



Association of Independent Funeral Professionals

Code of Conduct & Professional Practice

As end-of-life, death care, funeral service and allied service providers, as is relevant to our service offerings we:

1. hereby acknowledge our individual and collective obligations to the public in particular the families that we represent.
2. make it our mutual responsibility to improve the high standards of our profession.
3. ensure our business are operated in a manner that protects the industry's positive reputation, our employees and the families we support through sound business practices and being appropriately insured.
4. vigilantly support all public health and consumer laws and regulations, local, state and federal.
5. uphold a professional responsibility, maintain our character, integrity and honesty in all dealings with the public and our suppliers.
6. maintain confidentiality in our business and professional relationships.
7. respect all faiths, creeds and observe all respect due to the deceased with competence and dignity in the conduct of our services.
8. promise to make no representations, written or oral, which may be false or misleading to the public in regard to funerals and funeral prices.
9. provide every family with a written estimate or invoice of the cost of the funeral including all disbursements at the time of the arrangement or shortly thereafter.
10. promise to make sure that any funds prepaid for funerals will be invested with the appropriate funeral bond company with the specified time limits as specified by the fund provider or the legislator in your state or territory.
11. make sure that we enhance public awareness of the funeral industry and its services and responsibilities.
12. support higher educational standards and proper licensing laws, encourage research and adoption of improved techniques and methods.
13. ensure our actions, words and deeds, will be fair, truthful and beneficial for the greater good of the community.