



# European Activities

Presented by:

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# What is the EFFF?

- The EFFF – European Federation of Funeral Services – is a European federation of national and regional funeral directors associations, funeral directors or funeral homes, and of corporate entities or establishments engaged in the provision of products or services related to the funeral sector.
- The EFFF operates as an international non-profit organization.
- Over 100 members from 29 countries.

# Main Activities

- European repatriation
- European education
- Examine the situation in the EFFE Country Members about the free concurrence concerning funeral services and transports
- **Further develop and revise EN 15017**

# EFFS Focus

- The Board has decided to focus on selected major goals during the current term of office
- Main focuses remain firstly European repatriation and secondly continuing to move forward on European standards for our profession (e.g. DIN EN15017, education)

# Working committees

The Board has streamlined our working committees so that major focus is upheld:

- European repatriation (members = Board)
- Education and Training
- Cemetery
- Thanatopraxy

# European repatriation

- Meet with European Parliament to discuss solution to problems with repatriation. Goal is to add an appendix to current legislation (Berlin Agreement 1937 and Strasbourg Agreement 1973)
- Lobby work directly in Brussels with the Chamber of Craftsmen, who are located in European Parliament

# European education

- European education comparison chart on mandatory education in major European countries completed
- Our goal is to implement a basic minimum level of funeral education which needs to be compulsory (legislation or directive that would make some kind of formal education or authorization compulsory for the people running funeral businesses in Europe)
- Re-launch FuSeMBA (Funeral Services MBA) in spring 2015

# Disaster Management

- EFFS takes on a coordinating role when disasters occur.
- Based on experience gained through close cooperation with the German Association of Funeral Directors (BDB), all aspects are coordinated quickly and efficiently.
- Germany has dedicated training programmes „Bestatter im Notfalldienst“ where funeral professionals learn to deal with disaster - ranging from natural catastrophes to car crashes, multiple pile-ups, rescue. They are also trained on working with the fire department, the police, crime units, red cross etc.





# Funeral Services

## Standardization and Qualification Management in the Funeral Services in Europe

# European Standard DIN EN 15017

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.

# What is a standard?

Definition:

Document, established by consensus and approved by a recognised body that provides for common and repeated use, guidelines or characteristics for activities or their results

# Benefits of standards for funeral business

- Descriptions of funeral services
- Practical purposes for quality management and education and training programs
- Health, safety and the environment – personal protection for funeral personnel
- International common understanding about funeral services, e.c. transport services
- Transparency for consumers as part of consumer protection



Standards are voluntarily, but...

...they become mandatory by

- Legislation
- If a party is contracted to it
- If the claim of compliance with it is made

# Introduction: Aims



- Quality assurance
- Transparency for the consumer
- Framework recommendations
- Requirements
- Profile for qualification and training

# Introduction: Ethical rules

- Relations to the client
- Respect for beliefs and customs
- Client 's rights
- Confidentiality
- Honesty and integrity
- Observance of law
- Publicity
- Effort for qualification

# Scope

- Requirements for the provision of funeral services
- No product related technical requirements
- Not covering occupational health and safety requirements



# Definitions Examples

44 terms

## **Cremation:**

entire procedure of incineration of the deceased

## **Embalming/Thanatopraxy:**

process of effecting the temporary preservation of the deceased

## **Qualified person**

qualified person, as defined by this European Standard, is a person who has the personal aptitude, has received a recognised form of training, and has acquired the necessary vocational experience to carry out funeral services on a comprehensive basis

# Requirements

- Funeral personell
- Care of the deceased and hygienic measures
- Transport of deceased persons
- Funeral home facilities
- Funeral
- Advisory service
- Pre-arrangement of funerals

# Requirements: Funeral Personnel

- Skills and experience to deal with deceased persons and their relatives
- Binding commitment for education and training
- Appropriate dress code
- Respect for the social, religious and cultural beliefs

# What was done?



- Publication of EN 15017 in different languages
- Dictionary in 15 languages
- Put standard into practice with effects on
  - education and training
  - quality assurance by management review systems
  - harmonisation in Europe
  - adoption by national or EU legislator
- International Standard by FIAT/IFTA?



**Thank you for your attention !**