

BS 7984-2:2014



BSI Standards Publication

# Keyholding and response services

Part 2: Lone worker response services

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Published by BSI Standards Limited 2014

ISBN 978 0 580 84113 2

ICS 13.310

The following BSI references relate to the work on this document:

Committee reference GW/3

Draft for comment 14/30288995 DC

**Publication history**

First published July 2014

**Amendments issued since publication**

<b>Date</b>	<b>Text affected</b>
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## Foreword

### Publishing information

This part of BS 7984 is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 31 July 2014. It was prepared by Technical Committee GW/3, *Manned security services*. A list of organizations represented on this committee can be obtained on request to its secretary.

### Relationship with other publications

This part of BS 7984 is part of a series that contains the following current part:

- *Keyholding and response services – Code of practice.*

BS 7984-2 is intended to be read in conjunction with BS 8484.

### Information about this document

Attention is drawn to the Private Security Industry Act 2001 [1], which contains provisions for regulating the private security industry, including security guarding and keyholding. A person falling within the definition of providing security industry services under the Private Security Industry Act [1] is required to be licensed in accordance with this Act.

### Use of this document

As a code of practice, this part of BS 7984 takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

### Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is "should".

*Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.*

Requirements in this standard are drafted in accordance with *Rules for the structure and drafting of UK standards*, subclause J.1.1, which states, "Requirements should be expressed using wording such as: 'When tested as described in Annex A, the product shall ...'". This means that only those products that are capable of passing the specified test will be deemed to conform to this standard.

### Contractual and legal considerations

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

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

## Introduction

The service is the provision of a response service for the safety and security of lone workers by an organization providing lone worker alarm response under the provisions of this standard. The response service would be requested by a BS 5979 or BS 8591 Alarm Receiving Centre certificated to BS 8484 to monitor and manage lone worker alarms.

The type of lone worker response services are detailed in BS 8484:2011, Clause 7. This standard provides the requirements for companies who wish to provide a contracted response service to meet BS 8484:2011, Clause 7c). This standard can be read in conjunction with BS 8484.

The service might include:

- provision of assistance to the lone worker where the contracted response service might be able to attend to the emergency quicker than the emergency services;
- an information source providing information as to a user's safety when it cannot be ascertained in any other way; and
- support in situations where use of the emergency services might not be appropriate.

*NOTE Examples of this would be where an individual feels threatened but the threat is unsubstantiated, or where a lone worker alarm cannot be verified and the available evidence is insufficient to call out the emergency services.*



## 1 Scope

This British Standard gives the recommendations for the provision of a lone worker response service on a commercial basis.

## 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.

BS 7984:2008, *Keyholding and response services – Code of practice*

BS 8484:2011, *Provision of lone worker device (LWD) services – Code of practice*

BS 7858, *Security screening of individuals employed in a security environment – Code of practice*

## 3 Terms, definitions and abbreviations

### 3.1 Terms and definitions

For the purposes of this part of BS 7984, the following terms and definitions apply.

#### 3.1.1 accurate location

location, typically to within 10 m of the LWD, in the horizontal and vertical plane

*NOTE This might be obtained by using information contained within a pre-activation message, or from cross-referencing position information, mapping and/or other location data.*

[SOURCE: BS 8484:2011, 3.1]

#### 3.1.2 assignment instructions

operational document detailing specific contractual duties

[SOURCE: BS 7984:2008, 3.1]

#### 3.1.3 contracted response service

where the supplier is contracted to provide the response service or where the customer directly contracts the response service

#### 3.1.4 customer

individual or body retaining the services of the organization

[SOURCE: BS 7984:2008, 3.4]

#### 3.1.5 incident

situation or event leading to an activation

*NOTE Incidents might fall into one or more of the following categories: abuse, accident, injury, illness or violence.*

[SOURCE: BS 8484:2011, 3.11]

#### 3.1.6 lone worker

person working on their own without close or direct supervision

[SOURCE: BS 8484:2011, 3.12]

- 3.1.7 lone worker device (LWD)**  
electronic device able to transmit LWD identity and position information, and to provide communications  
[SOURCE: BS 8484:2011, 3.13]
- 3.1.8 lone worker device (LWD) service**  
combination of an LWD and an ARC, provided by a supplier to a customer, enabling a response to a lone worker's request for assistance  
[SOURCE: BS 8484:2011, 3.14]
- 3.1.9 lone worker response officer**  
specifically trained person who attends (as determined by the contracted response service) to an incident
- 3.1.10 organization**  
private security company providing the contracted response service (3.1.12)
- 3.1.11 response agreement**  
set of instructions within the contract agreed between a supplier and a customer regarding the actions to be taken by an ARC when an activation message or a pre-activation message is received  
[SOURCE: BS 8484:2011, 3.19]
- 3.1.12 response service**  
response provided to an alarm call by the emergency services, a private security company or other service providers  
[SOURCE: BS 8484:2011, 3.20]
- 3.2 Abbreviations**  
For the purposes of this part of BS 7984, the following abbreviations apply.
- |     |                         |
|-----|-------------------------|
| ARC | Alarm Receiving Centre  |
| LWD | Lone Worker Device      |
| Als | Assignment instructions |

## 4 The organization and documentation

### 4.1 Structure

The organization should possess a clearly defined management structure showing control and accountability at each level of operation.

The organization should operate a complaints management system.

*NOTE 1 Guidance is given in BS ISO 10002.*

Details of the ownership of the organization should be established and the principals' curricula vitae made available. Any unspent criminal convictions or undischarged bankruptcy of a principal should be disclosed on request.

*NOTE 2 Attention is drawn to the Rehabilitation of Offenders Act 1974 [2], whose provisions govern such disclosure.*



## 4.2 Finance

The organization should be able to present two years' audited trading accounts, except if it is starting as a subsidiary of an established business, and adequate financial backing is evident, or in the case of a new start-up business where management accounts should be made available to show that the organization can demonstrate it has the funding available to achieve its plan for the business.

*NOTE* Where the organization is solely providing a service in-house (and not contracting out such services), some of the recommendations given in this subclause might not apply.

The organization should prepare annual accounts in accordance with applicable accounting standards. The accounts should be certified by an accountant or solicitor with complete details of expenditure and income. Accounts should be available for examination on request.

## 4.3 Insurance

The organization should possess insurance cover commensurate with the business undertaken and the number of persons employed, e.g. public liability, contractual, efficacy, employer's liability and vehicle insurance.

*NOTE* Where the organization is solely providing a service in-house (and not contracting out such services), then efficacy insurance and some other types of insurance mentioned in this subclause might not be needed.

Fidelity guarantee should be available up to limits required by the customer, e.g. loss of keys, wrongful arrest and product liability.

## 4.4 Documentation

Separate response service records (hardcopy or electronic) should be maintained for each customer, employee and supplier.

The response service records should be held in a secure manner, but should be easily accessible to authorized persons who have been screened (see 5.2.1).

*NOTE 1* Attention is drawn to the Data Protection Act 1998 (as amended) [3] and/or updated records are to be identifiable by date and clearly distinguishable from previous versions.

Information stored in an electronic retrieval system should be regularly backed-up. The back-up copies should be stored separately.

*NOTE 2* Further information on the management of electronic data can be found in BS ISO/IEC 27001 and BS ISO/IEC 27002. Advice on the storage of electronic media can be found in PD 5454.

Archived records should be clearly indexed.

All records concerning a response service should be maintained for at least 12 months after termination of the contract. Such records should include:

- a) all issues of AIs;
- b) daily registers and patrol and incident reports;
- c) details of persons employed on the response service;
- d) training records;
- e) rosters;
- f) risk assessments.

An employee's basic records (as detailed in BS 7858) should be kept for at least 7 years from the cessation of their employment.

*NOTE 3* Minimum periods for retention of records can be reviewed if applicable for particular purposes, especially with regard to potential liabilities for civil action.

## 5 Resources

### 5.1 Premises

The organization should have an administrative office(s) and/or operational centre(s) where records, professional and business documents, certificates, correspondence, files and other documents necessary for conducting business transactions should be kept in a secure manner. The location of records and documentation, both local and centralized, should be clearly defined by the organization.

*NOTE* Attention is drawn to the Data Protection Act 1998 (as amended) [3].

### 5.2 Staff

#### 5.2.1 Selection and screening

If employees are acquired through a takeover, the organization should satisfy itself that the recommendations of this subclause have been fully met.

All persons undertaking or having access to details of the lone worker response service should be selected and screened in accordance with BS 7858.

Prospective or current employees should also be able to demonstrate good reading, writing, basic computer skills and verbal communication abilities.

Only persons of competence and integrity should be employed and a personal interview should be conducted to assess suitability.

Full pre-employment enquiries should be carried out to confirm an applicant's identity and to ensure that they are suitably qualified.

Where night-time working is involved, prospective employees should be asked to confirm that there is nothing in their circumstances which would be detrimental to their working night shifts. Night-time workers should be offered the opportunity of a medical assessment.

*NOTE* Attention is drawn to the Working Time (Amendment) Regulations 2013 [4].

Procedures should be in operation to monitor the health and physical ability of employees throughout their employment to ensure that they remain fit for the work for which they are being employed. A person whose duties are changed should undergo further physical tests as appropriate.

Employees whose duties involve driving should be required to demonstrate that they are licensed to handle all relevant vehicles.

Employers should validate the employees driving licence against company policy for those employees whose duties involve driving. The employer should hold on file a validated copy of the employee's driving licence. The employer should check the employee's driving licence or carry out a DVLA licence check on the employee every six months.

#### 5.2.2 Health

Prospective employees should be sent an employment medical questionnaire, with questions that relate to, or are intrinsic to, the job function; this can be sent with the offer of employment.

*NOTE 1* The offer of employment is conditional on the results of the medical questionnaire supplied, which might fundamentally inhibit the employee from carrying out the job.

*NOTE 2 Attention is drawn to the Equality Act 2010 [5].*

In order to ensure that the physical condition of security officers remains compatible with the duties to which they have been assigned, documented procedures should be in place for performing routine health checks and reports.

When the physical demands of a person's duties change their physical and mental condition and suitability, they should be reassessed as appropriate.

*NOTE 3 Where health and safety risk or medical concerns of personnel are raised, it is reasonable for a company to ask that person to undergo a medical examination to ensure fitness for duty.*

### 5.2.3 Terms and conditions

Employees should be sent a written statement of the terms and conditions of their employment that should include details of the following:

- a) job title;
- b) job description;
- c) effective start date;
- d) probationary period (if required);
- e) provisional period subject to screening (if applicable);
- f) pay and allowances;
- g) hours and days of work;
- h) leave entitlement;
- i) conditions of payment during absence through illness;
- j) pension entitlement;
- k) industrial injury procedures;
- l) the address of the organization;
- m) equipment supplied;
- n) disciplinary and appeals procedures;
- o) terms of notice of termination of employment.

Employees should not be required to work hours that could be detrimental to their health, safety or efficiency.

*NOTE Attention is drawn to statutory requirements relating to employment and, in particular, to requirements relating to working hours.*

### 5.2.4 Disciplinary code

Employees should be instructed that the following (including the aiding and abetting of others) could constitute a breach of the terms and conditions of employment:

- a) neglecting to complete a required task at work promptly and diligently, without sufficient cause;
- b) leaving a place of work without permission, or without sufficient cause;
- c) making or signing any false statements, of any description;
- d) destroying, altering or erasing documents, records or electronic data without permission or through negligence;
- e) divulging matters confidential to the organization or customer, either past or present, without permission;

- f) soliciting or receipt of gratuities or other consideration from any person;
- g) failure to account for keys, money or property received in connection with business;
- h) incivility to persons encountered in the course of duties, or misuse of authority in connection with business;
- i) conduct in a manner likely to bring discredit to the organization, customer or a fellow employee;
- j) use of uniform, equipment or identification without permission;
- k) reporting for duty under the influence of alcohol or restricted drugs, or use of these whilst on duty;
- l) failure to notify the employer immediately of any:
  - 1) conviction for a criminal and/or motoring offence;
  - 2) indictment for any offence;
  - 3) police caution;
  - 4) legal summons;
  - 5) refusal, suspension or withdrawal (revocation) of a licence.

*NOTE 1 An example of such a licence would be a Security Industry Authority (SIA) licence. For definitions see the SIA website.<sup>1)</sup>*

- m) permitting unauthorized access to a customer's premises;
- n) carrying of equipment not issued as essential to an employee's duties, or use of a customer's equipment or facilities without permission;
- o) not maintaining agreed standards of appearance and deportment whilst at work.

*NOTE 2 This list is not exhaustive and does not necessarily include all actions within a company policy that could or could not also constitute criminal offences.*

### 5.2.5 Identification

Employees, who should be screened in accordance with 5.2.1, should be issued with an identity card incorporating the following information:

- a) the name, address and telephone number of the organization;
- b) the name of the employee, employee number and employee's signature;
- c) the expiry date of the card (not more than three years from the date of issue);
- d) a current photograph of the employee.

Employers should require that employees carry their identity cards whilst on duty.

Identity cards should be formally withdrawn from employees renewing their cards or leaving the organization, and destroyed in a secure manner.

A record of identity cards issued should be maintained. This record should also indicate the status and location of withdrawn cards, e.g. whether they have been destroyed or lost, or where they are held by the employee/organization.

<sup>1)</sup> Available at: <http://www.sia.homeoffice.gov.uk/Pages/home.aspx> <accessed 10 July 2014>.

## 5.3 Equipment and uniforms

### 5.3.1 Uniform

Unless otherwise requested by the customer, employees should be supplied with a uniform to wear when on duty. Employee uniforms should clearly display the insignia of the organization. Uniforms should be readily distinguishable from those of the civil emergency services or armed forces.

Some clothing, such as a high visibility jacket, should be available to employees for use on occasion, whether or not the employee is in uniform and is required to respond to an emergency call. This clothing should enable the employee to be clearly distinguished by the civil emergency services or armed forces.

The organization should ensure that uniforms are periodically cleaned and renewed.

### 5.3.2 Vehicles

Unless they are involved in covert operations or otherwise excepted under contract, operational vehicles should clearly display the organization's name, badge or logo, and telephone number. Operational vehicles should:

- a) be appropriate for the intended use;
- b) carry a two-way communication device capable of communicating with the organization and the ARC;
- c) be hardwire tracked where the vehicle is used to carry keys;
- d) be inspected by the oncoming driver prior to use to ensure that it is appropriate for the intended use;
- e) be serviced regularly, in accordance with the manufacturer's instructions;
- f) have any damage repaired as soon as possible;
- g) be kept clean and tidy;
- h) not carry any passengers not on official duty.

Vehicles being used as a secure facility should conform to BS 7984:2008.

### 5.3.3 Other equipment

All equipment used by employees should be appropriate for the intended contracted services, in good working order and maintained regularly.

### 5.3.4 Equipment record

Records should be kept of all equipment issued. Employers should require employees to sign for equipment and uniforms received, and to give an undertaking to return equipment on termination of employment.

Records of equipment calibrated and/or repaired should be kept and maintained for at least 12 months or longer if the records are required for the investigation of an incident.

Records of vehicle maintenance and repair should be kept for the period of ownership of the vehicle or for longer if there has been an accident and a claim has been made.

## 5.4 Training

### 5.4.1 General

The organization should have a clearly defined and documented training policy.

#### 5.4.2 Induction for a lone worker response officer

*NOTE* The content, timing and duration of induction training are left to the discretion of the organization.

The organization should provide induction training in matters related to conditions of employment and organizational procedures for all employees. Induction training should be completed before the lone worker response officer is appointed to an assignment.

#### 5.4.3 Lone worker response training

Officers should be trained to meet the requirements of the response agreement. This should include, but is not limited to:

- a) assessing risks associated with intervention in a lone worker situation;
- b) actions to be taken when confronted with physical threat;
- c) dispute resolution;
- d) first aid at work (3-day course);
- e) communicating situations and reporting as per the response agreement.

*NOTE 1* Training for the recognition of potential hostage situations and actions to be taken might be required.

*NOTE 2* Lone worker response officers might require welfare support and training in dealing with stressful situations.

*NOTE 3* Training might be required on the preservation of crime scenes and gathering evidence.

*NOTE 4* This is not an exhaustive list and might require additional training depending on the response agreement.

#### 5.4.4 Continuation and refresher training

To ensure that the lone worker response officer remains up to date with the risks associated with their role and bespoke contracts, a training programme should be implemented and reviewed at least annually to ensure that the lone worker response officer keeps up to date on their equipment use and role. An individual returning to a lone worker response officer role should undergo refresher training as necessary.

*NOTE 1* Examples of continuation and refresher training includes first aid training (every 3 years), training on defibrillators (every 6 months) and any training required to adhere to legislative changes.

*NOTE 2* Attention is drawn to the Private Security Industry Act [1].

## 6 The contracted response service

The contracted response service, as stated in BS 8484:2011, 7c), should be agreed between the customer and the lone worker service provider.

The service requirement should:

- a) confirm the nature of the incident, gather the necessary information on the lone worker and inform the relevant escalation contacts as per the contract;
- b) ensure that the appropriately trained lone worker response officer(s), vehicle(s) and/or equipment is dispatched;
- c) provide a physical presence at the position determined by the ARC;
- d) ensure a dynamic risk assessment of the situation is carried out;

- e) detail the appropriate actions to be taken to ensure the safety of the lone worker;
- f) provide a report back to the ARC on actions taken [see 6.3a)];
- g) provide a written incident report [see 6.3b)].

*NOTE This service is not intended to replace the duties of members of the emergency services.*

## 6.1 Communications

Initial communication should be between the ARC and the lone worker response service provider.

Subsequent communications should be between the ARC and the responding officer.

If the responding officer loses communication with the ARC, other forms of communication with the ARC or emergency services should be used and the time of contact recorded.

## 6.2 Responsibilities

### 6.2.1 ARC

The ARC, as per the response agreement stated in BS 8484:2011, 6.6.3, should:

- a) assess and communicate the perceived risk to the lone worker response officer, and this should include the following information:
    - 1) an accurate location or last known position;
    - 2) the time the incident took place;
    - 3) details of the incident including any known threats;
    - 4) details about the individual(s), e.g. contact details, any known health issues, etc.;
    - 5) an assessment of the urgency;
- NOTE Depending on the situation there may be a hierarchy of required response, e.g. an emergency service response, a colleague response, etc.*
- 6) any specialist equipment required.
  - b) provide updates of relevant information to enable the lone worker response officer to complete the task;
  - c) communicate updated information as it becomes available, e.g. the time the emergency service are due to arrive.

### 6.2.2 Organization

The lone worker response service should:

- a) assess the perceived risk to the response officers and the appropriateness of the task;
- b) assess their ability to respond within the response agreement;
- c) inform the ARC that they will accept the task and provide an estimated time of arrival at the incident location;
- d) alert the nearest available trained and competent lone worker response officer and pass the following information to them:
  - 1) an accurate location or last known position;
  - 2) the time the incident took place;



- 3) details of the incident including any known threats;
  - 4) details about the individual(s), e.g. contact details, any known health issues, etc.;
  - 5) any specialist equipment required.
- e) pass contact details of the lone worker responding officer to the ARC, if applicable.

### 6.2.3 Lone worker response officer

The lone worker response officer should:

- a) ensure that the organization is aware that the lone worker response officer has arrived and departed from the incident location,

*NOTE 1 This can be by electronic means.*

*NOTE 2 Depending on the time at the incident location, check calls may be required.*

- b) perform a dynamic risk assessment on arrival by assessing the risk to:
- 1) themselves;
  - 2) the lone worker; and/or
  - 3) others.
- c) assess the best course of action to complete the task, and if necessary discuss this with the organization and/or the ARC;
- d) provide support for the lone worker as required;
- e) remain onsite (where possible) with the lone worker until the incident is resolved and closed by the ARC;
- f) provide an initial report (e.g. oral or documented) from the incident site on the situation promptly and accurately as per the AIs;
- g) complete an after incident report;
- h) where applicable, preserve the scene and collect evidence.

### 6.3 Incident reports

The lone worker response officer should report the following on their response to the incident:

- a) An initial report on completion of the task as per the AIs. The report should include:
- 1) the time the request to attend was received;
  - 2) the time the response officer was onsite and offsite;
  - 3) an outline of the incident including the details of personnel involved;
  - 4) the actions taken, including any emergency service involvement;
  - 5) the result of any intervention if taken;
  - 6) the time the incident was closed.
- b) The lone worker response service should provide an after incident report to the ARC within 24 h of the incident taking place. The after incident report should contain, as a minimum, the following information:
- 1) the time the alarm request was received;
  - 2) the time of arrival at the incident location and the time of departure;
  - 3) the time, date and location of the incident;



- 4) the name and company of response officers attending;
  - 5) the name, number and duty station of the emergency services staff attending and their time of arrival;
  - 6) the name, company and personal details of the individual initiating the alarm;
  - 7) the details of the incident;
  - 8) the details of the resolution;
  - 9) the time the incident was closed.
- c) The relevant incident information will be provided to the customer as per the contract.

#### 6.4 Assignment instructions

The AIs should be specific to the contracted response service.

*NOTE* The AIs may contain details of:

- a) *check calls including call on arrival and call on departure;*
- b) *preserving scene and evidence;*
- c) *routine duties;*
- d) *communication with the ARC, lone worker, emergency services or other responders;*
- e) *confidentiality;*
- f) *the dynamic risk assessment;*
- g) *incident recording and reporting;*
- h) *records;*
- i) *wearing of uniform and PPE;*
- j) *care of equipment.*

## Bibliography

### Standards publications

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 5979, *Remote centres receiving signals from fire and security systems – Code of practice*

BS 8591, *Remote centres receiving signals from alarm systems – Code of practice*

BS ISO 10002, *Quality management – Customer satisfaction – Guidelines for complaints handling in organizations*

BS ISO/IEC 27001, *Information technology – Security techniques – Information security management systems – Requirements*

BS ISO/IEC 27002, *Information technology – Security techniques – Code of practice for information security controls*

PD 5454, *Guide for the storage and exhibition of archival materials*

### Other publications

- [1] GREAT BRITAIN. Private Security Industry Act 2001. London: The Stationery Office.
- [2] GREAT BRITAIN. Rehabilitation of Offenders Act 1974. London: The Stationery Office.
- [3] GREAT BRITAIN. Data Protection Act 1998 (as amended). London: The Stationery Office.
- [4] GREAT BRITAIN. Working Time (Amendment) Regulations 2013. London: The Stationery Office.
- [5] GREAT BRITAIN. Equality Act 2010. London: The Stationery Office.



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