



**SLOVENSKI STANDARD**  
**SIST EN 15017:2019**

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**Nadomešča:**  
**SIST EN 15017:2006**

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**Pogrebne storitve - Zahteve**

Funeral Services - Requirements

Bestattungs-Dienstleistungen - Anforderungen

Services funéraires - Exigences

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**ICS:**

03.080.30      Storitve za potrošnike      Services for consumers

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EUROPEAN STANDARD

**EN 15017**

NORME EUROPÉENNE

EUROPÄISCHE NORM

September 2019

ICS 03.080.30

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English Version

**Funeral Services - Requirements**

Services funéraires - Exigences

Bestattungs-Dienstleistungen - Anforderungen

This European Standard was approved by CEN on 28 July 2019.

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 CEN-CENELEC Management Centre or to any CEN member.

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**CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels**

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## European foreword

This document (EN 15017:2019) has been prepared by Technical Committee CEN/TC 448 “Funeral Services”, the secretariat of which is held by ASI.

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of an identical text or by endorsement, at the latest by March 2020, and conflicting national standards shall be withdrawn at the latest by March 2020.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 15017:2005.

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

The 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.
- Clauses on online funeral services, quality management, ethical values and privacy policy have been added.

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

**EN 15017:2019 (E)****Introduction**

The revision of this document 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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## 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**

remains of the deceased and/or human remains after being cremated including residual products of a burnt coffin/casket

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### 3.2

#### **ashes container**

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

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### 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**

organization, 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

**EN 15017:2019 (E)****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 in which 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 the cost to the client

**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****cremation**

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

**3.16****cremation services**

any services pertaining to the cremation process

**3.17****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.

**3.18****deceased**

person(s) who has died

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**3.19****easel**

placement support or stand

EXAMPLE For wreath or picture of the deceased.

**3.20****embalming****thanatopraxy**

process of temporary preservation of the deceased to forestall decomposition

**3.21****embedding**

placing of the deceased in a coffin/casket

**3.22****exhumation**

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

**3.23****funeral home****funeral company**

organization with facilities providing funeral services to the client

**3.24****funeral director**

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

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**3.25****funeral facility**

building with physical and technical infrastructure and devices, which are needed to fulfil the practical 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 place of death or funeral home to the resting place; under normal circumstances only one deceased

**3.29****hearse transport vehicle**

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

**EN 15017:2019 (E)****3.30****human remains**

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

Note 1 to entry: The definition does not specifically exclude foetuses or stillborn children

**3.31****hygiene 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

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**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 the 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 or secular preference

**3.41****online funeral broker**

person(s) or organization 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

**3.42****online funeral company**

person(s) or organization 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 organization with or without 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 organization 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****pre-need funeral**

contract wherein a person defines and details all arrangements of his/her future funeral or the funeral of a third person if authorized

Note 1 to entry: this may or may not include prepayment

**3.47****preliminary information**

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

**3.48****quotation**

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

**3.49****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.

**3.50****preparation room**

place especially equipped for the preparation and embedding of the deceased

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**EN 15017:2019 (E)****3.51****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

**3.52****removal vehicle**

modified vehicle that allows the transportation of several bodies in a separate coffin/casket/body bag/or other suitable containment in separate sections within the vehicle that are cooled if appropriate

**3.53****repatriation**

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

**3.54****scattering**

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

**3.55****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.

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**3.56****torch**

lighting equipment placed next to the coffin

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**3.57****urn**

container designed to hold the cremated remains of a deceased person

**3.58****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;

- g) strict observance of all applicable laws, rules and regulations concerning the profession, both national and international;
- h) objective, honest and sensitive publications and advertising;
- i) continuous effort to bring funeral professional knowledge to a higher level;
- j) integrity with colleagues, national as well as international.

## 5 Education

### 5.1 General

All persons dealing with funeral services shall have adequate training and shall be suitable for the task. Educational measures are divided into two sections: Funeral Director as outlined in 5.2 and Funeral Personnel as outlined in 5.3.

The owner(s) or management shall ensure all personnel receive regular and continual training. All funeral personnel shall have the skills and experience to deal with deceased persons and their relatives. One member of staff shall have supervisory authority. All funeral personnel shall behave in a respectful manner. All funeral personnel shall observe an appropriate dress code and shall show due respect for the social, religious and cultural beliefs of the deceased and the client.

Training shall contain theoretical and practical education and shall lead to a diploma, or the training of the personnel shall be approved by a recognized organization or person, e.g. national authority, chamber or institute; certification company; auditor. To obtain this diploma all students shall be submitted to a summative test. Training shall amount to a minimum of 100 hours for the funeral director and 50 hours for funeral personnel and shall be completed within the first two years of holding the position. Afterwards adequate continued education is a requirement in the amount of 20 hours within five years. Parts of the training may be fulfilled as on the job training. Credits towards the hours required can be obtained by holding an academic degree or through practical previous work experience in the funeral sector. Training shall include:

- a) legislation and jurisdiction;
- b) economics and management including quality management;
- c) sanitary science including hygienic treatment of deceased and hygienic measures for personnel and material;
- d) mourning psychology and advising;
- e) funeral culture and rituals;
- f) funeral, cremation and cemetery techniques; and
- g) environmental protection, health and safety.

Training may be general and all-encompassing or divided into specialized training that focuses on single aspects of the funeral business. It can be organized as a modular or as a dual system in school and company. Detailed curricula can be found in Annex A.

### 5.2 Funeral director

#### 5.2.1 Responsibilities

The funeral director shall be responsible for