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of the National Concrete Burial Vault Association

JUNE 2016



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A military service gravesite set-up courtesy of Hecox-Goodwin, in Summerville, South Carolina.

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SAFETY FOCUS



By Ron Overton

Interpreting Crane Rating Charts

In working with concrete precast companies and their operators, we find that there are many types of mobile cranes that are utilized to deliver product. From vault carts to trolley booms, from boom trucks to swing station telescopic boom cranes, some are designed specifically for precast industry use.

While the general concept of determining the load rating for the cranes may be common, the manner that they communicate the information to the operator is anything but consistent. Sometimes the same manufacturer may have rating charts that vary significantly from one crane model to another.

It is imperative that the operator fully understand the crane they are using and how the charts communicate the working areas, the cranes gross rating, and any required deductions or reductions from the crane gross capacity. In this article, we will look into one mobile crane manufacturer popular in the precast industry, QMC two section telescopic 4030R and 5037R cranes, and how they format their rating charts.

Understanding How the Crane Must Be Setup:

QMC requires the following during setup or the chart ratings are not accurate or valid.

1. Crane must be on fully deployed and extended outriggers.
2. Crane must be setup level.
3. Ground surface must be firm and supportive.

4. Proper cribbing/blocking used as necessary.

Informational Charts and Diagrams Provided by QMC:

These charts and diagrams are located in the operator's manual and on the crane pedestal, and will be clearly visible from the operating station. Rating charts and range diagrams are "serial number" specific to the crane itself.

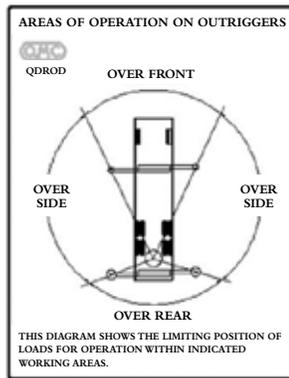
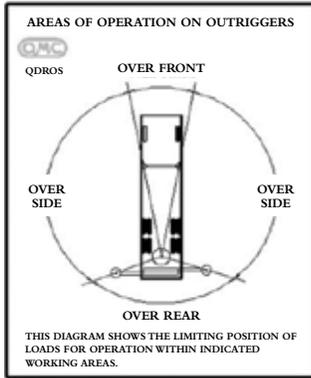
Do not use another cranes rating charts, as even for cranes of the same model number, the ratings may vary slightly. They must be maintained legible and on the crane at all times.

- 1. Area of operation diagram:** Defines allowable rated areas around the crane and three lifting quadrants.
- 2. Range diagram:** A schematic with no ratings which displays the relative measurements of the crane, from using the fully extended boom at the highest boom angle down to the fully retracted boom at the lowest boom angle.
- 3. Crane rating chart:** Table chart that states the crane gross rating at all allowable lifting configurations.

Area of Operation Diagram:

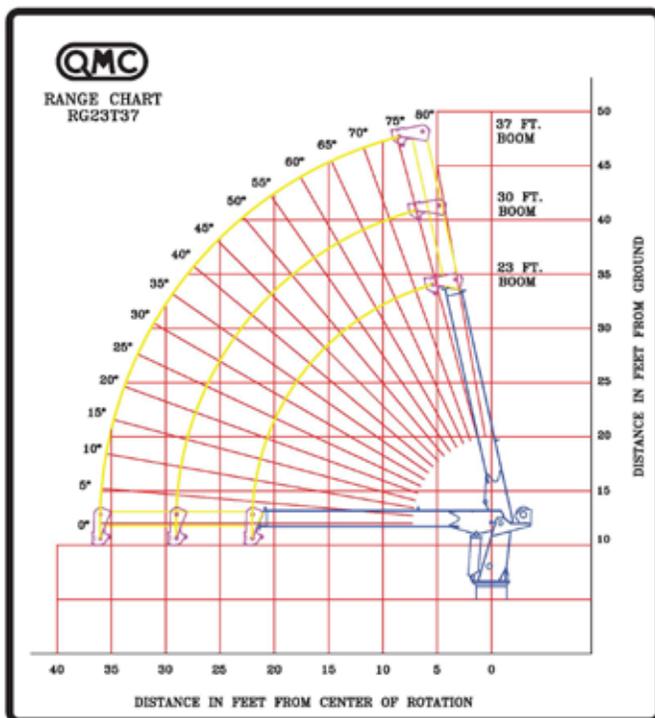
1. Defines the three quadrants: Over the rear (OTR), over the side (OTS) and over the front (OTF).
2. Can vary by crane model. (See illustrations.)
3. Used to determine your crane setup.

4. Be aware gross crane ratings may vary by quadrant.



5. Range Diagrams:

1. **Boom length:** Distance from the center of boom tip sheaves to the boom heel pin. Shown by actual markings on the boom as it extends.
2. **Boom angle:** Angle relative to the current boom position and the horizontal ground. Shown by a boom angle indicator visible to the operator.
3. **Radius:** Horizontal distance from the crane center of rotation to the center of the hanging load line.



4. By making an unloaded dry run, you can determine the boom length and the boom angle you need, and read those measurements right from the operator seat.
5. By using boom length and boom angle measurements, you can determine radius.

Crane Gross Rating Chart:

1. By using boom length and radius, or boom length and angle, you can determine the crane gross ratings from the rating chart.
2. **Radius:** A single column to the left, which indicates specific measurements shown by rows, extending across all boom length columns.
3. **Boom length column sections:** QMC shows three boom lengths for these cranes, so there will be only three column groups to choose from. Within each of these column groups you will find:
 - A. Boom angle column.
 - B. Over the rear configuration column.
 - C. Over the side configuration column.
 - D. Over the front configuration column.
4. **Crane wire rope ratings (cable):** Shown by parts of line.

To Determine Crane Gross Rating:

1. Select applicable boom length from the three chart lengths (23, 30 or 37) provided. If the actual length is between listed chart lengths, go to the next longer length shown.
2. Select applicable radius or boom angle. If the actual radius or angle is between listed chart numbers, go to the next longer radius or angle shown.
3. Select the proper area of operation (from OTR, OTS or OTF). Remember, if picking from one quadrant and placing in another, both quadrants must be able to handle the gross load.



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HR FOCUS



By Richard J. Bryan

Seven Tips for Hiring “A Players”

Your business doesn't run itself. The quality of your organization depends on the quality of your team – a motivated, energized staff is the key to company-wide success. You want A Players, those colleagues who contribute disproportionately to the advancement and profitability of the organization.

In the same way that the Pareto Principle states that 80% of results come from 20% of your employees (based on research by the Italian economist Vilfredo Pareto in the early 1900s), your A Players have a measurable impact on your bottom line.

The Pareto Principle is often used in a sales environment, but it applies equally to a variety of different industries. If you can build a team of A Players around you, then your job as a business leader or owner becomes much easier, as you do not have to deal with endless crises and can work more intentionally on developing the future strategy for your organization.

So How Do You Find “A Players” for Your Team?

The funny thing about A Players is that you can find them in the strangest of places. A few years ago, James was running a car dealership that was lacking in quality salespeople. He received a call from his wife while she was out shopping for strollers, and asked him to meet her at the store.

“I want you to meet Louise. She has a great attitude and I think you'll like her.”

Ten minutes later he was walking into the shop to meet Louise. She was a class act and spent the next half an hour asking them lots of qualifying questions about their lifestyle. Once she had all the information she needed from them, she launched into a brilliant sales demonstration of various products. She was impressive.

They ended up spending over \$1,000 in the shop that day and were absolutely thrilled with their interactions with Louise. James was particularly impressed by her enthusiasm, her energy and her ability to listen intently to their needs, and then repeating this information back when closing the sale. Too many sales people believe that selling is about talking, but in reality it is actually about the ability to listen to your customers so that you can truly understand their needs.

A few days later James went back to her store and offered her a job. He was not sure that selling cars had been on her career plan, but to her credit she took a risk and joined the team the following month.

Initially, Louise struggled a bit because she had no product knowledge, no customer base and was the only female on a sales team of 30 people. However, after continual support from James and the upper-level staff and a combination of hard work and positive attitude



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she began to flourish. By the end of the year she was the top sales person at the dealership.

When you are seeking A Players for your organization, don't just look for skills and experience but start by looking for someone with a great attitude.

Here are Seven Tips to Help You Find Your Own "A Players":

1) One page plan - Have a simple one page plan that you can share with future employees. This plan highlights what you have achieved as an organization during the past year and also what your Vision is for the next 3 to 5 years. "A Players" are motivated as much by being part of an organization that has clear goals and aspirations as they are by salary and benefits. They want to be part of an organization that has a purpose.

2) Think outside the box - Don't just look in the same old places for new employees. Think about looking outside of your industry for people with the right attitude and a track record of success. You can always train skills and product knowledge.

3) Telephone screening interview - Consider having a 15 to 20 minute telephone interview with potential candidates. This can save both parties a lot of time and expense before a more formal interview is arranged.

4) Personality profiles - Use DISC or another similar personality profiling tool to make sure that you have a good fit for the role you are seeking to fill. Different fields require their own unique brand of skills, such as high-influencing personalities or levels of compliance.

5) Watch the body language - Always have another person interview with you and if possible get them to ask the questions, so that you can concentrate on listening to the answers given and also observe the body language to make sure that it is congruent with what is being said.

6) References - Always insist on speaking to a former boss for a reference. Sometimes it is not what is said about the candidate but the way in which it is said over the phone that can alert you to potential problems but also provide clues to the positive aspects of the candidate. Written references are usually very brief and not very helpful.

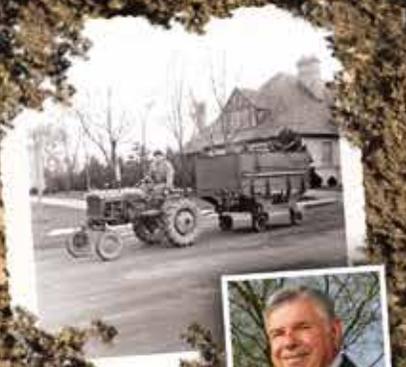
7) Staff referral program - Have a program in place that rewards existing members of staff if they recommend someone for a position you are trying to fill. For example, you could offer a cash bonus to your employees if their recommended candidate is taken on, and another bonus if the candidate is still with you and performing well 6 months later. This has the added benefit of ensuring that the new member of staff has a mentor looking out for them during their initial 6 months!

Try some of these tips and see what works best for you. If you can surround yourself with a team of A Players who have great attitudes, are motivated by achievement and are strong in areas where you are weak, then your role as a leader or business owner becomes far easier. You can concentrate on setting the future strategy for your organization while your team achieves amazing results. ■

ABOUT THE AUTHOR

Richard J. Bryan is an international speaker, executive coach and author of the forthcoming book, *Being Frank: Real Life Lessons to Grow Your Business and Yourself*. Through his experiences as the 4th Generation CEO in a family-owned business, Richard gained a wealth of knowledge and developed into a true leader. By applying his creative strategies, Richard helps businesses hire the right people, forge dynamic teams and increase their profits. For more information, please visit www.richardjbryan.com.

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BUSINESS FOCUS



By Blake Swinford

Where is the Burial Vault Industry Headed?

How often do you think about the future of the burial vault industry? It's important to remember that what we do now will shape the future of our industry.

What's the Difference?

You and I know the difference between a concrete box (or graveliner) and a lined, sealed burial vault. But, do your funeral home customers truly understand?

Have you heard them casually refer to a concrete box as a vault? Have you heard them minimize the differences, explaining that "they're basically the same, except for the price." We know that these two products are absolutely not the same.

The only function of a concrete box is to help prevent the earth from collapsing, although the container still may break down over time. Concrete has compressive strength, but it doesn't allow for any bend from the forces of the earth. While it may meet a cemetery's minimum Outer Burial Container (OBC) requirement, a concrete box is not lined, sealed or warranted.

Vault Benefits

Only a burial vault can provide the security and peace of mind that families want for their loved one. It provides multiple layers of protection by including a polymer liner that works with the concrete to help prevent breakage.

The more layers of protection, the stronger the vault. It also has a strong seal to help protect against outside elements. Only a lined,

You and I know the difference between a concrete box (or graveliner) and a lined, sealed burial vault. But, do your funeral home customers truly understand?

sealed burial vault can provide a clean, dry casket space.

Does this seem like a lot of information to share? Sure, but if your family was choosing a product, wouldn't you want someone to take the time to explain the differences?

Start Educating Them Now

While everyone can use a refresher, I believe the most important group we can educate about these differences is the next generation of funeral professionals. That's why I visit colleges to speak to classes of students ready to begin their career.

You can do the same thing. Go to your local colleges and universities with mortuary science programs. Schedule a career day or invite a class for a tour of your plant.

The future of the burial vault industry is dependent on what we do now. The only way we will continue providing families with our products and services is if the future leaders of our industry appreciate and understand what we do. ■

ABOUT THE AUTHOR

Blake Swinford is the Project Manager for Trigard and Trigard Memorials. He has worked in the funeral industry since 1999. He is an affiliate board member for NCBVA, and can be contacted via email at blakes@trigard.com

LEGAL FOCUS



By Poul Lemasters, Esq.
NCBVA Legal Counsel

Is a Handshake Good Enough? Pros and Cons of a Handshake Deal

“I’ve been doing it this way for years. I know my customers – and they know me. I’m not going to start making them sign anything and risk losing their business.”

Business owner after business owner have been saying it for years. Some call it old school; some just call it crazy. What you can call it is a handshake deal.

Those in favor of handshake deals say it’s all about trust. Those not in favor of it, say it’s just a matter of time before things go wrong.

Whether you are for or against the handshake deal, at least understand some pros and the cons - albeit some of these are subjective in nature - and maybe a few things that can help protect you.

Pros

Legally Binding: First and foremost understand this – a handshake deal is just a type of verbal contract. In most cases, verbal contracts are legal and binding (there are

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The idea of putting things in writing should never be a hurdle or a detriment to a deal. The writing is meant to serve as verification of what the parties trust each other to do.

promise to pay anything the insurance doesn't cover; a quick hair-cut that you pay after the hair hits the floor; and then a stop for dinner and drinks where you pay after you're done. These are all deals done on a handshake – of sorts. Transactions that are agreed to, and then delivered, are enforceable.

Relationships: No one wants to offend someone by making them sign a bunch of paperwork to prove they are going to deliver.

While somewhat subjective, there is some truth in building strong business relations because the parties just work well together and never have to put it in writing. There are some businesses and customers that thrive on the fact that they "trust" each other and have no need for formal writings.

Ease: It just makes sense that if you don't have to take the time to draft or execute a contract, then it all moves at a quicker pace. Not only can the initial process move faster, it will allow more freedom between the parties because all you have to do is talk and agree to a change and then keep moving forward.

Not only can things move more quickly, the fact that the parties are just talking and shaking hands – the process is just easier.

Cons

Before we hit the cons, I hope everyone is scratching their head a bit and asking, "Isn't there some risk here?" The answer of course - YES. In fact, the cons go hand in hand with the pros.

some exceptions under Statute of Frauds such as the purchase of real estate).

There are many people that believe that unless it's written, then it's not valid. In fact, there are countless examples of verbal contracts in our day-to-day experiences.

Just think of your daily activities: you stop to fill up the car with gas and then walk inside to pay the cashier after the tank is full; you then stop off at the doctors for an appointment and

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LEGAL FOCUS

In most cases, verbal contracts are legal and binding (there are some exceptions under Statute of Frauds such as the purchase of real estate).

Legally Binding: Yes, the verbal contract is binding and enforceable, but it is also hard to enforce. A verbal contract is the “he said, she said” dilemma.

Of course the verbal contract is valid, but how do you prove that you said you were going to pay \$5,000 for 100 thing-a-majigs, when the other person says

it was actually \$5,000 for 50 thing-a-majigs? One of the biggest problems with a handshake deal is proving the terms that were originally discussed.

Relationships: A business relationship is as strong as the parties who enter it. Trust is a wonderful part of any relationship, but trust alone doesn't build a relationship.

The idea of putting things in writing should never be a hurdle or a detriment to a deal. The writing is meant to serve as verification of what the parties trust each other to do. If someone is leery of writing it all out – that is a red flag and should make you seriously reconsider the “trust” in that deal.

Ease: Truth be told, the best-written document won't prevent a lawsuit. A 100-page contract can always be challenged.

Comparably, if things work out well, then you don't need a written contract at all and it is truly an easy transaction. However, any transaction is easy if it all works out like you planned.

The ease should not be judged by how easy it is to start a deal – the ease should be judged on how easy it is to solve a problem. Additionally, no contract or written document should affect the ease of a transaction. Your business should have agreements on the ready so that any normal deal is easy to document.



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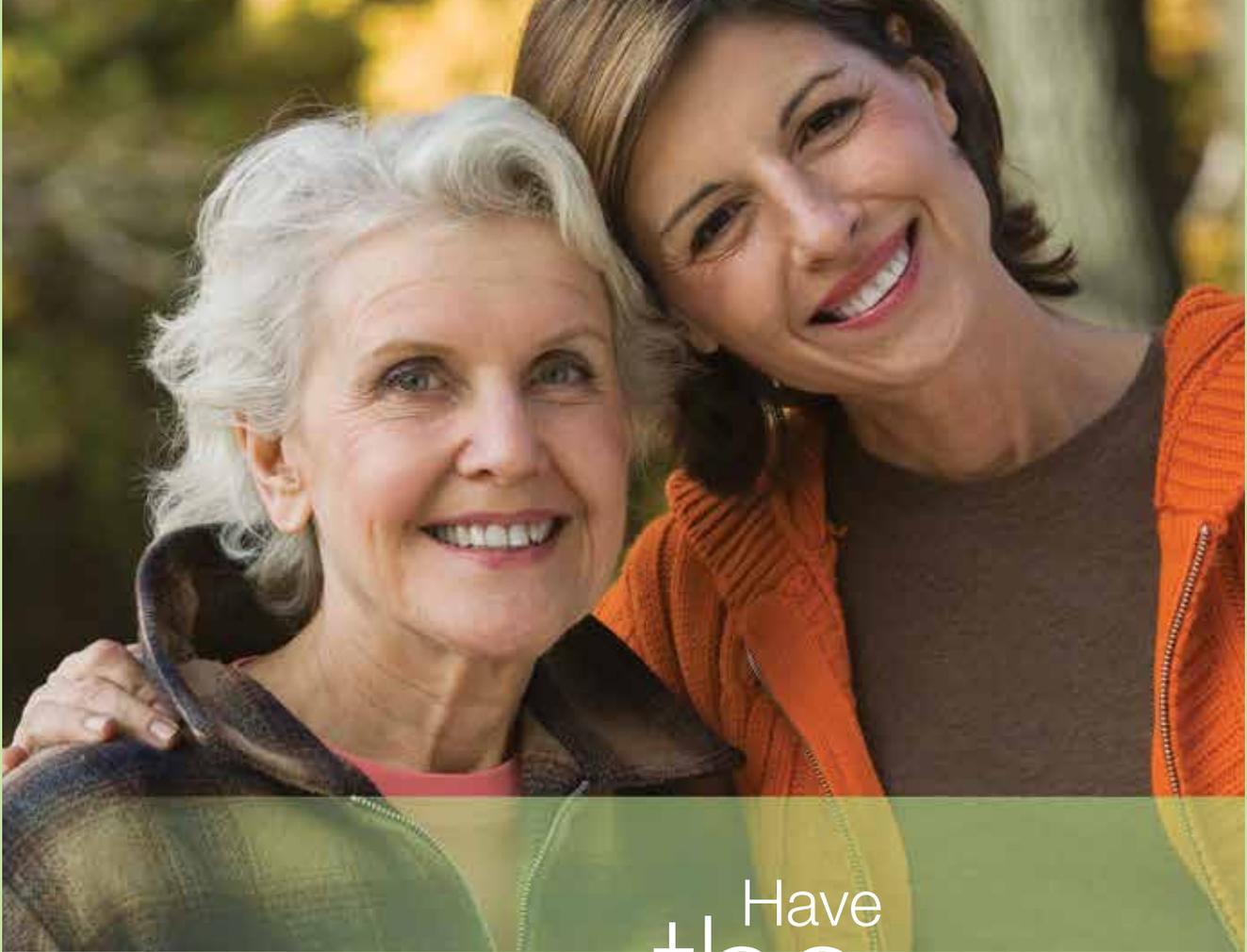
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About the Author

Poul Lemasters' professional career covers both funeral service and law. He now operates and is principal of Lemasters Consulting, Cincinnati, Ohio, a consulting business specifically for the funeral industry.

He works with funeral home owners, funeral directors/embalmers, cemeteries, and crematory owners and operators, and assists in areas of legal, compliance, regulatory, and business solutions. Lemasters also serves as ICCFAs (International Cemetery, Crematory and Funeral Association) special cremation legal counsel and GPL compliance advisor.

Working in the funeral industry for over 20 years and holding a funeral director's license and embalmer's license in Ohio and West Virginia, Lemasters' experience includes managing both small and large funeral homes, as well as working with both independent and corporate owned funeral homes. And he is actively involved in local, state, and national funeral and cemetery associations.

Lemasters attended Cincinnati College of Mortuary Science, graduating in 1996, and also went on to attend Northern Kentucky University, Chase College of Law, graduating in 2003. As an attorney, he is admitted to practice law in both Ohio and Kentucky.

His law practice began in the area of civil defense work and includes serving as corporate counsel for Alderwoods during 2005-2006. As its corporate counsel, he advised on funeral home, cemetery, crematory, and insurance issues.

He can be reached by phone at (513) 407-8114 and via email at poul@lemastersconsulting.com. Visit his website at www.lemastersconsulting.com.

First and foremost understand this – a handshake deal is just a type of verbal contract.

So what do you do? As an attorney, I will always advise to put it in writing. However, I also realize that sometimes it's just hard to make changes in an existing relationship because – we've done it this way for years.

So if you just can't take the step to use a formal document then consider this. Take the time to at least acknowledge your handshake.

It could be a simple letter or an email. Send something out to say "Hey – as I understand it I am going to do this for you and you're going to do this." It may not cover all the bases, but at least you can confirm the basics of that handshake deal you just made. ■

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Bruns-Doric Vault Company
St. Louis, MO

Brutsche Concrete Products,
Inc., Battle Creek, MI

Buckeye Vault Service
Mansfield, OH

C & M Precast
Kerrville, TX

Carolina Doric, Inc.
Florence, SC

Central Burial Vaults, Inc.
Oklahoma City, OK

Central Burial Vaults, Inc. Tulsa,
OK

Century Burial Vault
Oxford, MA

Charleston Wilbert Vault Co.
Summerville, SC

Cheboygan Cement Products
Cheboygan, MI

Chesapeake Burial Vault
Company
Barclay, MD

Concrete Vaults, Inc.
Newton, KS

Cordeiro Vault Co., Inc.
Vallejo, CA

Crummitt & Son Vault Corp.
Martins Ferry, OH

D of K Vaults, Inc./Gray
Brothers
Columbus, OH

D of K Vaults, Inc./Gray
Brothers, Iola, KS

D. G. Robertson, Inc.
Williston, VT

Dardanelle Vault & Monument
Co., Dardanelle, AR

Deihl Vault & Precast Inc.
Orangeville, PA

Doody Burial Vaults, Inc.
Winchendon, MA

Doric Manufacturing
Company, Boaz, AL

Doric Mississippi Inc.
Clinton, MS

Doric of Northeast Arkansas
Jonesboro, AR

Doric of Tennessee, Inc.
Nashville, TN

Doric Vault Co. of Central GA
Griffin, GA

Doric Vault of Western New
York, Inc., Buffalo, NY

Doric-South, Inc.
Demopolis, AL

Esterly Burial Vault Company
West Reading, PA

Evans Eagle Burial Vaults
Leola, PA

Everlasting Vault Company
Randallstown, MD

Fond du Lac Wilbert Vault
Corp, Fond du Lac, WI

Forsyth Brothers Concrete
Products, Fithian, IL

Forsyth-Puttman LLC
Terre Haute, IN

Golden Eagle Vault Services,
LLC, Rocky Mount, VA

Grable Burial Vault Service
Logansport, IN

Hairfield Vault Company
Morganton, NC

Hardy Doric, Inc.
Chelmsford, MA

Harris Precast, Inc.
La Porte, IN

Huntingburg Vault Company
Huntingburg, IN

Ideal Burial Vault Company
Inc., Depew, NY

James Co., Inc.
Waycross, GA

Jefferson Concrete,
Watertown, NY

Lake Shore Burial Vault
Company
Brookfield, WI

Lycoming Burial Vault
Company, Inc.
Montoursville, PA

Memphis Vault Company
Memphis, TN

Mercer Vault Company
Fredericksburg, VA

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Products, Inc.
Waycross, GA

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Fort Wayne, IN

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Springfield, OH

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Ada, OK

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Park Hills, MO

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Johnstown, PA

Perfection Concrete
Vandalia, IL

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Doylestown, PA

Precast Concrete Products, Inc.
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Precision Precast Inc.
Pittsfield, MA

Rex Vault & Mausoleum
Service, Inc.
Newton, IL

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Saginaw
Saginaw, MI

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Sweet Springs, MO

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Shore Vault & Precast Company
Exmore, VA

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Simerly Vault, Inc.
Knoxville, TN

Southern Ohio Vault Company
Portsmouth, OH

Southern Vault Services, Inc.
Blakely, GA

St. Louis Wilbert Vault
Company
Saint Louis, MO

Sunnycrest Inc.
Auburn, NY

Superior Vault Company
Bryantown, MD

Superior Vault Company
Charlestown, IN

Superior Vault Company, Ltd.
Mississauga, ON

T & C Precast LLC
Henderson, TX

Temple Vault, Inc.
Central City, AR

Tim White Vaults and
Monuments
Crestview, FL

Turner Vault Company
Northwood, OH

Vanden Boomen Burial Vaults
Inc., Appleton, WI

Vanden Boomen Burial Vaults,
Inc., Kronenwetter, WI

Vincent, J.P. & Sons Inc.
Galena, IL

Warga Concrete Products
Fort Wayne, IN

Washington Wilbert Vault
Works, Inc.
Laurel, MD

Watts Vault & Monument
Company
Des Moines, IA

Wayne Burial Vault Company
Indianapolis, IN

Welte Vault Company, Inc.
Danbury, IA

West Plains Vault & Mfg.
Company
Pomona, MO

Whitman Vault Co.
Whitman, MA

Wicomico Vault Company, Inc.
Salisbury, MD

Wieser Doric Vault Co.
La Crescent, MN

Wilbert of North Texas
Grapevine, TX

Wilbert Vaults of Houston, Inc.
Houston, TX

Williams Vault Company
Emporia, VA

Willmar Precast Company
Willmar, MN

Wimmer Manufacturing
New Castle, IN

Youngstown Burial Vault
Company
Youngstown, OH

National Concrete Burial Vault Association, Inc. Member Application for Plant Inspection

Name of Plant _____

Plant Mailing Address _____

Plant Street Address _____

Plant Telephone _____ Fax Number _____

Owner's Name _____ Evening Phone _____

Plant Manager/Contact Person _____ Evening Phone _____

Types of Outer Burial Receptacles Produced

Top Seals Air Domes Sectionals

Other _____



Please return this application with full payment to:

The National Concrete Burial Vault Association, Inc.
136 South Keowee Street
Dayton, OH 45402
(888)88-NCBVA
Fax (937) 222-5794

**For a NCBVA member in good standing, the
Plant Certification Inspection fee is \$1295.**



National Concrete Burial Vault Association

"Serving the death care industry with the very best"

APPLICATION FOR MEMBERSHIP

Dues Schedule

Manufacturer Member

Dues are based on total units sold at this location.

Please check appropriate level:

- 1-999 Units\$225
- 1000 - 1999\$350
- 2000 - 3499\$430
- 3500 - 4999\$580
- 5000 and more\$700

Associate Member.....\$300

Franchise Group\$1000

Payment Information

Include payment with this completed form. We accept Visa, MasterCard and American Express

Check is enclosed

Please charge my

- Visa MasterCard
- American Express

Account # _____

Expiration date _____

Mailing Information

136 South Keowee Street
Dayton, OH 45402
(888)88-NCBVA
Fax (937) 222-5794

www.ncbva.org

Key Contact _____ Nickname _____
 Title _____
 Company Name _____
 Street Address _____
 City _____ State _____ Zip _____
 Phone _____ Fax _____
 E-mail _____
 Company Web Site _____

Check here if you prefer to have your mail sent to your home.
 Home street Address _____
 City _____ State _____ Zip _____
 Home Phone _____ Home Fax _____

COMPANY INFORMATION

- Burial Vault Manufacturer Funeral Director
- Crematory Cemetery
- Doric Wilbert Eagle Trigard
- Con-O-lite Other Provide Graveside Services
- Metal Vaults Plastic Vaults Fiberglass Vaults
- Offer sizes for Children Adults Oversize

Associate Member: Tell us in 25 words or less about your product/services

Please enroll me in NCBVA today!

Signature indicates that you have read and agree to abide by NCBVA's Code of Ethics and the rules that govern the National Concrete Burial Vault Association. Signature is required before this application can be processed.

_____ (Signature)

_____ (Date)

CODE OF ETHICS

We believe that concrete is an ideal material for the construction of burial vaults for the interment of human remains and that a properly constructed concrete burial vault is worthy of acceptance by the public. Our sales and advertising policies will be governed by standards acceptable by the public and the funeral profession and by principles advocated by the National Concrete Burial Vault Association, Inc. We pledge fair trade practices to our competitor, whose product we will not disparage. We shall conduct our business on sound business principles, striving to build a relationship of respect and confidence for the burial vault industry with the public, with the funeral director and with the cemetery's management. We will abide by the rules and regulations of the National Concrete Burial Vault Association, Inc., thereby contributing to a stronger and greater national industry.

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- Set in any direction—does not have to be 90° to the plot
- Easily load and offload burial vaults or monuments from trucks
- The boom swings left and right, making it easier to set monuments and vaults
- One-man operated
- Low headroom clearance, to fit under tents and canopies
- Self-propelled
- Tow at highway speeds

LOGAN VAULT HANDLER



AXIS SELF-PROPELLED DUMP TRAILER



LOGAN MONUMENT HANDLER



THE TOWABLE TRUCKHOE



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The Bulletin

The Bulletin is the bi-monthly publication of the National Concrete Burial Vault Association. We would very much be interested in hearing from you!

Make sure to add us onto your mailing list for news releases about your company, special events, staff promotions or additions, and new products and services that would be of interest to the association and its members.

We would also look forward to receiving any photos of products or installations you have, either color or black & white. If they are at least 300 dpi and 1 mg at 8 x 10 inch format, we will even consider them for the cover!

And, we are also interested in receiving any thought leadership articles on industry trends and techniques, along with case study stories that promote the high standards of the association. (Or, if you just have an idea, let us know and we can write it for you or with you!)

Please contact me at any time!

Don

Donald A. Mounce, APR | *The Bulletin* Editor
National Concrete Burial Vault Association (NCBVA)
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