



SLOVENSKI STANDARD
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Pogrebne storitve - Zahteve

Funeral Services - Requirements

Bestattungs-Dienstleistungen - Anforderungen

Services funéraires - Exigences

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Funeral Services - Requirements

Services funéraires - Exigences

Bestattungs-Dienstleistungen - Anforderungen

This draft European Standard is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/TC 448.

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COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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Contents

	Page
European foreword.....	6
Introduction	7
1 Scope	8
2 Normative references	8
3 Terms and definitions.....	8
4 Ethical values	13
5 Education.....	14
5.1 General	14
5.2 Funeral director.....	15
5.2.1 Responsibilities.....	15
5.2.2 Qualification/Evaluation	15
5.2.3 Minimum educational units.....	15
5.3 Funeral personnel.....	15
5.3.1 Responsibilities.....	15
5.3.2 Qualification/Evaluation	16
5.3.3 Educational units.....	16
5.4 Embalming or thanatopraxy.....	16
6 Advisory services.....	16
6.1 Prerequisites.....	16
6.2 Introductory advice and information	17
6.3 Advice on the ceremony	19
6.3.1 Obituaries.....	19
6.3.2 Printed and electronic items.....	19
6.3.3 Organization of the funeral ceremony.....	19
6.3.4 Funeral ceremony conducted by religious or secular officiant(s).....	19
6.3.5 Music	20
6.3.6 Post-funeral advisory and support services.....	20
6.4 Services and cost.....	20
6.5 Preneed and prepaid funeral.....	21
6.5.1 General	21
6.5.2 Preliminary contact.....	22
6.5.3 Consultation	22

6.5.4	Financing.....	22
6.5.5	Conclusion of the agreement	22
7	Funeral facilities.....	23
7.1	General.....	23
7.2	Rooms and areas	23
7.2.1	General.....	23
7.2.2	Preparation Areas.....	23
7.2.3	Cooling/refrigeration	24
7.2.4	Public area.....	24
7.2.5	Administration.....	25
7.3	Equipment and Working materials.....	25
7.3.1	Vehicles.....	25
7.3.2	Equipment for moving deceased persons.....	26
7.3.3	Support Material	27
7.3.4	Adornment Material.....	27
7.3.5	Funeral-related services at cemeteries	28
7.4	Personal Protective Equipment (PPE).....	28
7.5	Waste management and environment.....	28
8	Transport of deceased persons or human remains.....	29
8.1	Repatriation, transfer and transport.....	29
8.1.1	General.....	29
8.1.2	Long-distance transport.....	30
8.1.3	International transport of a deceased.....	30
8.1.4	International transport of cremated remains.....	30
8.2	Public authority removals	30
9	Care of the deceased	31
9.1	General.....	31
9.2	Practical procedures.....	31
9.2.1	Initial procedures	31
9.2.2	Dressing of the deceased.....	31
9.2.3	Embedding.....	32
9.2.4	Embalming/Thanatopraxy	32
9.2.5	Cosmetology.....	32
9.2.6	Viewing	33
9.3	Funeral ceremony.....	33
9.4	Burial (excluding cremated remains)	34

prEN 15017:2018 (E)

9.4.1	Existing burial plot.....	34
9.4.2	New grave	34
9.4.3	Grave dressing.....	34
9.4.4	Burial at sea.....	35
9.5	Cremation.....	35
9.5.1	General	35
9.5.2	Disposal of ashes.....	35
9.6	Exhumation.....	36
9.6.1	General	36
9.6.2	Exhumation on behalf of authorities.....	36
9.6.3	Exhumation performed on behalf of the relatives	36
10	Online services	36
10.1	General	36
10.2	Online funeral broker	36
10.3	Online Funeral Company	37
10.3.1	General	37
10.3.2	Price and product information	37
10.3.3	Documentation to the client	37
10.4	Online funeral services.....	37
10.5	Online funeral-related services.....	37
10.5.1	General	37
10.5.2	Creating a memorial page.....	37
10.5.3	Online death announcement.....	37
10.5.4	Online donation.....	38
11	Quality management	38
11.1	General	38
11.2	Quality assurance and complaints handling.....	38
11.3	Monitoring system	39
12	Privacy policy	39
Annex A (informative) Education requirements		40
A.1	General	40
A.2	Funeral Director	40
A.2.1	Knowledge (Theoretical training).....	40
A.2.2	Know to (execute/operationalize).....	40
A.2.3	Know to (relational/behavioural).....	41
A.3	Funeral Personnel.....	42

A.3.1	Knowledge (Theoretical training)	42
A.3.2	Know to (execute/operationalize)	42
A.3.3	Know to (relational/behavioural)	43
	Annex B (informative) “Laisser passer” of a deceased or cremated remains	44
	Annex C (informative) Cremation ethics of the International Cremation Federation (ICF)	45
C.1	General	45
C.2	Staff	45
C.3	Cremation	45
C.4	Right to choose cremation	45
C.5	Cremation of human remains	45
C.6	Separately cremated	45
C.7	Identification of the deceased	46
C.8	The right of an individual to decide on the method of disposal of their cremated remains	46
C.9	Environmental issues	46
	Annex D (normative) Minimal recommendations concerning the use of coffins, their accessories and cremation urns	47
D.1	Coffins and accessories	47
D.2	Cremation urns	47
	Annex E (informative) Memorial page	49
E.1	General	49
E.2	Terms and conditions	49
	Bibliography	51

prEN 15017:2018 (E)**European foreword**

This document (prEN 15017:2018) has been prepared by Technical Committee CEN/TC 448 “Funeral Services”, the secretariat of which is held by ASI.

This document is currently submitted to the CEN Enquiry.

This document will supersede EN 15017:2005.

This document is a comprehensive technical revision of EN 15017:2005.

Main modifications are:

- Requirements for the education of funeral personnel have been added.
- More detailed requirements on the provision of funeral facilities have been added, including requirements for the provision of working equipment, transport vehicles and other working materials.
- More detailed requirements on advisory services and on care of the deceased have been added.
- Sections on online funeral services, quality management, ethical values and privacy policy have been added.

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Introduction

The revision of this standard is based on the changing markets in the funeral sectors of Europe. It has been prepared to provide a state of the art position to all persons and/or companies providing a service in the funeral sector.

It is intended to provide more transparency in funeral-related services and facilities and the underlying pricing principles for the consumer and contains improvements on the part of the service providers in funeral-related services; hence providing higher standards and quality for the consumer and the client. The main contents are education, transport, facilities, advisory services, online funeral services, and care of the deceased for both burial and cremation services.

This document ensures quality in funeral services, including the highest respect for the deceased and bereaved, while respecting the laws and regulations in force.

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prEN 15017:2018 (E)**1 Scope**

This document sets out the requirements for the provision of funeral services with respect to education, transport, facilities, advisory services, and care of the deceased for both burial and cremation services.

This document is applicable to all funeral professionals, funeral homes, and funeral-related services at cemeteries and crematoria as well as any other person(s) providing funeral services of any kind.

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

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

**3.1
ashes**

cremated remains including residual products of a burnt coffin/casket

**3.2
ashes container**

container made of resistant material for holding the ashes resulting from the cremation of the deceased and/or human remains

**3.3
body bag**

special bag made of resistant material designed to contain a human body, used for the storage and transportation of the deceased and/or human remains in order to prevent contact with the body

**3.4
body bag handles**

handles made of resistant material, e.g. PVC or strengthened nylon, for ease of handling of body bags

**3.5
burial**

interment of the deceased and/or human remains

**3.6
client**

organisation, person(s) or family of the deceased that receives a service

**3.7
coffin
casket**

box or other container in which the body of the deceased is placed for burial or cremation

3.8**coffin support**

support for placing the coffin during the ceremony

3.9**columbarium**

area where contained ashes can be stored in niches or walls

3.10**condolences book**

book where family and friends register a message of condolence

3.11**consultation**

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

3.12**consultation on the pre-arrangements of funerals**

development/preparation of an individual proposal regarding the services for a future funeral, including its financing

3.13**cortege**

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

3.14**cosmetic treatment**

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

3.15**cremated remains**

the ashes of a deceased and/or human remains after being cremated

3.16**cremation**

entire procedure of incineration of the deceased and/or human remains

3.17**cremation services**

any services pertaining to the cremation process

3.18**crematorium**

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

Note 1 to entry: The building is often equipped with a viewing room, and possibly with refrigeration facilities.

3.19**deceased**

person(s) who has died

prEN 15017:2018 (E)**3.20****easel**

placement support or stand

EXAMPLE For wreath or picture of the deceased.

3.21**embalming/thanatopraxy**

process of temporary preservation of the deceased to forestall decomposition

3.22**embedding**

placing of the deceased in a coffin/casket

3.23**exhumation**

removal of human remains, in whatever state or form, from the place where they are buried

3.24**funeral company****funeral home**

organisation with its own funeral facilities providing funeral services to the client

3.25**funeral director**

qualified person ultimately responsible for carrying out funeral services him/herself or ensuring that funeral personnel carry out funeral services

3.26**funeral personnel**

persons working in funeral services, who are appropriately trained, skilled and fully qualified to fulfil the general and specific requirements of the tasks concerned

3.27**grave**

place for the burial in the ground of the deceased and/or human remains and may be marked by a tombstone

3.28**hearse**

specifically designed car or carriage used to transport from the funeral home to the final resting place and under normal circumstances shall contain only one coffin

3.29**hearse transport vehicle**

specifically designed car or carriage for long distances and may carry more than one deceased or human remains in the same vehicle, inside coffins

3.30**human remains**

body of a deceased, in whole or in parts, regardless of its stage of decomposition; including cremated remains

3.31**hygienic treatment and measures**

treatment and measures suitable to counteract a potential health hazard for persons coming into contact with the deceased

3.32**ID bracelet**

tamper resistant, robust bracelet that identifies the deceased

3.33**identification room**

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

3.34**initial care of the deceased**

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

3.35**invoice**

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

3.36**medical device**

type of device to be found in the body of the deceased

EXAMPLE Pacemaker.

3.37**mortuary****morgue**

specific place suited for temporary storage of the deceased

3.38**movement of deceased**

transport of a deceased person from one place to another prior to the funeral by means of any national or international movement by road, rail, sea or air, excluding cremated remains, which is necessary between the time of death and the time of final disposal

3.39**obituaries**

drafting and/or publishing of death notices and condolence letters as well as other textual or electronic publications

3.40**officiant**

person who performs the funeral ceremony irrespective of religious preference

3.41**online funeral broker**

person(s) or organisation with no own funeral facilities, who acts solely as an intermediary for selecting a funeral home for the client and who receives a fee or commission for this service

prEN 15017:2018 (E)**3.42****online funeral company**

person(s) or organisation with no own funeral facilities providing full funeral services to the client solely by hiring sub-contractors to carry out the services on the client's behalf

3.43**online funeral services**

funeral services provided by a person(s) or organisation with their own funeral facilities using online tools as complementary service for the client

EXAMPLE Contact forms, price comparisons, online shop for products.

3.44**online funeral-related services**

person(s) or organisation providing funeral-related services online

EXAMPLE Obituaries, printed materials, online memorials.

3.45**period of peace**

minimum length of time allowed before re-using any type of resting place

3.46**pre-arrangement of funerals**

contractual arrangements wherein a person defines and details all contractual and financial arrangements of his/her funeral or the funeral of a third person

3.47**preliminary information**

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

3.48**pre-need funeral****prepaid funeral**

binding contractual agreement for the future funeral of a person who, for herself/himself or a related person, stipulates the general specification of the funeral and the expected costs

3.49**quotation**

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

3.50**preparation of the deceased**

measures to prepare the deceased as required

Note 1 to entry: This service includes auxiliary services, such as washing, disinfecting, undressing and dressing. Temporary hygienic treatment (thanatopractical treatment, embalming) or conservation measures are not included.

3.51**preparation room**

place especially equipped for the preparation and embedding of the deceased

3.52**qualified person**

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

3.53**removal vehicle**

modified vehicle that allows the transportation of several bodies in separate and cooled sections within the vehicle

3.54**repatriation**

transporting a deceased across country borders to the location of the final resting place

3.55**scattering**

distribution of cremated remains either manually or mechanically onto the ground on land or at sea

3.56**tomb**

vault or chamber for burial of the deceased and/or human remains different from grave

EXAMPLE Columbarium niche, mausoleum, crypt, vault, chapel, sepulchre, sepulture, burial chamber, sarcophagus, catacomb, etc.

3.57**torch**

lighting equipment placed next to the coffin

3.58**urn**

container designed to contain the cremated remains of a deceased person

3.59**viewing room**

room suitable for the bereaved to view the deceased

4 Ethical values

The provider of funeral services shall be guided by the following ethical principles:

- a) ethical and professional relationship with the client;
- b) sincere respect for all beliefs and customs of the client;
- c) right of the person(s) making the funeral arrangements to choose the funeral director, decide between burial or cremation and decide on all aspects of the funeral;
- d) right of the families to be informed of the estimated total cost of the funeral before signature;
- e) complete confidentiality ensured at all times, subject only to legal requirements;
- f) honesty, loyalty and integrity of funeral personnel in the performance of their duties;