

BS ISO 30400:2016



BSI Standards Publication

Human resource management — Vocabulary

National foreword

This British Standard is the UK implementation of ISO 30400:2016.

The UK participation in its preparation was entrusted to Technical Committee HCS/1, Human Capital.

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 90408 0

ICS 01.040.03; 03.100.30

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 2016.

Amendments/corrigenda issued since publication

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

INTERNATIONAL
STANDARD

BS ISO 30400:2016

ISO
30400

First edition
2016-09-01

**Human resource management —
Vocabulary**

Management des ressources humaines — Vocabulaire



Reference number
ISO 30400:2016(E)

© ISO 2016



COPYRIGHT PROTECTED DOCUMENT

© ISO 2016, Published in Switzerland

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
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms related to the organization	1
4 Terms related to human resources and planning	3
5 Terms related to people and organization	5
6 Terms related to human resource metrics	6
7 Terms related to human governance	7
8 Terms related to sustainable employability	8
9 Terms related to diversity and inclusion	8
10 Terms related to workforce planning	9
11 Terms related to recruitment	10
12 Terms related to workforce mobility	11
13 Terms related to talent management	12
14 Terms related to knowledge management	12
Bibliography	13

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 World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

The committee responsible for this document is Technical Committee ISO/TC 260, *Human resource management*.

Introduction

This document has been developed to help facilitate a common understanding of and maintain consistency in fundamental vocabulary in human resource management standards.

This document is intended to be used by:

- human resource practitioners;
- academic professionals and students;
- developers of related standards;
- stakeholders in organizations, regardless of organizational size and type;
- labour unions, work councils, other employee and employer representatives;
- others interested in the human resource management profession.

Human resource management — Vocabulary

1 Scope

This document defines terms used in human resource management standards.

2 Normative references

There are no normative references in this document.

3 Terms related to the organization

3.1

governance

way a whole organization is led, directed, controlled and held accountable

3.2

organizational culture

values, beliefs and practices that influence the conduct and behaviour of people and organizations

3.3

organization structure

hierarchical arrangement of authority, responsibility and accountability in an organization

3.4

business model

organization's approach to operating in its environment

3.5

strategy

organization's approach to achieving its objectives

3.6

business continuity planning

BCP

process of mutual *planning* (3.7) by organizations and other *stakeholders* (5.1)

Note 1 to entry: Examples of how business continuity planning is used can include objectives to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system to protect against and mitigate the effects of disruptive incidents, prepare for and respond to the same.

3.7

planning

process of thinking about and organizing activities required to achieve a desired outcome

3.8

strategic planning

planning (3.7) involving the formulation, development, implementation and evaluation of factors that are relevant to an organization's long-term or overall interests, and the means of achieving its objectives

3.9

social responsibility

responsibility of an organization for the consequences of its decisions and activities on society and the environment, through transparent and ethical behaviour that

- contributes to sustainable development, including health and the welfare of society;
- takes into account the expectations of *stakeholders* (5.1);
- is in compliance with applicable law and consistent with international norms of behaviour; and
- is integrated throughout the organization and practised in its relationships

[SOURCE: ISO 26000:2010, 2.18, modified — The word “impacts” has been replaced by “consequences”, and the Notes to entry have been removed]

3.10 management

process of *planning* (3.7), organizing, directing and controlling the outcomes of people, groups or organizations

3.11 performance management

management (3.10) of the *performance* (4.12) of people, groups and organizations

3.12 management style

approach or method to *management* (3.10)

EXAMPLE Participative management is a management style that encourages and enables people to contribute to decision-making with accountability; authoritarian management is a management style that discourages people to participate in decisions that affect them; country club management is a management style typified by lack of required direction and accountability.

[SOURCE: Blake & Mouton Managerial Grid]

3.13 risk

effect of uncertainty

Note 1 to entry: An effect is a deviation from the expected — positive or negative.

Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of, an event, its consequence, or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential “events” (as defined in ISO Guide 73:2009, 3.5.1.3) and “consequences” (as defined in ISO Guide 73:2009, 3.6.1.3), or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated “likelihood” (as defined in ISO Guide 73:2009, 3.6.1.1) of occurrence.

3.14 policy

intentions and direction of an organization, as formally expressed by its top management

3.15 materiality

measure of the significance of an element to organizational results

3.16 feedback

information provided to people, groups or organizations regarding *performance* (4.12) or activities

Note 1 to entry: Feedback obtained during a process can be used to confirm or modify subsequent actions.

3.17 benchmarking

comparing attributes, processes or *performance* (4.12) between organizations

4 Terms related to human resources and planning

4.1

human capital

value of the collective knowledge, skills and abilities of an organization's people

4.2

human resources

HR

people working within or contributing to the organization

4.3

capacity management

process used to manage the *human capital* (4.1) necessary to execute organizational commitments and delivery excellence

Note 1 to entry: The primary goal is to ensure that capacity meets current and near term future organizational requirements in a cost-effective manner. It ties together location, *strategy* (3.5), organizational commitments, labour demand signal, financial constraints and total *workforce* (10.1) (contingent and direct labour). It is the mechanism necessary for effective resource management.

4.4

capacity plan

view of resource requirements over a defined period that reflects planned numbers of resources by roles and skills

Note 1 to entry: This capacity plan can include consideration of skills development, retraining, redeployment, *recruitment* (11.1) and use of organizational partners and third-party subcontractors.

4.5

human resource strategy

approach to implementing *policies* (3.14) and practices that affect people, which are aligned with organizational *strategy* (3.5)

EXAMPLE Global integration and local responsiveness, global standardization and local response, such as in *workforce mobility* (12.1), local hiring versus transferring preference, incentive processes.

4.6

human resource management

HRM

management (3.10) of people in organizations

Note 1 to entry: Human resource management can include *talent management* (13.2), employee relations and industrial relations, separation, training and development, reward, *compensation* (6.5) and other benefits, *performance management* (3.11), grievance management, *strategies* (3.5), metrics, principles, *policies* (3.14) decisions, operations, practices and methods.

Note 2 to entry: Human resource management optimizes the contribution of people to support organizational and *stakeholder* (5.1) success.

4.7

organizational values

aspirational or articulated standards, behaviour, principles or concepts that an organization considers important

4.8
human resource planning
HRP

process of anticipating, *assessing* (11.11), forecasting, articulating and meeting the organization's need for people

Note 1 to entry: Human resource planning can ensure that a sufficient number of people possessing the required *competence* (5.3) will be available to meet organizational needs.

4.9
human resource information system
HRIS

information technology that supports *human resource management* (4.6)

Note 1 to entry: The human resource information system can integrate *compensation* (6.5) and benefits, payroll, recruiting, learning and development, *workforce planning* (10.2), analytics, *performance management* (3.11) and others.

4.10
people risk

risk (3.13) related to negative outcomes that arise as a consequence of the behaviour and activities of people

4.11
succession plan

process for identifying and developing current employees with the potential to fill key positions in the organization

4.12
performance
measurable result

Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to the *management* (3.10) of activities, processes, products (including services), systems or organizations.

Note 3 to entry: In the context of human resources, performance relates to the execution or accomplishment of work by people, groups or organizations.

4.13
key performance indicator
KPI

indicators that are qualitative and quantitative measures that demonstrate critical success factors of the people in an organization

EXAMPLE Revenue; profitability.

Note 1 to entry: Key performance indicators differ depending on organizational goals and are often used as determinants for evaluating *performance* (4.12).

4.14
contingent worker

people who are engaged as casual labour, flexible labour, independent contractor, independent professional and consultant

5 Terms related to people and organization

5.1

interested party stakeholder

person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity

EXAMPLE Customers, owners, people in an organization, suppliers, bankers, unions, work councils, partners, or society that may include competitive or pressure groups.

5.2

staffing

process of acquiring, deploying and retaining people

Note 1 to entry: this can be both internal and external.

5.3

competence

ability to apply knowledge and skills to achieve intended results

5.4

core competences

competences (5.3) that are essential for an organization's success

5.5

competence model

process of analysing and describing knowledge, skill and ability of people

5.6

competence framework

structure that defines the *competence* (5.3) of people within an organization

5.7

leadership competences

required set of *competences* (5.3) for leaders in *workplace* (5.8) contexts

Note 1 to entry: This can include leadership skills, abilities, characteristics and behaviour.

5.8

workplace

area(s) in which the worker's activities are carried out

[SOURCE: ISO/TR 25901-1:2016, 2.1.8.35]

5.9

career

pattern of work-related experiences that span a person's life

5.10

career stage

distinct phase of a person's *career* (5.9)

Note 1 to entry: Career stages can include entry, establishment, advancement, maintenance, transition and maturity.

5.11

employee referral

potential employee recommended by current employee(s) of the organization

Note 1 to entry: These recommendations can be compensated.

6 Terms related to human resource metrics

6.1 Cost-Per-Hire Internal CPHI

organization-specific costs associated with *recruitment* (11.1)

6.2 Cost-Per-Hire Comparable CPHC

measure to identify costs associated with *recruitment* (11.1) among organizations

6.3 Cost-Per-Hire CPH

measure to identify costs associated with *recruitment* (11.1)

Note 1 to entry: It is calculated by taking the average of total recruitment costs divided by the number of hires.

Note 2 to entry: *Cost-Per-Hire Internal* (6.1) and *Cost-Per-Hire Comparable* (6.2) are subsets of *Cost-Per-Hire*.

6.4 Hire-Cost-Ratio HCR

formula and methodology comparing the *Cost-Per-Hire* (6.3) against the *total compensation* (6.6) of the newly hired people

Note 1 to entry: This formula varies from *Cost-Per-Hire Internal* (6.1) or *Cost-Per-Hire Comparable* (6.2) only in the denominator; whereas *Cost-Per-Hire Internal* or *Cost-Per-Hire Comparable* are ratios of costs to the number of hires, the *Hire-Cost-Ratio* is a ratio of costs to total first-year annual *compensation* (6.5) of the new hires.

6.5 compensation

value given for services rendered

Note 1 to entry: This can be monetary or non-monetary.

6.6 total compensation

all direct or indirect *compensation* (6.5) received within a specific time period

Note 1 to entry: This can be salary, bonuses, perquisites, benefits, stock options, insurance and others.

Note 2 to entry: It can be used by employers to attract and retain *talent* (13.1).

6.7 productivity

quality, state or fact of being able to generate, create, enhance or bring forth goods, services and knowledge

6.8 workforce productivity

measurement of the *productivity* (6.7) of the *workforce* (10.1)

Note 1 to entry: Measurement should include quality and quantity.

6.9 quality of hire

measurement of the *performance* (4.12) of the employee after hire compared to pre-hire expectations during a defined period

6.10

impact of hire

measurement of the new hire's contribution to the success of the organization during a defined period

6.11

retention rate

ratio of the total *workforce* (10.1) that is retained over a defined period

6.12

turnover rate

ratio of separations against total *workforce* (10.1) during a defined period

Note 1 to entry: Separations can be voluntary or involuntary

6.13

audit

systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

Note 2 to entry: An internal audit is conducted by the organization itself, or by an external party on its behalf.

Note 3 to entry: "Audit evidence" and "audit criteria" are defined in ISO 19011.

6.14

data audit

examination of data for quality and accuracy during the development of a *Cost-Per-Hire* (6.3) metric

6.15

external cost factor

external cost

expense incurred to external vendors or individuals during the course of recruiting

6.16

internal cost factor

internal cost

expense related to the internal staff, capital and organizational costs of the *recruitment* (11.1)/*staffing* (5.2) function

6.17

system of record

information system considered to be the source for a specific piece of information to be used in a *Cost-Per-Hire* (6.3) metric

6.18

compiler

individual responsible for the creation of a *Cost-Per-Hire* (6.3) metric

7 Terms related to human governance

7.1

human governance

system by which an organization is directed and controlled, taking into account the organization's *stakeholders* (5.1) as well as human and social factors, at the highest and every level of decision making

8 Terms related to sustainable employability

8.1 sustainable employability

long-term capability to acquire or create and maintain work

Note 1 to entry: Sustainable employability can be the responsibility of people, organizations or governments.

8.2 sustainable employability for the individual

long-term capability to acquire, create and maintain employment, through adaptation to changing employment, economic and personal conditions throughout different life stages

8.3 sustainable employability for employing organizations

long-term and agile approach to acquiring, creating, developing and training, retaining, redeploying and supporting *workforce* (10.1) members to meet changing economic, legislative and market requirements and conditions

Note 1 to entry: This definition applies to organizations in all sectors, both private and public.

8.4 sustainable employability for public sectors

long-term approaches and initiatives to encourage, promote and support value-driven employment benefitting constituents, employing organizations, economic development and all relevant *stakeholders* (5.1)

Note 1 to entry: Approaches could include, but are not limited to: frameworks, funding and legislation to support anti-discrimination and anti-exploitation in the *workplace* (5.8); flexible working; pathways to return to work (parents with children, careers, long-term sick or unemployed); career-advisory programmes; knowledge and skills development and training; incentives for foreign direct investment; business and tax incentives for organizations that invest long-term in their *workforce* (10.1).

9 Terms related to diversity and inclusion

9.1 diversity

characteristics of differences and similarities between people

Note 1 to entry: Diversity includes factors that influence the identities and perspectives that people bring when interacting at work.

Note 2 to entry: Diversity can foster learning from others who are not the same, about dignity, respect and *inclusiveness* (9.5) for everyone, and about creating *workplace* (5.8) environments and practices that foster learning from others to gain advantages of diverse perspectives.

9.2 bias

particular tendency, trend, inclination, feeling or opinion especially that is preconceived or unreasoned

Note 1 to entry: Bias can be both explicit and implicit.

9.3 diversity management

formal or informal processes, including *policies* (3.14) and practices developed and implemented by organizations, to effectively manage *diversity* (9.1) and to foster *inclusion* (9.5) among all organizational *stakeholders* (5.1)

9.4

diversity and inclusion climate survey

assessment (11.12) of the attitudes, norms, *policies* (3.14) and processes associated with acceptance of *diversity* (9.1) and *inclusion* (9.5) in an organization

Note 1 to entry: The survey could include an internal or external *audit* (6.13).

9.5

inclusion inclusiveness

practice of including all *stakeholders* (5.1) in organizational contexts

Note 1 to entry: Stakeholders from different groups should be accepted and welcomed (e.g. offered opportunities on the basis of abilities, *talents* (13.1) and skills).

9.6

accommodation

process by which a person or organization adjusts to new circumstances

9.7

cultural accommodation

accommodation (9.6) by creating a new culture to substitute the old and incorporating aspects of other cultures as a form of adapting to a new environment

10 Terms related to workforce planning

10.1

workforce

people who provide a service or labour to contribute to business or organizational outcomes

10.2

workforce planning

systematic identification, analysis and *planning* (3.7) of organizational needs in terms of people

Note 1 to entry: It is a process used to generate business intelligence to inform business of the current and future impact of the external and internal environment on the business, enabling the business to be resilient to structural and cultural changes to better position itself for the future.

10.3

strategic workforce planning

workforce planning (10.2) which usually covers a defined period of time, aligned to organizational *strategy* (3.5)

Note 1 to entry: The scope of *planning* (3.7) can include identifying the *workforce* (10.1) *assessments* (11.12) and *benchmarking* (3.17), human resource *policy* (3.14) frameworks and associated processes on current and future organizational strategic objectives.

10.4

operational workforce planning

workforce planning (10.2) which covers a defined period of time, aligned with the organization's *planning* (3.7) cycle, and which focuses on gathering, analysing and reporting on workforce planning *strategy* (3.5)

Note 1 to entry: The shorter-term planning activities of *staffing* (5.2) or scheduling can be excluded.

11 Terms related to recruitment

11.1

recruitment

process of *sourcing* (11.5), *attracting* (11.6), *assessing* (11.11) and *employing* (11.16) *talent* (13.1) for an existing or new position within the organization

11.2

requisition

request to recruit people

11.3

potential talent pool

people who have, or who can develop, the knowledge, skills, abilities or other characteristics to perform a specific function for the organization, regardless of whether they would ever apply to work for the organization

Note 1 to entry: Members of the potential talent pool can move to the *talent pool* (11.4) if they develop the knowledge, skills, abilities or other characteristics that they do not currently possess.

11.4

talent pool

identified group of people who possess the knowledge, skills, abilities and other characteristics for a specific job

Note 1 to entry: Members of the *potential talent pool* (11.3) can move to the talent pool if they develop the knowledge, skills, abilities or other characteristics that they do not currently possess.

11.5

source (verb)

identify a *pool* (5.3) of potential *applicants* (11.8)

11.6

attract (verb)

generate and induce interest of the potential targeted *applicants* (11.8)

11.7

applicant pool

people who have formally applied for a specific job

11.8

applicant

person who is interested in and who has applied for a job

11.9

candidate

applicant (11.8) who is interested in and qualified for a job, and who is of interest to the organization

11.10

person specification

job specification

knowledge, skills, abilities and other characteristics needed by a person to perform the job

11.11

assess (verb)

ascertain work-related knowledge, skills, abilities or other characteristics of an individual or group of individuals

11.12
assessment

systematic method and procedure for ascertaining work-related knowledge, skills, abilities or other characteristics of people or a group of people, or the performance of people or a group of people

EXAMPLE Tests, assessment centres, instruments or tools used to *assess* (11.11) people in *workplace* (5.8) contexts.

[SOURCE: ISO 10667-1:2011, 2.2, modified]

11.13
job description

list of specific or general tasks, or functions, and goals or responsibilities of a position, as well as organizational conditions under which those tasks and functions are to be performed

Note 1 to entry: A job description can include the organizational structure.

11.14
pre-boarding

activities necessary to move a *candidate* (11.9) from accepting an offer to the first day of employment

11.15
boarding

activities following *pre-boarding* (11.14), which typically occur on the first day of work

Note 1 to entry: The *recruitment* (11.1) process ends when the *candidate* (11.9) reports for work and the *requisition* (11.2) is closed. The candidate becomes an employee on the first day he/she reports for work. On-boarding commences after the candidate reports to work, and is considered a separate process.

11.16
employ (verb)

engage the services of a person, or put a person to work

11.17
employer brand

organization's reputation and differentiating characteristics as an employer within and outside the organization

11.18
talent mapping

diagramming the skills, knowledge, abilities of individuals or teams in relevant positions in other organizations

12 Terms related to workforce mobility

12.1
workforce mobility

relocation of people and/or work

12.2
localization compensation strategies

compensation (6.5) approach that provides an international assignee with the same level of compensation provided to local nationals working in a similar capacity, sometimes with certain adjustments

12.3
outsource (verb)

make an arrangement where an external organization performs part of an organization's function or process

Note 1 to entry: An external organization is outside the scope of the management system, although the outsourced function or process is within the scope.

12.4

job evaluation

process used to determine the external and internal value of a position within an organization

Note 1 to entry: Factors considered when evaluating a job position include: scope of responsibility; complexity of position; degree of impact; amount of supervision or managerial control, and leadership; required knowledge (education, experience, skills, *competences* (5.3)); and autonomy (freedom to act and make decisions)

12.5

job satisfaction

degree of fulfilment and/or contentment arising out of interplay of an employee's positive and negative feelings towards his/her work

Note 1 to entry: Job satisfaction is a perception. Its behavioural expression can be observed and indirectly measured in surveys.

13 Terms related to talent management

13.1

talent

person who has or can develop the knowledge, skills, abilities or other characteristics to perform a function, job or role, as required

13.2

talent management

implementation of integrated strategies to increase *workplace* (5.8) *productivity* (6.7), by developing improved processes for *attracting* (11.6), developing, retaining and utilizing people with special skills and aptitudes to meet current and future organizational needs

13.3

high potentials

potentials

people identified as having a propensity for exceptional *performance* (4.12)

14 Terms related to knowledge management

14.1

knowledge management

combination of processes, actions, methodologies and solutions that enable the creation, maintenance, distribution and access to organizational knowledge

14.2

knowledge management system

set of interrelated or interacting elements of an organization to establish, embed and enable *knowledge management* (14.1) *policies* (3.14) and objectives, and processes to achieve those objectives

Note 1 to entry: The system elements include the organization's knowledge management culture, structure, *governance* (3.1) and leadership; roles and responsibilities; *planning* (3.7), technology, processes and operation, etc.

Bibliography

- [1] ISO 10667-1:2011, *Assessment service delivery — Procedures and methods to assess people in work and organizational settings — Part 1: Requirements for the client*
- [2] ISO 19011, *Guidelines for auditing management systems*
- [3] ISO/TR 25901-1:2016, *Welding and allied processes — Vocabulary — Part 1: General terms*
- [4] ISO 26000:2010, *Guidance on social responsibility*
- [5] ISO Guide 73:2009, *Risk management — Vocabulary*
- [6] Blake & Mouton Managerial Grid

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