

CODE OF ETHICS AND PROFESSIONAL CONDUCT

of the members of the Funeral Services
Association



Funeral Services Association

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**Alături de
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OF THE MEMBERS OF THE FUNERAL SERVICES ASSOCIATION



GENERAL PRINCIPLES

THE PRINCIPLES GOVERNING
THE
PROFESSIONAL CONDUCT OF
F.S.A. MEMBERS:



a) *the supremacy of law, a principle according to which the members of the F.S.A. have the duty to comply with the laws of the state where the funeral services are provided and the regulations specific to the funeral services industry;*

b) *prioritizing the interest of the family, a principle according to which, while performing their duties, the members of the F.S.A. have the responsibility to put the interest of the family of the deceased above their personal interest. Any reference to the "family of the deceased" also refers to the person/people who make the decisions regarding the funeral.*

c) *ensuring equal treatment for all those who find themselves in the difficult situation of losing a loved one, as well as for all the deceaseds;*

d) *professionalism, a principle according to which funeral services providers have the obligation to fulfill their duties with responsibility, competence, efficiency, correctness and conscientiousness;*



e) *the quality of the services, a principle according to which funeral services providers have a continuous concern in terms of increasing the quality of the services they offer;*

f) *moral integrity, a principle according to which the members of the F.S.A. are prohibited from requesting or accepting, directly or indirectly, for themselves or for others, any advantages or benefits in consideration of their job responsibilities other than those provided for in the Funeral Services Agreement;*

g) *freedom of thought and expression, a principle according to which the members of the F.S.A. can express and substantiate their opinions, complying with the rule of law and good morals, they can speak out when they are aware of any incompatibilities that would lead to malfunctions of the Association;*

h) *honesty and fairness, a principle according to which, while performing their duties, F.S.A. members must act in good faith;*

i) *openness and transparency towards grieving families.*

The members of the Funeral Services Association (F.S.A.), in accordance with the provisions of the Articles of Incorporation, agree to comply with the following professional rules and ethics:







REGARDING THE FAMILY



The relationship with the family of the deceased starts from the basic idea that, while in a difficult situation, the family should not be burdened with additional problems - therefore, regarding the logistics of the funeral services, as many of the problems as possible should be taken over and handled by the funeral services provider, so that the family has the necessary state of mind to get over these difficult moments more easily.

Thus:

a) the funeral services provider, either when taking over the case by phone or through direct contact with the family, will present the provided range of funeral services, including the prices charged as clearly and concisely as possible. General expressions such as: "we'll take care of everything" without mentioning the price will be avoided as well any sort of confusion where at the end of the funeral service the cost will be different from the one initially established, possibly higher;

b) the family will be informed directly and accurately about the sold services/products in a sufficiently detailed manner, and if it consents to the performance of the funeral services by the funeral services provider, a funeral services Agreement, respectively a sales Agreement of products, will be concluded;

c) the price established by means of the agreement will be found unequivocally on the Invoice issued at the end;

d) one shall try as much as possible not to engage the family to travel for the preparation of documents and if the presence of the family/relatives is mandatory, one shall try to help by arranging for transportation and/or by offering consultancy;

e) the embalming/thanatopraxis procedures will first be explained to the family, namely what they consist of, what is the benefit of performing them, if they are required by law as well as their actual cost;

f) the funeral services provider will take into account that the legally defined funeral services are the following: receiving the order for the funeral, transporting the deceased, getting the deceased ready for the funeral, placing on the catafalque and organizing the last farewell ceremony, as well as picking up the urn and handing it over. The preparation of the deceased for burial also includes mortuary care that is addressed directly to the body of the deceased, such as washing and sanitizing, embalming and thanatopraxis. Regarding the sale of goods through specialized stores, the coffin is essential. The family will be presented with these legally defined funeral services, as well as the goods (products) that can be purchased. Apart from these services and goods, any additional service/supply, such as crowns, transportation of relatives, catering services in any form and others, which can be performed/supplied by the provider, will be brought to your attention in a timely manner under the same condition of a predetermined price;

g) the funeral services provider will have an absolute respect for the family's beliefs and requirements, trying to carry them out as fully as possible, complying at the same time with the legal provisions. Of particular interest remains the relationship between the family and the priest/church/religion or civil burial, as well as the cremation, all of these having been previously established by the family and respected by the funeral services provider;

h) with every service performed, the funeral services provider must show a high level of professionalism, starting with appropriate and presentable clothing - preferably black, possibly a suit and tie for its drivers, operators,

etc. - and a reserved attitude, without standing out. A reserved attitude of the employees puts the family's suffering in the forefront and not the funeral services provider, thus also showing a great deal of respect for the family's pain.

i) fully complying with the rights and wishes of the family for a fair cost must be the motto of everyone carrying out an activity within the funeral sector. They have the right to be correctly informed about the cost of the funeral service as well as to choose the funeral services provider, respectively to choose between burial and cremation.

j) the funeral services provider will fully and permanently ensure the confidentiality of the aspects related to the deceased, leaving the arrangements regarding the announcement of the death, the deposition of the deceased etc. to the family. These aspects will be disclosed only at the express request of the family. In cases where there are legal provisions related to the memory of the deceased or the personal data of the deceased, these will be fully complied with;

k) the funeral services provider will be permanently up to date regarding the legal provisions in force, with the professional association of which he is a part of having an important role in this respect, with the obligation to keep the services providers up to date with the changes that could emerge within this field of activity;

l) in case a international funeral transport is carried out (repatriation or transport from Romania abroad) the provider must be aware of the legal provisions of the state from which the deceased is being picked up or taken to. And in this regard F.S.A. must have the database with the specific legislation at the European level permanently updated, taking into account the fact that we see Europe as an open space of which Romania is a part of;

m) at the place of its registered office, at any place of business or wherever it advertises (newspaper, online, street display, etc.) the funeral services provider is bound to advertise in an honest and correct manner, without publishing what it does not do, avoiding confusion and any misunderstandings. At the same time, taking into account the specifics of the profession, it will avoid displaying sensitive aspects for the population. The display will avoid street exposure of coffins, funeral wreaths, etc. and the inside of the store will be protected from outside view by setting up a foil.

n) by means of a personal example, the funeral services provider will seek to raise the level of personal knowledge and will make this example available to the members of the association in order to raise the level of professional knowledge at the level of the entire association;

o) through all these aspects, the integrity of the relationship with ones colleagues is pursued both at the national level, but especially within the association, as well as at the international level, aspects which will be detailed in the following chapter.





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