work every day and get great results?

Panic ye not. In our brand new e-learning module, 'Managing for the First Time,' we break down some of the mystique and take the new or inexperienced manager on a journey through seven modules to help them be the best manager they can be.

What's in the course?

We're only scratching at the surface here (limited word count!) but to give you a flavour...you'll



Find the course in the Management Development section of the Learning Zone – simply **click** on the button at the top of the G2G homepage.

find out what to do before taking on the role, how to create loyalty and commitment with your team, how to work with your employees to achieve results, how to actively manage your career and more.

Um, I'm a bit busy...

We know, we know – you've been promoted and your diary's on steroids. But – the beauty of this course is that you can dip in and out at leisure, and as your workload allows.

Why not squeeze in a few half-hour blocks into that busy

schedule of yours? After all, it's important to take a breath and look after your personal development, as well as your new team.

Why thank you, it's new...

Andy Addison, Learning & Development Administrator, has taken the boring old PowerPoint slides of old and used a brand new L&D programme called Rise360 to give the former self-study course a bit of pizzazz and a lot more interaction. We think it works really well. If you like it, let us know and we'll use the format for other courses too.

Big thanks go to the colleagues involved in developing the course, including the Learning & Development team, Anne Graziano (HR Business Partner) and special mention to Mary Avis (Funeral Service Arranger, Lewes) who tested it for us.

Ready to have a go?

Whether you're a new manager, thinking about going for promotion, or could do with a skills refresh, get that superhero cape ready – for once you've done this course you'll have a toolkit to transform you into a marvellous manager from day 1.

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“Managing for the first time is a great resource for those who are new to a management position, those looking to prepare for their next career move or even managers who have been in post for a while and want to re-visit the basics. These materials provide tips, techniques and checklists for a variety of management situations and encourage self-reflection, because you're only ever really competing with yourself.”

Zaheera Mukadam, Learning & Development Business Partner

DATA LOSS PREVENTION: KEEPING OUR DATA SAFE

We're taking steps to ensure our IT systems are bang up to date – and safe and secure for all of our users

One of the first projects is around Data Loss Prevention, or DLP for short. In a nutshell, DLP is about making sure our online information and data stays within the Dignity computing network.

It's crucial that any of the information we hold isn't shared outside of our business. Any data leaks would mean we're breaking privacy and data protection laws... and we don't want that to happen!

Our Head Office already has in place DLP software that encrypts files on computers or devices such as USB sticks so that they can only be read on Dignity computers.

And now we're rolling the software out to all of our network, which includes branch computers.

Here's what you need to know:



What do I need to do to download the software?

Nothing – the software will download automatically.

When will the changes take effect?

The change is already live for our head office machines, and a portion of operational machines. It will be rolled out gradually over the next two months.

Will it change how I work?

As we don't anticipate Dignity data being transferred regularly to USB devices, the DLP software should not affect how you currently work.

As with most things, there will be the occasional exception. This includes the transfer of images and audio files that are used in relation to funeral services. For ad-hoc requirements, you will need to contact the IT Service Desk. You will always be notified if any of the files you wish to transfer are encrypted due to the DLP software.

What if I need help?

If you need any assistance, please contact the IT Service Desk who will be happy to help. You can **email the team**, or call them directly on 0800 151 3795.

COMING SOON: IT SURVEY

We're offering you the chance to win one of three shopping vouchers by taking part in our annual IT survey.

The COVID-19 pandemic has changed how we all work at

Dignity. The IT team want to capture this change and find out how you're feeling about the kit you have and the support you've been given from the department (amongst a few other topics).

The short survey will launch next week – including details of how to get your name into the voucher prize draw – look out for more details!



ALL YOUR TOP TIPS IN ONE PLACE

We've been sharing some top tips for better email and phone communication – find them all in one place here

Over the last few weeks, we've been sharing some top tips to take the greatest care of our communication with each other and our clients, to help us deliver amazing service for the people most in need.

We've given you some handy hints for emails...

...some positive pointers for phone calls...

...and some advice on how the **GOLDEN rules** can help us all.

To help you keep track, we've pulled the email and phone tips together into one handy visual guide – why not keep a copy near you for easy reference?

We'll remind you of the tips now and then over the coming months – so keep an eye out on the Good to Great website. And if you have any top tips you'd like to share, why not leave a comment on the **online story**?



Click to download top tips poster

WHAT TO DO?

Explain to the client the benefits of Funeral Notices

WHY?

Many calls received relate to donations. These can be managed better, particularly at this time, if a client has widely shared a notice



WHAT TO DO?

If the client does not answer then always leave an answerphone message

WHY?

Include in your message:

- ✓ Who you are
- ✓ Where you are calling from
- ✓ Let the client know there is nothing to worry about
- ✓ Give the reason for your call, relaying information where practical
- ✓ Be clear on the next steps, e.g. that you'll call back at a specific time

