BS ISO 18186:2011



BSI Standards Publication

Freight containers — RFID cargo shipment tag system



BS ISO 18186:2011 BRITISH STANDARD

National foreword

This British Standard is the UK implementation of ISO 18186:2011.

The UK participation in its preparation was entrusted to Technical Committee TW/1, Freight containers and swap bodies.

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.

© BSI 2011

ISBN 978 0 580 71733 8

ICS 55.180.10

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 31 December 2011.

Amendments issued since publication

Date Text affected

INTERNATIONAL STANDARD

ISO 18186:2011 ISO 18186

First edition 2011-12-01

Freight containers — RFID cargo shipment tag system

Conteneurs pour le transport de marchandises — Système d'étiquettes RFID d'expédition de fret



BS ISO 18186:2011 **ISO 18186:2011(E)**



COPYRIGHT PROTECTED DOCUMENT

© ISO 2011

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

Contents Page Forewordv Introduction vi 1 2 3 Terms and definitions 1 4 RFID cargo shipment tag system 2 4.1 System composition 2 System operator ______2 4.2 4.3 System authorization ______2 4.4 System functions 2 4.5 4.6 System safeguard measures 3 5 RFID cargo shipment tag.......3 5.1 5.2 Tag installation......4 5.3 Data content and format 4 54 Electronic security guarantee 5 5.5 Working environment 5 5.6 RF operations 5 6 Reader _____5 6.1 Types 5 6.2 Functions 5 6.3 Data interface 5 7 RFID cargo shipment tag system operation5 7.1 RFID cargo shipment tag system operational conditions......5 7.2 8 Reliability and accuracy of RFID cargo shipment tag system6 9 Tag operation 6

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

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

ISO 18186 was prepared by Technical Committee ISO/TC 104, *Freight containers*, Subcommittee SC 4, *Identification and communication*.

This first edition of ISO 18186 cancels and replaces the first edition of ISO/PAS 18186:2010.

Introduction

This International Standard describes the composition, application requirements and operational procedures of an RFID cargo shipment tag and its relevant system used for improving transparency of the freight container transportation process. It identifies data content and format as well as operational characteristics of an RFID cargo shipment tag. It also provides a solution for electronic transfer of relevant information between an RFID cargo shipment tag and its associated information system platform.

The overall purpose of this International Standard is to improve freight container logistic transparency and efficiency by using an RFID cargo shipment tag and an associated, Internet-based information management system.

Freight containers — RFID cargo shipment tag system

1 Scope

This International Standard is applicable to freight containers as defined in ISO 668 as well as other associated containers and transport equipment.

This International Standard defines how freight container logistic transparency and efficiency can be improved through use of an RFID cargo shipment tag system and an Internet-based software package. Such an RFID cargo shipment tag system can co-exist with, but is separate from, a container security and identification RFID framework using container "license plate" tags, described in ISO 10374 and ISO/TS 10891, and electronic seals ("e-seals"), described in ISO 18185 (all parts). In all cases, operation of and information from ISO/TS 10891 and ISO 18185 devices is independent from the operation and information of the cargo shipment tag and information from these devices is passed in discrete messages that are not routed via the RFID cargo shipment tag.

2 Normative references

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

ISO 668, Series 1 freight containers — Classification, dimensions and ratings

ISO 6346, Freight containers — Coding, identification and marking

ISO 10374, Freight containers — Automatic identification

ISO/TS 10891, Freight containers — Radio frequency identification (RFID) — Licence plate tag

ISO 18185 (all parts), Freight containers — Electronic seals

IEC 60068-2 (multiple sub-parts), Environmental testing

IEC CISPR/TR 28, Industrial, scientific and medical equipment (ISM)-Guidelines for emission levels within the bands designated by the ITU

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3 1

RFID cargo shipment tag

read-write tag into which data specific to a containerized cargo shipment can be stored and the tag and the data uploaded in it are the responsibility of the shipper

NOTE The tag can be affixed to the container by the shipper or, as per the shipper's instructions, by the party that physically performs the loading ("stuffing") of the container. Data capabilities are flexible and can, at the shipper's discretion, include destination, routing, conveyance or other transportation information, time and location of the interrogation, cargo information (including hazardous material information, where applicable) or other trip-specific information. The tag must perform reliably from the point of stuffing of the container to delivery destination, and is to be removed by the consignee upon final delivery. The tag is reusable.

3.2

reader

device that can exchange information with RFID cargo shipment tags by wireless communication methods and move information to and from an internet-based information system

3.3

network platform

information processing system through which data from an RFID cargo shipment tag is communicated, processed and viewed

NOTE It is a subset within/of the cargo shipment tag system. The network platform system includes a wireless radio network, a server, terminal(s), database, middleware, etc. Information from the cargo shipment tag system is accessible, according to pre-determined access criteria, to authorized users through a dedicated internet website.

3.4

operators of network platform

network operator

neutral entity/organization/party that operates the network platform of the RFID cargo shipment tag system

NOTE This entity operates/maintains the web server, database server and/or the middleware.

3.5

RFID cargo shipment tag system

system consisting of RFID cargo shipment tag, its associated reader(s) and the network platform

4 RFID cargo shipment tag system

4.1 System composition

The RFID cargo shipment tag system is composed of the following basic elements: RFID cargo shipment tag, reader(s) and network platform (including database, operational system and related system software). The system is open and distributed, which can achieve management efficiencies in different geographical areas. Components of the RFID cargo shipment tag system operate in a manner described later in this International Standard.

4.2 System operator

The shipper, or its authorized representative, is the only one who may affix and remove the RFID cargo shipment tag. The shipper is responsible for the supply, placement and ultimate removal of the physical tag as well as all operations using it, including uploading, maintaining, altering, deleting and reading cargo shipment tag data.

4.3 System authorization

The shipper may, at its discretion and in accordance with 5.1, write any relevant container transport and shipping data onto the cargo shipment tag. The shipper shall enter into an agreement with the network operator of the cargo shipment tag system before dispatching the shipment. As part of this agreement, the network operator shall provide access credentials which allow the shipper to upload tag, cargo and other information to the network platform and guery the network platform for journey information as needed.

4.4 System functions

Reading from and writing to the RFID cargo shipment tag may only be done by the shipper, or its authorized representative, using access credentials supplied by the network operator. Each shipper, or its authorized representative, shall only have access to data on its own shipment tags.

Container transport and shipping data, or any other allowed information, can be transferred by the shipper between network memory locations, including the RFID cargo shipment tags themselves. Use of access credentials, and/or other security measures, shall prevent one shipper from accessing the tag information or network information of another shipper.

Search capabilities are available to the shipper, or an authorized party identified by it, through the network platform using access credentials supplied by the network operator. A shipper shall only have the ability to search through its own information and its own tags.

4.5 System internal data transmission

Except for wireless transmissions between cargo shipment tags and readers, all internal EDI data transmissions through the network platform should use HTTP protocol, data format to be described by XML. For more detailed data, refer to Annex A.

4.6 System safeguard measures

A shipper, using its unique access credentials, shall set up the reading and writing authority levels of RFID cargo shipment tags through the network platform according to its own requirements.

A shipper, using its unique access credentials, shall set up the inquiry and search authority levels for shipment information through the network platform according to its own requirements.

Information within the RFID cargo shipment tag shall be encrypted or otherwise secured at the point and time when it is first written into the tag and during any subsequent modifications, alterations, changes and/or erasures. The tag shall be capable of having encrypted or otherwise secure data written to it and read from it without interference from the tag design or structure. Further, the system shall not write to the tag cargo shipment-specific data that is not encrypted or otherwise secured.

All parts of the cargo shipment tag system, especially the network platform and associated information systems, shall implement suitable disaster tolerance and protections from hostile attacks, including hacking, viruses and denial of service.

5 RFID cargo shipment tag

5.1 General requirements

The RFID cargo shipment tag shall have its own unique tag identification number in permanent memory. The container serial number (see ISO 6346), as well as any other desired container transport and shipping data, may be programmed into the volatile memory of the tag.

Information written to the RFID cargo shipment tag shall be encoded using formats defined in Annex A for transmission between tags and readers.

A clock chip shall be built into each RFID cargo shipment tag and it shall be set to UTC time. The RFID cargo shipment tag system shall automatically record all interrogation events, including each trip's initial activation and deactivation of the tag, including the date and time of these events. The time error shall be less than 5 seconds per day.

The RFID cargo shipment tag system shall automatically receive and record the geographical location information from each reader interrogating it. The geographical location information refers to the reader position when it reads the tag.

The RFID cargo shipment tag shall be capable of carrying any cargo shipment and/or logistic information as desired by the shipper and described in Annex A.

The RFID cargo shipment tag data shall be protected as described in 4.6.

The RFID cargo shipment tag may be either a one-time-use or a reusable device. In either case, the tag shall be removed by the consignee after final delivery. Prior to re-use, it is the shipper's responsibility to make sure that a reusable tag has had its user memory cleared. Return and recycling of reusable tags is also the sole responsibility of the shipper.

An RFID cargo shipment tag shall support data capturing, amendment and deletion events for one full trip from the container's origin to final destination, as per the shipper's requirements.

© ISO 2011 – All rights reserved

An RFID cargo shipment tag shall be capable of reporting battery status. A tag configured for one-time-use shall have a minimum battery life span of 60 days from battery activation. A reusable tag shall have a minimum battery life span of five years under normal operational circumstances, based on having a read/write event 10 times per day without changing the built-in battery.

The RFID cargo shipment tag shall have its unique tag identification number marked permanently onto the exterior of the tag in a location that can be easily seen by the human eye when the tag is installed on a container.

5.2 Tag installation

An installed RFID cargo shipment tag shall not protrude beyond the exterior frame of the freight container. Further, its installation shall not cause the structure or integrity of the freight container to fall below its defined service requirements.

An installed RFID cargo shipment tag shall be mounted in a location on the freight container that allows it to be seen by the human eye and affixed and removed relatively easily by workers at ground level.

An RFID cargo shipment tag may be mounted in any container location except those prescribed for the license plate tag as specified in ISO 10374 or ISO/TS 10891 or reserved for or dedicated to the container seal, whether electronic (see ISO 18185) or mechanical (see ISO 17712).

An installed RFID cargo shipment tag shall be mounted in a manner that allows it to be reliably read/written by an installed RFID tag reader system.

5.3 Data content and format

5.3.1 General

A detailed description of all RFID cargo shipment tag data items, including precise format information, is found in Annex A.

5.3.2 Mandatory tag data

Mandatory tag data shall include, as a minimum, the following items:

Mandatory, permanent (non-variable) data: Includes the unique identification number of the RFID cargo shipment tag, assigned to the tag and permanently programmed during tag production. Also includes tag manufacturer ID and date of manufacture. See Annex A for details.

5.3.3 Optional data

All data other than that specified in 5.3.2 is classified as optional data. This data is non-permanent and is included strictly in accordance with the shipper's requirements and responsibilities. Examples include container information, cargo information, transport information, customer information and container status information. However, the shipper may include, at its responsibility, any information desired. See Annex A for details.

The shipper may, at its discretion and responsibility, and in conformance with the conditions set out in Clause 1, upload into the RFID cargo shipment tag information from the container 'license plate' tag or, where a 'license plate' tag is not used, information that is physically marked on the container in conformance with ISO 6346.

5.3.4 Automatic data interaction

At a minimum, the mandatory data within an RFID cargo shipment tag shall be read automatically when the container carrying it passes by a reader, with no actions required on the part of container or tag to initiate the reading process.

5.3.5 Data format

Annex A defines the formats of all RFID cargo shipment tag data items.

5.4 Electronic security guarantee

All shipment-specific data shall be protected in a manner such that any modification of the electronically stored information, without proper authentication, is not possible.

5.5 Working environment

The RFID cargo shipment tag shall meet the environmental requirements of ISO 18185-3:2006, Clause 4.

Electronic security of the RFID cargo shipment tag shall meet the requirements of the relevant part of the multiple sub-part series of IEC 60068-2.

5.6 RF operations

The installed RFID cargo shipment tag system shall use an internationally available radio frequency, conform to an ISO-based air interface and communication protocol and comply with national regulatory requirements.

The RFID frequency shall conform to ITU regulations as specified in IEC CISPR/TR 28.

6 Reader

6.1 Types

Fixed readers may be permanently installed at nodal points in the logistics process and configured to read cargo shipment tags as they pass through the read zone.

Hand-held readers, used for walk-up interrogations of cargo shipment tags, must be completely portable and un-tethered.

6.2 Functions

Fixed readers shall reliably read all tags within a distance of up to 35 metres.

Handheld readers shall reliably read all tags within a distance of up to 5 metres.

All readers, fixed or hand-held, shall be capable of reliably transferring to/from the network platform all RFID cargo shipment tag information defined in 5.3 and Annex A.

6.3 Data interface

The data interface between fixed readers and the network platform can be wired or wireless as long as the connection method has no effect on the data exchange. The data interface between hand-held readers and the network platform must be wireless, using a communication medium that provides a high-quality, reliable connection in all operational scenarios. All transmissions between readers and network platform should be done in accordance with standard telecommunication protocols (e.g. RS232/RS485/Ethernet or 802.11b/g).

7 RFID cargo shipment tag system operation

7.1 RFID cargo shipment tag system operational conditions

Excluding the RFID air interface, all data management activities for the RFID cargo shipment tag system shall occur within an internet environment. All access to the network platform shall be conducted via Internet.

All readers, whether fixed or handheld, shall be connected to the system in a manner giving as close to real-time data interaction as possible.

The RFID cargo shipment tag system shall ensure that data is uniquely read from or written to the correct tag under operational conditions (i.e. discrimination).

The RFID cargo shipment tag system shall reliably transfer and process data flowing from/to multiple tags which can be within the reader's field of view (i.e. localization).

At time of affixing, all RFID cargo shipment tag information shall be initialized (except tag information defined in 5.3.2) and the internal clock function shall be verified. Initialization consists of clearing the tag memory of all parameters recorded during its last transport journey (in the case of a reusable tag). These initialization activities shall be performed by the shipper and shall not require any action by the cargo transport providers who are engaged to move the container from origin to final destination.

7.2 RFID cargo shipment tag system operational requirements

7.2.1 Nodes for operational process

Typical locations where operations involving the RFID cargo shipment tag system may include: container stuffing point, operational node, check point, and container devanning point.

7.2.2 Operational content for process nodes

7.2.2.1 Stuffing point

At the location where a container is stuffed, closed and sealed, the shipper may elect to affix an RFID cargo shipment tag. If affixed, the tag shall be initialized (in accordance with 7.1) activated, and a transaction, including date, time and location, shall be uploaded to the network platform.

7.2.2.2 Operational node

When a container equipped with RFID cargo shipment tag passes through an operational node, the fixed reader installed at the node shall automatically read tag data and exchange information with the network platform.

7.2.2.3 Check point

At any location where a container equipped with RFID cargo shipment tag is receiving special attention, the tag may be read by a handheld reader, thereby checking any authorized information and uploading relevant records to the network system.

7.2.2.4 Devanning (unstuffing) point

At the devanning point, fixed or handheld readers shall be used to extract information from an affixed RFID cargo shipment tag and send that information to the network platform. Also in this location, an affixed cargo shipment tag shall be physically removed by the consignee and either discarded, if a one-time-use tag, or recycled to the stuffing point, as per the shipper's instructions and responsibility, for another shipment.

8 Reliability and accuracy of RFID cargo shipment tag system

RF system reliability for an RFID cargo shipment tag system shall be better than 99,99% (i.e. no more than one missed read in 10 000 read/write events). RF system accuracy shall be better than 99,998% (i.e. no more than one information error in 100 000 read/write events).

The RFID cargo shipment tag system shall implement a CRC check in the data transmission process.

9 Tag operation

RF emissions from the RFID cargo shipment tag system shall conform to regulations related to national security and national radio band usage.

RF emissions from the RFID cargo shipment tag system shall conform to regulations related to radio system radiation, as published by the WHO (World Health Organization).

Annex A

(normative)

Data format for RFID cargo shipment tag

Table A.1 — Relevant data for shipment tag (Data code mark range)

| | | Data length | | |
|---|-----------------------------------|-------------|---|------------|
| Information field | Column | (byte) | Specification | Note |
| Shipment tag inherent information (mandatory and permanent) | Tag ID | 10 | Fixed by Chip manufacturer permanently, abide by the format elaborated in ISO/IEC 15963 | Read only |
| | Tag ex-factory date | 8 | YYYYMMDD | Read only |
| | Tag manufacturer ID | 9 | Tag manufacturer code, allocation in line with ISO 14816 | Read only |
| Container information (optional and variable) | Container serial number | 11 | In accordance with ISO 6346 | Read/write |
| | Dimension and container type code | 4 | In accordance with ISO 6346 | Read/write |
| | Nominal length | 2 | In accordance with ISO 668, unit ft | Read/write |
| | Container body weight | 5 | According to container factory file, unit kg | Read/write |
| | Container rated weight | 6 | Refer to container factory file, unit kg | Read/write |
| | Container operator | 60 | Name of container line company/ transport company or cargo owner | Read/write |
| Shipment tag state information (optional and variable) | Tag status | 1 | Y-Authorized/N-Unauthorized | Read/write |
| | Tag activation time | 42 | YYYYMMDDHH24MI | Read/write |
| | Tag activation location | 60 | English location name | Read/write |
| | Reader ID | 8 | Letter and number | Read/write |
| | Operational staff code | 14 | Organization allocation code and staff code | Read/write |
| | Tag deactivation time | 42 | YYYYMMDDHH24MI | Read/write |
| | Tag deactivation location | 60 | English location name | Read/write |
| | Reader ID | 8 | Letter and number | Read/write |
| | Operational staff code | 14 | Organization allocation code and staff code | Read/write |
| Cargo shipment information (optional and variable) | Name of transportation subject | 35 | Vessel name or vehicle code/train trip number in English | Read/write |
| | Vessel registration number | 12 | Refer to vessel registration description/particular | Read/write |
| | Voyage number/trip number | 8 | Letter and number | Read/write |

Table A.1 (continued)

| Information field | Column | Data length (byte) | Specification | Note |
|--|---|-----------------------|--|------------|
| Cargo shipment information (optional and variable) | Bill of lading number/ transport receipt number | 200 | Container cargo's B/L number or waybill number | Read/write |
| | Place of carrier receipt | 60 | UN/LOCODE | Read/write |
| | Loading port | 60 | UN/LOCODE | Read/write |
| | | | UN/LOCODE | |
| | Transhipment port | 60 | **to be repeated according to shipper needs and requirements | Read/write |
| | Place of transhipment | 60 | UN/LOCODE | Read/write |
| | | | **to be repeated according to shipper needs and requirements | |
| | Discharging port | 60 | UN/LOCODE | Read/write |
| | Place of delivery (to consignee) | 60 | UN/LOCODE | Read/write |
| | Shipper | 100 | English | Read/write |
| | Consignee | 100 | English | Read/write |
| | Cargo name | 100 | Plain language description (English) or HS CODE | Read/write |
| | Dangerous cargo class | 3 | For dangerous cargo provided by shipper in accordance with IMDG Code | Read/write |
| | UN Code | 4 | For dangerous cargo provided by shipper in accordance with IMDG Code | Read/write |
| | Refrigerator container temperature | 4 | For temperature-controlled cargo, provided by shipper | Read/write |
| | Temperature unit | 1 | F-Fahrenheit/C-Centigrade | Read/write |
| | Other shipment information | 1 500 | Reserved | Read/write |
| Process node information (optional and variable) | Process node | 2 | Container vanning-VC; Entrance-TY; Exit-YT; Vessel loading-YV; Vessel discharging-VT; Container devanning- UC; Inspection: IC; truck loading-CL; truck discharging-UL | Read/write |
| | Record time | 14 | YYYYMMDDHH24MI | Read/write |
| | Record location | 20 | English location name | Read/write |
| | Reader ID | 8 | Letter and number | Read/write |
| | Operational staff code | 14 | Organization allocation code and staff code | Read/write |
| Extension area (optional and variable) | EPC number of the container | 20 | Available for user | |
| | Others | 24 500 | Available for user | |

NOTE 2 Data lengths are maximum values.

Bibliography

- [1] International telecommunication consulting committee (CCITT) V.24:1984, Relevant definition of line exchange between data terminal and data line terminal
- [2] ISO 830, Freight containers Vocabulary
- [3] ISO 14816, Road transport and traffic telematics Automatic vehicle and equipment identification Numbering and data structure
- [4] ISO/IEC 15963, Information technology Radio frequency identification for item management Unique identification for RF tags
- [5] ISO 17363, Supply chain applications of RFID Freight containers
- [6] ISO 17712, Freight containers Mechanical seals
- [7] TIA/EIA-232 (RS-232), Interface Between Data Terminal Equipment and Data Circuit-Terminating Equipment Employing Serial Binary Data Interchange
- [8] TIA/EIA-485 (RS-485), Serial Interface Standard
- [9] IEEE 802.3, IEEE Standard for Information Technology Telecommunications and information exchange between systems Local and metropolitan area networks Specific requirements Part 3: Carrier Sense Multiple Access with Collision Detection (CSMA/CD) Access Method and Physical Layer Specifications
- [10] IEEE 802.11, IEEE Standard for Information Technology Telecommunications and information exchange between systems Local and metropolitan area networks Specific requirements Part 11: Wireless LAN Medium Access Control (MAC) and Physical Layer (PHY) Specifications

Price based on 9 pages



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

