



**NATIONAL HIGHWAY SECTOR SCHEMES FOR  
QUALITY MANAGEMENT IN HIGHWAY WORKS**

**SCHEME 3B**

**Particular requirements for the application of ISO 9001:2015**

**FOR**

**STOCKING AND DISTRIBUTION ACTIVITIES FOR STRUCTURAL  
STEEL PRODUCTS**

(Applies to Manufacturers, Importers and Distributors of Structural Steel Products)

Published by the Sector Scheme Advisory Committee for Structural Steel Products  
(SSACSSP)

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# DOCUMENT CONTROL

## Issue Statement

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## Revisions

It is the SSACSSP's policy that the issue of any revision to this document shall be an issue of the full document rather than individual pages. The following gives details of the changes that have been made in this and previous editions of the document.

<b>Issue</b>	<b>Amendments</b>
Issue 1 [9001:2015]	First Issue This Sector Scheme is one of the series of NHSSs, which are bespoke integrated management schemes within an ISO 9001:2015 framework that have been developed to define particular requirements within ISO 9001:2015 as it applies to a particular activity/industry within the United Kingdom.

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# COMPOSITION OF SECTOR SCHEME ADVISORY COMMITTEE

## FULL MEMBERS

The Advisory Committee is incorporated into the BCSA's Steel Stockholders Group, as follows:

Certification Bodies – Certification Body Group represented by Steel Construction Certification Scheme (SCCS) (Lead Certification Body) and Lloyds Register Quality Assurance (LRQA)

Clients - Highways England

Industry – BCSA (Representatives from BCSA Steel Stockholders Group representing the steelwork industry, steelwork fabricators, manufacturers, traders and stockholders of structural steel products)

## EXCLUSION OF LIABILITY

The Sector Scheme Advisory Committee for Structural Steel Products (SSACSSP)

- 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 SSACSSP 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 a Supplier's registration to this Sector Scheme or 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: Where the Construction Products Regulations apply and 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 [9001:2015]

The scheme will be fully implemented by the 15<sup>th</sup> September 2018. In addition, the scheme will be listed in Appendix A and Series 1800 of the Specification for Highway Works (SHW) as a means of satisfying a mandatory requirement relating to the supply of structural steel products for suppliers contracted to Highways England where the SHW is a contractual document. Separately the document will be called up in specific contracts as necessary.

This deferral in implementation is intended to allow new applicant companies and certification bodies sufficient time to comply with the interpretation given in this document.

## INTRODUCTION

1 This Sector Scheme Document (SSD) relates to the quality management system requirements for Organizations that are involved in the stocking and distribution of structural steel products that are to be supplied to a Customer for use in infrastructure assets. It sets out to identify common particular requirements of ISO 9001:2015 for Organizations and Certification Bodies engaged in the sector, and the minimum qualifications that an assessor/auditor requires. The document shall be read in conjunction with ISO 9001:2015.

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

3 Separate Sector Scheme Advisory Committees (SSACs) for each activity within the sector provide advice to UKAS and expert representation is drawn from all sides of industry. Each SSAC interprets ISO 9001 in relation to the requirements of their particular activity and come to a consensus on the minimum levels of workmanship, services, products, testing, and the training and competency of personnel, as appropriate, required to meet specification requirements as well as identified requirements in respect of environmental and health & safety and other aspects. The details are contained in the individual SSDs. Following the publication of a revised ISO 9001, the committees will review their documents to ensure alignment with the revised ISO 9001 to ensure that the SSD does not conflict with the national standard prior to withdrawal of the previous edition of the standard.

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

5 NHSSs together with ISO 9001 are designed to:

- Provide an industry benchmark
- Identify risks and opportunities
- Ensure that all processes are planned
- Provide a basis for continuous improvement
- Focus on quality as an objective
- Reduce costs for Client and Organization
- Provide and maintain a properly trained and competent workforce
- Involve all sides of industry in scheme ownership within a partnership framework
- Provide the basis for the technical knowledge and experience that Certification Body auditors will use in the sector concerned

- Promote confidence in quality management systems through provision of a robust transparent system

6 The Sector Scheme shall apply only where specified by the Client in their Contract Documents for the supply of structural steel products.

7 In using this Sector Scheme users shall use best practice such as specifying any other relevant NHSSs as appropriate to the nature of the work being undertaken e.g. NHSS 19A for the application of corrosion protection to steelwork.

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

Note: The Sector Scheme will be listed in Appendix A and Series 1800 of the Specification for Highway Works as a means of satisfying a mandatory requirement relating to the supply of structural steel products.

9 In their Model Purchase Specification for Steel Sections, the BCSA has made compliance with this Sector Scheme a requirement for suppliers and distributors of structural steel products.

10 The SSD is a live document with the SSACSSP meeting at least once a year to develop it as appropriate. Those using the document should always ensure that they have the current version of the document. The SSD may be obtained by visiting the UKAS website ([www.ukas.com](http://www.ukas.com)) from where the document can be freely downloaded.

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

This NHSS document is date specific. Organizations should have processes in place to ensure that the latest version is always available. Organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.

11 Lantra hosts the register of Organizations on their website ([www.lantra-awards.co.uk/schedule-of-suppliers](http://www.lantra-awards.co.uk/schedule-of-suppliers)). This is a self-registration list and it is a requirement of this scheme that Organizations register their details on this website and keep them up to date; Certification Bodies will check that the Organization is registered on the website together with all relevant information, including a pdf copy of the current certificate of registration that the Certification Body issues and any other specific documentation to be uploaded specified by this SSD, prior to annual and surveillance visits.

## 12 Scheme Feedback

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

Completed J1 forms should be sent to the committee secretary.

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

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

13 Scheme Contact

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# Particular Requirements for the Application of ISO 9001:2015

## 1. SCOPE

### 1.1 General

This SSD together with ISO 9001:2015 describes the quality management system requirements relating to the stocking and distribution of structural steel products that are to be established by Organizations that stock and distribute structural steel products and supply them to a Customer for use in infrastructure assets. All requirements of this SSD are generic and are intended to be applicable to all Organizations regardless of type, size and product provided.

This Sector Scheme does not include quality management system requirements relating to the manufacture of structural steel products. The Scheme also excludes the corrosion protection of ferrous materials by industrial coatings which is covered by NHSS 19A.

The document provides particular requirements for the application of this scheme additional to the requirements of ISO 9001:2015 for this industry and shall be read and implemented in compliance with that standard. The SSD is applicable to the part of the Organization within the scope of the defined QMS carrying out the stocking and distribution of structural steel products.

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

The SSD shall be referenced on the Certificate of Registration issued by the Certification Body (see Appendix K).

### 1.2 Application

This SSD is applicable to the supply of structural steel products to be used in infrastructure assets in work on new and existing assets. It is applicable to all structural steel products used in both permanent and temporary works and to structural steel products used in work undertaken in the workshop and on site.

This Sector Scheme applies to Organizations that manufactures structural steel products or obtains structural steel products from a Manufacturer or Supplier and who may transport them, store them, rework them, modify them or split them into smaller quantities, and supply them to a Customer for use in infrastructure assets

Organizations registered to another NHSS undertaking works that includes activities covered by the scope of this Sector Scheme should refer to Appendix N for guidance on compliance with this Sector Scheme.

## 2. NORMATIVE REFERENCE

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

- BS EN ISO 9000:2015 Quality Management Systems – Fundamentals and vocabulary
- BS EN ISO 9001:2015 Quality Management Systems – Requirements
- BS EN ISO 9004:2009 Quality Management Systems – Managing for the sustained success of an organization. A quality management approach.

- NHSS 0 – Guide to the identification, Development Management and Certification of National Highway Sector Schemes

### 3. TERMS, DEFINITIONS AND ABBREVIATIONS

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

Batch	As defined in the standard appropriate for the structural steel product under consideration.
Cast	As defined in the standard appropriate for the structural steel product under consideration.
CE marked product	A structural steel product for which a declaration of performance is required to be drawn up by the Manufacturer in accordance with the Construction Products Regulations (Regulation (EU) No 305/2011 of the European Parliament and of the Council). (See also definition for Manufacturer's Certificate)
Certificate of Registration:	A certificate issued by a UKAS accredited Certification Body (or equivalent) certifying that the holder operates a Quality Management System complying with ISO 9001:2015 and this SSD. (See Appendix K)
Client:	The owner or manager of the infrastructure asset.
Contract Specification:	The specification for the structural steel product included in the contract.
Customer:	The body purchasing the structural steel product from the Organization, for use in infrastructure assets.
Distributor	Any natural or legal person in the supply chain, other than the Manufacturer or Importer, who makes a structural steel product available on the European Union market.
Imported product	A structural steel product from a country outside the European Union that is placed on the market within the European Union.
Importer	Any natural or legal person established within the European Union, who places a structural steel product from a country outside the European Union, on the European Union market.
Infrastructure assets	Includes but is not limited to bridges, buildings, gantries, masts, columns, signal posts, electrification masts, station structures and toll booths.
Manufacturer	Any natural or legal person who manufactures or modifies a structural steel product or who has a structural steel product designed or manufactured, and markets the structural steel product under their name or trademark. A Manufacturer may be registered to this SSD for stocking and distribution activities.

Manufacturer's Certificate	The declaration of performance issued by the Manufacturer for the structural steel product, which for CE marked product shall be in the language or languages required by the Member State of the European Union where the structural steel product is to be made available.
Organization:	The Manufacturer of structural steel products or the trader or stockholder of structural steel products, who shall be assessed against this SSD for stocking and distribution activities, and who supplies a structural steel product to the Customer.
"shall":	Used to indicate a requirement strictly to be followed in order to conform to the standard and from which no deviation is permitted. (See ISO/IEC Directives Part 3:1997, Annex E) (reference "guidance on terminology used in ISO 9001 and ISO 9004".)
splitting	The separation of structural steel products belonging to the same batch or cast into smaller quantities.
Structural Steel Product; Product	Hot rolled, cold formed or otherwise produced sections/profiles with various shapes (T, L, H, U, Z, I, channels, angle, hollow tubes), flat products (plate, sheet, strip), bars, castings or forgings made of steel, unprotected or protected against corrosion by coating.
Supplier, Provider	A trader or stockholder, who may be registered to this SSD, who supplies structural steel products to the Organization. (See Supply Chain Diagram Below)
Supply	The making available of the necessary information, services, products and/or materials to meet the requirements specified in the contract.
Trader or Stockholder	An Importer or Distributor of structural steel products. A trader or stockholder may be an Organization or Supplier within the supply chain of structural steel products. (See Supply Chain Diagram Below)

## APPLICATION OF DEFINITIONS TO THE STRUCTURAL STEEL PRODUCT SUPPLY CHAIN.

<b>NHSS 3B Definitions (See Section 3)</b>			
<b>Manufacturer</b> (May be NHSS 3B Registered)	<b>Supplier</b> (May be NHSS 3B Registered)	<b>Organization</b> (Must be NHSS 3B Registered)	<b>Customer</b>
		Manufacturer (stocking and distribution activities)	Steelwork Contractor
Manufacturer		Trader or Stockholder	Steelwork Contractor
Manufacturer	Trader or Stockholder	Trader or Stockholder	Steelwork Contractor

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

NHSS	National Highway Sector Scheme
QMS	Quality Management System
SSAC	Sector Scheme Advisory Committee
SSACSSP:	Sector Scheme Advisory Committee for Structural Steel Products.
SSD	Sector Scheme Document
UKAS	The United Kingdom Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory

# 4 to 10 QUALITY MANAGEMENT SYSTEM REQUIREMENTS

## Particular Requirements ISO 9001:2015

### Introduction

This document needs to be read in conjunction with the requirements of ISO 9001:2015

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

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

## 4 Context of the Organization

### 4.1 Understanding the Organization and its context

No specific particular requirement.

### 4.2 Understanding the needs and expectations of interested parties

Interested parties shall include the Customer and Client.

### 4.3 Determining the scope of the quality management system

The scope of the quality management system shall cover the stocking and distribution of structural steel product services that the Organization is competent to supply and for which they are seeking registration.

### 4.4 Quality management system and its processes

4.4.1 The Organization shall operate a quality management system to ISO 9001:2015 and this SSD.

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

(ii) The Organization shall notify the LANTRA Awards NHSS Schedule of Suppliers 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 for this NHSS.

**5.1.2 Customer focus**

No specific particular requirement.

**5.2 Policy**

**5.2.1 Establishing the quality policy**

The Organization's quality policy statement shall include a statement of commitment to applicable National Highway Sector Schemes.

**5.2.2 Communicating the quality policy**

No specific particular requirement.

**5.3 Organization roles, responsibilities and authorities**

No specific particular requirement.

**6 Planning**

**6.1 Actions to address risks and opportunities**

**6.1.1** The Organisation shall take into account the risks and opportunities relating to this NHSS.

**6.1.2** No specific particular requirement.

**6.2 Quality objectives and planning to achieve them**

**6.2.1** (i) The quality objectives shall include a commitment to meet Customer and Client requirements with respect to the stocking and distribution of structural steel products.

(ii) The quality objectives shall include maximising opportunities for the re-use and recovery of wastes.

**6.2.2** No specific particular requirement.

**6.3 Planning of changes**

No specific particular requirement.

**7 Support**

**7.1 Resources**

**7.1.1 General**

The Organization shall be able to demonstrate that it is able to meet its Customer order commitments.

**7.1.2 People**

No specific particular requirement.

### **7.1.3 Infrastructure**

The Organization shall determine, provide and maintain the infrastructure to confirm and maintain conformity of structural steel products.

### **7.1.4 Environment for the operation of processes**

The Organization shall consider all factors that may affect maintaining structural steel product conformity including but not limited to environment, temperature, humidity, lighting and cleanliness.

### **7.1.5 Monitoring and measuring resources**

#### **7.1.5.1 General**

The Organization shall establish and maintain a record of the monitoring and measuring devices used in the verification, preservation and supply of structural steel products. (See Appendix E for guidance.)

#### **7.1.5.2 Measurement traceability**

The Organization shall implement and maintain processes for the calibration of monitoring and measuring devices. Where no standard exists, monitoring and measuring devices shall be calibrated in accordance with the manufacturer's instructions or the Organization's own procedures.

### **7.1.6 Organizational knowledge**

No specific particular requirement.

## **7.2 Competence**

No specific particular requirement.

## **7.3 Awareness**

No specific particular requirement.

## **7.4 Communication**

The Organization shall ensure that personnel have access to quality management system documentation, and that the standard operating processes appropriate to their responsibilities are communicated to all relevant employees.

## **7.5 Documented information**

### **7.5.1 General**

The Organization shall have in place auditable processes to identify publication of relevant new standards and documents, and implementation requirements (See Appendix B, Note 2).

### **7.5.2 Creating and updating**

No specific particular requirement.

### **7.5.3 Control of documented Information**

**7.5.3.1** No specific particular requirement.

**7.5.3.2** (i) The Organization shall have processes in place to ensure that the latest versions of relevant standards and documents are always available (See Appendix B).

(ii) The Organization shall typically keep the following records:

- a) Customer order including product requirements including any variations, and product delivery records.
- b) Manufacturer's Certificates and Inspection Documents.
- c) Manufacturer's technical documentation, product information, instructions and safety information.
- d) Verification records including records of inspection and testing of structural steel products carried out by the Organization (See 8.4.2).
- e) Calibration and test records of any test equipment used.
- f) Storage control and stock rotation records for time dependent product.
- g) Records to enable structural steel product traceability.
- h) Product recalls.
- i) Non-conformance, corrective action and preventive action records.
- j) Complaints and feedback.
- k) Manufacturers performance reviews (See 8.4.1)

(iii) Product related records shall be kept for a minimum of ten years after the construction product has been placed on the market.

(iv) Customer specific records shall be kept for a minimum of ten years unless otherwise required to be retained for a longer period in the Customer order. Records shall be made available to the Customer and/or Client as requested in accordance with contract requirements.

(v) Where records are stored in an electronic form the integrity of the system and the back-up procedures shall be appropriately validated. These records shall be traceable to the original documentation.

## **8 Operation**

### **8.1 Operational planning and control**

No specific particular requirement.

### **8.2 Requirements for products and services**

#### **8.2.1 Customer communication**

The Organization shall ensure that documents required by the Customer order/specification to accompany the structural steel product are provided when requested by the means specified by the Customer, and are protected against loss and deterioration. The documents to accompany the structural steel product shall include any Manufacturer product instructions and safety information in a language that can be easily understood by users.

#### **8.2.2 Determining the requirements for products and services**

No specific particular requirement.



### **8.2.3 Review of the requirements for products and services**

**8.2.3.1** (i) The Organization shall review in a timely manner the Customer order to verify that product requirements are defined and that they are able to meet those product requirements.

(ii) From the outset and during the progress of fulfilling the Customer order the Organization shall review:

- a) The risks associated with meeting the Customer order including delivery timescales; and
- b) Opportunities for control of risks and performance improvement relating to the Customer order.

(iii) Where omissions, irregularities or inconsistencies with the Customer order or other Customer related issues are encountered these shall be brought to the attention of the Customer for resolution.

**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**

Not applicable to this Sector Scheme.

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

### **8.4.1 General**

- (i) Organizations shall:
  - a) Maintain a register of approved Manufacturers and Suppliers of structural steel products that includes the scope of approval. The scope of approval shall include maintaining the Manufacturer's identification and product traceability.
  - b) Periodically review Manufacturers' and Suppliers' performance in meeting specified purchase requirements; records of these reviews shall be used as a basis for establishing the frequency of review and level of controls to be implemented.
  - c) Define the necessary actions to take when dealing with Manufacturers and Suppliers that do not meet specified purchase requirements.
  - d) Prevent the purchase of counterfeit/nonconforming structural steel products.
- (ii) The Organization shall be responsible for the quality of all products purchased from Manufacturers and Suppliers, including customer-designated sources.

### **8.4.2 Type and extent of control**

Organizations shall implement and maintain processes that are suitable for ensuring that purchased structural steel products meet specified purchase requirements. Such verification processes shall include but are not necessarily limited to:

- a) Obtaining objective evidence of the authenticity and quality of the structural steel products such as Manufacturer's Certificates and/or test reports from Manufacturers and/or Suppliers.
- b) Review of the structural steel product documentation to confirm authenticity, relevance, accuracy and completeness.

- c) For imported product when deemed appropriate, inspection and sample testing of the structural steel products upon receipt or evidence of inspection and sample testing of the structural steel products undertaken by an independent testing laboratory accredited in accordance with BS EN ISO/IEC 17025:2005 (See Note below), or by a Manufacturer or Supplier registered to this Sector Scheme. The inspection and sample testing shall include verification of dimensional characteristics and testing of the chemical composition and mechanical properties of the structural steel products. (See 8.6)

Note: The accreditation of the testing laboratory shall be by UKAS or equivalent European accreditation organisation which is party to a multi-lateral agreement (MLA) with UKAS or any other equivalent International Accreditation Forum MLA signatory with a scope that includes BS EN ISO/IEC 17025:2005.

#### **8.4.3 Information for external providers**

Purchasing information for structural steel products shall include:

- a) The structural steel product description or other positive identification.
- b) The relevant standards and specifications for the structural steel products.
- c) The required Inspection Document and any required product standard options.
- d) For CE marked product, requirements for notification of the Manufacturer's and where applicable the Importer's name, registered trade name or registered trade mark, and address, which shall be a single point of contact in the case of the Manufacturer.
- e) Requirements for Manufacturer and Supplier notification to the Organization of any non-conforming product which shall include notification of any non-conforming product that could present a risk (e.g. affects durability, reliability or safety).
- f) Requirements for a Manufacturer's Certificate (including appropriate marking where relevant) and/or test reports, together with any related Manufacturer technical documentation (See Note below), product information, instructions and safety information in a language that can be easily understood by users.
- g) Requirements for notification of any specific Manufacturer's requirements for preservation of structural steel products in the condition as supplied by the Manufacturer.

Note: For CE marked product, this shall describe all the relevant elements related to the required system of assessment and verification of constancy of performance.

### **8.5 Production and service provision**

#### **8.5.1 Control of production and service provision**

The Organization shall ensure that environmental conditions are suitable for the calibrations, inspections, measurements and tests being carried out.

#### **8.5.2 Identification and traceability**

- (i) The Organization shall implement and maintain documented processes to ensure that retained documents and records can be clearly identified and traced.
- (ii) The Organization shall implement and maintain documented processes to ensure the identification and traceability of structural steel products by suitable means from receipt, during transportation, splitting, storage, packaging, and until delivery.
- (iii) The Organizations processes shall include:
  - a) Maintaining the Manufacturer's identification and traceability.
  - b) The ability to identify and trace structural steel products from the same batch or

- cast.
- c) For CE marked product, the ability to identify the Manufacturer's and where applicable the Importer's name, registered trade name or registered trade mark, and address.

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

No specific particular requirement.

### **8.5.4 Preservation**

The Organization shall implement and maintain documented processes for the appropriate transportation, handling, storage, splitting and packaging to ensure the preservation of structural steel products in their condition as supplied by the Manufacturer. The processes shall make provisions for:

- a) Any Manufacturer's recommendations/requirements.
- b) Storage control and stock rotation.

### **8.5.5 Post-delivery activities**

No specific particular requirement.

### **8.5.6 Control of changes**

No specific particular requirement.

## **8.6 Release of products and services**

- (i) Inspection and sample testing shall be in accordance with the requirements of the relevant product standard.
- (ii) Dimensional, chemical and mechanical property requirements for structural steel product acceptance shall be documented and include:
  - a) criteria for acceptance and/or rejection,
  - b) a record of the measurement results, and
  - c) type of measurement instruments required and any specific instructions associated with their use.
- (iii) Test records shall show actual test results data.
- (iv) When required by the Customer, a market surveillance authority or competent national authority, the Organization shall provide evidence of the product's conformity to its technical specifications. This may include conformance documents, such as the original Manufacturer's Certificate and/or the evidence obtained under 8.4.2 in verifying structural steel products.
- (v) When splitting product, records shall be kept recording amount delivered, purchase order number and Customer's name.
- (vi) When agreed with the Customer, the Organization may provide a Manufacturer's Certificate created by the Organization that references the original Manufacturer's Certificate that are retained and traceable by the Organization.

## **8.7 Control of nonconforming outputs**

- 8.7.1** (i) Non-conforming product includes any nonconforming product returned from a Customer.

(ii) The Organization shall implement and maintain documented processes to ensure that structural steel products that they consider or have reason to believe are non-conforming product are not placed or made available on the market and that where the product presents a risk (e.g. affects durability, reliability or safety), the Manufacturer or the Importer and market surveillance authorities are informed.

(iii) The Organization shall implement and maintain documented processes to deal with structural steel products that they have placed or made available on the market and that they subsequently consider or have reason to believe are non-conforming product. The processes shall include as appropriate investigating the non-conformance and taking the necessary action to bring the structural steel products into conformity, withdrawal, recall and disposal of non-conforming product.

(iv) The Organization shall ensure, with the Manufacturer or the Importer, that similar structural steel products are not similarly affected and shall where necessary inform the Customer and other customers of any non-conformities affecting structural steel products already delivered.

(v) In addition to any contract reporting requirements, the Organization's processes shall provide for timely reporting of delivered non-conforming product that may present a risk (e.g. affects durability, reliability or safety). Notification shall include a clear description of the non-conformity, which includes as necessary products affected, Customer and/or Organization product numbers, quantity, date(s) delivered, and details of any corrective measures taken.

NOTE : Parties requiring notification of non-conforming product may include Manufacturers, Importers, market surveillance authorities, relevant competent national authorities, suppliers, internal organisations, customers, traders and stockholders.

(vi) Disposal of non-conforming product shall be limited to:

- scrap;
- rejection for return to the Supplier;
- rejection for revalidation by the Manufacturer;
- submittal to Customer for "USE AS IS" disposal.
- rework/repair and revalidation by the Organization

Product disposed of as scrap shall be conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

**8.7.2** No specific particular requirement.

## **9 Performance evaluation**

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

#### **9.1.1 General**

No specific particular requirement.

#### **9.1.2 Customer satisfaction**

No specific particular requirement.

#### **9.1.3 Analysis and evaluation**

- (i) Statistical techniques may be applied in inspecting and testing structural steel products so

long as they are statistically valid and appropriate for use.

- (ii) In the event of process nonconformity, the Organization shall:
  - a) Take appropriate action to correct the nonconforming process,
  - b) Evaluate whether the process nonconformity has resulted in structural steel product nonconformity,
  - c) Identify and control any nonconforming structural steel products in accordance with 8.7.

## **9.2 Internal audit**

**9.2.1** No specific particular requirement.

**9.2.2** (i) Internal audits shall be carried out at sufficient frequency and by a suitable technically competent person/s to ensure a robust assessment of the compliance of the product.

(ii) Internal audits of the quality management system against this SSD shall include office-based audits of the processes associated with stocking and distribution, at no more than twelve monthly intervals.

## **9.3 Management review**

### **9.3.1 General**

The Organization shall review the quality management system at least once every twelve months 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**

The output and actions from the management review shall be considered by Top Management at regular intervals throughout the year.

## **10 Improvement**

### **10.1 General**

No specific particular requirement.

### **10.2 Nonconformity and corrective action**

**10.2.1** No specific particular requirement.

**10.2.2** No specific particular requirement.

### **10.3 Continual improvement**

No specific particular requirement.

## **APPENDIX A: REQUIREMENTS FOR QUALITY PLANS**

Not used.

## **APPENDIX B: REFERENCE AND ASSOCIATED DOCUMENTS (BIBLIOGRAPHY)**

NOTE:-

1. 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
2. Organizations shall ensure they are working to current reference or associated documents appropriate to work in their sector. (See 7.5.1)
3. The list of standards and documents below are date specific, however, the Organization shall have processes in place to ensure that the latest version is always available. Organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.

### **REFERENCE DOCUMENTS**

Reference should be made to the Customer Order for specific reference documents.

See Section 2 for Normative References.

#### **General Reference Documents**

BS EN 1090-2:2008+A1:2011 Execution of steel structures and aluminium structures – Part 2: Technical requirements for steel structures

This list of standards and documents include those that are date specific, however, the Organization shall have processes in place to ensure that the latest versions are always available. (See 7.5.2).

## **APPENDIX C: TRAINING AND ASSESSMENT OF COMPETENCE**

Not used.



## **APPENDIX D: EXAMPLE REGISTER OF PERSONNEL ATTAINMENTS**

Not used.

## APPENDIX E: GUIDANCE FOR THE CONTROL OF MONITORING AND MEASURING EQUIPMENT

### Example Record of Monitoring and Measuring Devices

Equipment & Unique Reference Number	Equipment/ Test Specification	Calibration Control	Calibration Frequency	Date of Calibration	Date Next Calibration Due.	Calibration Certificate Ref.

#### Note

1. 'In house' calibrations to be in accordance with procedure(s) described in the equipment's operating manual. Separate records are to be kept on method(s) used and results of calibration.
2. All Calibrations (other than 'in house') shall be certified by accredited/registered Inspection Bodies providing certification of calibration traceable to national standards wherever possible / practical.
3. Records of all equipment in use, their calibration status and calibration or verification checks undertaken shall be implemented and maintained.

## APPENDIX F: CERTIFICATION BODIES ACCREDITED FOR THIS SECTOR SCHEME

Information on certification bodies accredited against this sector scheme can be found on the UKAS website [www.ukas.com](http://www.ukas.com). To identify the certification bodies on the website:

- From the UKAS home page
- Left click in the blue 'FIND' box in top right hand corner of the page; this will open the 'Search Accredited Organisations' page
- In the 'Enter Search Term' box type in "sector scheme No X" ( including the inverted commas) (see Notes 1 & 2 below)
- Left click Search
- Left click on the 'Certification Body results'

This then lists the certification bodies that are accredited to NHSS X and their details can be found by clicking on the appropriate links.

Note 1: "X" represents the scheme number

Note 2: This process will not identify certification bodies that do not have "sector scheme No X" in their scope, but which may have other sector scheme descriptions such as "NHSS X" or "sector scheme X". To complete the full list of accredited CBs it will be necessary to repeat the process (at least twice) by typing in other sector scheme descriptions such as "nhss X" or "sector scheme X" as appropriate at bullet point 3. This should then list the certification bodies who are accredited to the scheme and their details can be found by clicking on the appropriate links.

Note 3: Advice on the current accreditation status of certification bodies to assess against this document should be sought from UKAS (Tel 01784 429000).

Note 4: The following Certification Bodies are accredited by UKAS to this Sector Scheme at the time of preparing this issue of the SSD.

# **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 by UKAS for assessment and registration of ISO 9001:2015 quality management systems in accordance with the particular requirements of this NHSS or other equivalent international management scheme.

## **3. Assessor and assessment team competence.**

- 3.1. The certification body must be able to demonstrate to UKAS that it possesses and can maintain the necessary assessor experience and technical understanding of stocking and distribution activities for structural steel products 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 structural steel product supply chain, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. (Conveyance of this knowledge to auditing teams will be determined by the Certification Body and will be audited by UKAS).
  - iii) ability to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the stocking and distribution of structural steel products.
  - iv) preferably have knowledge of structural steel products, their properties and related standards, and an awareness of the importance of inspection and testing of the product.
- 3.2. 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.

3.3. 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.

3.4. 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 obtained from assessments of stocking and distribution activities in two different organizations.
- iii) Technical assessment competence in structural steel product stocking and distribution activities.
- iv) knowledge, understanding and application of this SSD
- v) knowledge of the structural steel product supply chain sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. (Conveyance of this knowledge to auditing teams will be determined by the Certification Body and will be audited by UKAS).
- vi) ability to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the stocking and distribution of structural steel products.
- vii) preferably have knowledge of structural steel products, their properties and related standards, and an awareness of the importance of inspection and testing of the product.

#### **4. Conduct of Assessments.**

4.1. Certification Bodies shall ensure that an adequate proportion (50%) of the initial and continuing assessment duration is devoted to assessing operational activities at sites and locations where stocking and distribution 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 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.

5.2. The National Highway Sector Scheme Logo shall be included in any Certificate of Registration which has this Sector Scheme detailed in the Scope of Registration. The logo shall only be used and applied in the manner detailed in any conditions of use which may be published in NHSS 0.

#### **6. National Highway Sector Schemes Schedule of Suppliers.**

- 6.1. Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at [www.lantra-awards.co.uk/schedule-of-suppliers](http://www.lantra-awards.co.uk/schedule-of-suppliers) 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). This check shall include verification of the certificate of registration currency.

## **7. Reporting on Sector Scheme Performance.**

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

Note 1: This is to be issued to the Secretary of this Sector Scheme Committee prior to each Advisory Committee meeting.

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

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

# APPENDIX G1: GUIDANCE TO CERTIFICATION BODY ASSESSORS AND OTHER AUDITORS

## 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 this NHSS document. 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

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

### 2A General background to the scheme,

- 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.

This is contained in the introduction to the scheme. In this instance the scheme (NHSS 3B) was initially developed with partnering bodies drawn from the structural steel product industry following the development of NHSS 3, and recognising the benefit to the industry of describing the quality management system requirements for Organizations involved in the supply of structural steel products for use in infrastructure assets.

- ii) To whom the scheme applies

See Scope in relevant NHSS document ie NHSS 3B

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

Secretary to the Advisory Committee to the Sector Scheme - See introduction in NHSS document.

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

This scheme applies to the supply of structural steel products that are to be used in any infrastructure assets such as but not limited to bridges, buildings, gantries, masts, columns, signal posts, electrification masts, station structures and toll booths.

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

See Scope in NHSS document i.e. NHSS 3B (Section 1.) NHSS 3B has been written so as to be client and sector neutral. The scheme may be specified by any client in their contract for the supply of structural steel products. Note that in their Model Purchase Specification for Steel Sections the BCSA has made compliance with this Sector Scheme a requirement for suppliers and distributors of structural steel products.

- vi) Specific types of works that the scheme applies to

See Scope (Section 1) and also Appendix L in NHSS 3B. In this instance applies to the stocking and distribution activities of the supply of structural steel products to be used in

infrastructure assets. The scheme excludes requirements relating to the manufacture of structural steel products. It also excludes the corrosion protection of ferrous materials by industrial coatings, the requirements for which are described in NHSS 19A.

- vii) Definitions and terminology that are particular to the scheme

See Section 3 of the NHSS 3B document.

- viii) Information on routes to competency of personnel (including management, supervisors and operatives etc) delivering the scheme services

Not relevant to this Sector Scheme

- ix) Overview of important reference documentation applicable to the scheme

Section 2 and Appendix B of this document provides some information.

- x) Knowledge of relevant International, European and British Standards.

Preferably have knowledge of standards relating to structural steel products, their properties and related standards and have an awareness of the importance of inspection and testing of the product and have knowledge of the relevant tests and the information provided by the tests. To include a working knowledge of warehousing systems and stock control.

- xi) Relationship with other NHSS and applicability to this scheme.

See NHSS 20 requirements for the control of purchased product.

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

The summary provides a list of those clauses where particular requirements have 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 where particular requirements have been provided.

<b>Section/Clause</b>	<b>Particular requirement Yes/No</b>	<b>Comment/Requirement</b>
<b>4. Context of the organization</b>		
4.1 Understanding the organization and its context	N	
4.2 Understanding the needs and expectations of interested parties	Y	Check annually that the Organization has determined interested parties including those listed, their requirements and is monitoring and reviewing the information about them.
4.3 Determining the scope of the quality management system	Y	Check scope is valid.
4.4 Quality		



<b>Section/Clause</b>	<b>Particular requirement Yes/No</b>	<b>Comment/Requirement</b>
management system and its processes		
4.4.1	Y	Check annually by the CB Auditors and other Auditors.
4.4.2	Y	Check annually by the CB Auditors and other Auditors. Check Schedule of Suppliers website to ensure registration is current and registration details are correct and up to date. Check up-loaded information is current. Confirm effectiveness of the process.
<b>5. Leadership</b>		
5.1 Leadership and commitment		
5.1.1	Y	Check policy documented information for Top Management support for the NHSS and leadership and commitment to the QMS. Ensure that policy is being correctly implemented, communicated and understood.
5.1.2	N	
5.2 Policy		
5.2.1	Y	Ensure statement of commitment to NHSS is in policy documented information.
5.2.2	N	
5.3. Organization roles, responsibilities and authorities	N	
<b>6 Planning</b>		
6.1 Actions to address risks and opportunities		
6.1.1	Y	Check that documented information is in place to address risks and opportunities and is operational.
6.1.2	N	
6.2 Quality objectives and planning to achieve them		
6.2.1	Y	Ensure objectives are established and documented. Check documented information is in place and meets requirements. Check that quality planning is in place and evaluated. Check waste recovery objective identified and addressed effectively.
6.2.2	N	
6.3 Planning of changes	N	
<b>7. Support</b>		
7.1 Resources		
7.1.1	Y	Ensure contract/tender review is in place. Confirm that capacity of business is adequate to accept

Section/Clause	Particular requirement Yes/No	Comment/Requirement
		orders – e.g. no one order is >20% of annual capacity
7.1.2	N	
7.1.3	Y	Check infrastructure (stores, IT systems, handling equipment, sampling/test equipment, transport etc.) are adequate.
7.1.4	Y	Check manufacturing and storage conditions as part of in process audit.
7.1.5		
7.1.5.1	Y	Check register of devices, (see Appendix E).
7.1.5.2	Y	Check calibration of devices including records.
7.1.6	N	
7.2 Competence	N	
7.3 Awareness	N	
7.4 Communication	Y	Check internal and external communication processes have been established. Check access to QMS documentation and communication/awareness of processes.
7.5 Documented information		
7.5.1	Y	Ensure that the Organization has process for identifying publication of new standards and documents. (See Appendix B for external documented information)
7.5.2	N	
7.5.3		
7.5.3.1	N	
7.5.3.2	Y	Ensure that all required specific standards and documents are in place and current. Check that all required records are in place and controlled. Check appropriate processes are in place for the retention and disposal of records. Check integrity of electronic storage of records and traceability to originals.
<b>8 Operation</b>		
8.1 Operational planning and control	N	
8.2 Requirements for products and services		
8.2.1	Y	Check documentation to accompany goods at despatch are suitable and include any Manufacturer's product instructions and safety information.
8.2.2	N	
8.2.3		
8.2.3.1	Y	Ensure customer order reviews are undertaken and are effective. Check appropriate matters are raised with Customer.
8.2.3.2	N	
8.2.4	N	
8.3 Design and development of	N	

Section/Clause	Particular requirement Yes/No	Comment/Requirement
products and services		
8.4 Control of externally provided processes, products and services		
8.4.1	Y	Verify existence of Approved Supplier List or equivalent. Confirm 'scope of approval' covers maintaining Manufacturer's identification and batch or cast traceability. Confirm evidence of Supplier performance monitoring & corrective actions to NC's etc. Verify effectiveness of processes in preventing purchase of counterfeit/non-conforming structural steel products. Confirm responsibility for quality understood.
8.4.2	Y	For purchased product, confirm verification, review & inspection processes are effective & inspection and testing regimes conform to specified requirements including sampling as appropriate.
8.4.3	Y	Check that purchasing requests are adequate. Verify sample of PO's for acceptability (e.g. 10% over past 3 months).
8.5 Production and service provision		
8.5.1	Y	Check environmental conditions are suitable as part of in process audit.
8.5.2	Y	Verify arrangements for identification and traceability of structural steel products at all process stages including documentation such as test certificates. Pay special attention to splitting. Cover during process review and check that relevant documented information is in place, identifiable and traceable.
8.5.3	N	
8.5.4	Y	Cover during process review. Assess processes for adequacy and processes employed for preservation of structural steel products at all stages are effective.
8.5.5	N	
8.5.6	N	
8.6 Release of products and services	Y	Confirm property requirements are suitably defined and documented, and acceptance criteria and test results are on record etc. Determine that CoC's/test certificates meet Customer specific requirements and that the minimum information is recorded on original test documents when splitting to assure traceability etc. Check records for split product.
8.7 Control of nonconforming outputs		
8.7.1	Y	Check processes in place for dealing with NCP including notification of appropriate parties and withdrawal, recall and disposal processes. Confirm that NCP follows one of the five approved routes for disposal. Look for approved rework instructions. Scrap must be positively identified and controlled until destroyed. Verify when NCP is

Section/Clause	Particular requirement Yes/No	Comment/Requirement
		detected that similar materials, batches & stock are cross-checked.
8.7.2	N	
<b>9 Performance evaluation</b>		
9.1 Monitoring, measurement, analysis and evaluation		
9.1.1	N	
9.1.2	N	
9.1.3	Y	Check suitable statistical techniques are in place based upon scientific methods/principles. Confirm linkages between process failures and impact on product quality. Check processes are achieving planned results.
9.2 Internal audit		
9.2.1	N	
9.2.2	Y	Check internal audits are being carried out at the required frequency and locations, and ensure corrective actions have been made. All processes must be internally audited every 12 months as a minimum.
9.3 Management review		
9.3.1	Y	Verify that reviews are undertaken at least every 12 months. Review outcome of annual management review.
9.3.2	N	
9.3.3	Y	Check that the output and actions are considered by Top Management at regular intervals.
<b>10. Improvement</b>		
10.1 General		
10.1	N	
10.2 Nonconformity and corrective action		
10.2.1	N	
10.2.2	N	
10.3 Continual improvement		
10.3	N	

## **APPENDIX H: ORGANIZATION ACCEPTANCE AND GUIDELINES FOR NEW ENTRANTS**

### **1.0 Organization Acceptance**

- 1.1 For the supply of structural steel products for work carried out on roads managed by Highways England, the Welsh Government, Scottish Government and DRD (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 infrastructure managed by other clients, acceptance of the Organization will depend on the requirements of the contract.

### **2.0 Guidelines for New Entrants - Requirements**

- 2.1 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, shop and site based activities as appropriate.
- 2.3 The Organization shall record their registration to this sector scheme on the Schedule of Suppliers website [www.lantra-awards.co.uk/schedule-of-suppliers](http://www.lantra-awards.co.uk/schedule-of-suppliers) upon receipt of the certificate issued by their certification body to confirm their registration and thereafter keep their Organization's information up to date.

### **3.0 Trade Associations**

3.1 Membership of a trade association is not a requirement of this Sector Scheme, however, the following associations support this Sector Scheme. Their details are included here for information.

British Constructional Steelwork Association

## APPENDIX J1: FEEDBACK TO COMMITTEE CHAIRPERSON

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

The Secretary  
The Sector Scheme Advisory Committee for Structural Steel Products  
Mr G Bowden  
Highways England  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Email: [geoffrey.bowden@highwaysengland.co.uk](mailto:geoffrey.bowden@highwaysengland.co.uk)  
Tel: +44 (0) 330 470 5141

**Issue Identified:**

**Suggested Action:**

Name:  
organization:  
Address:

Contact details:

Date:

Note: J1 forms will be sent on receipt by UKAS to the relevant scheme chairperson or secretary 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 and/or notified body as appropriate, detailing the problem identified.

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\\_Feedback&Enquiries@highwaysengland.co.uk](mailto:Standards_Feedback&Enquiries@highwaysengland.co.uk)

### **Other Highway Authorities and Clients**

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

### **Health and Safety Executive**

Advice about reporting a complaint about the application of the health and safety recommendations related to a specific incident is available at <http://www.hse.gov.uk/contact/workplace-complaints.htm>



## APPENDIX K: THE INTERPRETATION OF CERTIFICATES ISSUED BY CERTIFICATION BODIES

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 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:

- a) The scope of registration including specific registration to ISO 9001:2015 and this Sector Scheme including the Sector Scheme title - National Highway Sector Scheme 3B for Stocking and Distribution Activities for Structural Steel Products.
- b) The identification of each and every permanent location where NHSS 3B activities are carried out at or from and to which the CoR is applicable. The scope of registration may include a description of the structural steel products covered by the Organization's registration to this Sector Scheme. See Table K1
- c) Logos for the NHSS, UKAS (or equivalent) and the Certification Body.
- d) The name and address(es) of the Organization
- e) The validity of the certificate (ISO 9001 - 3 yrs)\*, to include a certificate issue and expiry/renewal date.
- f) A unique reference number/code
- g) The signature of a relevant Certification Body official with their name and title

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

**Table K1: Scope of Registration**

Activity (select)	Primary Category (select if relevant)
Stocking and Distribution Activities for Structural Steel Products	Optional - Provide description of the structural steel products covered at defined location(s)

# 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 N before deciding whether to specify that Organizations should be registered to NHSS 3B, as registration to other NHSSs may include relevant requirements for the stocking and distribution of structural steel products.

2.2. The NHSS for for Stocking and Distribution Activities for Structural Steel Products was originally conceived as a document for use by Clients to specify the minimum standards for quality in the supply of structural steel products for use in infrastructure assets.

2.3. The implementation of the NHSS is intended to provide requirements to evaluate risks and develop processes to ensure the quality of structural steel products.

2.5. Clients and Customers that require confirmation of compliance with the Contract Specification in respect of the supply of structural steel products should confirm that the quality management system certificate issuer is accredited by UKAS or equivalent and that specific reference is made to the relevant NHSS on certificates. (See 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 Suppliers supplying directly or indirectly, are registered to the Sector Scheme where necessary. Supervisory staff must be instructed to carry out checks of certificates.

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

2.8. Client check list to establish the registration status of an organization to this NHSS.

- 1 Is the organization listed on the Lantra schedule of registered companies for NHSS 3B?
- 2 Is there an ISO 9001 certificate present that has been extended to cover NHSS 3B?
- 3 Is the Certification Body that issued the certificate accredited by UKAS for assessments to NHSS 3B? (See Appendix F)
- 4 Does the certificate have a reference number and signature of a Certification Body official, with their name and title?
- 5 Does the scope of registration given on the certificate cover the products that are to be supplied and the locations from which the products are to be supplied?
- 6 Is the certificate in date and does it cover the period required for the supply of the products?

If the answer to any of the above questions is 'No' further clarification should be sought from the Organization or their Certification Body.

# APPENDIX M: GUIDANCE FOR ORGANIZATIONS

Not Used

## **APPENDIX N: GUIDANCE FOR OTHER NHSS COMMITTEES AND ORGANIZATIONS REGISTERED TO ANOTHER NHSS, FOR ACTIVITIES THAT INCLUDE STOCKING AND DISTRIBUTION ACTIVITIES FOR STRUCTURAL STEEL PRODUCTS**

Structural steel products for use in infrastructure that is covered by the requirements of Sector Schemes 2B and 5B need not be supplied by an organisation that is registered to this SSD.

## APPENDIX O - HOW TO REGISTER ON THE SCHEDULE OF SUPPLIERS

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

1. Go to the Lantra Awards Schedule of Suppliers website:  
[www.lantra-awards.co.uk/schedule-of-suppliers.aspx](http://www.lantra-awards.co.uk/schedule-of-suppliers.aspx)
2. Select „Get on the Schedule of Suppliers" or „Register now"
3. Enter the details required, including selecting the Sector Schemes that your organization operates, the Highways England Areas you cover, your certification body and the scopes of the schemes you are registered to for as per your certification body registration certificate
4. Upload a PDF copy of your ISO 9001:2015 certificate(s) extended to include your NHSS registration and any other specific documentation to be uploaded as specified by this SSD.
5. Submit your registration.

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

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

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

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

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