

# N.A.M.M.

Quality Assurance for the Memorial Industry

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1 Castle Mews, Rugby

Warwickshire, CV21 2XL



## CODE OF BUSINESS PRACTICE

***Being members of the National Association of Memorial Masons we abide by the following principles which form the basis of its Code of Good Business Practice:***

- To strictly observe the confidence of our customers at all times
- To manage our business affairs in such a way as to ensure that any contract we may enter into can be honoured
- To ensure that the quality of our products, services and guarantees are consistent with any representations we may make to the client
- To maintain fair prices for our products and services
- To ensure that our advertising is in good taste and not misleading
- To keep ourselves abreast of all matters affecting the trade, such as cemetery regulations, and skills and services with the trade and to advise our clients accordingly
- To never knowingly conduct ourselves in such a manner as to prejudice our own professional standing or that of our Association

***We further agree:***

- To abide by the National Association of Memorial Masons' Code of Ethics
- To abide by the rulings of the Conciliation and Arbitration Service provided by the National Association of Memorial Masons in respect of disputes arising between members and their clients.

**Signed** .....

**Company** .....

**Members of the National Association of Memorial Masons**

**Witnessed** **Roy Barham, President**

Copies of the Code of Business Practice and Ethics can be obtained from:

National Association of Memorial Masons  
1 Castle Mews, Rugby, Warwickshire, CV21 2XL  
Tel: 01788 542264; E-mail: [enquiries@namm.org.uk](mailto:enquiries@namm.org.uk)

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