

BS EN 13481-4:2012



BSI Standards Publication

Railway applications — Track — Performance requirements for fastening systems

Part 4: Fastening systems for steel sleepers

bsi.

...making excellence a habit.™

National foreword

This British Standard is the UK implementation of EN 13481-4:2012. It supersedes BS EN 13481-4:2002 which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee RAE/2, Railway Applications - Track.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2012.
Published by BSI Standards Limited 2012

ISBN 978 0 580 68157 8

ICS 93.100

Compliance with a British Standard cannot confer immunity from legal obligations.

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 30 June 2012.

Amendments issued since publication

Date	Text affected
------	---------------

EUROPEAN STANDARD

EN 13481-4

NORME EUROPÉENNE

EUROPÄISCHE NORM

May 2012

ICS 93.100

Supersedes EN 13481-4:2002

English Version

Railway applications - Track - Performance requirements for fastening systems - Part 4: Fastening systems for steel sleepers

Applications ferroviaires - Voie - Exigences de performance
pour les systèmes de fixation - Partie 4: Systèmes de
fixation pour traverses en acier

Bahnanwendungen - Oberbau - Leistungsanforderungen für
Schienenbefestigungssysteme - Teil 4:
Befestigungssysteme für Stahlschwellen

This European Standard was approved by CEN on 27 April 2012.

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 CEN-CENELEC Management Centre 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 CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of 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, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: Avenue Marnix 17, B-1000 Brussels

Contents

Page

Foreword.....	3
Introduction	4
1 Scope	5
2 Normative references	5
3 Terms and definitions	6
4 Symbols	6
5 Requirements	7
5.1 Longitudinal rail restraint	7
5.2 Torsional resistance.....	8
5.3 Pad and assembly stiffness.....	8
5.4 Effect of repeated loading.....	8
5.5 Electrical resistance	9
5.6 Effect of exposure to severe environmental conditions.....	9
5.7 Dimensions.....	10
5.8 Effect of fastening system tolerances on track gauge	10
5.9 Clamping force.....	11
5.10 In-service testing	11
5.11 Attenuation of noise and vibration	11
6 Test specimens	11
7 Fitness for purpose	11
8 Marking, labelling and packaging	11
Annex A (normative) Effect of repeated loading – Steel sleeper configuration	12
A.1 Symbols	12
A.2 Test arrangement.....	12
A.3 Test report	13
Annex B (informative) Vibration and noise.....	14
B.1 General.....	14
B.2 Symbols	14
B.3 Parameters for environmental vibration calculations.....	14
B.4 Calculating the vibration attenuation	15
B.5 Environmental noise	15
Bibliography	16

Foreword

This document (EN 13481-4:2012) has been prepared by Technical Committee CEN/TC 256 "Railway applications", 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 November 2012, and conflicting national standards shall be withdrawn at the latest by November 2012.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 13481-4:2002.

The main changes in this revision of EN 13481-3:2002 are as follows:

- a) the ranges of test loads have been extended to cover the new categories of fastening systems (5.3, Table 2 and 5.4, Table 3);
- b) advice on attenuation of noise and vibration has been added (Annex B).

This European Standard is one of the series EN 13481 "*Railway applications – Track – Performance requirements for fastening systems*" which consists of the following parts:

- *Part 1: Definitions*
- *Part 2: Fastening systems for concrete sleepers*
- *Part 3: Fastening systems for wood sleepers*
- *Part 4: Fastening systems for steel sleepers*
- *Part 5: Fastening systems for slab track with rail on the surface or rail embedded in a channel*
- *Part 7: Special fastening systems for switches and crossings and check rails*

NOTE Part 6 does not exist in this series.

These European Standards are supported by the test methods in the series EN 13146 "*Railway applications – Track – Test methods for fastening systems*".

This document has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association, and supports essential requirements of EU Directive(s).

According to the CEN/CENELEC Internal Regulations, the national standards organizations 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, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Introduction

A series of tests is used to assess the suitability of fastening systems for use in railway track.

In this European Standard a requirement for longitudinal rail restraint is included to control rail creep and pull apart in the event of a broken rail. Measurement of torsional resistance is included for use in assessing the risk of track buckling. The laboratory test for the effect of repeated loading is specified to assess the potential long term performance of the fastening in track. The test for clamping force is only suitable for laboratory use.

1 Scope

This European Standard is applicable to fastening systems, in categories A – C and E as specified in EN 13481-1:2012, 3.1, for use on rectilinear steel sleepers in ballasted track with maximum axle loads and minimum curve radii in accordance with Table 1.

Table 1 — Fastening category criteria

Category	Maximum design axle load kN	Minimum curve radius m
A	130	40
B	180	80
C	260	150
E	350	150

NOTE The maximum axle load for categories A and B does not apply to maintenance vehicles.

The requirements apply to:

- fastening systems which act on the foot and/or web of the rail including direct fastening systems and indirect fastening systems;
- fastening systems for the rail sections in EN 13674-1 (excluding 49E4) and EN 13674-4+A1.

This standard is not applicable to fastening systems for other rail sections, rigid fastening systems or special fastening systems used at bolted joints or glued joints.

This standard is for type approval of a complete fastening assembly only.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 13146-1:2012, *Railway applications – Track – Test methods for fastening systems – Part 1: Determination of longitudinal rail restraint*

EN 13146-2:2012, *Railway applications – Track – Test methods for fastening systems – Part 2: Determination of torsional resistance*

EN 13146-4:2012, *Railway applications – Track – Test methods for fastening systems – Part 4: Effect of repeated loading*

EN 13146-5:2012, *Railway applications – Track – Test methods for fastening systems – Part 5: Determination of electrical resistance*

EN 13146-6:2012, *Railway applications – Track – Test methods for fastening systems – Part 6: Effect of severe environmental conditions*

EN 13146-7:2012, *Railway applications – Track – Test methods for fastening systems – Part 7: Determination of clamping force*

EN 13146-8:2012, *Railway applications – Track – Test methods for fastening systems – Part 8: In service testing*

EN 13146-9:2009+A1:2011, *Railway applications – Track – Test methods for fastening systems – Part 9: Determination of stiffness*

EN 13481-1:2012, *Railway applications – Track – Performance requirements for fastening systems – Part 1: Definitions*

EN 13674-1, *Railway applications – Track – Rail – Part 1: Vignole railway rails 46 kg/m and above*

EN 13674-4+A1, *Railway applications – Track – Rail – Part 4: Vignole railway rails from 27 kg/m to, but excluding 46 kg/m*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 13481-1:2012 apply.

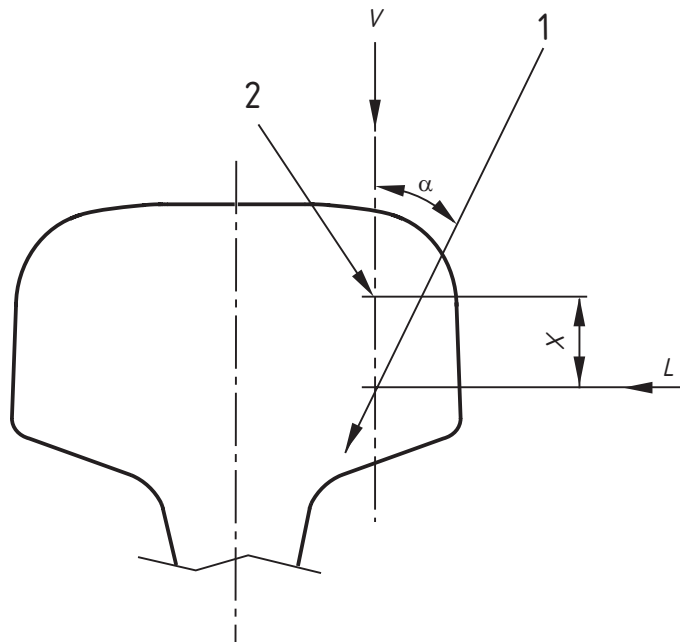
4 Symbols

For the purposes of this document, the following symbols apply.

- F_{HFmax} static preload applied in measurement of high frequency stiffness of assembly, in kN;
- F_{LFA1} minimum force applied in measurement of dynamic low frequency stiffness of assembly, in kN;
- F_{LFmax} reference force for measurement of dynamic low frequency stiffness of assembly, in kN;
- F_{LFP1} notional fastening clip force assumed for measurement of dynamic low frequency stiffness of pad, in kN;
- F_{LFPmax} reference force for measurement of dynamic low frequency stiffness of pad, in kN;
- F_{max} axial load at which gross slip occurs in the longitudinal rail restraint test (EN 13146-1:2012), in kN;
- F_{SA1} notional fastening clip force assumed for measurement of static stiffness of assembly, in kN;
- F_{SAmx} force applied to assembly in measurement of static stiffness of assembly, in kN;
- F_{SP1} notional fastening clip force assumed for measurement of static stiffness of pad, in kN;
- F_{Spmax} force applied to pad in measurement of static stiffness of pad, in kN;
- k_{HFAD} transfer stiffness in measurement of high frequency stiffness of assembly, in N/m;
- k_{LFA} low frequency dynamic stiffness of assembly, in MN/m;
- L lateral component of force transmitted by the wheel to the rail head as shown in Figure 1, in kN;
- P_{L} component of load parallel to the running surface of the rails, in kN;

- P_V component of load normal to the running surface of the rails, in kN;
- V vertical component of load transmitted by the wheel to the running surface at the rail head as shown in Figure 1, in kN;
- X distance between the line of application of P_L and the centre of the gauge corner radius of the rail head as shown in Figure 1, in mm;
- α angle between the load line and a line normal to the running surface of the rails as shown in Figure 1, in $^\circ$.

NOTE $\frac{L}{V} = \frac{P_L}{P_V} = \tan \alpha$



Key

- 1 line of load application
- 2 centre of gauge corner radius

Figure 1 — Load application position

5 Requirements

5.1 Longitudinal rail restraint

The longitudinal rail restraint shall be not less than 7 kN when measured by the procedure in EN 13146-1.

On structures such as long bridges, the longitudinal force transmitted between the track and the structure may be calculated by the method in EN 1991-2. The value of F_{max} measured in accordance with EN 13146-1 may be used in the calculation. In such cases, and subject to agreement between the purchaser and manufacturer, the minimum requirement for longitudinal restraint may be reduced.

5.2 Torsional resistance

When required by the purchaser, the torsional resistance shall be measured by the procedure in EN 13146-2 and the result reported.

5.3 Pad and assembly stiffness

As required by EN 13146-4, the assembly static stiffness and assembly low frequency dynamic stiffness shall be measured in accordance with EN 13146-9+A1. Measurement of the rail pad static stiffness is required at the purchaser's discretion in accordance with EN 13146-8. If the purchaser requires any of the following it shall be measured in accordance with EN 13146-9+A1:

- pad low frequency dynamic stiffness;
- assembly high frequency dynamic stiffness.

Test loads are given in Table 2.

NOTE Guidance on the measurement of pad high frequency dynamic stiffness is given in EN 13146-9:2009+A1:2011, Annex A. For the measurement of assembly properties at acoustic frequency see EN 15461+A1.

Table 2 —Loads for measurement of stiffness

Fastening category	F_{SP1} and F_{LFP1} kN	F_{SPmax} and F_{LFPmax} kN	F_{SA1} and F_{LFA} kN	F_{SAmax} and F_{LFAmax} kN
A	16	51	1	32
B	18	64	1	43
C	18	85	1	64
E	20	119	1	95

5.4 Effect of repeated loading

As required by EN 13146-4, this shall be determined by the procedure in EN 13146-4 with the following addition: that sleepers shall be tested in accordance with EN 13146-4:2012, 7.4 and Figure 5, but the steel sleeper, or pair of sleepers, shall be supported on elastomeric soffit pads as described in Annex A.

The test loads and positions in Table 3 shall be used.

Table 3 — Test loads and positions

Fastening category	α^a degrees	X^a mm	$P_V/\cos \alpha$ kN ^{a,b}	
			$K_{LFA} < 200^c$ MN/m	$K_{LFA} \geq 200^c$ MN/m
A	38,6	25 ^d	55	55
B	38,6	25 ^d	62	65
C	33	15 ^d	75	83
E	40	75 ^d	100	108

^a The positions and test loads apply only to rail sections included in EN 13674-1 (excluding 49E4) and EN 13674-4+A1.
^b The test loads reflect the typical axle loads and curve radii in EN 13481-1:2012, 3.1.
^c Low frequency dynamic stiffness of assembly measured, at 5 Hz, in accordance with EN 13146-9+A1.
^d For web supported rail the rail section shall be unmodified (i.e. $X = 0$).

The following measurements shall be performed before and after repeated loading. The change in performance shall not exceed the values shown below. For fastening systems which support the web of the rail, the change in clamping force does not apply.

- Longitudinal rail restraint change $\leq 20\%$;
- Vertical stiffness change $\leq 25\%$;
- Clamping force change $\leq 20\%$;
- Electrical resistance (see 5.5).

Compliance with Category E implies compliance with Categories C and E.

Compliance with Category B implies compliance with Categories A and B.

NOTE 1 The requirement for change in vertical stiffness is not applicable to fastening systems with a static stiffness ≥ 300 MN/m.

NOTE 2 The test result for electrical resistance is valid only for the section and steel thickness of the sleeper used for the test.

5.5 Electrical resistance

This shall be not less than 5 k Ω when measured in accordance with EN 13146-5. One only of the three sleepers shall be tested before and after the repeated load test in 5.4. The user may specify a higher value for use with certain track circuits. During the repeated load test sequence, the edges of the rail pad shall not be removed for the clamping force test. The clamping force test procedure for assemblies not incorporating a rail pad (EN 13146-7:2012, 7.3) shall be used with the pad in position.

NOTE This requirement relates to signalling currents only, not to traction currents. Guidance on traction currents is given in EN 50122-2.

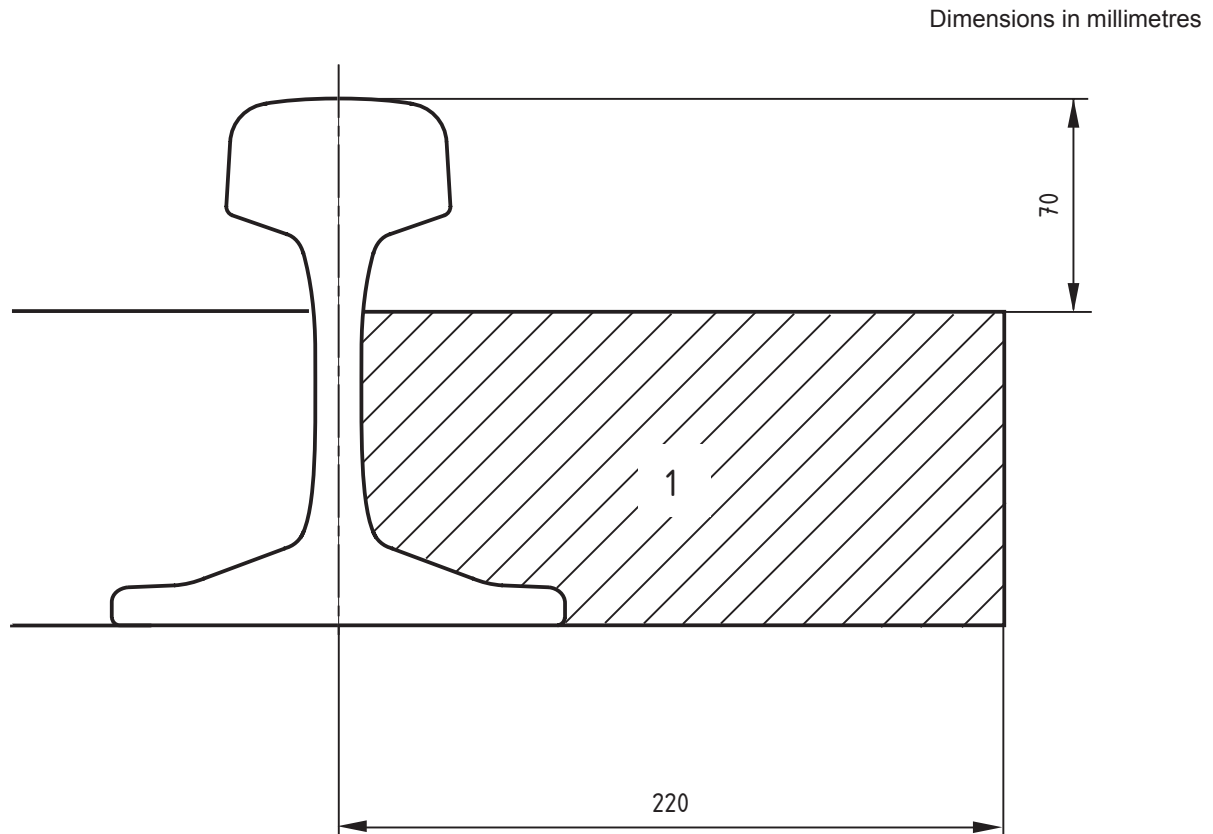
5.6 Effect of exposure to severe environmental conditions

Following exposure to the salt spray test in accordance with EN 13146-6:2012, the fastening assembly shall be capable of being dismantled, without failure of any component and re-assembled using manual tools provided for this purpose.

5.7 Dimensions

The overall dimensions shall be within the envelope shown in Figure 2 to avoid interference with vehicles including track maintenance vehicles.

This requirement does not apply to web support fastening systems. For such fastening systems, the minimum flangeway shall comply with national regulations and the envelope of the fastening systems shall be provided by the supplier.



Key

1 envelope for rail fastening assembly

NOTE 1 This is applicable to all rail sections in EN 13674-1 and EN 13674-4+A1 excluding 49E4.

NOTE 2 Envelope is symmetrical about rail centre line.

NOTE 3 Where an outside conductor rail is used, the width of the envelope is reduced to 180 mm.

Figure 2 — Envelope for rail fastening

5.8 Effect of fastening system tolerances on track gauge

Calculations shall be provided by the manufacturer to show the maximum variation in static track gauge which can arise from the fastening system. The calculations shall be based on the design dimensions of the rail section given in EN 13674-1 or EN 13674-4+A1 and shall include any assumption about the position of the rail within the fastening assembly and the tolerances on all component parts of the fastening system. It shall not include tolerances arising from the location of the fastening components in the sleeper or from any baseplate location. The variation in track gauge, calculated in this way, shall not exceed ± 1 mm.

The manufacturer shall also provide a drawing of the interface between the fastening system and the sleeper. This drawing shall include:

- the external gauge point of the rail fastening system which defines the track gauge (for example holes, pressed out features or elements welded to sleepers);
- the dimension and the tolerance between internal and external gauge points for the rail section for which the fastening assembly is designed;
- drawings with dimensions and tolerances of components of the fastening system;
- the design inclination of the rail seat.

5.9 Clamping force

This shall be determined by the procedure in EN 13146-7:2012. The result shall be reported.

This requirement is not applicable to web support fastening systems.

5.10 In-service testing

When required by the user, in-service testing shall be carried out in accordance with EN 13146-8:2012.

5.11 Attenuation of noise and vibration

Advice on the attenuation of noise and vibration is given in Annex B.

6 Test specimens

When used for type approval testing, the test specimens shall be provided by the organization commissioning the test. Any change in the materials or design of one or more components, which could affect performance in relation to the requirements of this European Standard, shall necessitate retesting of the complete fastening assembly.

7 Fitness for purpose

The manufacturer shall ensure that the fastening systems supplied comply with the requirements of this European Standard. Specifications for individual components shall be provided by the manufacturer at the time the assembly is presented for testing.

NOTE Users of this European Standard are advised to consider the desirability of quality system assessment and registration against EN ISO 9001 by an accredited third party.

8 Marking, labelling and packaging

Where there is adequate space for legible marking and no effect on performance, each component shall be permanently marked with raised or indented symbols or letters which identify the manufacturer and include the particular component reference. When components are packed in containers, each container shall be labelled with details of the components and with the production batch number or date of manufacture.

Annex A (normative)

Effect of repeated loading – Steel sleeper configuration

A.1 Symbols

For the purposes of this annex the following symbols apply:

d_{max} average maximum deflection when measuring static stiffness of soffit pad, in mm;

d_{min} average minimum deflection when measuring static stiffness of soffit pad, in mm;

K_{SPS} static stiffness of soffit pad, in MN/m;

P_{Vmax} maximum load in measurement of soffit pad stiffness, in N;

P_{Vmin} minimum load in measurement of soffit pad stiffness, in N.

A.2 Test arrangement

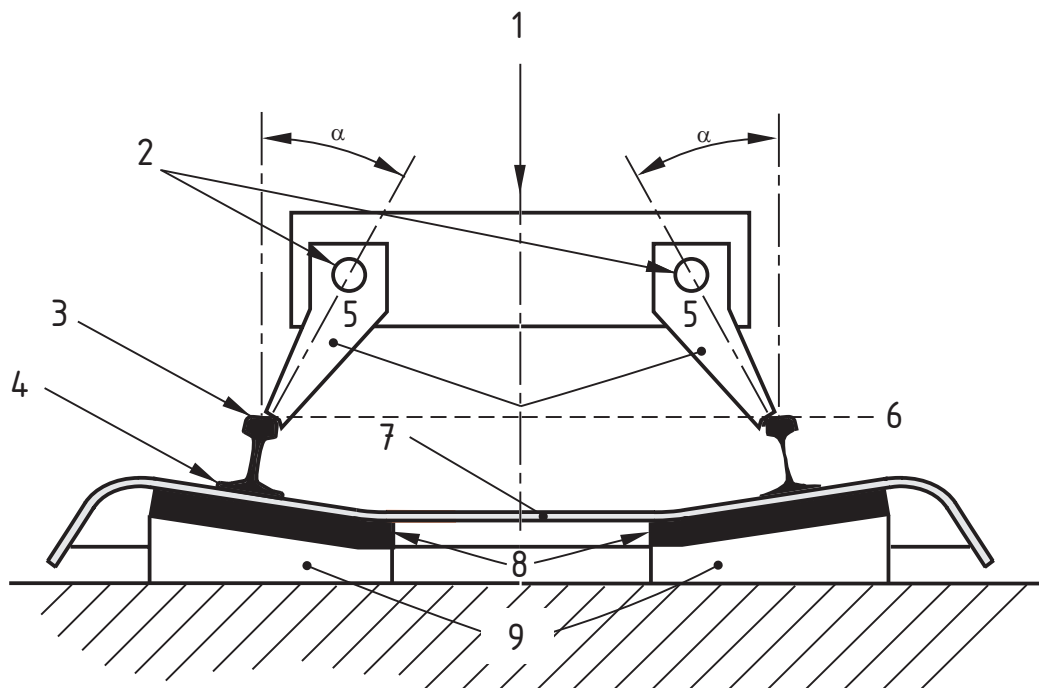
The sleeper, or two sleepers if required in accordance with EN 13146-4:2012, 6.1, are mounted as shown in Figure A.1. The sleeper is placed on elastomeric soffit pads so that the only contact between the sleeper and the supporting test rig is through the pads. The outer ends of the soffit pads shall be coincident with the outer end of the flat area adjoining the curved end of the sleeper. The dimensions of the soffit pads are shown in Table A.1.

Table A.1 — Soffit pad dimensions (mm)

Length	Width	Depth
800	Nominal width of sleeper soffit (+ 0 to - 5)	0,25 × shorter plan dimension of the pad
NOTE The soffit pad may be cut away to the minimum extent necessary to accommodate any projection of the rail fastening inside the sleeper trough.		

The secant stiffness of each pad shall be 28 MN/m to 40 MN/m. To verify that the soffit pad stiffness is correct, four displacement transducers are positioned around each rail seat to measure sleeper movement relative to the mounting block. The transducers shall be positioned adjacent to each side of the rail edge and either side of the fastening. The measurement shall be made between the maximum load $2P_V$ and a minimum of 10 kN (5 kN minimum vertical load per rail seat). The average sleeper displacement shall be calculated using Formula (A.1) at each rail seat, to determine the stiffness of each soffit pad.

$$K_{SPS} = \frac{P_{Vmax} - P_{Vmin}}{d_{max} - d_{min}} \tag{A.1}$$



Key

- | | |
|---|---|
| 1 | load = $2P_v$ |
| 2 | one or two pivots in the loading beam and one other pivot point above or below the actuator |
| 3 | short length of rail of the required section |
| 4 | fastening system with appropriate pad |
| 5 | loading mechanism which allows free rotation of the rail under load |
| 6 | plane of running surface |
| 7 | sleeper |
| 8 | soffit pad |
| 9 | mounting block on test rig |

Figure A.1 — Test arrangement

A.3 Test report

In addition to the items listed in EN 13146-4:2012, Clause 9, the test report shall include the following information:

- a) soffit pad dimensions and details of the material;
- b) sleeper section dimensions and wall thickness.

Annex B (informative)

Vibration and noise

B.1 General

The physical behaviour of the rail fastening system influences vibration transmitted into the track structure, and noise emitted from the track and the structure. Prediction models for structural and environmental vibration and noise may require input parameters which relate to this behaviour. In some situations, rail fastenings may be designed to control vibration transmission: in such cases these parameters are especially important.

This annex gives advice on the parameters and their use.

B.2 Symbols

For the purposes of this annex the following symbols and those in Clause 4 apply:

D_i	insertion loss, in dB
k_{HFAD}	transfer stiffness in measurement of high frequency stiffness of assembly, in N/m
j_ω	$\sqrt{-1}$
k	transfer stiffness, in N/m
Z_F	foundation impedance, in dB
Z_O	source impedance, in dB

B.3 Parameters for environmental vibration calculations

In order to predict or analyse environmental vibration and secondary noise caused by the passage of trains, it is necessary to know the stiffness of the rail fastening assembly subjected to vibration at appropriate amplitudes and frequencies. In general, it is not possible to replicate both the amplitude and the frequency in a small scale laboratory test.

Tests may be carried out with representative load amplitudes, at frequencies up to 20 Hz. When required, such tests should be carried out in accordance with EN 13146-9:2009+A1:2011, 7.2. The maximum load, F_{LFmax} , is given in Table 2 and any test frequency may be specified in the range 3 Hz to 10 Hz. The result of this test is the low frequency dynamic stiffness of the fastening assembly, k_{LFA} , for the specified track category and frequency.

Tests may be carried out at higher frequencies, but only at very small amplitudes of load. When required, such tests are carried out in accordance with EN 13146-9:2009+A1:2011, 7.3. The pre-load F_{HFmax} applied is 50 % of the maximum load, F_{LFmax} , given in Table 2. The result of this test is a graph of transfer stiffness, k_{HFAD} , against frequency for the specified track category.

B.4 Calculating the vibration attenuation

The attenuation of a fastening system can be expressed in terms of the insertion loss (D_i) which describes the reduction in the level of sound power transmitted to the foundation.

For fastening systems that can be modelled by a single degree of freedom system of transfer stiffness k , the calculation, using Formula (B.1) involves the foundation impedance (Z_F) and the source impedance (Z_O).

$$D_i = 20 \lg \left| 1 + \frac{j \omega Z_F Z_O}{k Z_F + Z_O} \right| \text{dB} \quad (\text{B.1})$$

The derivation of Z_F and Z_O cannot be given in general terms as it depends on details of the vehicles and track. Further information is given in [5].

B.5 Environmental noise

Many models used for prediction of railway noise require input of a value for rail fastening stiffness. This value is derived from the test procedure given in EN 15461+A1, which requires tests to be carried out on a complete panel of railway track.

Where such a panel of track is not available, and it is necessary to estimate the stiffness from tests on a single rail fastening assembly, indicative values of stiffness for noise prediction may be obtained by carrying out the test in EN 13146-9:2009+A1:2011, 7.3, but with no pre-load (i.e. $F_{HF\text{Amax}} \approx 0$).

Bibliography

- [1] EN 1991-2, *Eurocode 1: Actions on structures – Part 2: Traffic loads on bridges*
- [2] EN 15461+A1, *Railway applications – Noise emission – Characterisation of the dynamic properties of track sections for pass by noise measurements*
- [3] EN 50122-2, *Railway applications – Fixed installations – Electrical safety, earthing and the return circuit – Part 2: Provisions against the effects of stray currents caused by d.c. traction systems*
- [4] EN ISO 9001, *Quality management systems – Requirements (ISO 9001)*
- [5] Wettschurek R and Hauck G. Geräusche und Erschütterungen aus dem Schienenverkehr. In Heckl M and Müller H editors Taschenbuch der Technischen Akustic. Berlin, Heidelberg and New York: Springer Verlag.

British Standards Institution (BSI)

BSI is the national body responsible for preparing British Standards and other standards-related publications, information and services.

BSI is incorporated by Royal Charter. British Standards and other standardization products are published by BSI Standards Limited.

About us

We bring together business, industry, government, consumers, innovators and others to shape their combined experience and expertise into standards-based solutions.

The knowledge embodied in our standards has been carefully assembled in a dependable format and refined through our open consultation process. Organizations of all sizes and across all sectors choose standards to help them achieve their goals.

Information on standards

We can provide you with the knowledge that your organization needs to succeed. Find out more about British Standards by visiting our website at bsigroup.com/standards or contacting our Customer Services team or Knowledge Centre.

Buying standards

You can buy and download PDF versions of BSI publications, including British and adopted European and international standards, through our website at bsigroup.com/shop, where hard copies can also be purchased.

If you need international and foreign standards from other Standards Development Organizations, hard copies can be ordered from our Customer Services team.

Subscriptions

Our range of subscription services are designed to make using standards easier for you. For further information on our subscription products go to bsigroup.com/subscriptions.

With **British Standards Online (BSOL)** you'll have instant access to over 55,000 British and adopted European and international standards from your desktop. It's available 24/7 and is refreshed daily so you'll always be up to date.

You can keep in touch with standards developments and receive substantial discounts on the purchase price of standards, both in single copy and subscription format, by becoming a **BSI Subscribing Member**.

PLUS is an updating service exclusive to BSI Subscribing Members. You will automatically receive the latest hard copy of your standards when they're revised or replaced.

To find out more about becoming a BSI Subscribing Member and the benefits of membership, please visit bsigroup.com/shop.

With a **Multi-User Network Licence (MUNL)** you are able to host standards publications on your intranet. Licences can cover as few or as many users as you wish. With updates supplied as soon as they're available, you can be sure your documentation is current. For further information, email bsmusales@bsigroup.com.

BSI Group Headquarters

389 Chiswick High Road London W4 4AL UK

Revisions

Our British Standards and other publications are updated by amendment or revision.

We continually improve the quality of our products and services to benefit your business. If you find an inaccuracy or ambiguity within a British Standard or other BSI publication please inform the Knowledge Centre.

Copyright

All the data, software and documentation set out in all British Standards and other BSI publications are the property of and copyrighted by BSI, or some person or entity that owns copyright in the information used (such as the international standardization bodies) and has formally licensed such information to BSI for commercial publication and use. Except as permitted under the Copyright, Designs and Patents Act 1988 no extract may be reproduced, stored in a retrieval system or transmitted in any form or by any means – electronic, photocopying, recording or otherwise – without prior written permission from BSI. Details and advice can be obtained from the Copyright & Licensing Department.

Useful Contacts:

Customer Services

Tel: +44 845 086 9001

Email (orders): orders@bsigroup.com

Email (enquiries): cservices@bsigroup.com

Subscriptions

Tel: +44 845 086 9001

Email: subscriptions@bsigroup.com

Knowledge Centre

Tel: +44 20 8996 7004

Email: knowledgecentre@bsigroup.com

Copyright & Licensing

Tel: +44 20 8996 7070

Email: copyright@bsigroup.com



...making excellence a habit.™