



F. A. Albin & Sons Ltd



## Global Compact Annual Communication on Progress

### *On Our Shoulders – 2011/12 CSR Project*

*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:  
Membership date: 15<sup>th</sup> November 2009  
Number of employees: 52  
Sector: Service Provider

#### Company's description

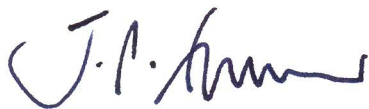
F A Albin and Sons is a Funeral Director based in London, which provides complete Funeral Services as well as repatriation of Human Remains through its International branch Albin International Repatriation. It has a wide range of agents around the globe giving support to organise repatriations to and 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



Position

Director.



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 Declaration<sup>1</sup> adopted and proclaimed during the General Assembly on 10<sup>th</sup> 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

The Human Rights principles are addressed in three different areas, 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 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,

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

where our members of staff feel confident to help the families achieve their wishes during the funeral of their loved ones.

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](http://www.albins.co.uk)

[headoffice@albins.co.uk](mailto:headoffice@albins.co.uk)

*Registered Charity Number 1067137*

Background – The foundation was created in 1996 and registered under the Companies Act 1985 on the 11<sup>th</sup> 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](http://www.evelinaappeal.org)

*Registered Charity Number 251983-21*

## **Child Bereavement UK**

In 2012 Albin started a support project to the Child Bereavement UK.

Child Bereavement UK is a charity that supports families and educates



professionals both when a baby or child of any age dies or is dying, or when a child is facing bereavement. Every year the charity delivers training, across a breadth of issues, to around 5,000 professionals at the front line of bereavement support.

The Saunderton Estate, Wycombe Road, Saunderton, Bucks, P14 4BF

Tel: 01494 568900 - [www.childbereavement.org.uk](http://www.childbereavement.org.uk)

Registered Charity Number 1040419

**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 our Bereavement group. The team is able to give support to anyone who is facing difficulties following the loss of a loved one.

Meetings 2012

09<sup>th</sup> February

24<sup>th</sup> May

06<sup>th</sup> September

Meetings for 2013

25<sup>th</sup> April

10<sup>th</sup> October

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

All staff took part in bereavement/cultural diversity training for half day. The sessions took place between January and March 2012. Training was given by Judith Holden and further sessions will take place in 2013.

18 staff took part in bearing and carrying practice in 2012

## **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 different community activities in Bermondsey and Rotherhithe.



In 2012 the ceremony took place on the 5<sup>th</sup> December.  
In 2013 the ceremony will be on the 4<sup>th</sup> 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.

## 2012 – DONATIONS TO CHARITIES/ORGANISATIONS IN NEED

Date	NAME OF BENEFICIARY	EVENT
10/12/2012	Child Bereavement UK	Albin Support project
04/12/2012	Sunny Space	Fundraising Event
03/12/2012	The Royal British Legion	Donation
29/11/2012	Yalding Healthy Living Centre	Annual Christmas Dinner
27/11/2012	Robes Project	Robes Sleepout 2012
30/07/2012	Norwegian Church	ICON
15/11/2012	Setchell Estate Tenants Res. Ass.	Annual Christmas Party
25/10/2012	Missio	Reception
11/10/2012	Southwark Young Pilgrim Project	Spring & Summer Courses
04/09/2012	Craig Coulson	Fundraising Event for Sunny Space
28/08/2012	Together we Can	Cancer research
28/08/2012	St Crispins Tenants	Stay and Play group
24/05/2012	St. Anne's Church	St. Anne's building repair appeal
17/05/2012	Vides UK	Summer activities project
15/05/2012	Tower Bridge Care Home	Annual Garden Fete
10/04/2012	St. Augustine's PCC	Fund Raising Concert
30/03/2012	Rotherhithe Gymnastics Club	Refurbishment - floor mats
26/03/2012	Teenage Cancer fund	Rotherhithe festival
15/03/2012	St. Mary's Church	Walsingham Youth Pilgrimage
02/02/2012	Ryan kellick	Sponsorship
23/01/2012	British Institute of Embalmers	National Conference
23/01/2012	St. Christopher Hospice	Charity Race Night
25/01/2012	st. Crispins Tenants	Parent and Baby group

**Total of donations: £ 3,995.00**

## SUPPLIERS:

As stated on our previous COP we have rewritten our heads of agreement and have in 2012 sent over 100 agreements for reviewing and signing. We have so far received over 60 agreements back and will continue to work on this project during 2013.

In addition, we continue our visits throughout the World to assess in person the quality of the their work but also to check if they are not involved in any kind of actions which are against the Human Rights principles.

Schedule of supplier visits 2012:

YEAR	COUNTRY	CITY	COMMENTS
2012	IRELAND	Dublin	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
2012	BRAZIL	Sao Paulo, Curitiba	
2012	GHANA	Accra	
2012	CYPRUS	Nicosia, Larnaca, Limassol	
2012	UAE	Dubai	
2012	SPAIN	Barcelona	

### Measurable results or outcomes

As stated in our previous COP, 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 an 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.

Once again, 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 as well as our continue commitment not to use any companies that are complicity to any Human Rights abuse

2012 was an important year in terms of reviewing many contracts with our suppliers and also making them aware of Albin's commitments. This will certainly continue during 2013.

The Bereavement team continues to be a great success, and is certainly a potential great contributor to the bereaved families. Our group has risen this year, and we have provided training for some of our corporate clients, so that they in turn can provide a even better service to bereaved families.

Engagement with our local community continues to grow. Around 1500 people took part of annual Christmas Service, despite the bitter cold. We once again, were able



to help many local charities as per schedule presented above. The highlight for the 2012 was the initiation of the project with the Child Bereavement, where we not only managed to raise a considerable amount of money but have also offered our premises for their meetings. Our support to the Child Bereavement UK will certainly continue during 2013.

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

#### **Our commitment or policy**

Albin's 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's 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.

## Process

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 to 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

2012

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.

In 2012 as a constant commitment with the employees' welfare, the company has increased the pension scheme from 7% to 8%.

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

In 2012 we have appointed Judith Holden to monitor bereavement training for staff and staff welfare; this work will start in 2013. She works alongside our company counsellor Rev. Andrew Doyle.

## Measurable results or outcomes

The company's hand book, as stated on our last COP has been rewritten given our staff even more confidence on the company's commitment to their welfare. All members of staff were also presented with new contracts and every employee had the opportunity to meet our company's HR and discuss its content, and to clarify any doubts or concerns.

The appointment of another professional to look after the welfare of our staff is another important development in our labour initiative.

## Environment

Principle 7	Businesses should support a precautionary approach to environmental challenges
Principle 8	Undertake initiatives to promote greater

## **Principle 9**

**environmental responsibility**  
**Encourage the development and diffusion of environmentally friendly technologies**

### **Our commitment or policy**

F. A. Albin & Sons and Albin International are committed to conduct their business mindful of the impacts they have on the environment and will promote awareness and protection of the environment.

### **Process**

**In 2012 some discussions started at board level on how to approach environmental issues and how the company can minimise the impact of our operations.**

**It was agreed that some actions at board level could be taken, however the company needs to effectively involve all members of staff in this project.**

**The process will be put in practice in 2013, by promoting discussions within the staff and discuss the best way to approach the issue.**

**After decision is taken on how precisely we go forward, appropriate training is to take place.**

**Evaluation on the concretisation of the project will take place after 6 months of implementation.**

### **Practical Actions implemented in the last / planned for next year**

Although the environmental project will start in 2013, an executive decision was made in 2012 regarding energy saving, as follows:

Installation of Solar Panels:

The company has installed in its International Branch solar panels, an investment of £13,000.00.

The generation input predicted per year is 5207 KWh.

Implementation of recycling facility in two of our locations.

### **Measurable results or outcomes**

In 2012 we had the first steps towards our full commitment to the environmental principle. Despite the major investment for the solar panels, our biggest objective is the involvement of all staff, which we are hoping will happen in 2013.



## Anti-Corruption

### Principle 10

Business should work against all forms of corruption, including extortion and bribery

#### 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”<sup>2</sup>. 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 determines 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

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<sup>2</sup> Available at: [www.justice.gov.uk/guidance/docs/bribery-act-2010-guidance.pdf](http://www.justice.gov.uk/guidance/docs/bribery-act-2010-guidance.pdf) . Accessed May 2011.

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**

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

2013 - Refresh training to all staff

- Evaluation of Anti bribery project to determine possible changes and/or improvements.

#### **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.**