



F. A. Albin & Sons Ltd



Global Compact Annual Communication on Progress

On Our Shoulders – 20010/11

It is an old tradition in the United Kingdom to carry the coffin on the shoulders. This represents the profound respect for the deceased on their last journey. It also represents the love, care and dignity dedicated to those who have died. This has been our goal from the very beginning, and we have chosen the theme "On our Shoulders" to represent it throughout our work and our corporate social responsibility project.

F A Albin & Sons Limited

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Country: United Kingdom

Contact name: Emerson De Luca

Contact position: Managing Director

Date: 16th November 2011

Membership date: 15th November 2009

Number of employees: 52

Sector: Service Provider

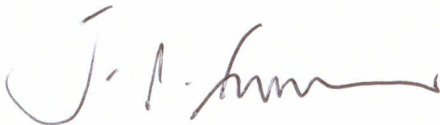
Company's description

F A Albin and Sons is a Funeral Director based in London, which provides complete Funeral Services as well as repatriation of Human Remains through its International branch Albin International Repatriation. It has a wide range of agents around the globe giving support to organise repatriations to and from anywhere in the World, including zones affected by conflict and/ or wars. The two companies work together to provide the most dignified service for the deceased and the bereaved.

Statement of support

"On Our Shoulders"

"F A Albin and Sons is committed to providing unique service in the UK and around the World looking after the deceased and their families with the utmost professionalism, dignity and respect. We are committed to implement our social responsibility project according to the objectives set by the United Nations Global Compact and will strive to exceed their principles. It is our aim to be the shoulder that everyone can rely on in their time of need"



Signature

DIRECTOR

Position

Human Rights

Principle 1	Business should support and respect the protection of internationally proclaimed human rights
Principle 2	Make sure that they are not complicit in human rights abuses

Our commitment

F. A. Albin and Sons fully supports the Human Rights Declaration¹ adopted and proclaimed during the General Assembly on 10th December 1948 and will endeavour to promote it and as stated by the assembly “to cause it to be disseminated, displayed, read and expounded”.

We are committed to operate according to the human rights declaration and help our partners and suppliers abide to the same principles.

Process

Considering the area of our work the Human Rights principles will be addressed in three different aspects, namely Clients, Community and Suppliers.

CLIENTS

Albins is committed to implement the Human Right's principle in what we believe will address the objectives presented by the United Nations and beyond. The deceased and their family and friends are undoubtedly the main concern of our staff. The company ethos dictates that the deceased and their family are treated with dignity and respect at all times and this is reflected the manner in which our services are carried out. To meet our clients' needs we will ensure that a comprehensive level of service is offered, respecting different cultures races and beliefs. This is certainly a major challenge in such a heterogeneous place like London, however we have over the years managed to accommodate most of requests made by families and friends.

Article 18 of The Universal Declaration of Human Rights says: “Everyone has the right to freedom of thought, conscience and religion; this right includes freedom to change his religion or belief, and freedom, either alone or in community with others and in public or private, to manifest his religion or belief in teaching, practice, worship and observance.”

We believe that as funeral Director we can help the bereaved family to be able to express their belief in one of the most difficult times for them, on the loss of a loved one.

We believe that the best away for us to play a positive part in it is through training, where our members of staff feel confident to help the families achieve their wishes during the funeral of their loved ones.

¹ The Universal Declaration of Human Rights available at <http://www.un.org/en/documents/udhr/>, accessed on 22/02/2010

What is more, with the aim to help those who have suffered the loss of a loved one we have created a Bereavement team. The group comprises of 15 experienced people, ranging from professionals in the areas to ministers with many years of experience in dealing with the bereaved. The group will meet regularly to ensure all members are working as a team and considering the possibility of helping in an event of a Mass disaster, if required by any of our clients.

COMMUNITY

We recognise that engagement in the local community is important for any firm and have through the years worked towards a greater involvement with the Bermondsey community. Albins support organisations which help giving people better quality of life and has its own Charity: the Bermondsey and Rotherhithe Foundation.

The Albin-Dyer Bermondsey and Rotherhithe Foundation

52 Culling Road, London SE16 2TN

t: 020 7237 3637 f: 020 7252 3205

www.albins.co.uk

headoffice@albins.co.uk

Registered Charity Number 1067137

Background – The foundation was founded in 1996 and registered under the Companies Act 1985 on the 11th November of the same year.

The foundation was created for the relief of local people and local causes. We collect donations via our collection box in reception on all branches. The charity has provided a mini-bus to a local club, assisted with the provision of disabled ramps and access, and has provided numerous scholarships and sponsorships to local worthy causes.

Another Charity which is close to our heart is the Evelina Children's Hospital

The Evelina Children's Hospital Appeal

First floor, West wing, Counting House, Guy's Hospital, London SE1 9RT

Tel: 020 7188 1196

www.evelinaappeal.org

Registered Charity Number 251983-21

STAFF Involvement- Beside the support we give to the above charities, F A Albin also supports and promotes staff initiatives for the benefit of the community and other charities. This is done on a voluntary basis, but all members of staff are invited to take part. The biggest event which takes place in December every year is the Memorial Service. The objective of this service is to celebrate the life of those who passed away, as well as a moment of remembrance which involves the community as a whole. Members of staff give their time freely and have always been there to support the Service – it is a healing and important moment for the people who come for the service.

SUPPLIERS

Despite being a relatively small firm, we reach a considerable number of companies around the World, by engaging them with our repatriation work, through our International Department. We currently play a part in disseminating the human Rights principles within our global network. What is more, some of our coffins and equipment suppliers are also based overseas and it is imperative for us that they have a good reputation and are not involved in any form of Human Rights abuse.

To present we are working in two fronts:

First of all we have re-written our Service Agreement and added a section which includes the commitment of our agents to abide to the Human Right Declaration. This document will in time be sent to every agent worldwide and signed by the owner or MD.

Second: As part of our commitment to our clients we have in the last few years been visiting our agents whenever possible. The first objective of this visit is to check the quality of work undertaken by our agents and their capabilities. However, since we have become part of the Global compact we started checking if there are any signs which would suggest the abuse of any of Human Rights.

Practical actions implemented in the last year / planned for next year

2010-2011

CLIENTS:

We have now organised a Bereavement group. The team is able to give support to anyone who is facing difficulties following the loss of a loved one.

18th May 2010 first meeting

30th June 2011 second meeting

The meetings for 2012 have been scheduled as follows:

9th February 2012

24th May 2012

6th September 2012

Chapels at our head office were completely refurbished to meet Religious

requirements. Total of 8 chapels of Rest. Our biggest chapel has been adapted to take religious services so that, although with limited space, people with low income could use the chapel without extra charges.

This service is available in particular for ceremonies which take place prior to Repatriation of Human Remains Overseas.

Staff training on cultural diversity and Bereavement took place as follows:

Training on Cultural on Cultural Diversity and Bereavement 2011		
Subject	Presented by	Date
Role of Celebrant	Joan Brown	01 April 2011
Counselling	Andrew Doyle	10 May 2011
Bereavement	Judith Holden	27 May 2011
African Culture	Father Thomas	10 June 2011

COMMUNITY:

Memorial Service

Albin Memorial Service takes place on the first Wednesday of December every year. This is a moment for the community to celebrate the life of their loved ones at Christmas time. Around 2.000 people participate. A ceremony with music, readings, tributes take place and once the service is finished food, and hot drinks are offered to everyone who attends.

Members of staff help right from the preparation up to the cleaning process for free. It is their contribution to the community and everyone does it with great enthusiasm.

During the service money is collected for the Barry Albin Bermondsey and Rotherhithe foundation to help projects and and different community activities in Bermondsey and Rotherhithe.

In 2011 the ceremony will take place on the 7th December.

Charities

Chairman, Barry Dyer has been involved with many local organisations, as local schools governors, St. Olav's charity's trustees, Time and Talents and is a patron of Bedes, a charity in Southwark, London which provides support to victims of Domestic Violence & LGBT Hate Crime, adults with Learning Disabilities, young people, voluntary and community groups.

2010 – DONATIONS TO CHARITIES/ORGANISATIONS IN NEED

Event	NAME OF BENEFICIARY	DONATION	DATE
Silver Festiva Southwark	Southwark Borough Council	£ 100.00	19/01/2010
Final Wishes Radio Day	Good Relations Corporate	£ 250.00	21/01/2010

Refurbishment	Southwark Sea Cadet Unit	£ 100.00	25/01/2010
Help for Heroes	Rotherhithe Festival Group	£ 300.00	04/03/2010
Bowling Club	Southwark Park	£ 400.00	07/04/2010
General Donation	Eltham Lions Football Club	£ 25.00	13/05/2010
Deptford First	All Saints Community Centre	£ 100.00	21/05/2010
Summer Musical Production	Quay Players Amateur Dramatics Society	£ 50.00	25/05/2010
Garden Fête	Southern Cross Healthcare	£ 100.00	01/0 /2010
General Donation	Eltham Lions Football Club	£ 25.00	16/06/2010
Celebration of Diversity	St John's Catholic Primary School	£ 250.00	17/06/2010
Kilimanjaro Project	Evelina Children's Hospital	£ 200.00	26/07/2010
Bluegrove House Summer Cel	Anchor Trust	£ 50.00	06/08/2010
Medicine sick children	Mutomo Hospital	£ 400.00	06/08/2010
General Donation	Aquatics Swimming Pool	£ 250.00	02/09/2010
Refurbishment	Care in Mind	£ 50.00	15/11/2011
Children Christmas Concert	The Bosco Centre	£ 100.00	18/11/2010
Children's fun day	Setchell Estate T & R Association	£ 100.00	18/11/2010
Christmas Party	Hawkstone T & R Association	£ 100.00	22/11/2010
Christmas Fair	St James' Church of England Primary School	£ 50.00	25/11/2010
Alfie's Dinner fundraising	Fisher AFC	£ 50.00	30/11/2010
General Donation	Southwark Irish Pensioners	£ 150.00	01/12/2010
Christmas Party	Yalding Healthy Living	£ 100.00	01/12/2010
Silver Festival Southwark	Southwark Borough Council	£ 100.00	06/12/2010
Berlin Championship	Irish Dancing School	£ 100.00	18/01/2011
For the memory of David	Cancer Research UK	£ 100.00	26/01/2011
Children of the Blitz	London Bubble Theatre Company	£ 100.00	01/02/2011
Fundraising Dinner	Time and Talents	£ 100.00	17/02/2011
General Donation	Little Sisters of the Poor	£ 40.00	18/02/2011
Festival for the UCLH cancer research	Rotherhithe Festival Group	£ 300.00	14/03/2011
Advert	Our Lady of the Rosary School	£ 40.00	17/03/2011
The Big Lunch	Friends of Lewington Centre	£ 50.00	26/04/2011

Ricky Wadman sponsorship	St. Michael's Catholic College	£ 250.00	10/05/2011
Equipment	F C Bermondsey	£ 150.00	01/06/2011
Summer Production of "Emerald City"	St. James' CE Primary School	£ 100.00	27/06/2011
The Help for Heroes	Osprey Estate Tenants and Residents Association	£ 50.00	20/07/2011
Welsh Challenge	Snowy and Bod's	£ 50.00	15/08/2011
Support children with Herlitze J E B	DebRA	£ 200.00	17/09/2011
Winter Festival	UK Homes 4 Heroes	£ 250.00	31/08/2011
Instalation CCTV	Southwark Sea Cadet Unit	£ 100.00	31/08/2011
Scholar sponsorship	J. Britton	£ 1,000.00	06/09/2011
Blackbirds Show	London Bubble Theatre Company	£ 150.00	13/09/2011
Future Projects	Catholic Bishops' Conference	£ 300.00	14/09/2011
The Mayor's Charity Appeal	The Worshipful the Mayor	£ 50.00	16/09/2011
Support	The Oxford & Bermondsey Club	£ 200.00	11/10/2011
Trip to Lourdes	Greenwich Catholic Fellowship for Disable	£ 50.00	15/10/2011
Christmas Fair	St. James' CE Primary School	£ 50.00	10/11/2011

SUPPLIERS:

As stated above we have rewritten our heads of agreement and have in 2011 and started working on having them signed by our agents worldwide.

We have in 2010 had only 10 agreements signed, however it is our aim to have another 100 by the end of 2012.

Schedule of supplier visits:

YEAR	Country	City	Comments
2009	FRANCE	Paris, Marseille	All the agents visited in these places, according to the evidence seen, were found not to be
2009	ITALY	Milan, Rome,	
2009	NETHERLANDS ANTILLES, CURACAO	Willemstad	
2009	ISRAEL	Jerusalem	

			complicit to any kind of Human Rights abuses
2010	CHINA	Beijing	All the agents visited in these places, according to the evidence seem, were found not to be complicit to any kind of Human Rights abuses
2010	SPAIN	Madrid, Barcelona, Valencia	
2010	BRAZIL	Sao Paulo, Rio De Janeiro	
2010	TURKEY	Istanbul, Antalya	
2010	CUBA	La Habana	
2011	ITALY	Rome, Milan	All the agents visited in these places, according to the evidence seen, were found not to be complicit to any kind of Human Rights abuses
2011	COLOMBIA	Bogota, Medellin	
2011	SWEDEN	Copenhagen, Luleo	
2011	NORWAY	Oslo	
2011	GHANA	Accra	
2012	IRELAND		
2012	BRAZIL		
2012	CYPRUS		

Measurable results or outcomes

Due to the size of our company, we are not exposed to great risks in respect of Human Right abuses. The main risk for the company arises when we employ the services of a Overseas Agents, hence the fact that we decided to work proactively not only to Promote the Human Right Principles but also to avoid any possibility of using rogue funeral Directors around the world.

The scheduled visits to our suppliers have proved an important tool to enable us to guarantee a professional and dignified service to all our clients. Although we were quite confident that the companies visited were not complicit with any Human Right Abuse, it was important to on witness this ourselves but also to spread the news that we are supporting are part of the Global Compact. This has certainly made some of our suppliers think about their own commitment, which we believe is a one of the objectives of our participating at the Global Compact.

Regarding the new agreements, 2012 will be the real turning point. So far we have managed to have only 10 new agreements signed but it is our objective to achieve at least 100 in 2012.

Internally, we are certainly trying our best to provide our clients with the best possible service in trying to accommodate their needs. We believe that during the years we have achieved this. However, have now put in place a more robust system to ensure this will happen. The Bereavement team is a great success, and will certainly be a great contributor to the bereaved families. In a few occasions, in 2011, some of the members have been contacted directly for advice and this has proved a positive action from our firm.

We have also been proactive in engaging with the local community. As always, our last Bereavement Service was a success. Around 2000 people took part of it and it was a very important moment for the local community.

As per our table above, a great sum of money has been given to local charities helping them to achieve their objectives.

Labour	
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
Principle 4	The elimination of all forms of forced and compulsory labour
Principle 5	The effective abolition of child labour
Principle 6	The elimination of discrimination in respect of employment and occupation
Our commitment or policy	

Albin are committed to create best practices as an employer to promote the development and confidence of all employees within their work environment including the freedom of association and recognise the right to collective bargaining.

Albin are totally against any kind of forced and compulsory labour and are committed to fight against any kind of child labour. We are also committed to treat all our members of staff with respect and care and to give them all equal opportunities within the company.

F. A. Albin & Sons and Albin International are an equal opportunity employer. We are committed to ensuring within the framework of the law that our workplaces are free from unlawful discrimination on the grounds of race, disability, colour, religion or belief, gender (including gender re-assignment), age, national origin, marital or family status, ancestry, ethnic origins, sexual orientation, or other protected status.

We value diversity and are committed to promoting diversity within the workplace by seeking to ensure that all individuals are treated fairly with dignity and respect and by recognising and encouraging individual contribution within the organisation.

We aim to ensure that our employees achieve their full potential and that all

employment decisions are taken without reference to irrelevant or discriminatory criteria. We have adopted the following policy as a means of helping to achieve these aims.

We are committed to ensuring that all our staff and all applicants for employment are protected from unlawful discrimination in the workplace. We endeavour not to discriminate in the areas of recruitment, selection, promotion, transfer, training, access to benefits and services, discipline or dismissal.

It is also our policy that all employees should be allowed to work in an environment free from harassment, bullying or unsolicited or unwelcome comments or overtures on discriminatory grounds.

A brief description of our processes or systems

Annual assessment: this is the main opportunity for the employees to and the company to assess every individual performance and future prospects. We adopt a policy of equal opportunities and cross training has giving many members of staff the possibility to move within the company to departments they feel more comfortable with.

Harassment and discrimination at work place - Responsibilities

Employees - If an employee believes that they have been subject to harassment, discrimination, victimisation or bullying they should report the incident to their Manager, or anyone appropriate in their reporting relationship. Please refer to the Grievance Procedure

Employees are encouraged to report all incidents of perceived harassment whether or not they are the victim.

Managers are responsible for ensuring that the work environment is free from all forms of harassment, discrimination, victimisation and bullying by regularly communicating this policy to their department/team and by taking immediate and appropriate action when complaints are raised and/or violations exist.

Managers and supervisors who knowingly allow or tolerate bullying or harassment are in immediate violation of F a Albin & Sons policy themselves and may be subject to disciplinary proceedings.

Undoubtedly, if any important issues appear during the year, any member of staff has the freedom to request a meeting with their line manager or indeed with any of the directors.

All members of staff are issued with the staff handbook which clearly shows all our policies as well as a description of their entitlement and obligations. The handbook is also available at any time by request.

We have 52 members of staff and with the company growth; opportunities have been arising for members of staff to take more senior responsibility within the company. In 2010 alone we had several members of staff promoted to higher position, taking into consideration their skills and experience within the company.

Whistle-Blowing

The Company recognises that incidents of workplace fraud or mismanagement are matters of serious concern and is therefore committed to ensuring that any such malpractice, as far as possible, prevented and dealt with immediately if it arises within the Company. The Company recognises that employees are the first to realise that something is wrong in the workplace but feel unable to express their concerns for fear of being disloyal to their colleagues or the Company, or for fear of being subjected to harassment or victimisation. The Company encourages you to raise your concerns about any malpractice at the earliest possible stage.

Practical actions implemented in the last year / planned for next year

2011

In January, annual appraisals took place giving employees a formal opportunity to discuss their career within the company as well as any issues they may deem to be important for discussion or clarification.

This year all members of staff were re-issued with an updated version of contract of employment as well as staff handbook.

In 2011 as a constant commitment with the employees welfare, the company has increased the pension scheme from 6% to 7%.

The company, in cooperation with the Scottish Equitable, has offered free advice for each employee regarding their pension.

Talks on employment and benefits issues 2011		
Subject	Presented by	Date
Employment Legislation	Kate James	18 February 2011
New Contracts of Employment	Kate James	25 March 2011
Pensions	Roger Puffeett	20 th May 2011

2012

Staff assessments will take place in January 2012

In 2012 once again employees will receive an increase on their pension scheme from 7% to 8%.

Further talks with layers are in the process of being organised for 2012 regarding

harassment at work place.

We are planning an assessment regarding our work place which will involve the active participating of our members of staff.

Measurable results or outcomes

The company has sought legal advice to rewrite the staff handbook and the contract of employment to ensure that at every level employees as well as the company are protected.

With the new contract of employments issued as well as the new staff hand books, all members of staff feel that they are really aware of their duties as well as their rights.

Some talks and training that took place this year proved to be very informative and therefore we will organise further ones for 2012

Environment

Principle 7	Businesses should support a precautionary approach to environmental challenges
Principle 8	Undertake initiatives to promote greater environmental responsibility
Principle 9	Encourage the development and diffusion of environmentally friendly technologies

UNDER CONSTRUCTION

Anti-Corruption

Principle 10	Business should work against all forms of corruption, including extortion and bribery
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Our commitment or policy

FA Albin and Sons and Albin international are committed to adhere to the highest legal and ethical standards and aim to reflect such commitment to every aspect of the way they operate.

We are fully aware of the harms caused by bribery and corruption and want to play active part in fighting it, giving our contribution to the proper economic growth and development of our society.

The Company board has applied “zero tolerance” approach to any act of bribery and corruption by any of our employees or business partners. Any breach of this policy will be regarded as a serious matter by the Company and is most likely to result in disciplinary action or termination of supplier agreements.

The UK Bribery act 2010 says that “adequate bribery prevention procedures ought to be proportionate to the bribery risks that the organisation faces”². We are confident that the guidelines set out in our policy will suffice any risks we would encounter and will continue to manifest our commitment to stand against bribery and corruption.

A brief description of our processes or systems

1 Risk Assessment

Proper risk assessment will determine the success or failure of this policy. Risk identification highlights the specific areas in which we face bribery and corruption risks and allows us to better evaluate and mitigate these risks and thereby protect ourselves.

This will be an ongoing process with constant communication at all levels within the company and in particular with our compliance officer.

2 Books and Record-Keeping

It is our duty to ensure that we maintain accurate books, records and financial reporting within Albin Group. Namely, they must truthfully reflect each of the underlying transactions. False, misleading or inaccurate records of any kind could potentially damage Albin.

3 Effective Monitoring and Internal Control

The Albin group aims to maintain an effective system of internal control and monitoring of our transactions. Once bribery and corruption risks have been identified and highlighted via the risk assessment process, procedures can be developed within a control and monitoring programmes in order to help mitigate these risks on an ongoing basis.

Practical actions implemented in the last year / planned for next year

2011 - Preparation and implementation of the our Anti-bribery policy according to the Anti Bribery Act 2010 – UK

2012 – Implementation of our Anti bribery policy.

January – March – Risk Assessment

April – Meeting with the board to identify potential risks and actions

June – Training to all staff

May – full implementation

² Available at: www.justice.gov.uk/guidance/docs/bribery-act-2010-guidance.pdf . Accessed May 2011.

How do you intend to make this COP available to your stakeholders?

This COP will be published at our Web site and made available at our reception to our stakeholders should they wish to see it.