



BSI Standards Publication

Communication systems for meters — Wireless mesh networking for meter data exchange

Part 3: Energy profile specification
dedicated application layer

National foreword

This British Standard is the UK implementation of EN 16836-3:2016.

The UK participation in its preparation was entrusted to Technical Committee PEL/894, Remote Meter Reading.

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 2016.
Published by BSI Standards Limited 2016

ISBN 978 0 580 85160 5

ICS 33.200; 35.100.70

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 November 2016.

Amendments/corrigenda issued since publication

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

EUROPEAN STANDARD

EN 16836-3

NORME EUROPÉENNE

EUROPÄISCHE NORM

November 2016

ICS 33.200; 35.100.70

English Version

Communication systems for meters - Wireless mesh networking for meter data exchange - Part 3: Energy profile specification dedicated application layer

Systèmes de communication des compteurs - Réseau maillé sans fil pour l'échange de données de compteurs
- Partie 3 : Spécifications de la couche application spéciale <profil énergie>

Kommunikationssysteme für Zähler - Drahtloses Mesh-Netzwerk für den Zählerdatenaustausch - Teil 3: Energie-Profilspezifikation der speziellen Anwendungsschicht

This European Standard was approved by CEN on 3 September 2016.

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, Former Yugoslav Republic of Macedonia, 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

CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels

Contents		Page
European foreword		3
Introduction		4
1	Scope	5
2	Normative references	5
3	Terms and definitions	5
4	Requirements	5
4.1	General	5
4.2	Cluster library	6
Table 1 — Reference to ZigBee Cluster Library - 07-5123 Rev 04		6
4.3	Smart energy profile	7
Table 2 — ZigBee Smart Energy Profile Specification 07-5356 Rev 19 Reference		7
4.4	Over the air upgrade	16

European foreword

This document (EN 16836-3:2016) has been prepared by Technical Committee CEN/TC 294 “Communication systems for meters”, 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 May 2017, and conflicting national standards shall be withdrawn at the latest by May 2017.

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 has been prepared under a mandate given to CEN by the European Commission and the European Free Trade Association.

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, Former Yugoslav Republic of Macedonia, 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

The EN 16836 series of standards details requirements for gas meters, water meters and heat meters that can interoperate with products in a mesh network that conform to this standard through a smart energy profile application layer. This standard refers to documents made freely available by the ZigBee Alliance, an organization which manages a mesh network specification (see www.zigbee.org/about/centc294).

This series of standards specifies how a mesh networking radio specification applies within the scope of European standards at the application layer, networking layer and also medium access control/physical layer (MAC/PHY).

EN 16836 consists of the following parts:

- EN 16836-1, *Communication systems for meters — Wireless mesh networking for meter data exchange — Part 1: Introduction and standardization framework*
- EN 16836-2, *Communication systems for meters — Wireless mesh networking for meter data exchange — Part 2: Networking layer and stack specification*
- EN 16836-3, *Communication systems for meters — Wireless mesh networking for meter data exchange — Part 3: Energy profile specification dedicated application layer*

This standard series is created in compliance with the terms of a memorandum of understanding (MOU) between CEN/CELELEC and the ZigBee Alliance. The principles underpinning the relationship between CEN/CENELEC and the ZigBee Alliance are described in the Consortium Bridge procedure. A copy of the MOU and the Consortium Bridge can be obtained from CEN/CENELEC.

NOTE The term 'ZigBee' and the ZigBee Logo are registered trademarks of the ZigBee Alliance and their use is subject to the conditions of membership.

1 Scope

This European Standard specifies requirements for the dedicated application layer of a communication protocol for the exchange of data from metering devices to other devices within a mesh network. This standard makes reference to a number of documents whereby core requirements are specified. This referencing is in compliance with the Bridge Consortium and additionally the Memorandum of Understanding between the ZigBee Alliance and CEN/CENELEC.

The EN 16836 series represents a feature subset of a larger standard and as such not all of the features specified in the referenced documents are specified in this standard, due to some features being outside the scope of CEN/TC 294. Where this is the case the out of scope feature has either been omitted or specified as excluded.

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 16836-1:2016, *Communication systems for meters and remote reading of meters — Wireless mesh networking for meter data exchange — Part 1: Introduction and standardization framework*

ZigBee Cluster Library – 07-5123 Rev 04, April 26, 2010

ZigBee Smart Energy Standard 07-5356 Rev 19, December 3, 2014

OTA Cluster Specification 09-5264 Rev 23, March 12, 2014

NOTE The above ZigBee documents and OTA Cluster Specification can be obtained from www.zigbee.org/about/centc294.

3 Terms and definitions

For the purposes of this document, the terms, definitions, acronyms and abbreviations given in

- ZigBee Cluster Library – 07-5123 Rev 04,
- ZigBee Smart Energy Standard 07-5356 Rev 19, and
- OTA Cluster Specification 09-5264 Rev 23

apply.

4 Requirements

4.1 General

The dedicated application layer shall be defined in this standard using the references specified in Tables 1 and 2.

This energy profile shall conform to the general framework given in EN 16836-1:2016, the network layer given in EN 16836-1:2016, and the requirements given in 4.2, 4.3, 4.4.

4.2 Cluster library

The requirements given in Table 1 are the basic requirements for this part of EN 16836 and are detailed in the ZigBee Cluster Library – 07-5123 Rev 04.

Table 1 — Reference to ZigBee Cluster Library – 07-5123 Rev 04

Reference	Title
1.1	Scope and Purpose
1.2	Acronyms and Abbreviations
1.3	Definitions
1.4	Conformance Levels
1.5	References
2.2	Cluster Library Overview
2.2.1	Client/Server Model
2.2.2	Functional Domains
2.2.2.1	General
2.2.2.5	Measurement and Sensing
2.2.2.7	Protocol Interfaces
2.3	Command Frame Formats
2.4	General Command Frames
2.5	Addressing, Types and Enumerations
2.6	Functional Description
3	General Specification
3.2	Basic Cluster
3.3	Power Configuration Cluster
3.5	Identify Cluster
3.6	Groups Cluster
3.8	On/Off Cluster
3.11	Alarms Cluster
3.12	Time Cluster
3.13	RSSI Location Cluster
3.15	Commissioning Cluster
4.5	Pressure Measurement Cluster
4.6	Flow Measurement Cluster
4.7	Relative Humidity Measurement Cluster
9.2	Generic Tunnel cluster

4.3 Smart energy profile

Table 2 — ZigBee Smart Energy Standard 07-5356 Rev 19 Reference

Reference	Title
1	Introduction 1.1 Scope 1.2 Purpose 1.3 Provisional Features
2	References 2.1 References 2.1.2 External Reference Documents
3	Definitions 3.1 Conformance Levels 3.2 ZigBee Definitions 3.3 Smart Energy Definitions
4	Acronyms and Abbreviations
5	Chapter 5 Profile Description
5.1	5.1 A ZigBee Smart Energy Network
5.2	5.2 ZigBee Stack Profile 5.2.1 MAC Data Polling (NMLE_Requests) 5.2.2 Application Level Queries 5.2.3 ZigBee Coordinator and Trust Center Recommendations
5.3	5.3 Startup Attribute Set (SAS) 5.3.1 Startup Parameters 5.3.2 Join Parameters 5.3.3 Security Parameters 5.3.4 End Device Parameters 5.3.5 Link Status Parameters 5.3.6 Concentrator Parameters 5.3.7 APS Transport Parameters 5.3.8 APS Fragmentation Parameters 5.3.9 Binding Parameters
5.4	5.4 Smart Energy Profile Security 5.4.1 Joining with Preinstalled Trust Center Link Keys 5.4.1.1 Best Practices for Tracking Registered Devices 5.4.1.2 Best Practice for Coordinator Permit Joining Broadcasts 5.4.2 Re-Joining a Secured Network 5.4.2.1 Rejoining Node Operation 5.4.2.2 Trust Center Operation 5.4.3 Devices Leaving the Network

Reference	Title
	5.4.4 Updating the Network Key 5.4.5 Updating the Link Key 5.4.5.1 Network Joining and Registration Diagram 5.4.6 Cluster Usage of Security Keys 5.4.7 Key Establishment Related Security Policies 5.4.7.1 Joining 5.4.7.2 Trust Center 5.4.7.3 During Joining 5.4.7.4 After Joining 5.4.8 Security Best Practices 5.4.8.1 Out of Band Pre-Configured Link Key Process
5.5	5.5 Commissioning 5.5.1 Forming the Network (Start-up Sequence) 5.5.2 Support for Commissioning Modes 5.5.3 Commissioning Documentation Best Practices 5.5.4 Commissioning Procedure for Different Network Types 5.5.4.1 Commissioning for Neighbourhood Area Network or Sub-metering 5.5.4.2 Commissioning for Home Area Network. 5.5.5 ZigBee Smart Energy Joining, Service Discovery, and Device Binding Requirements 5.5.5.1 PAN Auto-Joining State 5.5.5.2 Service Discovery State 5.5.5.3 Device Steady State 5.5.5.4 Rejoin and Recovery State 5.5.5.5 ESI Specific Considerations
5.6	5.6 Federated Trust Centre Application Guidelines
5.7	5.7 Multiple ESI Application Guidelines 5.7.1 Overview 5.7.2 Device Behaviour 5.7.2.1 Service Discovery in Multi ESI Environments 5.7.2.2 Determining the Most Authoritative Time Source 5.7.2.3 Periodic Time Source Checking During Normal Operation 5.7.2.4 Invalid Time and Interim Time Sources 5.7.2.5 Handling SE Commands from Multiple ESIs. 5.7.2.6 Handling Multiple Uncoordinated Back-end Systems
5.8	5.8 Other Smart Energy Profile Requirements and Best Practices 5.8.1 Preferred Channel Usage 5.8.2 Broadcast Policy 5.8.3 Frequency Agility 5.8.4 Key Updates

Reference	Title
5.9	5.9 Coexistence and Interoperability with HA Devices
5.10	5.10 Device Descriptions
5.11	5.11 ZigBee Cluster Library (ZCL)
5.12	5.12 Cluster List and IDs 5.12.1 ZCL General Clusters 5.12.1.1 ZCL Time Cluster and Time Synchronization 5.12.1.2 Transaction Sequence Numbers 5.13 Coexistence with devices using other Profiles
6	Device Specifications
6.1	6.1 Common Clusters 6.1.1 Optional Support for Clusters with Reporting Capability 6.1.2 Manufacturer-Specific Clusters 6.1.3 Cluster Usage Restrictions 6.1.4 Identify Cluster Best Practices 6.1.5 Inter-PAN Communication
6.2	6.2 Feature and Function Description.
6.3	6.3 Smart Energy Devices 6.3.1 Energy Service Interface 6.3.1.1 Supported Clusters 6.3.1.2 Supported Features and Functions 6.3.2 Metering Device 6.3.2.1 Supported Clusters 6.3.2.2 Supported Features and Functions 6.3.5 Load Control Device 6.3.5.1 Supported Clusters 6.3.5.2 Supported Features and Functions 6.3.6 Range Extender Device 6.3.6.1 Supported Clusters 6.3.6.2 Supported Features and Functions 6.3.7 Smart Appliance Device 6.3.7.1 Supported Clusters 6.3.7.2 Supported Features and Functions 6.3.8 Prepayment Terminal Device 6.3.8.1 Supported Clusters 6.3.8.2 Supported Features and Functions 6.3.9 Physical Device 6.3.9.1 Supported Clusters 6.3.9.2 Supported Features and Functions 6.3.10 remote Communications Device 6.3.10.1 Supported Clusters

Reference	Title
	6.3.10.2 Supported Features and Functions
Annex A	Annex A Candidate ZCL Material for Use with This Profile
A.1	A.1 New Status Enumeration
A.2	A.2 New Attribute Reporting Status Indication A.2.1 Attribute Reporting Status Attribute
Annex B	Enhanced Inter-PAN Transmission Mechanism
B.1	B.1 Scope and Purpose
B.2	B.2 General Description B.2.1 What Enhanced Inter-PAN Transmission Does
B.3	B.3 Service Specification B.3.1 The INTRP-DATA.request Primitive B.3.1.1 Semantics of the Service Primitive B.3.1.2 When Generated B.3.1.3 Effect on Receipt B.3.2 The INTRP-DATA.confirm Primitive B.3.2.1 Semantics of the Service Primitive B.3.2.2 When Generated B.3.2.3 Effect on Receipt B.3.3 The INTRP-DATA.indication Primitive B.3.3.1 Semantics of the Service Primitive B.3.3.2 When Generated B.3.3.3 Effect on Receipt B.3.4 Qualifying and Testing of Inter-Pan Messages
B.4	B.4 Frame Formats
B.5	B.5 Frame Processing B.5.1 Enhanced Inter-PAN Transmission B.5.2 Enhanced Inter-PAN Reception
B.6	B.6 Initiating and Enhanced Inter-PAN Interaction
B.7	B.7 Best Practices
B.8	B.8 Security Requirements
Annex C	Key Establishment Cluster
C.1	C.1 Scope and Purpose
C.2	C.2 General Description C.2.1 Introduction C.2.2 Security Credentials C.2.3 Network Security C.2.4 Key Establishment C.2.5 Symmetric Key Key Establishment

Reference	Title
	C.2.6 Public Key Key Establishment C.2.7 General Exchange C.2.7.1 Exchange Static and Ephemeral Data C.2.7.2 Generate Key Bitstream C.2.7.3 Derive MAC Key and Key Data C.2.7.4 Confirm Key Using MAC
C.3	C.3 Cluster List C.3.1 Key Establishment Cluster C.3.1.1 Overview C.3.1.2 Server C.3.1.3 Client
C.4	C.4 Application Implementation C.4.1 Network Security for Smart Energy Networks C.4.2 Certificate-Based Key Establishment C.4.2.1 Notation and Representation C.4.2.2 Cryptographic Suite 1 Building Blocks C.4.2.3 Cryptographic Suite 2 Building Blocks C.4.2.4 Certificate-Based Key-Establishment
C.5	C.5 Key Establishment Test Vectors for Cryptographic Suite 1 C.5.1 Preconfigured Data C.5.1.1 CA Public Key C.5.1.2 Responder Data C.5.1.3 Initiator Data C.5.2 Key Establishment Messages C.5.2.1 Initiate Key Establishment Request C.5.2.2 Initiate Key Establishment Response C.5.2.3 Ephemeral Data Request C.5.2.4 Ephemeral Data Response C.5.2.5 Confirm Key Request C.5.2.6 Confirm Key Response C.5.3 Data Transformation C.5.3.1 ECMQV Primitives C.5.3.2 Key Derivation Function (KDF) C.5.3.3 Initiator Transform C.5.3.4 Responder Transform
C.6	C.6 Key Establishment Test Vectors for Cryptographic Suite 2 C.6.1 Preconfigured Data C.6.1.1 CA Public Key C.6.1.2 Responder Data C.6.1.3 Initiator Data

Reference	Title
	C.6.2 Key Establishment Messages C.6.2.1 Initiate Key Establishment Request C.6.2.2 Initiate Key Establishment Response C.6.2.3 Ephemeral Data Request C.6.2.4 Ephemeral Data Response C.6.2.5 Confirm Key Request C.6.2.6 Confirm Key Response C.6.3 Data Transformation C.6.3.1 ECMQV Primitives C.6.3.2 Key Derivation Function (KDF) C.6.3.3 Initiator Transform C.6.3.4 Responder Transform
Annex D	Smart Energy Cluster Descriptions
D.1	D.1 Annex Guidelines D.1.1 Client/Server Model Information D.1.2 Interpretation of Reserved Field Values or Bitmaps
D.2	D.2 Demand Response and Load Control Cluster D.2.1 Overview D.2.2 Server D.2.2.1 Dependencies D.2.2.2 Attributes D.2.2.3 Commands Generated D.2.2.4 Commands Received D.2.3 Client D.2.3.1 Dependencies D.2.3.2 Client Cluster Attributes D.2.3.3 Commands Generated D.2.3.4 Commands Received D.2.3.5 Attribute Reporting D.2.4 Application Guidelines D.2.4.1 Load Control Rules, Server D.2.4.2 Load Control Rules, Client
D.3	D.3 Metering Cluster D.3.1 Overview D.3.2 Server D.3.2.1 Dependencies D.3.2.2 Attributes D.3.2.3 Server Commands D.3.2.4 Client Commands D.3.3 Client,

Reference	Title
	D.3.3.1 Dependencies, D.3.3.2 Attributes, D.3.3.3 Client Commands, D.3.4 Metering Application Guidelines D.3.4.1 Attribute Reporting D.3.4.2 Fast Polling or Reporting for Monitoring Energy Savings D.3.4.3 Metering Data Updates D.3.4.3.1 Fast Polling Periods D.3.4.4 Mirroring
D.4	D.4 Price Cluster D.4.1 Overview D.4.2 Server D.4.2.1 Dependencies D.4.2.2 Attributes D.4.2.3 Commands Received D.4.2.4 Commands Generated D.4.3 Client D.4.3.1 Dependencies D.4.3.2 Attributes D.4.3.3 Commands Received D.4.3.4 Commands Generated D.4.4 Application Guidelines D.4.4.1 Registering for Commands D.4.4.2 Attribute Reporting D.4.4.3 Block Tariffs D.4.4.3 Handling of Enhanced Tariffs
D.5	D.5 Messaging Cluster D.5.1 Overview D.5.2 Server D.5.2.1 Dependencies D.5.2.2 Attributes D.5.2.3 Commands Generated D.5.3 Client D.5.3.1 Dependencies D.5.3.2 Attributes D.5.3.3 Commands Generated D.5.4 Application Guidelines
D.6	D.6 Tunnelling Cluster D.6.1 Overview D.6.2 Server

Reference	Title
	D.6.2.1 Dependencies D.6.2.2 Attributes D.6.2.3 Parameters D.6.2.4 Commands Received D.6.2.5 Commands Generated D.6.3 Client D.6.3.1 Dependencies D.6.3.2 Attributes D.6.3.3 Commands Received D.6.3.4 Commands Generated
D.7	D.7 Prepayment Cluster D.7.1 Overview D.7.2 Server D.7.2.1 Dependencies D.7.2.2 Attributes D.7.2.3 Commands Received D.7.2.4 Commands Generated D.7.3 Client D.7.3.1 Dependencies D.7.3.2 Attributes D.7.3.3 Commands Received D.7.3.4 Commands Generated D.7.4 Application Guidelines D.7.4.1 Credit Status Attribute
D.8	D.8 Over-the-Air Bootload Cluster D.8.1 Overview D.8.2 OTA Bootloading Timing Considerations
D.9	D.9 Calendar Cluster D.9.1 Overview D.9.2 Server D.9.2.1 Dependencies D.9.2.2 Attributes D.9.2.3 Commands Received D.9.2.4 Commands Generated D.9.3 Client D.9.3.1 Dependencies D.9.3.2 Attributes D.9.3.3 Commands Received D.9.3.4 Commands Generated D.9.4 Application Guidelines

Reference	Title
D.10	D.10 Device Management Cluster D.10.1 Overview D.10.1.1 Supplier Control D.10.1.2 Tenancy Control D.10.1.3 Password Control D.10.2 Server D.10.2.1 Dependencies D.10.2.2 Attributes D.10.2.3 Commands Received D.10.2.4 Commands Generated D.10.3 Client D.10.3.1 Dependencies D.10.3.2 Attributes D.10.3.3 Commands Received D.10.3.4 Commands Generated D.10.4 Application Guidelines
D.11	D.11 Events Cluster D.11.1 Overview D.11.2 Server D.11.2.1 Dependencies D.11.2.2 Attributes D.11.2.3 Commands Received D.11.2.4 Commands Generated D.11.3 Client D.11.3.1 Dependencies D.11.3.2 Attributes D.11.3.3 Commands Received D.11.3.4 Commands Generated
D.12	D.12 Energy Management Cluster D.12.1 Overview D.12.2 Server D.12.2.1 Dependencies D.12.2.2 Attributes D.12.2.3 Attribute Reporting D.12.2.4 Commands Received D.12.2.5 Commands Generated D.12.3 Client D.12.3.1 Dependencies D.12.3.2 Attributes D.12.3.3 Commands Received D.12.3.4 Commands Generated

Reference	Title
D.13	D.13 MDU Pairing Cluster D.13.1 Overview D.13.2 Server D.13.2.1 Dependencies D.13.2.2 Attributes D.13.2.3 Commands Generated D.13.3 Client D.13.3.1 Dependencies D.13.3.2 Attributes D.13.3.3 Commands Generated
Annex E	Rules and Guidelines for Overlapping Events
E.1	E.1 Definitions
E.2	E.2 Rules and Guideline
E.3	E.3 Event Examples E.3.1 Correct Overlapping Events for Different Device Classes E.3.2 Correct Superseded Event for a Device Class E.3.3 Superseding Events for Subsets of Device Classes E.3.4 Ending Randomization Between Events E.3.5 Start Randomization Between Events E.3.6 Acceptable Gaps Caused by Start and Stop Randomization of Events
Annex F	Joining Procedure Using Pre-Configured Trust Center Link Keys

4.4 Over the air upgrade

All over the air upgrades shall conform to the requirements of OTA Cluster Specification 09-5264 Rev 23 available from www.zigbee.org/about/centc294.

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.

Copyright in BSI publications

All the content in BSI publications, including British Standards, is 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.

Save for the provisions below, you may not transfer, share or disseminate any portion of the standard to any other person. You may not adapt, distribute, commercially exploit, or publicly display the standard or any portion thereof in any manner whatsoever without BSI's prior written consent.

Storing and using standards

Standards purchased in soft copy format:

- A British Standard purchased in soft copy format is licensed to a sole named user for personal or internal company use only.
- The standard may be stored on more than 1 device provided that it is accessible by the sole named user only and that only 1 copy is accessed at any one time.
- A single paper copy may be printed for personal or internal company use only.

Standards purchased in hard copy format:

- A British Standard purchased in hard copy format is for personal or internal company use only.
- It may not be further reproduced – in any format – to create an additional copy. This includes scanning of the document.

If you need more than 1 copy of the document, or if you wish to share the document on an internal network, you can save money by choosing a subscription product (see 'Subscriptions').

Reproducing extracts

For permission to reproduce content from BSI publications contact the BSI Copyright & Licensing 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 subscriptions@bsigroup.com.

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.

Useful Contacts

Customer Services

Tel: +44 345 086 9001

Email (orders): orders@bsigroup.com

Email (enquiries): cservices@bsigroup.com

Subscriptions

Tel: +44 345 086 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

BSI Group Headquarters

389 Chiswick High Road London W4 4AL UK