



BSI Standards Publication

Security and resilience — Emergency management — Guidelines for implementation of a community- based landslide early warning system

National foreword

This British Standard is the UK implementation of ISO 22327:2018.

The UK participation in its preparation was entrusted to Technical Committee SSM/1, Societal security management.

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 2018
Published by BSI Standards Limited 2018

ISBN 978 0 580 95677 5

ICS 03.100.01

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

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 31 October 2018.

Amendments/corrigenda issued since publication

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

INTERNATIONAL STANDARD

ISO
22327

First edition
2018-10

Security and resilience — Emergency management — Guidelines for implementation of a community- based landslide early warning system

*Sécurité et résilience — Gestion des urgences — Lignes directrices
pour la mise en oeuvre d'un système d'alerte locale immédiat de
glissement de terrain*



Reference number
ISO 22327:2018(E)

© ISO 2018



COPYRIGHT PROTECTED DOCUMENT

© ISO 2018

All rights reserved. Unless otherwise specified, or required in the context of its implementation, 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
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Landslide early warning system	2
4.1 General.....	2
4.2 Risk assessment.....	2
4.3 Dissemination and communication of knowledge.....	3
4.4 Establishment of a disaster preparedness team.....	3
4.5 Development of an evacuation map and routes.....	4
4.6 Development of standard operating procedures.....	4
4.7 Monitoring, early warning and evacuation drill.....	5
4.8 Commitment of the local authority and community on the sustainability of the LEWS.....	6
Annex A (informative) Example of the proposed community disaster preparedness team	7
Annex B (informative) Example of the layout of the evacuation map and route	8
Annex C (informative) Example of evacuation map and route	9
Annex D (informative) Example of symbols in the evacuation map and route	10
Annex E (informative) Example of the scheme of a community-based LEWS	11
Annex F (informative) Example of the flow of warning information and evacuation command	12
Annex G (informative) Example of evacuation SOP	13
Bibliography	15

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 of the voluntary nature of standards, 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 www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 292, *Security and resilience*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Landslides are one of the most widespread and commonly occurring natural hazards. Landslides may occur in different types of topographic and geologic settings. The occurrence of landslides may increase significantly due to uncontrolled land use development and human interference into unstable slopes. In many countries, landslides cause substantial socio-economical losses.

Landslide mitigation can be carried out both by structural and non-structural efforts. Structural mitigation includes adjustment of slope geometry, slope reinforcement, and protection and improvement of drainage systems, all of which require a high cost. The alternative option of relocation is not practical for residents living in areas prone to landslides. As a result, the most effective disaster risk reduction can be achieved by non-structural mitigation through improvement of the community's preparedness by implementing an early warning system.

The goal of the development of a community-based early warning system is to empower individuals and communities who are vulnerable to hazards to act in sufficient time and in appropriate ways to reduce the possibility of injury, loss of life and damage to property and the environment. The implementation of a community-based early warning system is consistent with the Sendai Framework for Disaster Risk Reduction of 2015–2030^[14]. The fourth priority of the framework emphasizes the improvement of preparedness in order to respond effectively to a disaster, by implementing an early warning system and improving the dissemination of information about early warning of natural disasters at local, national, regional and international levels.

According to UN-ISDR^[15], a complete and effective early warning system consists of four interrelated key elements:

- a) risk knowledge;
- b) monitoring and warning service;
- c) dissemination and communication;
- d) response capability.

The implementation of a community-based early warning system takes into account the correlation between a strong bond and effective communication channels among all of these elements.

Demographic, social, economic and cultural aspects are most often left out in the implementation of early warning systems, compared to other technical aspects. Early warning system guidelines promote the role of the community and social aspects in general. Efforts to train people to respond to the warnings should be followed up by experts/researchers and by decision-makers at local and national levels.

By referring to the four key elements of community-based early warning system, this document for a landslide early warning system promotes uniformity in the development and implementation of early warning systems and will improve the preparedness of the communities vulnerable to landslides.

Security and resilience — Emergency management — Guidelines for implementation of a community-based landslide early warning system

1 Scope

This document gives guidelines for a landslide early warning system. It provides a definition, aims to improve understanding, describes methods and procedures to be implemented, and gives examples of types of activities.

It is applicable to communities vulnerable to landslides, without taking secondary effects into consideration.

It recognizes population behaviour response planning as a key part of the preparedness.

It takes into account the approach of ISO 22315 and provides additional specifications for landslides.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 22300, *Security and resilience — Vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 22300 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

mass movement

displacement of materials such as soil, rock, mud, snow or a combination of matter down a slope under the influence of gravity

3.2

landslide

wide variety of processes that result in the downward and outward movement of slope-forming materials including rock, soil, artificial fill or a combination of these

3.3

community vulnerability

characteristics and conditions of individuals, groups or infrastructures that put them at risk for the destructive effects of a hazard

3.4

early warning

provision of information through local networks, allowing affected individuals to take action to avoid or reduce risks and to prepare responses

3.5

community-based early warning system

method to communicate information to the public through established networks

Note 1 to entry: The warning system can consist of risk knowledge, monitoring and warning service, dissemination and communication, and response capability to avoid, reduce risks and prepare responses against disaster.

[SOURCE: ISO 22300:2018, 3.43, modified — “early” has been added to the term and Note 1 to entry has been added.]

3.6

evacuation

organized, phased and supervised removal of people from dangerous or potentially dangerous areas to places of safety

3.7

evacuation command

series of orders to evacuate people

3.8

evacuation drill

activity that practises a particular skill related to *evacuation* (3.7) and often involves repeating the same thing several times

EXAMPLE A drill to practice safely evacuating a neighbourhood or village from a *landslide* (3.2)

[SOURCE: ISO 22300:2018, 3.74, modified — “related to evacuation” in the term has been added and the example has been changed.]

4 Landslide early warning system

4.1 General

The community-based landslide early warning system (LEWS) should comprise seven main sub-systems:

- a) risk assessment (4.2);
- b) dissemination and communication of knowledge (4.3);
- c) establishment of a disaster preparedness team (4.4);
- d) development of an evacuation route and map (4.5);
- e) development of standard operating procedures (4.6);
- f) monitoring, early warning and evacuation drill (4.7);
- g) commitment of the local government and community on the operation and maintenance of the whole system (4.8).

4.2 Risk assessment

The risk assessment should be based on ISO 31000 and should consist of technical (geomorphology, geology and geotechnics), institutional and socioeconomic/cultural surveys of vulnerable communities.

ISO 31000 should be adapted to meet the specific requirements of the landslide context including risk identification.

A technical survey for risk identification should be conducted to understand the geological conditions in vulnerable communities, to classify the types of landslide and range of hazard, to assess the potential physical extent of landslide, to collect information regarding the indicators of ground movement, and to determine landslide susceptibility and stable zones. These indicators may include cracks and subsidence, appearance of water springs, fractures of structure and tilting poles and trees. These indicators can be used to determine the placement of the landslide early warning system instruments. Information on lithology types and distribution, slope forming material composition, geological structure types and its orientation distribution, slope crack and slope inclination should also be included when identified during the technical survey.

The purpose of an institutional survey is to understand whether there are established organizations currently responsible for monitoring and mitigating hazards in the disaster-prone areas.

A socioeconomic or culture survey collects information on community demographics, such as population, by age, education and financial situation, the number of households, vehicles and livestock, and cultural considerations. It also provides information on the community's knowledge concerning landslide hazards. This information provides insight into the community's perception on landslide risk and landslide disaster risk reduction means (technology, population preparedness, etc.) that can be used to improve the successful introduction of the early warning system and to gain an understanding of the community's vulnerabilities and complexities.

NOTE 1 Information on potential vulnerable inhabitants and infrastructure due to landslide is important to determine the level of community vulnerability.

NOTE 2 The community's eagerness and motivation to actively participate is relevant to design strategies for disaster risk reduction programmes that are suitable for the local social conditions.

Training and education programmes should be conducted in order to prepare and increase people awareness.

NOTE 3 The programmes can give knowledge and increase people's capacity to be able to decide what needs to be done in order to prevent and protect themselves from landslides.

4.3 Dissemination and communication of knowledge

Dissemination and communication of knowledge provides the community with comprehension and understanding with respect to potential for a landslide disaster. Methods and materials of the dissemination and communication should be developed based on the preliminary data of the disaster risk assessments.

The community should be provided with information on the types of landslide disasters, how and why they occur, the factors that control and trigger the event, and the structural and non-structural strategies to mitigate the consequences, including an early warning system, warning levels and signage.

The dissemination and communication of knowledge should use clear language, provide useful information, identify the authoritative agency and provide multiple communication methods to ensure the maximum number of people is reached.

Effective dissemination provides for better understanding about landslides and how to minimize risks once the early warning systems are in place.

The dissemination of information may lead to the identification of key people with an interest in participating in a disaster preparedness team.

4.4 Establishment of a disaster preparedness team

Disaster preparedness team members should be selected based on their knowledge and abilities in landslide preparedness, prevention, mitigation and post-disaster management.

[Annex A](#) gives an example of a proposed community disaster preparedness team.

The disaster preparedness team should have expertise, including knowledge of the area, data and information management, early warning and mass evacuation systems, first aid, logistics and security. The additional expertise required on the disaster preparedness team should be determined according to the needs of the community.

The disaster preparedness team should conduct preparedness activities, including

- a) determining landslide risk zones and evacuation routes,
- b) leading, preparing and training the community, and
- c) organizing the design-installation-operation-maintenance of the technical system.

NOTE Points a) to c) can lead to the appropriate reaction mentioned in the standard operating procedure (see 4.6).

4.5 Development of an evacuation map and routes

The evacuation map and routes should be developed as operational guidelines for the disaster preparedness team and the community to leave the risk zone, following a predetermined route and to gather in an assembly point.

An evacuation map should be developed based on the identification of landslide risk zones. The evacuation map should provide specific detail on secure locations to be used as assembly point and the evacuation routes to be followed.

The landslide risk zones should be determined by members of the disaster preparedness team, which should then be verified by the local authority or institution officials or experts.

The evacuation map can include information on

- a) high-risk and low-risk (safe) zones,
- b) residences, including the estimation of the number of residents in each,
- c) community facilities: school, place of worship, community health centre, offices, market and landmarks,
- d) streets and alleys,
- e) locations of early warning system installation point,
- f) alert post,
- g) assembly point(s),
- h) evacuation route(s), and
- i) location of shelters.

[Annex B](#) gives an example of the layout of the evacuation map and route.

[Annex C](#) gives an example of the evacuation map and route. However, the map maybe more simple, depending on the needs of the community.

[Annex D](#) gives an example of symbols in the evacuation map and route.

4.6 Development of standard operating procedures

Standard operating procedures (SOPs) should contain the procedures and guidelines for the disaster preparedness team, the individuals and the local authority responsible for responding to the alert issued by the landslide early warning instrument.

SOPs should be prepared based on the discussions and agreements of each division in the disaster preparedness team under the direction of relevant stakeholders and the local authority to follow the flow of warning information, delivery mechanism and evacuation commands.

EXAMPLE The SOP may contain alert levels, such as

- Level 1 (CAUTION: landslide possible),
- Level 2 (WARNING: landslide likely), and
- Level 3 (EVACUATE: landslide occurrence imminent).

These SOP levels may not apply in all communities.

[Annex E](#) gives an example of the scheme of a community-based LEWS.

[Annex F](#) gives an example of the flow of warning information and evacuation command.

[Annex G](#) gives an example of an evacuation SOP.

4.7 Monitoring, early warning and evacuation drill

Early detection devices should be placed in areas that have the highest risk and the largest number of people affected. Determination of the locations should be based on the identification of landslide risk zones.

Installation of the equipment should be coordinated with the community, with the aim to increase the sense of ownership and responsibility for the equipment's condition to guarantee safety.

The type of early detection and alert level should be appropriate to the geological conditions and the scale of landslide.

The monitoring devices installed to support early warning systems should include

- a) **rain gauges** to measure the intensity of rainfall within a certain period, and
- b) **surface deformation meters** to identify the deformation on the land surface in a certain period. The common devices used are extensometer (monitoring the relative distance between two points on the crack) and tiltmeter (the gauge for changes in the inclination of the land surface).

Additional tools can be used to improve measurement accuracy, such as

- **underground deformation meters** to measure the deformation underground through the movement of the sliding plane within a certain period of time (inclinometer, pipe strain gauge, multi-layer movement meter),
- **groundwater level meters** to measure changes in groundwater level in the landslide zones, mounted inside the borehole,
- **pore water pressure sensors** to measure changes in pore water pressure on the landslide mass, installed in the borehole,
- **soil moisture sensors** to measure the changes of water level in the landslide mass, and
- **survey stakes** to monitor mass movement in a horizontal direction of motion (wooden, bamboo or other stake materials).

This landslide monitoring and early warning system should be based on ISO 22322.

To implement a community-based landslide early warning system, the monitoring and early detection devices should use appropriate technology.

Once the risk assessment is conducted, the disaster preparedness team is formed, the evacuation map and routes are determined, the evacuation SOP is available and the devices are installed, a drill should be conducted. The drill should be based on a scenario in accordance with the SOP, to ensure the function of the devices as well as the capacity of the community to be prepared. The objective of an evacuation drill is to improve the capacity of the disaster preparedness team, the community and the local authority to respond quickly and appropriately in the event of a potential landslide. The evacuation drill also introduces the local community residents to their responsibilities in the event of an evacuation and to familiarize residents with the alert signal (e.g. siren sounds, lights or other suitable alert channels) made by the early warning detection devices.

The evacuation drill should be conducted at least once a year.

4.8 Commitment of the local authority and community on the sustainability of the LEWS

The local authority and community should demonstrate a strong commitment to the landslide early warning system, and sustain the operation and maintenance of the system. The responsibility for ownership, installation, operation, maintenance and security of an early warning system should be determined and agreed upon by the local authority and community in each location based on local conditions.

Annex A (informative)

Example of the proposed community disaster preparedness team

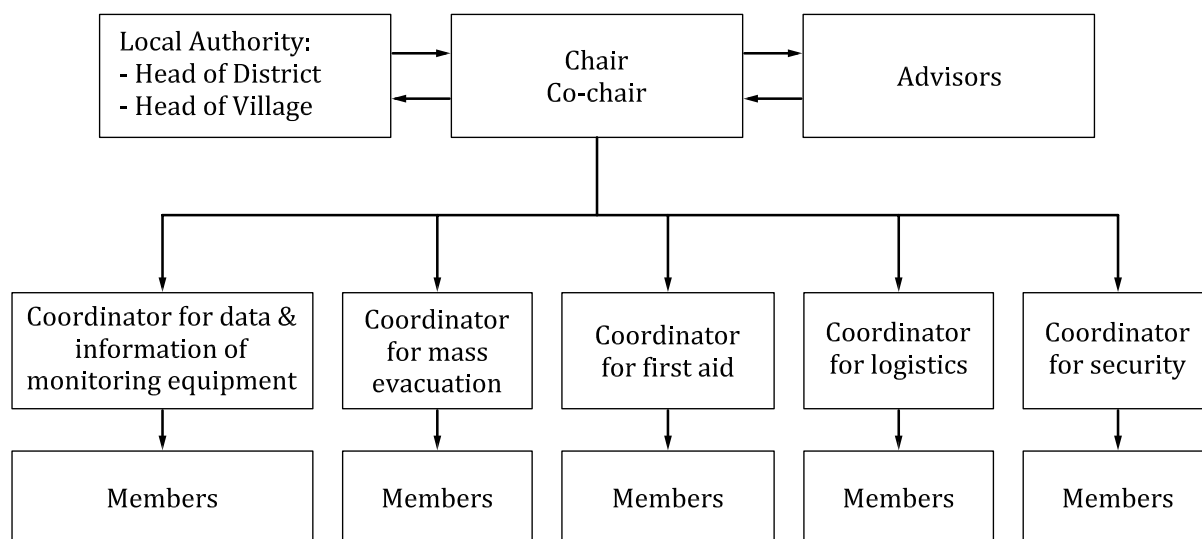
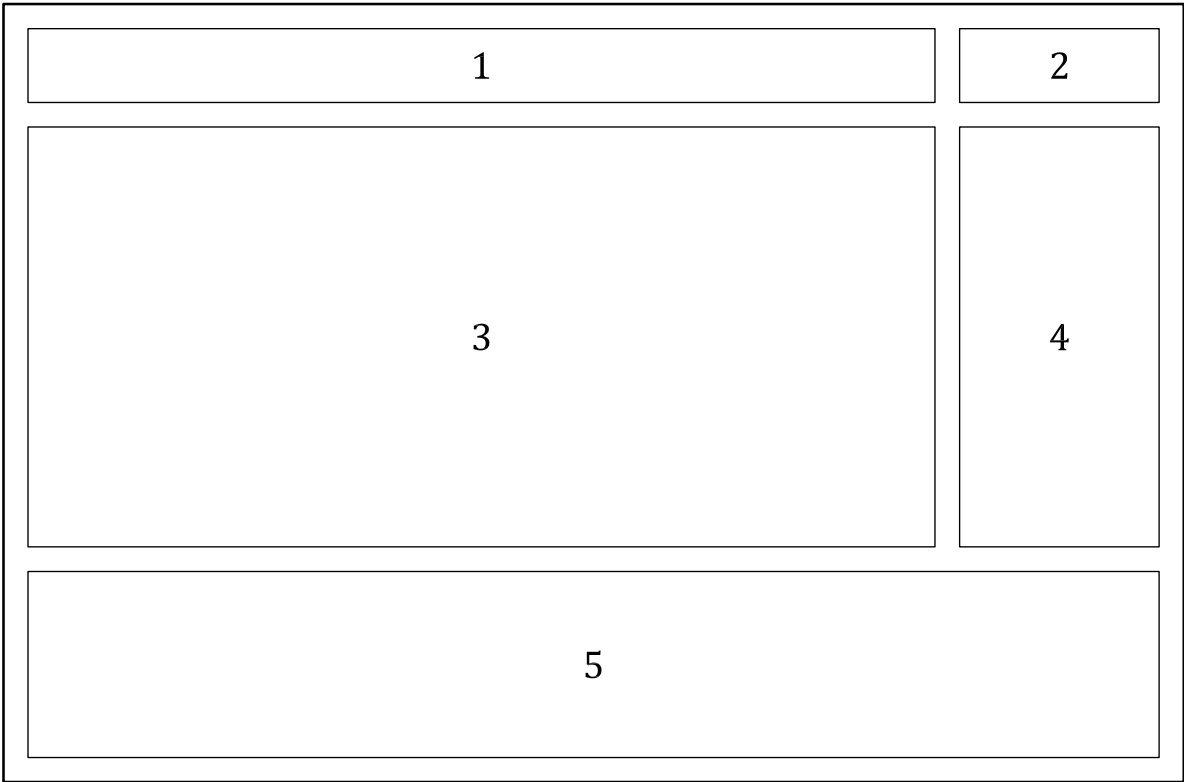


Figure A.1 — Example of the proposed community disaster preparedness team

Annex B
(informative)

Example of the layout of the evacuation map and route



- Key**
- 1 title of the evacuation map indicating the location of the LEWS implementation
 - 2 logo of the local authorities or other relevant stakeholders
 - 3 evacuation map and routes
 - 4 legend and important information (landmarks) including common signs easily recognizable by the community
 - 5 name of the heads of the families

Figure B.1 — Example of the layout of the evacuation map and route

NOTE The evacuation map does not need to include the scale but only the north direction, which can be placed in the legend. The north direction may not face up, depending on the local customs.

Annex C (informative)

Example of evacuation map and route

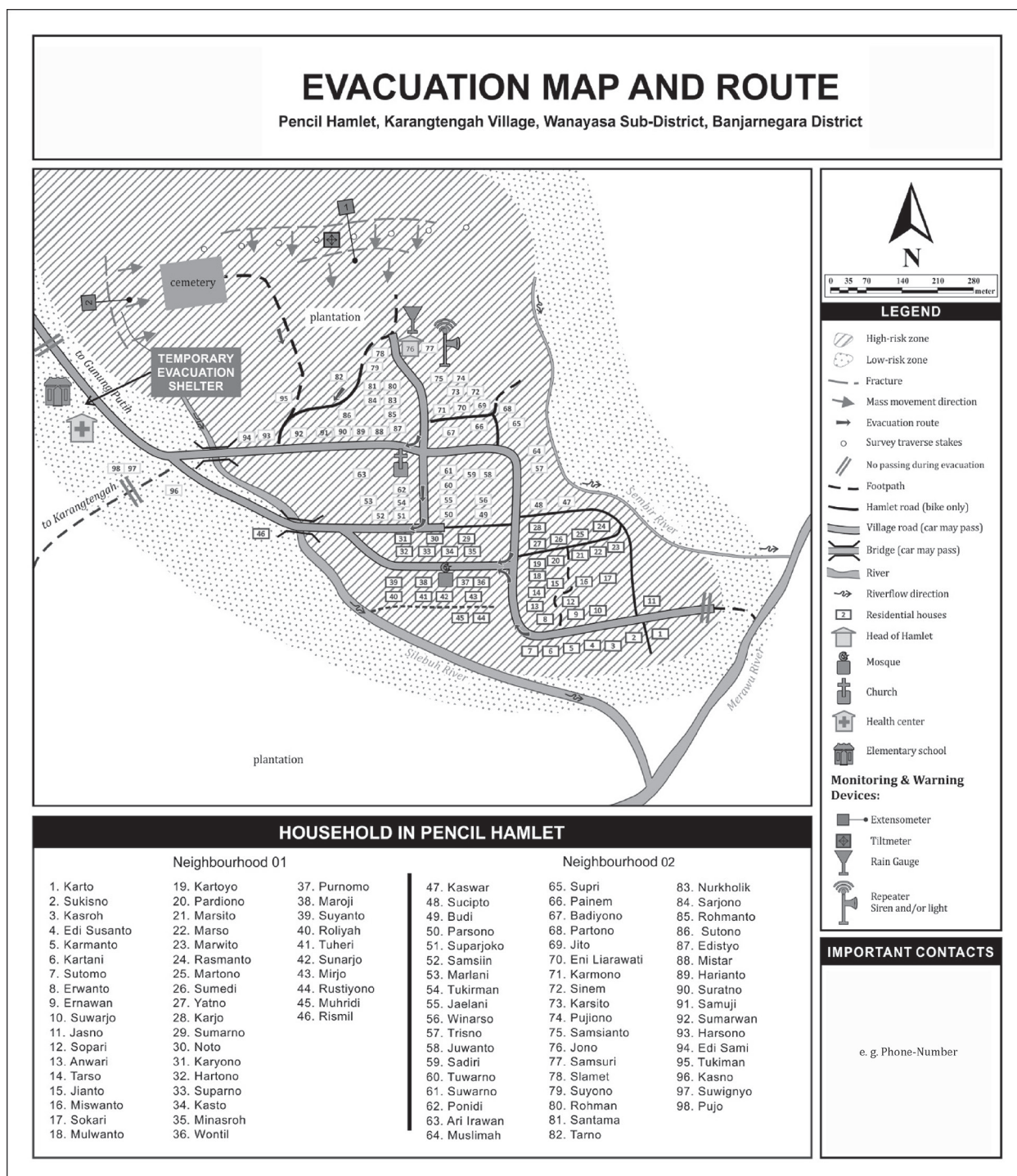


Figure C.1 — Example of evacuation map and route

NOTE This map is an example and is subject to be adjusted, simplified or improved.

Annex D
(informative)

Example of symbols in the evacuation map and route

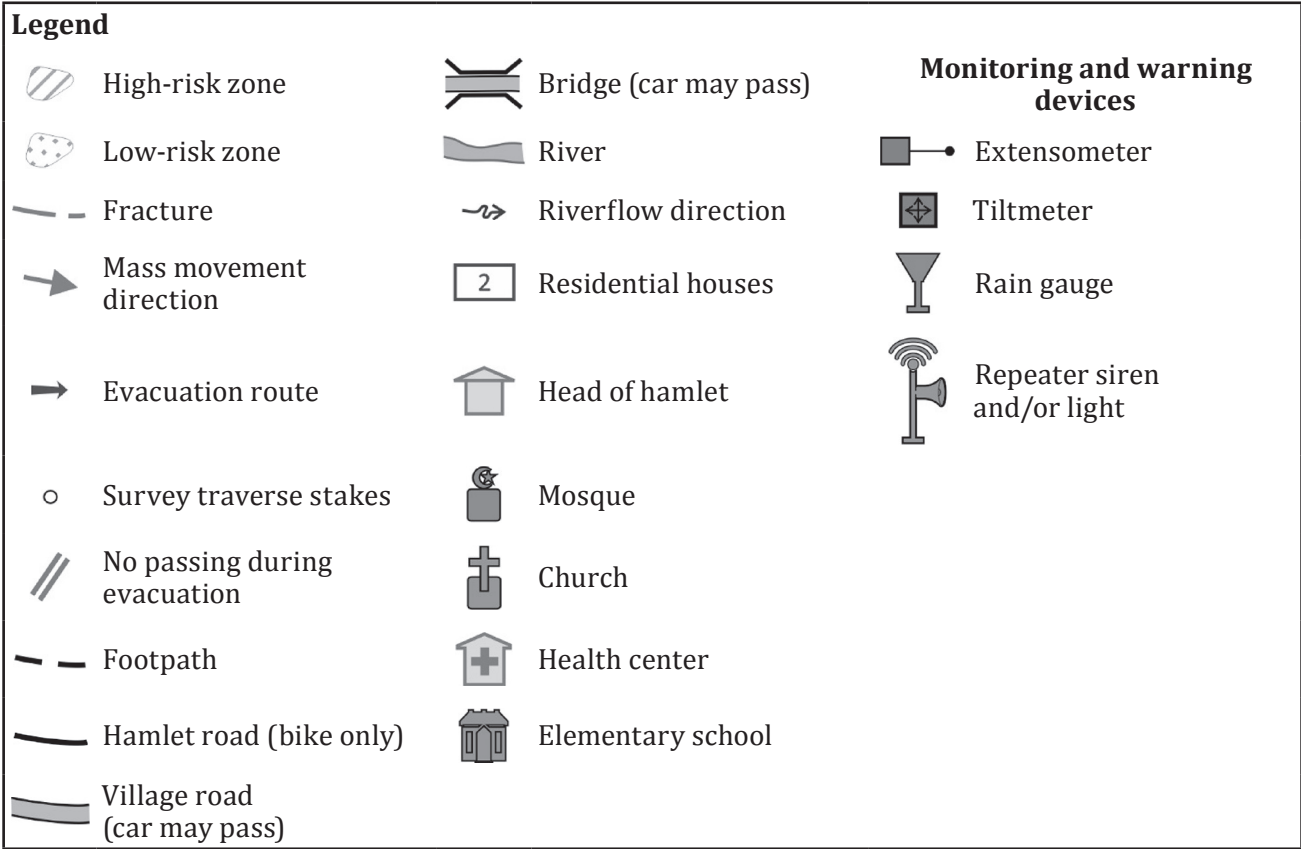


Figure D.1 — Example of symbols in the evacuation map and route

When setting up an evacuation route, the appropriate symbols from ISO 7001 and ISO 7010 should be used.

Annex E (informative)

Example of the scheme of a community-based LEWS

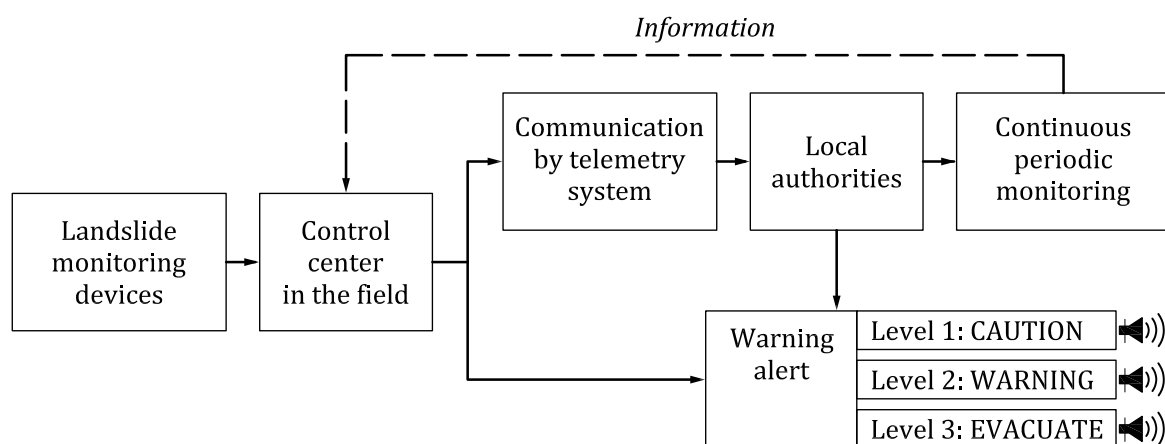


Figure E.1 — Example of the scheme of community-based LEWS

Annex F (informative)

Example of the flow of warning information and evacuation command

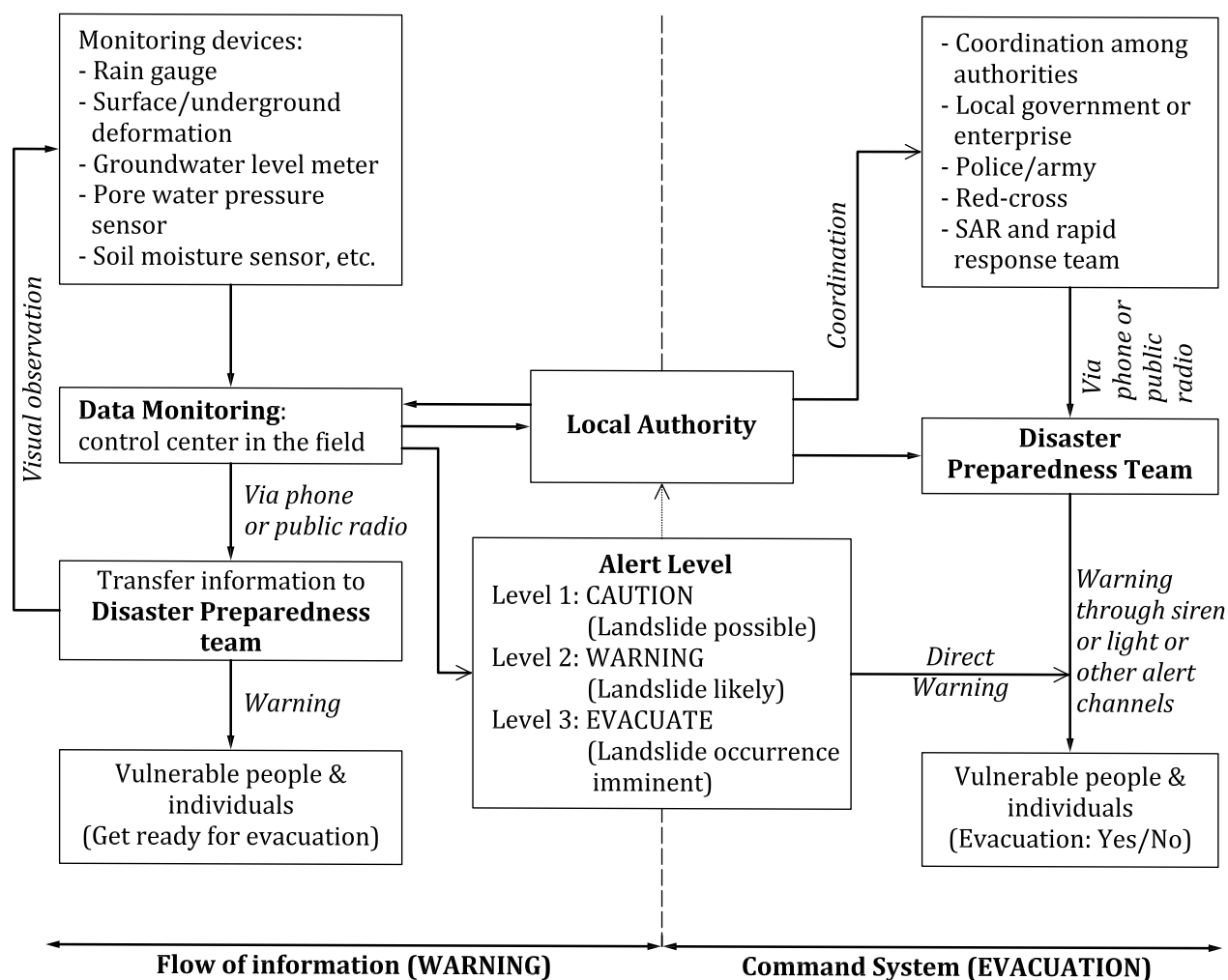


Figure F.1 — Example of the flow of warning information and evacuation command

Annex G (informative)

Example of evacuation SOP

Table G.1 — Example of evacuation SOP

Alert level	Criteria and sign	Action by the preparedness team	Action by individuals	Action by the local authority
Level 1: CAUTION	Criteria: determined by rainfall measurement Sign: “yellow” light and/or siren that sounds “caution, high rainfall” or other sound signs show the lowest alert level or depending on the local conditions	<ul style="list-style-type: none"> — The team leader assembles the disaster preparedness team and provides the instructions — The data and information division checks the condition of the monitoring devices and collects data of the community, informs the alert level and encourages preparing essential items to bring — The disaster preparedness team provides periodic reports to the team leader and local authority 	<ul style="list-style-type: none"> — Be aware and prepared — Prepare personal belonging and evacuation kit — Follow the instruction of the preparedness team 	<ul style="list-style-type: none"> — Receives report from the disaster preparedness team — Checks the condition in the field and maintains coordination with the disaster preparedness team
Level 2: WARNING	Criteria: determined by increased rainfall or slope hydrology, and landslide movement indications Sign: “orange” light and siren that sounds “warning, evacuate vulnerable groups” or other signs that show the increase of alert level or depending on the local conditions	<ul style="list-style-type: none"> — The team leader assembles the disaster preparedness team and provides the warning instructions — The data and information division observe and evaluate the physical condition of landslide, monitoring devices, and update data of the community conditions — The team leader activates the evacuation of the vulnerable groups, with the help from the mass evacuation division and the security division — The data and information division update data of the vulnerable groups in order to ensure that they have been evacuated — The security division is in charge for ensuring the security of the affected area — The disaster preparedness team provides more frequent reports to the team leader and local authority 	<ul style="list-style-type: none"> — Be ready — Evacuate vulnerable groups — Keep following the instruction of the preparedness team 	<ul style="list-style-type: none"> — Receives report from the disaster preparedness team — Checks the condition in the field and maintains coordination with the disaster preparedness team — Provides support to evacuate vulnerable groups — Cancel public meetings and gatherings

Table G.1 (continued)

Alert level	Criteria and sign	Action by the preparedness team	Action by individuals	Action by the local authority
Level 3: EVACU-ATE	<p>Criteria: determined by increased rainfall or slope hydrology, increased rate of landslide movement</p> <p>Sign: “red” light and siren that sounds “evacuate — evacuate!” or other signs that show the highest alert level or depending on the local conditions</p>	<ul style="list-style-type: none"> — The team leader assembles the disaster preparedness team and provides the instructions — The team leader activates the evacuation of all residents, with the help of the mass evacuation division and the security division — The data and information division urgently checks the monitoring and warning devices, and updates data of the residents in the evacuation shelter 	<ul style="list-style-type: none"> — Evacuate all inhabitant — Urgently follow the instruction from the preparedness team 	<ul style="list-style-type: none"> — Receives report from the disaster preparedness team and urgently coordinate the provision of local resources with the related stakeholders — Checks the condition in the field and maintains coordination with the disaster preparedness team — Provides emergency support to the evacuees

Bibliography

- [1] ISO 7001, *Graphical symbols — Public information symbols*
- [2] ISO 7010, *Graphical symbols — Safety colours and safety signs — Registered safety signs*
- [3] ISO 22300:2018, *Security and resilience — Vocabulary*
- [4] ISO 22315, *Societal security — Mass evacuation — Guidelines for planning*
- [5] ISO 22322, *Societal security — Emergency management — Guidelines for public warning*
- [6] ISO/TR 22351, *Societal security — Emergency management — Message structure for exchange of information*
- [7] ISO 31000, *Risk management — Guidelines*
- [8] ISO/TR 22351, *Societal security — Emergency management — Message structure for exchange of information*
- [9] CRUDEN D.M., & VARNES D.J. Landslide types and processes. In: TURNER A.K., & SCHUSTER R.L. (eds.). *Landslide: Investigation and mitigation*. Transportation Research Board, USA, 1996, pp. 36–75
- [10] FATHANI T.F., KARNAWATI D., WILOPO W. An integrated methodology to develop a standard for landslide early warning system. *Nat. Hazards Earth Syst. Sci.* 2016, **16** pp. 2123–2135
- [11] FATHANI T.F., KARNAWATI D., WILOPO W. An Adaptive and Sustained Landslide Monitoring and Early Warning System. In: SASSA K., CANUTI P., YIN Y. (eds.). *Landslide Science for a Safer Geoenvironment*. Volume 2: Methods of Landslide Studies. Springer International Publishing, 2014, pp. 563–567
- [12] KARNAWATI D., MAARIF S., FATHANI T.F., WILOPO W. Development of Socio-Technical Approach for Landslide Mitigation and Risk Reduction Program in Indonesia. *ASEAN Engineering Journal Part C*. 2013, **2**(1), pp. 22–49
- [13] KARNAWATI D., FATHANI T.F., WILOPO W., SETIANTO A., ANDAYANI B. Hybrid Socio-Technical Approach for Landslide Risk Reduction in Indonesia. In: WANG F., MIYAJIMA M., LI T., SHAN W, FATHANI T.F. (eds.) *Progress of Geo-disaster Mitigation Technology in Asia*. Springer Verlag Berlin, Heidelberg, 2013, pp. 157–69
- [14] KARNAWATI D., WILOPO W., ANDAYANI B. Development of Community Hazard Map for Landslide Risk Reduction, Proc. of the 11th International Association of Engineering Geologist Congress, Auckland, New Zealand, 5-10 September 2010
- [15] UN. Sendai Framework for Disaster Risk Reduction 2015–2030. UN, Geneva, Switzerland, 2015
- [16] UN-ISDR. Developing early warning systems: a checklist: third international conference on early warning (EWC III) UN-ISDR. Bonn, Germany, 27–29 March 2006

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