DIN EN 15017:2019-11 (E)

Funer al 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