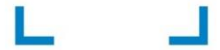


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Funeral Services - Requirements

Services funéraires - Exigences

Bestattungs-Dienstleistungen - Anforderungen

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

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of an identical text or by endorsement, at the latest by March 2020, and conflicting national standards shall be withdrawn at the latest by March 2020.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

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

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

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