

National Highway Sector Schemes for Quality Management in Highway Works

Sector Scheme 22

Particular Requirements for the Application of ISO9001:2015 for the Management, Operation, Installation and Maintenance of Road Tunnels

Published by Sector Scheme Advisory Committee for the Management, Operation,
Installation and Maintenance of Road Tunnels

Endorsed for publication by the Chairman of the SSAC

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DOCUMENT CONTROL

Issue Statement

Issue	Amendments
Issue 1 [9001:2015] 29 Sept 2017	First Issue 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. Note: This document has been produced to supersede the UKAS Issue 2 version (which relates to BS EN ISO 9001:2008), however the UKAS Issue 2 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

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

Composition of Sector Scheme Advisory Committee

a) FULL MEMBERS

Certification Bodies (See list in Appendix F)	(CB)
Highways England	(HE)
Highway Electrical Association	(HEA)
Highway Term Maintenance Association	(HTMA)
Road Tunnel Operators Association	(RTOA)
Transport for London	(TFL)
Welsh Assembly Government	(WAG)

b) CORRESPONDING MEMBERS

Association of Directors of Environment, Economy, Planning and Transport	(ADEPT)
Build UK	(BUK)
British Tunnelling Society	(BTS)
Civil Engineering Contractors Association	(CECA)
Department for Transport	(DFT)
Fire & Rescue Service	(FRS)
Health and Safety Executive	(HSE)
Highways and Construction Training Association	(HCTA)
National Standards Authority of Ireland	(NSAI)
SCOTS	(SCOTS)
Scottish Government (Transport Scotland)	(TS)
SURVIVE	(SURVIVE)
Technical Advisory Group	(TAG)
Transport NI -Department for Infrastructure	
United Kingdom Accreditation Service	(UKAS)

Exclusion of Liability

The Sector Scheme Advisory Committee for NHSS 22

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.

Copyright

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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 Advisory Committee to assist UKAS in the assessment of Certification Bodies (CB) as described in Appendix G (clause 3.1).

Prospective companies seeking registration under this scheme should ensure that they engage a Certification Body specifically accredited to assess against the requirements of this 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 on the Certificate of Registration (See Appendix K).

Implementation

This document has been produced to supersede the UKAS 2 version (which relates to ISO 9001:2008), however UKAS 2 version (or a later updated version) will continue to have validity until September 2018 when the 2008 version of ISO 9001 will become obsolete.

Introduction

1 This Sector Scheme Document (SSD) relates to the quality management system requirements for the Management, Operation, Installation and Maintenance of Road Tunnels. It sets out to identify common particular requirements 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

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 for ISO 9001:2015 as it applies 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 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 comes 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 will review their documents to ensure alignment with the revised ISO 9001 to ensure that the SSD does not conflict with the international standard prior to withdrawal of the previous edition of the standard.

4 The individual NHSS technical advisory committees are overseen by the National Highways 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 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 and the Certification Bodies on the application of the Sector Schemes takes place.

5 NHSSs together with BS EN ISO 9001 are designed to:

- Provide an industry benchmark
- Identify risks and opportunities
- Ensure that all processes are planned
- Provide a basis for continual 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 In using this Sector Scheme users shall use best practice such as specifying any other relevant NHSSs as appropriate to the nature of the work being undertaken.

8 It should also be noted that NHSSs are mandatory for Highways England contracts and suppliers within the supply chain shall demonstrate compliance with the requirements of ISO 9001 and this SSD as part of their continual improvement within their ISO 9001 registration. The use of the Specification for Highway Works as the basic document for procuring highway works by other highway authorities would normally automatically call up compliance with ISO 9001 and this SSD. Other owners of infrastructure may also require their suppliers to comply with this Sector Scheme, as

may other authorities.

Note: The Sector Scheme is listed in Appendix A of the Specification for Highway Works and became a mandatory requirement for suppliers after the publication of the first issue of this document. Separately the document may be called up in specific contracts as necessary.

9 Where traffic management is required companies should either employ a National Highway Sector Scheme approved company or where applicable have skilled registered traffic management operatives qualified to meet the requirements of NHSS12D relevant to contract requirements and risk assessments – noting that there may be particular specific arrangements for organizations registered to another NHSS. 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.

10 The SSD is a live document with the NHSS 22 Advisory Committee meeting at least once a year to develop it as appropriate. Those using the document shall ensure that they have the current version of the document. The SSD may currently be obtained by visiting the UKAS website (www.ukas.com) from where the document can be freely downloaded.

Note: Information on relevant Certification Bodies may be obtained from the UKAS website by following the instructions given in Appendix F.

This NHSS document is date specific, organizations should have processes 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.

11 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 the organization is registered on the website together with all relevant information, including a pdf copy of the current certificate of registration that the Certification Body issues and any other specific documentation to be uploaded specified by this SSD, prior to annual and surveillance visits

12 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:

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

13 Scheme Contact

Sector Scheme Advisory Committee for the NHSS 22
c/o NHSS Liaison Committee Chair
Highway Electrical Association
Highdown House
Littlehampton Road
Ferring
West Sussex
BN12 6PG

Particular Requirements for the Application of ISO 9001:2015

1. Scope

This SSD together with ISO 9001 describes the quality management system requirements to be established by organizations providing the management, operation, installation and maintenance of road tunnels.

The document provides particular requirements for the application of this scheme additional to the requirements of ISO 9001:2015 for this industry and shall be read and implemented in compliance with that standard. The SSD is applicable to the part of the organization within the scope of the defined QMS carrying out works under the scope of this SSD, including:

- The undertaking and performance of road tunnel management, operation, installation and maintenance activities
- Design of and the operation of procedures for road tunnel traffic management, signs and signalling, communication and information systems, plant monitoring and control
- Appraisal of factors contributing towards a safe road tunnel environment for road users, local inhabitants, operators, maintenance staff, police and emergency services
- The training, and assessment of competency, of personnel
- Sustaining tunnel assets in a safe and usable condition
- Undertaking regular inspections designed to identify defects that are likely to create a danger to the public or staff or lead to unnecessarily high maintenance costs or disruption to traffic

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 Bod

2. NORMATIVE REFERENCE

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

- BS EN ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary
- BS EN ISO 9001:2015 Quality Management Systems – Requirements and normative references within it
- BS EN ISO 9004:2009 Quality Management Systems – Managing for the sustained success of an organization. A quality management approach.
- NHSS 0 – Guide to the identification, Development Management and Certification of National Highway Sector Schemes

3. TERMS, DEFINITIONS AND ABBREVIATIONS

3.1 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:

Authorised Person	A Competent Person authorised by the organization to carry out specific elements of work appropriate to his/her level of competency as defined in this SSD
Client:	The body for which the work is being carried out e.g. Highway Authority.
Competent Person	A person assessed as having the necessary education, training, skills, experience and technical knowledge, to undertake their works, services and duties.
Compliance Manager	The person named in the organization's Quality Plan as having responsibility for the development, review and continual improvement of policies and procedures necessary to meet the criteria for activities carried out within this Sector Scheme.
Customer:	The body engaging the organization for the purpose of the work described in this SSD.
Highway / Road Tunnel	A subsurface highway structure with enclosed roof and sides not less than 150m in length the normal purpose of which is to enable vehicular traffic to use the highway / road which passes through it.
Operation and Maintenance Manual	Documents that contain all the information necessary for the safe and effective operation and maintenance of the tunnel, systems and system components so as to optimise their useful working life.
Organization's Manager(s)	The person(s) named in the organization's Quality Plan as having managerial responsibility for the management, operation, installation and maintenance of road tunnel.
Person	A person within this document can be a person or a corporate body, except where it is explicitly stated that this must be a named individual(s).
Quality Plan	The document setting out the specific quality practices, resources and sequence of activities relevant to the project (See Appendix A).
Responsible Manager	The person named in the organization's Quality Plan as having managerial responsibility for activities set out in the scope.
Safety Documentation	Documentation compiled pursuant to Annex II, Section 2 of the Road Tunnel Safety Regulation 2007.
Technical Control Room Operative	The person responsible for monitoring and optimising tunnel plant and control system faults and operating control of the tunnel.
Technical Control Room Supervisor	The person responsible for supervising Technical Control Room Operatives.

Training Group	A sub group of the Sector Scheme Advisory Committee responsible for formulating proposals to the committee on training and competence
Training Specification	A specification, developed by the Training Group, which specifies the training requirements of employees carrying out work outlined in Clause 1 Scope and in line with the underpinning knowledge requirements for the appropriate level and unit(s) of the NVQ/SVQ where relevant.
Tunnel Manager	The person with overall responsibility for matters relating to administration, operation and maintenance of tunnels, and, in certain cases, parts of the adjacent road network, as defined by Regulation 8 of the Road Tunnel Safety Regulations 2007 as applicable to tunnels on the Trans European Network
Tunnel Safety Officer	The person responsible for tunnel safety as defined by Regulation 10 of the Road Tunnel Safety Regulations 2007, who coordinates all preventative and safeguard measures to ensure the safety of users and operational staff at (where appropriate) the design stage, the construction stage, and the operating stage

3.2 For the purpose of this Sector Scheme Document the abbreviations in NHSS 0 Part 5 shall apply

Note: The terms and definitions given in ISO 9000:2015 remain applicable.

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

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

4 Context of the organization

4.1 Understanding the organization and its context

No specific particular requirement

4.2 Understanding the needs and expectations of interested parties

Interested parties shall include the Customer / Client, 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 registered or seeking registration.

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

4.4 Quality management system and its processes

4.4.1 The organization shall operate a quality management system to ISO 9001:2015 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 or www.scheduleofsuppliers.co.uk/ 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 notify Lantra's NHSS Schedule of Suppliers 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.

5.1.2 Customer focus

- (i) Processes for determining customer requirements shall consider the interaction with other works, the interests of the Client and the product and service 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.
- (ii) Safe working methods shall be documented and any deviation from these methods shall be notified to the Client/customer/interested parties as required.
- (iii) A copy of all relevant working methods and risk assessments for undertaking the works shall be available on site.

5.2 Policy

5.2.1 Establishing the quality policy

The organization's quality policy statement shall include a statement of commitment to 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

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 Aspects of tunnel documentation will be of particular interest to parties such as traffic operators, police, emergency services, maintaining and environmental authorities. Emphasis must be placed on the early detailed and continual consideration that must be given, by the relevant parties involved, to particular aspects of safety peculiar to the road tunnel and the overall cooperation, interaction and teamwork that is required to effectively

operate and maintain the road tunnel.

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

(i) Management Resources, Responsibilities and Qualifications

The organization shall appoint persons to undertake the following roles as appropriate. Guidance on roles and responsibilities is provided in Appendix L.

1. Authorising Officer(s)
2. Compliance Manager(s)
3. Responsible Manager(s)
4. Technical Control Room Operator(s)
5. Technical Control Room Supervisor(s)

A Person may have more than one function however an Authorising Officer cannot be the Responsible Manager for a given employee.

(ii) Quality System Familiarisation, Training and Assessment of Competence

The organization shall meet the following requirements for each tunnel.

1. Quality System Familiarisation

Shall include

- a. Induction Training
- b. Organization's operating procedures and safe systems of work
2. Training
 - a. Shall be in accordance with Appendix C
3. Assessment of competence for Authorised Persons by the Organization's Authorising Officer(s)
 - a. Each employee shall be assessed by the Organization's Authorising Officer(s) to ensure that they are competent to carry out the work they are required to perform to the appropriate level of competency as defined in this SSD (see Appendix C).
 - b. Once the Authorising Officer(s) is satisfied that the employee is a Competent Person he shall issue a certificate of authorisation to carry out work which shall be signed by the Responsible Manager. The appropriate level of authorisation shall be shown on the certificate.
 - c. The organization shall have procedures, which specify how the Authorising Officer(s) shall ensure the continuing competence of employees. As a minimum the following employee competence reviews

shall take place:

- i. An annual desk top review including, where applicable, the results of relevant third party audits.

The requirements for qualification and experience for Competent Persons and Authorising Officers are given in Appendix C.

(iii) Employee Register

The organization shall record their Authorised Persons.

(iv) Record of Practical Experience and Continuing Professional Development

The organization shall maintain a portfolio of the practical experience gained by its employees. This portfolio shall indicate the relevant experience with reference to the appropriate training level contained in the Training Specification.

The organization shall have a planned programme for the continuing professional development of its employees, which shall include the frequency of refresher training at intervals appropriate to the activity, not exceeding five years.

(v) Organizational Requirements

Employees who are undergoing training can carry out work for which they have not been authorised as competent only under the direct supervision of an Authorised Person who has been authorised at the appropriate level of competence.

7.1.3 Infrastructure

No specific particular requirement

7.1.4 Environment for the operation of processes

No specific particular requirement

7.1.5 Monitoring and measuring resources

7.1.5.1 General

No specific particular requirement (See Appendix E for guidance.)

7.1.5.2 Measurement traceability

No specific particular requirement

7.1.6 Organizational knowledge

No specific particular requirement

7.2 Competence

General

The training and assessment of competency of personnel required by this scheme is aimed primarily at technical competence for this scheme's personnel. It is intended to enable/assist and support employees to carry out work in a safe manner however it remains the responsibility of the organization to determine and implement safe systems of work.

Requirements

- (i) Training and assessment of competence shall be carried out in accordance with this SSD

and in particular Appendix C

- (ii) The organization shall create and maintain a record of training and practical experience and assessment of competence for each employee carrying out the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works.
- (iii) The organization shall create and maintain a register of employees as part of the organization's competency management documented information. "(See Appendix D)"

7.3 Awareness

No specific particular requirement

7.4 Communication

No specific particular requirement

7.5 Documented information

7.5.1 General

- (i) 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).
- (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

No specific particular requirement

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:

- a Contract specific documents e.g. drawings, schedules, as listed in the quality plan for a particular scheme
- b Correspondence
- c Delivery notes and certification where required, e.g. materials testing, provenance certificates.
- d Records of rejected material
- e Training records/certificates
- f Contract documentation and customer order
- g Customer specification, drawings and records
- h Instructions to office staff, site staff and control room staff
- i Health and safety information or requirements
- j Safety Documentation
- k Operation and Maintenance Manuals
- l Emergency Plans
- m Compliance, Management, Operation, Installation, Maintenance and Safety Reports
- n Calibration and maintenance records.

Control of Records

In addition to the organization's own quality records, the following records shall typically be kept:

- o Contract specific documents e.g. risk assessments as listed in the quality plan for a particular scheme
- p Correspondence
- q Delivery notes and certification where required, e.g. materials testing, provenance certificates.
- r Records of rejected material
- s Training records/certificates
- t Contract documentation and customer order
- u Customer specification, drawings and records
- v Instructions to office staff, site staff and control room staff
- w Health and safety information or requirements
- x Safety Documentation
- y Operation and Maintenance Manuals
- z Emergency Plans
- aa Compliance, Management, Operation, Installation, Maintenance and Safety Reports
- bb Calibration and maintenance records.

8 Operation

8.1 Operational planning and control

- (i) The quality plan (QP) shall 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 QP 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 QP may be a largely standard document as indicated in Appendix A of this schedule supplemented by contract specific information.
- (iii) The QP 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 and hence the contract and the quality element cannot be separated, as one cannot function without the other.

Note 2:- The QP 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

- (i) The QP shall identify what and when relevant information is passed on to the Customer and

Client. (see Appendix A)

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) as-built records for maintenance/health and safety requirements.
- (b) their own monitoring of the effectiveness/performance of the product.

8.2.2 Determining the requirements for products and services

- (i) Processes for determining customer requirements shall consider the interests of the Customer, Operator, Maintainer and the end user. This will include processes to minimise disruption to traffic, neighbours and other third parties.
- (ii) Determination of requirements related to the product and services should include:
 - Resource efficiency aspect requirements specified by the Customer;
 - Resource efficiency aspect requirements not stated by the Customer but necessary for specified or intended use, where known; and
 - Statutory and Regulatory Requirements related to the resource and resource efficiency aspects of the product and service.
- (iii) 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).
- (iv) This SSD should be taken into account when determining the requirements

8.2.3 Review of the requirements for products and services

8.2.3.1 No specific particular requirement

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

8.3.2 Design and development planning

No specific particular requirement

8.3.3 Design and development Inputs

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

No specific particular requirement

8.4.1 General

No specific particular requirement

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

8.5.1 Control of production and service provision

- (i) The organization shall identify and plan the supply and installation 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.

d) access to and a working knowledge of the relevant documents listed in Appendix B of this schedule together with the Contract Specification.

e) any special instructions relating to the service and programme of activities is documented and issued to all relevant personnel.

- (ii) Validation of processes for production and service provision

Works orders, risk assessment and quality plans for the management, operation, installation and maintenance of NHSS 22 shall be signed by the Registered Lead NHSS 22 Operative or Technical Officer. They will also be submitted to the Client if requested.

8.5.2 Identification and traceability

No specific particular requirement

8.5.3 Property belonging to customers or external providers

No specific particular requirement

8.5.4 Preservation

No specific particular requirement

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 Non-conforming component parts and schemes shall not be used unless written approval has been received from the Client.

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 NHSS 22 activity on other works including congestion and traffic flows.

9.1.2 Customer satisfaction

No specific particular requirement

9.1.3 Analysis and evaluation

Analysis of data relating to road traffic incidents, fires and any major incident and /or any significant failure of the quality management system that may result in injury or damage shall be undertaken and reported to the client.

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 product. The quality plan shall state the frequency of internal audits.

9.3 Management review

9.3.1 General

(i) The organization shall review the quality management system at least once per year to

ensure its continuing suitability and effectiveness to conform to this NHSS.

(ii) No specific particular requirement

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 No specific particular requirement

10.2.2 No specific particular requirement

10.3 Continual improvement

No specific particular requirement

Appendix A: Requirements for Quality Plans

The Quality Plan shall include the following items as a minimum.

1.0 General requirements

- 1.1 Definition of the product (or service) to be provided.
- 1.2 The structure of the organization describing the line of command and stating the names of the organization's Manager responsible for the contracted work.
- 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 team selection including special requirements for skilled personnel e.g. training of site staff.
- 1.5 The control of equipment.
- 1.6 Any environmental conditions impacting upon the specified works.
- 1.7 Location of site for the contract and means of access
- 1.8 Specification and/or Contract Documents
- 1.9 Extent of the works and the commencement and completion dates of the contract
- 1.10 Details of the work (as appropriate)
- 1.11 Details of existing materials (as applicable)
- 1.12 Disposition of records

2.0 Contract specific information

- 2.1.1 The Customer's nominated Quality Manager, project manager and/or other representatives through whom communication is to be made throughout the contract.
- 2.1.2 Names of the staff involved with the contract including the NHSS 22 qualified operatives. Contact details for these staff.
- 2.2 Details of the contract specific equipment to be used and any certification required to be issued to the Customer/Client.
- 2.3 Name and contact details of Customer/Client contact(s).
- 2.4 Details of the communications required between the organizations staff and the Customer/Client or any other party.
- 2.5 Work programme and details of deliverables.
- 2.6 Liaison with the Police and the Highway Authority or other competent authority.
- 2.7 Materials storage details and location
- 2.8 Method statements for application/installation, maintenance and removal of tunnel plant, equipment and systems, and the detailed drawing(s) to be supplied.
- 2.9 Inspection and testing regime to be adopted covering frequency, methods of test,

responsibility for testing and acceptance criteria.

- 2.10 Control of non-conforming product.
- 2.11 How performance requirements are to be achieved.
- 2.12 All relevant contract specific information in respect to speed restrictions, safety requirements, environmental requirements, existing conditions and site conditions.
- 2.13 Any client-specified testing requirements and responsibility for testing including the supply of test equipment.

NOTES:

1. Where certain aspects of this information cannot be obtained or, is not provided, this fact shall be noted in the Quality Plan against the appropriate section.
2. The organization should also be aware that there may be further general requirements for quality plans within a contract, for instance Appendix 1/24 of the Manual of Contract Documents for Highway Works, which may also need to be addressed.
3. See ISO 10005 (Quality management systems – Guidelines for quality plans) for further information

Appendix B: Reference and Associated Documents (Bibliography)

NOTE: - 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 of and access to all the documents including amendments unless stated otherwise in the specification

Organizations shall ensure they are working to current reference or associated documents appropriate to work in their sector.

- 1 Manual of Contract Documents for Highway Works: Volume 1 Specification for Highway Works (SHW), and amendments
- 2 Manual of Contract Documents for Highway Works - Volume 2 Notes for Guidance on the Specification for Highway Works (NGSHW), and amendments.
- 3 Manual of Contract Documents for Highway Works - Volume 3 Highway Construction details, and amendments.
- 4 Manual of Contract Documents for Highway Works - Volume 5 Contract Documents for Specialist Activities, and amendments.
- 5 Manual of Contract Documents for Highway Works - Volume 6 Departmental Standards and Advice Notes on Contract Documentation and Site Supervision, and amendments. Contract Documents for Specialist Activities, and amendments.
- 6 ISO 9000:2015 - Quality Management Systems – Fundamentals and Vocabulary
- 7 ISO 9001:2015 - Quality Management System – Requirements
- 8 ISO 9004 - Quality Management Systems – Guidelines for Performance Improvements
- 9 ADR Directive 2007 (Issue 6) and amendments.
- 10 The Design Manual for Roads and Bridges (<http://www.highways.gov.uk/business/238.aspx>)
- 11 The Road Tunnel Safety Regulations 2007 and amendments.
- 12 Regulatory Reform (Fire Safety) Order 2005
- 13 GD 02 - Quality Management Systems for Highway Design (Design Manual for Roads and Bridges – Volume 0, Section 2, section 1, Part 1 – <http://www.standardsforhighways.co.uk/ha/standards/dmrb/vol0/section2.htm>)
- 14 GD 04 - Standard for safety risk assessment on the strategic road (Design Manual for Roads and Bridges – Volume 0, Section 2, section 1, Part 1 – <http://www.standardsforhighways.co.uk/ha/standards/dmrb/vol0/section2.htm>)
- 15 PIARC Technical Committee Road Tunnel Reports
- 16 Interim Advice Notes (IANs)
- 17 Network Management Manual (NMM)
- 18 Routine & Winter Service Code (RWSC)
- 19 The Traffic Systems & Signaling Registry (tss Plans Registry)

Note 1: This list of standards and documents include those that are date specific, however, the organization shall have procedures in place to ensure that the latest versions are always

available. (See clause 7.5.3.2).

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. 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 (www.dft.gov.uk/ha/standards/ians/index.htm).

Note 3: Every effort has been made to update web sites, but the committee cannot provide any guarantees that the sites will continue to exist or if they do that they will maintain access to the documents identified above.

Appendix C: Training and Assessment of Competence

Training and competency requirements set out in this Appendix include agreed equivalences.

The organization shall ensure that their employees shall have undergone suitable training that will cover aspects of the work to be undertaken as follows:

1. Health and Safety

Organizations are reminded of the legal requirements to provide health and safety training for all operatives/employees as appropriate in accordance with the Health and Safety at Work Act 1974.

The training and assessment of personnel required by this scheme is aimed primarily at technical competence in their field of work. 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.

If they are working adjacent to live highways it is a requirement that operatives/personnel pass the specialist test questions for Highway Works included in the CSCS or the ECS Highway Electrical version Health & Safety touch screen test.

2. Temporary Traffic Management

Highways organizations are reminded of the requirements for temporary traffic management on all highways including high speed dual carriageways and motorways.

For work on high-speed dual carriageways and motorways, other than short duration works on hard shoulders or verges, such works shall be carried out by an organization registered to NHSS 12A/B as appropriate.

For works on mobile lane closures NHSS 12C applies.

For works on other roads NHSS 12D applies and organizations need to ensure that they have appropriately skilled and registered operatives to set out the necessary temporary traffic management measures. Guidance is given in Appendix M of NHSS 12D.

3 Introduction to Road Tunnels

The enclosed nature of a road tunnel requires the general responsibilities of effective management of risks above and beyond that of an open road. Additional safety equipment and procedures are provided for road tunnels to help manage such risks so that any consequence of their occurrence is minimised. Such equipment must, therefore, be well maintained throughout the tunnel's working life. Procedures must be regularly reviewed so that they remain effective at all times. The issue of ensuring safety remains a key objective. Operation is a complex process requiring many different skills and specialism.

All staff must have the necessary qualifications, knowledge and experience to carry out their duties and responsibilities effectively. Competence for the management, operation, installation and maintenance of road tunnels will require demonstrated ability to apply knowledge and skills.

Safe and successful management, operation, installation and maintenance work requires training and experience. In particular, it is essential that the key tunnel management staff and operation and maintenance supervisors, as appropriate, are experienced and competent in all aspects of their duties.

3.1 Tunnel Management

Tunnel Managers should have suitable experience in a senior management position. They have overall responsibility for matters relating to administration, operation and maintenance of the road tunnel, and possibly parts of adjacent road network. And, for Act of Parliament Tunnels, enforce bylaws relating to vehicles carrying dangerous goods.

Note: The Tunnel Operating Authority (TOA) is the competent body, providing a nucleus of trained staff who are competent in the operation, inspection and maintenance requirements of the tunnel functions, together with the necessary maintenance plant and equipment which is responsible for the tunnel operation and whose staff are also capable of providing advice and assistance to the police

and emergency services. The staff that forms part of the TOA may include the Tunnel Manager, Operations Manager, Tunnel Safety Officer, Safety Officer, Maintenance Manager and the Inspection Entity.

3.2 Tunnel Operation

Tunnel operating staff must receive the required training in order to minimise incidents and to ensure the safety of users, maintenance and operational staff. Operational staff who work on the control and supervision of tunnel operations on a day to day basis occasionally need to deal with highly critical and major incidents. These operators need robust detection methods and explicit response procedures to identify and respond appropriately to all situations including highly critical and major incidents. The situation is the same for all the other staff working on tunnels: operation managers, police and other emergency services.

Tunnel Operations includes, but is not limited to:

- Traffic management and monitoring
- Handling emergency roadside telephone calls
- Managing traffic signs and signals
- Incident Management
- Operational liaison with Police and other emergency services
- Despatch of Patrol Vehicles, Incident Support Units and vehicle recovery vehicles,
- Initiating and implementing emergency procedures
- Monitoring and control of tunnel equipment and safety systems.

3.3 Tunnel Maintenance:

The objective of tunnel maintenance is to ensure assets remain in a safe and usable condition, whilst obtaining best value for money and minimising disruption to the travelling public. Such maintenance should also promote the safety of the travelling public and personnel, avoid delays, and minimise any adverse environmental impacts.

The maintenance of road tunnels encompasses a broad range of activities captured by other National Highway Sector Schemes. It is therefore likely that all Sector Scheme activities will be performed within or in association with road tunnels.

4 NHSS 22 Training and Competency Requirements

The Level 3 Diploma in Road Tunnel Operations is the key qualification required for road tunnel operations. It is aimed at staff in road tunnel control rooms who manage traffic and Life Support Engineering Systems (LSSES) associated with the tunnel structure, utilising patrols and incident support vehicles.

The awarding organisation for the qualification is ProQual Awarding Body and the regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual). The specification for the qualification has been approved by the Welsh Government for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland.

The roles described in 4.2 – 4.4 are strictly applicable only for roads which fall under the auspices of TEN (Trans European Network) of strategic road routes. They are however regarded by the industry as best practices to be adhered to by any tunnel operator.

4.1 Authorised Person

In order to attain Authorised Person status, persons shall be required to be trained in accordance with the Training Specification covering all appropriate modules relevant to the occupation of the Authorised Person and obtain an appropriate N/SVQ or equivalent qualification, at the appropriate unit and level commensurate with their designated occupation.

Persons should be formally authorised by a competent person within the organization.

4.2 Tunnel Safety Officer(s)

The Safety Officer is the person who coordinates preventative and safeguard measures to ensure the safety of users and operational staff at (where appropriate) the design, construction and the operating stages.

In order to attain Tunnel Safety Officer status persons shall have suitable experience in a senior operational position

Appropriate qualifications received from current or previous employer leading to assessment of competence	Sufficient Initial and Continuing Professional development to show competence (This does not have a minimum time period, as it is the outcome which is measured. It would be unusual however for anyone with less than three years experience to have attained the breadth and depth of competence required).
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4.3 Inspection Entity (ies)

The Inspection Entity is the entity undertaking inspections, evaluations and tests.

In order to attain Inspection Entity status persons shall be a Chartered Engineer with suitable experience in a senior technical and managerial position

Chartered Engineer or team headed by a Chartered Engineer	Sufficient Initial and Continuing Professional development to show competence (This does not have a minimum time period, as it is the outcome which is measured. It would be unusual however for anyone with less than three years experience to have attained the breadth and depth of competence required).
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4.4 Technical Control Room / Supervisor(s)

MINIMUM TECHNICAL QUALIFICATIONS	TECHNICAL CONTROL ROOM SUPERVISOR EXPERIENCE LEVELS	
	Level 3 Diploma in Road Tunnel Operations	Route 1

5. 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 Highway Sector Schemes.

Appendix D: Example Register of Personnel Attainments

Name of organization:

Full Name of Employee	Registration Renewal Date	Types of <i>[Activity/Work Aspect]</i> for which Employee is Registered

Appendix E: Guidance for the Control of Monitoring and Measuring Equipment – not used

Appendix F: Certification Bodies Accredited for this Sector Scheme

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 to assess against this document should be sought from UKAS (Tel 01784 429 000)

Note 2: Certification Bodies interested in being accredited by UKAS for this Sector Scheme should contact UKAS.

Note 3: Organizations currently registered to ISO 9001 with an UKAS (or equivalent) accredited certification body that does hold registration to this Sector Scheme may wish to consider the following option. Continuing to be registered with their existing Certification Body but having the particular requirements of the Sector Scheme carried out by and in conjunction with an UKAS accredited certification body for this scheme."

Reference should be made to NHSS 0. However information on certification bodies accredited against this scheme can be found currently on the UKAS website www.ukas.com. The search facility is not guaranteed to return accurate results and so the following process should be followed in full:

- place the cursor onto 'Find' box in the top right hand corner
- In the Search box under "Search Accredited Organisations" enter "Highway Sector Scheme No 8" (including the inverted commas) (you can optionally also enter your Post Code)
- left click 'search'
- left click on 'Certification Bodies' - this then lists the certification bodies who may be accredited
- Click on the particular Certification Body you are interested in and review their Schedule of Accreditation to see whether their scope includes NHSS 8 (this should be towards the end of the Schedule of Accreditation). Note that this may be shown as a title only or a title with, for example, "Highway Sector Scheme No 8" or "Highway Sector Scheme No 8, 9B & 10" (the former number of this NHSS)

Note 1: This process will not identify certification bodies that do not have "sector scheme No X" in their scope, but which may have only "NHSS X" or "sector scheme X". To complete the full list of accredited CBs it will be necessary to repeat the process (at least twice) by typing in "nhss X" or "sector scheme X" as appropriate at bullet point 3. This should then list the certification bodies who are accredited to the scheme and their details can be found by clicking on the appropriate links.

Note 2: Advice on the current accreditation status of certification bodies to assess against this document should be sought from UKAS (Tel 01784 429000).

Appendix G: The Role of the Certification Body and Auditor Qualifications

1. Role of certification bodies

- 1.1. The independent assessment of conformity of organizations to the requirements of ISO 9001:2015 and this SSD rely upon the assessment expertise, competence and capability of accredited certification bodies.
- 1.2. The certification body role is to ensure, through assessment, that organizations have management systems in place which address the enhanced ISO 9001:2015 requirements detailed in this SSD.
- 1.3. Certification bodies shall ensure they are all represented by at least one nominated individual lead certification body (or deputy) who will represent all certification bodies at meetings of this Sector Scheme Advisory Committee. This does not preclude other certification bodies from attending, as appropriate.
- 1.4. Certification bodies shall be represented at the National Highway Sector Scheme Liaison Committee.

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 ISO 17021 by the United Kingdom Accreditation Service (UKAS) or by an equivalent International Accreditation Forum (IAF) member for assessment and registration of ISO 9001:2015 quality management systems in accordance with the particular requirements of this NHSS or other equivalent international management scheme.

3. Assessor and assessment team competence.

3.1 The certification body must be able to demonstrate 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 that it possesses and can maintain the necessary assessor experience and technical understanding of the NHSS 22 activity covered in the scope of this Sector Scheme. These assessment areas shall include, but not be limited to the following:

- i) knowledge, understanding and application of this SSD (See Appendix G1).
- ii) knowledge of the manufacture and supply in the road tunnel management, operation, installation and maintenance 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 the product and processes associated with safe and reliable tunnel operation and maintenance. (Conveyance of this knowledge to auditing teams will be determined by the Certification Body and will be audited by 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).
- iii) maintenance of demonstrable technical highway and road tunnel engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works and design standards requirements for Highway Works and design standards requirements for management, operation, installation and maintenance of road tunnels.
- iv) ability to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the manufacture, supply and installation in the specific aspects of the scheme as appropriate.
- v) preferably knowledge of the:
 - Directive 2004/54/EC – minimum safety requirements for road tunnels in the Trans-European Road Network, and amendments;
 - SI 2007 No. 1520, Road Tunnel Safety Regulations 2007, and amendments;

- Regulatory Reform (Fire Safety) Order 2005, No. 1541, and amendments;
- International Carriage of Dangerous Goods by Road, ADR 2009, and amendments;
- Design of Road Tunnels (DMRB, BD78/99);
- Maintenance of Road Tunnels DMRB, BA72/03); and
- Inspection & Records for Road Tunnels (DMRB, BD53/95).
- A working understanding of the Traffic Signs regulations, and the main points applicable to tunnels of the Data Protection Act, Fire & Rescue Services Act, Pollution prevention and Control Act, and Civil Contingencies Act.

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

3.3. Guidance to Certification Bodies on assessor competence related to this Sector Scheme is given in the Certification Body guidance document – National Highway Sector Scheme Accreditation, Registration and Assessment Guidance for Certification Bodies – NHSS 0 Part 4.

3.4 The certification 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.

3.5 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 to ISO9001:2015; Lead Auditor qualification or Certification Body equivalent and demonstrable expertise in leading assessment teams; ISO 9001:2015 assessment experience
- ii) technical assessment competence in the categories of management, operation, installation and maintenance of road tunnels.
- iii) knowledge, understanding and application of this SSD.
- iv) knowledge of the manufacture and supply in the management, operation, installation and maintenance of road tunnel 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 tunnels and processes. (Conveyance of this knowledge to auditing teams will be determined by the Certification Body and will be audited by 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).
- v) 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 management, operation, installation and maintenance of road tunnels.
- vi) ability to demonstrate that they have ongoing suitable health and safety training which includes appreciation of the risks involved in the sector scheme activities of management, operation, installation and maintenance of road tunnels, and
- vii) preferably knowledge of tunnel management, operation, installation and maintenance.

4. Conduct of Assessments.

4.1. Certification Bodies shall ensure that an adequate proportion of the initial and continuing assessment duration is devoted to assessing operational activities at locations where tunnel management, operation, installation and maintenance activities covered by the scope of this Sector Scheme are being undertaken from.

4.2. Certification 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 bodies shall undertake surveillance visits at intervals of not greater than one year.

5. Format and Content of Registration Certificates.

5.1 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 set out by 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.

5.2 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 in NHSS 0.

6. National Highway Sector Schemes Schedule of Suppliers.

- 6.1. Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at www.lantra-awards.co.uk/schedule-of-suppliers or www.scheduleofsuppliers.co.uk/ to ensure equivalence between their clients registered to this Sector Scheme and the listed organizations.
- 6.2. Certification Bodies shall provide to the 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.
- 6.3. Certification Bodies shall audit the organization to ensure that the organization has recorded their NHSS registration on the Lantra Schedule of Suppliers web-based register (See 4.4 of this NHSS). This check shall include verification of the certificate of registration currency.

7. Reporting on Sector Scheme Performance.

7.1. Each Lead Certification Body shall provide to the Chairperson of the SSAC including as appropriate:

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

Note 1: This is to be issued to the Chairperson of this Sector Scheme Committee.

Note 2: Additionally the lead CB shall provide a similar report to the Chairperson of the National Highway Sector Scheme Liaison Committee, which shall be available at least a week before each National Highway Sector Scheme Liaison Committee meeting (normally held each May/June and October/November), so that it may be considered during the Liaison meeting.

Note 3: It is recommended that the report should be a combined report prepared by the nominated certification body (Lead CB) to provide assurance that confidentiality is maintained.

Appendix G1: Guidance to Assessors' and other Auditors' Competencies Requirements for National Highway Sector Scheme 22

Section 1 - 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 ISO 9001:2015 and these NHSS documents. During the development of the Appendices it was realised that this information would also provide useful guidance for first and second party auditors of the system.

Section 2 - Requirements

Note 1: This section of the guidance is divided in three parts namely 2A, 2B & 2C.

2A General background to NHSS 22

- i. NHSS 22 was initially developed with the Road Tunnel Operators Association and the Highway Term Maintenance Contractors Association.
- ii. The scheme applies to all those carrying out relevant work on site as detailed in the Scope of this SSD
- iii) Further advice and guidance can be obtained from the Secretary of NHSS 22
- iv) The scheme applies generally to the management, operation, installation and maintenance of road tunnels
- v) The scheme is a contractual requirement on all Highways England, Transport Scotland, Welsh Government, Transport (NI) contracts and usually any contract which uses the Specification for Highway Works. It may also be used in other contracts.
- vi) The specific types of works that the scheme applies to are set out in the Scope of this SSD
- vii) Definitions and terminology which are particular to the scheme are set out in Section 3 of this SSD
- viii) Training and competency assessment requirements are set out in this SSD and in particular in Appendix C
- ix) Key reference documentation applicable to the scheme is set out in Section 2 and Appendix B of this SSD together with information in Appendix G
- x) Relevant international, European and British Standards are set out in Appendix B
- xi) Relationships with other NHSS's are set out in Appendix N

2B Summary of where the scheme interprets sections 4 to 10 of ISO 9001:2015

The summary provides a list of those clauses where particular requirement has been provided. These are indicated by “Y” in the table.

Section/Clause	Particular requirement Yes/No	Comment/Requirement
4. Context of the organization		
4.1 Understanding the organization and its context	N	
4.2 Understanding the needs and expectations of interested parties	Y	Check annually that the organization has determined interested parties, their requirements and is monitoring and reviewing the data.
4.3 Determining the scope of the quality management system	Y	Check that the organization has reviewed the scope of the relative elements of the latest applicable issue of the NHSS that the organisation considers appropriate
4.4 Quality management system and its processes. (4.4.1 & 4.4.2)	Y	Check annually by the CB Auditors and other Auditors the Schedule of Suppliers website to ensure registration and uploaded information is current and valid.
5. Leadership		
5.1 Leadership and commitment	-	
5.1.1 General	Y	Check policy / documented information includes this NHSS. Ensure that policy is being correctly implemented and communicated.
5.1.2 Customer focus	Y	Ensure that the organization has determined all necessary applicable statutory and regulatory requirements for contract compliance.
5.2 Policy		
5.2.1 Establishing the quality policy	Y	See 5.1.1 above
5.2.2 Communicating the quality policy	N	
5.3. Organization roles, responsibilities and authorities	Y	Ensure there is an organization plan which covers responsibility/authority in accordance with the requirements of the SSD. Ensure that personnel with contract specific responsibilities and authorities have been identified and are recorded. Ensure that the organization management have appointed a nominated person or persons with the appropriate responsibility and authority.
6. Planning		
6.1 Actions to address risks and opportunities. (6.1.1 & 6.1.2)	Y	Check that documented information is in place to address risk and opportunities and is operational.

Section/Clause	Particular requirement Yes/No	Comment/Requirement
6.2 Quality objectives and planning to achieve them (6.2.1 & 6.2.2)	Y	Check documented information is in place and meets requirements. Check that quality planning is in place and evaluated.
6.3 Planning of changes	N	
7. Support		
7.1 Resources	N	
7.1.1 General	N	
7.1.2 People	Y	See Appendix C
7.1.3 Infrastructure	N	
7.1.4 Environment for the operation of processes	N	
7.1.5 Monitoring and measuring resources		
7.1.5.1 General	N	
7.1.5.2 Measurement Traceability	N	
7.1.6 Organizational knowledge	N	
7.2 Competence	Y	Review copies of training certificates, qualifications and forward looking training plans. Ensure that these are in accordance with the requirements of the sector scheme documents. See Appendix C
7.3 Awareness	N	
7.4 Communication	N	
7.5 Documented information		
7.5.1 General	Y	Check existence of quality plan where required. Check processes are in place to ensure that organization maintain up to date information on documented information. See Appendix B
7.5.2 Creating and updating	N	
7.5.3 Control of documented information. (7.5.3.1 & 7.5.3.2)	Y	Ensure that all required contract specific documents are in place. Check appropriate processes are in place for the retention and disposition of documented information
8. Operation		
8.1 Operational planning and control	Y	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
8.2 Requirements for products and services		
8.2.1 Customer communication	Y	Check effectiveness of communication arrangements
8.2.2 Determining the requirements for products and services	Y	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

Section/Clause	Particular requirement Yes/No	Comment/Requirement
		disposal, equipment inspection, licensing requirements for driving (HGV), animal including wildlife handling etc. Check the organizations ability to meet defined contract requirements
8.2.3 Review of the requirements for products and services. (8.2.3.1 & 8.2.3.2)	N	
8.2.4 Changes to requirements for products and services	N	
8.3 Design and development of products and services		
8.3.1 General	N	
8.3.2 Design and development planning	N	
8.3.3 Design and development inputs	N	
8.3.4 design and development controls	N	
8.3.5 Design and development outputs	N	
8.3.6 Design and development changes	N	
8.4 Control of externally provided processes, products and services		
8.4.1 General	N	Check that documented information is in place for externally provided product and services to meet specified requirements.
8.4.2 Type and extent of control	N	Check that documented information is in place and that there are effective controls.
8.4.3 Information for external providers	N	Check that purchasing requests are adequate
8.5 Production and service provision		
8.5.1 Control of production and service provision	Y	Check as part of in process audit
8.5.2 Identification and traceability	N	
8.5.3 Property belonging to customers or external providers	N	
8.5.4 Preservation	N	
8.5.5 Post-delivery activities	N	
8.5.6 Control of changes	N	
8.6 Release of products	N	

Section/Clause	Particular requirement Yes/No	Comment/Requirement
and service		
8.7 Control of nonconforming process outputs, products and services. (8.7.1 & 8.7.2)	Y	Ensure processes are in place and has been implemented in line with contract specification.
9 Performance evaluation		
9.1 Monitoring, measurement, analysis and evaluation		
9.1.1 General	Y	Check planned results Check that monitoring and measuring process documentation has been implemented in line with the current contract specification. Review copy of annual management review. Ensure this references the relevant sector scheme
9.1.2 Customer satisfaction	N	
9.1.3 Analysis and evaluation	Y	Check processes are achieving planned results Check analysis of data has provided information to demonstrate effectiveness of QMS and evaluation of continued improvement
9.2 Internal audit (9.2.1 & 9.2.2)	Y	Check internal audits are being carried out and ensure corrective actions have been made.
9.3 Management review		
9.3.1 General	Y	Review minutes of management review. Ensure this contains reference to the relevant sector scheme.
9.3.2 Management review inputs	N	
9.3.3 Management review outputs	N	
10. Improvement		
10.1 General	N	
10.2 Nonconformity and corrective action (10.2.1 & 10.2.2)	N	
10.3 Continual improvement	N	

2C – Overview of this NHSS in terms of industry requirements and working practices.

In addition to an assessor/auditor having a general appreciation of the requirements and processes required by ISO 9001:2015, a CB assessor or internal auditor should be aware of the following when completing an audit:-

- C1 - Safe Working Practices
- C2 – Training, qualifications and assessment of competence
- C3 - Maintenance of equipment
- C4 - Public protection
- C5 - Environment

C6 - Testing/inspection/workmanship
C7 - Health and Safety
C8 – Equal Opportunities

C1 – Safe Working Practices

- Correct Personal Protective Equipment Worn
- Equipment approved and suitable for use
- Personnel to be fully aware of their H&S obligations
- Must be able to read and understand their job sheet, risk assessment and other relevant documents; understand English.
- Method Statements/work procedures.
- Risk Assessment.
- Induction card/skills cards
- Vehicles/loads are inspected and drivers are qualified
- Site visit including assessment of installation (if possible) and techniques verified.
- Awareness of relevant H&S requirements as applicable to management, operation, installation and maintenance of road tunnels.
- Awareness of current best practice including temporary traffic management measures (including site arrangements).

C2 Training, Qualifications and Assessment of Competence

- Have achieved appropriate training evidenced by appropriate certification
- Have been assessed as competent within their scope of works (e.g. scheme specific assessment/ N/SVQ)
- Been inducted on specific equipment and tunnel(s) (by employer) or if appropriate (i.e. under training) is supervised by a qualified person.
- Aware of and understand the relevant requirements of this NHSS.
- Aware of and understand the provisions for implementation of training in this NHSS.
- Been inducted on site specific H&S issues.
Hold the relevant skills card

C3 Maintain Equipment

- Relevant personnel are aware of LOLER and PUWER requirements
- Maintenance checklists are available and have been completed as required

C4 Public Protection

- Personnel are aware of the need to protect public during installation operations
- Relevant personnel have been trained to carry out a visual site risk assessment to ensure that the public will not be put at risk during installation/maintenance operations
- Where appropriate relevant personnel are aware of the Traffic Officer role
- Personnel have identification

(Note: Public in this instance includes personnel employed by the customer/client)

C5 Environment

Auditors should be sufficiently competent to make general observations on the effectiveness of the organization's provisions in respect of the environment and in particular management of waste and its reduction.

C6 Inspection/ Testing/Workmanship

Auditors should be aware of the importance of inspection and testing of the product and have knowledge of the relevant tests and the information provided by the tests.

C7 Health and Safety

Auditors should be aware of the Health and Safety at Work etc Act 1974 and associated Health and Safety Legislation, such as CDM regulations, as it applies to this sector scheme.

C8 Equal Opportunities

.Assessors/auditors should be aware of and understand the need for effective diversity management, including the implementation of equal opportunities and avoidance of disability discrimination as it applies during the provision of services. 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 roads managed by Highways England, the Welsh Government, Scottish Government (Transport Scotland) and Transport (NI), only those organizations holding a valid Certificate of Registration for work within the scope of this SSD will be accepted as complying with Clause 104 and Appendix A of the Specification for Highway Works.
- 1.2 For work carried out on roads managed by other highway authorities, acceptance of the organization will depend on the requirements of the contract.

2.0 Guidelines for New Entrants - Requirements

2.1 Organizations must have the required experienced and qualified NHSS 22 personnel and management who meet the requirements of this Sector Scheme. Organizations will need to demonstrate that their equipment 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 the United Kingdom Accreditation Service (UKAS) or by an equivalent International Accreditation Forum (IAF) member for assessment and registration of ISO 9001:2015 quality management systems in accordance with the particular requirements of this NHSS. Organizations will have to demonstrate that they have been audited for office based and site based activities.

2.3 The organization shall record their registration to this sector scheme on the Schedule of Suppliers website www.lantra-awards.co.uk/schedule-of-suppliers or www.scheduleofsuppliers.co.uk/ upon receipt of the certificate issued by their certification body to confirm their registration and thereafter keep their organization's information up to date.

3. Interim Arrangements for Initial Implementation of this Sector Scheme

- 3.1 Not used

4. Trade Associations

4.1 Membership of a trade association is not a requirement of this Sector Scheme, however, the following associations support this Scheme along with the training and competency routes discussed in Appendix C. Their details are included here for information.

- | | |
|---|--------|
| i. Highway Electrical Association | (HEA) |
| ii. Highways Term Maintenance Association | (HTMA) |
| iii. Road Tunnel Association | (RTA) |

Appendix J1: Feedback to Committee Chairperson

Any observations or feedback *relating to the content of this document or the process described* herein should be addressed (using the form below) to:

Sector Scheme Advisory Committee NHSS 22
c/o NHSS Liaison Committee Chair
Highway Electrical Association
Highdown House
Littlehampton Road
Ferring
West Sussex
BN12 6PG

Issue Identified:

Suggested Action:

Name:

Organization:

Address:

Contact details:

Date:

Note: In many instances, J1 forms can be responded to without the need for them to be considered by an NHSS committee, those requiring a more detailed response will be dealt with at the next meeting of the committee as part of the review of the document. . If the J1 form contains information that is critical, then exceptionally action can be taken prior to the meeting by the chairperson for instance by arranging an extraordinary meeting of the NHSS advisory committee. The secretary will normally advise the originator of receipt of the J1 document and when the next meeting is expected to be held.

Appendix J2: Feedback to Certification Bodies and/or Notified Bodies

Feedback relating to certification matters including 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 satisfactorily resolved written complaints should be made to the organization's certification body and/or notified body as appropriate, detailing the problem identified.

(Where a CE marked product is deficient the organization will need to a) advise the client and b) formally advise the local trading standards officer who should take appropriate action.)

(a) Issue Identified:

(b) Organization's Details:

Name:

Address:

Feedback

(c) Organization raising feedback / issue

Name:

Organization:

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) organization Identified as being awarded the contract or

 - iii) Both i) and ii) above

- c) Organization raising feedback / issue
Name:
Organization:
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 Clients

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 or client's web-site.

Health and Safety Executive

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

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 22
- 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 22 for the management, operation, installation and maintenance of road tunnels 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*, one year for inspection)
- A unique reference number/code
- The signature of a relevant CB 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:

	Activity		Title	Primary Category (select)	Secondary Category (select)	
The	Management	of	Road tunnels	TERN	"name of tunnel"	In accordance with National Highway Sector Scheme 22
	Operation			Non-TERN		
	installation					
	maintenance					

(Note: These lists are not exhaustive and the description of the categories and sub-categories may vary from time to time.)

Appendix K1: Sample Skills Card – not used

Appendix L: Guidance for Clients

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. Reference should be made to Appendix M before deciding whether to specify that organizations should be registered to NHSS 22, as registration to other NHSSs may include relevant requirements for the management, operation, installation and maintenance of road tunnels.

2.2. The NHSS for the management, operation, installation and maintenance of road tunnels 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 NHSS 22 activities.

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

- a) A competent workforce able to carry out the management, operation, installation and maintenance of road tunnels.
- b) Requirements to evaluate risks and develop processes associated with the management, operation, installation and maintenance of road tunnels and the production of an associated comprehensive quality plan for each contract.

2.4. It is necessary for the Client to ensure that all those involved in carrying out the management, operation, installation and maintenance of road tunnels 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 management, operation, installation and maintenance of road tunnels.

2.5. 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 the relevant NHSS on certificates. (See Appendix F)

2.6. 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 relevant NHSS. Supervisory staff must be instructed to carry out spot checks of identification cards.

2.7. 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 or www.scheduleofsuppliers.co.uk/. 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.

2.8 Client checklist

The following can be used to assess the validity of organisation claims for compliance with this SSD:

1	Is there an ISO 9001 certificate present?	
2	Has the ISO 9001 certificate been extended to cover NHSS 22?	
3	Is the Certification Body that issued the certificate accredited to UKAS for ISO9001?	
4	Is the Certification Body that issued the certificate accredited to UKAS for assessments to NHSS 22?	
5	If the answer to 3 or 4 is No – is the accrediting body equivalent to UKAS and accepted as such by UKAS?	
6	Does the scope of works of the ISO 9001 certificate, covered by the NHSS 22 extension cover the actual works intended to be covered by the contract?	
7	Is there an audit or surveillance visit report from the Certification Body?	
8	If the answer to 7 is No – when is it due?	
9	If the answer to 7 is Yes – are there any action points outstanding which should have been completed within six months?	
10	Do the named employees to be used on the works evidence of training and assessment of competence?	
11	Do the named employees to be used on the works have valid in date CSCS or ECS Registration Cards?	
12	Is the scope of the works within the competency scope of the employees?	
13	Is the organisation intending to sub-contract any of the works – other than excavation, reinstatement?	

If the answer to 13 is Yes – repeat q 1-13 for that organisation, if necessary replacing NHSS 22 by relevant NHSS (i.e. including NHSS 22 and also other NHSS's e.g. for other services such as white lining, temporary traffic management)

3 Road Death Investigation

Attention is drawn to the ACPO Road Death Investigation Manual, which indicates that in the advent 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.

In respect of this National Highway Sector Scheme information that is likely to be sought includes the following:

- a) High level general policy statements
- b) Specific local maintenance policies and standards
- c) Authority procedures
- d) Works records including the results of any test carried out
- e) The quality of systems for traffic management
- f) Skidding resistance testing

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's IAN 166 for further guidance.

4 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)

For specific questions about the act and guidance: - Ministry of Justice

For health and safety information and answers to specific health and safety questions contact HSE Infoline: HSE Infoline.

Appendix M: Guidance for Organizations

Registration to relevant NHSS's for the activity to be carried out means that registration to NHSS 22 is not required. However, employees registered under other NHSS's will have to undergo induction training specific to the tunnel(s) and equipment and processes therein where they are intending to carry out works.

- i) Reference should be made to www.ukas.com for other NHSS which may be applicable
- ii) Organizations carrying out installation and maintenance of equipment which fall within the control of tunnel staff and for which an NHSS exists (e.g. NHSS 8) – should be registered to that NHSS.

Appendix N: Guidance for Organizations Registered to Another NHSS

This guidance is primarily of relevance to National Highway Sector Scheme Committees and those organizations registered to these schemes. This Appendix should be read in conjunction with Appendix L and Appendix M.

Details are being developed by the Sector Scheme Committee

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 website:
www.lantra-awards.co.uk/schedule-of-suppliers.aspx or www.scheduleofsuppliers.co.uk/
2. Select "Get on the Schedule of Suppliers" or "Register now"
3. Enter the details required, including selecting the Sector Schemes that your organization operates, the Highways Agency Areas you cover, your certification body and the scopes of the schemes you are registered to for as per your certification body registration certificate
4. Upload a PDF copy of your current ISO 9001 certificate(s) extended to include your NHSS registration and any other specific documentation to be uploaded as specified by this SSD.
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 recommended that this done annually)

Note 4 Where work is contracted to a public body (e.g. a local highway authority acting for example as a "Contracting Authority"), or where there is a business restriction in place limiting the extent where a local highway authority operates, the NHSS registered organization (highway authority) when completing their registration should under the section "Business Summary" state that "Works carried out are only within the area of the [highway] Authority for in-house requirements only" or as a "Service provider to", and under the section for "Business Description" provide the statement "Local Government trading account" or similar text. In this instance it would not be appropriate for the NHSS registered organization to complete the section "What areas do you cover?"

Note 5 Any queries should be sent to the "schedule of suppliers" team at scheduleofsuppliers@lantra.co.uk

Appendix P: Other Guidance – not used