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IRISH STANDARD

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**FUNERAL SERVICES - REQUIREMENTS**

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EUROPÄISCHE NORM

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English Version

## Funeral Services - Requirements

Services de pompes funèbres - Exigences

Bestattungs-Dienstleistungen - Anforderungen

This European Standard was approved by CEN on 29 August 2005.

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 Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION  
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## **Foreword**

This European Standard (EN 15017:2005) has been prepared by Technical Committee CEN/TC BT/TF 139 “Funeral Services”, the secretariat of which is held by DIN.

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of an identical text or by endorsement, at the latest by April 2006, and conflicting national standards shall be withdrawn at the latest by April 2006.

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

## EN 15017:2005 (E)

### Introduction

This European Standard:

- assures quality in funeral services including the highest respect for the deceased and bereaved and with respect for local regulations in force;
- is intended to make funeral-related services and facilities and the underlying pricing principles transparent for the consumer;
- contains framework recommendations, which duly consider the different provisions of national funeral laws and the traditions of ethical, cultural and regional funeral rites as well as hygienic and environmental considerations;
- lays down corresponding services as well as the information requirements to be fulfilled by the funeral director;
- outlines the profile of vocational qualifications and further educational training of funeral directors and other funeral personnel.

This European Standard is based upon the following ethical rules:

- ethical and professional relationship with client families;
- sincere respect for all the beliefs and customs of the families;
- right of the person(s) making the funeral arrangements to choose the funeral director and to decide between burial or cremation;
- right of the families to be informed of the estimated total cost of the funeral;
- complete confidentiality assured at all times, subject only to legal requirements;
- honesty, loyalty and integrity of funeral personnel in the performance of their duties;
- strict observance of all applicable laws, rules and regulations concerning the profession, both national and international;
- objective, honest and sensitive publicity;
- continuous effort to bring funeral professional knowledge to a higher level;
- integrity in the relationship with colleagues, national as well as international.

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