



Smart Meters Programme

Schedule 2.3

(Standards) (CSP North version)

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Amendment History		
Version	Date	Status
v.1	Signature Date	Execution Copy

SCHEDULE 2.3 STANDARDS

1. PURPOSE

- 1.1 This Schedule 2.3 (Standards) details certain Standards with which the Contractor is required to comply in delivering the Services under this Agreement.
- 1.2 This Schedule 2.3 is without prejudice to the Contractor's other obligations under this Agreement, including any requirement to comply with other Standards referred to elsewhere in this Agreement.
- 1.3 For the avoidance of doubt, references to Standards in this Agreement refer to the latest version of such Standards, as updated from time to time in accordance with Clause 53.

2. STANDARDS

Without prejudice to any other provisions of this Agreement, the Contractor (and the Contractor Solution) shall comply with the Standards referred to in this Schedule 2.3 throughout the Service Period.

2.1 ITIL standards

Standards contained in the Office of Government Commerce's IT Infrastructure Library (ITIL).

2.2 Technical standards

Technical standards, including:

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
1.	ITU-R TF.460-6 (Standard-frequency and time-signal emissions)	Yes	No
2.	IEEE 802.15.4 (Standard for Physical and Medium Access Control Layers)	No	Yes
3.	BS EN 61000-6-3:2007 (Electromagnetic compatibility (EMC). Generic standards. Emission standard for residential, commercial and light-industrial environments)	Yes	No
4.	BS EN 61000-6-1:2007 (Electromagnetic compatibility (EMC). Generic standards. Immunity for residential, commercial and light-industrial environments)	Yes	No

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
5.	European Council Recommendation (1999/519/EC) on the limitation of exposure of the general public to electromagnetic fields (0 Hz to 300 GHz)	Yes	Yes
6.	1999/519/EC (ICNIRP "Touch Safe")	Yes	Yes

2.3 Security standards

Security standards, including:

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
ISO/BS Standards			
1.	ISO/IEC 27001:2005 (Information technology – Security techniques – Information security management systems – Requirements)	Yes	Yes
2.	ISO/IEC 27002:2005 (Security techniques – Code of practice for information security management)	Yes	Yes
3.	ISO/IEC 27005:2011 (Information technology – Security techniques – Information security risk management)	Yes	Yes
4.	ISO/IEC 27033 (Information technology – Security techniques – Network security)	Yes	Yes
5.	ISO/IEC 27035:2011 (Information technology – Security techniques – Information security incident management)	Yes	Yes
6.	ISO/IEC 22301:2012 (Societal security – Business continuity management systems – Requirements)	Yes	Yes
7.	ISO/IEC 27031:2011 (Information technology – Security techniques – Guidelines for information and	Yes	Yes

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
	communication technology readiness for business continuity)		
8.	BSI BS 10008 (Evidential weight and legal admissibility of electronic information)	Yes	No
9.	DISC PD 0008 (Code of practice for legal admissibility and evidential weight of information stored electronically)	Yes	No
10.	BS 7858 – Security Screening	Yes	No
HMG/CESG Standards			
11.	HMG Information Assurance Standard No.4 (Management of Cryptographic Systems)	Yes	Yes
12.	HMG Information Assurance Standard No. 5 (Secure Sanitisation of Protectively Marked or Sensitive Information)	Yes	Yes
13.	HMG Information Assurance Standard No. 6 (Protecting Personal Data and Managing Information Risk)	Yes	Yes
14.	HMG Security Procedures – Telecommunications Systems and Services	Yes	No
15.	HMG Security Policy Framework	Yes	Yes
16.	HMG Baseline Personnel Security Standard (BPSS)	Yes	No
17.	CESG IA Good Practice Guide No.6 (Outsourcing and offshoring: Managing the Security Risks)	Yes	No
18.	CESG IA Good Practice Guide No.13 (Protective Monitoring for HMG ICT Systems)	Yes	No
19.	CESG IA Good Practice Guide No.18 (Forensic Readiness)	Yes	No
20.	CCTV Operational Requirements Manual 2009 (Publication No.	Yes	No

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
	28/09)		
Other Standards			
21.	RFC 3647 (Internet X.509 Public Key Infrastructure Certificate Policy and Certificate Practices Framework)	Yes	No
22.	Any requirements or advice of the Centre for Protection of National Infrastructure regarding Critical National Infrastructure (CNI) category as notified to the Contractor from time to time by the DCC	Yes	No

2.4 Quality and service management standards

Quality and service management standards, including:

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
1.	"Managing Successful Programmes" (the HMG-approved programme management methodology)	Yes	Yes
2.	ISO 9001:2000 (Quality management systems – Requirements)	Yes	Yes
3.	ISO 9001:2008 Manufacturing of Communications Hubs	No	Yes

2.5 Business continuity standards

Business continuity standards, including:

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
1.	ISO/IEC 27031:2011 (Information technology – Security techniques – Guidelines for information and communication technology readiness)	Yes	No

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
	for business continuity)		
2.	ISO/IEC 22301:2012 (Societal security – Business continuity management systems – Requirements)	Yes	No
3.	BS 25999 (Business Continuity Planning Standard)	Yes	No
4.	Business Continuity Institute (BCI) Good Practice Guidelines	Yes	No

2.6 Environmental standards

Environmental standards, including:

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
1.	European Code of Conduct on Data Centres Energy Efficiency	Yes	No
2.	ANSI/IEC 60529 - Degrees of Protection Provided by Enclosures (IP54)	Yes	Yes
3.	EN 300 019-1-1 class 1.21 (storage) - Environmental conditions and environmental tests for telecommunications equipment	Yes	Yes
4.	EN 300 019-1-2 class 2.3 (transport) - Environmental conditions and environmental tests for telecommunications equipment	Yes	Yes
5.	EN 300 019-1-43 class 4.13.1 (operation) - Environmental conditions and environmental tests for telecommunications equipment	Yes	No
6.	EN 300 019-2-3 v2.2.2 T3.1 (testing) - Environmental conditions and environmental tests for telecommunications equipment	Yes	No

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
7.	ISO14001:2004 Environmental Management Systems Certification	Yes	No
8.	ISO50001:2011 Energy Management Systems certificate	Yes	No
9.	UK Environmental Agency Carbon Reduction Commitment	Yes	Yes

2.7 Interface standards

Interface standards, including:

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
1.	Web Content Accessibility Guidelines (WCAG) 2.0, W3C Recommendation 11 December 2008 (http://www.w3.org/TR/2008/REC-WCAG20-20081211/)	Yes	No

2.8 Apparatus and fixed installation standards

Apparatus and fixed installation standards, including:

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
1.	EN 55022:2010 - Information technology equipment. Radio disturbance characteristics. Limits and methods of measurement	Yes	Yes

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
2.	Requirements for apparatus and fixed installation under the EMC Directive 2004/108/EC	Yes	Yes
3.	EN 55024:2010 - Information technology equipment. Immunity characteristics. Limits and methods of measurement	Yes	No
4.	IEC 61000-4-2:2009 Electromagnetic compatibility (EMC) - Part 4-2: Testing and measurement techniques - Electrostatic discharge immunity test	No	Yes
5.	BS EN 61000-4-3: 2004 + A1:2010 (or equivalent): Radio frequency electromagnetic fields	No	Yes
6.	IEC 61000-4-4 Electromagnetic compatibility (EMC) - Part 4-4: Testing and measurement techniques - Electrical fast transient/burst immunity test	No	Yes
7.	BS EN 61000-4-5 (or equivalent): Surges on signal lines (if applicable)	No	Yes
8.	BS EN 61000-4-6 (or equivalent): Conducted radio frequency electromagnetic fields on signal lines (if applicable)	No	Yes
9.	BS EN 61000-4-8 (or equivalent): Power frequency magnetic fields	No	Yes
10.	BS EN 61000-4-9 (or equivalent): Pulse magnetic field immunity	No	Yes
11.	BS EN 61000-4-11 Electromagnetic compatibility (EMC). Testing and measurement techniques. Voltage dips, short interruptions and voltage variations immunity tests	Yes	Yes

2.9 Equipment

Radio and telecommunications termination equipment and IT equipment standards, including:

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
	EN 301 489-01 Standard applicable under the R&TTE directive (General)	Yes	Yes
	EN 301 489-5 Standard applicable under the R&TTE directive (PMR for Long Range Radio)	Yes	Yes
1.	EN 300 328;(V1.8.1, 2012-04)(for Zigbee, 2.4GHz)	No	Yes
2.	EN300-390 (June 1996) Radio Equipment and Systems (RES); Land mobile service; Technical characteristics and test conditions for radio equipment intended for the transmission of data (and speech) and using an integral antenna	No	Yes
3.	EN 300 113-2 V1.5.1 (Land Mobile for Long Range Radio) having an antenna connector	Yes	No s
4.	EN 300 220 V2.1.2 (sub-1GHz SRD for 868MHz HAN	No	Yes
5.	EN 300 113-1 - Electromagnetic compatibility and Radio spectrum Matters (ERM); Land mobile service; Radio equipment intended for the transmission of data (and/or speech) using constant or non-constant envelope modulation and having an antenna connector; Part 1: Technical characteristics and methods of measurement V1.7.1(2011-11)	Yes	No
6.	IEC/EN60950:2006 +A12:2011- Information technology equipment – Safety – Part 1: General requirements	Yes	No
7.	Electrical regulations - 17th Edition IEE Wiring Regulations	Yes	No
8.	BS EN 60950-1 electrical safety – Comms Hub electrical safety	No	Yes
9.	EN50470-1 Annex E Continuous magnetic field immunity	No	Yes

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
10.	ICNIRP “Touch Safe” Product safety	Yes	Yes

2.10 Spectrum

Spectrum standards, including:

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
1.	UK IR 2065 - UK Interface Requirement for Spectrum Access in the bands 412 to 414 MHz paired with 422 to 424 MHz as issued by OFCOM	Yes	Yes
2	UK IR 2044 - UK Interface Requirement for Spectrum Access in the bands 453 to 466 MHz, as issued by OFCOM	Yes	Yes

2.11 Emissions standards

Electromagnetic emissions standards, including:

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
1.	EN 50385:2002 - Product standard to demonstrate the compliance of radio base stations and fixed terminal stations for wireless telecommunication systems with the basic restrictions or the reference levels related to human exposure to radio frequency electromagnetic fields (110 MHz - 40 GHz) – General public	Yes	No
2.	EN 62209-2:2010 Specific Absorption Rate (SAR) Testing requirements for RF exposure from devices in close proximity to the human body	Yes	Yes
3.	EN 50360:2001 Specific Absorption Rate (SAR) Testing requirements for	Yes	Yes

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
	RF exposure to humans		

2.12 Communications standards

Communications standards, including:

No.	Standard	Applicable to Services other than Communications Hubs	Applicable to Communications Hubs
1.	DLMS/COSEM	No	Yes
2.	ZigBee Pro IEEE 802.15.4/2003	No	Yes