



SLOVENSKI STANDARD
SIST EN 15017:2006
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Pogrebne storitve – Zahteve

Funeral Services - Requirements

Bestattungsdienstleistungen - Anforderungen

Services funéraires - Exigences

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Ta slovenski standard je istoveten z: EN 15017:2005

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English Version

Funeral Services - Requirements

Services de pompes funèbres - Exigences

Bestattungs-Dienstleistungen - Anforderungen

This European Standard was approved by CEN on 29 August 2005.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36 B-1050 Brussels

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Foreword

This European Standard (EN 15017:2005) has been prepared by Technical Committee CEN/TC BT/TF 139 “Funeral Services”, the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by April 2006, and conflicting national standards shall be withdrawn at the latest by April 2006.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

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Introduction

This European Standard:

- assures quality in funeral services including the highest respect for the deceased and bereaved and with respect for local regulations in force;
- is intended to make funeral-related services and facilities and the underlying pricing principles transparent for the consumer;
- contains framework recommendations, which duly consider the different provisions of national funeral laws and the traditions of ethical, cultural and regional funeral rites as well as hygienic and environmental considerations;
- lays down corresponding services as well as the information requirements to be fulfilled by the funeral director;
- outlines the profile of vocational qualifications and further educational training of funeral directors and other funeral personnel.

This European Standard is based upon the following ethical rules:

- ethical and professional relationship with client families;
- sincere respect for all the beliefs and customs of the families;
- right of the person(s) making the funeral arrangements to choose the funeral director and to decide between burial or cremation;
- right of the families to be informed of the estimated total cost of the funeral;
- complete confidentiality assured at all times, subject only to legal requirements;
- honesty, loyalty and integrity of funeral personnel in the performance of their duties;
- strict observance of all applicable laws, rules and regulations concerning the profession, both national and international;
- objective, honest and sensitive publicity;
- continuous effort to bring funeral professional knowledge to a higher level;
- integrity in the relationship with colleagues, national as well as international.

1 Scope

This European Standard sets out the requirements for the provision of funeral services.

This European Standard does not apply to product-related technical requirements. Occupational health and safety requirements are not covered by this European Standard.

2 Terms and definitions

For the purposes of this European Standard, the following terms and definitions apply:

2.1

Bereavement care

comprehensive term covering the offer of services intended to help the bereaved cope with the loss in material and psychological terms

2.2

Burial

interment of human remains

2.3

Ceremony hall

special area for the performance of a mourning ceremony

2.4

Columbarium

area where contained ashes can be stored in niches

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2.5

Consultation

establishment of the wishes of the client, suggestions regarding products and services to be delivered and their costs

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2.6

Consultation on the pre-arrangements of funerals

elaboration of an individual proposal regarding the deliveries and services for a future funeral, including its financing

2.7

Cortege

procession of people who are walking and/or riding to a funeral

2.8

Cosmetic application

superficial corrections, covering, and enhancement of the natural features of the deceased

2.9

Cremation

entire procedure of incineration of the deceased

2.10

Cremation services

any services pertaining to the cremation process

2.11

Crematorium

building fitted with appliances for the purpose of exclusively burning human remains, including everything incidental or ancillary thereto and with a public area, which allows a dignified farewell ceremony

NOTE The building is often equipped with a viewing room, and possibly with refrigeration facilities.

2.12

Embalming/Thanatopraxy

process of effecting the temporary preservation of the deceased

2.13

Encoffining

placing of the deceased in a coffin/casket

2.14

Exhumation

Removal of human remains, in whatever form, from the place where they are interred

2.15

Final settlement

comparison of the invoiced amount and the amounts received in the form of death allowances and insurance benefits and calculation of the credit or debit balance

2.16

Funeral director

qualified person responsible for carrying out funeral services

2.17

Funeral personnel

persons working in funeral services and appropriately trained and skilled to fulfil the general and specific requirements of the tasks concerned

2.18

Gravedigger

person who possesses the capacities essential for safely digging and filling in graves and who also may be competent for handling coffins and human remains in the context of exhumation

2.19

Gravedigging

manual or mechanical opening, reopening, preparing and/or closing of a grave, vault or mausoleum, including the memorials and facing structure(s)

2.20

Hygienic material used in the handling of deceased

materials, products and instruments which, through their disinfectant and protective effect, counteract a potential health hazard for persons coming into contact with the deceased

NOTE Information on the hygienic material used is communicated to all members of the personnel in a Health and Safety policy.

2.21

Identification room

room where the deceased person's identity is checked and confirmed

2.22

(Initial) care of the deceased

measures for short-term laying out at the place of death and preparation for collection

2.23

Invoicing

statement of own and third-party products and services with their prices, including value-added tax if applicable, as well as the fees and disbursements to be paid, together with the terms of settlement

2.24**Mortuary**

specific place suited for the temporary storage of the deceased

2.25**Obituaries**

drafting and publication of death notices and mourning letters as well as other textual or electronic notices

2.26**Officiant**

person who performs the funeral tribute

2.27**Pallbearers**

persons physically able to bear the coffin during ceremonies or funeral operations

2.28**Period of peace**

minimum length of time allowed to re-use the grave

2.29**Pre-arrangements of funerals**

contractual arrangements by which a person determines the detailed organisation of a future funeral

2.30**Preliminary advice on the pre-arrangements of funerals**

information on the purpose and form of funeral pre-arrangements

2.31**Preliminary information**

information about the various types of funerals, the procedures involved and the financing of the funeral

2.32**Preparation of the deceased**

measures to prepare the deceased as required

NOTE This service also includes auxiliary services, such as washing, disinfecting, undressing and dressing. Temporary hygienic treatment (thanatopractic treatment, embalming) or conservation measures are not included.

2.33**Preparation room**

place especially equipped for the preparation and encoffining of the deceased

2.34**Presentation**

preparation of the coffin and handling of the deceased by persons duly qualified and physically able for this task prior to the relatives bidding farewell to the deceased

2.35**Qualified person**

qualified person, as defined by this European Standard, is a person who has the personal aptitude, has received a recognised form of training, and has acquired the necessary vocational experience to carry out funeral services on a comprehensive basis

2.36**Reburial**

transfer of human remains from one place of burial to another

2.37

Restorative treatment

measures to restore the life-like appearance of the traumatised deceased

2.38

Scattering

distribution of cremated remains either manually or mechanically into the ground or over land or sea

2.39

Submission of a quotation

statement of products, fees and services and their calculated prices, including value-added tax, if applicable

2.40

Temporary preservation treatment

measures to inhibit the processes of decomposition

2.41

Transfer/Removal

moving of a deceased person from one place to another prior to the funeral

2.42

Transport

any national or international movement by road, train, sea or air of a deceased person, excluding cremated remains, which is necessary between the time of death and the time of final disposal

2.43

Urn burial

interment of the urn into an earth grave, burial at sea or placing of the urn in a columbarium

2.44

Viewing room

suitable room for the bereaved to view the deceased

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3 Requirements

3.1 Funeral personnel

Management shall ensure that funeral personnel receive regular training. Funeral personnel shall have the skills and experience to deal with deceased persons and their relatives. One member of the funeral personnel shall be a supervisor. Funeral personnel shall behave in a respectful manner.

Funeral personnel shall be properly trained and suitable for the task and shall observe an appropriate dress code. Funeral personnel shall show due respect for the social, religious and cultural beliefs of the deceased and the client.

Where possible the training shall lead to a diploma or the experience of the personnel shall be approved by a recognised organisation.

3.2 Complaints handling procedures

The management and/or the professional organisation shall have a procedure in place for handling complaints from customers.

3.3 Monitoring system

A system of monitoring the quality of the services is recommended.

3.4 Care of the deceased and hygienic measures

3.4.1 Care of the deceased

3.4.1.1 General

The care of the deceased, carried out by the funeral personnel, shall be performed in accordance with the following procedures.

If requested, designated persons, e.g. relatives or bereaved, shall be allowed to assist in the procedures, but they shall be advised if this is recommendable/appropriate.

3.4.1.2 Management obligations

Management shall ensure that legal requirements have been met prior to any further actions.

3.4.1.3 Practical procedures

Initial care-taking shall comprise:

- undressing;
- removal and listing of personal effects;
- ensuring that all bandages, cannulae and medical implants have been removed;
- washing and superficial disinfection of the deceased (circumstances permitting);
- packing of bodily orifices, relieving of rigor mortis as much as possible;
- shaving (if appropriate);
- replacing dentures;
- closing of eyes and mouth;
- combing and hair-dressing.

While these activities are being performed, the deceased should be covered appropriately.

Implants that could be dangerous for staff or equipment of the crematorium have to be removed by authorized and qualified persons.

NOTE Deactivation of defibrillators is necessary before removal.

If it is desired and possible, the deceased can be kept at home for an appropriate period of time.

3.4.1.4 Dressing of the deceased

The deceased shall be handled with due care and deference. Compliance with legal requirements regarding clothing shall be ensured before the deceased is dressed. Care shall be taken to prevent soiling by body fluids.

3.4.2 Encoffining

The encoffining, performed by the funeral personnel, shall be carried out in accordance with the following procedures. If requested, designated persons, e.g. relatives or bereaved, shall be allowed to assist in the procedures, but they shall be advised if this is recommendable/appropriate.

As a rule and if no lifting equipment is available, the deceased shall be adequately supported (by at least two persons) around the head and shoulders, the pelvis, and the legs, lifted up and carefully placed in the coffin. As far as possible, the deceased should be laid out straight in the coffin. Care shall be taken to position the head correctly on the cushion. The coverlet, if provided, shall be spread out over the deceased to cover from chest to feet. The hands shall be positioned according to the wishes of the client.

3.4.3 Embalming/Thanatopraxy

3.4.3.1 Methodology

Embalming/Thanatopraxy shall be performed by means of arterial injection under pressure of suitable preservative materials (e. g. embalming fluid) into the arterial system or cut arteries if an autopsy has been performed. It is essential to achieve complete saturation of the tissues with the preservative solution. Drainage shall be effected from the venous system or right atrium of the heart. In the case following autopsy, the drainage shall be via the cut veins after which the liquid is removed from the body cavities. This shall be supplemented by aspiration of the trunk cavities to remove body and other fluids and the injection of preservative chemical into these regions to treat tissues not supplied by the initial injection. The preservative materials shall be such that they will not cause undue discoloration or dehydration.

3.4.3.2 Education

3.4.3.2.1 Qualification

Embalming or Thanatopraxy courses shall consist of study in theory and practical knowledge in accordance with a nationally recognised syllabus.

3.4.3.2.2 Theory examination

Students shall be required to achieve a pass grade in the Theory examination before attempting the practical examination.

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3.4.3.2.3 Practical experience

Practical experience shall include training in all types of subject including autopsied and non-autopsied cases.

3.4.3.2.4 Examination

An independent board of examiners shall provide the examination services and shall issue a diploma to all successful candidates.

3.4.3.2.5 Recognition

Embalming/Thanatopraxy shall be performed exclusively by duly qualified persons having completed the requisite training and where possible having a recognised qualification or State diploma where this exists.

NOTE A recognised diploma is one that is approved by a national state authority or recognised national funeral/embalming organisation. In-house qualifications that have not been subject to totally independent examination or assessment are not acceptable.

3.4.3.3 Embalming/Thanatopraxy consent

The Embalming/Thanatopraxy process may only be carried out after the completion of all legal procedures and the consent of the client.

3.4.3.4 Facilities

Preferably, Embalming/Thanatopraxy shall be effected in a room especially provided for these purposes as laid out under 3.6.1.1.5 and should include the preparation of the remains as under 3.4.3.1.