



National Highway Sector Schemes for Quality Management in Highway Works

Scheme 9A

Particular Requirements for the Application of ISO 9001:2015 for The Design, and / or Manufacture and / or Assembly and / or Provision of Permanent Road Traffic Signs

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Scheme 9A

Endorsed for publication by the Chairman of the SSAC

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DOCUMENT CONTROL

Issue Statement

Issue Number	Comments
Issue 1 [9001:2015] 5 Dec 2016	First Issue This Sector Scheme is one of the series of NHSSs, which are bespoke integrated management schemes within an ISO 9001:2015 framework that have been developed to interpret ISO 9001:2015 as it applies to a particular activity/industry within the United Kingdom. Note: This document has been produced to supersede the UKAS Issue 7 version (which relates to BS EN ISO 9001:2008), however the UKAS Issue 7 version (or an updated version of this) will continue to have validity until September 2018 when the 2008 version of BS EN ISO 9001 will become obsolete.
Issue 2 18 Dec 2017	Amended training requirements in Appendix C.

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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

a) Full Members

ARTSM - The Association for Road Traffic Safety and Management

British Standards Institution

Department for Transport

HEA - Highway Electrical Association

Highways England

Lloyd's Register Quality Assurance Ltd

PAA\QSET

NQA Certification Limited

SGS United Kingdom Ltd

b) Corresponding Members

ADEPT – Association of Directors of Environment, Economy, Planning & Transport

BM TRADA

LASMA - Local Authority Sign Manufacturers Association

UKAS

Welsh Government

DRD (NI)

Transport Scotland

Transport for London

Exclusion of Liability

The Sector Scheme Advisory Committee for NHSS 9A:

- 1 have and accept no liability whatsoever for any failure of any system or systems assessed under this Sector Scheme Document or for the quality, fitness for purpose, or safety of any product or service which is the subject of such assessment,
- 2 do not provide any representation or warranty as to any aspect of any such system, product or service, and
- 3 hereby expressly exclude all and any liability or responsibility (however alleged to arise) for or in connection with the provision of any service or product or any use of any product, all and any such liability or responsibility attaching exclusively to the producer (or user as the case may be) thereof.

Copyright

Permission is granted to reproduce and distribute this document subject to the restriction that the complete document must be copied without alteration, addition or deletion. This is subject to material not being used in a derogative manner or in misleading context. The source of the material must be acknowledged as SSAC NHSS 9A copyright and the title of the document must be included when being reproduced as part of another publication or service.

Selection of Certification Body / Notified Body

It is important to note that due to the specific requirements for assessor competence required by this Sector Scheme a technical expert may be appointed by the Sector Scheme Advisory Committee to assist UKAS in the assessment of Certification Bodies (CB) as described in Appendix G (clause 3.1).

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

With the implementation of the Construction Product Regulations, Notified Bodies replace Certifying Bodies in respect of factory production control activities required in accordance with the relevant harmonised standards, in particular BS EN 12899

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

Implementation

Issue 2 [9001:2015]

(i) This issue of the SSD is to be implemented immediately from the date of publication on the UKAS website for assessments in accordance with ISO 9001:2015 latest issue. (Issue 1 of this document was produced to supersede the UKAS 7 version (which relates to ISO 9001:2008), however UKAS

version 7 (or a later updated version) will continue to have validity until September 2018 when the 2008 version of ISO 9001 will become obsolete).

- (ii) Assessments against the previous issue will continue to be valid until the following assessment carried out by the accredited Certification Body.

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 existing 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 design, and / or manufacture and / or assembly and / or provision of permanent road traffic signs. It sets out to identify a common interpretation of ISO 9001:2015 for Organizations and Certification Bodies engaged in the sector, and the minimum qualifications that an assessor/auditor requires. The document shall be read in conjunction with ISO 9001:2015.

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

3 Separate Sector Scheme Advisory Committees (SSACs) for each activity within the sector provide advice to the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory and expert representation is drawn from all sides of industry. Each SSAC interprets 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 national 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 the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory and the Certification Bodies on the application of the Sector Schemes takes place.

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

- Provide an industry benchmark
- 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 for example [*e.g. Network Rail*] may also require their suppliers to comply with this

Sector Scheme, as may other authorities.

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

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

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

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

11 Scheme Feedback

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

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 Chair
Sector Scheme Advisory Committee for NHSS 9A
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Particular Requirements for the Application of ISO 9001:2015

1. Scope

This Sector Scheme Document (SSD) together with ISO 9001 describes the quality management system requirements to be established by Organizations undertaking the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs conforming to the requirements of:

- BS EN 12899 (latest edition)
- Traffic Signs Regulations and General Directions (latest edition) and Amendments
- The Traffic Signs Manual guidance
- The relevant working drawings for traffic signs used in England, Scotland, Wales and Northern Ireland.

Permanent road traffic signs exclude variable message signs, temporary road traffic signs and flexible roll-up signs.

The document provides particular requirements for the application of this scheme additional to the requirements of ISO 9001:2015 for this industry and shall be read and implemented in compliance with that standard. The SSD is applicable to the part of the Organization within the scope of the defined QMS carrying out the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs.

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.

The applicability of clauses within this NHSSD to the Design, and / or Manufacture and / or Assembly and / or Provision of Permanent Road Traffic Signs, taking into account the Construction Products Regulations, are set out below (see also Appendix G1):

Item	Applicable Clauses within NHSS 9A Section 4
Design and / or manufacture and / or assembly of permanent road traffic signs manufactured to BS EN 12899 and /or to EN1090 and CE marked to show compliance with the required declaration of performance in accordance with all the requirements of Annex ZA of the relevant Standard	7 (including sub-clauses) 8.2.1 8.3.2 8.3.4
Provision of Permanent Road Traffic Signs	All relevant clauses

2. Normative Reference

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

- BS EN ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary

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

3. Terms, Definitions and Abbreviations

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

Permanent Road Traffic Sign	A traffic sign intended to be fixed to a structure or support for more than six months complying with BS EN 12899:2007 parts 1, 4 and 5
Working Group	A subgroup of the National Highway Sector Scheme Committee drawn from the stakeholders and responsible for formulating proposals to the committee for N/SVQs assessment and amendments to this NHSSD. (Formerly known as Training Group)

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

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

4 to 10 Quality Management System Requirements

Particular Requirements ISO 9001:2015

Introduction

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

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

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

4 Context of the organization

4.1 Understanding the organization and its context

No specific particular requirement.

4.2 Understanding the needs and expectations of interested parties

No specific particular requirement.

4.3 Determining the scope of the quality management system

No specific particular requirement.

4.4 Quality management system and its processes

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

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

The organization shall notify Lantra's NHSS Schedule of Suppliers if Certification is suspended or withdrawn. (Email - scheduleofsuppliers@lantra.co.uk).

5 Leadership

5.1 Leadership and commitment

5.1.1 General

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

5.1.2 Customer focus

- (i) Processes for determining customer requirements shall consider the interaction with other works, the interests of the Client and the product and service end users, e.g. the general public and travelling public and other interested parties, and shall be mindful of the Client's interaction with the end users. This will include processes to minimise disruption and inconveniences.
- (ii) Safe working methods shall be documented and any deviation from these methods shall be notified to the Client/customer/interested parties as required. A copy of all relevant working methods and risk assessments for undertaking the works shall be available on site.

5.2 Policy

5.2.1 Establishing the quality policy

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

5.2.2 Communicating the quality policy

No specific particular requirement.

5.3 Organizational roles, responsibilities and authorities

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

6 Planning

6.1 Actions to address risks and opportunities

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

6.1.2 No specific particular requirement.

6.2 Quality objectives and planning to achieve them

6.2.1 No specific particular requirement.

6.2.2 No specific particular requirement.

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 No specific particular requirement.

7.1.5.2 Measurement traceability

No specific particular requirement.

7.1.6 Organizational knowledge

No specific particular requirement.

7.2 Competence

General

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

Requirements

Training and assessment of competence shall be carried out in accordance with Appendix C.

The Organization shall meet the following requirements

1. Quality System Familiarisation shall include
 - a. Induction
 - b. Organization's operating procedures and safe systems of work

2. Training for Competence

This shall be done in accordance with Appendix C

Record of Practical Experience and Continuous Professional Development

In order to ensure rigour in this process, the National Highway Sector Scheme requires that each company shall provide evidence during audit to this scheme that operatives are competent.

The Organization shall maintain a record of training and practical experience and assessment of competence for each NHSS 9A employee.

The Organization shall have a recorded programme for the continuing professional development of its relevant employees. This shall include refresher training in relevant areas which shall be undertaken at regular intervals, as a minimum at least once every five years.

The organization shall create and maintain a register of employees as part of the organization's competency management documented information.

7.3 Awareness

No specific particular requirement.

7.4 Communication

No specific particular requirement.

7.5 Documented information

7.5.1 General

- (i) A quality plan (documented planned arrangements) shall be required for all contracts, when specified in the contract documents or requested. The organization shall submit a quality plan or alternative document as defined in the Contract Specification for acceptance or approval by the Client, as appropriate, prior to commencement of work (See section 8 and Appendix A).
- (ii) The organization shall have in place auditable processes to identify publication of relevant new documents/standards and implementation requirements (See Appendix B, note 2)

7.5.2 Creating and Updating

No specific particular requirement.

7.5.3 Control of Documented Information

7.5.3.1 No specific particular requirement.

7.5.3.2 No specific particular requirement.

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 ISO 10005 and this document; in particular reference should be made to Appendix A of this document and Appendix H of the SHW.

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

NOTE 1 – Management of the service as a whole is reliant on quality 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, in order to reduce the need for waste disposal, minimise the generation and environmental impacts of wastes arising during the contracted works and shall maximise opportunities for the re-use and recovery of wastes. The organization shall document its arrangements for the identification, segregation, handling, storage and disposal of the different types of wastes arising from the contracted works to maximise opportunities for the re-use and recovery of wastes.

8.2 Requirements for products and services

8.2.1 Customer communication

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

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

- i) as-built records for maintenance/health and safety requirements.
- ii) their own monitoring of the effectiveness/performance of the product.
- iii) To enable products to be checked for compliance with the Construction Products Regulations

- (ii) A programme of delivery shall be agreed with the customer on request

8.2.2 Determining the requirements for products and services

No specific particular requirement.

8.2.3 Review of the requirements for products and services

8.2.3.1 No specific particular requirement.

8.2.3.2 No specific particular requirement.

8.2.4 Changes to requirements for products and services

No specific particular requirement.

8.3 Design and development of products and services

8.3.1 General

No specific particular requirement.

8.3.2 Design and development planning

Permanent road traffic signs shall be designed and assembled in accordance with BS EN 12899, the TSRGD and the Traffic Signs Manual and relevant working drawings. Reference shall be made to the requirements of GD02 in determining the appropriateness of qualifications and experience for design.

8.3.3 Design and development inputs

No specific particular requirement.

8.3.4 Design and development controls

Structural design

(i) This may involve the use of design software tools, the structural calculations of which shall have been independently verified. Examples include CAD programs, simulation tools, modelling tools, digital prototyping software, engineering calculation and conversion tools, pocket reference, and other solutions specifically for design engineering.

(ii) Verification of Design by Testing

The test shall use forces calculated in accordance with the relevant European Standards, the UK national rules (see the CPR) and any contract requirements.

(iv) Verification of Design by Calculation

The design shall use forces calculated in accordance with the relevant European harmonised standards, the UK national rules and any contract requirements.

(v) Sign face design

The design of the sign face shall be verified by a competent person (competent by reference to GD02)

8.3.5 Design and development outputs

No specific particular requirement.

8.3.6 Design and development changes

No specific particular requirement.

8.4 Control of externally provided processes, products and services

8.4.1 General

No specific particular requirement.

8.4.2 Type and extent of control of external provision

For mechanical fasteners, the requirement for organizations to ensure that purchased product meets specified purchase requirements may be satisfied by Organizations obtaining mechanical fasteners from a supplier that is registered to NHSS 3.

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

The organization shall identify and plan the supply process.

Works orders, risk assessment and NHSS 9A quality plans for the design, and / or manufacture and / or assembly and / or provision of permanent road traffic signs shall be signed by the relevant designated personnel and retained. They will also be submitted to the

Client if requested.

8.5.2 Identification and traceability

No specific particular requirement.

8.5.3 Property belonging to customers or external providers

No specific particular requirement.

8.5.4 Preservation

No specific particular requirement.

8.5.5 Post-delivery activities

No specific particular requirement.

8.5.6 Control of changes

No specific particular requirement.

8.6 Release of products and service

No specific particular requirement.

8.7 Control of nonconforming outputs

8.7.1 No specific particular requirement

8.7.2 No specific particular requirement

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

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 or service. The quality plan shall state the frequency of internal audits. Internal auditors shall have a working knowledge of the design, and / or manufacture and / or assembly and / or provision of permanent road traffic signs Internal audits shall be carried out by the nominated quality manager or a designated competent person.

9.3 Management review

9.3.1 General

No specific particular requirement.

9.3.2 Management review inputs

No specific particular requirement.

9.3.3 Management review outputs

No specific particular requirement.

10 Improvement

10.1 General

No specific particular requirement.

10.2 Nonconformity and corrective action

No specific particular requirement.

10.3 Continual improvement

No specific particular requirement

Appendix A: Requirements for Quality Plans

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

1.0 General requirements

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

2.0 Contract specific information

- 2.1.1 The Customer's nominated Quality Manager, project manager and / or other representatives through whom communication is to be made throughout the contract.
- 2.1.2 Names of the staff involved with the contract including the NHSS 9A 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 Liaison with the Police and the Highway Authority or other competent authority.
- 2.7 Materials storage details and location
- 2.8 Method statements for application/installation, maintenance and removal of products within the scope of NHSS 9A, and the detailed drawing(s) to be supplied.

- 2.9** Inspection and testing regime to be adopted covering frequency, methods of test, responsibility for testing and acceptance criteria.
- 2.10** Control of non-conforming product.
- 2.11** How performance requirements are to be achieved.
- 2.12** All relevant contract specific information in respect to speed restrictions, safety requirements, environmental requirements, existing conditions and site conditions.
- 2.13** Any client-specified testing requirements and responsibility for testing including the supply of test equipment.
- 2.14** Risk Assessments

Notes:

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

Appendix B: Reference and Associated Documents (Bibliography)

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

1. REFERENCE DOCUMENTS

- 1 Manual of Contract Documents for Highway Works: Volume 1 Specification for Highway Works (SHW), and amendments, including specifically (but not exclusively) the following:

Series 000 Introduction

Series 100 Preliminaries

Series 1200 Traffic Signs

www.standardsforhighways.co.uk/ha/standards/dmrb/index.htm

(See note 3)

- 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 NG1200 Traffic Signs

www.standardsforhighways.co.uk/ha/standards/dmrb/index.htm

(See note 3)

- 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 Traffic Signs Manual

- 7 Department for Transport Working Drawings for Traffic Sign Design and Manufacture

- 8 Welsh Government Working Drawings

- 9 Safety of Street Works and Road Works: A Code of Practice (TSO)

- 10 BS EN 12899 – Fixed, Vertical Road Traffic Signs

- 11 BS EN 12767 – Passive safety of support structures for road equipment – Requirements and test methods
- 12 Local Transport Note: 1/94 Design and Use of Directional Informatory Signs
- 13 The Traffic Signs Regulations and General Directions and Amendments
- 14 GD 02 (latest issue) - Quality Management Systems for Highway Design (Design Manual for Roads and Bridges – Volume 0, Section 2, section 1, Part 1

Note 1: Organizations shall ensure they are working to current reference or associated documents appropriate to work in their sector.

Note 2: This list of standards and documents include those that are date specific, however, the organization shall have procedures in place to ensure that the latest versions are always available. (See clause 7.5.3.2). Organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.

Note 3: 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 at:

<http://www.standardsforhighways.co.uk/ha/standards/ians/index.htm>

Note 4: Every effort has been made to update web sites, but the committee cannot provide any guarantees that the sites will continue to exist or if they do that they will maintain access to the documents identified above.

Appendix C: Training and Assessment of Competence

1. Training and competency qualifications

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

The organization shall ensure that their employees shall have undergone suitable training and competency assessment that will cover aspects of the work to be undertaken. The Organization shall have a system in place to identify training needs and provision these through a training plan. Training records shall be maintained for employees and shall be made available for inspection when required. Training personnel employed shall be appropriately experienced and qualified. Training shall be carried out in accordance with the organization's requirements and where specified this NHSSD

Employees shall be assessed by the Organization for competence through recorded observation of their application of training and knowledge in the workplace.

- (i) Organizations shall register to National Highway Sector Scheme 9A (see appendix F) and
- (ii) Operatives within organizations directly involved with the design and / or manufacture and / or assembly and / or provision required by this NHSSD shall be competent
- (ii) Staff within such organizations who may not be directly involved in manufacture and / or assembly and / or provision, but who design Permanent Road Traffic Signs shall be competent

The Committee is in the process of developing a training and assessment package which will cover the requisite underpinning knowledge for employees who are involved in the design of Permanent Road Traffic Signs. This will include knowledge of the Traffic Signs Directions, the Traffic Signs Manual Chapter 7, Local Transport Note: 1/94, and the working drawings referenced in Appendix B 'Reference Documents' 7 and 8.

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.

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

3. Fraudulent certificates/cards

Action in the case of suspect certificates/cards the following advice is given:

Suggested action by organization

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

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

If the certificate/card appears to be fraudulent:

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

Note: The body should in the majority of cases fully support any prosecution with technical and factual evidence. This should help to maintain the integrity of the Highway Sector Schemes.

Appendix D: Example Register of Personnel Attainments – Not used

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

Appendix F: Certification Bodies Accredited for this Sector Scheme

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

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

Alternatively the schedules can be searched for each Certification Body at [https://www.ukas.com/browse-accredited-organisations/?org_cat=567&parent=Certification Bodies&type_id=11](https://www.ukas.com/browse-accredited-organisations/?org_cat=567&parent=Certification+Bodies&type_id=11)

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

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

Appendix G: The Role of 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 an equivalent International Accreditation Forum (IAF) member for assessment and registration of ISO 9001:2015 quality management systems interpreted in accordance with this NHSS or other international management scheme.

3. Assessor and assessment team competence.

3.1 The certification body must be able to demonstrate to the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory that it possesses and can maintain the necessary assessor experience and technical understanding of the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs 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 design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs 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 service 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).
- 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 the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs.
- iv) ability to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the manufacture, supply and installation in the specific aspects of the scheme as appropriate.
- v) preferably knowledge of the design and / or manufacture and / or assembly and / or the

provision of permanent road traffic signs.

- 3.2. The certification body must also ensure that assessors have sufficient knowledge of health & safety requirements related to working on live highways where appropriate, knowledge of temporary traffic management, working in confined spaces and working at height for assessment of guidance provided on this aspect.
- 3.3. Guidance to Certification Bodies on assessor competence related to this Sector Scheme is given in the certification body guidance document – National Highway Sector Scheme Accreditation, Registration and Assessment Guidance for Certification Bodies – NHSS 0 Part 4.
- 3.4 The certification body is responsible for ensuring that the assessment teams possess demonstrable expertise in the assessment areas detailed above as they relate to the scope of client activities under assessment.
- 3.5 Minimum assessor qualifications and competence for assessment of this NHSS, which may reside in a single individual, or in an assessment team are as follows:
 - i) International Register of Certificated Auditors (IRCA) Registered ISO 9001:2015 Lead Auditor qualification or certification body equivalent and demonstrable expertise in leading assessment teams.
 - ii) ISO 9001:2015 assessment competence.
 - iii) technical assessment competence in the categories of the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs.
 - iv) knowledge, understanding and application of this SSD.
 - v) knowledge of the manufacture and supply in the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. Typically, this would include knowledge of the product and service 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).
 - 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 the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs.
 - 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 the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs.

4. Conduct of Assessments.

- 4.1. Certification Bodies shall ensure that an adequate proportion of the initial and continuing assessment duration is devoted to assessing operational activities at locations where the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs covered by the scope of this Sector Scheme are being undertaken from.

- 4.2. Certification Bodies shall make every endeavour to ensure that during a three year certification cycle there is evidence of assessment of all execution activities covered by the organization's scope of registration. Certification bodies shall undertake surveillance visits at intervals of not greater than one year.

5. Format and Content of Registration Certificates.

- 5.1. Certificates of registration issued by Certification Bodies, which include within the scope of registration reference to compliance with this Sector Scheme, shall be in a format and contain the content agreed with the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory.
- 5.2. The National Highway Sector Scheme Logo shall be included in any Certificate of Registration which has this Sector Scheme detailed in the Scope of Registration. The logo shall only be used and applied in the manner detailed in any conditions of use which may be published from time to time.

6. National Highway Sector Schemes Schedule of Suppliers.

- 6.1. Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at www.lantra-awards.co.uk/schedule-of-suppliers or www.scheduleofsuppliers.co.uk/ to ensure equivalence between their clients registered to this Sector Scheme and the listed organizations.
- 6.2. Certification Bodies shall provide to 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)

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 9A

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

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

2A General background to the NHSS

- i) NHSS 9A was developed in response to Highways England requirement for such a scheme
- ii) The scheme applies to permanent road traffic signs as set out in the scope
- iii) Further advice and guidance can be obtained from the Secretary of NHSS 9A
- iv) The scheme is deemed to comply with the quality management system requirements on all Highways England, Transport Scotland, Welsh Government, DRD (NI) contracts and usually any contract which uses the Highways England Specification for Highway Works. It may also be used in other contracts.
- v) Definitions and terminology that are particular to the scheme are set out in Section 3 of this document
- vi) Training and Competency requirements are set out in Appendix C
- vii) Key documentation applicable to the scheme includes:
 - ISO 9001:2015
 - NHSS 9A
 - Other documents as deemed relevant by the organization, examples of which are given in Appendix B of NHSS 9A
- viii) Relationships with other NHSS's are set out in Appendix N

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

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

Section/Clause	Interpretation Yes/No	Comment/Requirement
4. Context of the organization		
4.1 Understanding the organization and its context	N	
4.2 Understanding the needs and expectations of interested parties	N	
4.3 Determining the scope of the quality management system	N	
4.4 Quality management system and its processes. (4.4.1 & 4.4.2)	Y	Check annually by the CB Auditors and other Auditors. Schedule of Suppliers website to ensure registration is current. Check up-loaded information is current
5. Leadership		
5.1 Leadership and commitment		
5.1.1 General	Y	Check policy documented information. Check that policy is being correctly implemented, communicated and understood.
5.1.2 Customer focus	Y	Check that the organization has determined all necessary applicable statutory and regulatory requirements for contract compliance. This may include supplementary services such as recycling, final disposal, equipment inspection, licensing requirements for driving (HGV), animal including wildlife handling etc. Check customer feedback documents are in place on completion of the contract
5.2 Policy		
5.2.1 Establishing the	Y	Check requirements are covered in quality plan and

Section/Clause	Interpretation Yes/No	Comment/Requirement
quality policy		in policy documented information
5.2.2 Communicating the quality policy	N	
5.3. Organization roles, responsibilities and authorities	Y	<p>Check there is an organization plan which covers responsibility/authority in accordance with the requirements of the SSD. Check that personnel with contract specific responsibilities and authorities have been identified and are recorded.</p> <p>Check that the organization management have appointed a member with the appropriate responsibility and authorities.</p>
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)	N	
6.3 Planning of changes	N	
7. Support		
7.1 Resources	N	<p>Ensure contract/tender review is in place.</p> <p>Review provisions of resources to confirm they are suitable and include providing the defined personnel for contracts</p>
7.1.1 General	N	
7.1.2 People	Y	See Appendices A and C
7.1.3 Infrastructure	N	

Section/Clause	Interpretation Yes/No	Comment/Requirement
7.1.4 Environment for the operation of processes	N	
7.1.5 Monitoring and measuring resources		
7.1.5.1 General	N	
7.1.5.2 Measurement Traceability	N	
7.2 Competence	Y	Review copies of training certificates and qualifications and forward looking training plans. Check that these are in accordance with the requirements of the sector scheme documents See Appendix C
7.3 Awareness	N	
7.4 Communication	N	
7.5 Documented information		
7.5.1 General	Y	Check processes are in place to ensure that organization maintains up to date information on documented information. (See Appendix B for external documented information)
7.5.2 Creating and updating	Y	Check that all required contract specific documents are in place.
7.5.3 Control of documented information. (7.5.3.1 & 7.5.3.2)	N	
8 Operation		
8.1 Operational planning	Y	Check quality plan is in place and complies with 7.5.

Section/Clause	Interpretation Yes/No	Comment/Requirement
and control		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	N	
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	
8.3 Design and development of products and services		
8.3.1 General	N	
8.3.2 Design and development planning	Y	
8.3.3 Design and development inputs	N	
8.3.4 design and development controls	Y	
8.3.5 Design and development outputs	N	
8.3.6 Design and development changes	Y	
8.4 Control of externally provided processes, products and services		
8.4.1 General	N	
8.4.2 Type and	Y	

Section/Clause	Interpretation Yes/No	Comment/Requirement
extent of control		
8.4.3 Information for external providers	N	
8.5 Production and service provision		
8.5.1 Control of production and service provision	Y	Check as part of in process audit
8.5.2 Identification and traceability	N	
8.5.3 Property belonging to customers or external providers	N	
8.5.4 Preservation	N	
8.5.5 Post-delivery activities	N	
8.5.6 Control of changes	N	
8.6 Release of products and service	N	
8.7 Control of nonconforming outputs (8.7.1 & 8.7.2)	N	
9 Performance evaluation		
9.1 Monitoring, measurement, analysis and evaluation		
9.1.1 General	N	
9.1.2 Customer satisfaction	N	
9.1.3 Analysis and evaluation	N	

Section/Clause	Interpretation Yes/No	Comment/Requirement
9.2 Internal audit (9.2.1 & 9.2.2)	Y	Check internal audits are being carried out and check corrective actions have been made.
9.3 Management review		
9.3.1 General	N	
9.3.2 Management review inputs	N	
9.3.3 Management review outputs	N	
10. Improvement		
10.1 General	N	
10.2 Nonconformity and corrective action (10.2.1 & 10.2.2)	N	
10.3 Continual improvement	N	

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

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

- C1 – Safe Working Practices
- C2 – Training, qualifications and assessment of competency
- C3 – Maintain equipment
- C4 – Public protection
- C5 – Environment
- C6 – Testing/inspection/workmanship
- C7 – Health and Safety
- C8 – Equal Opportunities

C1 – Safe Working Practices

- Correct Personal Protective Equipment Worn
- Equipment approved and suitable for use
- Personnel to be fully aware of their H&S obligations
- Must be able to read and understand their job sheet, risk assessment etc; understand English.
- Method Statements/work procedures.
- Risk Assessment.
- Vehicles/loads are inspected and drivers are qualified where applicable
- Awareness of relevant H&S requirements as applicable

C2 – Training, Qualifications and Assessment of Competence

- Have achieved appropriate training appropriately certificated
- Have been assessed as competent within their scope of works (e.g. scheme specific assessment/N/SVQ)
- Been inducted on specific equipment (by employer) or if appropriate (i.e. under training) is supervised by a qualified person.
- Aware of and understand the relevant requirements of this NHSS.
- Aware of and understand the provisions for implementation of training in this NHSS.

C3 Maintain Equipment

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

C4 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.

C5 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.

C6 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.

C7 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 the Highways England, the Welsh Government, Scottish Government and DRD (Northern Ireland), only those organizations holding a valid Certificate of Registration for work within the scope of this SSD will be accepted as complying with Clause 104 and Appendix A of the Specification for Highway Works.
- 1.2 For work carried out on roads managed by other highway authorities, acceptance of the organization will depend on the requirements of the contract.

2.0 Guidelines for New Entrants - Requirements

- 2.1 Organizations must have the required experienced and qualified NHSS 9A 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 In addition to any requirement for the organization to notify the Secretary of the Sector Scheme, as detailed in paragraph 4.4 of section 4 of this SSD, the organization shall record their registration to this sector scheme on the Schedule of Suppliers website www.lantra-awards.co.uk/schedule-of-suppliers or www.scheduleofsuppliers.co.uk/ upon receipt of the certificate issued by their certification body to confirm their registration and thereafter check its suitability annually.

3. Interim Arrangements for Initial Implementation of this Sector Scheme

n/a

4. Trade Associations

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

Association of Road Traffic Safety and Management (ARTSM)

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:

Will Baron
Committee Chairperson
Sector Scheme Advisory Committee for NHSS 9A
c/o Keysoft Solutions
Ardencroft Court
Ardens Grafton
Warwickshire, B49 6DP

Issue Identified:

Suggested Action:

Name:

Organization:

Address:

Contact details:

Date:

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

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

Feedback relating to certification matters including alleged deficiencies in the product provided under this scheme should in the first instance be taken up with the organization. In the event that the matter cannot be satisfactorily resolved written complaints should be made to the organization's certification body, detailing the problem identified.

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

(a) Issue Identified:

(b) Organization's Details:

Name:

Address:

Feedback

(c) Organization raising feedback / issue

Name:

Organization:

Address:

Date:

Signed:

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

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

- a) Contract identified

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

 - ii) organization identified as being awarded the contract or

 - iii) both i) and ii) above

- c) organization raising feedback / issue
Name:
organization:
Contact details (Address, email address, telephone etc.)

- d) Date: Signed:

Highways England Roads/Contracts – Route for Feedback

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

Other Highway Authorities and Clients

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

Health and Safety Executive

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

Appendix K: The Interpretation of Certificates Issued by Certification / Inspection Bodies

Reference should be made to NHSS 0 Part 4

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

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

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

- The scope of registration including specific registration to ISO 9001:2015 and this NHSS including the scheme title e.g. National Highway Sector Scheme 9A - the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs
- The identification of each and every location to which the CoR is applicable.
- The services/product offered by the organization at each location identified on the CoR for NHSS 9A for the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs 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 his name and title

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

Categories currently in NHSS 0 Part 4 are:

	Activity		Title	Primary (select)	Category
The	design	of	road traffic signs	permanent	In accordance with National Highway Sector Scheme 9A
	assembly				
	provision				

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

Appendix K1: SAMPLE SKILLS CARD – Not used

Appendix L: Guidance for Clients

1 General

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

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

2. Specific Guidance

2.1. Reference should be made to Appendix N before deciding whether to specify that organizations should be registered to NHSS 9A], as registration to other NHSSs may include relevant requirements for the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs

2.2. The NHSS for the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs 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 the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs

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 design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs
- b) Requirements to evaluate risks and develop processes associated with the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs and the production of an associated comprehensive quality plan for each contract.

2.4. It is necessary for the Client to ensure that all those involved in carrying out the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs are appropriately trained, skilled and competent, whether or not they are directly employed. The training and assessment of competency schemes described in this SSD are designed to cater for the range of skills within the overall process of the design and / or manufacture and / or assembly and / or the provision of permanent road traffic signs.

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

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

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

2.8 Client checklist

1	Is there an ISO 9001 certificate present?	
2	Has the ISO 9001 certificate been extended to cover NHSS 9A?	
3	Is the Certification Body that issued the certificate accredited to UKAS for ISO9001?	
4	Is the Certification Body that issued the certificate accredited to UKAS for assessments to NHSS 9A?	
5	If the answer to 3 or 4 is No – is the accrediting body equivalent to UKAS and accepted as such by UKAS?	
6	Does the scope of works of the ISO 9001 certificate, including the NHSS 9A extension, cover the actual products (& materials) intended to be covered by the contract?	
7	Is there an audit or surveillance visit report from the Certification Body?	
8	If the answer to 7 is No – when is it due?	
9	If the answer to 7 is Yes – are there any action points outstanding which should have been completed within six months?	
10	Is the organisation intending to sub-contract any of the works covered by NHSS 9A?	
<p>If the answer to 10 is Yes – repeat q 1-10 for sub contracted organisations</p>		

Appendix M: Guidance for Organizations – Not used

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

- 1. NHSS 3 – Stocking and Distribution Activities for Mechanical Fasteners**
Refer to clause 8.4.2
- 2. NHSS 6 – Minor Structures**
Where supporting structures such as posts or columns are required, reference may be made to NHSS 6
- 3. NHSS 8 – Overseeing and / or Installation and / or Maintenance of Highway Electrical Equipment and supporting Works**
Where work is required to be carried out on site, organizations and employees must meet the requirements of NHSS 8

Appendix O: How to Register on the Schedule of Suppliers

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

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

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

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

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

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

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

Note 5: Any queries should be sent to the “schedule of suppliers” team at scheduleofsuppliers@lantra.co.uk or www.scheduleofsuppliers.co.uk/

Appendix P: Other Guidance – Not used