

N.A.M.M.

Quality Assurance for the Memorial Industry

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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
The Keep, Creech Castle, Taunton, Somerset, TA1 2DX
Tel: 01788 542264; E-mail: enquiries@namm.org.uk

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