



**Regimental Headquarters Royal Engineers**

Ravelin Building, Brompton Barracks  
CHATHAM, Kent, ME4 4UG

**Telephone:** 01634 823079 **Mil:** 94661 3079

**DII(F):** RE RHQ-COS

**Email:** RERHQ-COS@mod.uk



Reference: RHQRE: 04\_12\_01

See Distribution

Date: 5 December 2016

**ROYAL ENGINEERS POLICY TO SUPPORT BEREAVED FAMILIES**

References:

- A. Joint Casualty and Compassionate Policy and Procedures - [JSP 751](#)
- B. Tri-Service Operational and Non-Operational Welfare Policy - [JSP 770](#)
- C. Post Death Administration Site - [JCCC](#)
- D. Cruse Bereavement Care - [www.cruse.org.uk](http://www.cruse.org.uk)
- E. Presentation of the Elizabeth Cross - [2009DIN09-009](#)
- F. Army Welfare Policy [AGAI 81](#)
- G. Data Protection Act 1998 - [Data Protection Act 1998 Compliance](#)
- H. The Royal Engineers Corps Memoranda - [Corps Memoranda](#)
- I. Army Inquiries and Aftercare Support Cell (AIASC) - [AIASC](#)
- K. Casualty Notifying Officer [CNO Handbook](#)
- J. Visiting Officers Hand Book - [CVO Handbook](#)
- L. [Army Dependants Trust](#)
- M. [Veterans UK](#)

**INTRODUCTION**

1. The moral obligation to 'look after our own' is clear; soldiers must know that their families will be looked after should they suffer harm. It is of fundamental importance, therefore, that the bereaved families of RE soldiers and officers receive enduring support from the Corps as long as it is required. This support is irrelevant of length of service and cause of death; operational or non-operational.

2. At the time of death it will be the Regiment / unit that take the lead with support from Headquarters Royal Engineers (HQ RE)<sup>1</sup>. With the passing of time, Regiments change location / role, and personalities who knew the individual(s) are posted, the immediate connections with the Regiment fade and a greater role needs to be assumed by HQ RE to allow the Regiment to move forward.

3. HQ RE therefore has a crucial role to play in overseeing and coordinating this support so that all elements of the Corps are fully aware of their responsibilities. This policy articulates the role HQ RE and others play in supporting the bereaved and provides guidance covering the processes to

<sup>1</sup> HQ RE is the wider organisation comprising of RHQ RE, the Royal Engineers Association (REA), Institution of Royal Engineers and the Museum. RHQ RE is the inward facing "green" element of HQ RE, reporting to Director Arms and Services, HQ Home Command.

## OFFICIAL

follow and the support available in the case of a death in service. This guidance should be treated as an initial one-stop-shop, to point those needing advice in the right direction.

4. Although the Joint Casualty and Compassionate Centre (JCCC) is responsible for initial notification and repatriating the dead, any additional welfare for the family and Next of Kin (NOK) lies initially with the Unit's Commanding Officer, usually through the Casualty Visiting Officer (CVO) with the Corps being responsible for secondary and corporate level welfare where applicable. The type of support and length of time it is required for will vary depending on individual circumstances. Key is ensuring families and NOK feel they are being looked after and remain in the minds of the Corps until such time as they are ready to move forward. Key is the timely passage of information and recording details so that contact is not lost as personalities change.

### AIM AND PRINCIPLES

5. The purpose of this policy is firstly to ensure that in the event of a death in-service of a member of the Corps<sup>2</sup>, all departments within HQ RE understand their role and secondly, that the wider Corps is aware of the role HQ RE plays and their part in ensuring the bereaved family members are given the necessary support. The information in this policy is based on three overlapping principles outlined below.

- a. **Supporting the Bereaved.** This must be front and centre of every action undertaken. Every case will be different and so this policy gives governing principles that will need to be adjusted to suit each situation.
- b. **Maintaining the Operational Effectiveness of the Corps' Regiments.** There needs to be a time that the Regiment is not always looking backwards, and the wider HQ RE take responsibility for maintaining contact.
- c. **Sustaining the Family Ethos of the Corps.** The Chief Royal Engineers' intent is clear; once a member of the Corps family, always a member. Our soldiers must know that their families will be looked after should they suffer harm.

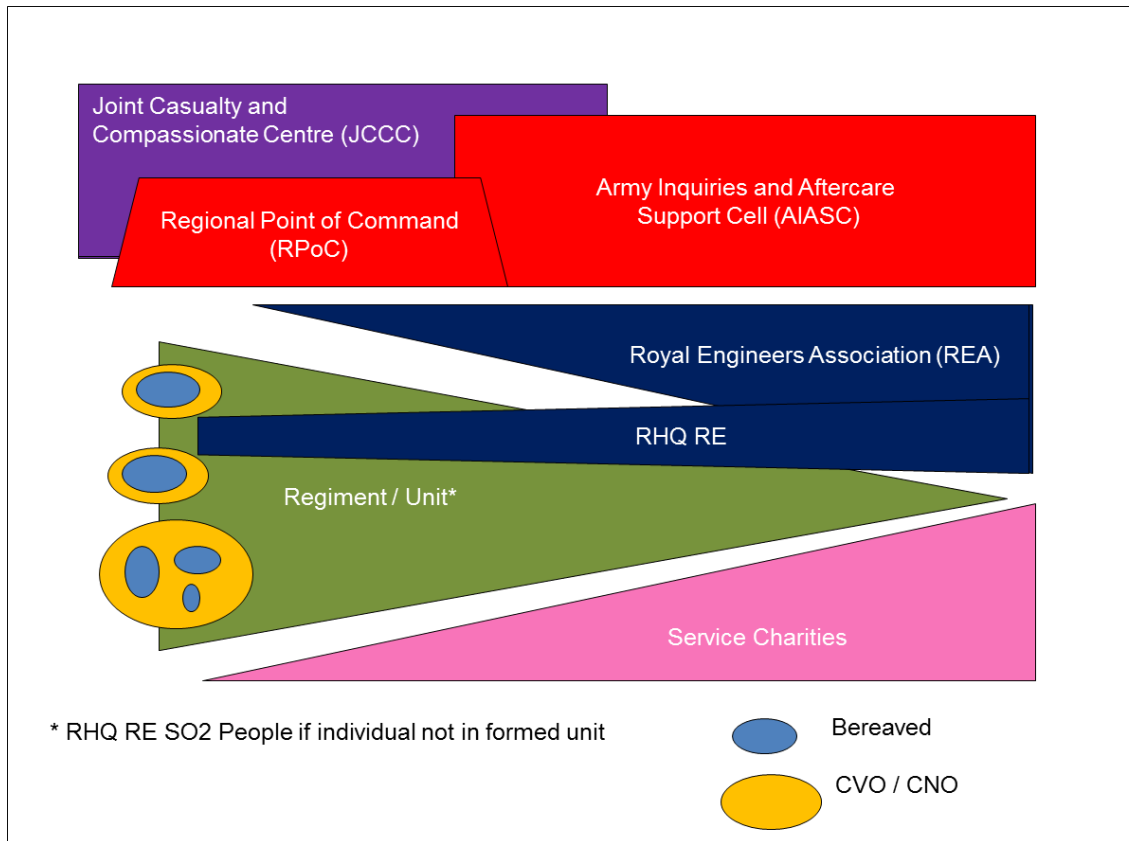
### RESPONSIBILITIES

6. The organisations listed below all have an important role in supporting the bereaved. With the passing of time the role will gradually migrate from the unit / organisation / people directly involved at the time of death to HQ RE, the REA and other service charities. This will ensure that first and foremost the bereaved are at the centre of every action undertaken while allowing the Regiment to move forward. The latter is a result of the nature of trickle posting where corporate knowledge of an individual / event will fade and the intimate link to the families will be lost. This is uniquely different from say an Infantry Battalion where the Battalion itself provides the continuity. A summary table of all responsibilities and flow chart of the process can be found in Annex A and a simplified pictorial representation is below.

---

<sup>2</sup> Throughout this document a member of the Corps will also include a member of The Queen's Gurkha Engineers unless specifically mentioned. However, HQ Brigade of Gurkhas (HQ BG) has well established and formal links to HQ Brigade of Gurkhas Nepal, the Defence Attaché and the Gurkha Welfare System. Therefore it is prudent that for certain aspects of aftercare they have the lead. This will be decided on a case by case basis and recorded in the case file by SO2 People to ensure it is absolutely clear who is leading with what aspect.

OFFICIAL



7. **JCCC.** The JCCC's areas of responsibility are articulated in [Ref A](#) and cover the following:
  - a. Provide advice for Notifying Authorities (NA), Visiting Officers (VOs) and units.
  - b. Co-ordination of repatriations.
  - c. Liaison with all key players including: MOD and the Coroner's Office.
  - d. Authorise and arrange overseas travel to attend funerals or visit graves.
  - e. Payments to the estate of the deceased arising from their armed forces service.
  - f. Arranging service pattern headstones / urn plot markers.
  - g. Dealing with the Deceased's estate and authorising the release of personal effects.
  - h. Dealing with beneficiaries' solicitors on matters to do with the deceased's estate.
8. **Regional Point of Command (RPOC).** The Regional Point of Contact (RPOC) will act at the NA and coordinate the nomination of CNOs and CVOs.
9. **Regiment / Unit.** The Regiment will be the primary supporter of the CVO(s) and is likely to lead on providing personnel to support the repatriation and funeral. The Regiment must update all parties on developments. At an appropriate point the Regiment will hand over the lead of supporting the bereaved to HQ RE and the relevant REA Branch.

## OFFICIAL

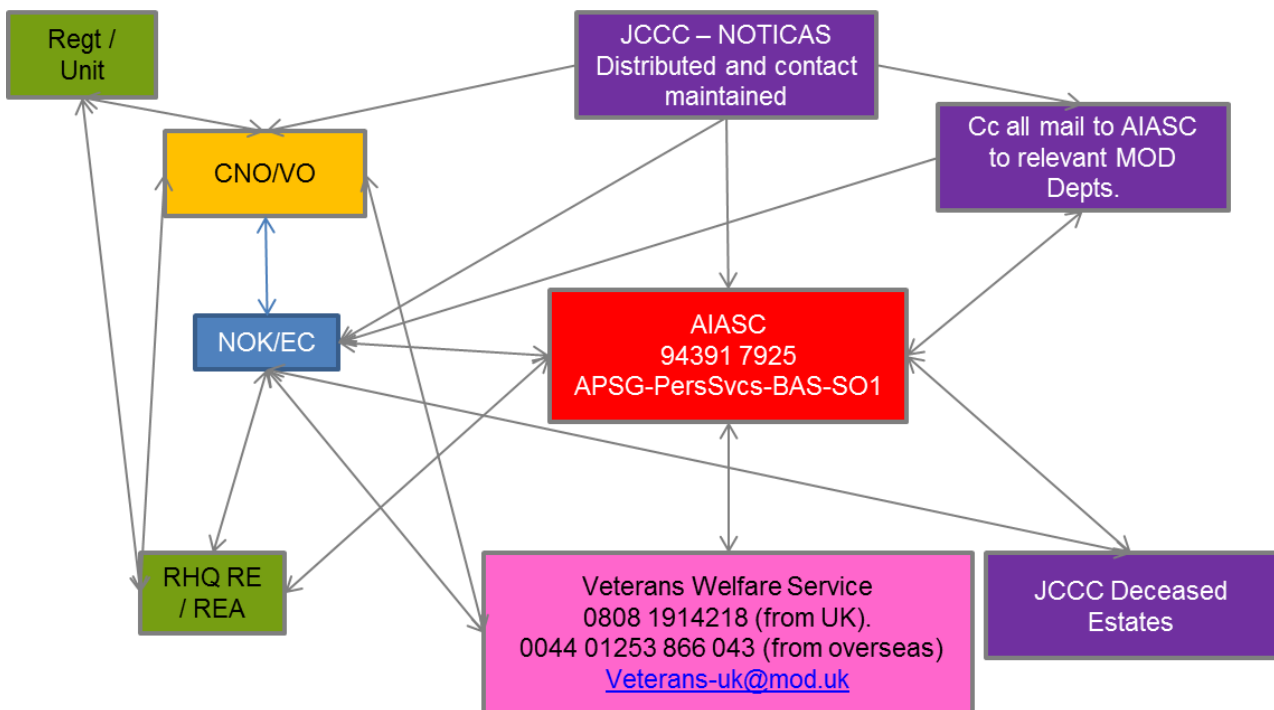
10. **HQ RE.** HQ RE will monitor and support where necessary. HQ RE will ensure that the wider Corps is informed of the death and will be the conduit for condolences. In the longer term, at a point determined in discussion with the CVO(s) and Unit, HQ RE will assume tasking coordination authority for support to the bereaved.

11. **REA.** The REA will form the long term link to the Corps. Through its nationwide branch network it will be responsible for ensuring the bereaved are able to remain in contact with the Corps.

12. **Army Inquiries and Aftercare Support Cell (AIASC).** The AIASC exists as part of Regional Command to provide an enduring focus for bereaved families and to sustain a robust relationship between the Army and the families of those who die in service. It will, from time to time, engage with families of the more seriously injured on the same basis. The Cell also monitors the investigative and inquiry process for all deaths and serious injuries.

13. **Veterans Welfare Service (VWS).** The VWS is part of [Veterans UK](#) and provides support to all veterans, their families and dependents. The Veterans Welfare Service focuses on providing assistance where a change in circumstances may have resulted in a welfare need. i.e Death in-service.

14. **Information Flow.** The interaction between the parties listed above can be summarised as follows:



## CATEGORIES OF DEATH

15. There are 6 circumstances that the death of a Royal Engineer soldier or officer may be categorised. In turn these will determine the level of support from public funds with respect to repatriation and funerals. The categories are as follows:

- a. In-Service Non-Operational Death in UK (on or off duty).
- b. In-Service On-Duty Overseas Death.

## OFFICIAL

- c. In-Service Off Duty Death Overseas.
- d. In Service Operational Death.
- e. In Service Death of former member of the Corps. An occasion may arise when soldier/officer dies in-service who used to be part of the Corps but has transferred to another Arm or Service. In such circumstances the individual's current cap badge will lead with all support.
- f. Out of Service Death of former member of the Corps.

### CASUALTY NOTIFICATION AND CASUALTY VISITING OFFICERS (CNO / CVO)

16. The Casualty Notification and Casualty Visiting Officers (CNOs and CVOs) will normally be appointed by the Notifying Authority (NA); either JCCC or the Regional Point of Command (RPoC). However, in some cases the unit will be required to nominate a suitable person. For the death of a member of the Corps, the CVO will, whenever possible also be a Royal Engineer however, in some circumstances this may not be possible and support could be provided by a CVO from another unit.

17. Units and the Corps must be aware that family estrangements (broken relationships between, parents, grandparents, siblings and children) are increasingly common and this will have an effect on how the CVO deals with an estranged family. In these cases, where necessary a second CVO should be used to provide emotional support to both family members thus allowing information to pass correctly to all affected. The nomination of a second CVO will be done through the JCCC or RPoC and it must be clearly understood who is responsible for whom.

18. In order not to impinge on the immediate support to the bereaved, contact from HQ RE with the CVO should in the first instance be through the soldier's parent unit and then only by SO2 People or in their absence, the Corps RSM. The CVO will be supported by the relevant Regiment who in-turn will be able to call on support from HQ RE and other Service Charities.

### RHQ RE ACTIONS ON NOTIFICATION OF DEATH

19. The following section outlines the notification process including what RE-specific notification will be done, by whom and using what information

20. **JCCC Signal.** The JCCC will liaise directly with the unit on notification of a death. They will also pass the information to Army HQ which is responsible for ensuring all concerned parties are made aware of the incident<sup>3</sup>. This will include any RE personnel serving with 3 Commando Brigade, JFIG or outside of the Army HQ Chain of Command. HQ RE will be copied into the Army HQ signal so they are aware but do not hinder the OPCOM and NOTICAS chains.

21. The Army HQ signal will be sent to the Corps Colonel and Corps RSM either via phone or email and the Corps RSM is responsible for informing the Chief Royal Engineer.

22. On receipt of the Army HQ signal, RHQ RE SO2 People will open a limited access case folder in the limited [RE RHQ MOSS Site 04-12-02](#) and record brief details of the death on the [Royal Engineers Fatality and Casualty Tracker](#). As more information becomes available from the Unit, the RHQ RE Casualty Tracking Performa; (Appendix 1 to Annex B) will be updated.

23. SO2 People will contact the CVO's unit to let them know of the support available from HQ RE should it be required (to be done in normal working hours). This is regardless whether the individual is serving in a formed Sapper Unit or in a singleton post.

---

<sup>3</sup> JCCC sends the signal to Army HQ (Pers Ops) who then cascades this to the relevant parties including RHQ RE.

## OFFICIAL

24. SO2 People or the Corps RSM will inform the Royal Engineers Association (REA) in order they can pre-empt any possible request for support including REA Standards at the funeral.

25. **Corps Notification of Death Signal.** HQ RE will ensure that the news of death is circulated to units through the RE Command Group, to include family contact details (for condolence letters) and funeral details once known. This is to ensure that the appropriate respects can be shown by the wider Corps.

26. To achieve this, as soon as is possible, the unit with support from the CVO is to send the details below to HQ RE. In the event of the soldier not being part of a formed RE unit the CVO will be requested to send this information directly to HQ RE.

- a. Family details of the deceased, including names and ages of children where applicable.
- b. Eulogy of the deceased to include as much detail regarding the deceased as possible, including interests, hobbies and personnel traits, including any nicknames (for condolence letters).
- c. The respective CVO's contact details (if not already known).
- d. Repatriation and funeral details, including any Corps representation known at that stage.
- e. Any areas of sensitivity to be aware of.

27. APC Cbt Sp Branch is, on notification of death to forward a career summary of the deceased to HQ RE within 48 hours.

28. Once all this information has been received and verified SO2 People will, on behalf of the Corps Colonel send out the Death-in-Service Signal to the wider Corps. The format for this is at Annex C.

## CONDOLENCES

29. Condolence letters can be a great source of comfort but they can also cause anguish if mixed or conflicting messages are sent to different parts of the family This section deals with who is responsible for passing on condolences and the table below provides a summary of key letters but does not stop other HQs writing if they wish. MOD Guidance of what to say and what to avoid and examples are at Annex D.

Nature of Death	Letter of Condolence to the bereaved family/NOK
Operational Death of RE soldier / officer	PM on behalf of the Country Secretary of State on behalf of MOD CGS on behalf of the Army <sup>4</sup> CO on behalf of the Regt Chief Royal Engineer <sup>5</sup> Corps Col on behalf of the Corps
Death in Service in the UK of RE soldier / officer	DCGS on behalf of the Army CO on behalf of the Regt Corps Col on behalf of the Corps

<sup>4</sup> If the soldier / officer was serving outside of the Army (JFIG / Fleet etc) a letter may also be sent by 4\* Hd of that organisation (i.e. Comd JFC or 1<sup>st</sup> Sea Lord).

<sup>5</sup> If the Chief Royal Engineer is also CGS then only one letter will be sent.

## OFFICIAL

Death in Service (Abroad) of RE soldier / officer	DCGS on behalf of the Army CO on behalf of the Regt Corps Col on behalf of the Corps
Death in Service of Former RE soldier / officer	CGS or DCGS on behalf of the Army (operational / non-operational) In consultation with current Cap badge RHQ, Corps Col may write on behalf of the Corps
Death out of Service of former RE soldier / officer	Routinely none unless a notable former member of the Corps. Corps Sec will advise as required. Chief Royal Engineer will write on behalf of the Corps for all former Colonels Commandant

30. **HQ RE.** Once the RE chain of command has been notified of the death, HQRE is to coordinate the condolence letters. Letters from the Chief Royal<sup>6</sup> and Corps Colonel to the NOK and appropriate family members are to be sent as per the table above; guidance on message of condolence and an example letter can be found at Annex D. To add depth to the letter written by the Corps Colonel, SO2 People may send out requests to the wider Corps asking for background information on an individual. This is especially important if the deceased had only been in a unit for a short period. In the absence of the Regimental Colonel, the Corps Secretary will write the condolence letter.

31. **In-Service Death of Soldier / Officer attached to a Corps Unit.** If a soldier or officer attached to a Corps Unit but of a different cap badge, dies in service, on Operations or not, the Unit may usually be required to provide the CVO and provide all immediate support to the bereaved families and coordination of the funeral. Longer term support will need to be handed over to the Regimental Headquarters of the cap badge involved. The Corps Colonel will write to the NOK and appropriate family members offering condolences on behalf of the Corps.

32. **In-Service Death of Former Member of the Corps.** If the Corps is made aware of a death in-service (operational or not) of a soldier / officer formerly of the Corps, but now serving with a different Arm or Service (e.g. Special Forces) HQ RE will engage with the current cap badge RHQ. A decision will be taken on whether it is appropriate for the Corps Colonel to write to the NOK and appropriate family members offering condolences on behalf of the Corps. The current cap badge will be responsible for all immediate support but the family are still eligible for longer term support from the REA should they so wish.

33. **Out of Service Death of Former Member of the Corps.** HQ RE does not mark the passing of a former member of the Corps. The only routine exception is the Chief Royal Engineer will write to the NOK/family of former Colonels Commandant. Special circumstances may arise in the future for other notable members of the Corps and the Corps Secretary will decide on how their passing should be marked.

34. **Book of Condolence.** An official, Corps Book of Condolence is housed on the Royal Engineers Association (REA) website at the following [LINK](#). Anyone can leave messages for the NOK and families of former members of the Corps who have passed away no matter the circumstances.

35. **Obituaries.** The Royal Engineers Institution will automatically publish obituaries for members of the Institution who are Colonel and above, any LE Lt Col and any holder of a gallantry award. Family or friends may submit obituaries to the Secretary ([secretary@instre.org](mailto:secretary@instre.org)) for any other members which will be considered on a case by case basis for publication. The Institution will routinely publish notification of deaths in the Supplement to the Journal. Notifications of death for members of the Corps who die in-service (on operations or not) will be placed in the Sapper Telegraph and Sapper Magazine by the Corps RSM).

<sup>6</sup> Coordinated by the Corps Secretary.



## OFFICIAL

### REPATRIATION

36. Service Personnel serving overseas including Sponsored Reserves (SR) when deployed on Operations are eligible for repatriation at public expense. Repatriation at public expense is only from the country in which the individual had been assigned. Personnel on leave, or otherwise not on duty, travelling to other countries, are expected to make private arrangements for medical insurance covering repatriation to the country to which they have been assigned (or to the UK). Following any such private repatriation, the standard options in respect of repatriation from the country of assignment apply.

37. Dependant on the category of death, as outlined in Para 15, when death in-service occurs there may be the need to repatriate the body. These circumstances are outlined below and full details are in Vol 2, Part 1, Chp 1 of [Ref A](#).

38. **In-Service Non-Operational Death in UK.** In the UK the civil police will have primacy in investigating any suspicious or sudden non-operational deaths and the Service Police will liaise with them.

39. **In-Service Off Duty Death Overseas.** In the event of the death of a member of the Corps whilst off duty (on holiday) outside their country of service/deployment, the MOD does not facilitate repatriation of the body to the UK. Repatriation in such cases should be arranged and costs met under the terms of the travel insurance and in association with the local British Embassy/Consulate. The Service support will start from arrival of the deceased in the UK.

40. **In-Service On-Duty Overseas Death – Op BOWDEN.** If a death occurs overseas, the body cannot be repatriated until approval for its release is granted by the host nation and/or Service Police as appropriate. Repatriation to the UK, or the Soldier's country of origin, will be organised by the JCCC and carried out by an MOD contractor. This will be carried out under Op BOWDEN. Op BOWDEN is the standard reception used for all Service personnel categorised as Dead Cause Not Known (DNK) and Non-Operational Death (NOD). The repatriation of the body is conducted with due dignity but largely as a matter of routine, with no ceremony, to a civil or military airfield using existing air transport arrangements.

41. **In-Service Operational Death.** Repatriation is covered in detail at Vol 2 Chap 1 to [Ref A](#). Where there is to be a formal ceremony to demonstrate the nation's respect for those who have died on Operations it will be conducted at the reception of the body into UK. The funeral is considered to be a private occasion for the bereaved family. There are four operational names for the repatriation of deceased following an operational death. They are:

- a. **Op PABBAY.** This applies to Service personnel who die within a JOA and categorised as Killed in Action (KIA), Died of Wounds (DOW) and Died on Operations (DOP). It allows for a degree of ceremony but is physically distinct from Operation KEIR.
- b. **Operation PLOVER.** This applies to Tier 1 SF personnel categorised as Killed in Action (KIA), Died of Wounds (DOW) and Died on Operations (DOP). It follows the format of Operation PABBAY but will take place at a discrete location away from the repatriation airhead.
- c. **Operation KEIR.** This is designed to cover exceptional circumstances where it is considered appropriate to demonstrate the highest level of (National) respect. It is impossible to be prescriptive but criteria that may influence a decision include: the nature of the operation, circumstances surrounding the incident and the number or rank of fatalities.
- d. **Operation SETTAINE.** Operation SETTAINE is the Defence response to a Major Fatality Incident (MFI) involving entitled personnel overseas and is not applicable for



## OFFICIAL

incidents within the UK or UK waters. It replaces the previous Operation GARMENT. Such a tragedy will have significant presentational and handling implications for MoD and HMG therefore a CDS Directive (31/15) is in place to provide direction to Commanders and organisations.

42. **Corps Input to the Repatriation Process.** PJHQ will allocate the lead for any operational repatriation ceremony to one of the Front Line Commands (FLC) who will then produce the Op Order. For most RE operational deaths Army HQ will be the nominated FLC. The RPoC will notify the affected Regiments and HQ RE of the details for repatriation once issued. The Corps RSM is able to provide guidance on the requirement for manpower, a standard requirement for repatriation is as follows:

- a. Ramp WO1 (usually the Unit RSM or nominated alternative). If deployed, the Corps RSM will nominate.
- b. Bearer Party Comd. WO or SNCO.
- c. Eight man bearer party per coffin; six bearers and two reserves<sup>7</sup>.
- d. Trumpeter from the RE Band. Requested through HQ Regional Command.
- e. Personnel designated to collect personal effects prior to Ramp Ceremony. The Corps RSM will be responsible for passing these to the Family.

43. **Corps Representation at Repatriation.** The number of relatives attending a repatriation ceremony is usually restricted to 7 and thus military representation is also limited. Military attendance should be restricted to those who have a clear representative or supportive role and is restricted to a maximum of 4, although experience has shown 3 from the unit is the most appropriate. For Ops BOWDEN, PABBAY and PLOVER, Royal Colonels-in-Chief should be informed of a death (through People-ACDS-PersCap DS Sec), but they should not be invited to the repatriation. For the Operational Repatriation of a former member of the Corps now serving with another cap badge, HQ RE will engage with the new Cap badge RHQ to determine whether RE representation is appropriate.

44. Corps representation is likely to be drawn from the following non-exhaustive list:

- a. Chief Royal Engineer or Representative Colonel Commandant. In the case of a QGE soldier this is likely to be the Colonel of the Regt.
- b. Corps Colonel. In the case of a QGE soldier this is likely to include Colonel Brigade of Gurkhas.
- c. Corps RSM.
- d. Relevant RE Formation Commander or nominated representative.
- e. Unit CO or nominated representative.

45. **Repatriation of Ashes.** Should it be necessary to cremate a body overseas, after the cremation the unit responsible for the funeral arrangements is to securely package the ashes, marked for despatch by airmail, certified as official by a responsible officer and sent by Forces Postal & Courier Service registered mail directly to the JCCC. The unit is to inform the JCCC of the date and time of despatch and details of the package. On receipt JCCC is to make arrangements for the provision of a suitable casket and arrange onward despatch to the Visiting

---

<sup>7</sup> Must be over 18 years of age.

## OFFICIAL

Officer for delivery to the executor of the deceased's will, the NOK/EC or their nominated undertaker.

### FUNERALS

46. **RE Support to Military (and other) Funerals.** Normally the deceased's parent unit is responsible for the organisation of a military funeral, if requested by the NOK. The Corps RSM is the HQ RE point of contact for all Corps Funerals and HQ RE will provide support and advice to units dealing with the organisation of military funerals. Where appropriate, HQ RE may be responsible for the organisation of the military funeral. Circumstances when this might be considered are:

- a. When the soldier's parent unit is too small or unable for operational reasons to organise the funeral.
- b. When the funeral is to take place in a location that is not covered by the parent unit (e.g. a United Kingdom based funeral of a soldier serving overseas).
- c. When a Deceased service person is on the strength of RHQ RE.

47. **HQ RE Attendance at Military Funerals.** The Corps Colonel and Corps RSM will attend all funerals for operational deaths of members of the Corps. HQ RE representation will be sought at the funeral of all other in-service deaths, coordinated by the Corps RSM.

48. **Dress at Military Funerals.** All ranks on the Active List may wear uniform if requested by the family. Soldiers not on the active list who are in possession of uniform may wear it when taking part in the procession on occasions when military honours are accorded at the funeral of an officer or soldier. Routinely dress for funerals is No2 Dress Ceremonial (leathers and medals); no weapons. Senior officers in possession of No1 Dress may wear this with ceremonial accoutrements, less sword. No1 Dress should be the default setting when the Chief Royal Engineer, Colonels Comdt, Corps Colonel and Corps RSM attend a funeral.

49. **Mourning Bands and Black Ties.** When attending service funerals, only Officers and Warrant Officers are to wear a mourning band of black crepe or cloth, 3 in (75mm) wide half way between the left elbow and the shoulder. Soldiers do not wear mourning bands.

50. **Memorial Services.** Officers and soldiers attending memorial services should normally wear plain clothes with an unembellished Corps tie.

51. **Firing Parties.** Units organizing a military funeral should always check with both the family and the church that weapons, a firing party and a volley are acceptable.

52. **Public Financial Support for Funerals.** The payment of funeral expenses and grants are admissible in respect of: Service individuals, including F&C personnel, who die before the termination of their service and are in receipt of a military salary. In addition, those listed below qualify for funerals to be publically funded. Full details on funeral options and allowances are found in Chp 3 to Vol 2 of [Ref A](#).

- a. Service individuals who die after having been a patient in a military or civilian hospital or comparable establishment at the time of either:
  - (1) Relinquishment of their commission.
  - (2) Their discharge from the Services.
  - (3) Their transfer to the Reserve Forces.

## OFFICIAL

- b. A reservist or ex-Service individual who dies in a military or civil hospital whilst undergoing treatment approved by Veterans-UK.
- c. A member of the Reserve Forces who dies as a result of an injury received or an illness that developed on duty.
- d. A re-employed officer who dies while in receipt of full pay.
- e. Members of the Cadet Forces who die whilst on official duty, or where death is attributable to duty.
- f. Field Marshals.
- g. Former CDS, VCDS and 4\* Heads of Service, (i.e. CGS) should be afforded either funeral expenses or a memorial service.
- h. Former members of the Army Board who die within one year of leaving their appointment.

53. **Support to Funerals of Former Members of the Corps.** The organiser of a funeral for any ex-member of the Corps may submit a request for a bugler through the Corps Secretary to the Ops Engagement Branch HQ Regional Command. If one is available this is classed as a Category 4 event which is covered by the public purse.

54. **Public Grants for Former Members of the Corps.** The only circumstances in which former members of the Corps may be eligible for funeral expenses and grants are covered in Para 52.

55. **Further Advice.** This list is not exhaustive and advice can be asked from HQ RE at any time and early engagement is recommended. The following have the lead for specific aspects of a funeral:

- a. Ceremonial – Corps RSM.
- b. Financial support from non-public funds – Corps Secretary/Treasurer.

## SPECIAL ARRANGEMENTS FOR FOREIGN AND COMMONWEALTH SERVICE PERSONNEL

56. **Notification.** The Army aims to provide the same level of service to all bereaved families including those who come from a foreign or commonwealth country. Gurkha families have special provision within Nepal, and there is a British Support Officer in Fiji and the West Indies. Elsewhere the Defence Diplomatic Staff based within the country act as CNOs and CVOs. There are certain countries where the political situation may make it very difficult to reach NOK but each case will be dealt with on an individual basis.

57. **Repatriation.** Repatriation of F&C personnel and their entitled dependants to their Country of Origin (CoO) cannot be authorised at public expense for those who joined post July 2013. Such repatriations may be direct from the country of death to the Country of Origin, or via the UK, whichever is most practical taking into consideration the requirement for a UK Coroner's Inquest and other associated factors.

58. **Funeral.** The family can elect for a funeral in the UK, the country of origin, or the country in which the NOK are normally resident. Wherever the funeral is held, the family will be eligible to receive the rate of Funeral Grant they would have been entitled to had the funeral been held in the UK. If the NOK elect for a funeral overseas they will be required to make all the arrangements themselves and pay the costs. However they will be eligible for the Higher Rate of Funeral Grant

## OFFICIAL

unless the body has been repatriated at public expense in which case they will be eligible for the Lower Rate. Only one funeral grant is payable, even if a funeral (or other form of burial / cremation) is held in one country and a memorial service in another.

59. **Attendance at the Funeral.** Annex B to Chp 3 of [Ref A](#) gives specific details on entitlements and process to follow for family attendance at funerals overseas. Authorisation for family attendance at public expense at a funeral overseas must be given by JCCC on advice from the Visiting Officer (VO) and following a request from the NOK. In summary the following applies:

- a. **Next of Kin.** The NOK and one companion, or for married accompanied personnel, a close family member and one companion are entitled to travel and accommodation at public expense to attend the funeral. Such visits must be authorised by the JCCC. If local conditions prevent their attendance, then a visit to the grave at a later date may be permitted provided it takes place within 2 years of the death.
- b. **Bearer Party.** Where the funeral for a deceased F&C Service person who was either Killed in Action, Died of Wounds or Died on Operations, is held in the CoO and the NOK requests the attendance of a military bearer party, return travel and subsistence for up to 10 serving personnel from either the Service or unit is admissible at public expense. Details are in [JSP 752 Part 2 Chp 4](#)
- c. **HQ RE Representation.** For overseas funerals for of F&C service personnel HQ RE representation may be more difficult to achieve. Advice will be sought from the relevant Embassy/High Commission. A DA or MA may be requested to represent HQ RE.

## COMMEMORATIONS AND LONG TERM SUPPORT TO THE BEREAVED

60. The Corps has a duty of care to support and maintain a continuing interest in the progress and welfare of the families of those who die in service. With the exception of the repatriation of those killed on operations there is no difference in the support that families receive regardless of the circumstances of death. The appointed CVO will be the primary Point of Contact for the initial phase of bereavement.

61. The conduit for long term support is in the first instance HQ RE who will task / liaise with the current Unit, the local RE Regular or Reserve unit (if one exists) and the local REA Branch to maintain contact as necessary. This is to ensure when a unit disbands, or as members who know the individual(s) move on, contact is not lost. It also means that the Regiment/ Unit is able to move forward, not looking to the past while knowing the bereaved will be properly looked after.

62. The other key support agency is the Army Inquiries & Aftercare Support Cell ([AIASC](#)) and where applicable, the Army Welfare Service (AWS). The timing of any support and the likely/ recommended duration that support should endure is never fixed as no two situations are ever the same. In the event of an operational death in-service this long term support and aftercare will be open ended.

63. **Standing Down of the CVO.** To ensure an appropriate transition of responsibility CVOs are to inform RHQ RE SO2 People prior to being formally stood down by the respective NA. This will enable the CVO to advise on the family dynamics and any potential pitfalls. At the point of standing down HQ RE assume the responsibility for aftercare and long term support. However, in the majority of cases it will pass this responsibility straight back to the unit. By taking responsibility even if fleetingly, HQ RE acknowledges it's long term role in providing this support when the Regiment feels it can no longer do so.

64. When the CVO contacts SO2 People both parties are to ensure HQ RE has all the relevant details on the case. This handover point will be identified by both the CVO and SO2 People well in advance, the timing this will take place after the inquest (if applicable) into the death of the

## OFFICIAL

deceased. At this point, if not already done so, the bereaved family should be formally introduced, in person if possible, to HQ RE. By involving HQ RE at this stage continuity is maintained should the Unit be disbanded or moved in the future.

65. After the CVO is formally stood down by the NA, the AIASC will write to the Corps Secretary informing them of the event. Prior to the handover, SO2 People is to ensure all information on the families and NOK are up to date and held on the [Royal Engineers Fatality and Casualty Tracker](#), Annex B.

66. After the CVO has been stood down, units or HQ RE if the deceased did not come from a formed unit, will establish an early relationship with the family, taking into account the wider family, and the sometimes strained and dysfunctional family relationships.

67. **Army Inquiries and Aftercare Support Cell (AIASC).** The AIASC exists as part of Regional Command to provide an enduring focus for bereaved families, and to sustain a robust relationship between the Army and the families of those who die in service. It will, from time to time, engage with families of the more seriously injured on the same basis. The Cell also monitors the investigative and inquiry process for all deaths and serious injuries.

68. **Bespoke Support.** It is vital to ascertain in advance the appropriate level of long term support required for each particular family without being intrusive and this is the responsibility of the CVO and deceased soldier's unit who will also be to inform SO2 people of any decisions made. This includes the timeline for the Regiment / Unit to step back and hand long term contact responsibility to HQ RE. This aftercare is welcome in most instances there may be occasions where contact by the Unit, Corps or the wider Army may not be welcome. If requested the minimum contact with the families should be a phone call, but personnel visits should be carried out wherever possible. Consideration should also be made at invitations to major Corps events, e.g. Corps Open Days, the Corps Memorial Weekend and Unit Events but in doing this care must be taken not to over eulogise the dead and prevent the Unit from moving on and also not to label all bereaved as helpless and unable to move on themselves. The main aim of this support is not to abdicate the responsibility of other agencies formally tasked to provide support to the bereaved, but to:

- a. Provide practical, primarily service related support. This will be in conjunction with the many support agencies available.
- b. Maintain a single point of contact for the NOK, this will provide a central and coordinated Unit & Corps conduit for the family in the event of any issues that may arise in the future.
- c. Provide a single point of contact for all service support agencies.
- d. To establish an empathic relationship with the respective families.

69. The Unit should adopt and sustain an appropriate and bespoke engagement strategy for each family. Experience would suggest the earlier this is established the better it develops. The means will differ according to the dynamics and perspectives of each family, but an enduring point of contact should be achieved and an 'open door' culture should be projected to the families. Annual communication with bereaved families should be maintained for at least ten years following death; face to face if practical or with support of the local REA Branch if necessary. Particular attention must be paid to the emotional needs of any children, both now and in the future.

70. **Royal Engineers Association (REA).** HQ RE will task the local REA Branch, through its Group structure to maintain contact with the bereaved families in its area of responsibility. The level of contact will vary on a case by case basis and be informed by the knowledge of SO2 People and the wishes of the family. The Branch will be responsible for ensuring SO2 People is aware of

## OFFICIAL

any changes in personal circumstances, through the completion of the Corps Welfare Visitor Update Form, Annex E.

71. **Visits.** In certain circumstances visits to families by the local REA Chairman, or should the situation require it, SO2 People or the Corps RSM, should be considered as an integral part of the aftercare provision. These should be carefully planned, in advance and where possible be coordinated to coincide with key anniversaries e.g. birthday of the deceased or wedding anniversary (where applicable). These visits should be recorded on the Corps Welfare Visitor Update form, Annex E and passed to SO2 People at RHQ RE.

72. **Ceasing Contact by the Unit.** At a time agreed between the Unit and HQ RE the role of the Unit to maintain contact with the family will transfer indefinitely to HQ RE. The family must be involved in making this decision and should have previously been put in touch with HQ RE when the CVO stood down. When this transfer occurs, SO2 People will take on the responsibility and should annotate as such on the [Royal Engineers Fatality and Casualty Tracker](#). From this point forward, contact as outlined in previous paragraphs will be an HQ RE responsibility. Over time, this contact will diminish until the only contact for the families of those who died on operations is an annual, '*you are in our thoughts*' Remembrance Card and Royal British Legion Poppy Cross sent by HQ RE until such time as the family ask for it to be stopped. Para 77 has further details.

73. **Data Protection Regulations.** In order to provide the level of support detailed above it is essential the correct details on NOK and Bereaved families are held. The holding of such information is governed by the 1988 Data Protection Act (DPA) and so, when the CVO is stood down they must gain the NOK/families permission for HQ RE to hold their details<sup>89</sup>. The AIASC will also be asking the same and use the form at Annex F to Part 1, Chp 1 of [Ref A](#) to record this. Annex F to this policy document is the Corps' form asking permission and the CVO is to seek the NOK's/Families' authority to hold their data. Once complete it is to be uploaded to the individual case file in the limited [RE RHQ MOSS Site 04-12-02](#) folder.

## CORPS PRESENTATIONS

74. **The Corps Roll of Honour.** The Corps' Role of Honour is kept in the Kitchener Memorial Chapel in St Paul's Cathedral, London and the names of all members of the Corps<sup>10</sup> who have died on operational service are recorded in it. Before a name can be entered on it, it must first be sanctioned by the Corps Affairs Committee which sits every six months. The Corps Secretary is responsible for adding names and is to write to the families to let them know when this has been approved and also when the name has been added. These dates are to be recorded in Annex B, [Royal Engineers Fatality and Casualty Tracker](#) by SO2 People.

75. **Presentation of the Elizabeth Cross.** The Elizabeth Cross and Memorial Scroll is granted under the authority of a Royal Warrant to all those who die on Operations. The CVO is to speak to the family, at a time that is felt appropriate and invite them to request the Elizabeth Cross and Scroll. For some families this may be before the funeral while for others it may be months after the death. HQ RE, specifically the Corps Secretary, will then work with the unit / CVO and family to determine a suitable location and date for the presentation as well as nature of the presentation in line with the families wishes. For QGE soldiers this will be in consultation with HQ Brigade of Gurkhas. A formal presentation to the family, if requested, will be arranged and is usually during the Corps Memorial Weekend. The date of application and subsequent presentation of the Scroll and Cross is to be recorded on the [Royal Engineers Fatality and Casualty Tracker](#), Annex B by SO2 People. More information can be found at [Ref E](#).

---

<sup>8</sup> This only applies to the NOK / Families. The DPA does not apply to deceased and so information on the dead service person can be held even if the NOK/ Family do not wish for their information to be recorded.

<sup>9</sup> It must be remembered individuals have a legal right under the DPA to view the personal data that the Corps holds on them and care should be taken in when entering details on the nature of complicated family relationships. There is to be no surmising, just a record of facts.

<sup>10</sup> This includes QGE soldiers.



## OFFICIAL

76. **Marking the First Anniversary of Death.** The first anniversary of any the death is identified as a hugely significant date for the family of the deceased and it is only fitting that the Corps recognise this key date in an appropriate manner. Irrespective of nature of death, if a former member of the Corps<sup>11</sup> dies in service, the NOK will be written to reminding them they remain part of the Corps family. In all cases this must be carefully coordinated for the dispersed and complex families to prevent any omission being made which may cause long term offence. An example of a letter is at Annex G to this policy and the responsibility for writing is as follows

- a. **Operational Death – Corps Colonel.** SO2 People will prepare the letter for the Corps Colonel for the appropriate family members.
- b. **Non Operation, Death In-Service – Unit Responsible for Contact.** The CO of the unit responsible for contact with the NOK/Bereaved is to send the letter.
- c. **Flowers for Bereaved.** In both Operational and Non-Operational deaths, the unit responsible for contact at this point, through their dealings with the family, is to decide whether a flowers placed on the gravesite on behalf of the Corps would be welcome. If so they are to arrange to arrange for their delivery requesting help from the local REA Branch if necessary. Funding for this is available from the HQ RE Esprit de Corps fund.

77. **Corps Remembrance Card and Cross of Remembrance.** Those who have died on operations or died of wounds sustained on operations have made the ultimate sacrifice and everyone rightly expects that the families they leave behind are looked after in their absence. The Corps has a role to play in this and will support when ever asked. However, many bereaved families move on and may in time forget the role HQ RE can play should they need it. To remind the families of this and to show a mark of respect for their loved ones, the Corps will send a Remembrance Card every year to the NOK or bereaved families. It will contain a simple message reminding the family they are not forgotten and also explaining the Corps will continue to do this until they ask for it to stop. Inside the card will also be a Royal British Legion Poppy Cross<sup>12</sup> from the Corps which the family can place wherever they wish as a mark of respect. This process will be coordinated by RHQ RE SO2 People and is to reach family members by 4 November each year.

78. This will be carried out for all members of the Corps who have died on operations from the start of operations in Afghanistan in December 2001.

## SUMMARY

79. JSP 751, Part,([Ref A](#)) is the authoritative source of all information relating to a death- in service and should be read by anyone dealing with such a situation. It also has detailed chapters on financial support not covered in this policy document. The table and pictorial representation. At annex A below provides a summary of actions and responsibilities following the death in-service of a member of the Corps.

80. Each death of a serving Corps member leaves a legacy of bereavement and sadness, the long term support and aftercare must be unequivocal to transcend any issues of blame, accountability or manner of death that may manifest itself at a later stage. Every case will be different and the support may vary accordingly, units must not operate in isolation but in cooperation with the various agencies around the services that provide a wealth of experience, advice and specialist support. This is to provide the most effective support to all the families of those killed in service.

---

<sup>11</sup> This will not be done for a former member of the Corps who transferred to a different Arm or Service.

<sup>12</sup> If families wish other religious symbols are also available.



## OFFICIAL

81. The Corps has an obligation to ensure that the appropriate respect and honour is shown to those Corps members who die in service. While the CVO and Unit will be the conduit for the families, it is the responsibility of HQ RE to support the coordination of all other aspects relating to the deceased. This includes the Corps representation at the funeral and if applicable the repatriation.

82. Through the whole cycle of bereavement the positions of the Corps RSM and SO2 People are central to the coordination of HQ RE support and they will provide the continuity when units relocate, are disbanded or when key appointments change. To facilitate this it is essential that units keep HQ RE informed of significant events and information is recorded for future reference.

### *Electronically Signed*

A A Gooch  
Major  
COS

### Annexes:

- A. Death-In Service Process Flow chart
- B. [Royal Engineers Fatality and Casualty Tracker](#)
  - Appendix 1. Corps Casutly and Fatality Tracking Proforma.
- C. Corps Death In-Service Signal.
- D. Guidance on Messages of Condolence.
  - Appendix 1. Example of Condolence Letter.
- E. Corps Welfare Visitor Update Report.
- F. Authority to Retain NOK Contact Details.
- G. Examples of Corps Colonel Letter Marking First Anniversary of Death.

### Distribution:

JFIG for SO2 Geo  
APC for Cbt Sp Branch  
HQ 8 Engr Bde for DOCS  
HQ RSME for COS  
DM(A) for RE Manning Brick  
42 Geo Engr Regt for CO  
23 Para Engr Regt for CO  
24 Cdo Engr Regt for CO  
REA for Controller  
RHQ RE for SO2 People and Corps RSM

### Copy to

Chief Royal Engineer  
1\* Cabal Members

CORPS RESPONSE TO DEATH IN SERVICE FLOW CHART

Type of Death	Events and responsibilities								
	Notification	Corps Notification Signal	Condolence Letters	Repatriation	Funeral	Corps Roll of Honour	Elizabeth Cross and Scroll	First Anniversary of Death	Long Term Sp
<b>Operational Death of member of the Corps</b>	JCCC / RPoC informs unit and nominates CNO / CVO  Corps Col and Corps RSM receive signal from Army HQ  Corps RSM informs Chief Royal Engineer, REA and SO2 People	APC to send career summary to HQ RE within 48hrs of notification  SO2 People sends to Corps CoC	PM SofS CGS Chief Royal Engineer <sup>1</sup> Corps Col	Op PABBAY / KEIR or SETTAINE  Rep picked from: Chief Royal Engineer, Corps Col, Corps RSM	Eligible for military funeral. NoK decide format.  CVO / Unit lead with support from HQ RE.  Corps Col and Corps RSM attend.	Corps Sec lead through Corps Affairs Committee  SO2 People to inform family when agreed and again when entered	Application made with support from CVO / Unit.  If formal presentation requested done at next appropriate Corps Memorial weekend. Corps Sec lead	SO2 People to prepare letter for Corps Col to send to NOK/family  Unit responsible for contact to arrange flowers if felt appropriate. Paid by HQ RE	HQ RE and REA lead, delegated to units as required.  Corps Remembrance Card and Cross sent each year  SO2 People to coordinate.  To arrive with NOK/Family NLT 4 Nov.
<b>Death in Service in the UK of a member of the Corps</b>	SO2 People opens case folder		DCGS  Corps Col	NA  Op BOWDEN	Eligible for military funeral. NoK decide format  CVO / Unit	N/A	N/A	Unit responsible for contact to send letter.  Unit responsible	HQ RE and REA lead, delegated to units as required.

<sup>1</sup> If the Chief Royal Engineer is also CGS then only one letter will be sent.

**OFFICIAL**

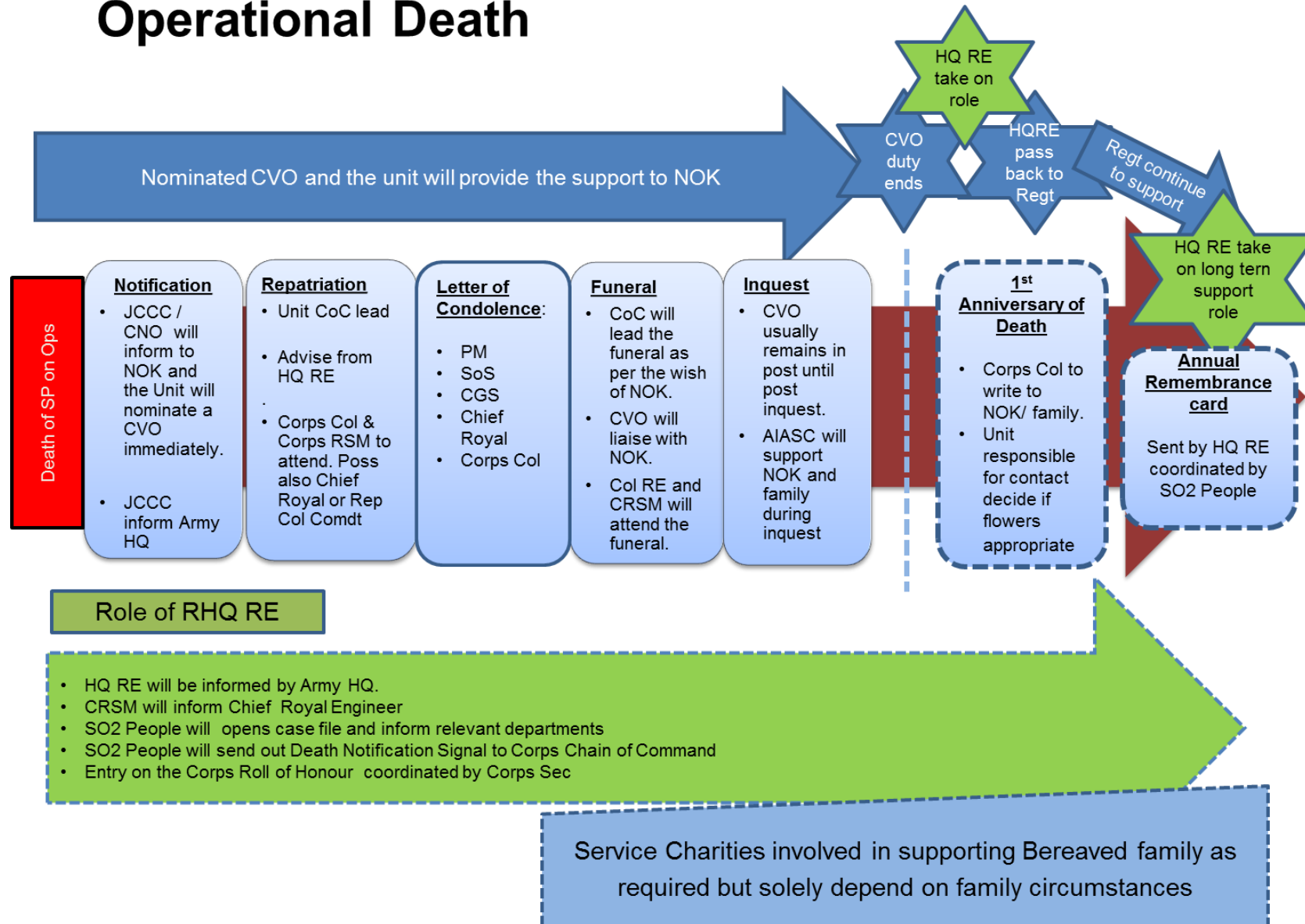
<p><b>duty overseas of member of the Corps</b></p>				<p>JCC, CVO and Unit in liaison with Embassy /consulate.</p> <p>No military attendance</p>	<p>lead with support from HQ RE.</p> <p>HQ RE rep arranged by Corps RSM</p>			<p>for contact to arrange flowers if felt appropriate. Paid by HQ RE</p>	
<p><b>Death-in Service, off duty overseas of member of the Corps</b></p>				<p>Body returned to UK via insurance company arrangements in liaison with Embassy /Consulate</p>					
<p><b>Death-in-Service of Former member of the Corps</b></p>	<p>Corps may be made aware by current Regtl HQ. No formal notification from JCCC.</p>	<p>Nil</p>	<p>Corps Col may to write is made aware after consultation with current Cap badge RHQ</p>	<p>Current parent cap badge organises</p> <p>HQ RE Rep may be requested by current cap badge RHQ for Opl death</p>	<p>Eligible for military funeral. NoK decide format</p> <p>No Corps input unless requested by current cap badge RHQ</p>	<p>Only in exceptional circumstances recorded on Corps Roll of Honour.</p> <p>Corps Affairs Committee to decide. Lead lies with Corps Sec</p>	<p>If Op death, organised by current cap badge RHQ</p>	<p>Nil</p>	<p>Parent cap badge supports.</p> <p>Eligible for REA welfare support if required</p>
<p><b>Death out of Service of former member of the Corps</b></p>	<p>Information passed to HQ RE by family or former members of the Corps.</p>	<p>N/A</p>	<p>Chief Royal Engineer for former Col Comdt</p> <p>Corps Col in exceptional cases</p>	<p>N/A</p>	<p>Exceptional cases public funding available.</p> <p>Any request for Bugler via Corps Sec</p>	<p>N/A</p>	<p>N/A</p>	<p>Nil</p>	<p>REA welfare support if required</p>

**OFFICIAL**

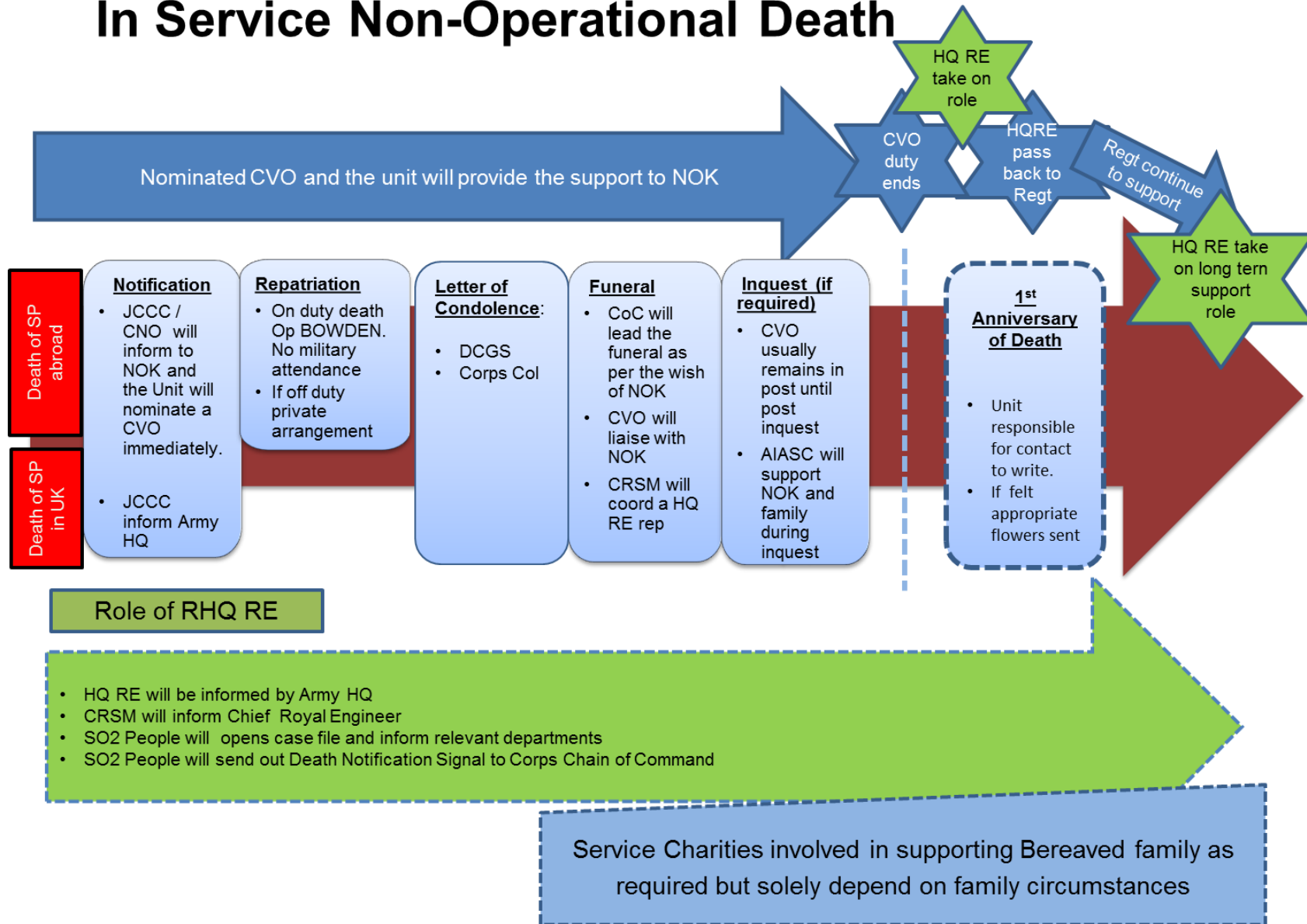
A- 3

**OFFICIAL**

# Operational Death



# In Service Non-Operational Death



**CORPS FATALITY AND CASUALTY TRACKER**

1. To ensure that the appropriate level of support is available to all Corps casualties and their families that the needs of the individuals are being met, RE RHQ will maintain a casualty database to provide accurate details regarding all Current Listed Operational and Non-Operational Casualties & deaths as well as all Medical Discharges. This database will be regularly updated to include all casualty details including the current medical condition (within the Code of Medical in Confidence). This will provide RHQ CoC the appropriate up to date information regarding all Corps casualties, deaths and family details.
2. The tracker is held in the RHQ RE Moss site at the following link: [04\\_12\\_01\\_01\\_Bereaved.](#)



**RHQ RE CASUALTY TRACKING FORM**

**Part 1. Casualty Details**

1. Number::
2. Rank
3. Name/Initials:
4. Known As:

**Part 2. Incident Details**

5. Date:
6. Location:
7. Outline of Incident:
8. Nature of Wounds:
9. Other Casualty Details:
10. Serving With:

**Part 3. Chain of Command**

11. Current Unit:
12. Lead POC Details:
13. Additional POCs/Contact Details:

<b>Ser (a)</b>	<b>Start Date (b)</b>	<b>End Date (c)</b>	<b>Unit (d)</b>	<b>POC/Contact Details (e)</b>	<b>Remarks (f)</b>
1					

**Part 4. NOTICAS**

14. Notifying Authority:
15. Casualty Notification Officer:
16. Visiting Officer:
17. NOTICAS Log:

<b>Ser (a)</b>	<b>DTG (b)</b>	<b>Description (c)</b>	<b>Action/Remarks (d)</b>
1			

**Part 5. Family/Relationship Details**

18. Spouse:
19. Dependents:
20. Mother:
21. Father:
22. Significant Others

**Part 6. Activity Log**

<b>Ser (a)</b>	<b>Date/Time/Activity/Narrative (b)</b>	<b>Action Required (&amp; Lead) (c)</b>	<b>Status/Remarks (f)</b>
1			

OFFICIAL –SENSITIVE PERSONAL (When Complete)

ANNEX C TO  
RHQ RE 04/12/01/01  
DATED 9 NOV 16

NOTIFICATION OF DEATH SIGNAL – *(Regimental Number/Rank/Initials & Name)*

*(Cause of Death)*

I regret to inform you of the death of *(Rank/Name)* [known to his family as *(family name)*] RE on *(date of death)*. *(Rank/Name)* was a *(trade and unit details)*. *(Rank/Name)* died in the *(place of death)*, following a *(cause of place of death)* in the early hours of *(date of death)*. The incident is the subject of civil police investigation.

*(Rank/Name)* was *(age)* years old *(DOB)* and was single with no children. His religion was listed on JPA as *(religion)*. He joined the Army in Jun 10 and had served in Great Britain only.

The Visiting Officer (VO) for the family is:

*(CVO details)* DO NOT INCLUDE CONTACT DETAILS FOR THE VO.

*(rank/name)* had nominated his father as the Emergency Contact (EC). The CVO recommends that a letter of condolence is sent to both parents as follows:

*(name of NOK)* [Parents]  
*(address)*

Notes:

The signal is to be sent:

All RE Cabal Members  
APC Cbt Sp RE Desk Officer  
HQ 8 Engr Bde  
HQ RSME Gp  
24 Cdo Engr Regt  
23 Para Engr Regt  
42 Geo Engr Regt

## GUIDANCE ON MESSAGE OF CONDOLENCE

The MoD policy on Letters of Condolence is as follows:

1. **Policy.** No matter how or where a death occurs, the welfare office is to offer his (and his unit's) condolence to the Next of Kin in person and/or in writing. Letters of Condolence (which in exceptional circumstances may be sent to the EC instead of the NoK) should be despatched by first class mail within 7 days of the death being reported. In addition the welfare office may choose to write to any other members of the family or a long term partner if they feel it would be beneficial and appreciated.
2. **Additional Nominee.** Where an additional nominee is known to have been especially close to the Service person (for example the parent of a young and recently married person who's nominated NoK is their spouse), the welfare office may at their own discretion also send a letter of condolence to this nominee.
3. **Contents.** The contents of letters of condolence may be limited to such information as the welfare office considers appropriate but must be written so as to avoid any impression of reticence. The following may be included:
  - a. The date, time, place and apparent cause of death.
  - b. A résumé of undisputed facts. No inference should be drawn from the facts.
  - c. Where they could indicate suicide. In such an event the facts must be allowed to speak for themselves.
  - d. The steps taken to save the life and, whenever possible, an assurance that everything possible was done.
  - e. An expression of sympathy from the Corps as a whole.
  - f. When necessary, the information being given is preliminary and liable to correction when investigations are complete.
4. **Things to Avoid.** The following should not be mentioned, either initially or at a later date:
  - a. Facts still to be proved or verified.
  - b. The identity of any other person involved in the occurrence.
  - c. Any opinion as to blame, error of judgement or hint of negligence which might be seen as attributing responsibility to the deceased or anyone else or encourage relatives to suppose that there are grounds for claiming compensation or damage.
  - d. Harrowing unnecessary details such as a description of injuries or suffering which are likely to cause distress (but see 3(b) above).

EXAMPLE OF LETTER OF CONDOLENCE

Colonel XXXX



ARMY

**Corps Colonel**

Headquarters Royal Engineers  
Ravelin Building, Brompton Barracks,  
CHATHAM, Kent, ME4 4UG

Phone: 01634-82227                      ATN: (9)4661-2227  
Email: RERHQ-Corps-Colonel@mod.uk



Address

Date

Name

It is with great sadness that I write to offer you my personal condolences and that of the wider family of the Corps of Royal Engineers on the tragic death of your husband, xxxx. Our hearts go out to you, (*children*) and your extended family.

This is terrible news and such a waste of a really good young life. During his impressive service with the Royal Engineers I know that xxxx made many friends, all of whom were deeply shocked and sorry to learn of his death.

It is abundantly clear from all I have read and those I have spoken to that xxxx was one of Corps's most knowledgeable Senior Non-Commissioned Officers when it came to XXX and his passion for this shone through in all he did. As a former Officer Commanding of an XXX Squadron, I am all too aware of the hard work and dedication it takes to become a master in this sphere and your husband was most certainly that.

It is very sad when we lose a member of our Corps family, especially when one is young and with so much potential. Obviously, that sadness cannot be more keenly felt than from within your own family. The reflections from his colleagues make clear that while XXX was his love at work his greatest passion was spending time with you and his family and you would always come first.

I am the focus at the Regimental Headquarters for all Aftercare issues and it goes without saying that if there is anything I can assist with, both now or in the future, please do not hesitate to ask; my contact details are at the letterhead. You and your daughters will always be a part of the Royal Engineer family and if you are ever in need of support please do not forget we are here.

Yours, most sincerely

Copy to:

Royal Engineers Association Controller

**CORPS WELFARE VISITOR UPDATE FORM**

**CORPS WELFARE VISITOR UPDATE REPORT No.**

**This report is to be completed on completion of any visit and points of significant events, developments or changes.**

**1. Details of Individual**

Number  Rank  Full Name

**2. Details of Family Visited**

Relationship to Casualty (e.g. Spouse/civil partner/Mother/Father)

<input type="text"/>	
Full Name	<input type="text"/>
Address	<input type="text"/>
Telephone Number	<input type="text"/>

**3a. Details of Corps Welfare Visitor**

Number  Rank  Full Name

**b. Details of SPVA Welfare Manager**

Full Name	<input type="text"/>
Office Telephone Number	<input type="text"/>
Office Fax Number	<input type="text"/>
Mobile Telephone Number	<input type="text"/>
Home Telephone Number	<input type="text"/>

**4. Detail of contact**

Date of Contact  Time of Contact   
Type of Contact (e.g. visit, telephone)   
Who was present? (e.g. family members)

<input type="text"/>
----------------------

**5. Outline of Contact. Purpose of contact, significant issues and action taken (continue on a separate sheet if necessary).**

**OFFICIAL –SENSITIVE PERSONAL (When Complete)**

--

**6. Follow up action(s) that may require addressing.**

--

Date and Time of Next Contact:			
Signature		Date	

**HQ RE AUTHORITY TO HOLD PERSONAL DATA PROFORMA**

Dear XXX

As your Visiting Officer has ended their involvement with you, I wanted to let you know that your contact details have been entered on our database to ensure you that are informed of future events or information that may be of interest to you, for example memorial services.

Your details will be held in accordance with the Data Protection Act 1998 and will not be given out to third parties. You can request to be removed from the database at any time by writing to me at the above address.

To ensure the database is current, please inform us of any future changes to your contact details by completing the proforma below and returning it to me at the above address.

If you have any questions please do not hesitate to contact me.

Yours sincerely

---

Name of the deceased: ..... The deceased Service Number:.....

Relationship to the deceased: ..... Your Full Name:.....

Address: .....

.....

.....

.....

Postcode:.....

Contact Telephone number: .....

Email address: .....

Signature.....



**Example of Corps Colonel's Letter to Mark the First Anniversary of the Death in Service of a Member of the Corps**

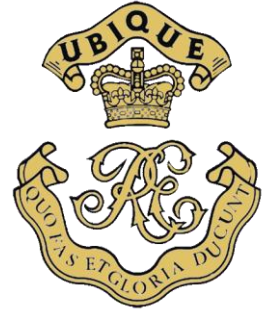
Colonel XXXX



**Corps Colonel**

Headquarters Royal Engineers  
Ravelin Building, Brompton Barracks,  
CHATHAM, Kent, ME4 4UG

Phone: 01634-82227 ATN: (9)4661-2227  
Email: RERHQ-Corps-Colonel@mod.uk



Address

Date

Name

I am acutely aware as we approach the first anniversary of the death of your (insert relationship and name) how difficult this period is for you, (insert family details if relevant) and your extended family. I write to simply let you know that (insert name) is still thought off across the Corps especially at this time.

When I wrote to you last year I said that I and my Headquarters standby should you need support and this is as true today as it was 12 months ago. Please do not hesitate to get in touch if there is something you feel we can help with. You can contact me through either (unit responsible for direct support or the CVO if still not stood down), your local Royal Engineer Association Branch (insert name and contact details), or directly to my Headquarters at the address above.

The legacy left by (insert name) will endure as the Corps moves forward and evolves to meet future challenges yet we will never forget those who died in-service and we owe them a huge debt of gratitude.

*(for those who died on operations add the following. Every year we intend to mark the sacrifice made by (insert name) in service to his/her country by sending you a Royal British Legion Remembrance Cross on behalf of all members of the Corps to place where you feel appropriate. All I ask is you keep (CVO / unit point of contact or SO2 People if responsibility passed already) updated should you move or if you no longer wish to receive this.)*

Please never forget you will always part of the Corps and it will always be here should you need it.

Signature

Copy to:

Controller REA  
Secretary XXX Branch REA