
Every day:

Whether arranging a funeral,
providing a peaceful place to
remember or helping people
plan ahead, at its core is the
client service excellence we deliver.



Every day: we are committed to delivering client service excellence...

Our history:

Serving local communities for generations

Dignity is a British company and is the leading provider of funeral related services in the UK. We have a rich and proud heritage and our oldest funeral location was established in 1812 and our oldest crematorium in 1903. Many of our businesses have been serving their local communities for generations.

Our people:

Over 2,550 experienced and local people dedicated to client service excellence

We are funeral people and this is all we do. Our people come from the local towns and cities they serve or from families that have been in the funeral profession for generations and all are dedicated to delivering client service excellence.

Our promise:

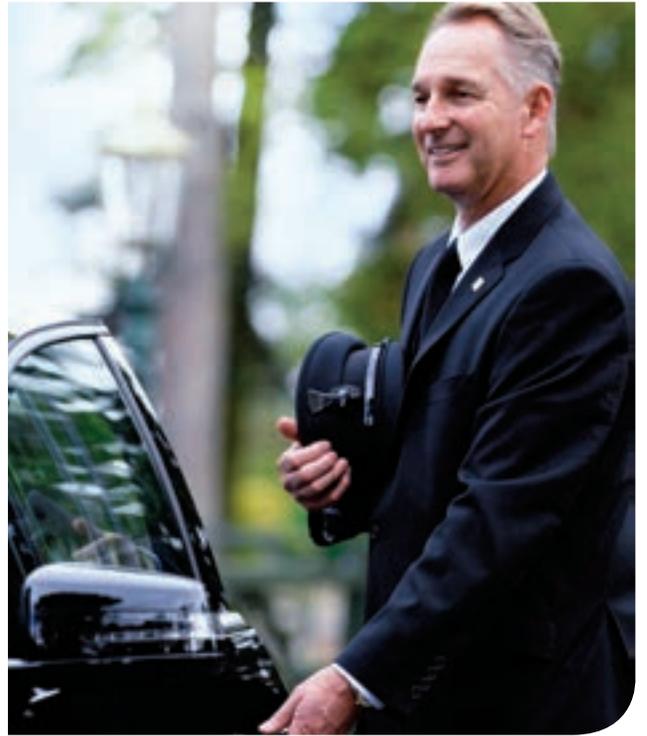
Helping our clients every step of the way

Serving the people in our local communities at one of the most difficult times in their lives remains at the heart of everything we do and we are committed to providing the highest standards of service and care and to helping our clients every step of the way when they need us.

Our values:

Compassion, respect, openness and care

Our values are a fundamental part of our culture. By living these values every day, we ensure that we operate in a responsible way and that we deliver the excellent service upon which our business depends.



Every day:

As well as providing advice and support, we listen carefully to what a family wants to make sure we understand their individual needs and ensure that we arrange the funeral they want for their loved one and we do this with care and compassion.

Compassion



Funeral Services

We operate a network of 636 funeral locations throughout the United Kingdom, generally trading under established local trading names.

Every day:

Our business is built upon trust and respect, reputation and relationships and we demonstrate our values and principles through our day-to-day behaviour and conduct ourselves in a responsible and ethical manner.

Respect

Crematoria

We are the largest single operator of crematoria in Britain. We operate 37 crematoria in England and Scotland.



Every day:

We use valuable customer insight and ongoing training and support to our staff to ensure we consistently maintain and improve upon the quality of our services, products and the information we provide to our clients.

Openness



Pre-arranged funeral plans

We are one of the UK's leading providers of pre-arranged funeral plans. Pre-arranged funeral plans allow people to plan and pay for their funeral in advance.

Every day:

Serving at the heart of local communities is a crucial part of our success and our future and we are committed to not only making a difference to our clients, but also to the local communities in which we live and work.



Care

Serving local communities

Our people support hundreds of local initiatives and charitable events each year. By listening to and understanding the needs of local communities, our staff are able to provide help where it's needed most.



Dignity contact information

If you would like to find out more about Dignity or to find your local Dignity branch please visit:

www.dignityfunerals.co.uk

4 King Edwards Court
King Edwards Square
Sutton Coldfield
West Midlands B73 6AP



Dignity®