NATIONAL HIGHWAY SECTOR SCHEMES FOR QUALITY MANAGEMENT IN HIGHWAY WORKS

SCHEME 17/17B

Particular Requirements for the Application of ISO 9001:2015 for Vehicle Recovery at Highway Construction Sites (NHSS 17) and Vehicle Recovery and Removal on Control Roads including storage (NHSS 17B)

Published by Sector Scheme Advisory Committee for Vehicle Recovery (SSACVR)

Endorsed for publication by the Chairman of the SSACVR

Name ........................................

Date ..........................................
DOCUMENT CONTROL

Issue Statement

IMPORTANT NOTE:  Text shown in **italic bold font** indicates that this is applicable to NHSS 17B only. Non italic bold text is applicable to both NHSS 17 and NHSS 17B. Wherever possible the text font has been amended to indicate where text is applicable to NHSS 17B.

Subsequent Issues

It is the committee’s policy that the issue of any revision to this document shall be an issue of the full document rather than individual pages.

Subsequent issues will contain annotated revised/added/deleted text. An example of which is given below:

This Sector Scheme is one of the series of NHSSs, which are bespoke integrated management schemes within an ISO 9001:2015 framework that have been developed to interpret ISO 9001:2015 as it applies to a particular activity/industry within the United Kingdom.

Users of this document are advised to check with UKAS Publications Sales whether the document is current (Tel 01784 429000) or alternatively check the UKAS web site (www.ukas.com)

**NHSS 17/17B – (ISO 9001:2015 versions)**

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Note: This document has been produced to supersede the UKAS Issue 4 version (which relates to BS EN ISO 9001:2008), however the UKAS Issue 4 version (or an updated version of this) will continue to have validity until September 2018 when the 2008 version of BS EN ISO 9001 will become obsolete. |

Issue 1 [9001:2015]  
September 2017

Previous Issues

Brief details of the previous issues are given below

Until June 2009 Sector Scheme Documents 17 and 17B existed as stand-alone documents as detailed below:

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Composition of the Sector Scheme Advisory Committee, Exclusion of Liability, Copyright and Selection of Certification Body

Composition of Sector Scheme Advisory Committee

Association of Vehicle Recovery Operators Limited (AVRO)*
Highways England
The Institute of the Motor Industry (IMI Automotive Skills – Awarding Organisation)
The Institute of Vehicle Recovery (IVR)
London Association of Recovery Operators (LARO)
National Police Chiefs’ Council (NPCC previously ACPO)
REACT
Road Rescue Recovery Association (RRRA)*
Rescue and Recovery Training Association (RRTA)
SURVIVE (including Green Flag/RAC/AA etc)
National Training Scheme Administrator

*Note AVRO, RRRA and SVRA (Scottish Vehicle Recovery Association) formed the Federation of Vehicle Recovery Associations (FoVRA) in July 2017

Certification, Inspection and Accreditation Bodies

ACS Registrars (representing Federation of Certification Bodies)
Consortium of Automotive Registration Services Ltd
NQA (incorporating Eagle Certification Ltd (representing Association of British Certification Bodies)
Recovery Industry Engineering Standards Ltd (RIES)
United Kingdom Accreditation Service (UKAS)

Corresponding Members

Transport Scotland
Welsh Government
Transport (NI) previously DRD(NI)
Association of Directors of Environment, (Economy), Planning and Transportation - ADEPT (Formerly CSS)
The Institute of the Motor Industry (Sector Skills Council)
Health and Safety Executive

Exclusion of Liability

The Sector Scheme Advisory Committee for SSACVR

1 have and accept no liability whatsoever for any failure of any system or systems assessed under this Sector Scheme Document or for the quality, fitness for purpose, or safety of any product or service which is the subject of such assessment,

2 do not provide any representation or warranty as to any aspect of any such system, product or service, and

3 hereby expressly exclude all and any liability or responsibility (however alleged to arise) for or in connection with the provision of any service or product or any use of any product, all and any such liability or responsibility attaching exclusively to the producer (or user as the case may be) thereof.
Selection of Certification Body

It is important to note that due to the specific requirements for assessor competence required by this Sector Scheme a technical expert may be appointed by the Sector Scheme Committee to assist the United Kingdom Accreditation Service (UKAS) in the assessment of Certification and Inspection Bodies as described in Appendix G.(section 1 and 2)

Prospective companies seeking registration under this scheme should ensure that they engage a Certification Body specifically accredited by UKAS (see Appendix F) to assess against the requirements of this Sector Scheme Document (SSD). Specifiers, consultants, engineers etc. that require confirmation of compliance with the Contract Specification in respect of the supply of products/materials should confirm the current status of the quality management system certificate issuer and that specific reference is made to this Sector Scheme.

UKAS has advised that Inspection Bodies and Certification Bodies have been accredited to carry out audit checks against the requirements of Publicly Available Specification 43 (PAS 43). It should be noted that Inspection Bodies are normally accredited to ISO/IEC 17020 and as such are restricted to issuing certificates of compliance for inspection of vehicles following successful inspection/examination of recovery vehicles including associated equipment and processes, facilities and premises of recovery breakdown operators; however their accreditation does not allow them to issue system certificates meeting the requirements of BS EN ISO 17021 (Quality Management). Similarly Certification Bodies that are only accredited to BS EN ISO 17021 for quality management will normally not have the in-house expertise or UKAS accreditation to carry out comprehensive inspection of plant and equipment but they can accept* work carried out by Inspection Bodies without the need for further inspection/examination of recovery vehicles and associated equipment. This scheme requires that both elements are comprehensively assessed and audited by the relevant UKAS accredited Certification and Inspection Bodies (or equivalents). (See Appendix F)

*Note: In accepting inspection body reports and certificates, the ISO 9001 assessor should accept only those certificates that have been issued by recognised organizations/authorities whose inspectors are suitably qualified and competent to assess for compliance with legislation (PUWER, LOLER etc). See Appendix B items 13A and 14A and Appendix G1 Clause C1 (b).

Implementation

Issue 1 [9001:2015]

(i) This document has been produced to supersede the UKAS 4 version (which relates to ISO 9001:2008), however UKAS 4 version (or a later updated version) will continue to have validity until September 2018 when ISO 9001:2008 will become obsolete.

(ii) This issue of the SSD may be implemented immediately from the date of publication on the UKAS website for assessments in accordance with ISO 9001:2015 latest issue, subject to (i)
(iii) Assessments against the ISO 9001:2008 issue of this document will continue to be valid until the next assessment is carried out by the accredited Certification Body subject to the conditions in (i) above.

Note 1: Following publication of this document the organization should implement the changes in time for their surveillance visit or assessment visit by the Certification Body.

Note 2: The Certification Body should assess the organization against the latest edition of the scheme within 14 months of its publication.

Note 3: Where the surveillance/assessment visit of an organization occurs within two months of the publication of a revision (including a revision to PAS 43), such assessment maybe undertaken against the previous edition subject to compliance with Note 2 above.

Note 4: The NHSS document is date specific; however the Organization shall have procedures in place to ensure that the latest version is always available. Organizations should be aware that utilization of internet search engines may result in out of date references being identified/called up.
Introduction

1. This Sector Scheme Document (SSD) relates to the quality management system requirements for the vehicle recovery and removal including storage. It sets out to identify common particular requirements/particular applications of ISO 9001:2015 for Organizations and Certification Bodies engaged in the sector, and the minimum qualifications that an assessor/auditor requires. The document shall be read in conjunction with ISO 9001:2015 and PAS 43:2015.

2. This Sector Scheme is one of the series of National Highway Sector Schemes (NHSSs), which have been developed as bespoke integrated management schemes within an ISO 9001 framework to provide particular requirements/applications for ISO 9001:2015 as applicable to a particular infrastructure related activity/industry within the United Kingdom.

3. Separate Sector Scheme Advisory Committees (SSACs) for each activity within the sector provide advice to the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory (UKAS) and expert representation is drawn from all sides of industry. Each SSAC determines the particular requirements for ISO 9001 in relation to the requirements of their particular activity and come to a consensus on the minimum levels of workmanship, services, products, testing, and the training and competency of personnel, as appropriate, required to meet specification requirements as well as identified requirements in respect of environmental and health & safety and other aspects. The details are contained in the individual Sector Scheme Documents (SSDs). Following the publication of a revised ISO 9001, the committees review their documents to ensure alignment with the revised Standard to ensure that the SSD does not conflict with it prior to withdrawal of the previous edition of the standard. For this particular committee the sector scheme document is also reviewed following the publication of a revised PAS 43.

4. Individual NHSS technical advisory committees are overseen by the National Highway Sector Scheme Liaison Committee (NHSSLC). This Committee provides a forum for discussion on the effectiveness of the Sector Schemes and co-ordinates developments so that they can be uniformly taken forward by each of the NHSS technical advisory committees. It is also the venue where dialogue with UKAS and the Certification Bodies on the application of the Sector Schemes takes place.

5. NHSSs together with ISO 9001 are designed to:
   - Provide an industry benchmark
   - Identify risks and opportunities
   - Ensure that all processes are planned
   - Provide a basis for continuous improvement
   - Focus on quality as an objective
   - Reduce costs for Client and Organization
   - Provide and maintain a properly trained and competent workforce
   - Involve all sides of industry in scheme ownership within a partnership framework
   - Provide the basis for the technical knowledge and experience that Certification Body auditors will use in the sector concerned
   - Promote confidence in quality management systems through provision of a robust transparent system

6. This Sector Scheme shall apply where specified by the Client in their Contract Documents
7 Scope of the documentation

7.1 General

This combined document brings together all the common clauses of NHSS 17 and NHSS 17B, Clauses and Information that relate solely to **NHSS 17B** are shown in **bold italics type** throughout the document.

7.2 NHSS 17

For NHSS 17, this Sector Scheme Document (SSD) relates to the inspection and system requirements for providing contracted vehicle recovery and removal operations and services at highway construction sites. Highway construction sites may also include highway maintenance schemes where the highway authority considers this is appropriate. It is intended for use on roads operated by Highways England and other highway authorities and therefore is applicable to all highways.

7.3 **NHSS 17B**

For NHSS 17B, this Sector Scheme Document (SSD) relates to the inspection and system requirements for providing public sector contracted vehicle recovery and removal operations and services (including storage) particularly in relation to the Strategic Road Network and for Police contracts in England. It is intended for use on the English Strategic Road Network and if deemed appropriate on roads operated by other highway authorities. It is also intended for use by police forces as a contract document for use in connection with the removal, recovery and where necessary storage of vehicles in respect of operational policing activity. It may therefore relate to any type of highway. It will be used to define the inspection and system requirements for recovery to be procured by Highways England as part of the National Vehicle Recovery Project and may be a requirement specified in other Highways England, highway authorities and police contracts.

Note These schemes require that assessments are carried out by a Certification Body accredited by UKAS (or its equivalent) for ISO 9001 and this scheme.

8 The Sector Scheme Advisory Committee for Vehicle Recovery (SSACVR) was originally set up in June 2003 under the Chairmanship of the Highways Agency (now Highways England), to establish a National Highways Sector Scheme (NHSS) for vehicle recovery and removal at construction sites for Highway Authorities. The scheme is designed to be used by the United Kingdom Accreditation Service (UKAS) as part of its assessment for certification (and relevant inspection) bodies wishing to be accredited in the field of vehicle recovery and removal, and by inspection and certification bodies for assessing vehicle recovery and removal contractors. It is proposed that this committee would act in an advisory capacity to UKAS on vehicle recovery and removal issues. The remit of the committee was extended in February 2007 to include for recovery and removal of vehicles on the English Strategic Road Network and as appropriate on other controlled roads.

9 In using this Sector Scheme users shall use best practice of specifying any other relevant National Highway Sector Scheme as appropriate to the nature of the work being undertaken for example NHSS 12D - temporary traffic management on rural and urban roads. Furthermore where a Sector Scheme is in place it must be used.

Where temporary traffic management is required on urban and rural roads organisations should either employ

a) National Highway Sector Scheme 12D approved company or
b) where applicable, have skilled registered traffic management operatives qualified to meet the competency requirements of NHSS 12D relevant to contract requirements and risk assessments. (Note there may be particular specific arrangements for organisations to work to best practice for unplanned incident management in the future)

For work carried out on high speed dual carriageways and motorways the Organization installing temporary traffic management measures should always be registered to NHSS 12A/B and/or 12C.

Note: Protection from moving traffic may also be provided by the police or traffic officers. 
Note: Closure of a road or part of a road should be carried out under the instruction of a police officer or traffic officer. 
Note: Temporary traffic management measures put in place to meet the requirements of NHSS 12A/B, NHSS 12C or NHSS 12D would normally be appropriate when removal or recovery of a vehicle is likely to be protracted. Incident management measures for road/lane closures where removal/recovery is not protracted should be in line with current best practice.

10 It is acknowledged that a number of accredited certification and inspection bodies have achieved accreditation to PAS 43. For certification bodies this accreditation will have been obtained against ISO 17021 (quality management systems) and for inspection bodies accreditation will have been achieved against ISO 17020 (inspection). This document requires assessment and certification of an organization’s quality management system by a certification body, expands on the recommendations and requirements contained in PAS 43, the SHW and provides additional particular requirements for BS EN ISO 9001 and PAS 43 for the technical competencies required to provide a national conformity system and related certification for highway authorities and other bodies. The document must be used in conjunction with current versions of both PAS 43 and ISO 9001 unless otherwise indicated.

11 NHSS 17 was prepared in conjunction with certification and inspection bodies, the relevant trade associations, and highway authorities so that a national benchmark could be provided, which will meet the specific requirements of highway authorities on highway construction sites.

12 **NHSS 17B was prepared in conjunction with certification and inspection bodies, relevant trade associations, the National Police Chiefs' Council (formerly ACPO) and Highways England (formerly the Highways Agency(HA)) so that a national benchmark for Highways England and Police contracts could be provided, which will meet the specific requirements of the police authorities, highway authorities and Highways England.**

13 Guidance on acceptance of companies to these schemes is given in Appendix H.

14 Elements of this SSD and the relevant National Occupational Standards developed for the training and assessment of recovery technicians may also be applicable to non-contracted removal and recovery organisations and other related industries such as haulage contractors, repair organisations and tyre and window-screen fitting organisations.

15 The SSD is a live document with the Committee meeting at least once a year to review and develop it as appropriate. The SSD committee will endeavour to inform approved Certification Bodies, and industry associations of any new issues to the standard, but it remains the responsibility of the end user to ensure they are using the latest revision Those using the document should always ensure that they have the current version of the document.

This NHSS document is date-specific, however, the organization shall have procedures in place to ensure that the latest version is always available.

The SSD may currently be obtained by visiting the UKAS website ([www.ukas.com](http://www.ukas.com)) from where
the document can be freely downloaded. Organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up. (The current version of the scheme is freely downloadable from the UKAS web-site, www.ukas.com).

Note: Information on relevant Certification Bodies may be obtained from the UKAS website (See appendix F).

16 It should also be noted that NHSSs are mandatory for Highways England contracts through the Specification for Highway Works (SHW). Suppliers, (in the supply chain) shall demonstrate compliance with the requirements of ISO 9001, PAS 43 and the SHW. The SHW is the basic document used by highway authorities for procuring highway works and this scheme would normally be automatically specified requiring compliance with ISO 9001, PAS 43 and this SSD. Other users and owners of infrastructure, for example Police Forces, may also require their suppliers to comply with this Sector Scheme, as may highway authorities.

17 Lantra hosts the register of organizations on their website (www.lantra-awards.co.uk/schedule-of-suppliers). This is a self-registration list and it is a requirement of this scheme that organizations register their details on this website and keep them up to date; Certification Bodies will check that an organization is registered on the website and all required documentation is current and up to date on the register prior to annual and surveillance visits.

18 The SSAC has established a focus group to consider issues raised during the main committee meeting (possibly by setting up specific working groups) and report back to the committee on their deliberations and recommendations. The focus group also embraces the training advisory group which assists in the development and maintenance of national training and competency requirements for this NHSS, it has the responsibility for the development and production of Appendix C of this document and makes recommendations in respect of paragraph 7.2 of this document.

19 Unless otherwise defined in a contract this scheme shall be deemed to include removal and recovery of any vehicles, for any reason, whether or not they have broken down and/or been disabled in an incident and/or been abandoned, and/or left the carriageway and where appropriate storage of the vehicles including crime related vehicles (NHSS 17B).

20 The combined scheme is included in Appendix A of the Specification for Highway Works (SHW) as a mandatory requirement for suppliers contracted to Highways England (where the SHW is a contractual document). Separately the document may be called up in specific contracts as necessary (e.g. by police forces or traffic officer services).

21 Scheme Feedback

Any observations, complaints or feedback relating to the operation of this document and the scheme should be addressed using the procedures given in Appendices J1, J2 or J3 as appropriate. Appendix J1 is to be used for observations and general queries concerning the document and general feedback. Appendix J2 relates to the assessment process carried out by Certification Bodies. Appendix J3 relates to policing of the scheme.

Completed J1 forms should be sent to the committee chairperson/secretary:

Completed J2 forms should be sent directly to the relevant Certification Body.

Completed J3 forms should be sent to the relevant Highway Authority, client or HSE as appropriate and indicated on the form

22 Scheme Contact

Completed J1 forms should be sent to:
The Chairman  
Sector Scheme Advisory Committee for Vehicle Recovery  
c/o UKAS  
2 Pine Trees,  
Chertsey Lane,  
Staines upon Thames,  
Middlesex, TW18 3HR  
e-mail info@ukas.com  

Completed J2 forms should be sent directly to the relevant Certification Body.  

Completed J3 forms should be sent to the relevant Highway Authority, Police Force or HSE as appropriate and indicated on the form.
Particular Requirements for the Application of ISO 9001:2015

1. SCOPE

“The International Standard specifies requirements for a quality management system when an organization:

a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and

b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All the requirements of the International Standard are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.

Note 1 In the International Standard, the terms “product” or “service” only apply to products and services intended for, or required by, a customer.

Note 2 Statutory and regulatory requirements can be expressed as legal requirements.”

This SSD together with ISO 9001 and PAS 43:2015 describes the quality management system requirements to be established by organizations providing vehicle recovery and removal services.

The document provides particular requirements for the application of this scheme additional to the requirements of ISO 9001:2015 and PAS 43:2015 for this industry and shall be read and implemented in compliance with these documents. The SSD is applicable to the part of an organization within the scope of the defined QMS carrying out vehicle recovery and removal services and storage of vehicles.

This scheme is not intended to replace other management system requirements or other contractual requirements.

The SSD shall be referenced on the Certificate of Registration issued by the Certification Body and specifically include NHSS 17 and NHSS 17B as individual registration categories. (See Appendix K) and sub categories.

See also 4.3 below

2. NORMATIVE REFERENCE

The following normative documents contain provisions which constitute provisions of BS EN ISO 9001 Quality Management Systems – Requirements:

- BS EN ISO 9001:2015 Quality Management Systems – Requirements and normative references within it
- NHSS 0 – Guide to the identification, Development Management and Certification of
National Highway Sector Schemes

• PAS 43:2015 – Safe working of vehicle breakdown and recovery operations – Management system specification; including amendments and revisions to the current edition.

Note 1 PAS 43 is normally reviewed on a 2 year cycle.

Note 2. See Appendix B for other reference documents

3. TERMS, DEFINITIONS AND ABBREVIATIONS

For the purpose of this Sector Scheme Document the terms and definitions given in ISO 9000:2015 and NHSS 0 Part 5 shall apply except where listed in the table below:

For the purpose of this Sector Scheme Document the following definitions shall apply.

Accredited Vehicle Roadside Recovery Technician: An individual who has qualified as a Vehicle Roadside Recovery Technician and has gone on to successfully completed the further groups of modules, based upon specialism (e.g. heavy vehicle) and the type of equipment being used. Note, This term is not defined in PAS 43:2015

Client: The body or agent for the body for which the work is being carried out e.g. Highways England, Police Force or Highway Authority.

Certificate of Registration: A certificate issued by a UKAS accredited Certification Body certifying that the holder operates a Certification System complying with this SSD. The Certificate will state the categories of work that the holder is competent to supply. (See Appendix K)

Contract Specification: The technical requirements of the contract agreement, for example the following may apply:


ii) Contract Specific Appendices

iii) The Contract Drawings

Customer: The body engaging the organization for the purpose of the work described in this SSD.

High Speed Dual Carriageway: A dual carriageway which in normal circumstances is subject to speed restrictions of 50 mph or greater

Organization: The registered body responsible for the vehicle recovery and removal operations.

Note PAS 43 defines an organization as “body that provides breakdown and/or recovery/removal services

Provider (Supplier): “Provider” is the preferred term used in ISO 9001:2015 in place of “supplier”, which was used in ISO 9001:2008. The terms are synonymous. Supplier continues to be used in this document.
Organization's Manager(s) The person(s) named in the organization's Quality Plan as having managerial responsibility for the vehicle recovery operations.

Quality Management System The organization’s structure, responsibilities, procedures, processes and resources for implementing Quality Management including the creation of a Quality Plan.

Quality Plan (QP) The document setting out the specific quality practices, resources and sequence of activities relevant to the project (See Appendix A).

Recovery Any operation required to facilitate Vehicle Removal, and/or alternative means of transporting the vehicle where Vehicle Removal is not practical, i.e. any activity that falls outside the scope of a removal.

**Recovery Incident Manager (NHSS 17B)** The person named in the Organization’s Quality Plan as having the responsibility on site for directing their recovery operations. (See Appendix C clause 7)

(Note: Where applicable or required in a contract for Road Vehicle Recovery operations on a Highway Construction Site (NHSS 17) a Recovery Incident Manager may also be required)

Removal Any operation where the vehicle to be removed is on all wheels and free to roll in an upright position between the kerb stones or barriers, is completely on the road surface and is facing with the flow of traffic and is in such a position that loading by the removal vehicle is unhindered. The casualty vehicle must be capable of being removed by suspend towing by an underlift utilising wheel lifting frames or a light vehicle transporter. In the case of LGVs, suspend tow only. (Note: the definition of removal for the purpose of this document differs from its usage in relevant road traffic regulations) (Note: the definition provided in PAS 43 differs slightly from this definition).

Scheme Administrator The organisation appointed by the SSACVR to manage and administer the National Training Scheme for Vehicle Recovery Operatives and Technicians. Currently IVR(UK) Ltd.

“shall” The term “shall” is used in this document to indicate a requirement strictly to be followed in order to conform to the standard and from which no deviation is permitted. (See ISO Directives Part 3:1997, Annex E)” (reference “guidance on terminology used in ISO 9001:2008 and ISO 9004:2009”.)

“should” The term “should” is used in this document to indicate recognised means of meeting the requirements of the standard (ISO 9001). An organization can meet these in an equivalent way provided this can be demonstrated to a Conformity Assessment Body (CAB) (Certification Body).

Skills Card A card issued by a recognised authority, which demonstrates the level of competency, the date, achieved by the holder and the validity of the card.

In some instances it is also used as a registration card and as an
identity card.


SSACVR The Sector Scheme Advisory Committee for Vehicle Recovery, whose membership is to be found at page 6 of this document

TTM Temporary Traffic Management

UKAS United Kingdom Accreditation Service or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory with a scope which includes this document (NHSS 17/17B). (See Appendix G clauses 2.1 and 3.1)

Vehicle Any means of road transport whether or not it is in a fit state for use on roads, and as including any chassis or body, with or without wheels, appearing to have formed part of such a vehicle, and any load carried by and anything attached thereto.

Vehicle Roadside Recovery Technician An individual who is already a Vehicle Roadside Technician and additionally has successfully completed the relevant mandatory ancillary recovery module relating to light vehicles, motorcycles or heavy vehicles.

Note, This term is not defined in PAS 43:2015

Vehicle Roadside Technician The entry level to training set out in this SSD, that is an individual who has successfully completed an induction programme (based upon modules VR 01-VR 03) and meets the assessment requirements.

Note, This term is not defined in PAS 43:2015

Note 1: PAS 43:2015 provides a list of definitions, to which reference should be made. Where applicable, definitions contained in this NHSS document override those in PAS 43:2015.

Note 2: ISO 9000:2015 contains a number of definitions, to which reference should be made. NHSS 0 part 5 contains a list of definitions used in the international standard. Where applicable, definitions contained in this NHSS document override those in the international standard.
4 to 10 QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Particular Requirements  ISO 9001:2015

Introduction

This document shall be read in conjunction with the requirements of ISO 9001:2015 and PAS 43:2015.

Clause/Paragraph numbers in this section reference appropriate paragraphs of ISO 9001:2015. The requirements of ISO 9001:2015 are deemed to fully apply plus the particular additions contained in this document. Where 'no specific particular requirements' are recorded under an ISO 9001 clause heading this means that it is not considered necessary to provide particular requirements for that clause.

The particular requirements given below are to assist in the clarification of the ISO 9001 text for the relevant activity, no inference should be made that ISO 9001 requirements are diluted or deleted because of these particular requirements.

4  Context of the organization

4.1  Understanding the organization and its context

No specific particular requirements

4.2  Understanding the needs and expectations of interested parties

Interested parties shall include the Customer, Client and other contractors, and those that interact with or use the Client’s infrastructure e.g. the general public including travelling public, emergency services and other relevant organisations and stakeholders.

4.3  Determining the scope of the quality management system

(i) The scope of the quality management system shall cover the range of specific services that the Organization is competent to supply and for which they are seeking registration.

(ii) Consideration shall be given to outsourced services and how those outsourced services are controlled.

A)  NHSS 17 – Vehicle Recovery at Highway Construction Sites

This SSD describes the certification system requirements to be established by organizations providing contracted vehicle removal and recovery operations at highway construction sites where a free recovery service is provided during the currency of the construction work. Where applicable this includes highway maintenance and construction sites on motorways, high-speed dual carriageways and other highways. It is intended for use on roads operated by Highways England and where required by other highway authorities.

B)  NHSS 17B – Contracted Vehicle Recovery and Removal on Controlled Roads
This SSD describes the quality management certification system requirements to be established by organizations providing

- Contracted vehicle removal and recovery operations on the English Strategic Road Network and

- Contracted vehicle removal and recovery operations, and roadside vehicle repair and other roadside assistance where required by police and other highway authorities.

The scheme also includes the storage of vehicles

- for forensic and other purposes as required

It is intended for use on the English Strategic Road Network, by police forces and Highways England, and where relevant and as required for use on roads controlled by other highway authorities, by police forces and highway authorities.

C) The SSD shall be referenced in the Certificate of Registration issued by an appropriate Certification Body accredited by the United Kingdom Accreditation Service (UKAS) or equivalent accreditation body. (See Appendix K). The certificate shall identify whether the organization is registered individually for NHSS 17 and NHSS 17B or both schemes.

D) In addition to providing assessment against BS EN ISO 9001, the scheme requires that organizations are assessed against and comply with the requirements of PAS 43 (current/relevant version).

4.4 Quality management system and its processes

4.4.1 The organization shall operate a quality management system to ISO 9001:2015, PAS 43:2015 and this SSD

4.4.2 The organization shall have a process in place to record/update their registration to this sector scheme on the Schedule of Suppliers website www.lantra-awards.co.uk/schedule-of-suppliers immediately following confirmation of their certification to the sector scheme from the certification body and thereafter check its suitability annually. (See Appendix O for information).

The organization shall immediately notify Lantra’s NHSS Schedule of Suppliers team if Certification is suspended or withdrawn. (email - scheduleofsuppliers@lantra.co.uk)
5 Leadership

5.1 Leadership and commitment

5.1.1 General

The organization’s policy document shall include top management support for this NHSS.

Note – the term “top management” is defined in ISO 9000:2015 (3.1.1) and variations from the norm may differ for individual organizations.

5.1.2 Customer focus

Note, ISO 9000:2015 (Clause 3.2.4) defines “customer”, which includes “client”. For this sector scheme it has been necessary to distinguish between these two terms and they are referenced in section 3 of this document.

(i) Processes for determining customer requirements shall consider the interaction with other works, the interests of the Client and the product and service to end users, e.g. the general public and travelling public and other interested parties, and shall be mindful of the Client’s interaction with the end users. This will include processes to minimise disruption and inconveniences. (Reference should also be made to Annex D of PAS 43:2015)

(ii) Safe working methods shall be documented and any deviation from these methods shall be notified to the Client/customer/interested parties as required.

[Note requirements within this clause shall include where appropriate determination of drivers compliance with European licensing regulations [e.g. driver qualification card (previously driver CPC) - periodic training]].

(iii) A copy of all relevant working methods and risk assessments for undertaking the works shall be available on site.

The relevant staff from the organization shall attend meeting(s) with the Client/Customer/Police or their nominated representatives if so requested.

5.2 Policy

5.2.1 Establishing the quality policy

The organization’s quality policy statement shall include a statement of commitment to this and as appropriate to other applicable National Highway Sector Schemes.

5.2.2 Communicating the quality policy

No specific particular requirement

5.3 Organizational roles, responsibilities and authorities

Where required in the contract agreement, such information as necessary shall be included in a contract specific quality plan, (see Clause 7.5.1 and Appendix A)

The organization shall define who is responsible for the roles defined within this sector scheme documentation
6  Planning

6.1  Actions to address risks and opportunities

6.1.1  The organisation shall take into account the risks and opportunities relating to this NHSS

6.1.2  No specific particular requirement

6.2  Quality objectives and planning to achieve them

6.2.1  No specific particular requirement

6.2.2  The quality objectives shall include a commitment to meet Customer and Client requirements with respect of vehicle recovery, removal and storage

6.3  Planning of changes

No specific particular requirement
7 Support

7.1 Resources

7.1.1 General
No specific particular requirement

7.1.2 People
See Sections 9, 10 and 11 and Annex C of PAS 43:2015.

For NHSS 17B purposes, the organization shall appoint a Recovery Incident Manager with the authority to direct and manage recovery operations. S/he shall be competent and be able to demonstrate a history of diverse recovery operations that s/he has been involved in. (See Appendix C clause 7)

See also Clause 7.2

7.1.3 Infrastructure

(See Sections 5, 6 and 8 of PAS 43:2015)

The organization shall determine, provide and maintain sufficient supporting services necessary to deliver the vehicle recovery and removal services and the provision of storage facilities.

7.1.4 Environment for the operation of processes

(See Sections 5, 6 and 8 of PAS 43:2015)

The work of recovery and removal of vehicles, if not managed effectively, can be extremely hazardous the requirements of which are covered by sections of this document.

A risk assessment shall be carried out for the specific site by the organization’s technician.

This risk assessment should not be confused with the temporary traffic management (TTM) control assessment required to determine the nature of any temporary traffic management measures required to ensure safe working areas for carrying out the Works.

Note: Contracts may include client requirements for accommodation and other services and products, which need to be provided.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

Vehicles and equipment should be tested, inspected and certified by accredited Inspection Bodies/registered inspectors in accordance with Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and other Regulations.

(See Appendix E for guidance.)
7.1.5.2 Measurement traceability

Manufacturer's guidance for the maintenance, servicing and calibration of equipment shall be taken into account within the quality management system.

(See Appendix E for guidance.)

7.1.6 Organizational knowledge

No specific particular requirement

Note: Reference and legal documents listed in Appendix B are understood to be the main documents relevant to this scheme, however it should be noted that the list is only current at the time this version of the scheme document was published. The employer is responsible to ensure that the latest issues of these documents are being used.

7.2 Competence

General

The training and assessment of technicians required by this Scheme is aimed primarily at technical competence for vehicle removal and recovery. It is intended to provide awareness to carry out work in a safe and appropriate manner. Special attention should be given to implementation of temporary traffic management, and in respect of NHSS 17B registration, the handling of vehicles and the storage of vehicles for either police or highway authorities’ purposes. However it remains the responsibility of the organization to determine and implement safe systems of work.

Requirements

(i) Induction Training

The organization shall undertake induction training for new employees; as outlined in Appendix C of this document. (See also Section 9, 10 and Annex C of PAS 43: 2015)

(ii) Training

Vehicle Roadside Recovery Technicians and Vehicle Roadside Technicians shall hold a registration/identity card (issued by the Scheme Administrator), which certifies successful completion of a recognised course on breakdown recovery applicable to their job (See also (vi) below)

(iii) Records of Training and Vehicle Recovery Practical Experience

The organization shall create and maintain auditable records of training, the issue of Vehicle Recovery Registration Cards and practical vehicle recovery experience for each Roadside and Roadside Recovery Technician. Proof of practical experience may be a record of such experience signed by both parties as outlined in PAS 43: 2012 at Annex C Cl 1.1.2.

The organization shall create and maintain records of training and practical Vehicle Recovery experience for each Technician. (Note Certification is provided by the Scheme Administrator)

**For NHSS 17B, the Organization shall create and maintain an auditable record of practical Vehicle Recovery experience for each Recovery Incident Manager and potential Recovery Incident Manager employed by the organization. The**
record shall include details of the manner in which each individual has obtained practical experience.

The organization shall create and maintain a register of employees who hold Vehicle Recovery Operative and Technician qualifications.

(Note: the scheme administrator (IVR(UK)) maintains an independent list of qualified technicians for each organization (garage), to which Certification Body auditors can refer to.)

(iv) Training in Vehicle Recovery

The National Training Scheme Administrator (see Appendix C) accredits and validates training courses, which are offered at various training centres throughout the country. See Annex C (section C.4) of PAS 43:2015, which provides detailed information.

(v) Other Training

NHSS 17

The organization shall create and maintain auditable records of training in other disciplines including where appropriate temporary traffic management for each Technician.

The organization shall create and maintain a register of employees who have successfully completed and passed courses in these disciplines including updating and refresher training skills.

b) NHSS 17B

The organization shall create and maintain auditable records of training in other disciplines including where appropriate forensic appreciation and temporary traffic management for each Technician. Certification for Forensic Appreciation should be provided by the National Training Scheme Administrator.

The organization shall create and maintain a register of employees who have successfully completed and passed courses in these disciplines including updating and refresher training skills.

vi) Vehicle Recovery Registration Cards

Upon the successful completion of each module, a Vehicle Recovery Registration Card is issued by the scheme administrator (See Appendix C) to the Technician. The card is valid for a period of 5 years (including a 6 month renewal period). Note the card defines the expiry date of qualifications and is valid whilst any qualifications listed remain in date. (The card is operator specific and should be renewed when technicians change company.)

Vehicle Recovery Registration Cards are issued when a technician registers on the National Training Scheme on completion of the ‘Core Modules’ VR01, VR02, and VR03. Additional modules can be added on the successful completion of a course.

Registration Cards and driving licences shall be checked every 12 months by the organization’s nominated Quality Manager to verify their validity.

The Registration Card is issued following successful completion of a course on breakdown recovery applicable to a technician’s job role.

The Vehicle Recovery Registration Card defines the type of recovery for which the holder has been trained and any additional relevant qualification. It shall not be deemed to be valid for any type of vehicle recovery, which is not defined.
The issue of a Vehicle Recovery Registration Card shall be recorded by the organization on the holder's record of vehicle recovery Practical Experience.

The Vehicle Recovery Card is to be carried by the Technician and shall be available for inspection at all times whilst on duty. The card will include an identification photograph and the name of the organization, the Technician is employed by. (See Clause 9.1 of PAS 43:2015)

Note: The Card will only be issued on the successful completion of the training and assessment of the vehicle recovery technician.

Note. The Construction Leadership Council (CLC) has determined that construction industry competency/identity cards must include a recognised “mark”. The CLC has decided that this will be the CSCS “mark”, which will be enforced by 2020. For most NHSS this will be applicable and SSACs may have to consider how they meet this requirement. Some major construction companies are already enforcing this as a requirement for personnel to enter their sites. It is not known whether this will be applicable to vehicle recovery technicians, current thinking indicates that this is unlikely to be enforced for Vehicle recovery and removal work.

(vii) Renewal of Vehicle Recovery Registration Cards

Renewal of a Vehicle Recovery Registration Card will be subject to the holder of the card attending and successfully completing an approved refresher course(s) within a period of 6 months prior to its expiry date. Original information will be shown on the re-issued Vehicle Recovery Registration Card.

Registered persons failing to re-qualify within the designated period will be required to attend and successfully complete the appropriate full course(s) before a new Vehicle Recovery Registration Card is issued.

The issue of a renewed Vehicle Recovery Registration Card shall be recorded by the organization on the individual Record of Training and Vehicle Recovery Practical Experience.

Note The Scheme Administrator has a schedule of charges for the issue of registration cards.

(viii) Checks on Driving Licences

The organization shall carry out annual checks of Vehicle Recovery Operative’s and Technician’s driving licences; the quality management systems shall include requirements and time periods for this. These records shall be made available to the Customer/Client if so requested. (See Clause 9.2 of PAS 43:2015).

Note – These checks should include matching licence to the vehicle(s) being driven and max loading weights. The checks on the licence must cover recovery and casualty vehicles and driver qualification card (previously CPC) requirements.

7.3 Awareness

No specific particular requirement

7.4 Communication

The relevant quality plan and standard operating procedures shall be communicated to all relevant employees.

7.5 Documented information
7.5.1 General

(i) A quality plan (documented planned arrangements) shall be required for all contracts. When specified in the contract documents or requested, the organization shall submit a quality plan or alternative document as defined in the Contract Specification for acceptance or approval by the Client, as appropriate, prior to commencement of work (See section 8 and Appendix A). (See Clause 4.3 and Section 11 of PAS 43:2015)

The relevant quality plan and standard operating procedures shall be available to operatives and shall be read and signed by each operative. (See Clause 4.3 and Section 11 of PAS 43:2015)

(ii) The organization shall have in place auditable processes to identify publication of relevant new documents/standards and implementation requirements (See Appendix B, note 2)

7.5.2 Creating and updating

As part of the organization's procedures for document control, the following contract specific documents are typically required to be controlled:

Certification for vehicles used for the contract. (See Clause 120.32 of the SHW and Clause 5.2 of PAS 43: 2015). (Note: All recovery vehicles shall have either a current goods vehicle test certificate or MOT certificate or other certificate of roadworthiness issued by a DVSA approved testing station, which is to be renewed annually on the due anniversary of the inspection.)

Certification for lifting and towing equipment. (See Clauses 6.1 and 6.3 of PAS 43: 2015) (Note: All lifting and towing equipment shall have the relevant LOLER certification):

7.5.3 Control of documented information

7.5.3.1 No specific particular requirement

7.5.3.2 Control of Documents

The organization shall have processes in place to ensure that the latest versions of relevant Standards and Documents are available (See Appendix B)

In addition to ISO 9001:2015 requirements the following documented information is typically required to be controlled:

Contract specific documents as listed in the quality plan for a particular scheme

Control of Records

In addition to the Organization's own quality management system records, the following contract specific records shall typically be kept:

1. Logging of recovery/removal operations.
2. Daily record sheets of recovery/removal operations
4. Vehicle inventory of tools and equipment. (See Clause 6.1 and Annex B of PAS 43: 2015 and Clause 120 of the SHW as appropriate)

Copies of relevant records shall be kept on site in the organization's office and as relevant with the vehicle.

Note: Maintenance and servicing records shall include major equipment eg winches, slide beds
Contract specific records, e.g. risk assessments, as listed in the quality plan.
Other records for example equipment calibrations, test and inspections etc.

(iii) Records shall be kept for a minimum of 6 years or until the end of the maintenance, defects or guarantee period whichever is greater. Record disposition after this period shall be defined in the Quality Plan.
8 Operation

8.1 Operational planning and control

(i) The quality plan shall, as a minimum, address the topics listed in Appendix A of this schedule and where applicable the requirements contained in the Specification for Highway Works (SHW) and associated contract documents.

Note The topics for the content of a quality plan are given in ISO 10005 and this document; in particular reference should be made to Appendix A of this document and Appendix H of the SHW.

(ii) The quality plan may be a largely standard document as indicated in Appendix A of this document supplemented by contract specific information.

(iii) The quality plan should not be considered in isolation. An integrated approach may be taken which links to other relevant plans.

Note 1 - Management of the service as a whole is reliant on quality

Note 2: The quality plan describes the management strategy that sets clear and sustainable performance objectives, delegates’ responsibility and establishes lines of communication. The objective being to manage the various management schemes within an overall management scheme within an organization.

(iv) The organization shall, in order to reduce the need for waste disposal, minimise the generation and environmental impacts of wastes arising during the contracted works and shall maximise opportunities for the re-use and recovery of wastes. The organization shall document its arrangements for the identification, segregation, handling, storage and disposal of the different types of wastes arising from the contracted works to maximise opportunities for the re-use and recovery of wastes.

8.2 Requirements for products and services

8.2.1 Customer communication

The organization shall have a process in place to record their registration to this sector scheme on the Schedule of Suppliers website www.lantra-awards.co.uk/schedule-of-suppliers immediately following confirmation of their accreditation to the sector scheme from the Certification Body and thereafter as appropriate (e.g. on receipt of a new or amended Certificate of Registration). See Appendix O.

The quality plan shall identify what and when relevant information is passed on to the Customer and Client.

Note: Where required by the contract/ legislation the Customer needs to be informed about the products, i.e., they require detailed information as appropriate regarding materials, components, manufacturing details etc. for the purposes of:

(a) records pertaining to maintenance/health and safety requirements.

(b) their own monitoring of the effectiveness/performance of the service.
8.2.2 Determining the requirements for products and services

The relevant staff from the organization shall attend meeting(s) with the Client/Customer/Police or their nominated representatives if so requested.

Note: Where required in the contract agreement the provider shall undertake relevant risk assessments in accordance with the client’s standards and processes (for example Highways England’s Standard GD04 provides a method for undertaking risk assessment on their network). See also 5.1.2

8.2.3 Review of the requirements for products and services

8.2.3.1 The processes for review and determination of requirements shall require the organization to verify with the Customer that the order placed meets the technical requirements included in the Client's Contract Specification. (See Clause 4.3 of PAS 43: 2015).

Matters of a significant nature, which arise during the determination and review of requirements shall be considered during the management review and incorporated as necessary into the quality management system.

8.2.3.2 No specific particular requirement

8.2.4 Changes to requirement for products and services

No specific particular requirement

8.3 Design and development of products and services

8.3.1 General

No specific particular requirement

Note: Although there are no particular requirements associated with this clause, the organisation should be aware that it needs to establish (design and development) processes for the delivery of their services and any changes to such processes must be documented. (See clause 8.3.6 (ISO 9001:2015))

8.3.2 Design and development planning

No specific particular requirement

8.3.3 Design and development Inputs

Where design and development or adaptation of vehicles is required this shall be undertaken in accordance with the quality plan. The quality plan shall identify personnel/staff involved together with their qualification/experience to undertake the relevant modifications. The vehicles shall be subject to revalidation by the appropriate authorities.

8.3.4 Design and development controls

No specific particular requirement

8.3.5 Design and development outputs
No specific particular requirement

8.3.6 **Design and development changes**
No specific particular requirement

8.4 **Control of externally provided processes, products and services**

**8.4.1 General**
No specific particular requirement

Note: Where supply of materials/products is required the materials/products shall be selected in accordance with the contract (specification) documents including compliance with other relevant NHSS. (See appendix A of the SHW).

**8.4.2 Type and extent of control**
No specific particular requirement

8.4.3 **Information for external providers**
No specific particular requirement

8.5 **Production and service provision**

*See note at Clause 8.3.1*

**8.5.1 Control of production and service provision**

The organization shall identify and plan the supply and delivery of its service provision processes. Examples of conditions, which shall be controlled, include:

[a] An agreed procedure for carrying out emergency repairs including health and safety requirements.]

[b] when the organization is the main contractor, location and identification of underground and over ground services and structures including installed systems together with the names, addresses and telephone numbers of persons responsible for them.]

[c] when the organization is a sub-contractor, the taking of all reasonable steps to ensure this information is available from the main contractor and is suitable to the extent that the organization is satisfied it is safe to carry out the sub-contract works.]

Works orders, risk assessment and quality plans for the recovery, removal and storage of vehicles shall be signed by the relevant designated personnel and retained for 6 years. They will also be submitted to the Client if requested.

The organisation shall have a system in place which provides documented information to demonstrate the manner and frequency of the calibration of the measuring and test equipment (See Appendix E for guidance)
The organization’s procedures shall include systems for the following aspects:

- Recovery vehicle inspection and maintenance. (See sections 5 and 6 of PAS 43) including daily checks especially emergency stop related functions
- Testing and inspection of tools and equipment, and ensuring that tools and equipment are maintained in good condition. (See sections 5 and 6 of PAS 43)
- Maintenance of winches and ropes. (See clause 6.3 of PAS 43: 2015)
- Safety related items

Where a vehicle undergoes significant alterations (eg new bed) which may affect the vehicles plating / test details, this shall be recorded along with revised plating / test documentation as appropriate

8.5.2 Identification and traceability

The Organization shall implement and maintain documented processes to ensure that retained documents and records can be clearly identified and traced.

8.5.3 Property belonging to customers or external providers

No specific particular requirement

8.5.4 Preservation

Systems shall be in place to inspect and maintain all goods, equipment and plant and as appropriate recovered vehicles returned from site before their subsequent use.

8.5.5 Post-delivery activities

No specific particular requirement

8.5.6 Control of changes

No specific particular requirement

8.6 Release of products and service

No specific particular requirement

8.7 Control of nonconforming outputs

8.7.1 No specific particular requirement

8.7.2 No specific particular requirement
9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

This includes the ongoing impact of vehicle recovery and removal on other works including congestion and traffic flows.

9.1.2 Customer satisfaction

No specific particular requirement

9.1.3 Analysis and evaluation

No specific particular requirement

9.2 Internal audit

9.2.1 No specific particular requirement

9.2.2 Internal audits shall be carried out at sufficient frequency and by a suitable technically competent person/s to ensure a robust assessment of the compliance of the service/product. The quality plan shall state the frequency of internal audits. Internal audits of the quality management system against this SSD shall include sufficient site visits to check vehicle recovery, removal and storage each year, at least two visits a year to specific works sites to check recovery and removal operations shall be undertaken. (Where the organization does not have contracts which provide continuous working throughout a full year, visits shall be conducted on a pro-rata basis, but at least one visit per contract must be made. Internal auditors shall have a working knowledge of vehicle recovery and removal including vehicle recovery at highway construction sites and of the storage of vehicles as appropriate. Internal audits shall be carried out by the nominated quality manager or a designated competent person.

(See Appendix G1 of this document and Annex F of PAS 43:2015 particularly Clause F.2.2)

9.3 Management review

9.3.1 General

The organization shall review the quality management system at least once a year to ensure its continuing suitability and effectiveness to conform to this NHSS.

9.3.2 Management review inputs

No specific particular requirement

9.3.3 Management review outputs

No specific particular requirement
10 Improvement

10.1 General
No specific particular requirement

10.2 Nonconformity and corrective action

10.2.1 The corrective actions and risk assessment processes shall include analysis of incidents and occurrences. Consideration should be given to accident statistics and near miss reporting as part of this process.

10.2.2 No specific particular requirement

10.3 Continual improvement
No specific particular requirement.
APPENDIX A: REQUIREMENTS FOR QUALITY PLANS

An Organization shall implement and maintain a quality management system (Section 10 PAS 43:2015) and this shall include the creation of a Quality Plan. The Quality Plan shall include the following items as a minimum.

1.0 General Requirements

1.1 Definition of the product/service to be provided.

1.2 The structure of the Organization describing the line of command and responsibilities and stating the names of the Organization’s Managers responsible for the contracted work, for NHSS 17B this includes Recovery Incident Managers.

1.3 Identification of the relevant parts of the Organization’s quality manual relevant to the product or service being provided.

1.4 The control of personnel selection including special requirements for skilled personnel eg training of staff and character checking/vetting processes.

1.5 The control of recovery vehicles and other equipment.

1.6 The Customer’s nominated Quality Manager, project manager and/or other representatives through whom communication is to be made throughout the contract.

1.7 Procedures for dealing with members of the travelling public, including awareness of the diversity requirements such as the needs of ethnic groups, persons with special needs such as physical or mental disabilities and children.

2.0 Contract Specific Information

2.1 Names of the staff involved with the contract including the Vehicle Roadside Recovery Technician(s). Contact details for these staff .Shift arrangements. Requirements for training certification to be submitted to the Customer/Client.

2.2 Details of the recovery vehicles to be used and the certification required to be issued to the Customer/Client.

2.3 Name and contact details of Customer’s Traffic Safety and Control Officer (See SHW Clause 117) as appropriate.

2.4 Liaison requirements including communication of traffic management details.

2.5 Details of the communications system(s) to be used, i.e. for communications between the Organizations staff and with the Customer/Client.

2.6 Procedures for dealing with removal and recovery response and attendance.

2.7 Procedures for dealing with minor road traffic accidents.

2.8 For NHSS 17B, procedures for dealing with shed loads and vehicles including hazardous loads. (See also clause 7.5 of PAS 43:2015). Where applicable, this shall also apply to recovery of shed loads and vehicles containing hazardous loads at highway construction sites (NHSS 17) which are beyond the required capabilities of the free recovery service.

2.9 Customer/Client site record requirements including daily record sheets and logging sheets.
2.10 Works programmes, including recovery operations set up, response and removal times, and
times for which recovery is required.

2.11 Location details for vehicle station points, drop-off points and accommodation arrangements as
appropriate.

2.12 For NHSS 17B, procedures and processes for dealing with the storage of vehicles
required for forensic inspection and other police purposes and the storage of vehicles for
highway authorities and particularly Highways England requirements. This requirement is
not fulfilled by the Organization’s requirement to notify Lantra Awards.

2.13 Any special Customer/Client/Policew requirements.

2.14 Risk Assessments

2.15 For NHSS 17B, processes for the safe and secure storage of any recovered vehicles.
Burnt out and substantially damaged vehicles and other vehicles/materials that present
an environmental risk in fact or at law require special consideration. Processes for
storage must ensure compliance with any current advice and guidance provided by the
Environment Agency (see Appendix B) on the storage and transportation of vehicles
which may be classed as ‘waste’ and thus be subject to the End of Life Vehicles
Regulations 2003.
APPENDIX B: REFERENCE AND ASSOCIATED DOCUMENTS

Reference Documents relevant to this Sector Scheme at the date of issue.

The listing is not comprehensive; other documents may be required to fulfil the requirements of the contract. Organizations shall ensure that they have a working knowledge and access to all the documents including amendments unless stated otherwise in the specification.

The list of standards and documents below are date specific, however, the organization shall have procedures in place to ensure that the latest version is always available. Organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.

   - Series 000 Introduction
   - Series 100 Preliminaries (in particular Clauses 104 and 120)
   - Appendix A
   Note – This reference may not be relevant to a specific recovery contract.

   (http://www.standardsforhighways.co.uk/mchw/index.htm)
   - Series NG000 Introduction
   - Series NG100 Preliminaries (in particular Clauses NG104 and NG120
   - Appendix 1/20
   Note – This reference may not be relevant to a specific recovery contract


7. Traffic Signs Regulations and General Directions (The Stationery Office)


Relevant Health and Safety documents

Provision and Use of Work Equipment Regulations 1998 (PUWER)


The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER 98)


National Highway Sector Scheme 12D – Temporary traffic management on rural and urban roads - (www.ukas.com)

Interim Advice Note (IAN) 115/08 Hard Shoulder Working (latest version/revision) (http://www.standardsforhighways.co.uk/ha/standards/ians/index.htm )


GD04 Standard for Safety Risk Assessment on the Strategic Road Network (http://www.standardsforhighways.co.uk/ha/standards/dmrbovol0/section2.htm)

Interim Advice Note (IAN) 166/14 Highways Agency Road Death Investigation (RDI) Guidance (Revision 2) (http://www.standardsforhighways.co.uk/ha/standards/ians/index.htm )

* Note 1 PAS 43 is normally reviewed on a 2 year cycle. Organizations should ensure they have access to the latest version.

Note 2: Highways England may issue Interim Advice Notes (IANs) as a prelude to inclusion in the MCHW (Vol 1 and 2), the DMRB and/or Chapter 8 of the traffic signs manual. Organizations must have auditable processes in place to identify when these documents are issued and their implementation date(s). An index of Interim Advice Notes (IANS) is available on the internet (http://www.standardsforhighways.co.uk/ha/standards/ians/index.htm ).
APPENDIX C: TRAINING AND HEALTH AND SAFETY FOR VEHICLE RECOVERY TECHNICIANS (See also Annex C of PAS 43: 2015)

1 Induction Training

The organization shall ensure that their Technicians have undergone suitable induction training in accordance with the requirements of PAS 43:2015 (NHSS 17/17B requires all technicians to obtain the core modules VR01, VR02 and VR03 of the National Training and Assessment Scheme and register as a vehicle roadside technician under the NHSS; this also satisfies the induction requirements of PAS 43) and current H&S legislation, Induction training shall cover all aspects of the work to be undertaken including the following as a minimum the requirements set out in Table 1 of Clause 10.3 of PAS 43:2015

2 Training

2.1 General

The training and competency requirements are based on the recommendations/requirements in Annex C of PAS 43. Under the auspices of the SSACVR this requirement has been expanded and developed into the National Training and Assessment Scheme recognised as the national training and competency requirements that technicians and their employers need to comply with for this National Highway Sector Scheme. The national training committee has reviewed the requirements and has provided the following guidance regarding the minimum compatible qualification requirements for technicians to operate recovery equipment. Details of these requirements are given in Tables C1 to C7 of Annex C of PAS 43:2015. Following the appointment of IVR (UK) Ltd by the National Recovery Industry Training Group (NRITG), as the National Training and Accreditation Scheme administrator at the beginning of May 2006, the process of developing relevant training and assessment courses (in line with National Occupational Standards (NOS)) and registration of course instructors was initiated. The scheme administrator produces information about the availability of Training Providers

2.2 Initial Registration Training Requirements

1. An organization shall not be refused registration status where operatives do not have relevant registration cards subject to the following rules, which will be reviewed by the scheme administrator from time to time and posted on his web-site.

2. Until a fully trained and registered workforce is established, organizations will need to demonstrate that their workforce is suitably trained and competent and shall provide a certification body assessor with evidence of basic training and assessment of competency of the workforce to demonstrate that they meet relevant competency standards. This may be based on previous training, supported by appropriate records or based on an assessment of the worker’s experience as a recovery technician and supported by his/her employers written declaration of competency as a vehicle recovery/removal technician or both.

3. Organizations will be expected to demonstrate that they have robust procedures and processes in place for the training and assessment of personnel, to ensure the safety of their employees.

4. Organizations shall ensure that they achieve a fully qualified workforce which is relevant to the activities that they carry out.

A fully qualified workforce is defined as not less than 90% of the recovery operatives being qualified as registered Vehicle Roadside Technicians (VRT) or Vehicle Roadside Recovery Technicians (VRRT), the remaining 10% or less of the workforce are deemed to be under training.

Where the workforce is 10 or less then in general there should not be more than one employee employed as a trainee at any one time, the remaining workforce should be appropriately qualified.
5 As further additional modules are developed the scheme administrator shall provide information on their availability, dates of courses and applicability of registration.

6 A fully trained workforce is required within 12 months of approval.

2.3 Training and Assessment Modules

Training is provided on a modular basis.

All technicians/operatives must achieve induction modules VR01, VR02 and VR03 as a mandatory requirement, plus they must also meet the required standards for the modules applicable to the type of equipment they will use during the course of their job role within their company.

On successful completion of induction modules VR01, VR02 and VR03, the technician/operative will be eligible to be registered as a Vehicle Roadside Technician and be issued with the relevant red registration card. Induction training is augmented by relevant modules for light vehicle, motorcycle and heavy vehicle recovery, which enable a Vehicle Roadside Technician to become a Vehicle Roadside Recovery Technician and be issued with a blue registration card. Details of the training and competency modules for the various categories of technician are detailed in Tables C1 to C5 Of Annex C of PAS 43:2015

Notes

i) Registration cards will only be issued upon successful completion of the relevant modules at each level with a minimum of VR01, VR02 and VR03 required

ii) Successful completion of each individual module at each level will be officially recorded on the reverse of the registration/identity card issued by the scheme administrator and registered by the scheme administrator.

iii) On successful completion of the mandatory modules a technician will be designated a Vehicle Roadside Technician. On successful completion of the mandatory elements plus one of the identified ancillary modules the technician will be designated a Vehicle Roadside Recovery Technician.

Details of the courses may be obtained from the scheme administrator (IVR (UK) Ltd).

Further information on the syllabi for the courses can be obtained from the scheme administrator.
3. **National Occupational Standards for Vehicle Recovery Technicians**

National Occupational Standards (NOS) for vehicle recovery technicians at levels 2 and 3 were developed by Automotive Skills that has now been merged into IMI Automotive Skills.

The above training and assessment programme has been developed so that it provides a natural progression from training through to a national vocational qualification (NVQ) if desired. However holders of the NVQ will still be required to demonstrate their competence via skills assessment under this scheme.

Details of the NVQs are given below:

<table>
<thead>
<tr>
<th>Qualification: ROADSIDE ASSISTANCE AND RECOVERY LEVEL 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Route for:</strong> Light Vehicle Recovery Technician&lt;br&gt;Certificate title: Roadside Assistance and Recovery Level 2 (Light Vehicle Recovery)</td>
</tr>
<tr>
<td>Heavy Vehicle Recovery Technician&lt;br&gt;Certificate title: Roadside Assistance and Recovery Level 2 (Heavy Vehicle Recovery)</td>
</tr>
<tr>
<td>Motorcycle Recovery Technician&lt;br&gt;Certificate title: Roadside Assistance and Recovery Level 2 (Motorcycle Recovery)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Qualification: ROADSIDE ASSISTANCE AND RECOVERY LEVEL 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Route for:</strong> Light Vehicle Recovery Technician&lt;br&gt;Certificate title: Roadside Assistance and Recovery Level 3 (Light Vehicle Recovery)</td>
</tr>
<tr>
<td>Heavy Vehicle Recovery Technician&lt;br&gt;Certificate title: Roadside Assistance and Recovery Level 3 (Heavy Vehicle Recovery)</td>
</tr>
<tr>
<td>Light Vehicle Roadside Technician&lt;br&gt;Certificate title: Roadside Assistance and Recovery Level 3 (Roadside Assistance - Light Vehicles)</td>
</tr>
<tr>
<td>Heavy Vehicle Roadside Technician&lt;br&gt;Certificate title: Roadside Assistance and Recovery Level 3 (Roadside Assistance - Heavy Vehicles)</td>
</tr>
<tr>
<td>Motorcycle Roadside Technician&lt;br&gt;Certificate title: Roadside Assistance and Recovery Level 3 (Roadside Assistance - Motorcycles)</td>
</tr>
</tbody>
</table>

The National Occupational Standards are currently under review, once completed they will be available via the IMI/Automotive Skills website.

4. **Health and Safety**

Organizations are reminded of the legal requirements to provide health and safety training for each vehicle recovery Operative and Technician in accordance with the Health and Safety at Work Etc Act 1974.

The training and assessment of technicians required by this Scheme is aimed primarily at technical competence for vehicle removal and recovery. It is intended to provide awareness to carry out work in
a safe manner however it remains the responsibility of the Organization to determine and implement safe systems of work.

5 Temporary Traffic Management Training

5.1 Urban and Rural Roads

The scheme administrator has not developed relevant guidance or training and assessment modules for temporary traffic management awareness and competency on urban and rural roads.

However, it is recommended that Organizations review the advice given in NHSS 12D, which can be downloaded from the UKAS website (www.ukas.com), and in particular read the guidance contained in Appendices L and M of NHSS 12D and consider whether and how they need to provide some or any basic training in temporary traffic management to their technicians to meet legal requirements to provide relevant health and safety training.

5.2 Strategic Road Network

For work on the English Strategic Road Network and/or similar high speed roads, emergency temporary traffic management may be provided by the Highways England Traffic Officer Service, other authorised Traffic Officer services or police officers in attendance at the site. It is anticipated that a protocol for the deployment of emergency temporary traffic management (incident management) on the English Strategic Road Network will be developed for contract use on the network at which time the scheme administrator will review the training and assessment provided in training module VR 03.

6 Forensic Training (NHSS 17B)

The scheme administrator has developed an appropriate module for the protection of evidence (VR 19) where a criminal investigation is to be carried out. The module was developed in association with relevant experts and police forces. Details of the course and its availability are posted on the administrator’s web-site (www.theivrgroup.org). (Note: It is expected to be a requirement on police contracts)

7 Recovery Incident Manager (NHSS 17B)

Recovery Incident Managers shall have successfully attended and passed the assessment for VR21 and they should be able to demonstrate that they meet appropriate requirements of their competency by keeping a record of practical Vehicle Recovery (log book) detailing the incidents that they have attended and/or been responsible for, or by other suitable means if this is not possible.

The Organization shall create and maintain an auditable record of practical Vehicle Recovery experience for each Recovery Incident Manager and potential Recovery Incident Manager he employs. The record shall include details of the manner in which each individual has obtained practical experience.

8 Reference Documents

Life on the edge 1-6 [Videos] – The Institute of Vehicle Recovery, Uxbridge, Middx (www.theivrgroup.org)
APPENDIX C1: TRAINING MODULES FOR VEHICLE RECOVERY TECHNICIAN ACCREDITATION

The following training modules have been developed or are being developed by industry as the National Standard for vehicle roadside recovery technicians. They are generally based on the National Occupation Standards developed by IMI and will be expanded and used to develop relevant training courses within the industry.

The modules are referenced below to provide trainers with general information; the national training committee will be developing these further as part of an on-going programme of work into training courses with robust administration of the delivery and assessment of the course including assessment of the candidates at completion of the course.

Note: The table below provides details of all the courses available, it is not implied that an accredited technician must have successfully undertaken all the courses other than VR 01, VR02, VR03 and the minimum necessary to obtain accreditation, details are provided in PAS 43:2015.

<table>
<thead>
<tr>
<th>Module Ref:</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>VR 01</td>
<td>Health and Safety</td>
</tr>
<tr>
<td>VR 02</td>
<td>Customer Service Skills</td>
</tr>
<tr>
<td>VR 03</td>
<td>Roadside Assessment</td>
</tr>
<tr>
<td>VR 04</td>
<td>Ancillary Equipment (Light Vehicle Recovery)</td>
</tr>
<tr>
<td>VR 05</td>
<td>Underlift Units (Light Vehicle Recovery)</td>
</tr>
<tr>
<td>VR 06</td>
<td>Transporters (Light Vehicle Recovery)</td>
</tr>
<tr>
<td>VR 07</td>
<td>Advanced Winching (Light Vehicle Recovery)</td>
</tr>
<tr>
<td>VR 08</td>
<td>Handling Motorcycles (Motorcycle Recovery)</td>
</tr>
<tr>
<td>VR 09</td>
<td>Ancillary Equipment (Motorcycle Recovery)</td>
</tr>
<tr>
<td>VR 10</td>
<td>Spectacle Frames (Motorcycle Recovery)</td>
</tr>
<tr>
<td>VR 11</td>
<td>Transporters (Motorcycle Recovery)</td>
</tr>
<tr>
<td>VR 12</td>
<td>Ancillary Equipment (Heavy Vehicle Recovery)</td>
</tr>
<tr>
<td>VR 13</td>
<td>Underlift Units (Heavy Vehicle Recovery)</td>
</tr>
<tr>
<td>VR 14</td>
<td>Twin Booms</td>
</tr>
<tr>
<td>VR 15</td>
<td>Transporters and Low Loaders (Heavy Vehicle Recovery)</td>
</tr>
<tr>
<td>VR 16</td>
<td>Winching (Heavy Vehicle Recovery) includes VR 07</td>
</tr>
</tbody>
</table>
**Additional Modules**

<table>
<thead>
<tr>
<th>Module</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>VR 17</td>
<td>Lorry Loaders</td>
</tr>
<tr>
<td>VR 18</td>
<td>Air Cushions (Heavy Vehicle Recovery)</td>
</tr>
<tr>
<td>VR 19</td>
<td>Preservation of Evidence</td>
</tr>
<tr>
<td>VR 20</td>
<td>Rotating Recovery Equipment (Heavy Vehicle Recovery)</td>
</tr>
<tr>
<td>VR 21</td>
<td>Recovery Incident Manager</td>
</tr>
<tr>
<td>VR 22</td>
<td>Temporary Traffic Management (SSD 12D) (under development)</td>
</tr>
<tr>
<td>VR 23</td>
<td>Bus and Coach Recovery</td>
</tr>
<tr>
<td>VR 24</td>
<td>Inspection Procedures for Recovery Vehicles and Ancillary Equipment</td>
</tr>
<tr>
<td>VR 25</td>
<td>Preservation of Evidence</td>
</tr>
<tr>
<td>VR 26</td>
<td>Emergency First Aid at Work</td>
</tr>
<tr>
<td>VR 27</td>
<td>Electric (EV) and Hybrid Vehicle Awareness</td>
</tr>
<tr>
<td>VR 28</td>
<td>Multicar Transporter (under development)</td>
</tr>
<tr>
<td>VR 29</td>
<td>Police (under development)</td>
</tr>
<tr>
<td>VR 30</td>
<td>Compound Supervisor (under development)</td>
</tr>
<tr>
<td>VR 31</td>
<td>Clearing Overturned Vehicles (under development)</td>
</tr>
</tbody>
</table>
APPENDIX C2: SAMPLE SKILLS CARDS

Illustration of National Roadside / Recovery Scheme ID Cards

The examples below are of cards, which are achieved by the candidate attending and successfully passing training courses for specific skill/s. The skill area must be achieved and the card held by the candidate before applying for a National Roadside/Recovery Scheme ID card.

Samples of the ID Cards

Red ID Card, Technicians involved in roadside repairs modules VR1 to 3 only)

(Blue ID Card, Technicians involved in roadside repairs and Vehicle Recovery)

To obtain a blue card technicians must have completed the core modules as well as any additional modules
National Roadside Recovery Scheme (Instructor ID Card)

Authorised Instructor

NRRS Level 1

Name: A Sample

Company: ABCD Recovery

PIN: 1000 Issue Date: 11/04/2008

Issue No: 1 Card Expiry Date: 02/01/2009

The holder is Authorised to Instruct on the VR modules with expiry dates:

VR 01 Health Safety 03/02/2012
VR 02 Customer Service 04/02/2012
VR 03 Assessing the Roadside 04/02/2012

NR (UK) Ltd
Bignell House, Horton Road, West Drayton, Middlesex UB7 8EJ
Tel: 01993 430426 E-Mail: mail@nruk.com

This card is the property of NR (UK) Ltd and is to be surrendered on request

(Green ID Card, Authorised Instructor NRRS Level 1 Internal or NRRS Level 2 External Trainer)
APPENDIX D:

NOT USED
APPENDIX E: - CALIBRATION REQUIREMENTS

Vehicles and equipment should be tested, inspected and certified by accredited Inspection Bodies/registered inspectors in accordance with Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and other Regulations.

Inspection Bodies shall be accredited by UKAS to ISO 17020.


(08/12) The following summary of recommended inspection/thorough examination requirements for equipment used in motor vehicle repair has been taken from HSE OC 803/69 and should be considered the minimum requirements for compliance with this document.

<table>
<thead>
<tr>
<th>Work Equipment</th>
<th>LOLER reg.9 ‘Thorough examination’</th>
<th>PUWER reg.6 ‘inspection’</th>
<th>Comments (refer to paragraph of OC 803/69)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Axle stands</td>
<td>Not normally</td>
<td>Not normally</td>
<td>12</td>
</tr>
<tr>
<td>Body aligning jigs</td>
<td>12 months</td>
<td>12 months</td>
<td>21</td>
</tr>
<tr>
<td>Chain blocks</td>
<td>12 months</td>
<td></td>
<td>17</td>
</tr>
<tr>
<td>Cab/body tilt mechanism</td>
<td></td>
<td>12 months</td>
<td>26</td>
</tr>
<tr>
<td>Cranes:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lorry mounted crane</td>
<td>12 months</td>
<td></td>
<td>17</td>
</tr>
<tr>
<td>Mobile crane</td>
<td>12 months</td>
<td></td>
<td>17</td>
</tr>
<tr>
<td>Engine hoist</td>
<td>12 months</td>
<td></td>
<td>17</td>
</tr>
<tr>
<td>Engine stands</td>
<td></td>
<td>12 months</td>
<td>15</td>
</tr>
<tr>
<td>Equipment</td>
<td>Inspection Period</td>
<td>Code</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-------------------</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td>Engine lifting brackets - if accessory for lifting</td>
<td>6 months</td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>Eye bolts</td>
<td>6 months</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>Gearbox lifting table</td>
<td>12 months</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>Hydraulic press</td>
<td>12 months</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Jacks:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bottle jacks</td>
<td>12 months</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Trolley jacks</td>
<td>12 months</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Vehicle equipment</td>
<td>Not normally</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Lifting slings: chain/webbing</td>
<td>6 months</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>Ramps</td>
<td>12 months</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>Recovery truck:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-Frame crane</td>
<td>12 months</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>Jib crane</td>
<td>12 months</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>Spectacle lift</td>
<td>12 months</td>
<td>29</td>
<td></td>
</tr>
<tr>
<td>Towing dollies</td>
<td>12 months</td>
<td>29</td>
<td></td>
</tr>
<tr>
<td>Rolling road brake tester</td>
<td>12 months</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Tail lifts</td>
<td>6 months</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>Tipper rams</td>
<td>12 months</td>
<td>26</td>
<td></td>
</tr>
<tr>
<td>Tow ropes</td>
<td>6 months</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Towing bars</td>
<td>6 months</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Vehicle hoists/lifts</td>
<td>6/12 months</td>
<td>19/20</td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>Wheel lifters</td>
<td>12 months</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>Winch</td>
<td>12 months</td>
<td>28</td>
<td></td>
</tr>
</tbody>
</table>

HSE OC 803/69 does not cover all aspects of PUWER and LOLER 98 and further guidance on these Regulations can be found in the associated Approved Codes of Practice (ACoP) L22 and L113.

Where a vehicle undergoes significant alterations (eg new bed) which may affect the vehicles plating / test details, this shall be recorded along with revised plating / test documentation as appropriate.

**Reference Documents**

(08/12) HSE OC 803/69 – Guidance on the application of provision and use of Work Equipment Regulations 1998 and the lifting operations and lifting equipment regulations 1998 to motor vehicle repair


Note Advice regarding inspection and maintenance of Impact Protection Vehicles is currently in preparation
APPENDIX F: CERTIFICATION/INSPECTION BODIES ACCREDITED FOR VEHICLE RECOVERY

Information on certification bodies accredited against this scheme can be found on the UKAS website www.ukas.com.

Note 1: Advice on the current accreditation status of certification bodies and/or joint certification/inspection bodies to assess against this NHSS 17 and 17B document should be sought from UKAS (Tel 01784 429000)

Note 2: Certification Bodies interested in being accredited by UKAS for this Sector Scheme should contact UKAS.
APPENDIX G: THE ROLE OF THE CERTIFICATION/INSPECTION BODY AND AUDITOR QUALIFICATIONS

1. Role of Certification Bodies

1.1. The independent assessment of conformity of Organizations to the requirements of BS EN ISO 9001:2008 and the interpretation required by this SSD relies upon the assessment expertise, competence and capability of UKAS accredited certification bodies.

1.2. The Certification Body role is to ensure, through assessment, that Organizations have management systems in place which address the interpretation of BS EN ISO 9001:2008 requirements detailed in this SSD.

2. Certification Body Accreditation

2.1. To ensure consistency and to demonstrate independent capability Certification Bodies are required to be accredited against the requirements of the current ISO 17021-1 by the United Kingdom Accreditation Service (UKAS) or an equivalent International Accreditation Forum (IAF) member for assessment and registration of BS EN ISO 9001:2008 quality management systems interpreted in accordance with this NHSS.

3. Inspection Bodies

3.1. Inspection Bodies cannot assess against this standard, which requires assessment to ISO 9001, except where those Bodies also have accreditation against the requirements of the current ISO 17021-1 by UKAS or equivalent IAF member, although they may be sub-contracted to carry out inspection work by an appropriately accredited Certification Body. To ensure consistency and to demonstrate independent capability Inspection Bodies are required to be accredited against the requirements of ISO/IEC 17020 by the United Kingdom Accreditation Service (UKAS) or an equivalent International Accreditation Forum (IAF) member.

4. Assessor and Assessment Team Competence.

4.1. The Certification/Inspection Body must be able to demonstrate to UKAS that it possesses and can maintain the necessary assessor experience and technical understanding of the vehicle recovery and removal covered in the scope of this Sector Scheme. These assessment areas include, but are not limited to the following:

i) knowledge, understanding and application of this SSD

ii) knowledge of the techniques and supply in the vehicle recovery industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. Typically this would include knowledge of inspection of recovery vehicles and processes associated with the industry. (Conveyance of this knowledge to auditing teams will be determined by the Certification Inspection Body and will be audited by UKAS).

iii) maintaining demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works and design standards requirements for vehicle recovery and removal.

iv) are able to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the supply and operation of vehicle recovery and removal.
v) have knowledge of vehicle recovery equipment and their operation

4.2. The Certification/Inspection Body must also ensure that assessors have sufficient knowledge of health & safety requirements related to working on live highways where appropriate, including knowledge of temporary traffic management, working in confined spaces and working at height for assessment of guidance provided on this aspect.

4.3 Guidance to Certification/Inspection Bodies on assessor competence related to this Sector Scheme is given in the Certification/Inspection Body guidance document – National Highway Sector Scheme Accreditation, Registration and Assessment Guidance for Certification/Inspection Bodies.

4.4 The Certification/Inspection Body is responsible for ensuring that the assessment teams possess demonstrable expertise in the assessment areas detailed above as they relate to the scope of client activities under assessment.

4.5 Minimum assessor qualifications and competence for assessment of this NHSS, which may reside in a single individual, or in an assessment team are as follows:

i) International Register of Certificated Auditors (IRCA) Registered ISO 9001:2015 Lead Auditor qualification or Certification Body equivalent and demonstrable expertise in leading assessment teams.

ii) BS EN ISO 9001:2015 assessment experience obtained from assessments of vehicle recovery and removal activities in at least two different Organizations, including a minimum of two different Organizations in any one assessor on a team assessment.

iii) Have technical assessment competence in vehicle recovery and removal. As a minimum, technical competence of an auditor shall be demonstrated by satisfying the guidance contained in Appendix G1. This shall be recorded by the Certification Body by completion of a checklist prepared by the Certification Body based on the guidance contained in Appendix G1.

iv) Have knowledge, understanding and application of this SSD.

v) Have knowledge of the techniques and supply in the vehicle recovery industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. Typically this would include knowledge of inspection of recovery vehicles and processes associated with the industry. (Conveyance of this knowledge to auditing teams will be determined by the Certification/Inspection Body and will be audited by UKAS).

vi) Have demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works and design standards requirements for vehicle recovery and removal.

vii) Is able to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the supply and operation of vehicle recovery and removal.

viii) Have knowledge of vehicle recovery equipment and their operation and vehicle recovery and removal procedures. (See Clause F.2.2 of Annex F of PAS 43:2015)
5 Conduct of Assessments.

5.1 Certification Bodies shall ensure that an adequate proportion of the initial and continuing assessment duration is devoted to assessing operational activities at sites and locations where vehicle recovery and removal activities covered by the scope of this Sector Scheme are being undertaken.

5.2 Certification/Inspection Bodies shall make every endeavour to ensure that during a three year certification cycle there is evidence of assessment of all execution activities covered by the Organization’s scope of registration. Certification/Inspection bodies shall undertake surveillance visits at intervals of not greater than one year to ensure that as a minimum all recovery vehicles are inspected within any three year period.

6 Format and Content of Registration Certificates.

6.1 Certificates of registration issued by Certification Bodies, which include within the scope of registration reference to compliance with this Sector Scheme, shall be in a format and contain the content detailed in Appendix K of this SSD.

6.2 The National Highway Sector Scheme Logo shall be included in any Certificate of Registration which has this Sector Scheme detailed in the Scope of Registration. The logo shall only be used and applied in the manner detailed in any conditions of use which may be published from time to time.

7 National Highway Sector Schemes Schedule of Suppliers.

7.1 Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at www.scheduleofsuppliers.co.uk to ensure correspondence with their clients registered to this Sector Scheme and the listed Organizations. In particular this should be checked before each audit or surveillance visit to a registered organization.

7.2 Certification Bodies shall provide to National Highway Sector Schemes Schedule of Suppliers administrator at Lantra details of registered Organizations whose scope of registration against this Sector Scheme has ceased to be applicable within 10 working days of that situation occurring.

7.3 Certification Bodies shall audit the Organization to ensure that Lantra have been notified by the Organization of their NHSS registration. (See 4.1(i) above and Clause 4.1 of this document)

8 Reporting on Sector Scheme Performance.

8.1 Each Certification Body accredited for this Sector Scheme shall provide to the Chairman of the SSAC a summary report which includes as a minimum:

- observations and comments on the implementation and assessment findings related to the Sector Scheme including any omissions or deficiencies in its scope.
  - a) recommendations for improving/clarifying the SSD
  - b) feedback on deficiencies against contract documentation
  - c) a list of Organizations whose scope of registration includes this Sector Scheme for comparison against the Schedule of Suppliers

Note: the report may be a combined report prepared by the nominated Certification Body (Lead CB) to provide assurance that confidentiality is maintained.
8.2 The report shall be provided at or in the month before each National Highway Sector Scheme 
Liaison Committee meeting (normally April and October), so that it may be considered during the 
Liaison meeting. This is to be issued to the Chairman of the National Highway Sector Scheme 
Liaison Committee and the Chairman of this Sector Scheme Committee.

8.3 Certification/Inspection Bodies shall ensure they are all represented by at least one 
nominated individual (who will represent all Certification Bodies) at Sector Scheme Advisory 
Committee. This does not preclude other Certification Bodies from attending, as appropriate.

8.4 Certification/Inspection Bodies shall be represented at the National Highway Sector Scheme 
Liaison Committee.
APPENDIX G1: GUIDANCE TO ASSESSORS’ AND OTHER
AUDITORS’ COMPETENCY REQUIREMENTS FOR
NATIONAL HIGHWAY SECTOR SCHEME 17/17B –
VEHICLE RECOVERY.

General Information

The information contained in this appendix has been collated by the NHSS committee to provide CB assessors with the background information that is considered appropriate for carrying out an assessment against BS EN ISO 9001:2015, PAS 43:2015 and this NHSS document. During the development of the Appendices it was recognised that this information would also provide useful guidance for first and second party auditors of the system.

Requirements

In addition to an assessor/auditor having a general appreciation of the requirements and processes required by BS EN ISO 9001:2008, a CB assessor or other auditor should be aware of the following when completing an audit:

Part A  General background to the scheme.

i) The reasons for development of the scheme and for CB assessors, examples of where its absence has caused concern/problems

This is normally contained in the introduction to the scheme, in this instance the scheme (NHSS 17) was initially developed for construction sites as it was believed that PAS 43 was not sufficiently robust to deliver the service that the Highways Agency required. It was subsequently extended (NHSS 17B) as a result of the HA being asked to take over legal responsibility for the functions on the Strategic Road Network (SRN).

ii) To whom the scheme applies

See Scope (Section 1) in relevant NHSS document ie NHSS 17/17B

iii) Contact details of those that can offer scheme specific assistance

Secretary/Chairman of the Advisory Committee to the Sector Scheme (see Introduction and Appendix J1 to the schemes). Information should also be contained in the Organization’s quality manual/NHSS documents

iv) An overview of the highway infrastructure that the scheme applies to

v) The range of contracts that the scheme can apply to

See Scope in relevant NHSS document ie 17/17B

vi) Specific types of works that the scheme applies to

See Scope in relevant NHSS document ie 17/17B
vii) Definitions and terminology that are particular to the scheme

See Section 3 of the NHSS and Section 3 of PAS 43:2015

viii) Routes to competency of management, supervisors and operatives etc delivering the scheme services

Information/guidance is contained in Appendix C of the document, however the Organization’s training administrator should have this information available (assessors should also be aware of training and competency assessment requirements available from bodies such as IMI(Automotiveskills) and IVR(UK), who should be able to assist).

ix) Overview of important reference documentation applicable to the scheme

Appendix B of the document provides some information.

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**Part B  Summary of where the scheme introduces the interpretation of ISO 9001:2008**

<table>
<thead>
<tr>
<th>Section/Clause</th>
<th>Particular requirement</th>
<th>Comment/Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Context of the organization</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1 Understanding the organization and its context</td>
<td>N</td>
<td>Check annually that the organization has determined issues relevant to its purpose and strategic direction and has monitored and reviewed the information. Especially check and seek evidence relating to external context.</td>
</tr>
<tr>
<td>4.2 Understanding the needs and expectations of interested parties</td>
<td>N</td>
<td>Check annually that the organization has determined interested parties, their requirements and is monitoring and reviewing the data. Seek evidence.</td>
</tr>
<tr>
<td>4.3 Determining the scope of the quality management system</td>
<td>N</td>
<td>Check that the organization has reviewed the scope of the relative elements of the latest applicable issue of the NHSS that the organisation considers apt. Check registration is for NHSS 17 and/or NHSS 17B (note registration to NHSS 17B covers NHSS 17 but not vice-versa).</td>
</tr>
<tr>
<td>4.4 Quality management system and its processes. (4.4.1 &amp; 4.4.2)</td>
<td>Y</td>
<td>Check annually by the CB Auditors and other Auditors the Schedule of Suppliers website to ensure registration and uploaded information is current and valid.</td>
</tr>
<tr>
<td>5. Leadership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.1 Leadership and commitment</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Section/Clause</td>
<td>Particular requirement</td>
<td>Comment/Requirement</td>
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</tr>
<tr>
<td>5.1.1 General</td>
<td>Y</td>
<td>Check policy documented information includes this NHSS. Ensure that policy is being correctly implemented, communicated and understood. Seek evidence.</td>
</tr>
<tr>
<td>5.1.2 Customer focus</td>
<td>Y</td>
<td>Ensure that the organization has determined all necessary applicable statutory and regulatory requirements for contract compliance. This may include supplementary services such as recycling, final disposal, equipment inspection, licensing requirements for driving (HGV), animal including wildlife handling etc. Seek evidence that organization is meeting and maintaining customer requirements.</td>
</tr>
<tr>
<td>5.2 Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.2.1 Establishing the quality policy</td>
<td>Y</td>
<td>Ensure requirements are covered in quality plan and in policy documented information.</td>
</tr>
<tr>
<td>5.2.2 Communicating the quality policy</td>
<td>Y</td>
<td>Ensure that policy documented information is available as necessary and is being communicated and implemented and understood. Seek evidence.</td>
</tr>
<tr>
<td>5.3. Organization roles, responsibilities and authorities</td>
<td>Y</td>
<td>Ensure there is an organization plan which covers responsibility/authority in accordance with the requirements of the SSD. Seek evidence. Ensure that personnel with contract specific responsibilities and authorities have been identified and are recorded. Seek evidence. Ensure that the organization management have appointed a nominated person or persons with the appropriate responsibility and authority. Seek evidence.</td>
</tr>
<tr>
<td>6. Planning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.1 Actions to address risks and opportunities. (6.1.1 &amp; 6.1.2)</td>
<td>Y</td>
<td>Check that documented information is in place to address risk and opportunities and is operational.</td>
</tr>
<tr>
<td>6.2 Quality objectives and planning to achieve them (6.2.1 &amp; 6.2.2)</td>
<td>N</td>
<td>Check documented information is in place and meets requirements. Check that quality planning is in place and evaluated. See Appendix A.</td>
</tr>
<tr>
<td>6.3 Planning of changes</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>7. Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.1 Resources</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>7.1.1 General</td>
<td>N</td>
<td>Ensure contract/tender review is in place. Review provisions of resources to confirm they are suitable and include providing the defined personnel for contracts.</td>
</tr>
<tr>
<td>7.1.2 People</td>
<td>N</td>
<td>See Appendices A and C.</td>
</tr>
<tr>
<td>Section/Clause</td>
<td>Particular requirement Yes/No</td>
<td>Comment/Requirement</td>
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<tr>
<td>---------------</td>
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</tr>
<tr>
<td>7.1.3 Infrastructure</td>
<td>Y</td>
<td>Review facilities, processes and equipment to confirm they are suitable for the scope of registration.</td>
</tr>
<tr>
<td>7.1.4 Environment for the operation of processes</td>
<td>N</td>
<td>In process audit. Checks to include environmental condition records, plant maintenance sheets, access equipment certification and induction records.</td>
</tr>
<tr>
<td>7.1.5 Monitoring and measuring resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.1.5.1 General</td>
<td>Y</td>
<td>See Appendix E</td>
</tr>
<tr>
<td>7.1.5.2 Measurement Traceability</td>
<td>Y</td>
<td>See Appendix E</td>
</tr>
<tr>
<td>7.1.6 Organizational knowledge</td>
<td>N</td>
<td>Seek evidence</td>
</tr>
<tr>
<td>7.2 Competence</td>
<td>Y</td>
<td>See evidence. Review copies of training certificates, qualifications and identity cards and forward looking training plans. Ensure that these are in accordance with the requirements of the sector scheme documents Check sample of identity cards See Appendix C.</td>
</tr>
<tr>
<td>7.3 Awareness</td>
<td>N</td>
<td>Seek evidence</td>
</tr>
<tr>
<td>7.4 Communication</td>
<td>N</td>
<td>Check internal and external communication processes have been established.</td>
</tr>
<tr>
<td>7.5 Documented information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.5.1 General</td>
<td>Y</td>
<td>Check processes are in place to ensure that organization maintain up to date information on documented information. See Appendix B</td>
</tr>
<tr>
<td>7.5.2 Creating and updating</td>
<td>Y</td>
<td>Ensure that all required contract specific documents are in place. Seek evidence</td>
</tr>
<tr>
<td>7.5.3 Control of documented information. (7.5.3.1 &amp; 7.5.3.2)</td>
<td>Y</td>
<td>Ensure that all required contract specific documents are in place. Seek evidence Check appropriate processes are in place for the retention and disposition of documented information</td>
</tr>
<tr>
<td>8. Operation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.1 Operational planning and control</td>
<td>Y</td>
<td>Check quality plan is in place and complies with 7.5. See Appendix A Check appropriate processes are in place for the retention and disposition of documented information</td>
</tr>
<tr>
<td>8.2 Requirements for products and services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.2.1 Customer communication</td>
<td>Y</td>
<td>Check effectiveness of communication arrangements</td>
</tr>
<tr>
<td>8.2.2 Determining the requirements for products and services</td>
<td>Y</td>
<td>Ensure that the organization has determined all necessary specified statutory and regulatory requirements for contract compliance. This may include supplementary services such as recycling, final disposal, equipment inspection, licensing requirements for driving (HGV), animal including wildlife handling etc. Check the organizations ability to meet defined</td>
</tr>
<tr>
<td>Section/Clause</td>
<td>Particular requirement</td>
<td>Comment/Requirement</td>
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<td>-------------------------------------------------------------------------------</td>
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<td>-----------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>8.2.3 Review of the requirements for products and services. (8.2.3.1 &amp; 8.2.3.2)</td>
<td>Y</td>
<td>Ensure contract tender review is in place with an appropriate timescale and assessment of availability of resources.</td>
</tr>
<tr>
<td>8.2.4 Changes to requirements for products and services</td>
<td>N</td>
<td>Seek evidence</td>
</tr>
<tr>
<td>8.3 Design and development of products and services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.3.1 General</td>
<td>N</td>
<td>Check that contract/tender review is in place</td>
</tr>
<tr>
<td>8.3.2 Design and development planning</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>8.3.3 Design and development inputs</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>8.3.4 Design and development controls</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>8.3.5 Design and development outputs</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>8.3.6 Design and development changes</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>8.4 Control of externally provided processes, products and services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.4.1 General</td>
<td>N</td>
<td>Check that documented information is in place for externally provided product and services to meet specified requirements.</td>
</tr>
<tr>
<td>8.4.2 Type and extent of control</td>
<td>N</td>
<td>Check that documented information is in place. Seek evidence of effective controls.</td>
</tr>
<tr>
<td>8.4.3 Information for external providers</td>
<td>N</td>
<td>Check that purchasing requests are adequate</td>
</tr>
<tr>
<td>8.5 Production and service provision</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.5.1 Control of production and service provision</td>
<td>Y</td>
<td>Check as part of in process audit Refer to Appendix E</td>
</tr>
<tr>
<td>8.5.2 Identification and traceability</td>
<td>Y</td>
<td>Cover during procedure review and seek evidence that relevant documented information is in place</td>
</tr>
<tr>
<td>8.5.3 Property belonging to customers or external providers</td>
<td>Y</td>
<td>Check that documented information is in place</td>
</tr>
<tr>
<td>8.5.4 Preservation</td>
<td>Y</td>
<td>Check process. Seek evidence as appropriate</td>
</tr>
<tr>
<td>8.5.5 Post-delivery activities</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>8.5.6 Control of changes</td>
<td>N</td>
<td>Check documented information is in place</td>
</tr>
<tr>
<td>8.6 Release of products</td>
<td>N</td>
<td>Check that monitoring and measuring process documentation has been implemented in line with the</td>
</tr>
<tr>
<td>Section/Clause</td>
<td>Particular requirement</td>
<td>Comment/Requirement</td>
</tr>
<tr>
<td>---------------</td>
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</tr>
<tr>
<td>and service</td>
<td>Y</td>
<td>current contract specification. Seek evidence.</td>
</tr>
<tr>
<td>8.7 Control of nonconforming process outputs, products and services. (8.7.1 &amp; 8.7.2)</td>
<td>Y</td>
<td>Ensure processes are in place and has been implemented in line with contract specification. Check documented information.</td>
</tr>
<tr>
<td>9 Performance evaluation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.1 Monitoring, measurement, analysis and evaluation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.1.1 General</td>
<td>Y</td>
<td>Check planned results. Check that monitoring and measuring process documentation has been implemented in line with the current contract specification. Seek evidence. Review copy of annual management review. Ensure this contains continuous improvements to the relevant sector scheme.</td>
</tr>
<tr>
<td>9.1.2 Customer satisfaction</td>
<td>N</td>
<td>Check that organization is meeting customer requirements.</td>
</tr>
<tr>
<td>9.1.3 Analysis and evaluation</td>
<td>N</td>
<td>Check processes are achieving planned results. Check analysis of data has provided information to demonstrate effectiveness of QMS and evaluation of continued improvement.</td>
</tr>
<tr>
<td>9.2 Internal audit (9.2.1 &amp; 9.2.2)</td>
<td>Y</td>
<td>Check internal audits are being carried out and ensure corrective actions have been made.</td>
</tr>
<tr>
<td>9.3 Management review</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.3.1 General</td>
<td>Y</td>
<td>Review minutes of management review. Ensure this contains reference to the relevant sector scheme.</td>
</tr>
<tr>
<td>9.3.2 Management review inputs</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>9.3.3 Management review outputs</td>
<td>N</td>
<td>Check that the output and actions are considered by top management at regular intervals.</td>
</tr>
<tr>
<td>10. Improvement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.1 General</td>
<td>N</td>
<td>Check effectiveness of improvement.</td>
</tr>
<tr>
<td>10.2 Nonconformity and corrective action (10.2.1 &amp; 10.2.2)</td>
<td>N</td>
<td>Check that documented information is in place and operational.</td>
</tr>
<tr>
<td>10.3 Continual improvement</td>
<td>N</td>
<td></td>
</tr>
</tbody>
</table>

Part C  Overview of vehicle recovery assessment

- C1  safe working practices
- C2  technician training and qualifications
- C3  maintenance and operation of equipment
C1 Safe Working Practices

Assessors/auditors should be sufficiently competent to make general observations on the effectiveness of the Organization’s safety provisions. The assessor/auditor should have sufficient knowledge to enable them to satisfy themselves that the organization provides the following:

a) Correct Personal Protective Equipment suitable for the proposed tasks and that they ensure this is worn by operatives.

b) Equipment approved (as required) and suitable certification for intended purpose (LOLER and PUWER inspections) (Approval should be from, a) authorised persons employed by insurance companies, b) authorised persons provided by a UKAS accredited inspection body, c) inspectors assessed by UKAS as being competent or d) other identified authorised persons employed by an organisation recognised and accepted by the HSE.)

c) Evidence of the organisation’s awareness of relevant H&S legislation as applicable to the registered activity (VR01 and VR03 should provide evidence)

d) Awareness training for all staff to ensure even non operatives are aware of their H&S obligations (Training modules VR01 and VR02 can be used for all staff, certificates would provide evidence.)

e) Relevant briefing to ensure that all staff are able to understand their job sheet, risk assessment etc; and understand English. (induction certificates should confirm this requirement)

f) Appropriate Method Statements/work procedures and specific Risk Assessment(s) including those related to control room activities where appropriate.

g) Awareness of requirements for Induction card/skills cards (contained in Clause 6.2.2 and Appendix C of this document and in PAS 43 Clause 9.3 and Annex C sections C1 and C2) and Customer Care Training (contained in Clause 6.2.2 and Appendix C of this document and in PAS 43 Annex C section C4), the recommended best practice (contained in PAS 43 Annex C section C1) and the National Training and Assessment Scheme (contained in Appendix C of this document and in PAS 43 Annex C section C4). (Modules VR01, VR02 and VR03 of the National Training and Assessment Scheme provide induction and customer care training for Basic Health and Safety, Customer Service and Assessing the Roadside Situation respectively).

h) Procedures to ensure vehicles/loads are inspected and drivers are qualified, where this is a legal requirement.

i) Access to a site visit to provide opportunity for assessment of recovery and removal (if possible) and verification of techniques undertaken.

j) Awareness of current best industry practice including traffic management measures. (VR03 provides cover for current requirements)

k) Records identifying those technicians designated and deemed qualified and
experienced to undertake a charge hand/ganger/foreman role. This information should be recorded by the organisation.

C2 Training and Qualifications

The Assessor/auditor should have sufficient knowledge to ensure that the organisation can demonstrate that the organization’s personnel including technicians either working for the organization or any sector specific sub-contractors retained by the organization, satisfy the following:

a) Have achieve appropriate training and competency VR modules as follows

(i) For all staff – have completed and obtained the specific Health and Safety training/qualification to meet the requirements of UK H&S legislation

(ii) For experienced technicians - Have completed and obtained the specific occupational training and assessment, relevant to their area of operation, detailed in Clause 6.2.2 and Appendix C of this document and at section 9 and annex C of PAS 43 and hold the relevant skills card. Details should be recorded. Note: The table given in Appendix C1 provides details of all the courses available, it is not implied that an accredited technician must have successfully undertaken all the courses other than VR 01, VR02, VR03 and the minimum necessary to obtain accreditation, details are provided in PAS 43:2015.

(iii) For trainees and new recruits – Have registered for the specific occupational training relevant to their area of operation and have been registered to the vehicle recovery training and competency scheme detailed in Clause 6.2.2 and Appendix C of this document and at paragraph 9.1 of PAS 43:2015 and hold the relevant skill card. Details should be recorded.

(iv) For all operational staff – An identity/skill card identifying the level of competency obtained (i.e. Vehicle Roadside Recovery Technician competency to operate relevant appliances or Vehicle Roadside Technician (Trainee)) should be held by all technicians working to this specification as required in Clause 6.2.2 and Appendix C of this document and at paragraph 9.1 of PAS 43:2015

(v) For all operational staff – Have been inducted on relevant specific equipment (by employer) or if appropriate (i.e. under training) is supervised by a competent person; and furthermore have been inducted on site specific H&S issues. (Daily if necessary) (a relevant certificate of induction/training should be available)

(vi) For incident managers - Have completed all necessary training in respect of bullet points 1, 2, 4 and 5 above and additionally have completed the VR21 - incident manager training and assessment module of the National Training and Assessment Scheme.

(vii) For all staff at or above supervisory level within the organisation - Awareness and understanding of the relevant requirements of this specification including the use of Quality Plans; and where appropriate an awareness and understanding of the provisions for implementation of training/competency in PAS 43:2015

(viii) Hold the relevant skills card. (Including appropriate driving licences and the limitations of such licences) and authorisations

b) Auditors should be aware that the people in the organisation will need to be aware of and understand the
(i) System processes and documentation in which they are involved
(ii) Relevant requirements of PAS 43:2015, ISO 9001:2015 and this NHSS

C3 Maintenance and Operation of Equipment

Assessors/auditors should be aware of the importance of keeping plant and equipment properly maintained. The Assessor/auditor should have relevant knowledge to satisfy themselves that the organisation complies with the requirements of these National Highway Sector Schemes and PAS 43:2015 in that they have the policies and procedures in place to ensure:

- All technicians are inducted in the safe and appropriate use of all equipment that they are required to operate.
- The maintenance and calibration of equipment specified in Annex B of PAS 43:2015 and this NHSS and/or by the manufacturer of the appliance or equipment satisfies the requirements detailed within the Annex and this NHSS and that this information is accurately and suitably recorded.
- Policies and procedures are in place to monitor the safety and efficiency of any or all equipment/vehicles/appliances used in the vehicle removal and recovery industry.
- Daily checks are undertaken for safety and operational critical aspects of vehicle recovery and removal vehicles (FLOWER check).
- Maintenance checklists are available and have been completed on a regular basis (daily), including inspections have been carried out against usage and mileage as per legal requirements.
- Technicians are aware of legislation requirements and in particular those of LOLER and PUWER requirements.

C4 Public Protection

Auditors should be sufficiently competent to make general observations on the effectiveness of the organization's provisions for the protection of the public. This may include:

a) Technician is aware of need to protect public during vehicle removal and/or recovery operations.

b) Technician has been trained to carry out a visual site risk assessment to ensure that the public will not be put at risk during removal and recovery operations.

c) Technicians/supervisors are aware of the Traffic Officers protocol and role.

d) Technicians/Supervisors have identification.

e) The Organization (company) has a complaints procedure in place.

(Note Public in this instance includes personnel employed by the customer)
C5  Environment

Assessors/auditors should be sufficiently competent to make general observations on the effectiveness of the Organization’s provisions in respect of the environment and management of waste and its reduction. In particular have knowledge of Waste Producers Licensing Regulations (e.g. where a vehicle is not picked up by a licensed operator), material being delivered to the correct location(s), the use of impervious surfacing as vehicle standings etc.

C6  Testing/Inspection/Workmanship

Assessors/auditors should be aware of the importance of testing and inspection of the equipment and vehicles used for vehicle recovery. In particular Assessors should be aware of manufacturer’s recommendations for their product(s).

C7  Health and Safety

Assessors/auditors should be aware of the current Health and Safety Legislation and related legislation, such as CDM regulations, as it applies to this sector scheme for vehicle recovery.

C8  Other Applicable Legislation

Assessors/auditors should be aware of and understand the need for the effective diversity management, equal opportunities and disability discrimination as it applies during the provision of vehicle recovery and removal services. (See Annex D of PAS 43:2015). Assessors/auditors should understand what is involved and how it can be encapsulated in company procedures.
APPENDIX H: ORGANIZATION ACCEPTANCE AND GUIDELINES FOR NEW ENTRANTS

1.0 Organization Acceptance

1.1 For work carried out on the English Strategic Road Network for Highways England, only those organizations holding a valid Certificate of Registration for work within the scope of this SSD will be accepted as complying with the vehicle recovery contract.

1.2 For work carried out on roads managed by other highway authorities (including the Welsh Assembly Government, Transport Scotland and DRD (Northern Ireland)), acceptance of the organization will depend on the requirements of their contracts.

1.3 For NHSS 17B work carried out in respect of Police Force contracts, acceptance of the organization by the Police Force will depend on the requirements of individual contracts.

1.4 The organization is required to self register on the Lantra website (www.lantra-awards.co.uk/schedule-of-suppliers) of their registration to this scheme immediately following confirmation from the certification body and thereafter annually, as detailed in paragraph 4.1 of section 4 of this SSD. In addition the organization should provide details of a focal point for the organization at the time of registration.

2.0 Guidelines for New Entrants - Requirements

2.1 Organizations must have the required experienced and qualified Vehicle Roadside Recovery Technicians and management who meet the requirements of this Sector Scheme. Organizations will need to demonstrate that their vehicles and systems meet the requirements of this Sector Scheme.

2.2 Organizations must have applied for registration with a Certification Body that is accredited by UKAS to audit against this Sector Scheme. Organizations will have to demonstrate that they have been audited for office based and site based activities.

2.3 Organizations registered to PAS 43 with an UKAS accredited certification/inspection body and wanting to upgrade to NHSS 17 and/or NHSS 17B should confirm the accreditation status of their certification body for compliance with NHSS 17 with that body and also with UKAS. It should be noted that Inspection Bodies cannot assess against this standard, which requires assessment to ISO 9001, except where those Bodies also have accreditation against the requirements of ISO 17021-1 by the United Kingdom Accreditation Service (UKAS) or an equivalent International Accreditation Forum (IAF) member.

4. Trade Associations

4.1 Membership of a trade association or other similar body is not a requirement of this Sector Scheme.
APPENDIX J1: FEEDBACK

Any observations or feedback relating to this document or the process described herein may be addressed to the Committee Secretary using the form below

Feedback form

The Sector Scheme Advisory Committee for Vehicle Recovery
c/o UKAS
c/o 2 Pine Trees
Chertsey Lane
Staines upon Thames
Middlesex TW18 3HR
Tel 01784 429000
Email info@ukas.com

Issue Identified:

Suggested Action:

Name:
Organisation:
Address:

Contact details:
Date:
APPENDIX J2: FEEDBACK TO CERTIFICATION/INSPECTION BODIES

Issues relating to certification and inspection matters in respect of alleged deficiencies in the product provided under this scheme should in the first instance be taken up with the organization. In the event that the matter cannot be satisfactory resolved written comment should be made to the organization’s certification/inspection body, detailing the issue identified.

Issue Identified:

Organization’s Details:
Name:
Address:

Feedback

Name:
Organisation:
Address:

Date: Signed:
APPENDIX J3: FEEDBACK TO CLIENT BODIES ON POLICING OF NATIONAL HIGHWAY SECTOR SCHEME REGISTRATION

Feedback relating to policing of National Highway Sector Schemes registration matters in respect of alleged contractual mismanagement/oversights or alleged omissions in contract requirements by client organisations, their management agents or principle contractors where contracts can be or may have been awarded to organisations not registered to this National Highway Sector Scheme, or where contracts are alleged to have omitted requirements for compliance with this National Highway Sector Scheme should be referred back to the client body through an independent third party e.g. a trade association. Details of the alleged mismanagement or omission should as a minimum include the following details

a) Contract identified

b) i) Details of omission in contract or

ii) Organisation identified as being awarded the contract or

iii) both i) and ii) above

c) Organisation raising feedback / issue

Name:

Organisation:

Contact details (Address, email address, telephone etc.)

d) Date: Signed:
Highways England Roads/Contracts – Route for Feedback

Feedback should be sent by email to Standards_Enquiries@highwaysengland.co.uk

Other Highway Authorities and Police Forces

Feedback should be sent back to the relevant project manager or head of division responsible for the contract works. Such information or relevant contact details may be available on that highway authority’s web-site.

Health and Safety Executive

Feedback about the health and safety standards advocated in the document should be sent to the Head of HSE Manufacturing, Transportation and Utilities Sector, Redgrave Court, Merton Road, Bootle, Merseyside, L20 7HS.

Advice about reporting a complaint about the application of the health and safety recommendations related to a specific incident is available at http://www.hse.gov.uk/contact/workplace-complaints.htm
APPENDIX K: THE INTERPRETATION OF CERTIFICATES ISSUED BY CERTIFICATION/INSPECTION BODIES

Whilst this is covered within NHSS 0 Part 4 it was felt that the scopes and sub-scopes were important to have this as a mandatory appendix.

Note: Inspection certificates are not a normal requirement of NHSS but may apply to vehicle recovery (NHSS 17). Certification Bodies (CB) issue Certificates of Registration (CoR) in a variety of styles as suits their particular house style. They may consist of a single CoR containing all the requisite information or the CoR may be a standard certificate with appendices or addendum attached providing the full scope of certification (services) and the location(s) where these services are offered by an organization. In the latter case, the CoR refers to the relevant appendices or addenda, which form an integral part of the certificate.

A valid National Highway Sector Scheme (NHSS) CoR is only issued by a CB accredited by UKAS against the relevant NHSS (See Appendix F of this document) or by another recognised equivalent accreditation body.

As a minimum a valid CoR will contain the following information:

- The scope of registration including specific registration to ISO 9001:2015 and this NHSS including the scheme title e.g. National Highway Sector Scheme 17/17B for vehicle recovery.
- The identification of each and every location to which the CoR is applicable.
- The services/product offered by the organization at each location identified on the CoR for NHSS 17/17B for vehicle recovery and any applicable categories with associated typical sub-categories where applicable.
- Logos for the NHSS, UKAS (or equivalent) and the CB.
- The name and address(es) of the organization
- The validity of the certificate (3 years for ISO 9001*, 1 year for inspection certificates)
- A unique reference number/code
- The signature of a relevant CB/IB official with their name and title

*Note where an organization has an extension to scope to include for this NHSS, the expiry date of the certificate remains as 3 years after their initial assessment/or triennial assessment and not 3 years after obtaining the extension to their certificate i.e. the validity of the certificate will not be reset following their NHSS assessment.

Categories currently in NHSS 0 Part 4 are:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Primary Category (select)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHSS 17</td>
<td>Vehicle removal</td>
</tr>
<tr>
<td></td>
<td>1. Motor Cycles</td>
</tr>
<tr>
<td></td>
<td>2. Passenger Cars and Light Commercial Vehicles</td>
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<td></td>
<td>3. Heavy Vehicles</td>
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<td></td>
<td>4. Coaches and Buses</td>
</tr>
<tr>
<td></td>
<td>5. Specialist Vehicles</td>
</tr>
<tr>
<td>NHSS 17B</td>
<td>Vehicle removal</td>
</tr>
<tr>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Vehicle recovery</td>
</tr>
<tr>
<td></td>
<td>1. Motor Cycles</td>
</tr>
<tr>
<td></td>
<td>2. Passenger Cars and Light</td>
</tr>
</tbody>
</table>

UKAS, 2 Pine Trees, Chertsey Lane, Staines upon Thames, Middlesex, TW18 3HR
Tel: 01784 429000 Email info@ukas.com Website www.ukas.com
<table>
<thead>
<tr>
<th>Commercial Vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Heavy Commercial Vehicles</td>
</tr>
<tr>
<td>4. Coaches and Buses</td>
</tr>
<tr>
<td>5. Specialist Vehicles</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Storage of vehicles (NHSS 17B)</th>
<th>For police purposes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Protection of Evidence (NHSS 17B)</td>
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</table>

<table>
<thead>
<tr>
<th>Storage of vehicles (NHSS 17B)</th>
<th>For highway authorities (named)</th>
</tr>
</thead>
</table>

(Note: These lists are not exhaustive and the description of the categories and sub-categories may vary from time to time.)
APPENDIX L – GUIDANCE AND INFORMATION FOR CLIENTS, ORGANIZATIONS AND OTHERS

1. General

It is recommended that Clients acknowledge the requirements of this sector scheme as a contract requirement.

This guidance is primarily of relevance to Clients and their supervisory staff.

2. Specific Guidance

2.1. The NHSS for the vehicle removal and recovery was originally conceived as a document for use by Clients to specify the minimum standards for quality, training and competence of organizations used by them to carry out vehicle removal and recovery.

2.2. The implementation of the NHSS and development of training and competency requirements is intended to provide:

a) A competent workforce able to carry out vehicle removal and recovery.

b) Requirements to evaluate risks and develop processes associated with vehicle removal and recovery and the production of an associated comprehensive quality plan for each contract.

2.3. It is necessary for the Client to ensure that all those involved in carrying out the vehicle removal and recovery are appropriately trained, skilled and competent, whether or not they are directly employed. The training and assessment of competency schemes described in this SSD are designed to cater for the range of skills within the overall process of the vehicle removal and recovery.

2.4. Clients and Customers that require confirmation of compliance with the Contract Specification in respect of the supply of services, products or materials should confirm that the quality management system certificate issuer is accredited by UKAS or equivalent and that specific reference is made to relevant NHSS on certificates. (See Appendices F and K)

2.5. For the NHSS to achieve its objectives it is essential that Clients, either directly or via the agents and individuals they employ, ensure that the requirements of this document are complied with. This includes ensuring that sub-contractors employed directly or indirectly, are registered to the NHSS. Supervisory staff must be instructed to carry out spot checks of identification/skills cards.

2.6. The Schedule of Suppliers Management Team have established and manage a schedule of registered companies that have been registered to National Highway Sector Schemes; free access to the schedule is obtained by logging on to the Lantra website www.lantra-awards.co.uk/schedule-of-suppliers.aspx. However, it should be noted that only those companies that register on the schedule are listed. Clients should contact Lantra Awards by email at sales@lantra.co.uk to ascertain/check the status of an organization if it is not listed on the schedule.

2.7. Client check list

The following example can be used to prepare a checklist assess the validity of contracting organisation claims for compliance with this SSD:

1. Is the organisation listed on the Lantra Schedule of Suppliers web-site (www.lantra-awards.co.uk/schedule-of-suppliers), for the scope of work required?

2. Is there an ISO 9001 certificate present?

3. Has the ISO 9001 certificate been extended to cover NHSS 17 and/or NHSS 17B?

4. Is the Certification Body that issued the certificate accredited to UKAS for ISO9001?
5. Is the Certification Body that issued the certificate accredited to UKAS for assessments to PAS 43 (current version)?
6. Is the Certification Body that issued the certificate accredited to UKAS for assessments to NHSS 17/17B?
7. If the answer to 4, 5 or 6 is No – is the accrediting body equivalent to UKAS and accepted as such by UKAS?
8. Does the scope of works of the ISO 9001 certificate, covered by the PAS 43 and NHSS 17/17B extensions cover the actual works intended to be covered by the contract?
9. Is there an audit or surveillance visit report from the Certification Body?
10. If the answer to 9 is No – when is it due?
11. If the answer to 9 is Yes – are there any action points outstanding which should have been completed within six months?
12. Do the named employees to be used on the works have valid in date NHSS/IVR(UK) Registration Cards?
13. Is the scope of the works within the competency scope of the employees?
14. Is the organisation intending to sub-contract any of the works?

If the answer to 14 is Yes – check the status of the sub-contractor by repeating q 1-13 for that organisation,

3  Road Death Investigations

3.1 Attention is drawn to the Nation Police Chiefs Council (NPCC formerly ACPO) Road Death Investigation Manual, which indicates that in the event of a collision or other road incident particularly one where there has been a fatality, the police may ask the relevant highway authority to provide information on the state of the road.

3.2 In respect of this National Highway Sector Scheme information that is likely to be sought includes the following:
   i. High level general policy statements
   ii. Specific local maintenance policies and standards
   iii. Authority procedures
   iv. Works records including the results of any test carried out
   v. The quality of systems for traffic management

3.3 An Authority may be required to present data to the Police at short notice in case of a fatality on the network. It should ensure that it has, or can obtain, the relevant information from the Contractor. Reference should be made to Highways England IAN166 for further guidance.

4  Temporary Traffic Management

4.1 For work on or adjacent to high speed dual carriageways/motorways temporary traffic management measures shall be put out by a 12A/B registered traffic management company/organization. For vehicle recovery consideration must be given to contacting Highway England’s Traffic Officers or the police as appropriate to provide emergency traffic management.

4.2 For work on urban and rural roads, it is recommended that Clients/Organizations acknowledge the requirements of National Highway Sector Scheme Document 12D in conjunction with this Sector Scheme Document.
4.3 This guidance is primarily of relevance to Organizations and their personnel.

4.3.1 It is necessary for the Client/Organization to ensure that all those involved in temporary traffic management operations are appropriately trained and skilled, whether or not they are directly employed. The modular training scheme described in National Highway Sector Scheme Document 12D is designed to cater for the various alternative situations, ranging from the employment of a lone worker cutting hedges to a traffic management contractor for a major highway contract.

4.3.2 The Client/Organization must always ensure that a detailed risk assessment for the specific site has been undertaken and incorporates an assessment of traffic conditions as described in National Highway Sector Scheme Document 12D Annex Form 1 to Appendix A. In instances where a non-registered organisation is employed it will be appropriate for the Client, or his agent for the Works design, to carry out a preliminary risk assessment.

4.3.3 Registered Traffic Management Operative (RTMO) must be given clear guidance in relation to the manner in which they carry out agreed operations. When RTMOs are employed directly by the Client/Organization it may be necessary for the Client/Organization to provide approved signs but will certainly include detailed procedures for carrying out the work at all sites. These procedures are equivalent to the Quality Plan requirements as specified in National Highway Sector Scheme Document 12D Appendix A. Alternatively, the Organization may use a NHSS12D registered Traffic Management Contractor.

4.3.4 Specific attention is drawn to National Highway Sector Scheme Document 12D Appendix M which states that it is not intended that organizations registered to NHSS Sector Scheme Document 17/17B where TTM is required should also be registered to NHSS12D.

4.3.5 The scheme administrator is currently in discussion with NHSS 12D training committee to determine the requirements for TTM which will form the basis of training and assessment Module VR 22.

5 Schedule of Suppliers

5.1 Lantra have established and host a schedule of registered Organizations that have been registered to National Highways Sector Schemes; free access to the schedule is obtained by logging on to the Schedule of Suppliers website www.lantra-awards.co.uk/schedule-of-suppliers

6 Corporate Manslaughter and Corporate Homicide Act 2007

Advice from HSE regarding corporate manslaughter and corporate homicide is available on the HSE web-site, the following extract has been copied from the HSE web-site.

“The Corporate Manslaughter and Corporate Homicide Act 2007 is a landmark in law. For the first time, companies and organisations can be found guilty of corporate manslaughter as a result of serious management failures resulting in a gross breach of a duty of care.

The Act, which came into force on 6 April 2008, clarifies the criminal liabilities of companies including large organisations where serious failures in the management of health and safety result in a fatality.

- The Ministry of Justice leads on the Act and more information is available on its Corporate Manslaughter and Corporate Homicide Act 2007 webpage.

HSE welcomes and supports the Act. Although the new offence is not part of health and safety law, it will introduce an important new element in the corporate management of health and safety.

Prosecutions will be of the corporate body and not individuals, but the liability of directors, board members or other individuals under health and safety law or general criminal law, will be unaffected.
and the corporate body itself and individuals can still be prosecuted for separate health and safety offences.

The Act also largely removes the Crown immunity that applied to the previous common law corporate manslaughter offence. This is welcome, and consistent with Government and HSE policy to secure the eventual removal of Crown immunity for health and safety offences. The Act provides a number of specific exemptions that cover public policy decisions and the exercise of core public functions.

Companies and organisations should keep their health and safety management systems under review, in particular, the way in which their activities are managed and organised by senior management. The Institute of Directors and HSE have published guidance for directors on their responsibilities for health and safety. ‘Leading health and safety at work: leadership actions for directors and board members’ (INDG417)

Contact us

For specific questions about the act and guidance:

- Ministry of Justice

Further information on the application of corporate manslaughter to health and safety issues can be found at

http://www.hse.gov.uk/corpmanslaughter/index.htm

Note: HSE now operates a Fee for Intervention (FFI) cost recovery scheme, which came into effect on 1 October 2012.

Under The Health and Safety (Fees) Regulations 2012, those who break health and safety laws are liable for recovery of HSE’s related costs, including inspection, investigation and taking enforcement action. Further information may be obtained from the HSE web-site (www.hse.gov.uk/fee-for-intervention/index.htm)

7. Fraudulent certificates/cards

Action in the Case of Suspect Certificates / Cards – the following advice is given:

Suggested Action by the Organization

On being presented with a suspect certificate/card (check logo, print quality, colour, layout, spelling, likeness of photograph):

- Take possession of certificate/card.
- Call a member of the body that issued the certificate/card. A member of the team will help you confirm your suspicions or otherwise.

If the certificate/card appears to be fraudulent:

- Retain the certificate/card if possible
- Make photocopies of front and back
- Record certificate/cardholder’s name and address
- Ask certificate/cardholder where the certificate/card was obtained from
- Call the local police and report the matter
- Refuse access to site (subject to company rules).
- Forward copies of all evidence to the body who issued the certificate/card marked “SUSPECTED FRAUDULENT CERTIFICATE/CARD” with any crime number given by local police.
Note: The body should in the majority of cases fully support any prosecution with technical and factual evidence.

This should help to maintain the integrity of the National Highway Sector Schemes.
APPENDICES M and N

Not used
APPENDIX O - HOW TO REGISTER ON THE SCHEDULE OF SUPPLIERS

The process for registering on the Schedule of Suppliers is as follows:

1. Go to the Lantra Awards Schedule of Suppliers web-site: www.lantra-awards.co.uk/schedule-of-suppliers.aspx

2. Select “Get on the Schedule of Suppliers” or “Register now”

3. Enter the details required, including selecting the Sector Scheme that the Organization operates in, the Highways Agency Areas that you cover, Your Certification Body and the scopes of the schemes you are registered for as per your registration certificate.

4. Upload a PDF copy of your BS EN ISO 9001 and NHSS certificate and appendix where appropriate

5. Submit your registration

Lantra Awards will check that the relevant document(s) have been uploaded (see note 1) and that the registration details (see Note 2) have been filled in. Once complete the information will be published and appear on the Schedule of Suppliers website and will be searchable.

Note 1 It is the responsibility of companies registering on the site to enter their own details and data which would then be checked by certification bodies during any subsequent company audit. Lantra Awards do not check the content of the records going onto the site and accept no liability for the information being entered. However, Lantra Awards will continue to check that your company ISO certificate (also HERS certificate if registering for NHSS 8) has been uploaded before approving the registration

Note 2 Your Certification Body Assessor should check your entry prior to each surveillance or assessment visit to you to ensure that you have recorded your registration and the details are correct.

Note 3 You should review/update your registration (It is strongly recommended that this is done annually)

Note 4 For more detailed information see NHSS 0 Part 2.4 (Guidance on registration to the Schedule of Suppliers).(Available on UKAS web site (www.ukas.com))