BS ISO 18611-3:2014



BSI Standards Publication

Ships and marine technology — Marine NOx reduction agent AUS 40

Part 3: Handling, transportation and storage



National foreword

This British Standard is the UK implementation of ISO 18611-3:2014.

The UK participation in its preparation was entrusted to Technical Committee SME/32/-/2, Ships and marine technology - Maritime environment protection.

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 2014. Published by BSI Standards Limited 2014

ISBN 978 0 580 83576 6

ICS 13.020.99; 47.020.99

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 September 2014.

Amendments issued since publication

Date

Text affected

BS ISO 18611-3:2014

INTERNATIONAL STANDARD

ISO 18611-3

First edition 2014-10-01

Ships and marine technology — Marine NOx reduction agent AUS 40 —

Part 3: **Handling, transportation and storage**

Navires et technologie marine — Agents réducteurs NOx marins AUS 40 —

Partie 3: Manipulation, transport et stockage





COPYRIGHT PROTECTED DOCUMENT

© ISO 2014

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested 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

Co	Contents Foreword		
Fore			
Intr	Introduction		
1	Scope	1	
2	Normative references	1	
3	Terms and definitions	1	
4	General requirements and recommendations 4.1 Requirements for the use of materials compatible with AUS 40 4.2 Physical conditions during transportation and storage 4.3 Cleanness of surfaces in contact with AUS 40 4.4 Recommendation on further properties		
5	Quality assurance 5.1 General 5.2 Sampling 5.3 Quality verification 5.4 Procedures for product release and handling of non-conforming product 5.5 Quality assurance	5 5 5	
6 B:L	Procedures for handling of containers and equipment 6.1 General 6.2 Dedicated bulk operation 6.3 Non-dedicated bulk operation	7 7 7	
Rihl	liography	9	

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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is ISO/TC 8, *Ships and marine technology*, Subcommittee SC 2, *Marine environment protection*.

ISO 18611 consists of the following parts, under the general title *Ships and marine technology — Marine NOx reduction agent AUS 40*:

- Part 1: Quality requirements
- Part 2: Test methods
- Part 3: Handling, transportation and storage

Introduction

In order to protect the environment and to enhance air quality, exhaust emissions regulations around the world are continuously strengthened. For ships with large combustion engines, particulate matter (PM), nitrogen oxide (NOx) emissions, and sulfur dioxide emissions are the main concern, and efforts have been focused on the development of technology that can reduce them effectively with minimum fuel economy penalty. Selective catalytic reduction (SCR) converters using a urea solution as the reducing agent is considered to be a key technology for reducing NOx emissions. The quality of the urea solution used for that technology needs to be specified to ensure reliable and stable operation of the SCR converter systems. The ISO 18611 series provides the specifications for quality characteristics, for handling, transportation, and storage, as well as the test methods needed by manufacturers of SCR converters, by engine producers, by producers, distributors of the urea solution, and by fleet operators/ship owners.

Efficient expanding of the use of urea SCR technology requires a consolidated framework that can be followed by producers, end users, OEMs, and catalyst suppliers.

Ships and marine technology — Marine NOx reduction agent AUS 40 —

Part 3:

Handling, transportation and storage

1 Scope

This part of ISO 18611 describes best practice recommendations and requirements for handling, transportation, and storage of NOx reduction agent AUS 40 (aqueous urea solution), specified in ISO 18611-1. These recommendations and requirements are necessary to preserve the specified quality of AUS 40 from any point of production to the point where it is filled into the on-board tank of the vehicle, in order to ensure the proper function of the selective catalytic reduction (SCR) converter systems.

This International Standard is covering quality requirements and guidelines for AUS 40 for marine applications, irrespective of manufacturing method or technique.

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.

ISO 18611-1, Ships and marine technology — Marine NOx reduction agent AUS 40 — Part 1: Quality requirements

ISO 18611-2, Ships and marine technology — Marine NOx reduction agent AUS 40 — Part 2: Test Methods

3 Terms and definitions

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

3 1

bulk operation

handling of AUS 40 in large containers

Note 1 to entry: Examples of large containers are road tankers, rail cars, storage tanks, and tank vessels.

3.2

packaged shipment

handling of AUS 40 in small containers

Note 1 to entry: Examples of small containers are drums, cans, bottles, intermediate bulk containers (IBCs).

3.3

production batch of AUS 40

quantity of AUS 40 produced at one operation at a site where the product has (last) been physically or chemically modified to reach compliance with the specifications defined in ISO 18611-1

Note 1 to entry: Mixing of AUS 40 volumes does not constitute a physical or chemical modification, so long as the quality of the volumes before mixing complies with the specifications given in ISO 18611-1.

3.4

shelf life

period of time starting with the completion of the production of the batch in which AUS 40, stored under specific conditions, remains within the specifications defined in ISO 18611-1, Table 1

4 General requirements and recommendations

4.1 Requirements for the use of materials compatible with AUS 40

4.1.1 General

To avoid contamination of AUS 40 and to resist corrosion of the devices used (containers, tubes, valves, fittings, gaskets, hoses, etc.), all materials in direct contact with AUS 40 during handling, transportation, and storage, including sampling, shall be compatible with AUS 40.

It is the responsibility of the user of this International Standard to ensure that the correct materials are used. The list of the materials given in $\frac{\text{Tables 1}}{\text{1}}$ and $\frac{2}{\text{2}}$ shall be used for guidance only until such time as more definitive information is established.

Any material with uncertain compatibility with AUS 40 shall be tested. The test conditions should reflect the intended temperature range and contact time, in order to evaluate possible influences on the product quality as specified in this International Standard. In addition, this test shall ensure that the integrity of the material in contact with AUS 40 is maintained. Accelerated tests using higher temperatures can be used, as appropriate.

If a contamination of AUS 40 is detected during handling, transportation, and storage, an investigation shall be carried out to determine the causes of contamination and to take appropriate corrective actions.

NOTE Choice of materials for the purpose of storing/distributing AUS40 on-board a vessel might be subject to special authority and /or certification body requirements.

4.1.2 Recommended materials

Examples of materials recommended for use with AUS 40 are given in Table 1.

NOTE This list has been compiled in accordance with best available knowledge about state-of-the-art materials at the time of publication of this part of ISO 18611.

Table 1 — Examples of recommended materials

Highly alloyed austenitic Cr-Ni-steels and Cr-Ni-Mo-steels, for example, in accordance with EN 10088-1, EN 10088-2, and EN 10088-3 (i.e. 1.4541 and 1.4571), or stainless steel 304 (S30400), 304L (S30403), 316 (S31600), and 316L (S31603) in accordance with ASTM A240, ASTM A276, and ASTM A312

Titanium

Ni-Mo-Cr-Mn-Cu-Si-Fe alloys, e.g. hastelloy c/c-276

Polyethylene, free of additives

Polypropylene, free of additives

Polyisobutylene, free of additives

Perfluoroalkoxyl alkane (PFA), free of additives

Polyfluoroethylene (PFE), free of additives

Polytetrafluoroethylene (PTFE), free of additives

NOTE 1 The sequence given in this list does not constitute a ranking of the recommended materials.

NOTE 2 Materials made of plastics can contain various kinds of additives used either for processing or for special kinds of serviceability. These additives can possibly migrate into AUS 40. For this reason, it is advisable that special care be taken for testing the contamination of AUS 40 by additives from plastic materials used in direct contact with AUS 40.

Table 1 (continued)

Copolymers of vinylidenefluoride and hexafluoropropylene, free of additives

FIBREGLASS based on a proper resin

NOTE 1 The sequence given in this list does not constitute a ranking of the recommended materials.

NOTE 2 Materials made of plastics can contain various kinds of additives used either for processing or for special kinds of serviceability. These additives can possibly migrate into AUS 40. For this reason, it is advisable that special care be taken for testing the contamination of AUS 40 by additives from plastic materials used in direct contact with AUS 40.

4.1.3 Materials not recommended

Examples of materials not recommended are given in Table 2.

NOTE This list has been compiled in accordance with best available knowledge about state-of-the-art materials at the time of publication of this part of ISO 18611.

Table 2 — Examples of materials not recommended

Materials forming compounds as a result of reaction with ammonia, which might negatively interfere with the SCR converter system: carbon steels, zinc coated carbon steels, mild iron

Non-ferrous metals and alloys: copper, copper alloys, zinc, lead

Solders containing lead, silver, zinc, or copper

Aluminium, aluminium alloys

Magnesium, magnesium alloys

Plastics or metals coated with nickel

4.2 Physical conditions during transportation and storage

4.2.1 General recommendation

In order to avoid any impairment of the AUS 40 quality during transportation and storage, the following conditions should be taken into account:

- in order to prevent decomposition of the urea, as well as the evaporation of water in the case of vented containers, prolonged transportation or storing above 25 °C should be avoided;
- NOTE 1 Insulation can be required, especially in hot areas of the world.
- NOTE 2 In hot areas of the world where there is a real risk of recommended long-term storage temperatures being exceeded, temperature monitoring of the AUS 40 is recommended.
- NOTE 3 Prolonged storage at temperatures above 25 °C can reduce the shelf life (see <u>Table 3</u>). However, temporary exposure to higher temperatures does not necessarily influence the quality of AUS 40.
- in order to prevent solidification of AUS 40, storage below 1 °C should be avoided;
- NOTE 4 Insulation or means of heating the AUS 40 can be required.
- NOTE 5 Solidified AUS 40 has a larger volume than the liquid and, therefore, can cause a fully filled, closed container to burst. Solidified AUS 40, which has been warmed up carefully at temperatures not exceeding 30 °C will not be impaired in quality and can be used as soon as the warmed up solution is free from solids.
- in order to avoid excessive temperature rise, AUS 40 should be protected from sunlight;
- in order to protect AUS 40 from any contamination carried by the air, well-closed containers or vented containers with filters should be used.

4.2.2 Shelf life

Throughout the entire distribution chain, AUS 40 is expected to remain within the specifications given in this part of ISO 18611 for at least the time periods specified in Table 3 as a function of the constant fluid temperature, or if fluid temperature is not known, average ambient temperature at which the AUS 40 is stored provided it is not exposed to direct sunlight.

In any case, the time at which AUS 40 is stored above 40 °C should be limited as the degradation of the AUS 40 is strongly increasing above this temperature.

Table 3 — Shelf life as a function of temperature

Constant ambient storage temperature °C	Minimum shelf life months
0-25	18
<30	12
<35	6
>35	Possible significant loss of shelf life: check every batch before use

NOTE The main factors taken into account to define the shelf life in this table are the ambient storage temperature and the initial alkalinity of AUS 40. The difference in evaporation between vented and non-vented storage containers is an additional factor.

4.3 Cleanness of surfaces in contact with AUS 40

All surfaces in direct contact with AUS 40 shall be free of foreign matter (fuel, oil, grease, detergent, dust, and any other substance).

To avoid any contamination of AUS 40 with trace elements, particles, and foreign matter, surfaces of equipment not exclusively used with AUS 40 shall be cleaned with distilled or de-ionized water and AUS 40 in the last cleaning step immediately before the use with the AUS 40 to be handled with the equipment.

The use of tap water should especially be avoided due to the high concentrations of alkali and alkali earth metal ions therein. However, if distilled water or de-ionized water is not readily available, the material can be cleaned with tap water, provided the last rinse is done using the AUS 40 to be handled with the equipment.

If it is necessary to clean a system regardless of whether detergents are used or not, it should be verified that the trace elements specified in ISO 18611-1, Table 1 in the AUS 40 that is used for a last rinsing are within the specification using the methods specified in ISO 18611-2.

For storage and transportation facilities, the result of the cleaning can be verified by analysing the AUS 40 used for a last rinsing using the methods specified in ISO 18611-2.

4.4 Recommendation on further properties

Information on further properties of AUS 40 should be given in the material safety data sheet (MSDS), which contains indications on the hazard ranking and regulations to be respected, as well as measures required to be taken for the protection of persons and of the environment when handling the product.

5 Quality assurance

5.1 General

Each container of AUS 40 brought to the market shall be traceable back to production batches of AUS 40 by way of a unique batch number. It is recommended to include the date of original manufacturing or the date of last certification.

The quality of AUS 40 taken at any point in the distribution chain shall meet the specifications defined in this International Standard. 5.2 to 5.5 describe the recommendations related to sampling, testing/checking, and monitoring of *bulk operations* (3.1) or *packaged shipments* (3.2), as well as the procedures for re-testing and/or re-checking of quality in the case of intermediary manipulations (i.e. intermediate tank storing, filling or re-filling).

5.2 Sampling

In addition to the sampling instructions given in ISO 18611-2, Annex A, the instructions below apply to any sampling.

- Written operating procedures should be available.
- The details of the sampling procedures should be adapted to the purpose of the sampling.

EXAMPLE 1 If it is intended to determine the quality of AUS 40 in a bulk container, discarding the first 2 l to 3 l taken from the outlet is appropriate.

EXAMPLE 2 If sampling is conducted to determine the compatibility of materials in direct contact with AUS 40, discarding the first 2 l to 3 l taken from the container outlet is not appropriate.

EXAMPLE 3 If it is intended to determine the quality of AUS 40 out of the dispenser's filling nozzle, taking a sample from the first 3 l of delivery volume is appropriate.

— After the loading of any means of bulk transportation at the production site, a sample should be taken from the filled container. This should be done according to a standard operating procedure that ensures that the sample is representative. An analysis of this sample should be performed before the delivery of the AUS 40 if non-dedicated means of bulk transportation are being used.

5.3 Quality verification

The quality of the AUS 40 shall be verified prior to shipment. The quality shall be in accordance with the specifications defined in this International Standard.

Necessary quality verification routines shall be established by the producer. Quality verification shall primarily be performed by means of testing by chemical analytical procedures, either by the reference methods given in this International Standard, or methods that are proven to perform at the same level, or better than, the reference methods. Statistical Process Control (SPC) can be used a valuable tool for quality verification.

The necessary testing frequency shall be determined by the producer and will depend on the stability of the production process (a stable, non-variable process may allow for a lower testing frequency). Necessary testing frequency shall be established based on statistical methods and provide better than 95 % certainty that the chosen product release routines ensure conformity with specification.

In case of dispute, the reference methods described in this International Standard shall be used, and a qualified, third-party laboratory shall be used.

Qualified laboratories for verification are

 laboratories that have implemented and validated the reference methods described in this International Standard,

BS ISO 18611-3:2014 **ISO 18611-3:2014(E)**

- laboratories that have a quality management system, e.g. in accordance with ISO 9001, and
- laboratories certified by national authorities.

5.4 Procedures for product release and handling of non-conforming product

AUS 40 may be released for the intended use if the verification procedure described in 5.3 confirms that the AUS 40 is fulfilling the specification of this International Standard. Should there be any parameter deviating from specification or any doubt about the quality of the product, e.g. due to containers without labels, coloured or cloudy product, uncharacteristic smell, or a shelf life being exceeded, the AUS 40 in the container shall be withheld and stored separately and labelled accordingly. Further investigations should then be carried out.

To re-enter the distribution chain, the product quality shall be checked again and it shall be verified that the quality standards defined in this International Standard are fulfilled.

If the results of an analysis reveal that the AUS 40 from the same production batch has the same fault, the shipments concerned shall be recalled.

To minimize the risk of overlooking an unidentified contaminant, a product that is recalled in this way and that is judged not to be in compliance with the specification shall be downgraded and shall no longer be designated as AUS 40 meeting the requirements of this International Standard.

NOTE For closed containers with an expired shelf life, it is sufficient to test the alkalinity as NH₃ of the AUS 40 in the containers in accordance with this International Standard for a decision about further use.

5.5 Quality assurance

5.5.1 Documentation

The manufacturer shall ensure that production and release of product (Quality Verification) is done in accordance with established written procedures and documented accordingly. Upon request from a third-party, the quality documentation shall be sufficient to provide certification of quality in terms of a Certificate of Conformity or Certificate of Analysis (only for analytical parameters actually performed).

Procedures and records of the distribution chain of AUS 40 concerning production, product delivery, loading, storage, sampling, testing, product release, and handling, as well as audits, shall be documented, e.g. in accordance with the guidelines of ISO 9001.

5.5.2 Audits

All parties of the distribution chain have the responsibility to audit their portion of the chain so as to ensure the quality of the AUS 40.

Actions should be taken by the responsible parties to resolve any problems identified.

5.5.3 Maintenance of documents

Quality documents should be kept on file for 5 years.

6 Procedures for handling of containers and equipment

6.1 General

The general procedures for the handling of containers and equipment are as described below.

- All handling equipment for packaged shipment and for bulk operation should be dedicated or thoroughly cleaned and proven clean (see <u>6.3</u>) for use with AUS 40. The equipment should be identified accordingly.
- In order to avoid any contamination, dedicated or thoroughly cleaned and proven clean containers should be used.
- The components of the filling and emptying equipment should be emptied, cleaned, and closed off after use, in order to prevent contamination of AUS 40 from the surroundings. Hoses, in particular, should be dedicated and closed after every use and handled and stored in a controlled manner.
- AUS 40 transported in bulk by a ship is listed in chapter 17 in the International Bulk chemicals code (IBC code) of IMO. Thus, the vessel must comply with the relevant requirements of the IBC code.

6.2 Dedicated bulk operation

Means of bulk operation which are exclusively used for transportation or storage of AUS 40 need not be cleaned before loading with AUS 40, provided all valves, openings, and hoses have been closed and handled without contamination. The closing and proper handling can be confirmed by a visual inspection at the filling station and documented accordingly.

All bulk loading and unloading operations should be established as operating instructions. Checklists should be used to document both loading and unloading steps. These checklists should be signed by a person responsible for the loading or unloading procedure and by the operator in charge of the transportation and should be retained by a person responsible for loading or unloading.

Prior to any loading or unloading of AUS 40, the results of the following inspections should be documented as a minimum:

- proper closure of all valves and apertures after completion of the loading or unloading procedure;
- check of the certificate of cleanness (for the first filling of a dedicated bulk container with AUS 40);
- visual verification of the means of bulk transportation or storage, the loading and unloading equipment, the ancillary equipment, and the systems for cleanness, defects, or faults;
- identification of products to be loaded or unloaded in accordance with the delivery documents.

If any irregularities occur during loading or unloading, the operation should be stopped immediately. A sample from the filled bulk compartment should be analysed to clarify the problem and further action should be decided on the basis of the results obtained.

6.3 Non-dedicated bulk operation

Non-dedicated means of bulk transportation or storage should be thoroughly cleaned prior to the use with AUS 40. The cleaning process should take into consideration the chemical nature of the last three products transported or stored. Both the process and the cleanness should be documented in a certificate of cleanness. This certificate should be presented at the site of filling prior to loading. In addition, the outlet, the inlet, and the interior of the means of transportation and storage should be visually checked. If the visual check reveals non-compliance with the cleanness requirements, the container shall not be filled and shall be rejected. Additional cleaning or replacement shall be performed.

Non-dedicated equipment used for filling containers should be thoroughly cleaned prior to the use with AUS 40. The cleaning process should take into consideration the chemical nature of the last three

products processed with this equipment. A sample taken from the first container filled with AUS 40 should be analysed to confirm compliance with the specifications defined in this International Standard. The products previously filled with this loading equipment and the results of the analysis after the product exchange should be documented.

AUS 40 should not be filled onto a ship tank until the cargo owner has accepted the documentation provided by the distributor company.

Particular care should be taken in order to ensure that any container that has previously been carrying acids, alkalis, oxidising agents, nitrites, and nitrates or hypochlorites is completely empty and clean as urea is highly reactive with such compounds. Check with the MSDS for the compatibility of urea solution with other substances prior to filling of a non-dedicated container. Regarding cleanness, see the previous paragraphs in this chapter.

All surfaces in direct contact with AUS 40 shall be free of foreign matter (fuel, oil, grease, detergent, dust, and any other substance).

For storage and transportation facilities, the result of the cleaning can be verified by analysing the AUS 40 used for a last rinsing by using proper methods to calculate the amount of each pollutant specified in ISO 18611-2.

An analysis of this sample should be performed before the delivery of the AUS 40 if non-dedicated means of bulk transportation are being used.

Bibliography

- [1] ISO 9001, Quality management systems Requirements
- [2] ASTM A240/A240M-07e1, Standard specification for chromium and chromium-nickel stainless steel plate, sheet, and strip for pressure vessels and for general applications
- [3] ASTM A276-06, Standard specification for stainless steel bars and shapes
- [4] ASTM A312/A312M-07, Standard specification for seamless, welded, and heavily cold worked austenitic stainless steel pipes
- [5] EN 10088-1, Stainless steels Part 1: List of stainless steels
- [6] EN 10088-2, Stainless steels Part 2: Technical delivery conditions for sheet/plate and strip of corrosion resisting steels for general purposes
- [7] EN 10088-3, Stainless steels Part 3: Technical delivery conditions for semi-finished products, bars, rods, wire, sections and bright products of corrosion resisting steels for general purposes
- [8] International Maritime Organization. *International Code for the Construction and Equipment of Ships Carrying Dangerous Chemicals in Bulk.* IBC Code, London, UK, 2007

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

