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BSI Standards Publication

Furniture removal activities – Overseas moving services – Specification

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Foreword

Publishing information

This British Standard is published by BSI and came into effect on 31 August 2011. It was prepared by Subcommittee SVS/7/2, *Furniture removals services*, under the authority of Technical Committee SVS/7, *Property services*. A list of organizations represented on this committee can be obtained on request to its secretary.

Relationship with other publications

This British Standard is separate from, but related to, the following standards covering furniture removal and storage services:

- BS EN 12522-1, *Furniture removal activities – Furniture removal for private individuals – Part 1: Service specification*;
- BS EN 12522-2, *Furniture removal activities – Furniture removal for private individuals – Part 2: Provision of service*;
- BS EN 14873-1, *Furniture removal activities – Storage of furniture and personal effects for private individuals – Part 1: Specification for the storage facility and related storage provision*;
- BS EN 14873-2, *Storage of furniture and personal effects for private individuals – Part 2: Provision of the service*;
- BS 8522, *Furniture removal activities – Commercial moving services*.

Information about this document

This British Standard is intended to establish a minimum level of service and performance in organizations dealing with the overseas moving of household and personal effects, office or business equipment, furniture and goods as a service to private individuals or commercial entities and other organizations.

Use of this document

It has been assumed in the preparation of this British Standard that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.

Presentational conventions

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

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

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.

1 Scope

This British Standard specifies requirements for an overseas moving service.

It specifies requirements for:

- a) defining the scope of the overseas moving service, obtaining preliminary information and supplying quotations;
- b) undertaking the overseas moving service; and
- c) monitoring the overseas moving service.

It is applicable to all forms of such service whatever the means of transport and handling or the type of property being moved, and whatever the type of customer, e.g. private, corporate or public sector; domestic, office-based, industrial/manufacturing.

It is not applicable to moving services in mainland Europe.

2 Normative references

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

BS EN 14873, *Furniture removal activities. Storage of furniture and personal effects for private individuals – Specification for storage facility and related storage provision*

3 Terms and definitions

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

3.1 overseas moving contract

quotation incorporating terms and conditions accepted in writing by the customer

3.2 overseas moving service

international moving of household goods and/or personal effects, office or business equipment, furniture, goods and assets

3.3 delivery

unpacking, re-assembly and putting in place according to the instructions given to the service provider and in accordance with the overseas moving contract and job sheet

3.4 handling

dismantling, packing, carrying, moving, loading, stowing, transporting, where required, and unloading in accordance with the overseas moving contract

3.5 job sheet (instructions and work completion declarations)

document, drawn up in several copies, which includes instructions relative to the overseas moving service and which allows its follow-up

NOTE The job sheet is also known as a "job ticket", "crew sheet", "work order", "docket", "job instructions", "waybill", etc.

3.6 loss and/or damage insurance

insurance cover arranged as an option by the service provider to cover the customer's property against loss and/or damage during the course of the overseas moving operations

3.7 manifest

list of the various consignments that comprise a container load

3.8 pre-move survey

visit by a service provider representative to the customer's premises to assess the service to be performed and to gather the information required for submitting a proposal

3.9 property

household goods and/or personal effects, office or business equipment, furniture, goods and assets

3.10 quotation

written proposal of the overseas moving service and offer price

3.11 supervisor

person responsible for managing the removal process on site

NOTE The supervisor might also be known as the "foreman", "charge hand", "team leader" or "project manager".

4 General

COMMENTARY ON CLAUSE 4

The provision of a generally acceptable, customer-oriented overseas moving service requires the detailed gathering and timely supply of accurate and relevant information and the application of human and technical skills and means at each of the following three phases:

- *preparation/presentation of preliminary information (see Clause 5);*
- *provision of the overseas moving service (see Clause 6);*
- *monitoring of the overseas moving service (see Clause 7).*

The service provider shall ensure that all administrative, commercial and operational personnel involved in the three phases of the performance of the overseas moving service (see commentary) are familiar with this British Standard and how to meet its requirements.

5 Initial contact and preliminary information

5.1 General

5.1.1 The service provider shall seek to obtain from the customer all information required in order to carry out the overseas moving service in accordance with the service provider's established procedures. This shall include information relating to:

- a) the core service (see 5.2); and
- b) any additional optional services (see 5.3).

NOTE Obtaining all information required in order to carry out the service in accordance with the service provider's established procedures might involve contact with other parties, such as landlord and statutory authorities.

5.1.2 The service provider shall advise the customer of the need for all relevant information to be provided to ensure that no incorrect assumptions are made.

5.1.3 Initial contact with the customer and the assessment of the work to be undertaken shall be carried out by competent personnel of the service provider.

NOTE The personnel dealing with the initial contact should have a professional attitude. The competence of the personnel should include the ability to gain the confidence of the customer and the sales and technical skills acquired through training and practical experience. See also 9.5.

5.2 Core service

The service provider shall seek to obtain all relevant information relating to the collection and delivery addresses, which could affect the physical performance of the move.

NOTE The service provider should undertake a pre-move survey of the original premises and the property to be moved. The survey can be carried out either directly or through another service provider.

5.3 Optional services

The service provider shall determine whether any additional optional services are to be provided as part of the overseas moving service. The service provider shall be capable of providing any of the following optional services:

- a) pre-move survey;
- b) loss and/or damage insurance;
- c) building protection;
- d) IT equipment relocation;
- e) removal of fixtures and fittings;
- f) packing and unpacking of fragile and/or non fragile objects;
- g) packing and unpacking of sequential material, e.g. files, books;
- h) dismantling and reassembling of knock down or unit furniture;
- i) supply of packing materials in advance;
- j) additional handling operations within the premises;
- k) special packing and handling of high value objects, identified by the customer;
- l) special handling of large and/or heavy objects;
- m) preparation of an itemized packing list;
- n) "export" type packing;
- o) clearance and disposal services;
- p) supply of labels for identification and location of items;
- q) storage of items and associated handling, retrieval and re-delivery services; and
- r) supply of crates for the stowing, carriage and delivery of small items.

5.4 Quotations

A written quotation shall be provided to the customer (either in hard copy or by email) promptly following the gathering of the preliminary information and it shall incorporate:

- a) the date of drawing up the quotation;
- b) the contact details of the service provider;
- c) the name and address of the customer;
- d) the contact details for the customer's representative(s);
- e) if known, the planned carrying out period or dates;
- f) the collection and delivery addresses;
- g) the detail of the services to be provided including any special or optional services that the customer might choose to select;
- h) responses to any tender documents or the customer's specification;
- i) the procedures by which the customer may make specific observations;
- j) the procedures for making complaints and/or claims;
- k) the terms of insurance if offered and/or the liability of the overseas moving contract;
- l) the cost of the services and whether this is estimated or fixed;
- m) the terms of payment;
- n) the terms and conditions of the overseas moving contract;
- o) the agreement as to whether the customer or the service provider is responsible for arrangement and payment of ancillary services, such as parking fees; and
- p) any special measures to be taken with regard to health, safety and security, Customs and export/import regulations.

5.5 Commencement of service

The service shall commence on receipt of the signed acceptance of quotation and the service provider confirming agreement.

6 Information communicated by the service provider

6.1 Following the booking of an export consignment onto a vessel or flight the service provider shall convey the despatch details promptly to the destination agent, booking agent (if applicable) and the customer.

6.2 The advice to the destination agent and the booking agent shall include:

- a) customer's name;
- b) origin town and country, destination town and country;
- c) customer's contact details at destination;
- d) names and addresses of origin agent and destination agent;
- e) insurance or liability arrangements;
- f) billing instructions;
- g) weight, volume and number of items;

- h) mode of transport;
- i) method of packing e.g. full container load (FCL), less than container load (LCL), groupage;
- j) vessel name / flight number;
- k) estimated date of departure;
- l) port of departure;
- m) estimated date of arrival;
- n) port of arrival;
- o) container number(s) and seal number(s) when applicable;
- p) bill of lading number / airwaybill number; and
- q) any special instructions e.g. customer's preferred delivery date, storage requirements, etc.

6.3 The advice to the customer shall include:

- a) vessel/flight;
- b) estimated date of departure;
- c) port of departure;
- d) estimated date of arrival;
- e) port of arrival; and
- f) name and address of destination agent.

6.4 Following receipt and delivery of an import shipment the service provider shall convey the following details promptly to the origin agent and (if different) to the booking agent:

- a) customer's name;
- b) origin town and country, destination town and country;
- c) mode of transport;
- d) destination address;
- e) delivery date; and
- f) condition of consignment.

7 Provision of the overseas moving service

7.1 Job sheet

7.1.1 A job sheet shall be drawn up for the overseas moving service and shall contain the following:

- a) the name, address and contact details of the service provider;
- b) the name and address of the customer;
- c) the place(s) of collection and place(s) of delivery;
- d) the contact details of the customer's representative(s) at the place of collection and the place of delivery;
- e) risk assessment information;
- f) the availability and details of access and parking arrangements, lifts and loading/unloading docks at the places of collection and delivery;

- g) the identification mark(s) of the vehicle(s) or container(s) being used;
- h) any specific security arrangements;
- i) a description of the property to be moved, including the estimate volume;
- j) the method(s) of packing e.g. export wrap, blanket wrap, carding, crating;
- k) the mode of transport e.g. road, sea or air;
- l) the method of loading and carriage e.g. part-load, exclusive use of vehicle, loose or cased groupage, LCL, FCL, airfreight
- m) the time schedule for the collection and delivery operations;
- n) the procedures for making complaints and/or claims; and
- o) a work completion declaration for signing.

7.1.2 A copy of the job sheet shall be provided to:

- a) the customer or the customer's representative upon completion of each phase or shift; and
- b) the operational personnel, or, where the occasion arises, a third party entrusted with carrying out the overseas moving operations.

7.1.3 A job sheet shall be used by the operational personnel at each phase of the service.

7.1.4 On completion of the service, the job sheet, delivery sheet, and work completion declaration shall be signed by both the customer and the crew supervisor on behalf of the service provider to confirm completion of the agreed services and then retained on the service provider's jobfile.

NOTE The job sheet has a triple function as follows.

- *The receipt given by the customer provides proof of the completion of the phase or shift.*
- *It allows the customer to record any exceptions or reservations upon delivery and to notify the existence of any loss or damage. At the same time, this document allows the service provider's representative to make written observations concerning the customer's comments.*
- *It includes information required for making a claim or for lodging a complaint.*

7.2 Operational personnel

COMMENTARY ON 7.2

The service provider should ensure that the personnel engaged to carry out the overseas moving service have, in addition to the necessary technical skills, the following qualities:

- *punctuality;*
- *courtesy; and*
- *good presentation.*

7.2.1 As part of the recruitment process, the service provider shall screen or vet personnel.

NOTE 1 Where individuals apply for employment that falls under the scope of this British Standard and existing employees transfer to such employment from other duties, the following details should be sought:

- a) *cautions or convictions for criminal offences, including motoring offences and pending actions; and*

- b) two employment references or, for school leavers and persons returning to work after a long absence from the workplace, two character references.

Attention is drawn to relevant legislation on the rehabilitation of offenders, such as the Rehabilitation of Offenders Act 1974 (as amended) [1], which enables some criminal convictions to become "spent", or ignored, after a "rehabilitation period". Disclosure of criminal convictions of any employee is subject to legislation.

For further recommendations on the security screening of individuals, see BS 7858.

NOTE 2 Attention is drawn to the Data Protection Act 1998 (as amended) [2] which sets rules for processing personal information.

7.2.2 All supervisors shall:

- a) be employed with a written contract;
- b) attend any relevant training provided by the employer (see 9.5.2);
- c) be responsible for the on the on site management of the overseas moving team;

NOTE This might include ensuring the proper fulfilment of work instructions, the standard of work, behaviour, etc.

- d) be fully acquainted with the general and special conditions of the overseas moving contract and ensure that the service rendered complies with the specifications agreed upon; and
- e) ensure that the overseas moving operations are conducted in safety.

7.2.3 Each overseas moving team shall comprise, at least for half of the number, operational personnel who have completed a recognized training course in overseas moving or who possess at least one year's relevant practical experience.

NOTE A recognized training course is, for example, one offered by a relevant trade association.

6.2.4 Mechanized lifting and handling equipment shall only be operated by operational personnel who have been trained in its use.

7.3 Technical processes

7.3.1 Packing materials

7.3.1.1 The service provider shall provide suitable packing materials to protect contents (the property) from damage during handling and delivery.

7.3.1.2 The packing materials used shall be suitable, i.e. clean, of appropriate shape, size and strength to protect their contents and these qualities shall be maintained during the life of the packaging materials and the duration of the move. Bedding, clothing, crockery and kitchen utensils shall be packed under generally acceptable hygienic conditions.

NOTE Shape, size, strength and durability are factors that should be taken into account when selecting packing materials for property. Attention is drawn to the relevant national requirements for packing materials, particularly wood and timber products.

7.3.2 Other materials and equipment

The service provider shall make the following available for use as specified or required by the overseas moving contract agreed with the customer:

- Adhesive tape
- Labels

- Air bubble film
- Padded paper wrapping
- Clean white paper
- A selection of cartons suitable for the protection of the property to be moved
- Toolboxes and tools.

NOTE This list is not exhaustive.

7.3.3 Packing list or inventory

The supervisor shall make a packing list or inventory of each package or box, clearly marking the item with an identification number and a customer identification, and describing the item or box and contents on a single line of the inventory or packing list, recording its condition.

7.3.4 Vehicles

NOTE The specification of the vehicle(s) depends on the nature of the property to be moved and access restrictions.

7.3.4.1 The vehicle(s) used shall be selected to ensure the protection of the property being carried. They shall be clean and shall have a tidy appearance.

NOTE 1 The following are examples of the features to be considered:

- a) effective suspension;*
- b) sturdy box construction;*
- c) waterproof/dry interior;*
- d) tie rails and/or padding; and*
- e) ramps and/or vehicle-mounted lifting equipment, such as a tail lift or crane.*

NOTE 2 Attention is drawn to relevant legal requirements for operating and maintaining transport equipment and the associated maintenance of records.

7.3.4.2 All doors of the vehicle(s) shall be fitted with locks to ensure the security of the property being carried.

NOTE In addition, vehicles can be fitted with an intruder alarm and tracking device.

7.3.5 Shipping containers

7.3.5.1 Shipping containers shall conform to the relevant ISO standards.

7.3.5.2 Prior to use, the supervisor shall verify that the container is in an acceptable condition. Internal cleanliness shall be satisfactory and containers shall be rejected if an unacceptable odour is detected. The supervisor shall check that the number marked on the container matches that shown on the shipping line documentation. They shall also check that a recognised container seal is available prior to loading.

7.3.5.3 The container shall be loaded with due regard for distribution of weight and safe transit of contents. The contents shall be checked against the inventory while loading and unloading.

7.3.5.4 When loading groupage containers, loads shall be separated and individually identified.

7.3.5.5 A fixed bulkhead shall be fitted on completion of loading any container that is not completely full.

7.3.5.6 Upon completion of loading, the doors shall be secured and seal(s) applied. A record shall be taken of the identity number of the seal(s).

7.3.5.7 Upon receipt of an import container at either warehouse or residence, a supervisor shall check that the container number and the seal number match those shown on the shipping documentation, and that the seal has not been tampered with.

7.3.5.8 The container manifest and the inventory of each consignment shall be checked and any discrepancies and noticeable condition defects recorded. A container outturn report shall be completed.

NOTE Attention is drawn to the relevant national requirements for fumigation and other environmental matters.

7.3.6 Mobile communications equipment

The operational personnel shall be provided with mobile communications equipment comprising at least one device per vehicle and at all times at least one device per team.

7.4 Health and safety

The overseas moving service shall be undertaken in accordance with the health and safety policies and procedures of both the service provider and customer. [See also 5.4, item p)]

COMMENTARY ON 7.4

Attention is drawn to health and safety legislation which requires employers to ensure the health and safety of all employees and anyone who might be affected by their work, and also places responsibility on employees not to endanger themselves or others and to use any safety equipment provided.

In particular, due regard is to be given to:

- a) *on-site risk assessment at the origin and destination locations, including access restrictions, means of entry and exit and any potential hazard to the service provider's personnel, those of the customer, or other persons or property in the vicinity;*
- b) *safe lifting and handling of any heavy, large or awkward goods;*
- c) *operation of any specialist handling equipment;*
- d) *working during the hours of darkness; and*
- e) *provision and use of personal protective equipment.*

For further guidance on moving goods safely, see the Health & Safety Executive (HSE) website (www.hse.gov.uk).

7.5 Storage

When providing storage facilities in the UK the service provider shall comply with BS EN 14873.

7.6 Security

7.6.1 In consultation with the customer, the service provider shall agree the measures necessary to ensure:

- a) the security of any premises being vacated or occupied;
- b) the security of all vehicles and equipment; and
- c) the safe-keeping of property during the course of the overseas moving service.

8 Monitoring of the overseas moving service

8.1 Feedback and monitoring

8.1.1 The service provider shall seek customer feedback to establish whether the agreed objectives/requirements have been met.

NOTE Customer feedback can be sought in a number of ways including by means of a questionnaire to be completed by the customer.

8.1.2 All feedback shall be reviewed on a regular basis by personnel with knowledge and/or experience in overseas moving matters. Any service failures shall be investigated and corrective or preventive action shall be undertaken if appropriate.

8.1.3 All insurance or liability claims shall be monitored to identify trends that may require action.

8.2 Complaint management

8.2.1 A documented complaint management procedure shall be in place.

NOTE 1 A complaint management procedure aids in enabling amicable settlement of disputes in accordance with the terms of the overseas moving contract.

NOTE 2 Complaint management procedures should establish timeframes for responses.

NOTE 3 Advice on the management of a complaint can be sought from trade associations or similar bodies.

8.2.2 The means of achieving the amicable settlement of a dispute shall, if necessary, provide for:

- a) the involvement of any professional organization to which the service provider belongs, offering a conciliation service; and/or
- b) the use of an independent service such as mediation or arbitration.

NOTE This approach demonstrates commitment to the amicable settlement of disputes and minimizes the need for recourse to legal proceedings.

9 Quality management

COMMENTARY ON Clause 9

Guidance on quality management systems is given in BS EN ISO 9000.

9.1 Quality policy

9.1.1 Establishing the quality policy

The service provider shall establish and operate a formal quality policy relating to all aspects/phases of the provision of facilities and services for overseas moving operations. This policy shall be documented and maintained and signed by a senior manager.

9.1.2 Maintaining the quality policy

The service provider shall establish and operate procedures for regular monitoring of the effectiveness of the quality policy in operation and for its revision/replacement whenever necessary.

9.1.3 Communicating the quality policy

9.1.3.1 The service provider shall establish and operate procedures to ensure that all personnel working under its direction are made aware of the general objectives of the overall quality policy and of any specific details that might affect the day-to-day activity of individual personnel.

9.1.3.2 In order to ensure the participation and active co-operation of the personnel in the drawing up and implementation of the quality policy, a consultation and review procedure appropriate to the size of the company shall be established and operated.

9.1.4 Conducting, controlling and reviewing quality policy responsibilities

For each role in the service provider's organization, quality responsibility and the extent of authority shall be clearly defined, documented and reviewed at regular, pre-determined intervals.

NOTE For small/medium sized service providers, the primary quality-related functions may all be fulfilled by one person, e.g. the manager/owner or an individual specifically appointed for this purpose.

9.2 Quality manual

9.2.1 Quality control procedures

The service provider shall establish and maintain a quality manual which, as a minimum, documents, or references separate documentation on:

- a) the scope of the quality policy and quality management system; and
- b) document control procedures (see also 9.2.2)
- c) work procedures relating to:
 - 1) the recording and confirmation of customer enquiries, including oral and online enquiries, and the appropriate preparation for the work to be carried out; and
 - 2) the detailed preparation of a specific overseas moving service, including:
 - i) ascertaining and confirming the availability of personnel and equipment;
 - ii) evaluating the qualifications of the required personnel;
 - iii) compiling a list of necessary packing materials and handling equipment; and
 - iv) arranging any necessary administrative authorizations.
 - 3) specific job roles (with particular reference to safety, where appropriate), e.g. work instructions for packing and unpacking, handling heavy loads, loading and unloading vehicles, stowage and stacking, correct use of equipment and administrative processes such as the completion of documentation.
- d) personnel information, including:
 - 1) recruitment procedures (with specific reference to the method of hiring/recruiting temporary personnel);
 - 2) details of personnel training programmes (see also 9.5); and
 - 3) methods of evaluating personnel qualifications.
- e) purchasing information, including all specifications relevant to the purchase

by the service provider of equipment, services and consumables in connection with the provision of overseas moving services;

- f) equipment procedures relating to:
 - 1) the maintenance, renewal or replacement of equipment; and
 - 2) the authorization of work to be carried out on equipment.
- g) incident/accident procedures to be followed;
 - 1) at any stage during the handling process (including the recording of alleged losses or damage and a "work completion" statement);
 - 2) when dealing with any performance failures;
 - 3) in the event of a service problem or an inability/failure to deliver a service; and
 - 4) in the event of an accident or emergency; and
- h) the details of a business continuity management plan.

NOTE see BS 25999 for guidance

9.2.2 Control of quality-related documents

All documents relating to quality and grouped together in the quality manual shall be the responsibility of a nominated person, including the drafting, filing, updating and distribution to those concerned.

9.3 Corrective and preventive action

9.3.1 Where the quality of the overseas moving service is identified as requiring improvement, the service provider shall take action to eliminate the causes of existing and potential problems in order to prevent recurrence and occurrence, respectively.

9.3.2 Attention shall be given, but not limited, to:

- a) the frequency and degree of seriousness of customer complaints, incidents or accidents;
- b) the rate of compliance with the agreed dates for commencement and completion of overseas moving services.

9.3.3 Remedial actions to rectify any shortcomings shall be undertaken promptly.

9.4 Subcontractors

The service provider shall be responsible for ensuring that any part of the service provided by a subcontractor to the customer shall be as agreed in the contract.

9.5 Training

9.5.1 The training records for each employee shall be documented.

9.5.2 The service provider shall carry out annual training needs assessment and shall provide regular refresher or upgrade training, either in-house or through external resources, and shall keep an individual record for each employee.

10 Customer protection

All service providers shall have a scheme in place whereby all customers are protected against insolvency, or financial failure to complete the contract.

11 Claims of compliance

Where a service provider claims compliance with this British Standard, the following information shall be recorded:

- a) the company name and address;
- b) the scope of service provided, e.g. overseas moving service; and
- c) the identifier and year of this British Standard, i.e. BS 8564:2011.

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 EN 12522-1, *Furniture removal activities – Furniture removal for private individuals – Part 1: Service specification*

BS EN 12522-2, *Furniture removal activities – Furniture removal for private individuals – Part 2: Provision of service*

BS EN ISO 9000, *Quality management systems – Fundamentals and vocabulary*

BS 8522, *Furniture removal activities – Commercial moving services*

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

Other publications

- [1] GREAT BRITAIN. The Rehabilitation of Offenders Act 1974 (as amended). London: The Stationery Office.
- [2] GREAT BRITAIN. Data Protection Act 1998 (as amended). London: The Stationery Office.

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