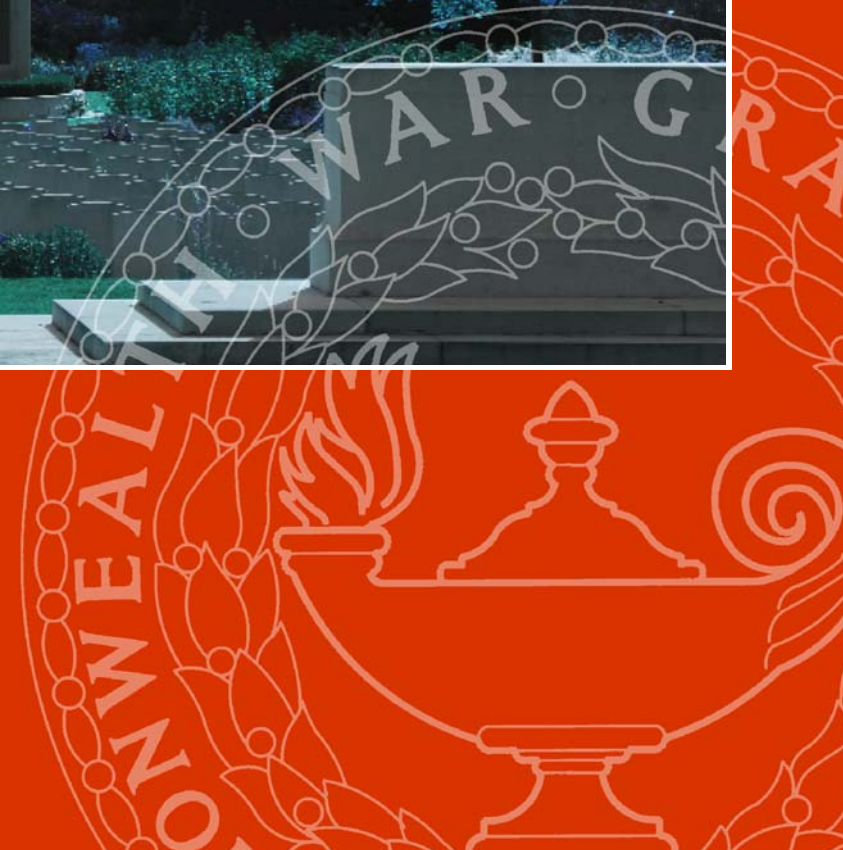
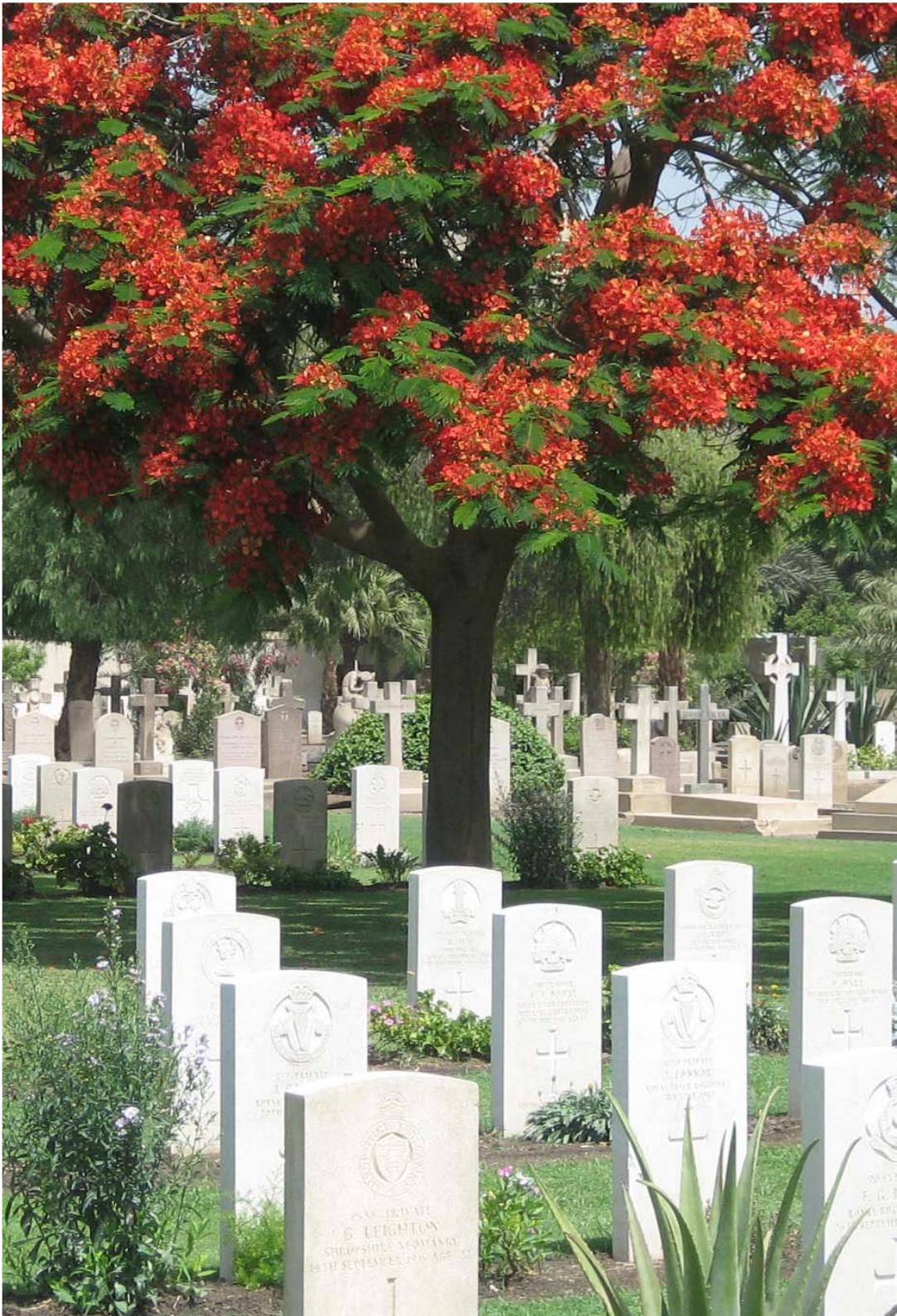


Commonwealth War Graves Commission



Annual Report 2010-2011





The Commonwealth War Graves Commission

as at 31 July 2011

President

HIS ROYAL HIGHNESS THE DUKE OF KENT KG GCMG GCVO ADC

Chairman

The Secretary of State for Defence in the United Kingdom
The Rt Hon LIAM FOX MP

Vice-Chairman

Lieutenant-General Sir ALISTAIR IRWIN KCB CBE

Members

The High Commissioner for New Zealand
His Excellency Mr DEREK LEASK

The High Commissioner for Australia
His Excellency Mr JOHN DAUTH AO LVO

The High Commissioner of the Republic of South Africa
His Excellency Dr ZOLA SKWEYIYA

The High Commissioner for the Republic of India
His Excellency Mr **NALIN SURIE**

The High Commissioner for Canada
His Excellency Mr JAMES R WRIGHT
(His Excellency Mr GORDON CAMPBELL
with effect from September 2011)

Sir ROB YOUNG GCMG

Mrs SARA JONES CBE JP DL

Professor HEW STRACHAN PhD FRSE

Air Chief Marshal Sir JOE FRENCH KCB CBE

Mr KEITH SIMPSON MP

Mr KEVAN JONES MP

The DUKE OF WESTMINSTER

Vice Admiral Sir TIM LAURENCE KCVO CB ADC(P)

Director-General and Secretary
ALAN PATEMAN-JONES

The Commonwealth War Graves Commission

The Commonwealth War Graves Commission is required, by its Charters, to produce each year a general report of its proceedings with a duly certified statement of accounts and of the finances of the Commission. As is also required by the Charters, each report and statement is submitted to Her Majesty The Queen and copies are sent to the governments represented on the Commission.

This 92nd annual report covers the work of the Commission during the period 1 August 2010 to 31 July 2011.



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Front cover: Brookwood Military Cemetery, United Kingdom

Left: New Irish Farm Cemetery, Belgium

Far left: Cairo War Memorial Cemetery, Egypt

Foreword

by the Vice-Chairman

Lieutenant-General Sir Alistair Irwin KCB CBE

I write this foreword barely one month after taking over the Vice-Chairmanship from Admiral Sir Ian Garnett. The considerable achievements of his tenure are well recorded in this report: on behalf of all of us at the Commission I thank him most warmly for his leadership over the last three years. It is a great honour to succeed to the appointment and I intend to do whatever I can to ensure that the work and reputation of the Commission are at least as well regarded in the future as they are today.

During the period two other Commissioners have completed their tenures. To Sir Alan Meale MP and to Ian Henderson we say a big thank you for their engaged commitment and for their very significant contributions. Their places have been taken by Kevan Jones MP and the Duke of Westminster;



I've had the opportunity to find out more about some of the machinery used by Commission gardeners



Admiral Sir Ian Garnett and Corporal Benjamin Roberts-Smith VC, MG at the ANZAC dawn service in Sydney, Australia

The former and current Vice-Chairmen deep in discussion during the recent Commission meeting in Belgium



Vice Admiral Sir Tim Lawrence has joined us in place of Admiral Garnett. They are all most welcome. It is also a pleasure to record our congratulations to Barry Edwards, the Commission Architect, who was appointed MBE in this year's Queen's Birthday Honours.

The appointment of the new Director General, Alan Pateman-Jones, was announced last year. He has been at the helm since September and this report reflects a successful first year in office during which his fresh eye has encouraged a healthy examination of how we go about our business without in any way compromising the quality of our commemoration of the fallen or the willing commitment of the staff. It has also been a year which has presented unexpected challenges, not least of which were the events in North Africa and the Middle East, the so-called Arab Spring, causing anxieties about the safety of our staff and our cemeteries, anxieties happily not fulfilled.

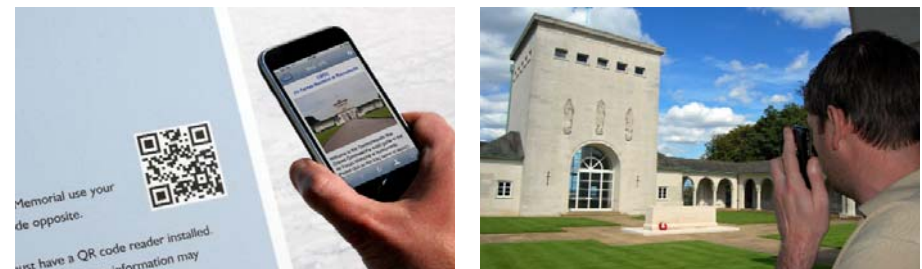
An important part of the Vice-Chairman's duties is to see for himself what the Commission is doing round the world, to thank infrequently visited local staff and to liaise with other national authorities to encourage their co-operation and support. To this end my predecessor travelled extensively to many CWGC sites at home and abroad, reporting that whatever the local circumstances the high standards of the Commission were being maintained by staff determined to deliver the best possible result. His final visit was as part of the Commissioners' summer tour of inspection to the Ieper



Commissioners Sara Jones and The Duke of Westminster and Air Vice Marshal David Murray are shown the grave of two-times Victoria Cross winner Noel Chavasse, buried at Brandhoek New Military Cemetery in Belgium

Salient in Belgium. Commissioners were introduced to a scheme, new to the CWGC and based on mobile phone technology, that will give us the means to provide far more information for visitors to cemeteries than is currently possible. It is a particularly good example of our determination to harness technological developments in support of our efforts to satisfy the growing demand for information about the Commission. Perhaps of

more immediate significance, our well-established and fruitful links with the civic authorities in Ieper and with the Flemish government were further strengthened during this visit. This is especially important in the context of marking the centenaries of the outbreak of the Great War in 1914 and of the great battles between then and the Armistice in 1918. We



One of the new information panels, installed at the Runnymede Air Forces Memorial, Surrey, England



In May 2011, British Prime Minister David Cameron paid his respects at Tourgeville Military Cemetery in France. Mr Cameron laid a wreath at the Cross of Sacrifice and met Commission staff

are already engaged in talks with Government departments and with other interested parties such as the Imperial War Museum. For obvious reasons this is going to be a major planning commitment for us over the next three years.

We hope that you will agree that the Report that follows provides an interesting and comprehensive picture of the Commission's year. Of particular interest is our continuing work to deal with the consequences of a combination of climate change and increased visitor numbers. We

are confident that our trials of different grass types and mixtures will result in drought tolerant turf that will be better able to withstand the footsteps of our visitors, for whom well maintained grass is one of the signature features of CWGC cemeteries. I highlight also the section on our educational and outreach initiatives. As the passing years take us further from those who fought and died, it is important that the Commission plays its full part in making younger generations fully aware of the sacrifices made by the Commonwealth nations and their people.

May I conclude this foreword by recording some thanks? First to the member governments, their agents and their embassies and high commissions round the world for their continuing support and encouragement, without which our work would be impossible. Second to our wonderful staff at every level and in every part of the organisation; they are the ones who achieve the results that are so much admired and praised. In doing their work so well and with such dedication they each do great honour to the Commonwealth dead of the two world wars and that after all is what the Commission's work is all about.

I commend this report to you.

world-wide task



The Commonwealth War Graves Commission was established by Royal Charter of 21 May 1917, the provisions of which were amended and extended by a Supplemental Charter of 8 June 1964.

Its duties are to mark and maintain the graves of the members of the forces of the Commonwealth who died in the two world wars, to build and maintain memorials to the dead whose graves are unknown, and to keep records and registers. The cost is shared by the partner governments - those of Australia, Canada, India, New Zealand, South Africa and the United Kingdom - in proportions based on the numbers of their graves.

On pages 38 to 42 are listed 153 countries in which there are Commonwealth war graves and memorials; page 43 summarises the 1,696,855 commemorations for which the Commission is responsible.

Most of the war cemeteries and memorials are maintained by the Commission's own staff, although in a number of countries, mainly within the Commonwealth, special arrangements exist whereby the governments of those

Beach Head War Cemetery, Anzio, Italy

countries carry out care and maintenance on the Commission's behalf. The care of the war graves in civil cemeteries and churchyards is mostly entrusted to local authorities and contractors who maintain them by agreement with the Commission.

The Commission's work is guided by fundamental principles:

- *that each of the dead should be commemorated individually by name either on the headstone on the grave or by an inscription on a memorial*
- *that the headstones and memorials should be permanent*
- *that the headstones should be uniform*
- *that there should be no distinction made on account of military or civil rank, race or creed.*

The headstones are 813mm in height; at the top of each is engraved the national emblem or the service or regimental badge, followed by the rank, name, unit, date of death, age and, usually, a religious emblem; and at the foot, in

many cases, an inscription chosen by relatives. In some cemeteries, notably on the Gallipoli Peninsula, in the Far East and the Pacific, where there is a risk of earth movement, stone or bronze plaques on low pedestals are used instead of headstones.

Climate permitting, the headstones stand in narrow borders, where floribunda roses and small perennials grow, in a setting of lawn, trees and shrubs. Two monuments are common to the cemeteries: the Cross of Sacrifice, set usually upon an octagonal base and bearing a bronze sword upon its shaft; and, in the larger cemeteries, the Stone of Remembrance, designed specifically to commemorate those of all faiths and none, upon which are carved the words from the Book of Ecclesiasticus: THEIR NAME LIVETH FOR EVERMORE

Those who have no known grave, or whose remains were cremated, are commemorated on memorials ranging from small tablets bearing a few names to great monuments bearing many thousands, such as the Thiepval Memorial in France.

In many Commonwealth and other countries in which the Commission operates, its work is protected by a series of international agreements which recognise the Commission as the authority responsible for the care of the graves and memorials. The governments of these and many other countries have acquired the land occupied by the cemeteries and have generously granted its perpetual use to the Commission.

In presenting this report the Commission expresses its gratitude for the practical assistance and support it has received from its member governments and their departments of state, other national and local governments, diplomatic and consular representatives, veterans' organisations, other official and unofficial bodies and private individuals all over the world. Such assistance, in one form or another, is given to the Commission throughout the 153 countries in which there are Commonwealth war graves. Without this support the widely acclaimed standards set and maintained throughout the Commission's history would not have been possible.

annual report



Improving Standards and Efficiency

The Commonwealth War Graves Commission is not exempt from the pressures faced by all organisations in the current economic climate, and although the governments that fund our work remain incredibly supportive, it is more important than ever that we operate efficiently and can demonstrate that we are achieving as much as possible with the resources with which we have been entrusted.

Since his appointment in late 2010, the new Director General, Alan Pateman-Jones, has instigated a series of reviews of the Commission's processes and organisational structures to ensure that we have the capability to deliver good value for the tax payers of our member governments. Such a review is particularly prescient, given the upcoming centenary of the First World War, which will mean an unprecedented level of attention being paid to our work.

We have begun a comprehensive survey of the physical condition of our cemeteries and memorials, in order to help improve long-term planning. A detailed analysis of the headstone manufacturing and engraving process has already led to the purchase of a new engraving machine to increase productive capacity. Although the capital outlay is significant, a careful analysis of the processes demonstrated that this was the most effective way to channel resources to a priority area.

Left: Kranji War Cemetery, Singapore

Top right: Alan Pateman-Jones meets buglers of the Last Post Association, Menin Gate, Ieper, Belgium

Bottom right: New engraving machine





Another area where it may be necessary to spend in order to save is in video conferencing. Much of our work is outside the UK but it is essential that we maintain good lines of communication between the centre and our operational areas. Until recently, this may have necessitated a physical visit, but video conferencing will maintain clear lines of communication without the need for travel – thus improving efficiency, reducing expenditure and lowering our carbon footprint.

Changes have already been made to the information presented to Commissioners, and to the public through the financial accounts in this report, to give greater transparency to costs and liabilities and thereby a better understanding of the risk profile of the organisation. More detailed management information is now produced on a quarterly basis so that the senior

management team can scrutinise operational performance in more detail and with a more consistent view of the comparative costs in different countries. This raises questions, and may lead to answers, that result in better and more targeted allocation of resources for use across all of our operations.

One example of how this is being done can be seen in the training and mentoring programmes carried out by many of our more experienced staff, who can pass on their skills and expertise to colleagues. As one of the world's largest and longest-established horticultural and building organisations, we are able to attract and retain a dedicated and skilled workforce whose knowledge and experience is formidable. Whatever the environment, whichever the country, our staff can pool their knowledge and best-practice to produce successful outcomes.



Top left: Mark Davis explains the importance of obtaining correct levels

Centre left: Ensuring the safe operation of machinery is a key aim of such training sessions

Bottom left: Effective use of IT equipment is another aspect of training



In February and March 2011, Mark Davis, one of our Horticultural Training Officers, spent three weeks in Sri Lanka and India, visiting three cemeteries to inspect and support the work of locally-employed staff, carry out training and ensure that standards for issues such as health and safety legislation were being adhered to. Mark documented his inspections with a series of photographs, a selection of which are reproduced here.

At Trincomalee War Cemetery, on the east coast of Sri Lanka, a turf-renovation project was undertaken, with Mark providing help and advice.

At Kirkee War Cemetery, near Mumbai, in India, Mark noted that the requested improvements which he had made on a previous visit, in late 2010, had been implemented, with such items as soil levels and straightness of borders having been addressed. However, he identified some areas which still required work, including better weed prevention.

Mark also took time to check with the cemetery manager that he was fully aware of the latest methods being used to plan work and keep proper records.

But such sharing of knowledge is not restricted to our more remote locations. In the United Kingdom, a training day at Brookwood Military Cemetery, Surrey in late 2010 allowed gardening and maintenance staff from across Britain to meet and share ideas. Such gatherings are an invaluable opportunity to both learn from each other and understand the procedures and processes that allow Commission staff to do their jobs more effectively.

At this gathering, staff learned about better pruning techniques, how to spot tree diseases, and methods to improve planting systems, as well as essential health and safety advice on chemical-handling and using simple electronic devices to weigh vehicles, making them safer to drive and prolonging their lifespan. Such training days ensure that each pound, euro, dollar or rupee which the Commission receives is spent wisely.

Monitoring Standards

Whilst ensuring the Commission receives best value for money when purchasing goods and services, our staff never compromise on quality, especially when it comes to essentials such as building materials.



In April 2011, members of our Canadian Agency visited a quarry operated by Rock of Ages Ltd, a Quebec-based company which quarries and cuts all granite headstone blanks used by the Commission in Canada. The visit included plant tours in Quebec and Vermont as well as a visit to the quarry where the Barre light gray granite is sourced. The visit strengthened our relationship with the supplier and enabled our staff to better understand where materials come from.



Twelve Months of Progress

Turbulent Times - Unrest in the Middle East

The Commission's work extends to an extraordinary number of countries – 153 in all. Some have war graves numbering in the hundreds of thousands, while others contain just a few or even one. But no matter where they are, or their number, the graves are regularly inspected and cared for and for the majority of any given year this routine work continues without incident. Inevitably, however, there are occasions when events beyond our control impact upon our work. The past year has presented us with a wide variety of challenges, but none more so than those posed by the “Arab Spring” in north Africa and the Middle East.

From Tunisia to Egypt and Libya, a series of popular uprisings saw governments fall, sustained periods of uncertainty, and even civil war. With events changing daily, our concern was twofold – how to minimise risk for our colleagues, and the condition of the graves, cemeteries and memorials within the affected countries.

Knightsbridge War Cemetery, Libya

Maintaining lines of communication was not always easy, but when they could be established, clear instructions were given that staff safety was a priority. In more remote areas staff continued with their duties as normal, but in many of the more populous centres, colleagues were told to stay at home or were evacuated – only returning when it was deemed safe to do so.

In Tunisia and Egypt the upheaval was relatively short-lived and we are pleased to report that our colleagues are well. The cemeteries are, for the most part, undamaged,

but at Enfidaville War Cemetery in Tunisia, a small number of headstones were pushed over and two broken

In Libya, where civil war has raged, the situation remains tense at the time of writing. The Commission maintains cemeteries at Acroma, Tripoli, Benghazi and Tobruk – which together commemorate over 8,300 Commonwealth war dead. The cemeteries are, in the main, looked after by a contractor based in Tripoli but we also directly employ two Libyan members of staff at Knightsbridge War Cemetery in Acroma. As in Egypt and



Commission President, HRH The Duke of Kent, met evacuees from Libya whilst on a visit to Malta

Tunisia, we placed the safety of these people as top priority and contact by telephone has been maintained. As we write this, we have had no reports of damage to any of our Libyan cemeteries and our staff remain unhurt.

Massicault War Cemetery, Tunisia



Fromelles project continues

As reported in last year's Annual Report, July 19 2010 saw the culmination of several years of hard work as the first new war cemetery we had built in 50 years was dedicated at Fromelles, near Lille, in northern France. Fromelles (Pheasant Wood) Military Cemetery is now the final resting place of 250 Australian and British soldiers who were discovered in several mass graves in 2008.

But while the cemetery is complete, the task of identifying as many of the soldiers buried there continues. On 4 April 2011, the Australian and British governments announced that a further

Corporal David Frederick Livingston, one of the 14 newly identified men, served with the 29th Division of the Australian Imperial Force



14 Australian soldiers had been identified by name. This takes the total number of soldiers named to 110 – a remarkable achievement.

On 19 July 2011, with the cemetery now firmly established as a focal point for the annual commemorative events at Fromelles, the 14 new headstones were dedicated in the presence of many of the soldiers' families.

The Australian and British government's Identification Board will reconvene during the years 2012-2014 to consider any new evidence and do all it can to put a name to those soldiers who remain unknown.

Burial at Ranville War Cemetery, France

The work at Fromelles is hugely important, but such large projects are a rarity for the Commission. More common is ensuring we provide a dignified final resting place for the burial of small groups of servicemen and women, whose remains continue to be found each year. One such case reached a culmination on 19 April 2011, with the burial at Ranville War Cemetery of Flight Lieutenant Henry "Lacy" Smith, who was killed when his Spitfire crashed into a river in Normandy in 1944.

Flight Lieutenant Smith's burial was attended by members of his family who had made the long journey from Australia. Also in attendance was Australian Veterans' Minister Warren Snowdon and Air Marshal Mark Binskin, Chief of the Royal Australian Air Force.



Thefts and Pests

Thefts and acts of vandalism are, sadly, an ongoing though relatively small problem at our cemeteries and memorials, but in recent years the determination of some thieves to secure items which are usually of little material value, but which cost the Commission thousands of pounds to reinstate, has been on the increase – as one case in London illustrates.

At the City of London and Tower Hamlets Cemetery, the names of 283 war casualties are inscribed upon bronze panels attached to a screen wall. In August 2010 one panel was

stolen and a second was damaged as thieves attempted to wrench the metal from the wall. The stolen panel was later found in a skip and repaired.

Then in January 2011, a second attempt was made to steal two more panels. Because of the first theft, the panels had been re-attached more securely, which led to the thieves causing significant damage to the masonry around the metal plaques.

This unwelcome phenomenon is largely due to the rise in “scrap” metal prices worldwide,



albeit the cost of repair – which in this instance amounted to over £12,000 – far outweighs the monetary value of the bronze panels.

Although it may be impossible to stop acts of vandalism completely, we work with local people and the police, using education and community engagement programmes, to try and overcome the problem with vigilance and by creating a sense of “local ownership” for our shared commemorative heritage. Sadly, in the most extreme cases, the use of alternative materials, like stone instead of bronze name panels, may be the only viable option.

Efforts to prise the bronze panels out damaged the metal



Unusual Problem for Gardeners in Berlin



Challenges to ensuring our cemeteries look their best come in all shapes and sizes and at one of our two cemeteries in Berlin that has certainly been the case.

Wild boar caused considerable damage to the lawns and borders of Berlin 1939 – 1945 War Cemetery, with almost 10,000 square metres of turf destroyed by the animals as they rooted for grubs. The damage was caused during November 2010, but heavy snow concealed the scale of the problem until early 2011. A new fence has prevented any further incursions by the animals, while our staff have been working hard to restore the turf to its former glory.



Working with Communities

In the United Kingdom and Ireland, the Commission works closely with hundreds of local authorities and other partners to maintain war graves. War graves in the British Isles number over 170,000 at some 13,000 locations, the vast majority of which the Commission – unlike in countries such as France and Belgium – has no direct control over. This means we have to build close relationships with local councils, cemetery authorities, and even individuals, to try and ensure the best possible level of maintenance at each location.

Commission staff introducing new turves and herbaceous perennials to Sleephilllock Cemetery in Montrose, Angus



Sleepyhillock Cemetery Renovated

At Sleepyhillock Cemetery in Montrose, our colleagues have been working with Angus Council to ensure that the 132 war graves in this cemetery, 30 miles north of Dundee, look as good as they possibly can.

In February 2011, one of our mobile gardening teams spent several days at Sleepyhillock, introducing new bedding plants and turves. Angus Council will continue to help maintain the graves within this site.

Irish Casualties Remembered

On Remembrance Day 2010, Glasnevin Cemetery in Dublin hosted a very special event, as the lives of 43 Irish servicemen and women were remembered. “Welcome Home” read the inscription on a wreath laid by the Royal Dublin Fusiliers, as newly-commissioned headstones were erected at previously unmarked graves.

The service to dedicate the new headstones was the culmination of several year’s work



Commissioner Sir Rob Young lays a wreath

Mary Rochford (pictured right) beside her great-uncle's headstone



involving the Commission and The Glasnevin Trust, which runs Ireland’s largest cemetery. Over 200 men and women who served in the British Army are buried at Glasnevin. Many of those who died were too poor to purchase

burial plots and were buried in pauper’s graves. Other graves were left unmarked by families who were uncomfortable acknowledging that a relative served with the British forces. Now these men and women have been recognised with the erection of Commission headstones.

One of the relatives who attended the dedication service was Mary Rochford, great-niece of Gunner Patrick Geon of the Royal Field Artillery, who died in February 1920. Miss Rochford was delighted that her great-uncle had finally received a headstone. She said: “It’s brilliant because it was this time last year we discovered he was buried in Glasnevin. We just happened to look up the War Graves Commission website and discovered he was buried here...and now to have a headstone after 90 years is wonderful.”

The project to trace more relatives of those buried at Glasnevin and who are entitled to a Commission headstone continues.

Anglo-Boer War graves transformed

While the Commission's core task is to commemorate the dead of two World Wars, our skills and experience mean we are often asked to undertake tasks on behalf of individual member governments and agencies. This benefits not only the member government, but allows us to utilise staff and other resources in a financially effective manner.

Whether maintaining graves from the 1982 conflict on the Falkland Islands, on behalf of the UK Government, or inspecting and repairing post-Second World War graves on behalf of our other Commonwealth partners, the task is extensive and varied.

In South Africa, we have been busy identifying graves dating from the Anglo-Boer wars of the late 19th and early 20th century. Over the past year, Charles Ross and his team have scoured the country to find these burial plots and in numerous cases have successfully transformed the appearance of graves, many of which were in a poor state of repair. The renovation and maintenance of the graves, which includes British, Australian, Canadian, Indian, New Zealand and South African casualties of the conflict, has been funded by the British and Canadian governments with a budget allocation of approximately £940,000.



Top right: Kimberley (West End) Cemetery pictured prior to renovation

Bottom right: Commission staff were able to transform the cemetery's appearance

Indian Soldiers Remembered



On Sunday 26 September 2010 a new memorial, paying tribute to 53 Sikh and Hindu soldiers who died during the First World War, was unveiled on the hills overlooking Brighton, England.

Built by the Commission, the memorial lists the names of those soldiers from Undivided India who died during The Great War and whose remains were cremated on a funeral pyre, known as a ghatt, on the same spot on the South Downs.

The soldiers had succumbed to their wounds at the improvised hospital in the Brighton Pavilion, where they had been sent for treatment in the belief that the Pavilion's eastern-style design would

make the Indian troops feel more at home.

The new memorial sits alongside the Brighton Chattri, which was unveiled in 1921. Chattri (the Hindi word for canopy or umbrella) are common on the Indian sub-continent at funerary sites and can be seen on buildings such as the Taj Mahal.

Whilst it is a striking sight on the South Downs, the Brighton Chattri does not list by name the soldiers who were cremated there – instead these men were commemorated at the Neuve Chapelle Memorial in France, close to the battlefields on which they fought. The new memorial, more appropriately, commemorates these men where their remains were cremated.



Top left: The new screen wall was built alongside the Brighton Chattri, unveiled in 1921

Bottom left: His Excellency Nalin Surie, Indian High Commissioner to the UK, addresses the audience



Civilian War Casualties Remembered

Whilst the Commission's main task is to commemorate those men and women who died while serving in the Commonwealth's armed forces during the two World Wars, we also maintain a Roll of Honour for those civilians killed during the Second World War as a "result of enemy action".

Established at the request of British Prime Minister Winston Churchill, this roll of names for 67,000 men, women and children is held near St George's Chapel in Westminster Abbey. But far from being a long-forgotten document, the Civilian Roll of Honour is very much a living one, as new names are added to it each year.

An example of this came recently from a local history group in Fife, Scotland. Members of the *West Wemyss Memorial Trust*, with help from the *In From The Cold Project*, contacted us to request that we add the names of 15 men and boys who were killed in two accidents in 1941.

At West Wemyss on January 23 1941, five men and boys died as they tried to prevent a sea mine from drifting into the village's harbour. The tragedy was followed just five months later by a near identical accident, when 10 locals, including eight boys, were killed in nearby Buckhaven as they tried to remove another mine which had drifted inshore.



Seventy years to the day after the West Wemyss accident, a memorial was unveiled in honour of those who died. Their names, along with the 10 killed at Buckhaven, have been added to the Commission's Civilian War Dead Roll of Honour.



Far left and above: The latest set of names are added to the Civilian War Dead Roll of Honour

Right: The new memorial at West Wemyss

Helles Memorial Renovation Update

At a height of over 30 metres, the Helles Memorial, positioned on the tip of the Gallipoli Peninsula, is a landmark for ships as they pass through the Dardanelles.

Over the past 12 months, work has continued to renovate this important memorial, as part of what was originally planned as a five year programme. However, work has progressed ahead of schedule, enabling the Commission to compress five phases of work into three.

Local weather conditions dictate that each work phase starts at the beginning of May and finishes in November. The first and most difficult stage was carried out last year when the South Eastern aspect was dismantled to its lowest level and repairs on the foundations completed, before the memorial wall was rebuilt. Work to repair the drainage system and soak-away were completed by the end of 2010.

Work on the second phase started in May 2011, with all of the old name panels removed and the level of the wall taken down to the top of the base course, where failed stones are being repaired or replaced.



Newly engraved name panels sit above the three base courses of original stone, which were removed and redressed, before being relaid

Hi-tech Grass Used

The Commission continues to be at the forefront of using new horticultural techniques and technologies to address challenges encountered by our gardening staff. With hundreds of thousands of people visiting our most popular cemeteries each year, the challenge of maintaining turf to a required standard is a constant but welcome problem.

At Tyne Cot Cemetery in Belgium – the Commission’s largest, with almost 12,000 burials – wear and tear upon the grass is a particular issue. At the end of 2010, we decided to introduce a radically new type of turf – a mixture of natural grass and plastic fibres.



For First Time

Lokturf is a blend of natural grasses – ryegrass, meadow grass and slow-growing slender creeping red fescue – and crimped polypropylene fibres, no thicker than human hair. The fibres are mixed with a sandy substrate and laid on a specially prepared surface.

A trial area at the rear of the cemetery has been selected to assess *Lokturf* – which will be monitored throughout 2011 to determine whether it will sustain the intense wear Tyne Cot experiences.

Since being laid, the *Lokturf* at Tyne Cot War Cemetery has performed well



Climate Change – Listening to our public

As described in last year's Annual Report, the effects of climate change and its possible impact on all aspects of our lives is playing an increasingly important part in our thinking. We have a responsibility to ensure our work, particularly in the field of horticulture, is carried out in an efficient but environmentally responsible way.

Two cemeteries in France and two in Belgium were selected to demonstrate the possible adaptations to climate change which we might employ in the future – the intention being to inform and assess the public's reaction to the proposed solutions.

Railway Chateau Cemetery, Belgium

Initially, one of the cemeteries, Railway Chateau, was completely dry landscaped. A geo-textile and a dolomite limestone surface were laid and borders planted with drought tolerant species. Although dry landscaping is commonly and successfully employed at cemeteries where grass cannot be grown or maintained – usually due to a lack of a regular water supply – this was the



first time it was demonstrated at a war cemetery in northern Europe.

It was clear that while support for our work on climate change and the approaches taken at the other three cemeteries was strong, there was limited enthusiasm for the hard landscaping approach at Railway Chateau. As a result of the feedback received, Railway Chateau has been re-established as a typical lawn cemetery, but it will remain an important part of the climate change demonstrations – which will run for another three years – as we will use drought tolerant plants in the borders and a drought tolerant grass mix.

Education

This year, our work with young people has been motivated by a desire to achieve two specific objectives.

First, as a Commonwealth organisation, one of our guiding principles is to honour every country in our family of nations by providing educational material that will be relevant, engaging and valuable to a wide range of people.

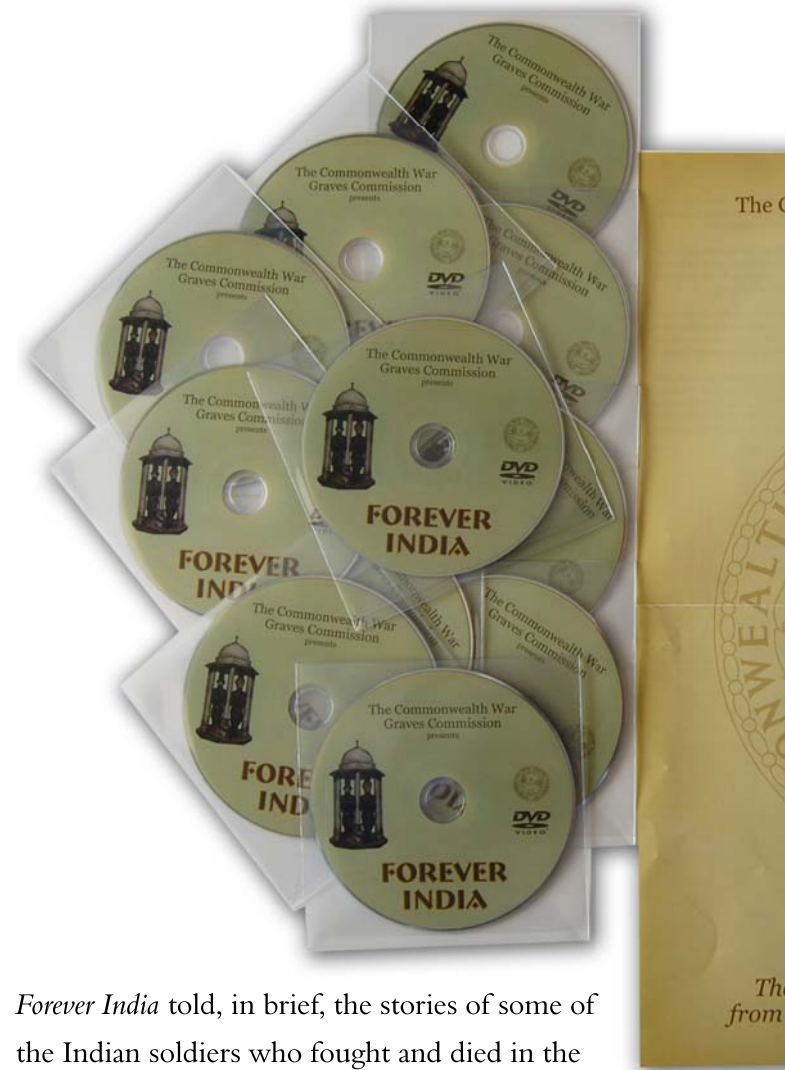
Following the success of our South African DVD, *Let Us Die Like Brothers*, it has long been our aim to produce a similar resource to honour the contribution of Undivided India in the First and Second World Wars.

The forces of pre-partition India, including Gurkha regiments, played a significant part in both World Wars, and her 160,000 war dead are

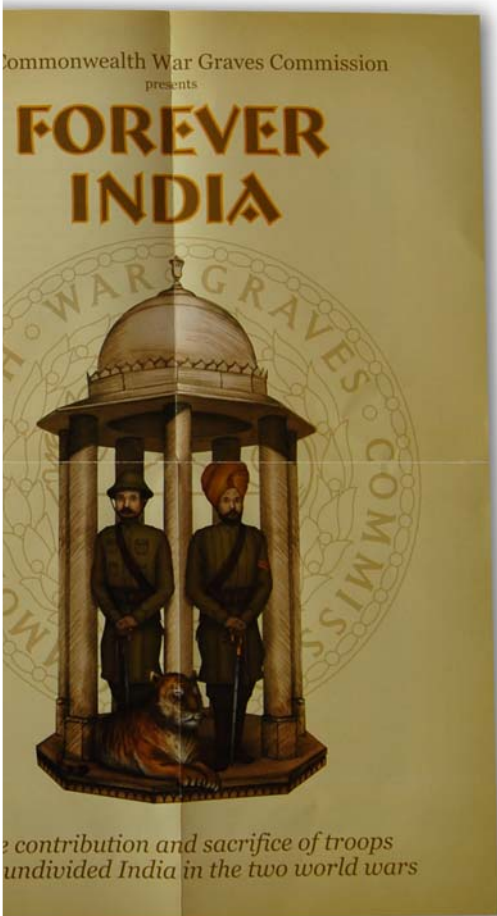
A free Commission pen and pencil brought a smile to this boy's face!

buried and commemorated by the Commission in 50 countries around the world.

With the help and support of the Indian High Commission in London, the first phase of our project, accomplished in November 2010, was to produce a 'taster' CD-ROM.



Forever India told, in brief, the stories of some of the Indian soldiers who fought and died in the First World War. Many of these men are commemorated in the UK, since it was to the south coast of England that they were brought from the Western Front, when injured in battle.



In 2011-12, *Forever India*, is to be expanded into a more comprehensive website, which will also cover India's contribution in the Second World War.

Our second objective was to expand the scope of our work outside the classroom and therefore address the notion that commemoration of our war casualties is something that only happens in November.

Using the 70th anniversary of The Battle of Britain, which took place on 15 September 2010, as a focus, we consulted The Scout Association and produced a series of activities for them, for each of their age groups – from Beavers right through to Scout Network. This was launched at the Scout Leaders' Reunion at Gilwell Park, Essex, England on 4 September 2010 and the stand was inundated for the entire day.

Part of our work on Forever India included meeting students from Downlands Community School, West Sussex, England, who are involved in a cultural exchange with the Ellen Sharma Memorial School in Chennai, India, at the Brighton Chattri and delivering a talk as part of their research into British-Indian history



Informing the public



A member of the Commission's staff filming at Agira Canadian War Cemetery, Sicily

Explaining what the Commission does and why, is a major part of our work and the past year has seen an increase in both the quantity and variety of ways we communicate with the public.

Building on skills and expertise available in-house, we have been producing our own short films on a wide variety of topics since 2009. Our *Video News* reports (available from our website at www.cwgc.org) help bring our work to the public's attention in a short, accessible and easily understood format. They have proved highly popular – with over 275,000 “views” over the past two years.

As well as allowing us to produce bespoke films that explain our work, our filming capability means we can provide broadcasters with high-quality footage of our cemeteries and memorials and stories about the Commission which they might not otherwise feature. It also allows us to provide custom-made films, as we recently did for a new visitor centre, built by local people, near Holten Canadian War Cemetery in The Netherlands.

Our online presence is not limited to films though, with the Commission's pages on Facebook, Flickr and Twitter increasingly popular. These social media platforms provide a useful way to communicate with a wide variety of people, particularly young people, and allow users to discuss our work, upload their own photos and stories concerning visits to our sites and create an online “community” centred on the Commission.



Cemeteries benefit from new technology

New technology is also making its presence felt at two of our cemeteries in Belgium – Hyde Park Corner (Royal Berks) Cemetery and Brandhoek New Military Cemetery – where visitors can now explore a wealth of information simply by scanning a barcode with their smartphones.

This trial initiative, using QR Codes gives visitors access to a variety of interpretive information not hitherto available on location. This ranges from who designed and built the cemeteries, to detailed biographies of some of those commemorated at the locations – the intention being to enhance the visitor’s understanding and appreciation of the cemeteries and memorials.

We are actively encouraging and monitoring visitors’ reactions to this new type of information and, if popular, will extend the programme to other locations.

Meeting The Public

While utilising the latest technology allows us to reach people in a variety of ways, we also realise the importance of getting out into the communities in which we work and talking face to face to the public.

Over the past year we have attended several major public events which have strong links to the work we do. *The Who Do You Think You*

Are? Live exhibition at London Olympia attracted over 14,000 people across three days in February 2011. Interest in family history and genealogy continues to increase and with our vast records, our knowledgeable staff found themselves inundated with requests for help in tracing relatives killed in the two world wars.

Commission staff help answer an enquiry





The Duchess of Rothesay meets Commission staff at Armed Forces Day in Edinburgh

Armed Forces Day

June 2011 saw venues across Britain staging events to mark UK Armed Forces Day, with Edinburgh as the focus for a special three-day series of displays and activities. An estimated 100,000 spectators gathered in the Scottish capital to watch members of all branches of the armed forces.

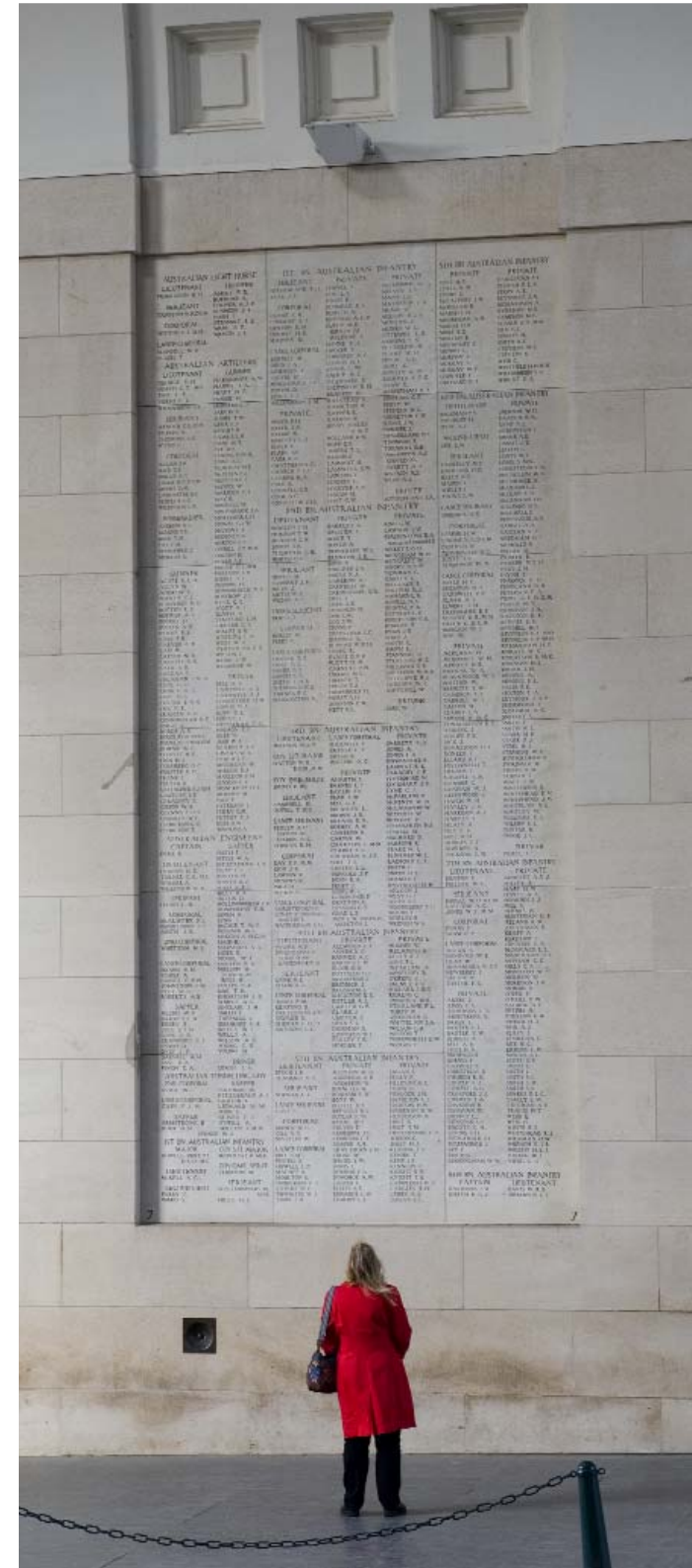


Our staff were kept extremely busy at our information stand, providing visitors with a wide range of leaflets, DVDs and advice, answering enquiries on everything, from searching for details of a relative to discovering more about our work in Scotland and beyond. Our team also handed out copies of the specially-produced leaflet on the Commission's commitment in Scotland.

Preparing for the Centenary of The Great War

With fewer than three years until commemorations are held to mark the outbreak of The First World War, we are making preparations to mark this hugely important event.

In 2017, the Commission will mark its own 100th anniversary and we are developing relationships with likeminded organisations and institutions to ensure the cemeteries and memorials – and ultimately the names of those who died – are at the centre of those centenary commemorations.





at your service

the commission finances

war graves and memorials
in the commission's care

At Your Service

Our customers expect a high quality service from the Commission and to provide this we continually assess and develop the services we offer, reviewing and improving what we do and how we do it.

Our customer service standards

The Commission is committed to providing a high quality service. We aim to meet the needs of our customers in a professional way, and we have created seven main customer service standards to help us do this.

Achievement against our standards

Achieving high standards is an on-going process and further information about the work we are doing to accomplish this can be found in the *Help and Information* section of our website. We regularly review our standards, updating the *At Your Service* leaflet annually. Each year we also want you, our customers, to be aware of how we perform and our standards and results for the past year are reported in the table on the facing page.

Your Views matter

Your feedback is always important to us and any comments received through the feedback@cwgc.org email address, our regular surveys and other means are always read and, where appropriate, investigated. We are extremely grateful to everyone who takes

part in our surveys, the results of which help improve the service we provide to you.

Our customer satisfaction levels remains high and following our annual customer service survey, a benchmark exercise placed us in the top 8% of the 805 organisations measured, with a *Satisfaction Index*[™] of 89.9%, an increase of 3.5% on last year.

Thank you so much for your continued appreciation of our service. This is proven by the increasingly high number of compliments we receive each year. This year in particular, over 65% of our compliments specifically thanked our staff for the service they provide to you from all parts of the world. Knowing that the efforts we make are appreciated helps make our work worthwhile.

This year, following feedback received from you we have:

- *Introduced new features in the monthly e-newsletter. Recent additions include personal stories, provided by our readers, on a wide variety of topics; a 'Battle of the Month' feature compiled by the Western Front Association and a photographic competition. The newsletter now has almost 7,500 recipients and receives regular compliments. To sign up please go to www.cwgc.org/newsletter.htm*
- *Added more video reports to our website, enabling the Commission to provide you with more detailed information about our work and recent activities.*

- *Returned our climate change demonstration site at Railway Chateau Cemetery, Belgium to a traditional lawn cemetery, following your comments. The trials of drought-tolerant plants and grasses underway at this and three other cemeteries are continuing as part of a five year project.*

Please do continue to let us have your comments and suggestions in order for us to maintain and improve our service to you.

Answering your concerns

The Commission received over 21,507 enquiries last year from around the world, of which only 51 were complaints. This figure is less than 0.23% of all the enquiries received by us during the year. Your suggestions and complaints are always taken seriously and are instrumental in improving the way we work and the services we deliver.

Owing to the nature of the Commission's work, the complaints received are wide-ranging. A selection of the most common concerns and the changes implemented are outlined below.

Website and Search our Records database

- Many specific suggestions regarding our website and search facility continue to be received. We are currently redeveloping our website to include a more extensive search facility, which we plan to introduce by the end of 2011.

Difficulty reading a headstone or memorial panel

- Many of our headstones and structures are nearly 90 years old, and a major re-engraving programme is now underway to ensure that as many as possible of these headstones and panels continue to be legible.

Enquiries correspondence

- Additional resources and a review of our systems have ensured our response times are now well within our service standards. We carry out monthly spot checks on our responses to ensure our standards are met.

Cemetery maintenance and horticulture

- Comments and complaints tend to refer to individual cemeteries, which upon investigation are generally owned and maintained by other organisations. All feedback is thoroughly investigated and systems are in place to ensure that, where possible, each site is maintained to the standards that both the Commission and visitors would expect. The views received from you in our recent survey on horticulture have been instrumental in reinforcing our horticultural standards around the world.

Please do continue to provide us with feedback. Further information can be found at www.cwgc.org/informationandservice.htm

Item	Customer Service Standards	Achievement against our standards 1 August 2010 to 31 July 2011
1	We will deal with all enquiries promptly, efficiently and politely, fairly and sensitively and provide you with clear and helpful information.	Spot checks of our enquiries by letter, phone and email showed that this was done in the vast majority of cases examined.
2	We will acknowledge all written enquiries within two days of receipt.	Spot checks of our files showed that this was done in all cases examined. In 100% of cases this was actually done on the day of receipt.
3	We will answer all letter and email enquiries within 20 working days of receipt.	The last spot check (July 2011) showed that enquiries were being answered within eight days of receipt.
4	We will answer all phone calls within 20 seconds.	Spot checks of our phone lines showed that this was done in 100% of all cases examined.
5	We will acknowledge all complaints within five days of receipt.	Reviewing the complaints log showed that 100% of the issues raised were acknowledged within the required timescale, usually on the day of receipt.
6	We will reply to all complaints within 10 days of receipt.	Reviewing the complaints log showed that 100% of complaints were replied to within the required timescale, usually within 10 days of receipt.
7	We will achieve an overall service customer satisfaction target of 85% in our annual Customer Service Survey.	89.9% of the 300 people who completed the survey expressed the view that they were well satisfied or very satisfied with the Commission's service.



The Commission's Finances

Modernising Our Accounts

The Commissioners have decided to take steps to modify our Annual Accounts so that they reflect best practice in financial reporting in the charities sector in the UK. This reflects the recognition of the importance of demonstrating value for money and sound financial management at a time of financial constraint for our Member Governments.

These changes are being effected in two stages: in this first stage, the Accounts for 2011 have been computed in accordance with existing policies, but the layout and disclosure notes are now in line with best practice. The second stage will not be completed until the 2012 Accounts and will introduce new policies for the accounting of capital assets, agency expenditure, inventory and foreign employment liabilities: all changes reflect best practice and have been agreed by the Audit Committee in full consultation with our external auditors.

The Annual Accounts for the Imperial War Graves Endowment Fund have been prepared on an unchanged basis.

Our Accounts

The 2011 Accounts show income of £61.7m, an increase of 4.1% on the previous year. General Purposes expenditure exceeded income by £0.54m in the year (exclusive of a £2.4m pension adjustment), but this was largely planned and reflected surpluses accumulated in the previous year from programme slippage.

Agency expenditure is shown with a surplus of £0.28m in the year, but this relates to slippage on programmes which will now come through in 2011/12. New Agency income in the year included £0.93m for the last year of the Fromelles project, £0.20m for the South African memorial at Delville Wood (on the Somme), £0.20m from the MoD for the last year of the South African War Project and £0.08m for the Island of Ireland Peace Park at Messines.

The balance sheet shows net current assets of £1.3m, down from £1.5m in 2010 and total Commission Funds of £3.2m, up from £0.9m in 2010 and reflecting the elimination of the £2.4m pension deficit from 2010.

The accounts of the Endowment Fund show income of £0.83m of dividends and interest, of which £0.75m was transferred to the Commission. The underlying investment value increased by £1.27m in the year (5.4%), reflecting the continued recovery from the losses of 2008.

Our Auditors

Our internal auditors – PKF – have endorsed formally the Statement of Internal Control now shown in the Accounts. Our external auditors – Grant Thornton – have given a “Presents Fairly” opinion on our accounts.

Financial Challenges

The Commission continues to face pressures in the maintenance of its sites and memorials, many of which are now over 90 years old,

compounded by political uncertainties in some countries. To meet these challenges, the staff of the Commission will strive to generate an increasing level of efficiencies to address these issues. There is now a comprehensive programme to overhaul all of our performance management processes and we are rising to the challenge.

Percentages of contributions being made by partner governments

Government	Percentage
United Kingdom	78.43
Canada	10.07
Australia	6.05
New Zealand	2.14
South Africa	2.11
India	1.20
TOTAL	100.00

Financial statements for year ended 31 March 2011

Independent Auditors Report to the Members of the Commonwealth War Graves Commission

We have examined the summary financial statements of the Commonwealth War Graves Commission for the year ended 31 March 2011 which comprises the Summary Statement of Financial Activities and Summary Balance Sheet.

Respective responsibilities of the commissioners and auditor

The Commissioners are responsible for the annual report in accordance with the Commission's Charter of Incorporation and Supplemental Charter and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Our responsibility is to report to you our opinion on the consistency of the summary financial statement within the annual report with the full annual financial statements.

We also read the other information contained in the annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summary financial statements.

Our report on the commission's full annual financial statements describes the basis of our audit opinion on those financial statements.

Opinion

In our opinion the summary financial statements are consistent with the full annual financial statements of the Commonwealth War Graves Commission for the year ended 31 March 2011.

Basis of Accounting

The financial statements are prepared to assist the Commissioners in complying with the financial reporting provisions of the Commissions' Charter of Incorporation and Supplemental Charter. As a result the financial statements may not be suitable for another purpose other than presentation of the financial statements in accordance with the Commission's Charter of Incorporation and Supplemental Charter.

Grant Thornton UK LLP
Statutory Auditor, Chartered Accountants

London
14 September 2011

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2011

	General Purposes 2011 £	Special & Agency Purposes 2011 £	Restricted Funds 2011 £	Total 2011 £	Total 2010 £
Incoming resources					
Funds received for general purposes	55,352,680	-	-	55,352,680	52,526,198
Funds received for special & agency purposes	-	5,992,177	-	5,992,177	6,362,507
Other incoming resources	150,040	-	-	150,040	119,967
Donations	-	-	55,991	55,991	98,026
Investment income	90,940	-	101,108	192,048	175,026
Total incoming resources	55,593,660	5,992,177	157,099	61,742,936	59,281,724
Resources expended					
Expenditure in respect of charter activities	(51,770,389)	-	-	(51,770,389)	(47,567,332)
Expenditure in respect of special & agency purposes	-	(5,704,583)	-	(5,704,583)	(6,858,209)
Capital expenditure	(3,593,672)	-	-	(3,593,672)	(3,908,218)
Governance costs	(169,678)	-	-	(169,678)	(190,588)
Investment costs	-	-	(101,108)	(101,108)	(90,062)
Total resources expended	(55,533,739)	(5,704,583)	(101,108)	(61,339,430)	(58,614,409)
Net incoming resources for the year before other recognised gains and losses	59,921	287,594	55,991	403,506	667,315
Other recognised gains/(losses):					
Unrealised gain on investments	-	-	75,845	75,845	362,509
Actuarial gain/(loss) on defined benefit pension scheme	1,800,000	-	-	1,800,000	(2,900,000)
	1,800,000	-	75,845	1,875,845	(2,537,491)
Net movement in funds	1,859,921	287,594	131,836	2,279,351	(1,870,176)
Reconciliation of funds					
Net movement in funds	1,859,921	287,594	131,836	2,279,351	(1,870,176)
Total funds brought forward	(982,489)	124,161	1,805,045	946,717	2,816,893
Total funds carried forward	877,432	411,755	1,936,881	3,226,068	946,717

BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2011

	General Purposes 2011 £	Special & Agency Purposes 2011 £	Restricted Funds 2011 £	Total 2011 £	Total 2010 £
Fixed assets					
Investments	-	-	1,936,881	1,936,881	1,805,045
Current assets					
Debtors	1,441,995	100,000	-	1,541,995	1,833,394
Cash at bank and in hand	13,753,201	311,755	-	14,064,956	12,188,288
	15,195,196	411,755	-	15,606,951	14,021,682
Creditors: amounts falling due within one year	(14,317,764)	-	-	(14,317,764)	(12,480,010)
Net current assets	877,432	411,755	-	1,289,187	1,541,672
Net assets excluding pension scheme asset	877,432	411,755	1,936,881	3,226,068	3,346,717
Defined benefit pension scheme liability	-	-	-	-	(2,400,000)
Net assets including pension scheme asset	877,432	411,755	1,936,881	3,226,068	946,717
Funds of the Commission					
Working balance	900,000	-	-	900,000	900,000
Carried forward balance	(22,568)	411,755	1,936,881	2,326,068	2,446,717
Pension reserve	-	-	-	-	(2,400,000)
	877,432	411,755	1,936,881	3,226,068	946,717

The financial statements were approved by the Commission on 14 September 2011

Lieutenant-General Sir Alistair Irwin Vice-Chairman Alan Pateman-Jones Secretary

Imperial War Graves Endowment Fund

Independent Auditors Report to the Members of the Imperial War Graves Endowment Fund

We have examined the summary financial statements of the Imperial War Graves Endowment Fund for the year ended 31 March 2011 which comprises the Summary Revenue Account and Summary Balance Sheet.

Respective responsibilities of the trustees and auditor

The Trustees are responsible for the annual report in accordance with the Royal Charter of Incorporation of the Fund and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Our responsibility is to report to you our opinion on the consistency of the summary financial statement within the annual report with the full annual financial statements.

We also read the other information contained in the annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summary financial statements.

Our report on the Fund's full annual financial statements describes the basis of our audit opinion on those financial statements.

Opinion

In our opinion the summary financial statements are consistent with the full annual financial statements of the Imperial War Graves Endowment Fund for the year ended 31 March 2011.

We have not considered the effects of any events between the date on which we signed our report on the full financial statements 23 June 2011 and the date of this statement.

Basis of Accounting

The financial statements are prepared to assist the Trustees in complying with the financial reporting provisions of the Royal Charter of Incorporation of the Fund. As a result the financial statements may not be suitable for another purpose other than presentation of the financial statements in accordance with the Royal Charter of Incorporation of the Fund.

Grant Thornton UK LLP
Statutory Auditor, Chartered Accountants

London
23 June 2011

REVENUE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2011

	2011	2010
	£	£
Income		
Dividends and interest	832,176	887,228
Expenditure		
Fees and charges	<u>(77,250)</u>	<u>(63,846)</u>
Net income payable to the Commonwealth War Graves Commission	<u>754,926</u>	<u>823,382</u>
Accumulated fund		
Balance at 1 April	23,342,697	17,572,637
Gain on realisation and revaluation of investments	<u>1,270,794</u>	<u>5,770,060</u>
Balance at 31 March	<u>24,613,491</u>	<u>23,342,697</u>

BALANCE SHEET AT 31 MARCH 2011

	2011	2010
	£	£
Accumulated fund	<u>24,613,491</u>	<u>23,342,697</u>
Represented by:		
Investments	24,613,491	23,342,697
Debtors	94,262	109,191
Balance at bank	<u>185,377</u>	<u>144,072</u>
	24,893,130	23,595,960
Less:		
Liability to the Commonwealth War Graves Commission	<u>(279,639)</u>	<u>(253,263)</u>
	<u>24,613,491</u>	<u>23,342,697</u>

The financial statements were approved and signed by the Trustees on 23 June 2011.

Julian Cazalet
Mr Stephen Burley **Trustees**
Admiral Sir Ian Garnett KCB

War Graves and Memorials in the Commission's Care

Country or Territory	Commonwealth Identified	Commonwealth Unidentified	Other Nationalities	Non War Graves	Burial Grounds	Commonwealth War Dead Commemorated on Memorials	Total Commonwealth War Dead Commemorated by name (Cols 2 & 7)
Albania	47	0	0	0	2	0	47
Algeria	2,041	122	34	71	13	0	2,041
Antigua	2	0	0	0	1	0	2
Argentina	15	0	0	3	2	0	15
Australia	11,529	15	874	8	883	1,036	12,565
Austria	583	16	3	58	2	0	583
Azerbaijan	0	0	0	0	0	47	47
Azores	51	1	1	1	3	0	51
Bahamas	51	0	0	3	2	9	60
Bahrain	0	0	0	105	2	0	0
Bangladesh	1,415	27	46	5	3	0	1,415
Barbados	23	0	2	0	9	0	23
Belgium	102,583	48,581	3,927	58	615	102,483	205,066
Belize	10	0	0	11	1	40	50
Bermuda	140	0	0	2	12	0	140
Botswana	0	0	0	0	0	162	162
Brazil	25	0	0	1	5	0	25
British Indian Ocean Territory	9	0	0	0	1	0	9
British Virgin Islands	0	0	0	1	1	0	0
Bulgaria	240	3	1	12	2	0	240
Cameroon	47	0	0	4	4	0	47
Canada	14,317	11	302	1	2,814	4,121	18,438
Canary Islands	1	0	0	0	1	0	1
Cape Verde	9	0	0	0	1	0	9
Chad	4	0	0	0	1	0	4
Chile	5	0	0	0	5	0	5
China, (including Hong Kong)	1,828	620	82	1,963	22	4,578	6,406
Congo	29	0	0	0	1	0	29
Congo (Dem. Rep.)	22	0	0	0	6	8	30
Costa Rica	1	0	0	0	1	0	1
Cote d' Ivoire	0	6	0	0	1	0	0



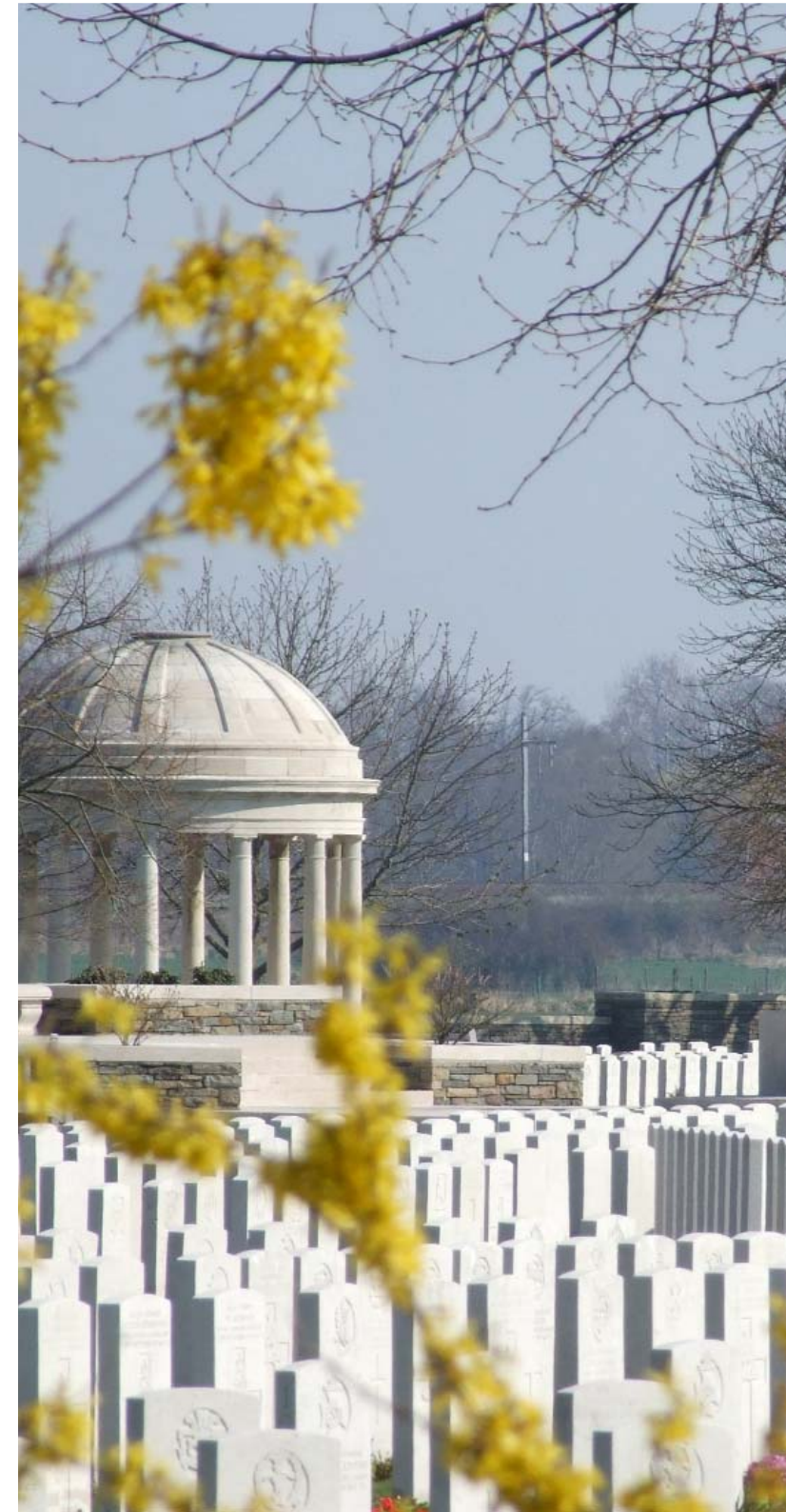


War Graves and Memorials in the Commission's Care

Country or Territory	Commonwealth Identified	Commonwealth Unidentified	Other Nationalities	Non War Graves	Burial Grounds	Common- wealth War Dead Commemo- rated on Memorials	Total Common- wealth War Dead Commemo- rated by name (Cols 2 & 7)
Croatia	2	0	0	0	2	0	2
Cuba	3	0	0	0	1	0	3
Cyprus	321	3	6	606	9	58	379
Czech Republic	223	34	8	0	2	0	223
Denmark	999	117	26	0	130	0	999
Djibouti	13	0	0	0	1	0	13
Dominica	3	0	0	0	2	0	3
Egypt	24,651	1,335	1,608	4,552	24	27,804	52,455
Equatorial Guinea	10	0	0	0	1	0	10
Eritrea	953	49	6	25	5	0	953
Estonia	15	0	0	1	2	0	15
Ethiopia	409	12	3	60	4	0	409
Falkland Islands	33	0	0	21	1	0	33
Faroe Islands	56	3	0	2	4	0	56
Fiji	75	0	0	3	2	34	109
France	357,083	116,561	15,326	524	2,918	217,862	574,945
Gambia	199	4	3	10	1	70	269
Germany	31,750	1,372	242	4,822	48	25	31,775
Ghana	612	3	8	57	7	1,220	1,832
Gibraltar	653	2	34	1	2	99	752
Greece	12,397	2,359	509	1,110	31	5,671	18,068
Grenada	4	1	0	0	2	0	4
Guatemala	1	0	0	0	1	0	1
Guinea	2	0	0	0	2	0	2
Guyana	6	0	0	7	1	18	24
Honduras	1	0	0	0	1	0	1
Hungary	173	3	38	0	3	0	173
Iceland	232	2	9	8	6	0	232
India	10,996	521	77	203	23	51,149	62,145
Indonesia	2,607	657	187	10	6	444	3,051
Iran	552	13	25	14	2	3,590	4,142
Iraq	13,043	9,376	249	1,164	15	41,113	54,156

War Graves and Memorials in the Commission's Care

Country or Territory	Commonwealth Identified	Commonwealth Unidentified	Other Nationalities	Non War Graves	Burial Grounds	Commonwealth War Dead Commemorated on Memorials	Total Commonwealth War Dead Commemorated by name (Cols 2 & 7)
Ireland, Republic of	2,945	53	3	15	661	154	3,099
Israel and Palestine (including Gaza)	11,993	2,581	1,585	749	30	3,677	15,670
Italy	44,785	1,911	70	156	123	4,470	49,255
Jamaica	153	0	23	1	8	82	235
Japan	1,718	94	80	173	3	20	1,738
Jordan	0	0	0	64	1	0	0
Kenya	4,183	77	32	316	31	4,023	8,206
Latvia	32	4	0	0	1	0	32
Lebanese Republic	1,705	12	75	9	6	0	1,705
Lesotho	0	0	0	0	0	996	996
Liberia	12	0	0	0	2	0	12
Libya	7,056	1,460	265	557	6	0	7,056
Lithuania	2	0	0	0	1	0	2
Luxembourg	26	0	3	0	8	0	26
Macedonia, Republic of	118	6	0	0	1	0	118
Madagascar	311	3	1	0	1	0	311
Madeira	6	0	0	1	1	0	6
Malawi	209	2	10	12	6	125	334
Malaysia	2,320	2,655	1	2,153	34	2,294	4,614
Maldives	0	0	0	0	0	70	70
Mali	3	0	0	0	2	0	3
Malta	3,376	9	219	3,689	13	2,350	5,726
Martinique	1	0	0	0	1	0	1
Mauritania	5	0	0	0	1	0	5
Mauritius	37	0	0	74	4	57	94
Monaco	2	0	0	0	1	0	2
Morocco	61	2	2	7	5	0	61
Mozambique	185	7	1	1	6	93	278
Myanmar (Burma)	10,945	1,080	622	12	5	26,904	37,849
Namibia	427	0	217	0	40	0	427
Nepal	1	0	0	0	1	0	1



Bedford House Cemetery, Belgium



War Graves and Memorials in the Commission's Care

Country or Territory	Commonwealth Identified	Commonwealth Unidentified	Other Nationalities	Non War Graves	Burial Grounds	Commonwealth War Dead Commemorated on Memorials	Total Commonwealth War Dead Commemorated by name (Cols 2 & 7)
Netherlands	18,270	1,262	281	11	475	1,030	19,300
Netherlands Antilles	11	0	0	0	3	0	11
New Caledonia	242	4	0	0	1	449	691
New Zealand	2,909	1	2	0	438	569	3,478
Nigeria	983	29	38	77	32	3,669	4,652
Norfolk Island	4	0	0	0	1	0	4
Norway	955	193	2	7	74	0	955
Oman	2	0	0	48	4	0	2
Pakistan	999	0	0	0	2	570	1,569
Panama	15	0	0	1	1	0	15
Papua New Guinea	6,150	1,646	3	4	7	2,280	8,430
Peru	6	0	0	0	1	0	6
Philippines	2	0	0	0	2	0	2
Poland	1,131	54	34	25	3	44	1,175
Portugal	51	0	0	8	5	0	51
Puerto Rico	1	0	0	0	1	0	1
Romania	170	8	0	1	3	0	170
Russian Federation	365	4	7	4	5	242	607
Samoa	12	0	0	0	1	0	12
San Marino	2	0	0	0	1	0	2
Saudi Arabia	1	0	0	0	1	0	1
Senegal	23	0	0	0	2	0	23
Serbia	493	16	18	11	3	0	493
Seychelles	76	0	0	0	1	289	365
Sierra Leone	444	9	22	135	4	1,391	1,835
Singapore	4,458	858	25	1,442	4	24,676	29,134
Society Islands	4	0	0	0	1	0	4
Solomon Islands	5	0	0	0	1	0	5
Somalia							
(including Somaliland)	280	22	3	20	2	317	597
South Africa	8,311	20	135	22,959	809	130	8,441
Spain	108	6	2	9	19	0	108



Nord-Sel Churchyard, Norway

India, Pakistan and Bangladesh have identical Memorials to the Missing in the Bombay and Chittagong 1939-1945 Memorials, each commemorating the same 6,469 casualties, and the Delhi and Karachi 1939-1945 Memorials, each commemorating the same 25,866 casualties. The statistics are quoted only within the commemoration figures for INDIA.

Tanzania and Kenya have identical Memorials to the Missing in the Dar es Salaam, the Mombassa and the Nairobi African Memorials, each commemorating the same 49,572 casualties. The statistics are quoted only within the commemoration figures for TANZANIA.

War Graves and Memorials in the Commission's Care

Country or Territory	Commonwealth Identified	Commonwealth Unidentified	Other Nationalities	Non War Graves	Burial Grounds	Commonwealth War Dead Commemorated on Memorials	Total Commonwealth War Dead Commemorated by name (Cols 2 & 7)
Sri Lanka	1,653	11	60	273	10	344	1,997
St. Christopher and Nevis	2	0	0	1	1	0	2
St. Helena and Ascension Island	21	2	0	0	2	0	21
St. Lucia	44	0	0	4	1	0	44
St. Vincent	18	0	0	4	6	0	18
Sudan	395	0	19	428	1	1,346	1,741
Swaziland	0	0	0	5	1	77	77
Sweden	149	47	0	0	11	0	149
Switzerland	136	0	0	0	1	0	136
Syria	1,274	132	20	0	2	10	1,284
Tanzania	3,271	87	167	10	12	51,655	54,926
Thailand	6,323	188	2,209	1	2	11	6,334
Togo	1	0	0	0	1	0	1
Tonga	3	0	0	0	2	0	3
Trinidad and Tobago	105	0	1	3	1	40	145
Tunisia	7,750	810	5	12	11	1,954	9,704
Turkey (including Gallipoli)	9,487	13,461	29	148	38	27,192	36,679
Uganda	373	2	2	6	10	127	500
Ukraine	2	0	0	0	2	0	2
United Arab Emirates	0	0	0	12	1	0	0
United Kingdom, Channel Islands and Isle of Man	171,174	1,412	10,803	3,071	12,336	134,302	305,476
United States of America	1,011	4	22	8	487	0	1,011
Uruguay	8	1	0	0	1	0	8
Vanuatu	2	0	0	0	1	0	2
Venezuela	1	0	0	0	1	0	1
Yemen	297	3	11	515	2	76	373
Zambia	70	0	1	0	1	661	731
Zimbabwe	542	8	13	54	21	132	674
Totals	936,316	212,085	40,779	52,813	23,551	760,539	1,696,855

Breakdown of Numbers of War Dead by Forces

Forces	1914-1918 War		1939-1945 War		Both Wars		Total Commemorated
	Identified Burials	Commemorated on Memorials	Identified Burials	Commemorated on Memorials	Identified Burials	Commemorated on Memorials	
United Kingdom & Colonies	477,927	409,821	244,734	138,949	722,661	548,770	1,271,431
Undivided India	8,076	66,113	18,218	68,813	26,294	134,926	161,220
Canada	45,477	19,511	37,297	8,070	82,774	27,581	110,355
Australia	38,703	23,283	28,416	12,087	67,119	35,370	102,489
New Zealand	11,760	6,291	9,042	2,888	20,802	9,179	29,981
South Africa	6,647	2,830	10,019	1,883	16,666	4,713	21,379
Totals	588,590	527,849	347,726	232,690	936,316	760,539	1,696,855

There are 212,085 unidentified Commonwealth war burials, (187,682 from the First World War and 24,403 from the Second World War), this brings the total Commonwealth war burials to 1,148,401.

Of the many civilians of the Commonwealth whose deaths were due to enemy action in the 1939-1945 War, the names of some 67,092 are commemorated in the Civilian War Dead Roll of Honour, located near St. George's Chapel in Westminster Abbey, London.

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as at 31 July 2011

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Admiral Sir IAN GARNETT KCB
(Lieutenant-General Sir ALISTAIR IRWIN KCB CBE
with effect from 1 August 2011)

Secretary

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SUPERANNUATION SCHEME**

as at 31 July 2011

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PHILIP NOAKES

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ALAN PATEMAN-JONES

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(SUE KETTLE with effect from 1 September 2011)

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