



NATIONAL HIGHWAY SECTOR SCHEMES FOR QUALITY MANAGEMENT IN HIGHWAY WORKS

SCHEME 4

PARTICULAR REQUIREMENTS FOR THE APPLICATION OF ISO 9001:2015 FOR PRESERVATIVE TREATMENT AND SUPPLY OF TREATED TIMBER

Published by the Natural and Conferred Durability of Timber Sector Scheme Advisory
Committee (SS4AC)

Endorsed for publication by the Chairman of the SS4AC

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DOCUMENT CONTROL

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

Composition of Sector Scheme Advisory Committee

Under the Chairmanship of the County Surveyors Society (CSS), the SECTOR SCHEME 4 ADVISORY COMMITTEE, was set up in August 1996 to establish a UK Sector Scheme which would be used by the United Kingdom Accreditation Service (UKAS) as part of its assessment for certification bodies wishing to be accredited in the timber preservation field. This committee acts as an advisory committee to UKAS and its composition is set out below; hereafter in this Sector Scheme Document (SSD) it is referred to as the Sector Scheme 4 Advisory Committee (SS4AC)

COMPOSITION

Full Members

Wood Protection Association (WPA)
Certification Bodies Group
BRE
Highways England
United Kingdom Forest Products Association (UKFPA)
Association of Fencing Industries (AFI)
Environmental Noise Barrier Association (ENBA)
Chair of Sector Scheme 2A
Chair of Sector Scheme 2C

Corresponding Members

ADEPT (formerly CSS)
Transport Northern Ireland
Transport Scotland
Transport Wales
UKAS accredited Certification Bodies to this scheme
UKAS

Exclusion of Liability

The Sector Scheme Advisory Committee for NHSS4

- 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) thereof.

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Selection of Certification Body

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 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).

It is important to note that due to the specific requirements for assessor competence required by this Sector Scheme a technical expert shall 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).

The Wood Protection Association (WPA) is regarded by the SS4AC as the UK technical authority on the preservative treatment of wood and much of the detail in this SSD is based on or makes direct reference to the WPA's Timber Treatment Quality Guidance Note 2 (QGN 2) which is a controlled document in the quality manual of companies accredited under Sector Scheme 4.

The WPA also maintains a register of plant operators who have achieved the appropriate mandatory qualification (NVQ/SVQ) required for NHSS4 compliance.

A WPA guidance note is available that summarises the key requirements for organizations aspiring to become NHSS4 Certificated. E-mail info@wood-protection.org

Implementation

Issue 1 [9001:2015]

This document has been produced to supersede the UKAS 7 version (which relates to ISO 9001:2008), however UKAS 7 version (or a later updated version) will continue to have validity until September 2018 when the 2008 version of ISO 9001 will become obsolete.

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.

Introduction

1 This Sector Scheme Document (SSD) relates to the quality management system requirements for the Preservative Treatment of Timber. It sets out to identify common particular requirements/particular applications of ISO 9001:2015 for organizations and Certification Bodies engaged in the sector, and the minimum qualifications that an assessor/auditor requires. The document shall be read in conjunction with ISO 9001:2015 and Wood Protection Association Timber Treatment Quality Guidance Note 2 (QGN2)

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 requirements/applications for ISO 9001:2015 as applicable to a particular infrastructure related activity/industry within the United Kingdom.

3 Separate Sector Scheme Advisory Committees (SSACs) for each activity within the sector provide advice to UKAS (the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory) and expert representation is drawn from all sides of industry. Each SSAC determines the particular requirements for ISO 9001 in relation to the requirements of their particular activity and comes to a consensus on the minimum levels of workmanship, services, products, testing, and the training and competency of personnel, as appropriate, required to meet specification requirements as well as identified requirements in respect of environmental and health & safety and other aspects. The details are contained in the individual Sector Scheme Documents (SSDs). Following the publication of a revised ISO 9001, the committees will review their documents to ensure alignment with the revised ISO 9001 to ensure that the SSD does not conflict with the international standard prior to withdrawal of the 2008/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 This Sector Scheme shall apply where specified by the Client in their Contract Documents

7 In using this Sector Scheme users shall use best practice such as specifying any other relevant NHSSs as appropriate to the nature of the work being undertaken

8 It should also be noted that NHSSs are mandatory for Highways England contracts and suppliers within the supply chain shall demonstrate compliance with the requirements of ISO 9001 and this SSD as part of their continual improvement within their ISO 9001 registration. The use of the

Specification for Highway Works as the basic document for procuring highway works by other highway authorities would normally automatically call up compliance with ISO 9001 and this SSD. Other owners of infrastructure for example e.g. local authorities may also require their suppliers to comply with this Sector Scheme.

Note: The Sector Scheme is listed in Appendix A of the Specification for Highway Works and is a mandatory requirement for suppliers.

9 The SSD is a live document with the NHSS4 meeting at least once a year to review it as appropriate. Those using the document shall ensure that they have the current version of the document. The SSD may currently be obtained by visiting the UKAS website (www.ukas.com) from where the document can be freely downloaded.

Note: Information on relevant Certification Bodies may be obtained from the UKAS website by following the guidance 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.

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

11 Scheme Feedback

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

Completed J1 forms should be sent to the committee chairperson:

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

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

12. Scheme Contact

The Secretary
Sector Scheme Advisory Committee for the NHSS4
Wood Protection Association, 5C Flemming Court, Castleford, WF10 5HW

Particular Requirements for the Application of ISO 9001:2015

1. SCOPE

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

- a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

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

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

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

This SSD together with ISO 9001 and the Wood Protection Association (WPA) Timber Treatment Quality Guidance Note (QGN) 2 describes the quality management system requirements to be established by organizations providing Preservative Treatment of Timber.

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 scheme is applicable to organizations carrying out the treatment and/or the supply of preservative treated timber..

Reference to NHSS4 registration must be included in all supply chain contract documents.

References as listed in Appendix B have been utilised in the preparation of this document.

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).

2. NORMATIVE REFERENCES

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

- BS EN ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary
- BS EN ISO 9001:2015 Quality Management Systems – Requirements and normative references within it
- BS EN ISO 9004:2009 Quality Management Systems – Managing for the sustained success of an organization. A quality management approach.
- NHSS 0 – Guide to the identification, Development Management and Certification of National Highway Sector Schemes
- WPA Quality Guidance Note QGN 2. The controlled preservation of timber and wood-based materials to improve their durability. (Latest Issue)

3. TERMS, DEFINITIONS AND ABBREVIATIONS

3.1 For 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:

Certificate of Registration	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 Sector Scheme Document.
Client	The ultimate body for which the work is being carried out e.g. Highway Authority, which may also be the customer.
Contract Specification	The technical requirements of the contract agreement, for example the following may apply: 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
Customer	The body engaging the organization for the work described in this NHSS document. The customer may also be the client.
Quality Plan	See BS EN ISO 9000:2015 and Appendix A (Applies throughout this document.)
Quality Management System	The organization's structure, responsibilities, procedures, processes and resources for implementing Quality Management to BS EN ISO 9001:2015. See ISO 9000 2015
Organization	The business responsible for the preservative treatment of timber and for the supply of preservative treated timber. Note that BS EN ISO 9001 2015 refers to "organization" and this has the same meaning in the context of this SSD.
*Organization's Manager	The person named in the organization's Quality Plan as having managerial responsibility for the supply of preservative treated timber.
Provider	This term is the preferred term used in ISO 9001:2015 in place of "supplier", which was used in ISO 9001:2008. The terms are synonymous. This document uses supplier.
Shall	The term "shall" indicates a requirement strictly to be followed 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 BS EN ISO 9001 and BS EN 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).
Skills Registration Card	A card issued by a recognised authority, which demonstrates the level of competency, the date, achieved by the holder, their photograph and the validity of the card. In some instances, it is also used as an identity card.
Supplier	See BS EN ISO 9000:2015 clause 3.2.5.

*Technical Manager	The person named in the Organization's Quality Plan responsible for the technical interpretation and implementation of the requirements of the Contract Specification.
*Treatment Plant Operator	The certificated operative named in the Organization's Quality Plan as having the responsibility, training and experience to establish and control the treatment operation to meet the requirements of the Contract Specification.

*For smaller operations, some roles may be combined.

3.2 For this Sector Scheme Document the abbreviations in NHSS 0 Part 5 shall apply except where listed in the table below:

ADEPT	Association of Directors of Environment, Economy, Planning and Transport
AQL	Acceptable Quality Limit (defined in BS8417)
CB	Certification Body
CITB	Construction Industry Training Board
CSkills	Construction Skills
DfT	Department for Transport
NHSS	National Highway Sector Scheme
OAL	Occupational Awards Limited
QGN2	Wood Protection Association Quality Guidance Note 2
SSD	Sector Scheme Document
SS4AC	Sector Scheme 4 Advisory Committee
UKAS	United Kingdom Accreditation Service or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory with a scope which includes this Sector Scheme.
UKFPA	United Kingdom Forest Products Association
WPA	Wood Protection Association

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

4 to 10 QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Particular Requirements BS EN ISO 9001:2015

Introduction

This document shall be read in conjunction with the requirements of BS EN ISO 9001:2015 and QGN 2.

QGN2 is a controlled document when the scope of a BS EN ISO 9001 Registration Certificate includes timber treatment plant operations. It must form part of an organization's Quality Manual and be read in conjunction with the BS EN ISO 9001 2015 standard.

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

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

4 Context of the organization

4.1 Understanding the organization and its context

No specific particular requirement

4.2 Understanding the needs and expectations of interested parties

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

4.3 Determining the scope of the quality management system

(i) The organization shall select from the list those activities from Section 1 of this document for which it is seeking registration.

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

4.4 Quality management system and its processes

4.4.1 The organization shall operate a quality management system to BS EN ISO 9001:2015 and this SSD

4.4.2 The organization shall record their registration to this sector scheme on the Schedule of Suppliers website www.lantra-awards.co.uk/schedule-of-suppliers immediately following

confirmation of their certification to the sector scheme from the certification body and thereafter check its suitability annually. (See Appendix O for information).

The organization shall notify the Lantra NHSS Schedule of Suppliers if Certification is suspended or withdrawn, (as will the Certification Body).

5 Leadership

5.1 Leadership and commitment

5.1.1 General

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

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

5.1.2 Customer focus

- (i) Processes for determining customer requirements shall consider the interests of the Client and the product and service end users, e.g. the general public/travelling public and shall be mindful of the Client's interaction with the end users. This will include processes to minimise disruption.
- (ii) Safe working methods shall be documented.

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

Management and communication systems shall be maintained to ensure customer requirements are adequately and accurately communicated to staff carrying out the work.

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

6.1.2 No specific particular requirement

6.2 Quality objectives and planning to achieve them

6.2.1 No specific particular requirement

6.2.2 The quality objectives shall include a commitment to meet Customer and Client requirements with respect to this NHSS.

Top management shall ensure that the resources are managed in a sustainable fashion, through the implementation of an on-going resource efficiency plan. This plan should include targets for minimising waste disposal and maximising recycling on site practiced to the satisfaction of customers and other interested parties.

The organization shall commit to improving the environmental performance of the organization, through the consideration of the impact of resources on the environment, the impact of waste on the environment, recycling of waste and use of recycled materials.

6.3 Planning of changes

No specific particular requirement

7 Support

7.1 Resources

7.1.1 General

No specific particular requirement

7.1.2 People

No specific particular requirement

7.1.3 Infrastructure

No specific particular requirement

7.1.4 Environment for the operation of processes

No specific particular requirement

7.1.5 Monitoring and measuring resources

7.1.5.1 General

The organization's system shall include documented procedures to demonstrate the manner and frequency of the calibration of the measuring and test equipment. See Appendix E for guidance.

7.1.5.2 Measurement traceability

- (i) Any inspection, measuring and test equipment in use shall be checked for accuracy at intervals not exceeding twelve months and records kept. All equipment must operate within a tolerance that shall be stated in the Quality Plan. Daily checks shall be carried

out on site and records kept to confirm that control equipment is indeed working and is not damaged.

- (ii) Moisture measuring equipment shall be checked prior to each day's use using a calibrated electrical resistance check box or other validated method, e.g., moisture content derived from oven drying samples. The equipment shall be checked over at least three representative points over its working range and the maximum allowable error at any point shall be $\pm 1.0\%$ moisture content at that measuring point, e.g. for a true reading of 28% the meter shall indicate a moisture content in the range 27.0% to 29.0%.
- (iii) Equipment used for calibration checks shall not be used for any other purpose. These shall initially be re-calibrated with direct traceability to National Standards at intervals not exceeding one year from the date of the first calibration. Thereafter at intervals not exceeding five years. This equipment shall not be used for any other purpose. Equipment calibration errors or deviation from the actual value must be known and taken into account.

Records of all equipment in use, their calibration status and verification checks undertaken shall be established and maintained. Calibration requirements are set out in Appendix E of this document.

7.1.6 Organizational knowledge

No specific particular requirement.

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

7.2 Competence

General

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

Requirements

- (i) Timber treatment plant owners/managers have a statutory duty to ensure that those using wood preservatives are competent to do so and have received the necessary training, instruction and information. The WPA Guidance Note: "Standards of Training in Safe and Effective Wood Preservation" provides an approved basis for training.
- (ii) Treatment Plant Operators shall hold the CSkills Awards Level 2 NVQ Diploma in Wood Preserving - Industrial Pre-treatment (Construction) (600/3986/3) National Vocational Qualification (NVQ) 'Wood Preserving – Industrial Pre-treatment (Construction) awarded by CITB or OAL Level 2 NVQ in Timber Treatment (601/8443/7) awarded by Occupational Awards Ltd or other NVQ qualification approved by the SS4AC.

- (iii) Plant Operators holding the NVQ are eligible to be and shall be listed in The NHSS4 Register of suitably qualified plant operators maintained for UKAS by the Wood Protection Association (WPA). A Certificate of Listing on this register is a required controlled document in an organization's quality manual.
- (iv) Registration is valid for 5 years and is renewable on submission of satisfactory evidence of refresher training (details from WPA).
- (v) Trainee plant operators shall at all times be supervised by a qualified (NVQ) operator.
- (vi) Records of training must be kept for each operator in accordance with statutory duties. Key quality tasks, e.g. moisture measurement shall be suitably identified in those records.
- (vii) The organization shall ensure that all Treatment Plant Operators have a working knowledge of the relevant parts of the documents listed in Appendix B1.
- (viii) The organization shall create and maintain a register of employees as part of the organization's competency management documented information. "(See Appendix D)"

7.3 Awareness

No specific particular requirement

7.4 Communication

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

The organization shall consider the need for external communications to interested parties affected by their activities under the scheme.

7.5 Documented information

7.5.1 General

- (i) A quality plan (documented planned arrangements) shall be required. When specified in the contract documents or requested, the organization shall submit a quality plan or alternative document as defined in the Contract Specification for acceptance or approval by the Client, as appropriate, prior to commencement of work (See Section 8 and Appendix A).
- (ii) The organization shall have in place auditable processes to identify publication of relevant new documents/standards and implementation requirements

7.5.2 Creating and updating

No specific particular requirement

7.5.3 Control of documented information

7.5.3.1 No specific particular requirement

7.5.3.2 Control of documents

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

Contract specific documents e.g. drawings, schedules, as listed in the Quality Plan. For example:

- a) Correspondence
- b) Delivery notes and certification where required (e.g. timber species)
- c) Records of rejected material
- d) Contract documentation and Customer order
- e) Customer drawings and records
- f) Instructions to Treatment Plant Operators
- g) Calibration and maintenance records for hydrometers, pressure gauges, moisture meters, thermometers, process chart records and other inspection, test and measuring equipment.
- h) Methods to ensure the Organisation obtain any amendments to the documents listed in Appendix B where appropriate to the scope of registration.
- i) Test results for determination of specific requirements.

The organization shall have procedures in place to ensure that the latest versions of relevant Standards and Documents are always available (See Appendix B part 1).

Control of Records

In addition to the organization's own quality records, specific contracts may require additional records including the following:

- 1) Contract Specification.
- 2) Review records.
- 3) Quality Plan.
- 4) Instructions to Operatives.
- 5) Certification of supply of materials.
- 6) Purchase orders.
- 7) Calibration and verification records.
- 8) Production records.
- 9) Complaints.
- 10) Results of all tests undertaken which should be made available to the Client on request.
- 11) Plant Operator NVQ Level 2 certificate.

The Organisation shall keep all records for a minimum period of 6 years or until the end of the maintenance or defects period whichever is greater. Record disposition after this period shall be defined in the Quality Plan.

8 Operation

8.1 Operational planning and control

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

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

- (ii) The QP may be a largely standard document as indicated in Appendix A of this schedule supplemented by contract specific information.
- (iii) The QP should not be considered in isolation. An integrated approach may be taken which links to other relevant plans.

Note 1 - Management of the service is reliant on quality and hence the contract and the quality element cannot be separated, as one cannot function without the other.

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

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

8.2 Requirements for products and services

8.2.1 Customer communication

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

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

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

- (ii) The organization shall determine and implement arrangements to demonstrate that timber and timber products, where used, come from legal and managed sustainable sources. This shall include provision of third party certification to the Client.

8.2.2 Determining the requirements for products and services

This SSD shall be taken into account when determining the requirements.

8.2.3 Review of the requirements for products and services

- 8.2.3.1** The processes for review and determination of requirements shall require the organization to verify with the Customer that the order placed meets the technical requirements included in the Client's Contract Specification.

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

- 8.2.3.2** No specific particular requirement

8.2.4 Changes to requirement for products and services

No specific particular requirement

8.3 Design and development of products and services

8.3.1 General

No specific particular requirement

8.3.2 Design and development planning

No specific particular requirement

8.3.3 Design and development Inputs

No specific particular requirement

8.3.4 Design and development controls

No specific particular requirement

8.3.5 Design and development outputs

No specific particular requirement

8.3.6 Design and development changes

No specific particular requirement

8.4 Control of externally provided processes, products and services

8.4.1 General

The purchasing process shall include systems to establish timber sources; this shall apply to supplier selection, evaluation and re-evaluation processes.

8.4.2 Type and extent of control

No specific particular requirement

8.4.3 Information for external providers

No specific particular requirement

8.5 Production and service provision

8.5.1 Control of production and service provision

- (i) The organization shall identify and plan the supply processes. Examples of conditions, which shall be controlled, include agreed procedure for carrying out deliveries to site(s) including health and safety requirements
- (ii) The organization shall produce method statement(s) for the selection and treatment of timber.
- (iii) Works orders, risk assessment and timber treatment quality plans for the installation and maintenance of timber treatment shall be signed by the relevant designated personnel and retained for 6 years. They will also be submitted to the Client if requested.
- (iv) The organization shall obtain copies of any of the documents listed in Appendix B that are appropriate to the contract together with the Contract Specification. Where information is duplicated, only one source will be required, e.g., the WPA Manual *Industrial Wood Preservation Specification and Practice*.
- (v) When a contract is signed and before treatment work commences, the organization shall ensure that the following is documented and issued to the Treatment Plant Operator. A copy shall be retained for record purposes.
 - Any special instructions relating to the programme of work
 - The timber species required for the contract
 - Any additional instructions

- (vi) Sector Scheme 4 requires compliance with inspection and testing procedures defined in WPA Quality Guidance Note QGN 2.
- (vii) The organization 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. In particular:
 - (a) Any inspection, measuring and test equipment in use shall be checked for accuracy at intervals not exceeding twelve months and records kept. All equipment must operate within a tolerance that shall be stated in the Quality Plan. Daily checks shall be carried out on site and records kept to confirm that control equipment is indeed working and is not damaged.
 - (b) Moisture measuring equipment shall be checked prior to each day's use using a calibrated electrical resistance check box or other validated method, e.g., moisture contents derived from oven drying samples. The equipment shall be checked over at least three representative points over its working range and the maximum allowable error at any point shall be $\pm 1.0\%$ moisture content at that measuring point, e.g. for a true reading of 28% the meter shall indicate a moisture content in the range 27.0% to 29.0%.
 - (c) Equipment used for calibration checks shall not be used for any other purpose. These shall initially be re-calibrated with direct traceability to National Standards at intervals not exceeding one year from the date of the first calibration. Thereafter at intervals not exceeding five years. This equipment shall not be used for any other purpose. Equipment calibration errors or deviation from the actual value must be known and taken into account.

Records of all equipment in use, their calibration status and verification checks undertaken shall be established and maintained. Calibration requirements are set out in Appendix E of this document.

- (viii) Inspection and testing shall be undertaken to demonstrate adherence to the specification. The methods and frequency of testing shall be defined in the Quality Plan (see Appendix A & A1). the contract requirements shall be reviewed to establish whether any additional Client specified testing and inspection regime is to be adopted. Additional requirements will usually be included in contract specifications, e.g. Appendices 0/2 and 3/1 of the Specification for Highway Works.
- (ix) When appropriate the contract storage arrangements for all materials shall be stated in the Quality Plan.
- (x) Systems shall be in place to ensure goods returned to stock are placed in the correct location in the material storage area.
- (xi) Procedures shall be in place to ensure compliance with conditions of consent relating to approval or authorisation of preservatives under the Control of Pesticides Regulations or Biocidal Products Regulation currently in force as well as any other statutory duties relating to health and safety.
- (xii) Customer property. The Quality System shall include a procedure to be applied when the Customer or Client supplies material if this is identified in the Contract Specification.

8.5.2 Identification and traceability

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

The timber shall be controlled and records made to allow for the timber source to be identified. When required this shall be used to demonstrate that sustainable sources have been used.

Treated timber shall be identified by marking/labelling that enables traceability to individual treatment charges to at least pack level.

Note: Clause 126 of Series 100 of the SHW (May 2014) specifies the requirements for timber and products containing wood supplied under a contract, which includes the SHW.

8.5.3 Property belonging to customers or external providers

The quality management system shall include a procedure where materials are supplied by the Customer or the Client. For example, where timber components are supplied for preservative treatment.

8.5.4 Preservation

Note. 'Preservation' in this context does not mean wood 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

No specific particular requirement.

8.5.6 Control of changes

No specific particular requirement.

8.6 Release of products and service

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the Customer.

Release of preservative treated timber shall not proceed unless and until conditions of consent, if any, that apply to surface dryness or any other characteristic of freshly-treated timber are met. Conditions of consent accompany approval of a preservative under the Control of Pesticides Regulations or authorization under the Control of Biocides Regulation.

8.7 Control of nonconforming outputs

8.7.1 No specific particular requirement

8.7.2 Any material and/or work not conforming to the specification shall either be reworked to conform to the specification or must formally be accepted in writing by the customer. The materials and/or work shall otherwise be considered as rejected. Batch labelling and delivery documentation shall clearly identify any such reclassification.

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

No specific particular requirement

9.2 Internal audit

9.2.1 No specific particular requirement

9.2.2 Internal audits shall be carried out at sufficient frequency and by a suitable technically competent person/s to ensure a robust assessment of the compliance of the product. The quality plan shall state the frequency of internal audits. Internal auditors shall have a working knowledge of timber treatment. Internal audits shall be carried out by the nominated quality manager or a designated competent person.

A programme shall be initiated to ensure internal audits are undertaken which fully cover within each twelve-month period all aspects of the quality management system as applied to the preservative treatment of timber.

Internal audit frequency should be in accordance with the level of discrepancies detected, i.e., significant or repetitive non-conformities noted during audit or highlighted following customer complaints may require further investigation by carrying out an additional internal quality audit.

9.3 Management review

9.3.1 General

The organization shall review the quality management system every 6 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

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. Consideration should be given to accident statistics and near miss reporting.

Appendix A: Requirements for Quality Plans

The quality plan shall include the following items as a minimum.

1.0 General requirements

- 1.1 Definition of the product (or service) to be provided.
- 1.2 The structure of the organization describing the line of command and stating the names of the organization's Manager responsible for the contracted work.
- 1.3 Identification of the relevant parts of the organization's documented quality management system relevant to the product or service being provided.
- 1.4 The control of team selection including special requirements for skilled personnel e.g. training of site staff.
- 1.5 The control of equipment.
- 1.6 Any environmental conditions impacting upon the specified works.
- 1.7 Location of site for the contract and means of access
- 1.8 Specification and/or Contract Documents
- 1.9 Quality of timber for the works and the commencement and completion dates for the contract.
- 1.10 Disposition of documented information
- 1.11 The inspection and testing regime to be adopted covering frequency, methods of test, responsibility for testing and acceptance criteria. (See Appendix A1 for guidance)

2.0 Contract specific information

- 2.1.1 The Customer's nominated Quality Manager, project manager and/or other representatives through whom communication is to be made throughout the contract.
- 2.1.2 Names of the staff involved with the contract including qualified personnel. Contact details for these staff.
- 2.2 Details of the contract specific equipment to be used and any certification required to be issued to the Customer/Client.
- 2.3 Name and contact details of Customer/Client contact(s).
- 2.4 Details of the communications required between the organizations staff and the Customer/Client or any other party.
- 2.5 Work programme and details of deliverables.
- 2.6 Materials storage details and location
- 2.8 Method statements for application/installation and removal of preservative-treated wood, and the detailed drawing(s) to be supplied.
- 2.9 Control of non-conforming product.

2.10 How performance requirements are to be achieved.

Type(s) of timber and preservative treatment applied

Any requirements additional to or modifying those in the Standard.

2.11 Any client-specified testing requirements and responsibility for testing including the supply of test equipment.

2.12 Risk Assessments

2.13 Timber source information, including third party certification.

Note 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.

Note 2. The organization should also be aware that there may be further general requirements for quality plans within a contract, for instance Appendix 1/24 of the Manual of Contract Documents for Highway Works, which may also need to be addressed.

Note 3 See ISO 10005 (Quality management systems – Guidelines for quality plans) for further information

Appendix A1: Guidance for determining the outcome of Preservative Treatment

Unless otherwise specified, the following are minimum inspection and testing requirements for determining the outcome of preservative treatment. Guidance on procedures can be found in the WPA Manual: Industrial Wood Preservation Specification and Practice.

(i) Treatment in accordance with a process specification

Compliance with the process requirements shall be demonstrated by a confirmatory record of the treatment process from a calibrated automatic recording device, e.g. chart recorder or computer print-out; together with details of preservative formulation used (e.g. unambiguous commercial name but including, where determined by the treater, concentrations of active ingredients) and the moisture content of the wood before treatment.

ii) Treatment in accordance with a penetration and retention specification or where the specification includes penetration and/or retention requirements

Compliance shall be demonstrated by testing individual pieces (units) taken at random from the treated batch. The number of units shall be as specified by BS 6001-1 (ISO 2859-1 is also acceptable) for inspection level II and, unless otherwise specified by the Customer or Client, AQLs of 10% for permeable timbers and 25% for all other timbers. The procedures for selecting units and determining penetration and retention are detailed in BS EN 351-1. Permeable and Resistant timber is as defined in BS 8417.

Guidance on taking samples for analysis from selected units is given in BS EN 351-2. This standard includes an explanatory annex (Annex A) on the use of inspection levels and AQLs in selecting the number of units for examination. The AQL is the maximum number of units per sample that can sub-standard as a process average without the batch produced by that process being rejected.

Appendix B: Reference and Associated Documents (Bibliography)

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

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

Organizations shall have processes in place to ensure that the latest version is always available. Latest versions are available at <http://www.standardsforhighways.co.uk/ha/standards/mchw/index.htm>
Organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.

1. Reference Documents

- 1 Manual of Contract Documents for Highway Works: Volume 1 Specification for Highway Works (SHW), and amendments

Series 000	Introduction
Series 100	Preliminaries
Series 300	Fencing
Series 2500	Special Structures (for Environmental Barriers)
Appendix A	Quality Management Systems

- 2 Manual of Contract Documents for Highway Works – Volume 2 Notes for Guidance on the Specification for Highway Works (NGSHW), and amendments.

Series NG000	Introduction
Series NG100	Preliminaries
Series NG300	Fencing
Series NG2500	Special Structures

3	ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary
4	ISO 9001:2015 Quality Management System – Requirements
5	ISO 9004 Quality Management Systems – Managing for the sustained success of an organization. A quality management approach.
6	BS 8417 Preservation of Wood – Code of practice
7	BS EN 13991 Derivatives from coal pyrolysis. Coal tar based oils. Creosotes. Specifications and test methods
8	BS EN 351-1 Durability of wood and wood-based products. Preservative- treated solid wood. Classification of preservative penetration and retention.
9	BS EN 351-2 Durability of wood and wood-based products. Preservative- treated solid wood. Classification guidance on sampling for the analysis of preservative-treated wood.
10	BS 1722 Fences (note: relevant part as called up in specific contracts).
11	WPA Quality Guidance Note QGN 2. The controlled preservation of timber and wood-based materials to improve their durability
12	Wood Protection Association Guidance Note: Standards of Training in Safe and Effective Wood Preservation.
13	WPA Manual: Industrial Wood Preservation: Specification and Practice
14	Manual of Contract Documents for Highway Works – Volume 3 Highway Construction Details. Series H Drawings.
15	Control of Pesticides Regulations
16	Biocidal Products Regulation
2. Associated Documents - Bibliography	
1	GD 02 - Quality Management Systems for Highway Design http://www.standardsforhighways.co.uk/ha/standards/dmrb/vol0/section2.htm

2	<p>GD 04 - Standard for safety risk assessment on the strategic road network</p> <p>http://www.standardsforhighways.co.uk/ha/standards/dmrb/vol0/section2.htm</p>
	<p>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 Chapter 8. Organizations must have auditable processes in place to identify when these documents are issued and their implementation date(s). An index of Interim Advice Notes (IANS) is available on the internet (www.dft.gov.uk/ha/standards/ians/index.htm).</p>
	<p>Note 2: Every effort has been made to update web sites, but the committee cannot provide any guarantees that the sites will continue to exist or if they do that they will maintain access to the documents identified above.</p>

Appendix C: Training and Assessment of Competence

1. Training and competency qualifications

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

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

Refer to section 7 Quality Management System Requirements paragraph 7.2 'Competence, Awareness and Training' of this document for training requirements.

For operatives involved in the timber preservation process details can be obtained from the Wood Protection Association (WPA) at the following address:

Wood Protection Association
5 Flemming Court
Castleford
West Yorkshire
WF10 5HW
Tel/Fax 01977 558274 Email: info@ wood-protection.org

2. 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.

3. Fraudulent certificates/cards

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

Suggested Action by the organization

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

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

If the certificate/card appears to be fraudulent:

- Retain the certificate/card if possible
- Make photocopies of front and back
- Record certificate/cardholder's name and address
- Ask certificate/cardholder where the certificate/card was obtained from
- Call the local police and report the matter
- Refuse access to site (subject to company rules).
- Forward copies of all evidence to the body who issued the certificate/card marked "SUSPECTED FRAUDULENT CERTIFICATE/CARD" with any crime number given by local police.

Note: The body should in the majority of cases fully support any prosecution with technical and factual evidence.

This should help to maintain the integrity of the Highway Sector Schemes.

Appendix D:

Example Register of NHSS 4 Employees

Each organization shall maintain a register of designated Treatment Plant Operators. An example of one form of register is shown below.

N.B. A core requirement of this sector scheme is that all operatives with direct involvement in the preservative treatment of timber hold NVQ Level 2 Certificates (or equivalent) in Wood Preservation and are listed on the registers of certificated plant operators maintained by the WPA and that evidence of both the qualification and WPA registration is readily available to confirm this.

NAME OF COMPANY:

QA CERTIFICATION BODY:

REGISTRATION NUMBER:

Full name of Operative	NVQ Certificate Number	Date of NVQ Certificate	WPA Register Number	Expiry Date Of WPA Registration	Name and Signature of Suppliers Manager
		=	=	=	
		=	=	=	
		=	=	=	
		=	=	=	

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

Example of a typical requirement for NHSS:

Item No	Equipment	Purchase Specification	Calibration Control	Calibration Frequency
1	Thermometers and temperature control equipment	Equipment must operate within a tolerance of $\pm 10^{\circ}\text{C}$ at working temperature	Calibration traceable to National Standards	3 monthly (may be extended to 12 months upon demonstration of continued calibration accuracy)
2	Pressure measuring equipment	Appropriate British or International standard	Calibration traceable to National Standards	Annually
3	Thickness/height measuring equipment	Maximum allowable error at any point in working range value $\pm 5\%$	Calibration traceable to National Standards	Annually
4	Measuring wheels, tapes and rules	Maximum allowable error $\pm 1\%$ of the measurement range undertaken (upon purchase only)	Verification check when signs of wear or damage appear	Checks as required

All calibrations shall be carried out at least once per year. Different periods between calibrations may be required/ permitted if experience suggests that this period is inappropriate or excessive. Guidance is given in BS EN 30012-1 "Quality assurance requirements for measuring equipment Part 1. Metrological confirmation system for measuring equipment".

Device	Reference Standard*	Permissible Deviation
Process recording devices		As per individual devices
Thermometers	BS593:1989	$\pm 2^{\circ}\text{C}$
Pressure gauges	<u>BS EN 837-1:1998</u>	± 1 Bar
Vacuum gauges	<u>BS EN 837-1:1998</u>	± 0.1 Bar
Electrical resistance or other moisture meters		$\pm 1\%$ moisture content
Hydrometers	BS 718: 1991	$\pm 5\%$
Time clocks		± 2 minutes in any one hour period

*Organizations wishing to use devices not in accordance with a recognised British or European Standard shall provide evidence of equivalent accuracy.

Notes

1. The table does not represent an exhaustive list of monitoring and measuring devices and therefore equipment not included but employed by the organization should be calibrated to an acceptable standard and be documented.
2. Visual daily checks of items shall be carried out on site to confirm that the equipment is working correctly and is not damaged. Records of the daily checks shall be kept.
3. If in-house calibration equipment is used for the calibration of items, it shall not be used for any other purpose and shall itself be calibrated traceable to national standards at intervals not exceeding two years.
4. If in-house calibration equipment is used for the calibration of items, it shall not be used for any other purpose and it shall itself be calibrated traceable to national standards at intervals not exceeding five years. See also 8.5.1 (vii).
5. 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 scheme can be found on the UKAS website www.ukas.com.

Note 1: Advice on the current accreditation status of certification bodies to assess against this document should be sought from UKAS (Tel 01784 429 000)

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

Note 3: Organizations currently registered to ISO 9001 with a UKAS (or equivalent) accredited certification body that does not hold registration to this Sector Scheme may wish to consider the following option. Continuing to be registered with their existing Certification Body but having the interpretation of the Sector Scheme carried out by and in conjunction with a UKAS accredited certification body for this scheme."

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

3. Assessor and assessment team competence.

3.1 The certification body must be able to demonstrate to the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory that it possesses and can maintain the necessary assessor experience and technical understanding of wood preservation covered in the scope of this Sector Scheme. These assessment areas shall include, but not be limited to the following:

- i) knowledge, understanding and application of this SSD (See Appendix G1).
- ii) knowledge of the manufacture and supply in the wood preservation 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. (Conveyance of this knowledge to auditing teams will be determined by the certification body and will be audited by the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory).

The Sector Scheme 4 Advisory Committee has appointed a Technical Expert to guide Certification Bodies in ensuring compliance with the need for assessor competence in industrial wood preservation. Details of the current Technical Expert can be obtained from the Wood Protection Association 01977 558274 and info@wood-protection.org

- 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 preservative treatment of timber

iv) ability to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the manufacture, supply and installation in the specific aspects of the scheme as appropriate.

v) preferably knowledge of end use specifications for preservative treated timber.

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 this sector scheme's activities in organizations.
- (iii) technical assessment competence in wood preservation
- (iv) knowledge, understanding and application of this SSD
- (v) Knowledge of manufacture and supply in the preservative treatment of timber and fencing industries, 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 timber species, preservative types and treatment processes that are relevant to the use of preservative treated timber in the highway sector. (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 preservative treatment of timber
- (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 of preservative treatment of timber and sawmilling
- (viii) Preferably knowledge of the use of the range of preservative treated components in highway fencing and other areas such as environmental barriers and bridges, etc.

4. Conduct of Assessments.

4.1. Certification Bodies shall ensure that an adequate proportion, at least 60%, of the initial and continuing assessment duration is devoted to assessing operational activities at locations from which preservative treatment of timber operations covered by the scope of this Sector Scheme are being undertaken.

- 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 no greater than one year. Certification Bodies shall verify that organizations are in possession of all the key documents contained in Appendix B of this document and that plant operators have the NVQ Level 2 Wood Preservation and are listed on the WPA register of certificated plant operators.

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 to ensure equivalence between their clients registered to this Sector Scheme and the listed organizations.
- 6.2. Certification Bodies shall provide to the National Highway Sector Schemes Schedule of Suppliers administrator at Lantra details of registered organizations whose scope of registration against this Sector Scheme has ceased to be applicable within 10 working days of that situation occurring.
- 6.3. Certification Bodies shall audit the organization to ensure that the organization has recorded their NHSS registration on the Lantra Schedule of Suppliers web-based register (See 4.4 of this NHSS). This check shall include verification of the certificate of registration currency.

7. Reporting on Sector Scheme Performance.

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

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

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

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

Appendix G1: Guidance to Assessors' and Other Auditors' Competencies Requirements for National Highway Sector Scheme 4 Preservative Treatment of Timber

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 will need to be developed by the relevant sector scheme committee to identify all relevant knowledge of their industry that is pertinent to carrying out an audit. It is intended that the content of this part will be used to develop a training awareness course for auditors.

2A General background to the NHSS 4: Preservative Treatment of timber

- 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 normally contained in the introduction to the scheme, in this instance the scheme (NHSS 4) was initially developed with those bodies listed at the front of this document.

- 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 documentation/NHSS documents.)
- iv) An overview of the highway infrastructure to which this scheme applies.
- v) The range of contracts to which the scheme can apply. (See Scope in relevant NHSS document i.e. NHSS 4 (section 1. And Para 4.3)
- vi) Specific types of works to which the scheme applies. (See Scope section 1 and Para 4.3 in this NHSS document and Appendix L in this NHSS
- v) Definitions and terminology which are particular to the scheme. (See section 3 of this NHSS.)
- vi) Diagram of routes to competency of personnel (including management, supervisors and other employees etc) delivering the scheme services

Information/guidance is contained in Appendix C of the document; however the organization's training administrator should have this information available (assessors should also be aware of training and competency assessment requirements available from Awarding Bodies and such as the Wood Protection Association which should be able to assist).

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

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

- (viii) Knowledge of relevant international, European and British standards for natural and conferred durability of timber (Preservation of timber). In particular, those relating to product conformity, type testing and their requirements. Familiarity with SHW especially Series 300 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.
- (ix) Relationship with other NHSS and its applicability to this scheme.

NHSS 4 is mandatory for all timber used within NHSS 2A & NHSS 2C
Knowledge of the intended end use of the treated timber such as actual fencing component, where situated, e.g., ground contact, and species suitability is essential.

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

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

Section/Clause	Particular requirement Yes/No	Comment/Requirement
4. Context of the organization		
4.1 Understanding the organization and its context	N	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 that the organization has reviewed the scope of the relative elements of the latest applicable issue of the NHSS that the organization considers appropriate.
4.4 Quality management system and its processes. (4.4.1 & 4.4.2)	Y	Check annually by the CB Auditors and other Auditors the Schedule of Suppliers website to ensure registration and uploaded information is current and valid.
5. Leadership		
5.1 Leadership and commitment	-	
5.1.1 General	Y	Check policy documented information includes this NHSS Ensure that policy is being correctly implemented, 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 etc. Seek evidence that organization is meeting and maintaining customer requirements
5.2 Policy		
5.2.1 Establishing the quality policy	Y	Ensure requirements 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 and implemented and understood. Seek evidence.
5.3. Organization roles, responsibilities and	Y	Ensure there is an organization plan which covers responsibility/authority in accordance with the

Section/Clause	Particular requirement Yes/No	Comment/Requirement
authorities		requirements of the SSD. Seek evidence. Ensure that personnel with contract specific responsibilities and authorities have been identified and are recorded. Seek evidence. Ensure that the organization management have appointed a nominated person or persons with the appropriate responsibility and authority. Seek evidence.
6. Planning		
6.1 Actions to address risks and opportunities. (6.1.1 & 6.1.2)	Y	Check that documented information is in place to address risk and opportunities and is operational.
6.2 Quality objectives and planning to achieve them (6.2.1 & 6.2.2)	Y	Check documented information is in place and meets requirements. Check that quality planning is in place and evaluated. See Appendix A
6.3 Planning of changes	N	
7. Support		
7.1 Resources		
7.1.1 General	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
7.1.2 People	N	See Appendices A, C and D
7.1.3 Infrastructure	N	Review facilities, processes and equipment to confirm they are suitable for the scope of registration.
7.1.4 Environment for the operation of processes	N	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	N	Seek evidence
7.2 Competence	Y	Seek evidence. Review copies of training certificates, qualifications and identity cards and forward looking training plans. Ensure that these are in accordance with the requirements of the sector scheme documents Check sample of identity cards See Appendices C and D
7.3 Awareness	N	Seek evidence
7.4 Communication	Y	Check internal and external communication processes have been established.
7.5 Documented		

Section/Clause	Particular requirement Yes/No	Comment/Requirement
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
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. 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 etc. Check the organization's 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)	Y	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	Seek evidence
8.3 Design and development of products and services		
8.3.1 General	N	Check that contract/tender review is in place
8.3.2 Design and development planning	N	
8.3.3 Design and development inputs	N	
8.3.4 design and development controls	N	
8.3.5 Design and development outputs	N	
8.3.6 Design and development changes	N	
8.4 Control of externally		

Section/Clause	Particular requirement Yes/No	Comment/Requirement
provided processes, products and services		
8.4.1 General	Y	Check that documented information is in place for externally provided product and services to meet specified requirements.
8.4.2 Type and extent of control	N	Check that documented information is in place. Seek evidence of effective controls.
8.4.3 Information for external providers	N	Check that purchasing requests are adequate
8.5 Production and service provision		
8.5.1 Control of production and service provision	Y	Check as part of in process audit Refer to Appendix E
8.5.2 Identification and traceability	Y	Cover during procedure review and seek evidence that relevant documented information is in place
8.5.3 Property belonging to customers or external providers	Y	Check that documented information is in place.
8.5.4 Preservation	Y	Check process. Seek evidence as appropriate
8.5.5 Post-delivery activities	N	
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. Check that procedures are in place to control release of preservative treated timber. Seek evidence.
8.7 Control of nonconforming process outputs, products and services. (8.7.1 & 8.7.2)	Y	Ensure processes are in place and has been implemented in line with contract specification. Check documented information.
9 Performance evaluation		
9.1 Monitoring, measurement, analysis and evaluation		
9.1.1 General	N	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	Check that organization is meeting customer requirements.
9.1.3 Analysis and	N	Check processes are achieving planned results

Section/Clause	Particular requirement Yes/No	Comment/Requirement
evaluation		Check analysis of data has provided information to demonstrate effectiveness of QMS and evaluation of continued improvement
9.2 Internal audit (9.2.1 & 9.2.2)	Y	Check internal audits are being carried out and ensure corrective actions have been made.
9.3 Management review		
9.3.1 General	Y	Review minutes of management review. Ensure this contains reference to the relevant sector scheme.
9.3.2 Management review inputs	N	
9.3.3 Management review outputs	N	Check 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	Check that documented information is in place and operational.
10.3 Continual improvement	Y	Check that documented information is in place and operational.

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 competence
- C3 - Maintenance of equipment
- C4 - Public protection
- C5 - Environment
- C6 - Testing/inspection/workmanship
- C7 - Health and Safety
- C8 – Equal Opportunities

C1 – Safe Working Practices

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

C2 Training, Qualifications and Assessment of Competence

- Have achieved appropriate training and competency modules and the WPA Guidance Note: “Standards of Training in Safe and Effective Wood Preservation”
- Treatment Plant Operators shall hold the National Vocational Qualification (NVQ) ‘Wood Preserving – Industrial Pre-treatment (Construction) Level 2’ (Q1053749) awarded by CITB/City & Guilds or OAL Level 2 NVQ in Timber Treatment (601/8443/7) awarded by Occupational Awards Ltd or other NVQ qualification approved by the SS4AC.
- Plant Operators shall be listed in The Wood Protection Association (WPA) Register. This registration is valid for 5 years and must be renewed on submission of satisfactory evidence of refresher training.
- 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 NHSS 4
- Been inducted on site specific Health & Safety issues (daily if necessary)
- Hold the relevant skills card

C3 Maintenance of Equipment

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

C4 Public Protection

- Operative/supervisor/delivery driver is aware of need to protect public during transport & offloading operations
- Operative/supervisor has been trained to carry out a visual site risk assessment to ensure that the public will not be put at risk during transport & offloading operations
- Operatives/supervisors have identification
- The organization has a complaints procedure in place

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.

C8 Equal Opportunities

Assessors/auditors should be aware of and understand the need for effective diversity management, including the implementation of equal opportunities and avoidance of disability discrimination as it applies during the provision of services. Assessors/auditors should understand what is involved and how it can be encapsulated in company procedures.

Appendix H: Organization Acceptance and Guidelines for New Entrants

1.0 Organization Acceptance

- 1.1 For work carried out on roads managed by Highways England, 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.
- 1.3 For work carried out for other clients including works not necessarily associated with highways, acceptance of the organization will depend on the requirements of the contract.
- 1.4 In the absence of assessment including a site visit over a 3-year period then evidence must be provided of site activity (e.g. site records, video recording) to ensure that registration can be maintained.

2.0 Guidelines for New Entrants - Requirements

- 2.1 Organizations must have the required experienced and qualified preservative treatment of timber 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 their NAB 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 The organization shall record its registration to this sector scheme on the Schedule of Suppliers website www.lantra-awards.co.uk/schedule-of-suppliers upon receipt of the certificate issued by its certification body to confirm its registration and thereafter keep the organization's information up to date.

3. Trade Associations

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

The Wood Protection Association
5 Flemming Court
Castleford
West Yorkshire WF10 5HW
Tel/Fax 01977 558274 Email: info@wood-protection.org

United Kingdom Forest Product Association Ltd
Office 14, John Player Building
Stirling Enterprise Park
Springbank Road,
Stirling FK7 7RP
Tel 01786 449029 Email: dsulman@ukfpa.co.uk

Association of Fencing Industries Ltd
19 Omega Business Village
Thurston Road
Northallerton
DL6 2NJ
Tel 020 8253 4516 Email: info@afiorg.uk

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:

Committee Chairperson
Sector Scheme Advisory Committee for Preservation of Timber (SS4)
c/o The Wood Protection Association
5 Flemming Court
Castleford
West Yorkshire WF10 5HW
Tel 01977 558274 Email: info@wood-protection.org

Issue Identified:

Suggested Action:

Name:
organization:
Address:

Contact details:

Date:

Note: J1 forms will be sent, on receipt by the Wood Protection Association, 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 AND/OR NOTIFIED BODIES

Feedback relating to certification matters including alleged deficiencies in the product provided under this scheme should in the first instance be taken up with the organization. If the matter cannot be satisfactorily resolved written complaints should be made to the organization's certification body and/or notified body as appropriate, detailing the problem identified.

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

(a) Issue identified:

(b) Organization's details:

Name:

Address:

Feedback

(c) organization raising feedback / issue

Name:

Organization:

Address:

Date:

Signed:

Appendix J3: Feedback to Client Bodies on Policing of National Highway Sector Scheme Registration

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

- a) Contract identified

- b)
 - i) Details of omission in contract or

 - ii) organization Identified as being awarded the contract or

 - iii) Both i) and ii) above

c) Organization raising feedback / issue

Name:

Organization:

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

d) Date: _____ Signed: _____

Highways England Roads/Contracts – Route for Feedback

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

Other Highway Authorities and Clients

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

Health and Safety Executive

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

Appendix K: The Interpretation of Certificates Issued by Certification Bodies

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

Certification Bodies (CB) issue Certificates of Registration (CoR) in a variety of styles as suits their house style. They may consist of a single CoR containing all the requisite information or the CoR may be a standard certificate with appendices or addendum attached providing the full scope of certification (services) and the location(s) where these services are offered by an organization. In the latter case, the CoR refers to the relevant appendices or addenda, which form an integral part of the certificate.

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

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

- The scope of registration including specific registration to ISO 9001:2015 and this NHSS including the scheme title e.g. National Highway Sector Scheme 4 – Preservative Treatment and Supply of Treated Timber
- The identification of every location to which the CoR is applicable.
- The services/product offered by the organization at each location identified on the CoR for NHSS 4 for Preservative Treatment and Supply of Treated Timber and any applicable categories with associated typical sub-categories where applicable.
- Logos for the NHSS, UKAS (or equivalent) and the CB.
- The name and address(es) of the organization
- The validity of the certificate (3 years for ISO 9001*, one year for inspection)
- A unique reference number/code
- The signature of a relevant CB official with their name and title

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

Categories currently in NHSS 0 Part 4 are:

Activity	Category	Comments
Preservative treatment and the supply of treated Timber	The Preservative Treatment of Timber	All audited locations to be shown on Registration Certificate
	Supply of Preservative Treated Timber..	

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

Appendix K1: Sample Skills Card (WHERE RELEVANT)

Example of WPA Skills Card

Skills Card No: 002011XXXX	 Wood Protection Association in fo@wood-protection.org 50 Flemming Court, Castleford, West Yorkshire WF10 3HW www.wood-protection.org
WPA confirm that the person named on this card is in possession of the qualification stated and is listed on the UK Register of Certificated Timber Treatment Plant Operators required under National Highways Sector Scheme 4	
Name: A N Other	
Qualification: NVQ 2 Diploma in Wood Preserving - Industrial Pre Treatment	
Awarding body: Cskills and City & Guilds (CAA)	
Certificate date: 22 July 2010	
WPA National Register of Certificated Plant Operators Certificate of Listing No: 2010/XXX Date issued: xx/xx/xxxx Expiry date: xx/xx/xxxx	

Where applicants hold other cards or qualification (e.g. from a state other than England, Scotland, Wales and N. Ireland), it will be necessary to 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 the sector scheme document.

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. Where a highway contract requires the use of preservative treated timber this should be sourced from organizations registered to NHSS4. Other NHSSs, e.g., 2A & 2C already include requirements for preservative treated components to be sourced from NHSS 4 – Sector Scheme for Preservative Treatment of Timber.

2.2. The NHSS for the Preservative Treatment and Supply of Treated Timber 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 preservative treatment of timber

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

a) A competent workforce able to carry out the sourcing, treatment and supply of preservative treated timber.

b) Requirements to evaluate risks and develop processes associated with preservative treatment of timber 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 preservative treatment of timber are appropriately trained, skilled and competent, whether they are directly employed or not. The training and assessment of competency schemes described in this SSD are designed to cater for the range of skills within the overall process of the preservative treatment of timber

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)

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 e.g. fencing contractors registered under NHSS2A Fencing, are contractually obliged to source preservative treated timber from organizations accredited under SS4 Preservative Treatment and Supply of Treated Timber.

Supervisory staff must be instructed to carry out spot checks of identification/skills cards.

2.7. It is a requirement of NHSS4 compliance that a treater achieving NHSS4 accreditation from a Certification Body must notify Lantra Awards. The Lantra 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 <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 sales@lantra.co.uk to ascertain/check the status of an organization if it is not listed on the schedule.

The Wood Protection Association (WPA) maintains a national register of organisations that have employees with the qualification (e.g., NVQ/SVQ) required under NHSS4 and to whom a controlled (numbered) copy of WPA Quality Guidance Note 2 (QGN2) has been issued,
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Both a certificate of listing on the NVQ register maintained by WPA and a controlled copy of QGN2 are mandatory requirements for SS4 compliance. Certification Bodies and clients wishing to verify an organization's compliance with this requirement may contact info@wood-protection.org

A schedule of all National Highways SS4 compliant WPA approved treaters is available on www.wood-protection.org

2.8 Client checklist:

1	Is the organization listed on the LANTRA web-site (http://www.scheduleofsuppliers.co.uk) for the scope of work required?
2	Is there an ISO 9001 certificate present?
3	Has the ISO 9001 certificate been extended to cover NHSS 4?
4	Is the Certification Body that issued the certificate accredited to UKAS for ISO9001?
5	Is the Certification Body that issued the certificate accredited to UKAS for assessments to NHSS 4?
6	If the answer to 4 or 5 is No – is the accrediting body equivalent to UKAS and accepted as such by UKAS?
7	Does the scope of works of the ISO 9001 certificate, covered by the NHSS 4 extension cover the actual works intended to be covered by the contract?
8	Is there an audit or surveillance visit report from the Certification Body?
9	If the answer to 10 is No – when is it due?
10	If the answer to 10 is Yes – are there any action points outstanding which should have been completed within six months?
11	Do the named employees to be used on the works have portfolios of evidence (including a National Vocational Qualification approved in this NHSS).
12	Do the named employees to be used on the works have valid in date Skills Cards?
13	Is the scope of the works within the competency scope of the employees?

3 Road Death Investigation

Attention is drawn to the ACPO Road Death Investigation Manual, which indicates that in the advent of a collision or other road incident particularly one where there has been a fatality, the police may ask the relevant highway authority to provide information on the state of the road.

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

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

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

4 Corporate Manslaughter and Corporate Homicide Act 2007

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

“The Corporate Manslaughter and Corporate Homicide Act 2007 is a landmark in law. For the first time, companies and organizations 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 organizations 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 organizations 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 in Respect of “Approved Contractor Schemes”

Not used

APPENDIX N: Guidance on the Relationship between this NHSS and other NHSS's

Organizations that are registered to NHSS 2A and/or 2C and that need to use durable timber are required to source this timber from a supplier that is registered to NHSS4.

It is also important to ensure that the specification for the works is clearly communicated to the NHSS4 supplier. Such specifications include details relating to the level of preservative treatment required, the hazard class, acceptable levels for limiting characteristics, etc.

A failure to source preservative treated timber from a NHSS4 registered supplier could result in rejection of a non –compliant consignment and financial loss.

For details of NHSS4 Certificated Timber Treaters contact:

1. Lantra Awards www.scheduleofsuppliers.com or
2. Wood Protection Association 01977 558274 or info@wood-protection.org

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:

<http://www.scheduleofsuppliers.co.uk>

2. Select *Sign in* or *Register* and follow the instructions on screen.

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 organizations 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.

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

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

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

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