DIN EN 15017:2006-01 (E)

Funeral Services - Requirements

Contents

Page

Foreword 3

Introduction 4

1 Scope 5

2 Terms and definitions 5

3 Requirements 8
3.1 Funeral personnel 8
3.2 Complaints handling procedures 8
3.3 Monitoring system 8
3.4 Care of the deceased and hygienic measures 9
3.5 Removal/transfer and transport 11
3.6 Funeral home facilities 14
3.7 Funeral 16
3.8 Advisory service 19
3.9 Pre-arrangement of funerals 25

Annex A (informative) "Laissez-passer" for a deceased or cremated remains (Example) 27

Annex B (informative) Code of ethics of the International Cremation Federation (ICF) 28

Annex C (Informative) A-deviations 29