



As an organization that represents an entire UK industry, British Glass uses international standards as a vital tool to help British businesses compete abroad. When complex queries come in, as they frequently do, British Glass needs to find answers fast – and that’s when the BSI Knowledge Centre makes all the difference.



“BSI’s information professionals come up trumps every time, delivering an answer to my query either over the phone straight away or by email the same day. In my opinion, this department is worth the BSI Membership fee alone.”

Theresa Green  
Information Officer  
British Glass

**Customer needs**

- Searching for international standards equivalent to British Standards
- Searching for international standards on specific topics
- Finding precise information within standards

**Customer benefits**

- Access to international standards databases
- Access to skilled information professionals
- Easy access via phone or email
- Rapid response

## Representing the UK glass industry

The British Glass Manufacturers' Confederation is the focal point of the UK's glass industry and part of its work is to provide expert advice on technical specifications related to glass. It has an independent technical arm, Glass Technology Services, which helps companies worldwide solve technical and production challenges.

As a result, British Glass frequently needs to answer detailed, often highly technical, questions about compliance with standards from all over the world. In this, BSI's Knowledge Centre is an essential tool.

"I find the specialty knowledge from the BSI Knowledge Centre invaluable," says Theresa Green, Information Officer at British Glass. "It's my first port of call when dealing with international enquiries regarding standards."

## Accidents with glass – whose fault?

Glass Technology Services often has to act as an expert witness when someone has had an accident with something made of glass. This involves testing the glass object to check if it was made correctly to the relevant standards. And to be able to do that, the testers need to refer to the relevant standards and the key information within them – and that could be from anywhere in the world.

That's when Theresa Green will receive a call or an email and be asked to track down the relevant information. If she can't quickly find the answer herself, she'll put a call into the Knowledge Centre. "They can help with most things," she says. "I use them at least once a month, usually more."

## What's the US equivalent?

Other queries involve finding the standards in other countries that cover the same areas as particular British Standards. It can be a tricky task, as there's often no direct equivalent.

For example, British Glass was trying to find US equivalent standards relating to glass in buildings – BS EN 12758-3:2011 (for sound insulated glass) and BS EN ISO 12543-3:1998 (for laminated glass). They asked the Knowledge Centre for help.

First the Knowledge Centre executed a subject search in a range of different databases, using keywords. The first search, while focusing on United States standards, contained keywords 'glass' and 'laminated'. But there were a lot of results, so the information professionals narrowed down the search by looking for results related to buildings. They found an American standard titled ASTM C 1172 'Standard Specification for Laminated Architectural Flat Glass', which looked as though it might be relevant, so they immediately told British Glass about it.

They then undertook a second search using the keywords 'glass' and 'sound insulation' and a third using 'safety glass' and 'buildings'.

The results were sent back to British Glass in a spreadsheet. It was exactly the information that they were looking for.

"In my industry, when people want information, they need it now, not next week," says Theresa Green. "BSI's information professionals come up trumps every time."



"I find the specialty knowledge from the BSI Knowledge Centre invaluable."

The Knowledge Centre's services are exclusively for BSI Subscribing Members. It's free and Members can use our skilled researchers whenever they need to, 09.00-17.00, Monday to Friday.

Find out how our Knowledge Centre experts can help you

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