



NATIONAL HIGHWAY SECTOR SCHEMES FOR QUALITY MANAGEMENT IN HIGHWAY WORKS

SCHEME 2B and 5B

Particular requirements for the application of ISO 9001:2015 for VEHICLE RESTRAINT SYSTEMS

(This document is to be used as an interim support for Certification Bodies who are in the process of being accredited to NHSS 10B)

Endorsed for publication by the Chairmen of the SSAC

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Future amendments will be noted as follows:

Significant Revisions are listed below. Where any changes are made, the text has been annotated with the latest date of the revision.

Example of text amendment:

(Mm/yy) 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 provide specific particular requirements to BS EN ISO 9001:2015 as it applies to a particular activity/industry within the United Kingdom.”

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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

Alliance of Sector Skills Councils (Lantra)
Association of Directors of Environment, Economy, Planning & Transport
Association of Fencing Industries (AFI)
Association of Public Service Excellence
Association of Safety Fencing Contractors
Certification Body (Lead)
Federation of Awarding Organizations (Lantra)
Highways & Construction Training Association (HCTA)
Highways England
Highways Term Maintenance Association (HTMA)
Notified Bodies (BS EN 1317) (MIRA)
UK Steel Association
UKAS
Vehicle Restraint Manufacturers Association (VRMA)

b) Corresponding Members

Certification Bodies (All)
Health and Safety Executive
Society of Chief Officers of Transportation in Scotland
Transport Northern Ireland
Transport Scotland
Transport Wales

Exclusion of Liability

The Sector Scheme Advisory Committee for NHSS2B and 5B, Vehicle Restraint Systems (Permanent/Temporary)

- 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.

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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).

Note: CE marking is a requirement; this can only be applied following successful evaluation of the factory production control process by a Notified Body. (Notified Bodies are appointed by the relevant authority in a Member State of the European Union and notified to the European Commission. In the UK, the relevant authority for notification under the Constructions Product Regulations (CPR) is the Department for Communities and Local Government (DCLG).

Implementation

Issue 1 ISO 9001:2015

This issue of the SSD is to be implemented immediately from the date of publication on the UKAS website for assessments in accordance with ISO 9001 latest issue.

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

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

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

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

NB: This document is available as an interim support for Certification Bodies who are in the process of being accredited to NHSS 10B and this will allow organizations to become accredited to a 9001:2015 standard for the vehicle restraint industry. Training for permanent systems will remain as per the requirement for NHSS 10B and Training for temporary systems will remain as per NHSS 2B and 5B all included within this document.

Introduction

1. This Sector Scheme Document (SSD) relates to the quality management system requirements for NHSS 2B/5B of vehicle restraint systems. It sets out the particular requirements for BS EN 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 BS EN ISO 9001:2015.
2. This Sector Scheme is one of the series of National Highway Sector Schemes (NHSS), which have been developed as bespoke integrated management schemes within an ISO 9001 framework to define BS EN ISO 9001:2015 as it applies to a particular infrastructure/highway related activity/industry within the United Kingdom.
3. This SSD applies to all types of permanent, metal or pre-cast concrete vehicle restraint systems covered by EN 1317 excluding slip form installed systems. This also applies to temporary vehicle restraint systems which are not covered by EN 1317.
4. Separate Sector Scheme Advisory Committees (SSACs) for each individual activity within this sector, provide advice to UKAS and expert representation is drawn from all sides of industry. Each SSAC determines relevant particular requirements for BS EN ISO 9001 in relation to the requirements of their particular activity and comes to a consensus on the minimum levels of:
 - Workmanship;
 - Services;
 - Product quality;
 - Testing;
 - Training and competency of personnel;
 - An organization registered under the Sector Scheme.

The requirements are contained in the individual Sector Scheme Document (SSDs), this document being one of them.

5. 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 UKAS and the Certification Bodies on the application of the Sector Schemes takes place.
6. This NHSS together with BS EN ISO 9001 is designed to:
 - Provide specific particular requirements for the industry
 - Identify risks and opportunity
 - Provide an industry benchmark
 - Ensure that all processes are planned
 - Provide a basis for continued 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 the Certification Body auditors will use in the sector concerned
 - Promote confidence in quality management systems through provision of a robust transparent system.

7. Work carried out for Highways England and other UK Highway Authorities generally use the Specification for Highway Works. Clause 104 sub clause 8 (May 2014 amendment) of the Specification for Highway Works states "Except as described in sub-clause 104.9, where any work, goods or materials to be used in the works are the subject of a quality management scheme listed in Appendix A, only work, goods or materials conforming with such a scheme shall be used and the organizations carrying out such work shall have current registration to the relevant scheme(s)."
8. This NHSS document is date specific, however, the organization should have procedures in place to ensure that the latest version is always available. Organization(s) should be aware that utilisation of internet search engines may result in out of date references being identified/called up. <https://www.ukas.com/technical-services/publications/publications-relating-to-certification-body-accreditation-3/> (click link and scroll down to find all latest versions of sector scheme documents).
9. Scheme Feedback
 - 9.1. Any observations or complaints 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.
 - 9.2. J1 forms will be responded to at the next meeting of the NHSS committee. 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.
 - 9.3. Completed J2 forms should be sent directly to the relevant Certification Body.
 - 9.4. Completed J3 forms should be sent to the relevant Highway Authority, Police Authority or HSE as appropriate and indicated on the form.
10. Scheme Contact

Observations or complaints regarding this Sector Scheme should be addressed to:

The Secretary
Sector Scheme Advisory Committee for VRS
C/o Lantra
Lantra House
Stoneleigh Park
Nr. Coventry, CV8 2LG

E-mail NHSS-Higways@lantra.co.uk

11. Following the publication of a revised BS EN ISO 9001, the committees review their documents to ensure alignment with the revised BS EN ISO 9001 and that the SSD does not conflict with the national standard prior to withdrawal of the previous edition of the standard.

This SSD is a live document with the SSACVRS meeting 2 to 3 times a year to maintain the currency as appropriate.

Reminders for those using this Scheme.

Always ensure that the current version of the document is being used. The current SSD may be obtained by visiting the UKAS website <https://www.ukas.com> from where the document can be freely downloaded. This NHSS document is date specific, however, the organization shall have procedures in place to ensure that the latest version is always available.

Certification Bodies are accredited by UKAS and the schemes are included in their scope of accreditation. Information on relevant Certification Bodies may be obtained from the UKAS website.

Lantra hosts the schedule of supplier's register of organizations on their website <http://www.scheduleofsuppliers.co.uk>. 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 schedule of suppliers' website together with all relevant information, including a pdf copy of the certification 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. See appendix G.

Particular Requirements for the Application of ISO 9001:2015

1. Scope

This SSD, together with the international standard BS EN ISO 9001:2015, describes the requirements of the quality management system to be established by organizations for Permanent vehicle restraint systems, which are manufactured to BS EN 1317 and are installed or have been installed in accordance with its design. This SSD also covers temporary vehicle restraint systems.

The SSD shall be read and implemented to complement the international standard.

The document provides particular requirements additional to BS EN ISO 9001:2015.

Organizations will only need to comply with the scope of activity(ies) that they provide under this sector scheme as described in 4.3, Annex 1 and Appendix K.

The SSD shall be referenced on the certificate of registration issued by the Certification Bodies which will set out the boundaries and applicability of the organization's Quality Management System to establish its scope (See Appendix K and NHSS 0 part 4).

2. Normative Reference

The following normative documents contain provisions which constitute provisions of BS EN ISO 9001:2015 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 following terms and definitions shall apply:

Roles/Personnel

Client: *	The ultimate body for which the work is being carried out e.g. Highway Authority, which may also be the customer.
Customer*:	The body (that may also be the client) engaging the organization for the purpose of the work described in this NHSS document.
Manager:	The person responsible for the management of the contract (holds a relevant Level 4 or above qualification or equivalent). The Manager could be responsible for a number of contracts and is not generally based on site.
Nominated Representative:	<p>A person(s) appointed by the organization who has site management and/or organisational responsibility for VRS installation. This may include personnel having one or more of the following roles:</p> <ul style="list-style-type: none">• Inspection roles• Managerial roles• Supervisory roles• Installation roles <p>(this will be identified in the quality plan – see appendix A).</p>
organization*:	The body responsible for the provision of the product or service.
Principal Contractor:	The managing contractor with control over the construction phase of a project involving more than 1 contractor. They are appointed in writing by the Client to plan, manage, monitor and co-ordinate the contract including health and safety during this phase to comply with CDM Regulations.
Subcontracting Individuals (Supplier)*:	Self-employed persons providing service(s) to the organization under the direct supervision and control of the organization (e.g. installer or higher). The organization must ensure the Individual is appropriately trained and qualified in accordance with this document and other relevant standards.
Subcontracting Organization (Supplier)*:	An organization registered to a relevant sector scheme, as appropriate, providing services(s) or material(s) to the organization awarding the work.
Subcontracting Specialist (Supplier)*:	An Individual or a GD02 (or equivalent) registered consultancy organization providing specialist supervision and/or consultancy services.

Supervisor:	<p>A Supervisor (holds a Level 3 qualification) is responsible for the overall supervision of the fencing installation and not the definitive installation. Dependent on the size/type* of contracts the Supervisor could be responsible for a number of installations. The Supervisor would normally be required on site to supervise the start of any new installation works to ensure correct datum point, setback, etc.</p> <p>*For example, repair, new installation, etc.</p>
Supplier:	<p>The organization making available the necessary VRS and/or services for use to meet the requirements of a contract.</p>
TVRS Installer:	<p>A person who holds a relevant FISS/CSCS VRS Card (valid until card expiry date) as described in the FISS CSCS Information booklet http://www.lantra.co.uk/nhss/fisscscs</p>
VRS Installer:	<p>A person who holds a relevant FISS/CSCS VRS Card (valid until card expiry date) as described in the FISS CSCS Information booklet http://www.lantra.co.uk/nhss/fisscscs</p>
VRS Labourer:	<p>A person who holds a relevant FISS/CSCS VRS Card (valid until card expiry date) as described in the FISS CSCS Information booklet http://www.lantra.co.uk/nhss/fisscscs</p>
VRS Trainee Installer:	<p>A person who holds a relevant FISS/CSCS VRS Card (valid until card expiry date) as described in the FISS CSCS Information booklet http://www.lantra.co.uk/nhss/fisscscs</p>
Other:	
Anchorage:	<p>The method by which a surface mounted vehicle restraint system is securely attached to a structure or suitable foundation off structure.</p>
Authorisation for Use:	<p>A document stating that an installation is fit for purpose and meets the manufactures' installation requirement</p>
Certificate of Registration:	<p>A certificate issued by a UKAS accredited Certification Body certifying that the holder operates a Quality Management System complying with BS EN ISO 9001: 2015 and this SSD.</p>

Components:	All the necessary elements, including fastenings, which separately and together are necessary to create a vehicle restraint system as required, all necessary elements, as produced under factory production control (where appropriate).
Contract:	The agreement between the customer and the organization.
Contract Specification:	The technical requirements of the contract agreement, for example the following may apply: <ul style="list-style-type: none"> i) Manual of Contract Documents for Highway Works: Volume 1: The Specification for Highway Works (Department for Transport) or as specifically required in the contract documents. ii) contract specific appendices iii) the contract drawings
Demolition of Foundations:	An activity to be carried out as a specialist service. This activity is not covered by the scope of this document and the NHSS10B training and assessment does not cover removal of foundations.
Design and Development*:	The process of converting the design specification requirements for VRS installation into a plan to deliver the output requirements of a contract.
Diploma (QCF now RQF):	A practical and knowledge based competency assessment qualification which replaces NVQs in England, Wales and Northern Ireland as applicable. SVQs are not affected.
FISS/CSCS Card:	A card issued by the Fencing Industry Skills Scheme, in a joint partnership arrangement with CSCS. A CSCS card is not an acceptable alternative to the FISS/CSCS card which is administered and issued by Lantra.
Inspection:	An activity to identify damage and/ or faults within an installation that may lead to rectification/maintenance works. An ongoing activity from start (design) to finish (end of life) to ensure that the product meets and continues to meet the required performance. (see Appendix P).
Installation:	The process of assembling, placing in-situ and site testing the necessary VRS parts, fasteners and foundations in accordance with the manufacturer's instructions and the requirements of a contract.

Legacy systems:	Installed VRS systems conforming with pre EN1317 standards which remain on the road network.
Maintenance:	The process of inspection, assessment and subsequent restoration of an installed VRS to keep it in good condition and working order, to continue to meet the requirements laid out in the manufacturer's documentation and relevant National Standard.
National Vocational Qualification (NVQ):	A vocational qualification approved by the Office of Qualifications and Examinations Regulation (Ofqual).
Quality*:	The totality of features and characteristics of a product or service that bears its ability to satisfy stated or implied needs.
Quality Plan*:	The document setting out the specific quality practices, inspection & test procedures and controls (ITP), resources and sequence of activities relevant to the project (See Appendix A).
Quality Management System*:	The organization's structure, responsibilities, procedures, processes and resources for implementing Quality Management in accordance with the requirements of this document.
Repair*:	The process of replacing broken, damaged, faulty, worn, sub-standard or failed components of a VRS to restore the system(s) to ensure the installed system(s) continue to meet the requirements laid out in the manufacturer's instructions and relevant National Standard, including the dismantling of the system but NOT including the removal of the foundation. (specialist activity). The repair will include the reinstatement of the ground as necessary.
Scottish Vocational Qualification (SVQ):	A vocational qualification approved by the Scottish Qualification Authority (SQA).
"Shall" *:	The term "shall" indicates a requirement strictly to be followed in order to conform to the standard and from which no deviation is permitted. (See ISO Directives Part 3:1997, Annex E)" (reference "guidance on terminology used in ISO 9001 and ISO 9004".)
"Should" *:	The term "should" is used in this document to indicate recognised means of meeting the requirements of this standard. An organization can meet these in an equivalent way provided this can be demonstrated to a Conformity Assessment Body (CAB) (Certification Body).

VRS:	Vehicle Restraint Systems (to include VRS products covered by BS EN 1317 road restraint systems as defined in this scope).
TVRS:	A VRS that maybe compliant to EN1317, used for a temporary application as detailed in TD19, but may not be CE marked due to national legislation.

* The terms and definitions given in ISO 9000 remain applicable unless otherwise changed above.

3.2 For the purpose of this Sector Scheme Document the following abbreviations shall apply:

ACPO (NPCC)	Association of Chief Police Officers Now known as NPCC National Police Chiefs' Council
CB	Certification Body
CSCS	Construction Skills Certification Scheme
DMRB	Design Manual for Roads and Bridges
ITP	Inspection and Test Procedures and Controls
IRRRS	Interim Requirements for Road Restraint Systems
Lantra	the appointed administrator for services and training, competency assessment and registration as defined in this SSD. In addition, Lantra are an Awarding Body recognised by Ofqual and able to develop regulated training and qualifications
MCHW	Manual of Contract Documents for Highway Works
NGSHW	Notes for Guidance on SHW
NHSS	National Highways Sector Scheme
NPSBS	Non-Proprietary Safety Barrier Systems
• TCB	Tensioned Corrugated Beam
• OBB	Open Box Beam
• DROBB	Double Rail Open Box Beam
• RHS	Rectangular Hollow Section

OfQual	Office of Qualifications and Examinations Regulation
QCF	Qualifications Curriculum Framework
MCHW/SHW	Manual of Contract Documents for Highway Works Volume 0-6: as required: The Specification for Highway Works Volume 1 (and any subsequent amendments) published by The Stationery Office for Highways England, The Scottish Executive Development Department, The Welsh Government and The Department for Regional Development, Northern Ireland.
SSAC	Sector Scheme Advisory Committee
SSD	Sector Scheme Document
UKAS	United Kingdom Accreditation Service (The United Kingdom National Accreditation Body) or any recognised European Union National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory with a scope which includes this sector scheme.

4 to 10 Quality Management System Requirements

Particular Requirements of this Sector Scheme

Introduction

This document shall be implemented in conjunction with the requirements of ISO 9001:2015.

Clause/Paragraph numbers in this section reference appropriate paragraphs of BS EN ISO 9001:2015.

Where 'no particular requirements' are recorded the ISO 9001 clause stands.

4 Context of the organization

4.1 Understanding the organization and its context

See Annex 1a for additional guidance – VEN Diagram

4.2 Understanding the needs and expectations of interested parties

Interested parties shall include the Customer, Client and other contractors, and those that interact with or use the Client's infrastructure, such as; the public, emergency services, other organisations and associations. This includes the impact of VRS activities on other works being undertaken and the environment associated with the works including congestion and traffic flow/s.

4.3 Determining the scope of the quality management system

The scope of the quality management system shall cover the range of specific services that the organization is competent to supply and which they are seeking registration (see Annex 1 and Appendix K). Out-sourced services shall be controlled in accordance with this scheme.

For the purpose of clarity, it should be noted that this Sector Scheme Document applies to organizations carrying out the vehicle restraint systems works; it is also applicable to deformable, non-deformable systems and gates within cast insitu concrete sections i.e. concrete slip-form installation is excluded. Any demolition/removal of foundations is not covered by the scope of this document.

The scope of this document includes all VRS systems used for temporary applications, i.e. site work segregation from live traffic and contraflow; and preassembled or precast VRS that only requires jointing on site for fixed size units, included embedded systems.

4.4 Quality management system and its processes

4.4.1 No particular requirements

4.4.2 The organization shall record their registration to this sector scheme on the Schedule of Suppliers website <http://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 certification body and the organization have a duty of care to, and shall, notify Lanta's NHSS Schedule of Suppliers at scheduleofsuppliers@lantra.co.uk if certification is suspended or withdrawn.

5 Leadership

5.1 Leadership and commitment

5.1.1 General

The organization's policy document shall include top management support including Leadership and Commitment for NHSS2B/5B.

5.1.2 Customer focus

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.

5.2 Policy

5.2.1 Establishing the quality policy

The organization's quality policy statement shall include a statement of commitment to NHSS2B/5B.

5.2.2 Communicating the quality policy

It shall be ensured that policies relevant to the organisations activities are communicated to all relevant personnel who by their action or inaction may affect the quality of the activity undertaken.

5.3 Organizational roles, responsibilities and authorities

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

6 Planning

6.1 Actions to address risks and opportunities.

6.1.1 The organization shall take into account the risks and opportunities relating to this NHSS and the performance of the installed or removed product, including the impact of third party undertakings on all installation/maintenance and removal activities.

6.1.2 No specific particular requirements.

6.2 Quality objectives and planning to achieve them

6.2.1 The organization shall set and communicate within the supply chain as appropriate quality objectives. Included within those objectives the organisation shall include objectives relating to improving the environmental or health and safety performance of the organization.

Communication of these objectives may be included within the Quality Plan.

6.2.2 The organization shall set quality objectives relating to sustainability and environmental performance. These shall include targets for minimising waste disposal and maximising recycling on site, improving the environmental performance of the organization, and use of recycled materials.

The organisation shall ensure that SMART targets/milestones are set to promote the achievement of the declared objectives.

6.3 Planning of changes

A record of process and/or acceptance criteria will be recorded within the quality plan, also see 5.1.2

7 Support

7.1 Resources

7.1.1 General

No specific particular requirements.

7.1.2 People

For Permanent Systems:

The roles of persons necessary for the effective implementation of the QMS may include the following:

- Installation roles
- Supervisory roles
- Managerial roles
- Inspection roles

All roles shall be documented in the organization's quality plan (see Appendix A). For qualifications for each role and activity please see Appendix C.

Installation Roles

For work on Permanent installations the organization will decide the gang structure but the ratio shall not exceed 2 VRS Labourers to 1 Installer or 1 VRS Labourer and 1 Trainee Installer to 1 Installer. (see table A below) Where the gang size consists of more than 3 persons the ratios shall be repeated in multiples of 3 e.g. the 4th person of the gang must be an Installer. The organization shall determine the seniority of the Installers.

Table A - VRS Gang Size (Permanent)

The numbers below indicate the priority of selection for a VRS gang.
e.g.:

- 3 gang members requires a minimum of 1 installer
- 4 gang members requires a minimum of 2 installers
- 5 gang members requires a minimum of 2 installers and 2 VRS Labourers and 1 other

6 gang members requires a minimum of 2 installers, 2 VRS Labourers and 2 others

Gang Member	1	2	3	4	5	6	> 6
Status of role in the gang	VRS Installer	VRS Labourer	VRS Labourer or Trainee or General Labourer	VRS Installer	VRS Labourer	VRS Labourer or Trainee or General Labourer	Sequence repeated for each additional person

VRS gang sizes normally follow multiples of 3 (as illustrated in the above example).

Responsibilities of all the Installers include but are not limited to:

- Instruct and organise the VRS gang to ensure VRS is being installed/repared in accordance with the manufacturer's installation instructions (including any foundation works).
- Being present each time the posts are tested. Monitoring tests, identifying failures and undertaking remedial work in accordance with instructions.
- Ensure that they sign off installation/repair at the end of each day that the work has been carried out in accordance with the manufacturer's installation instructions but they cannot sign off the overall completed installation/repair.
- As necessary instruct and organise others such as Plant Operators, Banksmen etc for associated non-installation activities. (Each qualified VRS Installer shall at no time be responsible for more than 5 personnel including the VRS gang).

The VRS installation gang consists of VRS Installers, VRS Labourers and others see (Table A – VRS Gang Size above). As well as providing instruction to the VRS installation gang, the VRS Installer, as appropriate, should also provide instruction to other General Labourers (not part of the gang), Plant Operators, Banksmen etc. for associated non-installation activities.

For Temporary Systems:

The persons necessary for the effective implementation of the QMS should include the following, as applicable;

- Operations Management
- Contracts Management
- Engineering/Technical Management
- General Supervision
- Specialist Supervision e.g. Lift Supervisor
- Temporary System Installer
- Temporary System Labourer
- Temporary System Trainee
- Specialists e.g. Slings etc.
- Plant Operators

The organization may also appoint a nominated person to lead VRS works on site. The role of the nominated person can be undertaken by a Temporary Installer or another appropriate person e.g. site manager appointed by the organization and listed on the organizations Installer Matrix, an example of a document is shown in Appendix D. A copy of this Matrix will be contained in the Quality Plan.

Note: The Quality Plan may list multiple nominated persons within the Appendix D document; the organization will ensure that its work package documentation clearly identifies the shift nominated person.

Table B - VRS Gang Size (Temporary)

Gang Structure and Content:

- Ratio of Installer to Labourers is 1:2 (gang size 2 or 3)
- Ratio of Installers (excluding nominated person) to Labourers is 1:3
- Only 1 Labourer may be replaced by a trainee

Gang Size:	Installer:	Installer:	Installer or Labourer:	Installer or Labourer:	Installer or Labourer:	Installer or Labourer or Trainee:
2	x		x			
3	x		x	x		
4	x	x	x			x
5	x	x	x	x		x
6	x	x	x	x	x	x

Note: Gang structure refers to the VRS installation crew only. For example, Plant Operators, Slings or any other support occupations are not directly involved with the system assembly or location do not form part of the VRS installation gang but they must be competent for the activities they are carrying out.

See 7.2.2 for competency requirements

Permanent and Temporary:

Pre-Installation Roles

Duties may include but not limited to:

Service design and development:

- Validation and verification of the design
- Implementation of the design (including the quality plan)

Site Supervisory and Managerial Roles

It is the responsibility of the organization to appoint nominated representatives who have site supervisory and/or managerial responsibilities for VRS installation (see appendix A).

Duties may include but not limited to:

- Determining the plant and equipment required to carry out the works safely and effectively

- Carry out Risk Assessments and complete Method Statements and ensure others know how to report back. Where applicable this will include any temporary traffic management arrangements and identification of underground and overground services.
- Be present at the start of work to ensure datum point is established, supervise and monitor the installation to ensure work is in accordance with the Manufacturer's Instructions.
- Liaise and collaborate with Clients and others involved with the works to ensure any issues arising are resolved to their satisfaction.
- Sign off completed works and hand over to the customer

Inspection Roles

Duties may include but are not limited to:

- Inspection of the finished installed system(s) prior to handover

Maintenance and repair activities during the life of the VRS product:

- Maintenance inspections during serviceable life as per requirements
- After replacement or repair

7.1.3 **Infrastructure**

The works package shall demonstrate the support requirements of the installation, this may include number of support vehicles, specialist plant or operatives not included within the gang structure (7.1.2)

The organisation will ensure the Quality Plan considers provision of welfare facilities.

7.1.4 **Environment for the operation of processes**

The Quality Plan and associated control documents will consider the environment that the activity is being undertaken in, this may include as appropriate, but not be limited to:

- Temporary Traffic Management/Provision of work space
- Interaction with other work activities
- Impact of weather on the installation activity
- Access and Egress
- Operational Risks
- Consideration of work patterns
- Fatigue Management
- Conflict Management
- Action in case of a required Emergency Response
- Post installation activities, e.g. asphalt installation for embedment with acceptance criteria
- Transfer of information for compliance and certification
- Environmental management and control

7.1.5 **Monitoring and measuring resources**

7.1.5.1 General

The organization shall maintain documented information to demonstrate the manner and frequency of the calibration of the measuring and test equipment. (See Appendix E for guidance).

Where appropriate, the organisation shall be able to demonstrate operator competencies for use of specialist equipment, e.g. pull-test equipment sets.

7.1.5.2 Measurement traceability

Where appropriate the organisation shall provide copies of the certification relating to calibration of equipment within required site documentation, this may include content in the Quality Plan and or CDM file as relevant.

7.1.6 **Organizational knowledge**

The organization shall describe its knowledge by reference to Annex 2 and Appendix B. In addition, the organisation will ensure that appropriate legislative requirements are clearly communicated to all levels of the organisation with regard the level of the activity being undertaken.

Note: Reference and legal documents listed in Appendix B are the main documents relevant to this scheme, however it should be noted that this list is not exhaustive and is only current at the time this version of the scheme document is published.

The organization is responsible for providing access to all applicable documentation relating to the works being undertaken and that the appropriate versions are used.

7.2 **Competence**

General

The training and assessment of competency of personnel required by this scheme is aimed primarily at technical competence for undertaking activities within the scope of this scheme, including the operation critical plant for installation operations for this scheme's personnel.

Activities detailed within the scope of this scheme are 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. Appendix C1 provides the link to a guidance document illustrating flowcharts by which skills cards can be achieved.

Assessment and Qualifications

To assess competence within the organization the following criteria should be considered and evidenced;

Skills

Knowledge

Attitude

Training

Experience

The competence of people shall be defined as follows:

A Criteria for new applicants

Lantra NHSS10B skills registration cards will now be combined with the FISS/CSCS card for each level.

i) VRS Labourer (Green FISS/CSCS card level)

VRS Labourer works as a member of the gang installing VRS and shall have successfully completed the following:

- NHSS10B Foundation Course
 - certificate valid for 2 years
 - contains H&S training
- Lantra Awards Qualification Level 1 Award in Health and Safety in a Construction Environment 601/1222/0 (or equivalent – see FISS/CSCS scheme information booklet),
- The CITB Operative Touch Screen Test (within 2 years prior to application)

For renewals – see FISS/CSCS scheme booklet and / or link to flowcharts in appendix C1.

i) Labourer (Green FISS/CSCS card level)

Labourer works as a member of the gang installing VRS and shall have successfully completed the following:

- Lantra Awards Qualification Level 1 Award in Health and Safety in a Construction Environment 601/1222/0 (or equivalent – see FISS/CSCS scheme information booklet),
- The CITB Operative Touch Screen Test (within 2 years prior to application)

For renewals – see FISS/CSCS scheme booklet and / or link to flowcharts in appendix C1.

For roles within the gang structure see Table A and B in 7.1.2

ii) VRS Installer (Blue FISS/CSCS card level) Permanent Systems:

VRS Installer (Permanent) is competent to install specific Permanent VRS and shall have successfully completed the following:

- The CITB Operative Touch Screen Test (within 2 years prior to application)
- Lantra Awards Health & Safety Course (AHAS003) or equivalent within 2 years prior to application
- NHSS10B Foundation and Installer Course (within 2 years prior to application)
- Lantra Awards Level 2 Diploma in Work-based Fencing – VRS route 600/6521/7
- At least one permanent product specific training course or NPSBS course approved by Lantra (Permanent systems only)

VRS Installer (Blue FISS/CSCS card level) Temporary Systems:

VRS Installer (Temporary) is competent to install specific Temporary VRS and shall have successfully completed the following:

- The CITB Operative Touch Screen Test (within 2 years prior to application)
- Lantra Awards Health & Safety Course (AHAS003) or equivalent within 2 years prior to application
- At least one temporary system product specific training course

Installers must have current and valid training for **each** proprietary system and/or NPSBS they install.

For systems that installers are not qualified to install they may only work as a VRS Labourer on those systems.

For roles within the gang structure see Table A and B in 7.1.2

The organization shall appoint a VRS Installer as one of the site nominated representatives (previously known as Lead Installer - no additional card issued). (see Appendix A)

As well as having Installer qualifications the appointed person shall have the appropriate skills as follows:

- Experience – should hold a blue card for a minimum of 5 years
- Leadership skills
- Communication skills - liaison with others who will sign off of the completed installation
- Competence to check and verify correct installation of work done by others (Ensure that they sign off installation/repair at the end of each day that the work has been carried out in accordance with the manufacturer's installation instructions but they cannot sign off the overall completed installation/repair).

iii) **Designation criteria for a Supervisor Level 3 (VRS)**

A person who has completed the appropriate product specific training course(s) for the type of vehicle restraint system which they will be supervising. (See terms and definitions for supervisor)

This is in addition to the requirement to hold as a minimum a Gold FISS/CSCS card. (see Appendix C).

iv) **Designation criteria for a Manager Level 4/5 (VRS)**

It is recommended that the Manager undertakes the appropriate product specific training course(s) for the type of VRS being installed by their organization. (see terms and definitions for Manager)

This is in addition to the requirement to hold a Black FISS/CSCS card. (see Appendix C).

v) **Designation criteria for a Senior Executive/Owner/Director (VRS)**

Where Directors/Owners (normally office based) have a direct involvement in the management of VRS contracts, it is recommended that where appropriate they attend relevant VRS product specific training course(s) for the type of VRS being installed by their organization.

This is in addition to the requirement to hold a Black/AQP/PQP FISS/CSCS card. (see Appendix C).

B Criteria for other Personnel and Renewals

i) Training and assessment of competence and renewals shall be carried out in accordance with the FISS/CSCS Scheme booklet <http://www.lantra.co.uk/nhss/fisscscs>

Competencies of other people shall be as defined in Annex 2.

- ii) Note 1: White cards have been withdrawn and for further updates on how to renew to the Blue Skills Card telephone Lantra Awards (02476 696996). Applicants who currently hold a card via the Industry Accreditation route must upskill (plan currently being put in place as to how this will happen). This plan will be available as a progression route by 2020.

Note 2: Existing NHSS2B & NHSS5B (CRO shall transfer to the Blue Skills Card – see link to flowcharts in appendix C1) card holders can use their existing cards until their card is up for renewal when they will transfer to the NHSS10B route. NB Existing card holders can only install either Safety Fencing (NHSS2B) or Parapets (NHSS5B) not both systems.

Note 3: Discussions are currently taking place on how to develop Inspector Training Courses to a National Standard. It is anticipated that this will be a level 3 qualification.

Note 4: Where applicants hold other cards or qualification (e.g. from a state other than England), the organisation shall establish the competency equivalence of such qualifications and advice should be sought from the appropriate Sector Skills Council or issuing/awarding body of recognised qualifications or the administrator of the embedded skills scheme as to the equivalence of the qualification to meet the described competency and knowledge described in this sector scheme document.

- iii) The organization shall create and maintain a register of employees' record of training and assessment of competence for each employee.
- iv) Whilst working at highway construction sites employees shall carry a skills registration card that details their qualifications for competency at all times. This card will include an identification photograph.

7.3 Awareness

It is noted that when referring to objectives, these include any other specified organisational operational objectives; i.e. environmental

7.4 Communication

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

Evidence of prestart briefings are to be available for all activities undertaken with regard to installation, maintenance and removal. These briefings should highlight any site specific issues including environmental and safety issues (i.e. noise, weather or live traffic incursions) relating to the works being undertaken.

7.5 Documented information

All client specified departures from the system general arrangement requirements will be recorded and those records maintained for the lifespan of the installation and as required by legislation.

7.5.1 General

Typical quality plan requirements are listed in Appendix A.

7.5.2 **Creating and updating**

No specific particular requirements.

7.5.3 **Control of documented Information**

7.5.3.1 No specific particular requirements.

7.5.3.2 Control of Documents

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

Control of Records

The organization shall determine which documents shall be retained in order that they are available for inspection in any future investigations, for example; road traffic accidents.

Submission/Retention of Records: The organisation shall ensure that all relevant records are submitted and/or retained as required by contractual obligations, i.e. MCHW 104-8 & Appendix H, in addition to any legislative requirements, i.e. Construction (Design and Management) Regulations.

8 Operation

8.1 Operational planning and control

- (i) Where considered necessary by the organization, a project specific Quality Plan should be produced describing the processes that will be implemented in that project using Appendix A as the Specification for Highway Works and associated contract documents.
- (ii) The quality plan should not be considered in isolation. An integrated approach should be taken which links the quality plan, Environmental Plan, Sustainability Plan, the Health and Safety Plan, Risk Management etc. together. 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 1: The quality plan describes the management strategy that sets clear and sustainable performance objectives, delegates' responsibility and establishes lines of communication. The objective being to manage the various management schemes within an overall management scheme within an organization.

- (iii) 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.
- (iv) Safe working methods shall be documented and any deviation from these methods shall be recorded and notified to the Client/customer/interested parties, if required.

8.2 Determination of requirements for products and services

8.2.1 Customer communication

Vehicle restraint systems – as a minimum the information listed below shall be provided in English by the organization to the customer:

Permanent Systems:

- (i) Manufacturer's specification, Declaration of Performance
- (ii) Copy of the quality plan
- (iii) Installation drawings
- (iv) Manufacturer's installation instructions or installation manual including foundation requirements and test methods to verify their performance
- (v) Manufacturer's repair and maintenance manual/operational and maintenance manual
- (vi) For each organization undertaking vehicle restraint system work certificate(s) of registration to this scheme for the installation of vehicle restraint systems. The certificate(s) of registration shall include in the scope of registration installation of the VRS(s) being installed
- (vii) Where contract specific requirements, e.g. Appendix 4/1 of the NGS HW, specify requirements for loads imposed by road restraint systems on foundations or structures, the nominal loads (direct forces, moments and co-existent shears) that will be transferred from the VRS to the structure or foundation shall be provided
- (viii) Any requirement for third party information/certification that will directly impact on the performance of the system prior to the issue of a System Declaration of Performance; e.g. Dip Sheets for asphalt depth as required by SHW 0900 series, which will affect embedment of an installed system.

Temporary systems:

- (i) A copy of the Quality Plan
- (ii) Manufacturer's performance specification
- (iii) Operational specific information, e.g. work space requirements
- (iv) General arrangement drawings, for the system(s) being deployed
- (v) Installation specific drawings where applicable, e.g. fixings or foundation requirements.
- (vi) ITP controls & Installation Handover Documentation, including:
 - a. Identification of the Lead Installer
 - b. Installation Record (e.g. length of installation, layout (setback etc.) and what was installed)
 - c. Any variation from manufacturer's specification.

8.2.2 Determining the requirements for products and services

If the organization has control of associated functions, the organizations using this Sector Scheme shall ensure best practice such as specifying any other relevant NHSSs as appropriate to the nature of the work being undertaken e.g. NHSS12.

Where traffic management is required organizations should either employ a National Highway Sector Scheme registered organization or where applicable have skilled registered traffic management operatives qualified to meet the requirements of NHSS12D relevant to contract requirements and risk assessments.

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.

- a) The organization shall, prior to commencement, check the practicality of the proposed work.

This may include liaison with third parties, e.g. the Highway Authority, the client/customer, the manufacturer. Where irregularities or inconsistencies with the specification or health and safety requirements are encountered these shall be brought to the attention of the customer/client for resolution.

- b) Determination of requirements related to the product 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; statutory and regulatory requirements related to the resource efficiency aspects of the product including as appropriate compliance with European licencing regulations (e.g. driver CPC - periodic training)

- c) Reference shall be made, where appropriate to other relevant NHSSs [e.g. NHSS 19A for corrosion protection and NHSS 12 for temporary traffic management].

Where temporary traffic management is required organizations shall:

- employ a National Highway Sector Scheme 12A/B and/or 12C registered organization for work carried out on high speed dual carriageways and motorways
- employ a National Highway Sector Scheme 12D registered organization or where applicable on rural and urban roads have skilled registered traffic management operatives qualified to meet the requirements of NHSS12D relevant to contract requirements and risk assessments

8.2.3 **Review of requirements related to products and services**

8.2.3.1 No specific particular requirement.

8.2.3.2 No specific particular requirement.

8.2.4 **Changes to requirements for products and services**

No specific particular requirement.

8.3 **Design and development of products and services**

8.3.1 **General**

The organization shall define the scope of design services using Annex 1. A design review shall be carried out and signed off by the authorising officer.

8.3.2 **Design and development planning**

The certification for the organization shall include design as applicable to the organization's scope.

The design process may be limited to the design of post foundations and system layout.

Where applicable any design modifications or changes shall be referred back to the product supplier.

The scope of design services shall be defined using Annex 1.

Permanent VRS: the organisation may supply design support and where appropriate layout design of the vehicle restraint system, but under the scope of this SSD the organisation will refer to the intellectual property owner regarding non-standard installation and type test certification for approval of non-standard installations.

The organisation shall identify at the planning stage any requirements placed on third party suppliers with regard to the installation and performance of the supplied VRS system, this includes the requirements in 8.2.1 (viii) above.

The organisation will ensure that the Quality Plan recognises required Quality and ITP interfaces with these third parties.

Temporary VRS: unless the organisation specifically defines within its scope of works design of 'Temporary Vehicle Restraint Installations', the organisation will undertake service provision of installation, maintenance and removal of the TVRS as design will be undertaken by third parties, normally NHSS 12 registered businesses as part of their temporary traffic management design. Organisations specifically designing installations of TVRS will be subject to NHSS 12.

8.3.3 **Design and development inputs**

Where applicable, the organization shall demonstrate how it conforms to the customer specification of works, for example;

Durability

Safety barriers, vehicle parapets, terminals, transitions and crash cushions shall conform to the following:

- (i) All components shall be designed to achieve a serviceable life of not less than:
 - a) 20 years for metal safety barriers, terminals, transitions and crash cushions;
 - b) 30 years for metal vehicle parapets and metal components of combined metal and concrete vehicle parapets; and
 - c) 120 years for concrete vehicle parapets and concrete components of combined metal and concrete vehicle parapets

- (ii) For metal vehicle parapets and metal components of combined metal and concrete parapets the serviceable life shall, except where stated in contract specific Appendix such as 41 of NGSHW, be obtained without the requirement for any maintenance other than that resulting from accidental damage. In addition, metal components of combined metal and concrete parapets shall be capable of replacement without damage to the concrete components.

VRS will conform to the client's specifications, e.g. SHW 0400

TVRS will meet the requirements of client specifications and will have suitable quality assurance processes in place to ensure ongoing suitability of reusable TVRS.

8.3.4 **Design and development controls**

The organization shall ensure that its quality management system includes process design and development and provides appropriate controls for the control of change/improvement activities, which may include other business drivers for example environmental process improvement.

8.3.5 **Design and development outputs**

No specific particular requirements.

8.3.6 **Design and development changes**

No specific particular requirements.

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

8.4.1 **General**

The organization shall establish procedures to ensure that vehicle restraint systems (and components) are purchased/obtained from a supplier providing relevant and appropriate CE marked products meeting the contract and design requirements (see Series 400 of the SHW), EN 1317 and TD19 (see Appendix B) and related contract documents.

Procedures shall include details of the VRS suppliers, installation instructions and essential information to facilitate the installation of the system where this is applicable.

Drilled in anchorages shall be installed in accordance with the manufacturer's installation instructions.

(Note personnel assembling and installing a vehicle restraint system must be able to demonstrate their compliance with Appendix C within this document and hold the relevant skills card). It is the responsibility of the organization to undertake due diligence of any external provider.

Permanent VRS: The organization shall establish procedures to ensure that supplied vehicle restraint systems including components which are purchased/obtained from a supplier providing relevant and appropriate CE marked products meeting the contract and design requirements e.g. Series 400 of the SHW, EN 1317-5.

Temporary VRS: It is the responsibility of the organisation to ensure that any product purchased for the use of TVRS deployment, meets all appropriate regulatory requirements, e.g. Construction Product Regulations, and must also include any contract specific requirements; e.g. Minimum design life of 10 years for temporary concrete vehicle restraint systems.

It is the responsibility of the organisation to ensure that any sub-contracted labour used for installation, repair or removal purposes meets the requirements of this document with regard to the quality of the works provided and the compliance with any legal or contractual requirements.

The organisation shall ensure suitable processes and controls for the validation of the sub-contracted service provision in addition to purchased product.

Drilled in anchorage/attachment systems shall be installed in accordance with the manufacturer's installation instructions, and validated as per the VRS manufactures specification (proprietary systems), i.e. proof load requirement.

8.4.2 Type and extent of control of external provision

Where a harmonized European Standard applies, the organization shall have a process in place to ensure conformity of the Declaration of Performance with the Contract requirements.

The organization shall establish, implement and record the inspection or other activities necessary for ensuring that purchased products and services meet specified purchase requirements, including installation of the product.

8.4.3 Information for external providers

The organization will ensure that all relevant customer specific information regarding the work site requirements is communicated to all sub-contractors involved in the installation requirements, including the requirements placed on sub-contract delivery providers.

8.5 Production and service provision

8.5.1 Control of production and service provision

The organization shall include activities and services as shown in Annex 1 with regards to production and service provision.

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) where the organization is the Principal 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 and communicated to all interested parties

- c) when the organization is a sub-contractor (see terms and definitions), the taking of all reasonable steps to ensure this information is available from the main supplier and is suitable to the extent that the organization is satisfied it is safe to carry out the sub-contract works
- d) safe place of work and the provision of temporary traffic management by an appropriate sector scheme registered organization

8.5.2 **Identification and traceability**

Where there are legislative and/or contractual requirements, there must be an auditable process of document retention which can be clearly identified and traced.

Works orders, risk assessment and VRS quality plans for the installation, maintenance and repair of the sector scheme activity shall be signed by the relevant designated personnel and retained for a period as specified by the contract requirements. They will also be submitted to the client if requested.

The organisation shall have a system in place which provides documented information to demonstrate the manner and frequency of the calibration of the measuring and test equipment (See Appendix E for guidance).

Documentation required as a minimum to demonstrate compliance with the contractual requirements will typically include;

- Calibration records
- System specified site test results (e.g. push/pull test)
- Anchorage test results

8.5.3 **Property belonging to customers or external providers**

The quality management system shall include a procedure for materials which are supplied by the Customer or the Client. For example, VRS components which may be pre-used.

The organization may accept un-damaged pre-used components (excluding fasteners), as specified by the manufacturer/promoter, as representing Customer Supplied Product in maintenance work, repair work or where specifically required in a contract.

8.5.4 **Preservation**

Systems shall be in place to inspect and maintain all goods returned from site before their subsequent use.

8.5.5 **Post-delivery activities**

Information required to be provided by the supplier after installation

The organization shall supply all documents as detailed in a) to e) of this clause of ISO 9001:2015.

The organization shall provide as a minimum completed Annex 3 forms as applicable or equivalent documentation.

8.5.6 **Control of changes**

No specific particular requirement.

8.6 **Release of products and service**

The organization shall provide as a minimum completed Annex 3 forms as applicable or equivalent documentation.

8.7 **Control of nonconforming outputs**

8.7.1 No specific particular requirement.

8.7.2 Documented information shall be retained in accordance with 7.5.

9 **Performance evaluation**

9.1 **Monitoring, measurement, analysis and evaluation**

9.1.1 **General**

This will include customer and client Key Performance Indicators (KPIs) which might be for example environmental and health and safety requirements. This includes the on-going impact of VRS activity on other activities including congestion and traffic flows.

9.1.2 **Customer satisfaction**

No specific particular requirement.

9.1.3 **Analysis and evaluation**

No specific particular requirement.

9.2 **Internal audit**

Internal audits shall include an audit of the quality plan. No requirements for the frequency and adequacy of the internal audit has been provided, similar no requirements of the experience or suitability of an auditor has been provided.

9.2.1 The organization shall conduct internal audits at least once a year to ensure its continuing suitability and effectiveness to conform to this NHSS.

9.2.2 No specific particular requirement.

9.3 **Management review**

9.3.1 **Management review**

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

9.3.2 **Management review inputs**
No specific particular requirement.

9.3.3 **Management review outputs**
No specific particular requirement.

10 Improvement

10.1 **General**
No specific particular requirement.

10.2 Nonconformity and corrective action

10.2.1 No specific particular requirement.

10.2.2 No specific particular requirement.

10.3 Continual improvement

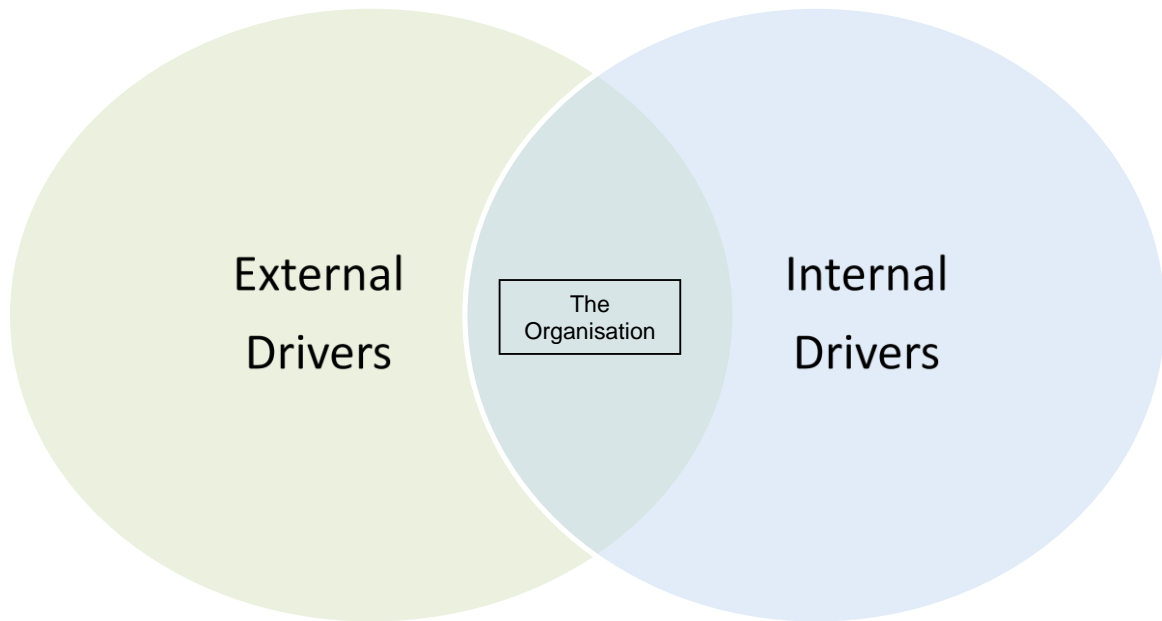
The corrective actions and risk assessment processes shall include analysis of incidents and occurrences. Analysis and evaluation shall include accident statistics and near miss reporting.

Annex 1 - SCOPE OF VRS SERVICES PROVIDED BY THE ORGANISATION

Ref SSD / ISO 9001 Clause 4.1, 4.3 and 8.5

Description of Service <i>For an Organisation to become registered under the Scheme it must provide, as a minimum, the services shown shaded.</i>	"Yes" if the Organisation provides this Service
Product Design, Testing, and Manufacture This is not covered within this Sector Scheme Document	Not Applicable
Design of the installation system	
Carry out an assessment of need for VRS (e.g. RRRAP)	
Design to TD 19/06 and other relevant standards.	
Produce a VRS Performance Specification & Drawings	
Select and supply products to meet specified performance criteria	
Procure materials for incorporation in works	
Propose foundation	
Propose anchorage types	
Carry out proof testing of foundations	
Carry out proof testing of anchorages	
Install, maintain and repair VRS systems in at least one of the following categories:	
Deformable Permanent	
Rigid (Non-Deformable) Permanent	
Parapets	
Terminals	
Transitions	
Crash Cushions	
Gates	
The scope of the organization shall include "authorisation" to install proprietary products by manufacture for each product	
Inspection and verification that a VRS installation complies with customers' requirements	
Maintain and repair legacy systems	
Removal of existing foundations	Not applicable
Assess VRS and make recommendations for refurbishment	
Assess damaged VRS & make recommendations for repair	
Inspect VRS and produce a report on its condition as per BS7669	

Annex 1.1 –Context of the organisation and its Stakeholders



Example of Drivers:

Standards & Sector Scheme Requirements

Client Specifications

Competitors

Stakeholders

Trade Organisations

Legislation

Environmental Constraints

Employees

Supply Chain Partners

Internal Suppliers

Work Environment

Shift Patterns

Training

BAT (Best Available Techniques)

This is an example only for elements to be considered

Annex 2 - COMPETENCY OF ORGANIZATION (Example only)

Service	Competency Attributes required to provide the Service	Likely means of individuals to demonstrate competence
Carry out an assessment of need for VRS (e.g. RRRAP) Design to TD 19/06 and other relevant standards Produce a VRS Performance Specification & Drawings	Organizations carrying out these services are advised to make reference to (<i>or shall comply with</i>) Design Manual for Roads and Bridges; Volume 2 Section 2 Part 8 TD19/06 in particular clause 1.5, and to Volume 0 Section 2 Part 1 GD 02/08 and in particular Appendices D & E.	
Select products to meet specified performance criteria	Knowledge and understanding of: <ul style="list-style-type: none"> • the performance criteria used to specify VRS • the potential effects of selecting and installing the wrong product • products' limitations. Experience of identifying performance requirements from Contract Data. Ability to identify circumstances in which a performance requirement cannot be achieved.	The organization shall ensure that all personnel are qualified, competent with recent experience of product selection this includes broad skills knowledge and understanding of VRS performance. Personnel who shall meet the organization's requirements include: VRS industry FISS/CSCS Blue card installer OR Recognised certificate of professional competence MCIHT, IHE, ICE with 2 years' experience of VRS at a management level.
Provide materials for incorporation in works	Knowledge of relevant parts of SHW Ability to recognise: <ul style="list-style-type: none"> • A range of products • sub-standard materials (e.g. impact damage, protective coatings, non-CE marked) 	NHSS VRS Foundation Course + NHSS VRS Installer + Proprietary system course and/or NPSBS + Experience

	<p>Awareness and experience of product storage requirements</p> <p>Ability to implement procedures covering procurement of materials, including selection of suppliers, product conformance documents, receipt & storage.</p>	
<p>Propose foundation or anchorage types, carry out proof testing.</p>	<p>Knowledge of relevant parts of SHW.</p> <p>Knowledge of a range of foundation types.</p> <p>Awareness and Experience of a range of ground conditions and the likely results of proof testing.</p> <p>Knowledge of a range of anchorage types.</p> <p>Awareness and Experience of the factors affecting anchorage strength and durability.</p>	<p>NHSS VRS Foundation Course + NHSS VRS Installer + Proprietary system course and/or NPSBS + Experience</p>
<p>Install VRS systems in at least one of the following categories:</p> <p>Rigid Parapets Gates Permanent Temporary</p> <p>The range of individual products within each category is listed in Appendix (C)</p>	<p>Understanding of setting out e.g. setback, taper lengths Knowledge of product specific limitations.</p> <p>Ability to read and understand installation drawings and specifications.</p>	<p>NHSS VRS Foundation Course + NHSS VRS Installer + Proprietary system course and/or NPSBS + Experience</p> <p>Installer</p>

Verify that a VRS installation complies with specified criteria	<p>Knowledge of the particular product.</p> <p>Experience of carrying out impartial and professional inspections of installed system and comparing the findings with the installation information.</p>	<p>NHSS VRS Foundation Course + NHSS VRS Installer + Proprietary system course and/or NPSBS + Experience</p> <p>Installer (but not their own work)</p> <p>OR e.g.</p> <p>VRS Inspector</p>
Removal of existing foundations	To be determined	<p>SMSTS holder to carry out Risk Assessment and Method Statement (RAMS) Specialist operations carried out by experienced, qualified Operatives.</p>
Assess damaged VRS and make recommendations for repair	To be determined	VRS Inspector
Inspect VRS and produce a condition report	To be determined	VRS Inspector

Annex 3.1 - PRODUCT CHECK SHEET (Example only)

Project / Client		VRS Location (e.g. NB ch254.666 "Run 4")	
------------------	--	---	--

	Checking Stage	VRS Contractor			Client			Other			Comments
		Date	Inspected by	Signature	Date	Inspected by	Signature	Date	Inspected by	Signature	
1	Check that site is ready to start VRS work.										
2	Post Test Assess suitability of posts / foundations in existing ground.										
3	Setting Out										
4	Posts and Foundation Works Post vertical, driven / excavated to correct depth and correct spacing.										
5	Beam Works Correct beam type, post type, set back, & height										
6	In-situ torque testing of bolts &/or anchorages										
7	As built record										
8	Final Inspection Including flowing alignment, socket covers/ filled, etc.										

Annex 3.2 – AS BUILT INFORMATION (Example only)

Project / Client	VRS Location (e.g. NB ch254.666 "Run 4)
------------------	--

Chainage		Barrier Type e.g. Product A, OBB, P4 etc.)	Post & Foundation Type	Working Width Class
From	To			

Comments:	KEY
	A Product A
	B Product B
	DR Driven Post
	SF Socketed Footing
	CF Cored Footing
	SM Surface Mounted

Recorded By	Date	Name	Signature
VRS Contractor			

Checked By	Date	Name	Signature
Client			

Annex 3.3 - Road Restraint System –Foundation Test Results (Example only)

Direction	EB	WB
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Test No	Details of Post Foundations & Location	Test Mode Push (Ps) Pull (PI)	Loading Height	Increment at loading value (N)	Deflection (mm)	Bending Moment (Nm)	Remarks (Pass/Fail)

Checked By	Date	Name	Signature
VRS Contractor			

Checked By	Date	Name	Signature
bmJV			

Checked By	Date	Name	Signature
Designer			

APPENDIX A: REQUIREMENTS FOR QUALITY PLANS (Example only)

The quality plan (example only) may include the following items

1.0 General requirements

- 1.1 Definition of the product (or service) to be provide
- 1.2 The organization's structure describing the chain of command and stating the name(s) including contact details of:
 - 1.2.1 the senior manager responsible for the contracted work,
 - 1.2.2 the organization's on-site nominated representative(s) (see terms and definitions for nominated representative), and
 - 1.2.3 the VRS Installer(s) together with,
 - 1.2.3.1 copies of their FISS/CSCS cards detailing where appropriate the content on the Smart App and supporting Lantra Certificates where the Smart App has not been activated.
 - 1.2.3.2 written confirmation of the fact that they have been entered in the Organization's Register of Designated VRS Installers and their seniority.
 - 1.2.4 details of those responsible for design where applicable
- 1.3# Identification of the procedural content of the organization's quality management system documentation relative to the product and service being provided. A copy of this documented information shall be available and provided to the Customer and/or Client as required or on request
- 1.4 The control of personnel selection including special requirements for skilled personnel e.g. training and qualifications of site staff.
- 1.5 The Contract Specific procedures are required for the following:
 - 1.5.1 receipt and examination of relevant Certificates of Conformity and Test Certificates for VRS components, Declaration of Performance, etc.
 - 1.5.2 explanation of manufacturer's identification marks as appropriate
 - 1.5.3# storage and handling of VRS components and fasteners
 - 1.5.4 where appropriate, Method Statement for installation, post foundation testing, site testing and traffic management
 - 1.5.5# control of non-conforming product
 - 1.5.6 Site welfare facilities for staff and reference to relevant Health and Safety Plans and/or Risk Assessments
 - 1.5.7 Details of any sub contractors' registration to this and other National Highway Sector Schemes

- 1.5.8 The name of the person (independent competent person e.g. Inspector) who will be responsible for signing to confirm that the works have been completed in accordance with the specifications
- 1.5.9 **Important Note:** In addition to the above, the organization will need to ensure that the requirements set out in Appendix 1/24 of the SHW have been met when it is part of the contract
- 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 documented information
- 1.13 Control of contract documents

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

- 1.13.1 Correspondence
- 1.13.2 Delivery notes and certification where required
- 1.13.3 Training records/certificates
- 1.13.4 Contract Documentation and customer order
- 1.13.5 Instructions to site staff
- 1.13.6 Where appropriate, location and identification of underground services and structures and name, address, telephone numbers of those responsible for them
- 1.13.7 Methods to ensure the Organization obtains any amendments to the documents listed in Appendix B where appropriate to the scope of registration
- 1.13.8 Proprietary system(s) documentation (including the Declaration of Performance and the manufacturer's instructions and safety information) must be in English and which can be easily understood by users
- 1.13.9 Processes for receipt and examination of compliance certificates for purchased products (including Declaration of Performance for CE Marked products covered by the Construction Products Regulations and Declaration of Conformity for products CE Marked under other EU directives for purchased products)

1.13.10 In addition to the Organization's own quality records the following "contract specific" records shall be maintained until the handover or the end of the period of maintenance or defects period, whichever is the longer and then delivered to the Customer:

- certification for VRS components (Declaration of Performance)
- manufacturer's instructions and safety information
- delivery notes for VRS components, and
- reeling lists for wire rope restraint systems (where appropriate)

1.13.11 Other quality records specifically referred to in the Contract are to be treated in like manner (as above)

Note: Where appropriate Series 100 and 400 in the MCHW Volume One (SHW) may be referenced.

Where available and appropriate, copies of quality system/general procedures may be acceptable.

2.0 Contract specific information

- 2.1 The Customer's nominated Quality Manager, project manager and/or other representatives through whom communication is to be made throughout the contract
- 2.2 Contact details for these staff
- 2.3 Details of the contract specific equipment to be used and any certification required to be issued to the Customer/Client
- 2.4 Name and contact details of Customer/Client contact(s)
- 2.5 Details of the communications required between the organization's staff and the Customer/Client or any other party
- 2.6 Work programme and details of deliverables
- 2.7 Liaison with the Police and the Highway Authority or other competent authority
- 2.8 Materials storage details and location
- 2.9 Method statements for application/installation, maintenance, repair and removal of VRS and the detailed drawing(s) to be supplied
- 2.10 Inspection and testing regime to be adopted covering frequency, methods of test, responsibility for testing and acceptance criteria
- 2.11 Control of non-conforming product
- 2.12 How performance requirements are to be achieved
- 2.13 All relevant contract specific information in respect to speed restrictions, safety requirements, environmental requirements, existing conditions and site conditions
- 2.14 Any client-specified testing requirements and responsibility for testing including the supply of test equipment

- 2.15 Risk Assessments (including assessments against the possible use of the work site for emergency services vehicles, and intrusion by members of the public)
- 2.16 Records deposition
- 2.17 Processes and procedures for the installation of drilled in anchorages
- 2.18 Management control of sub-contractors
- 2.19 Site welfare facilities for staff and reference to H & S plans and/or Risk Assessments.
- 2.20 Any other relevant information

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. As an example, Appendix 1/24 of the Manual of Contract Documents for Highway Works, may include requirements in respect of underground/over ground services.

Appendix B: Reference and Associated Documents (Bibliography)

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

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.

1. Reference Documents

The organization shall have access to all relevant reference documents to the context of their organization, for example;

1.1 The Manual of Contract Documents for Highway Works, and amendments:

Volume 1: Specification for Highway Works (SHW):

Volume 2: Notes for Guidance on the Specification for Highway Works

Volume 3: Highway Construction Details

Volume 4: Bills of Quantities for Highway Works

1.2 Other contract specific documents

1.3 Design Manual for Roads and Bridges.

1.3.1 TD19 Requirement for Road Restraint Systems

1.3.2 TD27 (Cross Sections and Headroom)

1.3.3a GD02 Quality Management Systems for Highway Design – latest version

1.3.3b GD02/08 Quality Management Systems for Highway Design – May 2008

1.3.4 GD04 Standard for safety risk assessment on the strategic road network

1.4 BS EN ISO 9000 – Quality Management Systems – Fundamentals and Vocabulary

1.5 BS EN ISO 9001 – Quality Management Systems – Requirements

1.6 BS EN 9004 - Managing for the sustained success of an organization – A quality management approach.

2 Associated Reference Documents

2.1 Non-Proprietary Safety Barrier Systems

2.2 Standards:

- 2.2.1 Traffic Signs Manual Chapter 8
- 2.2.2 Safety at Street Works and Road Works – A Code of Practice and other relevant advice/instructions issued by the Highways England, Transport Scotland, The Welsh Government and Transport Northern Ireland.
- 2.2.3 National Highway Sector Schemes as applicable;
- 2.3 BS7669 Part 3: Guide to the Installation, Inspection and Repair of Safety Fences.
- 2.4 Installation instructions issued by the manufacturer of proprietary systems
- 2.5 BS EN 1317 – Road Restraint Systems
- 2.6 BS 5080 – 1 Structural fixings in concrete and masonry. Method of tests for tensile loading
- 2.7 BS EN 1090 – 2 + Execution of steel structures and aluminum structures. Technical requirements for steel structures
- 2.8 Construction Products Regulations
- 2.9 European Licensing Regulations
- 2.10 Construction Design and Management Regulations
- 2.11 Health and Safety at Work Regulations etc.
- 2.12 Interim Advice Note 166

Note 1: Highways England may issue Interim Advice Notes (IANs) as a prelude to inclusion in the MCHW (Vol 1 and 2), the DMRB and/or TSM 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.

- 2.13 Provision and Use of Work Equipment Regulations 1998 (PUWER)
- 2.14 *Approved Code of Practice Safe use of work equipment. Provision and Use of Work Equipment Regulations 1998* L22 HSE Books 2008 ISBN 9780717662951
- 2.15 The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER 98)
- 2.16 *Approved Code of Practice Safe use of lifting equipment. Lifting Operations and Lifting Equipment Regulations 1998. Approved Code of Practice and Guidance.* L113 HSE Books 1998 ISBN 0 7176 1628 2.
- 2.17 BS 8539 - Code of practice for the selection and installation of post-installed anchors in concrete and masonry
- 2.18 Highways England Safety Hub – Raising the Bar documents
- 2.19 Interim Advice Notes:
 - 104 The Anchorage of Post Installed Fasteners and Reinforcing Bars in Concrete
 - 142 Temporary Barrier Decision Tool (TBDT)
 - 166 Highways Agency Road Death Investigation (RDI) Guidance
 - 177 Introduction of the Construction Products Regulation (EU) 305/2011
 - 183 Environmental Management Plans

Appendix C: Training and Assessment of Competence

1. Training and competency qualifications

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

See clause 7.1.2, 7.2 and the requirements set out in the FISS/CSCS Information Booklet <http://www.lantra.co.uk/nhss/fisscscs>

A document which illustrates flowcharts on the routes to achieve skills cards, which are designed to provide progression in the industry is also available to download using the following link: <http://www.lantra.co.uk/nhss/fisscscs>

2. Regulated Qualifications Framework (RQF)

The Regulated Qualifications Framework (RQF) has been introduced because it's important that there is still a framework of reference available now that the Qualifications and Credit Framework (QCF) rules are no longer in operation.

The framework should help people understand all the qualifications that they regulate for general and vocational qualifications in England, and vocational in Northern Ireland, and how they relate to each other. Its intention is to improve consistency around how awarding organizations describe the size and challenge, or demand, of the qualifications they offer. <https://www.gov.uk/find-a-regulated-qualification>

3. Health and safety

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

The training and assessment of competency 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 personnel pass the specialist test questions for Highway Works included in the CSCS Highway version of the Health & Safety touch screen test.

4. 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 NHSS12C applies.

For works on other roads NHSS 12D applies and organizations need to ensure that they have appropriately skilled personnel to set out the necessary temporary traffic management measures. Guidance is given in Appendix M of NHSS 12D. However, for the English strategic road network such measures need to be installed by a 12D registered organization.

Further information

NHSS Committees need to take note of other sector scheme documents when developing or reviewing their documents as this may have implications for “their” scheme in respect of qualifications required of personnel.

5. Fraudulent certificates/cards

ACTION IN THE CASE OF SUSPECT CERTIFICATES/CARDS THE FOLLOWING ADVICE IS GIVEN:

SUGGESTED ACTION BY 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

This is an example of a training register.

NAME OF ORGANISATION -----

QA CERTIFICATION BODY ----- QA REGISTRATION NUMBER -----

FULL NAME	VRS REG ^D NUMBER	FISS/CSCS CARD REG ^D NUMBER	CATEGORY(IES) OF SYSTEM DESIGNATED TO INSTALL \$	REGIST ^N RENEWAL DATE	DATE DESIGNATED BY ORG ^N	NAME AND SIGNATURE OF AUTHORISED MANAGER	
						NAME	SIGNATURE

Column headings to be amended as appropriate dependent upon the activity of the company.

\$ State product name

Appendix E: Guidance for the Control of Monitoring and Measuring Equipment

Plant Calibration Requirements from 5B

Equipment Title	Purchase Specification	Calibration Control	Calibration Frequency
Steel Rule	BS 4372	Issue control and damage check by user	In use check
Steel Tape	EC Class 11	Issue control and damage check by user	In use check
Fibre Tape	EC Class 111	Issue control and damage check by user	In use check
Spirit Level	BS 3509	Issue control and damage check by user	In use check
Thermometers: Mercury/Alcohol		Traceable calibration <i>(upon purchase only)</i>	In use check
Other		Traceable calibration	Annually
Torque Wrench		Traceable calibration	Annually

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.

Appendix G: The Role of Certification Bodies 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 17021-1 by the United Kingdom Accreditation Service (UKAS) or an equivalent International Accreditation Forum (IAF) member for assessment and registration of ISO 9001:2015 quality management systems interpreted in accordance with this NHSS or other international management scheme.

3. Assessor and assessment team competence

- 3.1. The certification body must be able to demonstrate to UKAS that it possesses and can maintain the necessary assessor experience and technical understanding of this sector scheme 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 within the VRS industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product and services. Typically, this would include knowledge of the product and processes including connections to different systems. (Conveyance of this knowledge to auditing teams will be determined by the certification body and will be audited by UKAS).
 - iii. maintenance of 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 this sector scheme.
 - 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, installation, maintenance and repair in the specific aspects of the scheme as appropriate.

- v. knowledge of constituent components, their properties and the performance of the installed system.
- 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 ISO 9001:2015 Lead Auditor qualification or certification body equivalent and demonstrable expertise in leading assessment teams.
 - ii. ISO 9001:2015 assessment experience.
 - iii. technical assessment competence in the categories of vehicle restraint systems as described in Annex 1 and Appendix G1.
 - iv. knowledge, understanding and application of this SSD.
 - v. knowledge of the manufacture, supply, installation, maintenance and repair in the VRS 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 including connections to different systems. (Conveyance of this knowledge to auditing teams will be determined by the certification body and will be audited by UKAS).
 - vi. 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 this sector scheme.
 - vii. ability to demonstrate that they have ongoing suitable health and safety training which includes appreciation of the risks involved in the sector scheme activities and associated works.
 - viii. knowledge of constituent components, their properties and the performance of the installed system.

4. Conduct of Assessments

- 4.1. Certification Bodies shall ensure that an adequate proportion [1/3] of the initial and continuing assessment duration is devoted to assessing operational activities at locations where VRS 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 detailed in Appendix K of this SSD. (See also NHSS 0 prt 4)
- 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 from time to time.
- 5.3. Provisional requirements in respect of transition arrangements from NHSS 2B, 5A and 5B to NHSS 10 suite of documents shall be checked <https://www.ukas.com/technical-services/publications/publications-relating-to-certification-body-accreditation-3/>

6. National Highway Sector Schemes Schedule of Suppliers

- 6.1. Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at <http://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 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) and 8.2.1 of this NHSS).
- 6.4. Certification bodies shall check that an organization's entry on the schedule of supplies is current prior to an assessment or surveillance visit.

7. Reporting on Sector Scheme Performance

- 7.1. Each Lead certification body shall provide to the Leader of the SSACS a summary report which includes as a minimum:
 - i. observations and comments on the implementation and assessment findings related to the Sector Scheme including any omissions or deficiencies in its scope
 - ii. recommendations for improving/clarifying the SSD
 - iii. feedback on deficiencies against contract documentation
 - iv. a list of organizations whose scope of registration includes this Sector Scheme for comparison against the Schedule of Suppliers

Note 1: The report 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. This is to be issued to the Chairman of the National Highway Sector Scheme Liaison Committee and the Chairman of this Sector Scheme Committee.

Note 2: the report may 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 2B / 5B

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.

Note 2: Section part 2C has been developed by the sector scheme committee to identify all relevant knowledge of their industry that is pertinent to carrying out an audit.

2A General background to the NHSS 2B / 5B

- i. The reasons for development of the National Highway Sector Schemes (NHSS) and this scheme in particular, and for CB assessors, examples of where its absence has caused concern/problems.
- ii. To whom the scheme applies. See Scope in this NHSS document
- iii. Contact details of those that can offer scheme specific assistance. (This should be contained in the organization's quality documented information and NHSS documents.
- iv. An overview of the highway infrastructure that the scheme applies to.
- v. The range of contracts that the scheme can apply to. (See scope in section 1 and 4.3 of each NHSS SSD)
- vi. Specific types of works that the scheme applies to. (See scope in section 1 and 4.3 in this NHSS document and also Appendix L in this NHSS)
- vii. Definitions and terminology which are particular to the scheme. (See section 3 of this NHSS)
- viii. Diagram of routes to competency of personnel (including management, supervisors and other employees etc.) delivering the scheme services
- ix. Information/guidance is contained in clauses 7.1.2, 7.2 and Appendix C of the document, however the organisation's training administrator should have this information available. Assessors should also be aware of training and competency assessment requirements available from the Awarding Body, Lantra.

- x. Overview of important reference documentation applicable to the scheme. Section 2 and Appendix B of the document provides some information.
- xi. Knowledge of relevant international, European and British standards. In particular, those relating to product conformity, type testing and their requirements. Familiarity with SHW especially Series 100 and 400; notes for guidance for the SHW (including when these are updated), the Design Manual for Roads and Bridges and Interim Advice Notes issued by the Highways England.
- xii. Relationship with other NHSS and its applicability to this scheme.

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

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

Additionally, in the “comments/requirements” column information is provided for use by assessors when assessing an organization. This information is guidance providing an indication of priority. SSACs should review these requirements to ensure they relate to their industry, and as relevant provide further bespoke requirements befitting to their industry.

Section/Clause	Particular Requirement Yes/No	Comment/Requirement
4. Context of the organization		
4.1 Understanding the organization and its context	Y	Check annually that the organization has determined issues relevant to its purpose and strategic direction and has monitored and reviewed the information. Especially check and seek evidence relating to external context
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. Seek evidence.
4.3 Determining the scope of the quality management system	Y	Check annually the availability and scope of the relative elements of the NHSS that the organisation considers apt. (See Annex 1, appendix G clause 5.3 and Appendix K). Check documented information.
4.4 Quality management system and its processes (4.4.1) (4.4.2)	Y	Check annually by the CB Auditors and other Auditors. Schedule of Suppliers website to ensure registration is current. Check up-loaded information is current.
5. Leadership		
5.1 Leadership and commitment		
5.1.1 General	Y	Check policy documented information. Ensure that policy is being correctly implemented, communicated and understood. Seek evidence.
5.1.2 Customer Focus	Y	Ensure that the organization has determined all necessary applicable statutory and regulatory requirements for contract compliance. This may include supplementary services such as recycling, final disposal, equipment inspection, licensing requirements for driving (HGV) etc.

5.2 Policy		
5.2.1 Establishing the Quality Policy	Y	Ensure objectives are covered in quality plan and in policy documented information.
5.2.2 Communicating the Quality Policy	Y	Ensure that policy documented information is available as necessary and is being communicated, implemented and understood. Seek evidence.
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 - Seek evidence. Ensure that personnel with contract specific responsibilities and authorities have been identified and are recorded - Seek evidence. Ensure that the organization management have appointed a member/s with the appropriate responsibility and authorities - Seek evidence.
6. Planning		
6.1 Actions to address risks and opportunities (6.1.1) (6.1.2)	Y	Seek evidence that documented information is in place to address risk and opportunities and is operational.
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. Seek evidence that quality planning is in place and evaluated. See Appendix A.
6.3 Planning of changes	Y	Check whether QMS has been changed.
7. Support		
7.1 Resources	N	Ensure contract/tender review is in place. Review provisions of resources to confirm they are suitable and include providing the defined personnel for contracts.
7.1.1 General	N	
7.1.2 People	Y	See Appendices A, C and D.
7.1.3 Infrastructure	Y	Review facilities and process equipment to confirm they are suitable for the scope of registration.
7.1.4 Environment for the operation of processes	Y	In process audit. Checks to include environmental condition records, plant maintenance sheets, access equipment certification and induction records.
7.1.5 Monitoring and Measuring Resources		
7.1.5.1 General	Y	See Appendix E
7.1.5.2 Measurement Traceability	Y	See Appendix E
7.1.6 Organizational Knowledge	Y	Seek evidence
7.2 Competence	Y	There is a legal requirement on employers to ensure their employees remain competent. This may be demonstrated by the employee and the individual undertaking appropriate training and assessment. Review copies of training certificates and forward looking training plans including appropriateness of gang sizes. Ensure that these are in accordance with the requirements of the sector scheme documents.

		See Appendices C & D & The FISS/CSCS Booklet.
7.3 Awareness	Y	Seek evidence
7.4 Communication	Y	Check internal and external communication processes have been established.
7.5 Documented information		
7.5.1 General	Y	Check processes are in place to ensure that organization maintain up to date information on documented information. (See Appendix B for external documented information). Check Quality Plan is in place and complies with 7.1. If necessary, obtain a copy of the plan as evidence. Check processes are in place to ensure that organizations maintain up to date information on reference documentation (in Appendix B) In particular check the organization has & uses the correct specification criteria for specific contract.
7.5.2 Creating and Updating	N	Ensure that all required contract specific documents are in place. Seek evidence.
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. Seek evidence. 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. If necessary, obtain a copy of the plan as evidence. (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 disposal, equipment inspection, licensing requirements for driving (HGV), 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	Ensure contract tender review is in place with an appropriate timescale and assessment of availability of resources
8.2.4 Changes to requirements for Products and Services	N	
8.3 Design and development of products and services		
8.3.1 General	Y	Ensure contract/tender review is in place
8.3.2 Design and development planning	Y	See Annex 1 and Annex 2.
8.3.3 Design and	Y	

development inputs		
8.3.4 Design and development controls	Y	
8.3.5 Design and development outputs	N	
8.3.6 Design and development changes	N	
8.4 Control of externally provided products and services		
8.4.1 General	Y	Ensure or seek evidence that documented information is in place for externally provided product and services to meet specified requirements. Ensure or seek evidence that records are in place. Check that suppliers (sub-contractors) are Sector Scheme compliant (see terms & definitions of this document).
8.4.2 Type and Extent of control	Y	Seek evidence that documented information is in place. Seek evidence of effective controls Check that Declaration of Performance matches contract requirements. Check inspection records are in place and any defects have been rectified and recorded. Seek evidence that documents are in place.
8.4.3 Information for External Providers	Y	Seek evidence 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. (Refer to Appendix E). Check lifting operators' competency qualifications have been recorded and concur with equipment used (See Appendix E). Check calibration records. Also see Cl. 6.2.2 (xiv) The Organization to provide the auditor with the manufacturer's instructions and safety information in advance of any inspection (at least 7 days in advance of the visit).
8.5.2 identification and traceability	Y	Cover during procedure review and seek evidence that records are in place including Declarations of Performance and manufacturers installation instructions & safety information.
8.5.3 Property belonging to customer for external providers	Y	Seek evidence that documented information is in place.
8.5.4 Preservation	Y	Cover during procedure review. Seek evidence as appropriate.
8.5.5 Post-delivery activities	Y	
8.5.6 Control of Changes	N	Check documented information is in place.
8.6 Release of products and service	Y	Check that monitoring and measuring process documentation has been implemented in line with the current contract specification. Seek evidence.
8.7 Control of nonconforming outputs	Y	Ensure processes are in place and has been implemented in line with contract specification.

(8.7.1) (8.7.2)		Check documented information.
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. Seek evidence. Review copy of annual management review. Ensure this contains continuous improvements to the relevant sector scheme.
9.1.2 Customer satisfaction	N	Ensure customer feedback documents are in place on completion of the contract. Seek evidence that organization is meeting and maintaining customer requirements.
9.1.3 Analysis and Evaluation	N	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 by competent people and ensure corrective actions have been made and meeting customer requirements.
9.3 Management review		
9.3.1 General	Y	Review copy of annual (or six monthly) 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	Seek evidence that the output and actions are considered by top management at regular intervals.
10. Improvement		
10.1 General	N	Check effectiveness of improvement.
10.2 Nonconformity and corrective action (10.2.1) (10.2.2)	N	Seek evidence that documented information is in place and operational.
10.3 Continual improvement	Y	

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 (latest issue), 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 competency
- C3 - Maintain 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 etc.; understand English
- Method Statements/work procedures
- Risk Assessment
- Induction card/skills card
- 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 this scheme
- Aware of current best practice including temporary traffic management measures (including site arrangements)

C2 Training, Qualifications and Assessment of Competence

- Have achieved appropriate training appropriately certificated
- Have been assessed as competent within their scope of works (e.g. scheme specific assessment/N/SVQ)
- Been inducted on specific equipment (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. (Daily if necessary)
- 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 on a daily basis

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 HATO role
- Personnel have identification
- The organization(company) has a complaints procedure in place

(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, as it applies to this sector scheme and customer H&S requirements.

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. Organization Acceptance

- 1.1 For work carried out on roads managed by Highways England, Welsh Government, Transport Scotland and Transport Northern Ireland, 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. Guidelines for New Entrants - Requirements

- 2.1 Organizations must have the required experienced and qualified VRS 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 UKAS to audit against this Sector Scheme. Organizations will have to demonstrate that they have been audited for office based and site based activities.
- 2.3 In addition to any requirement for the organization to notify the Secretary of the Sector Scheme, as detailed in paragraph 4.4.2 of this SSD, the organization shall record their registration to this sector scheme on the Schedule of Suppliers website www.scheduleofsuppliers.co.uk upon receipt of the certificate issued by their certification body to confirm their registration and thereafter check its suitability annually.

3. Trade Associations

- 3.1 Membership of a trade association is not a requirement of this Sector Scheme, however the relevant trade association is:

Association of Fencing Industries (AFI)
19 Omega Business Village
Thurston Road
Northallerton
DL6 2NJ

Appendix J1: Feedback

Use of Form Appendix J1:

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

Committee Chairman
Sector Scheme Advisory Committee for VRS
C/o Lantra
Stoneleigh Park
Nr. Coventry
Warwickshire
CV8 2LG

Issue Identified:

Suggested Action:

Name:
organization:
Address:

Contact details:

Date:

Note: J1 forms will be sent on receipt by Lantra to the scheme chairmen for consideration. 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 &/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, 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.)

Issue Identified:

Organization's Details:

Name:

Address:

Feedback

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 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 (see also Annex 1):

- The scope of registration including specific registration to ISO 9001:2015 and this NHSS including the scheme title and category(ies)
- 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 10B for VRS 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*)
- A unique reference number/code
- The signature of a relevant CB official with his 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.

Note: The Certificate will state the category(ies) of work that the holder is competent to supply.

Note: The Certificate of Registration must identify the NHSS(s) by number as well as by category and sub-category.

Primary categories	Secondary categories	Tertiary categories
The design, supply, installation, repair, maintenance and/or inspection of road restraint systems	Deformable Permanent, Rigid (Non-Deformable Permanent, Temporary, Parapets, Terminals, Transitions, Crash Cushions, Gates	Proprietary and non-proprietary systems See Annex 1

Appendix K1: Sample Skills Cards

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 2B/5B as registration to other NHSSs may include relevant requirements for sector scheme 19A.
- 2.2. The NHSS for this scheme 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 VRS works.
- 2.3. The implementation of the NHSS and development of training and competency requirements is intended to provide:
 - i. A competent workforce able to carry out VRS works.
 - ii. Requirements to evaluate risks and develop processes associated with VRS works 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 VRS works 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 this scheme.
- 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 relevant NHSS on certificates. (See Appendices F and K respectively)
- 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 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 Highways Sector Schemes; free access to the schedule is obtained by logging on to the Lantra website <http://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 nhss-highways@lantra.co.uk to ascertain/check the status of company if it is not listed on the schedule.
- 2.8. Clients and customers should consider the need for independent inspection of the installed product.

2.8. Client checklist:

Pre-Contract Award		
1.	Is the organisation listed on the schedule of suppliers website?	
2.	Is there an ISO 9001 certificate present?	
3.	Does the ISO 9001 certificate cover NHSS 2B/5B?	
4.	Is the Certification Body that issued the certificate accredited by UKAS for ISO9001?	
5.	Is the Certification Body that issued the certificate accredited by UKAS for assessments to NHSS 2B/5B?	
6.	If the answer to 4 or 5 is No – is the accrediting body equivalent to UKAS?	
7.	Does the scope of works of the ISO 9001 certificate, including NHSS 2B/5B cover the actual works intended to be carried out under the contract?	
Post Contract Award		
8.	Confirm validity of skills / registration cards (skills and in date) of personnel.	
9.	Assess ongoing performance of the organization (including sub-contractors) in relation to the scope of the works.	
10.	Is the organisation intending to sub-contract any of the works?	

If the answer to 10 is Yes – repeat Question 1 – 9 for that organisation, if necessary replacing NHSS 2B/5B by the relevant NHSS (i.e. including NHSS 2B/5B and also other NHSS's e.g. for other services such as 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
- g) Inspection/Certificates records

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.

Highways England have produced Interim Advice Note 166 which provides guidance on road death investigations.

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).

Contact us

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

Not Used

Appendix N: Guidance for Organizations Registered to Another NHSS

Not used

Appendix O: How to Register on the Schedule of Suppliers

Lantra hosts the register of organizations on their website <http://www.scheduleofsuppliers.co.uk/>. 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 certification 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

The process for registering on the Schedule of Suppliers can be found in the user guide which is available to download using the following link: <https://www.scheduleofsuppliers.co.uk/node/61>

Lantra 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 do not check the content of the records going onto the site and accept no liability for the information being entered. However, Lantra 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 SoS team at scheduleofsuppliers@lantra.co.uk

Appendix P: Inspection of Vehicle Restraint Systems

Inspection is an ongoing activity from start (design) to finish (end of life) to ensure that the product meets and continues to meet the required performance.

The stages of inspection are:

Pre-Installation

Duties may include but not limited to:

Service design and development:

- Validation and verification of the design
- Implementation of the design (including the quality plan)

Inspection

Duties may include but are not limited to:

Inspection of the finished installed system(s) prior to handover

Maintenance and repair activities during the life of the VRS product:

- Maintenance inspections during serviceable life as per requirements
- After replacement or repair