PD ISO/TS 30425:2021



BSI Standards Publication

Human resource management — Workforce availability metrics cluster

bsi.

National foreword

This Published Document is the UK implementation of ISO/TS 30425:2021.

The UK participation in its preparation was entrusted to Technical Committee HCS/1/2, International Human Resource Management.

A list of organizations represented on this committee can be obtained on request to its committee manager.

Contractual and legal considerations

This publication has been prepared in good faith, however no representation, warranty, assurance or undertaking (express or implied) is or will be made, and no responsibility or liability is or will be accepted by BSI in relation to the adequacy, accuracy, completeness or reasonableness of this publication. All and any such responsibility and liability is expressly disclaimed to the full extent permitted by the law.

This publication is provided as is, and is to be used at the recipient's own risk.

The recipient is advised to consider seeking professional guidance with respect to its use of this publication.

This publication is not intended to constitute a contract. Users are responsible for its correct application.

ISBN 978 0 539 15258 6

ICS 03.100.30

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

This Published Document was published under the authority of the Standards Policy and Strategy Committee on 31 March 2021.

Amendments/corrigenda issued since publication

Date	Text affected

PD ISO/TS 30425:2021

TECHNICAL SPECIFICATION

ISO/TS 30425

First edition
2021-03-23

Human resource management — Workforce availability metrics cluster

Management des ressources humaines — Indicateurs de mesure de la disponibilité de la main d'œuvre

Reference number
ISO/TS 30425:2021(E)

© ISO 2021



COPYRIGHT PROTECTED DOCUMENT

© ISO 2021, Published in Switzerland

All rights reserved. Unless otherwise specified, 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
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

© ISO 2021 – All rights reserved

Contents

Page

Foreword ..... **iv**
Introduction ..... **v**
1 Scope **1**
2 Normative references **1**
3 Terms and definitions **1**
4 Number of employees — Headcount **1**
4.1 General 1
4.2 Purpose 1
4.3 Formula 1
4.4 How to use 2
5 Full-time equivalent (FTE) **2**
5.1 General 2
5.2 Purpose 2
5.3 Formula 3
5.4 How to use 3
6 Contingent workforce **4**
6.1 General 4
6.2 Purpose 4
6.3 Formula 4
6.4 How to use 5
7 Absenteeism **5**
7.1 General 5
7.2 Purpose 5
7.3 Formula 5
7.4 How to use 6
7.5 Intended users 6
7.6 Contextual factors 6
7.7 Predictive factors 7
Bibliography **8**

© ISO 2021 – All rights reserved

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 260, *Human resource management*.

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.

© ISO 2021 – All rights reserved

Introduction

ISO 30414 highlights guidelines on the following core human capital reporting areas or clusters:

— compliance and ethics;

— costs;

— diversity;

— leadership;

— organizational culture;

— organizational health, safety and well-being;

— productivity;

— recruitment, mobility and turnover;

— skills and capabilities;

— succession planning;

— workforce availability.

This document deals specifically with the cluster of metrics in the workforce availability area. Managing workforce availability is a major challenge for all kind of organizations. ISO 30414:2018, 4.7.12, describes the significance of the workforce availability metrics.

Workforce availability metrics should be calculated at a granular level within organisations and aggregated across organisations, locations or both to deliver an overall understanding of each metric at every level as well as the aggregate workforce availability position, e.g. team, stream, department, location and organization level.

The metrics within the workforce availability metrics cluster as documented in ISO 30414 are:

a) number of employees;

   — headcount;

   — number of full-time and part-time employees;

b) total full-time equivalents (FTE);

c) contingent workforce;

   — independent contractor;

   — temporary workforce: leasing, interim or supervised workers;

d) absenteeism.

© ISO 2021 – All rights reserved

TECHNICAL SPECIFICATION **ISO/TS 30425:2021**

Human resource management — Workforce availability metrics cluster

1 Scope

This document describes the measurement elements of workforce availability for organizations. This document provides the formula for comparable measures for internal and external reporting. This document also highlights issues that need to be considered when interpreting compliance data, especially when deciding on appropriate interventions internally and when reporting these to external stakeholders (e.g. regulators, investors).

This document pertains to the working capacity of the permanent and temporary workforce, and does not consider their existing allocated work, skills or suitability for taking on specific work efforts. These subjects are addressed in ISO 30409.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

No terms and definitions are listed in this document.

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/

4 Number of employees — Headcount

4.1 General

Headcount describes the number of people working for an organization. It is calculated by counting each employee as an individual part of the workforce, no matter the time they are engaged by the organization. This description also includes those full-time or part-time employees currently working zero hours. Headcount is broken down further into two categories:

— total headcount;

— total full-time headcount and total part-time headcount.

4.2 Purpose

This metric highlights the number of employees available to the organization at any measurement point.

ISO 30414:2018, 4.7.12, highlights the purpose of this metric.

4.3 Formula

The calculation of the headcount, either full-time or part-time, should align with the financial year, the annual budgeting cycle or both. The point in time for calculation is at the end of each defined measurement period, for example the end of month one, the end of quarter two or end-of-year totals.

© ISO 2021 – All rights reserved