**Appendix A – Death in Service Process Flowchart**

Line manager is informed of employee death, and informs the relevant Executive Director and contacts in Payroll, Pensions, Communications and OD & People

OD & People Business Partner will release contact details of next of kin.

Line manager drafts a letter of condolence to be sent from the relevant Executive Director using Appendix 2.

The relevant Executive Director and line manager will inform the employee’s immediate colleagues in a sensitive manner

The line manager ensures the team is aware of the support available to them at this difficult time and follows up with the team over the following days.

The relevant Executive Director and Communications team will work together on preparing an email communication informing Trust managers of the death. This may also include media communications where appropriate.

The line manager sends second letter to the next of kin using Appendix 3 approximately 1 week after the first letter has been sent.

The line manager is responsible for liaising with the next of kin for the return of the employee’s personal belongings to them and to obtain the return of any equipment belonging to the Trust, being sure not to apply any pressure in the immediate aftermath.