



Southern Metropolitan  
Cemeteries NSW

## Customer Conduct

We understand that your reasons for engaging with us are because you are dealing with grief and need to make arrangements that you might find stressful and difficult.

**Our team is here to help**

**Please treat our team with courtesy and respect**

**Aggressive and abusive language  
and behaviour will not be tolerated**

**Our staff have the right to refuse to assist  
you if you are abusive or threatening**

**It is a condition of entry onto SMCNSW premises  
that you behave with consideration to staff,  
as they behave with consideration for you.**

Thank you