



## Example Ashes Management Policy

*The policy will need to reflect your businesses, management and location.*

- Upon receipt of Ashes, they must immediately be stored in the designated Ashes store and recorded in the Ashes management log. Store must be locked at all times when not in use. \*\*
- The Cremation Certificate should be attached to the ashes container or located in a fireproof filing cabinet.
- The Ashes Management Log must be completed with the name of deceased, name of person entitled to receive the ashes, date of cremation and date when handed over.
- Any instructions to deliver the ashes to someone other than the person authorising the cremation must be in writing and stored with the ashes and a note to the effect made in the log.
- If ashes are to be divided this should only be carried out by a member of staff trained in this and the correct procedure must be followed. A note should be recorded in the log.
- The person entitled to receive the ashes should be contacted as soon as they are available, and a time agreed for them to be handed over.
- A signature must be given for receipt on a separate record which must then be stored in the ashes management file. (In Scotland members should follow the procedure in the Burial & Cremation (Scotland) Act 2016 should ashes fail to be collected)
- Should an ashes container be damaged or lost or ashes accidentally spilt out during being divided then it must be reported immediately to a senior person and a note made in the log.  
**Note: In Scotland this must be reported to the Government Senior Inspector for funerals.**
- If ashes are scattered or interred by a member of staff this must be recorded in the log showing date, time, place of scattering/internment, and any persons present.
- The Ashes Management Log must be maintained and stored to provide an audit trail should it become necessary for future research.

**\*\* Info only** *On the question of security. We are not dictating a locked location unless that is the only way to ensure ashes are secure. So, for example, if they are in a store within the main premises and access is only for staff then that is okay as presumably the premises will be secured when no one is in attendance. However, if they were in a store outside the main premises, perhaps in the yard then we would expect them to be locked when not in use.*