Environmental Policy & Responsible Pet Aftercare

New Forest Pet Farewells
A trading name of R Hall Holdings Ltd
Responsible person: Rosie Hall | Last reviewed: 10 October 2026

Our commitment

At New Forest Pet Farewells, we believe that caring for pets on their final journey includes caring for the environment around us.

We are committed to providing a respectful, responsible service, preventing pollution and reducing avoidable waste while maintaining the dignity, identification and individual care of every pet entrusted to us.

Animal By-Products authorisation

We hold Animal By-Products (ABP) authorisation for our collection and transport activities and operate within its permitted scope and any applicable conditions.

We follow the requirements that apply to the handling and transportation of deceased pets, including appropriate containment, identification, hygiene and traceability.

Cremation and any necessary refrigerated storage are carried out by our partner crematoria. We seek to work with providers holding the approvals and permissions required for their activities.

Safe collection and transportation

We use suitable, secure containment to protect against leakage and contamination during collection and transport.

Our vehicles and reusable handling equipment are cleaned and disinfected appropriately. We plan transfers promptly and take account of journey times, weather conditions and the requirements of the receiving crematorium.

Each pet remains clearly identified throughout our care, with collection and handover records supporting a traceable journey.

Records and accountability

We maintain the transport documentation and records required for our ABP activities. Relevant ABP movement records and commercial documents are retained for at least two years, or longer where required.

We record the transfer of each pet to our partner crematorium and communicate the family's agreed instructions clearly.

Responsible travel

We plan collection and crematorium journeys carefully to reduce unnecessary mileage and fuel use, while respecting agreed collection times and the needs of each family.

We maintain our vehicle appropriately and avoid unnecessary engine idling.

Waste and materials

We aim to minimise waste and use reusable equipment where it can be safely cleaned and disinfected.

Protective materials, cleaning waste and other waste arising from our work are managed according to their type and applicable disposal requirements. We use authorised waste services where required.

We seek to offer recyclable, biodegradable or responsibly sourced memorial packaging and products where suitable options are available. Families remain free to choose the option that feels right for them.

Pollution prevention and hygiene

We take reasonable precautions to prevent spills, leaks and contamination during our work.

Cleaning products are used in accordance with their instructions. Contaminated liquids and cleaning waste are contained and disposed of appropriately to protect drains, watercourses and the surrounding environment.

Any spill or environmental incident is addressed promptly, recorded and reported to the relevant authority where required.

Cremation and ashes

We communicate each family's cremation and ashes-return instructions to the partner crematorium.

The crematorium is responsible for operating its equipment, managing emissions and handling cremation residues in accordance with the requirements applicable to its facility.

Ashes entrusted to New Forest Pet Farewells are handled respectfully and returned or otherwise managed only in accordance with the family's agreed instructions.

Training and continuous improvement

Anyone carrying out work on our behalf receives instruction appropriate to their responsibilities, including safe handling, hygiene, identification and incident response.

We review incidents, concerns and complaints to identify improvements. This policy is reviewed annually and whenever a significant change to our services or operating arrangements makes an earlier review necessary.

Contact

If you have a question about our environmental practices, please contact:

Rosie Hall | New Forest Pet Farewells

Email: hello@newforestpetfarewells.co.uk

Telephone: 07725 955496