

DIN EN 15017:2019-11 (E)

Funeral Services - Requirements

Contents		Page
European foreword		5
Introduction		6
1	Scope	7
2	Normative references	7
3	Terms and definitions	7
4	Ethical values	12
5	Education	13
5.1	General	13
5.2	Funeral director	13
5.2.1	Responsibilities	13
5.2.2	Qualification/Evaluation	14
5.2.3	Minimum educational units	14
5.3	Funeral personnel	14
5.3.1	Responsibilities	14
5.3.2	Qualification/Evaluation	15
5.3.3	Educational units	15
5.4	Embalming or thanatopraxy	15
6	Advisory services	15
6.1	Prerequisites	15
6.2	Introductory advice and information	16
6.3	Advice on the ceremony	18
6.3.1	Obituaries	18
6.3.2	Printed and electronic items	18
6.3.3	Organization of the funeral ceremony	18
6.3.4	Funeral ceremony conducted by religious or secular officiant(s)	18
6.3.5	Music	19
6.3.6	Post-funeral advisory and support services	19
6.4	Services and cost	19
6.5	Pre-need and prepaid funeral	20
6.5.1	General	20
6.5.2	Preliminary contact	20
6.5.3	Consultation	21
6.5.4	Financing	21
6.5.5	Conclusion of the agreement	21
7	Funeral facilities	21
7.1	General	21
7.2	Rooms and areas	22
7.2.1	General	22
7.2.2	Preparation areas	22
7.2.3	Cooling/refrigeration	23
7.2.4	Public area	23
7.2.5	Administration	24
7.3	Equipment and Working materials	24
7.3.1	Vehicles	24

7.3.2	Equipment for moving deceased persons	25
7.3.3	Support Material	26
7.3.4	Adornment Material	26
7.3.5	Funeral-related services at cemeteries	26
7.4	Personal Protective Equipment (PPE)	26
7.5	Waste management and environment	27
8	Transport of deceased persons or human remains	28
8.1	Repatriation, transfer and transport	28
8.1.1	General	28
8.1.2	Long-distance transport	28
8.1.3	International transport of the deceased	29
8.1.4	International transport of cremated remains	29
8.2	Public authority removals	29
9	Care of the deceased	29
9.1	General	29
9.2	Practical procedures	30
9.2.1	Initial procedures	30
9.2.2	Dressing of the deceased	30
9.2.3	Embedding	30
9.2.4	Embalming/Thanatopraxy	31
9.2.5	Cosmetology	31
9.2.6	Viewing	31
9.3	Funeral ceremony	32
9.4	Burial (excluding cremated remains)	33
9.4.1	Existing burial plot	33
9.4.2	New grave	33
9.4.3	Grave dressing	33
9.4.4	Burial at sea	33
9.5	Cremation	34
9.5.1	General	34
9.5.2	Disposal of ashes	34
9.6	Exhumation	34
9.6.1	General	34
9.6.2	Exhumation on behalf of authorities	35
9.6.3	Exhumation performed on behalf of the relatives	35
10	Online services	35
10.1	General	35
10.2	Online funeral broker	35
10.3	Online Funeral Company	35
10.3.1	General	35
10.3.2	Price and product information	35
10.3.3	Documentation to the client	35
10.4	Online funeral services	36
10.5	Online funeral-related services	36
10.5.1	General	36
10.5.2	Creating a memorial page	36
10.5.3	Online death announcement	36
10.5.4	Online donation	36
11	Quality management	36
11.1	General	36
11.2	Quality assurance and complaints handling	37
11.3	Monitoring system	37
12	Privacy policy	37
Annex A (informative)	Skills and Knowledge of Funeral Director and Funeral Personnel	38
A.1	General	38

A.2	Funeral Director	38
A.2.1	Knowledge (Theoretical training)	38
A.2.2	Know to (execute/operationalize)	38
A.2.3	Know to (relational/behavioural)	39
A.3	Funeral Personnel	40
A.3.1	Knowledge (Theoretical training)	40
A.3.2	Know to (execute/operationalize)	40
A.3.3	Know to (relational/behavioural)	41
Annex B (informative) "Laissez-passer" of a deceased or cremated remains		42
Annex C (informative) Cremation ethics of the International Cremation Federation (ICF)		43
Annex D (informative) Minimum recommendations concerning the use of coffins, their accessories and cremation urns		45
D.1	Coffins and accessories	45
D.2	Cremation urns	45
Annex E (informative) Memorial page		47
E.1	General	47
E.2	Terms and conditions	47
Annex F (informative) Code of Ethics of the European Federation of Funeral Services (EFFS)		49
Annex G (informative) A-deviations		50
Bibliography		51