



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

## **SECTOR SCHEME 0**

### **Template for National Highway Sector Scheme Documents (ISO 9001:2015 Version)**

Endorsed for publication by the NHSSLC

Date 1<sup>st</sup> April 2020

## **Foreword**

### **Publishing information**

This document is published by Lantra on behalf of National Highway Sector Scheme Liaison Committee.

This document supersedes NHSS 0 – Template December 2018 which is withdrawn.

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## DOCUMENT CONTROL

### Issue Statement (current version)

Issue No. and Date	Amendments
Issue 1.1 [9001:2015] April 2020	Revised to align with new publisher

For the issue statement referring to issues prior to this current document, refer to Appendix Z

## **EXCLUSION OF LIABILITY**

The National Highway Sector Scheme Liaison Committee

1 has and accepts 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 does not provide any representation or warranty as to any aspect of any such system, product or service, and

3 hereby expressly excludes all and any liability or responsibility (however alleged to arise) for or in connection with the provision of any service or product or any use of any product, all and any such liability or responsibility attaching exclusively to the producer (or user as the case may be) thereof.

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# Template for a National Highway Sector Scheme Document (ISO 9001:2015 Version)

*Notes for the Compiler on the Template*  
This column contains guidance notes against the relevant elements of the template. This column should be deleted within the specific SSD once the template has been adopted.

*These notes provide guidance to enable a sector scheme committee to expeditiously produce a suitable particular requirement of the ISO 9001:2015 standard for use by industry and NAB accredited Certification Bodies or their equivalent.*

*Note 1: Sector Schemes are generally numbered sequentially; these numbers should be obtained and confirmed by Highways England (as the schemes are listed in the Specification for Highways Works) at [Standards\\_enquiries@highwaysengland.co.uk](mailto:Standards_enquiries@highwaysengland.co.uk).*

*Note 2:- From time to time the NHSS Committee may determine that the title of the scheme needs to be modified to accommodate changes to the scope of their scheme. Any changes also need to be advised to the compiler of the Specification for Highway Works (SHW) so Appendix A of the SHW can reflect the changes in the title. (Email: [Standards\\_Enquiries@highwaysengland.co.uk](mailto:Standards_Enquiries@highwaysengland.co.uk))*

*Note 3:- National Highway Sector Schemes (NHSS) Committees shall use the NHSS 0 template for their particular SSD. Any amendments, deletions or additions to the standard wording in the NHSS 0 Template shall be justified and minuted.*

*Note 4:- The template does not provide a specific particular requirement for all clauses contained in ISO 9001:2015 as some clauses in the standard are generally deemed appropriate without particular requirements. However, all NHSS Committees should review all the clauses of the ISO Standard to ensure that appropriate particular requirements are provided for their industry.*

*Note 5:- Where a NHSS committee considers the use of a particular Appendix for their industry is inappropriate or unnecessary then a blank appendix should be inserted as "not used". This is to enable permanence for the template and development of future NHSS documents to proceed.*

*Note 6:- It should be noted that ISO 9001:2015 can provide a framework within which other management systems can be accommodated. Many organizations may well have separate registration to other management systems (e.g.*

	<p><i>Health and Safety, Environmental, Asset Management etc). However this does not mean that a generic registration to these standards will necessarily or adequately cover the requirements of the (infrastructure) industry or the requirements of individual authorities (whether they form part of central or local government or another authority). Where it is known that a national or local client organisation has strategic requirements and/or a policy relating to such matters these should be identified and where appropriate guidance provided by the relevant committee within its individual scheme document. (Note such policies could be promulgated by the UK Government through their various departments and agencies.)</i></p> <p><i>Note 7:- Similarly ISO 9001:2015 provides a framework for statutory, regulatory and legislative requirements applicable to the product/service. Where required the NHSS document should identify and include specific relevant statutory, legislative and regulatory requirements within an organization for their industry. The relevant NHSS Committee should identify what these specific requirements are and include recommendations on the applicability of such requirements within their industry. In particular it is recommended that liaison with the Health &amp; Safety Executive (HSE) be part of the Committee's role in identifying any specific or special industry requirement.</i></p> <p><i>Note 8:- The SSAC should consider the implications of any justified and recorded changes they introduce to the NHSS 0 Template text and the requirements of the SSD as they might apply to Small to Medium Enterprises (SMEs) in terms of both cost and complexity.</i></p> <p><i>Note 9: This template is reviewed at least annually by the Certification Body Group as sanctioned by the National Highway Sector Scheme Liaison Committee (NHSSLC), and updated as necessary. Feedback on the document and any proposed suggested changes to the template should be advised by the Chairman of each National Highway Sector Scheme Committee to the Chairman of the NHSSLC. NHSSLC meets at approximately 6 monthly intervals normally June/July and November/December.</i></p> <p><i>Note 10:- The cover sheet (page 1 of the document) comprises the basic information including the title, the issue and date of the document and the logo for NHSS. It is recommended that a dummy footer [of 4 lines] is put in the draft document to allow for correct pagination. The Title or cover page can be</i></p>
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	<p><i>considered as the page authorising the publication of the document or its revision by the NHSS Committee</i></p> <p><i>Note 11:- Naming Convention and Font and Format of the NHSS Documents</i></p> <ul style="list-style-type: none"> <li>• <i>The file naming convention shall follow the following: NHSS-n_9001-2015_Issue-x_mm-yyyy</i></li> <li>• <i>Font – Arial</i></li> <li>• <i>Scheme Title page 20 pt, bold, upper case</i></li> <li>• <i>Section Headings 12 pt, bold each word (other than conjunctions) capitalised</i></li> <li>• <i>Sub Headings 10 pt, bold and sentence case</i></li> <li>• <i>Standard Text 10 pt, normal</i></li> </ul> <p><i>Note 12:- After the initial adoption of this template, revised/added/deleted text should be annotated. An example is given below:</i></p> <p><i>“(mm/yy) This Sector Scheme is one of the series of NHSSs, which are bespoke integrated management schemes within an ISO 9001:2015 framework that have been developed to interpret ISO 9001:2015 as it applies to a particular activity/industry within the United Kingdom.”</i></p>
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**NATIONAL HIGHWAY SECTOR  
SCHEMES FOR  
QUALITY MANAGEMENT IN  
HIGHWAY WORKS**

**SCHEME *[Enter number]***

**Particular Requirements for the  
Application of ISO 9001:2015  
for  
*[Enter Scheme Activity]***

Published by the Sector Scheme Advisory Committee for  
NHSS *[Enter number]*

Date .....



### **Publishing information**

This document is published by Lantra on behalf of the National Highway Sector Scheme Committee for XX.

This document supersedes NHSS XX which is withdrawn.

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# DOCUMENT CONTROL

## Issue Statement

<b>Current Issue</b>	<b>Amendments</b>
Issue 1 [9001:2015] ddmmyy	First Issue New Document

Previous issues of SSDs are shown in Appendix Z

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[to be  
inserted  
when  
finished].

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	<p><i>Note that the following Appendices must be retained as they are mandatory:</i></p> <p><i>A</i></p> <p><i>B</i></p> <p><i>C</i></p> <p><i>F</i></p> <p><i>G</i></p> <p><i>G1</i></p> <p><i>H</i></p> <p><i>J1</i></p> <p><i>J2</i></p> <p><i>J3</i></p> <p><i>K</i></p> <p><i>O</i></p> <p><i>P</i></p> <p><i>Appendices not used should be retained in the Contents Page along with the phrase "Not Used" and their title listed on the relevant page along with the phrase "Not Used"</i></p> <p><i>If Annexes are required, these should be numbered and should be inserted before Appendix A</i></p>
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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) Member Organisations**

#### **b) Corresponding Member Organisations**

### **Exclusion of Liability**

The Sector Scheme Advisory Committee for this SSD]

- 1 has and accepts 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 does not provide any representation or warranty as to any aspect of any such system, product or service, and
- 3 hereby expressly excludes 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 Sector Scheme Advisory Committee [Enter Scheme No.] copyright and the title of the document must be included when being reproduced as part of another publication or service.

*Member Organisations: [List the organisations represented on the SSAC – this shall include Highways England, the relevant trade association or other similar body and the lead Certification Body. It may also include other clients, professional bodies, awarding bodies), HSE), the NAB (“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 where appropriate specialists invited to join the SSAC]. [\*the NAB has an automatic right to attend meetings; in practice this is seldom exercised however the committee may from time to time invite the NAB to send a representative when they deem this is necessary to provide assistance to the committee]*

*Corresponding Member Organisations: [Organisations that receive copies of the document and minutes and comment on draft sector scheme documents. This may include the devolved administrations, HSE and other sector scheme committees that have an interest as a stakeholder]*

## Selection of Certification Body

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

Prospective companies seeking registration under this scheme should ensure that they engage a Certification Body accredited by the NAB to assess against the requirements of this SSD.

Specifiers, consultants, engineers etc. that require confirmation of compliance with the Contract Specification in respect of the supply of products/materials should confirm the current status of the quality management system certificate issuer and that specific reference is made to this Sector Scheme on the Certificate of Registration (See Appendix K).(also see Appendix L – Guidance to Clients)

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

## Implementation

### Issue 1 [9001:2015]

Issue 1 of this SSD will be fully implemented [xx] months after its publication by the NAB on its web site.

Note: In addition, the scheme will be included in Appendix A of the Specification for Highway Works (SHW) as a mandatory requirement for suppliers contracted to the Highways England where the SHW is a contractual document. Separately the document may be called up in specific contracts as necessary. This deferral in implementation is intended to allow new applicants and certification/inspection bodies sufficient time to comply with the particular requirement given in this document.

For changes to existing schemes a transitional period of twelve months from the date of availability (by the NAB) is provided to companies who have obtained registration to this NHSS.

### Subsequent Issues

This issue of the SSD is to be implemented immediately from the date of publication on the NAB website for assessments unless specified otherwise below. Existing assessments 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

*[Twelve months is considered the minimum applicable period for implementing a new scheme, the SSAC may decide that a longer period is appropriate for part or all of the scheme in particular the introduction of competency requirements. This will depend on the status of the majority of organizations in respect of registration to ISO 9001; the necessary work to be done: the readiness of the certifications bodies to become accredited and the scope of the scheme.*

*Similarly consideration will need to be given to possible deferment of the implementation date for subsequent versions, although this would normally be expected to be at the following surveillance or assessment visit by the CB.*

*Consideration may need to be given to including a transitional period relating to the full implementation of qualification requirements for personnel; advice/recommendations/requirements on this should be provided separately in the relevant clauses and/or in Appendix C of the document as appropriate.*

next assessment visit by the Certification Body.

Note 2: The Certification Body should assess the organization against the latest edition of the existing scheme within fourteen months of date of implementation.

Note 3: 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) sets out to identify particular specific requirements of ISO 9001:2015 for organizations and certification bodies engaged in the sector, and the minimum qualifications that an assessor/auditor requires. The document shall be read in conjunction with ISO 9001:2015

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

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 (NAB) and expert representation is drawn from all sides of industry. Each SSAC determines the particular requirements for ISO 9001:2015 in relation to the requirements of their particular activity and come to a consensus on the minimum levels of workmanship, services, products, testing, and the training and competency of personnel, as appropriate, required to meet specification requirements as well as identified requirements in respect of environmental and health & safety and other aspects. The details are contained in the individual 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

4 The individual NHSS SSACs 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 SSACs. It is also the forum where dialogue with the NAB and the Certification

*1: [and other relevant essential non-legislative specification/standard where appropriate]*

Bodies on the application of the Sector Schemes takes place.

- 5 NHSS documents together with ISO 9001:2015 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 collaborative framework
  - Provide the basis for the technical knowledge and experience that Certification Body auditors will use in the sector concerned
  - Promote confidence in management, including quality, 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 are required to use best practice such as specifying any other relevant NHSSs as appropriate to the nature of the work being undertaken. Where traffic management is required companies should either employ a relevant National Highway Sector Scheme registered company or, where applicable, have skilled registered traffic management personnel qualified to meet the requirements of NHSS12D, as agreed with the NHSS 12D Committee, relevant to contract requirements and risk assessments. For work carried out on high speed dual carriageways and motorways the organization installing temporary traffic management measures should always be registered to NHSS 12A/B and/or 12C

8 The use of the SHW as the basic document for procuring highway works by other highway authorities would normally automatically call up compliance with ISO 9001 and this SSD within SHW Appendix A. It should also be noted that NHSSs are mandatory for Highways England contracts and suppliers within the supply chain are required to demonstrate compliance with the requirements of ISO 9001:2015 and this SSD as part of their continual improvement within their ISO 9001:2015 registration. Other owners of infrastructure, for example *Network Rail*, may also require their suppliers to comply with this Sector Scheme.

9 The SSD is a live document and date specific with the SSAC reviewing it at least once a year. Those using the document are required to ensure that they have the current version of the document. The SSD may currently be obtained by visiting the Lantra website (<https://www.lantra.co.uk/schedule-suppliers>) from where the document can be downloaded. Organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up

*7: [e.g. NHSS 19A for corrosion protection and NHSS 12D for temporary traffic management on rural and urban roads].*

*8. The SSAC should identify whether owners of other infrastructure would also require their suppliers to comply with their scheme.*

*9: Organizations should be aware that utilization 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.scheduleofsuppliers.co.uk](http://www.scheduleofsuppliers.co.uk), [sosadmin@lantra.co.uk](mailto:sosadmin@lantra.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 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 Scheme Contact (see below).

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 *[Enter Scheme No.]*  
*[Enter SSAC's Secretary's or Chair's business address]*

*12. [Enter Scheme No.]*  
*[Enter SSAC's Secretary's or Chair's business address]*

# Particular Requirements for the Application of ISO 9001:2015

## 1. SCOPE

The scope of this SSD together with ISO 9001:2015 covers the quality management system requirements to be established by organizations providing *[Enter Scheme Activity]* including the following:

*[Enter list of products and / or services]*

This document provides particular requirements for the application of this scheme additional to the requirements of ISO 9001:2015 for this industry and shall be compliant with that standard. The SSD applies to the organization or that part of the organization complying with this SSD (see Appendix K)

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

## 2. NORMATIVE REFERENCE

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

- ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary
- ISO 9001:2015 Quality Management Systems – Requirements and normative references within it
- ISO 9004:2018 Quality management -- Quality of an organization -- Guidance to achieve sustained success
- NHSS 0 – Governance of National Highway Sector Schemes
- NHSS 0 - Suite of Scopes
- NHSS 0 – Templates for National Highway Sector Scheme Documents (with and without guidance)

## 3. TERMS AND DEFINITIONS

3.1 For the purpose of this Sector Scheme Document the terms and definitions given in ISO 9000:2015 and NHSS 0 apply (some terms from ISO 9000:2015 are reproduced below; the full list in ISO 9000:2015 should be referred to) with additions listed in the table below:

*[Add other essential non-legislative normative references if required ]*

*SSACs should ensure that they have checked fully with the definitions in ISO 9000 and this template before adopting additional definitions. If an existing definition requires amendment for a particular SSD, it is preferred that this is done through an amendment to the NHSS 0 definition and is SSD neutral if this can accommodate all the requirements (it should be noted that definitions are automatically contextualised by virtue of being included within the SSD). So the process is:*

*Use the definition in ISO 9000 where possible (accepting that it is automatically contextualised by the SSD), if not*

*Use the definition in NHSS 0 which wherever practicable should be SSD neutral (i.e. the definition may include the*

	<p><i>words “works as set out in this SSD” rather than describing the works)</i></p> <p><i>If a new definition is essential, the rationale for this should be recorded and it should be as far as practicable, SSD neutral)</i></p> <p><i>Advise NHSSLC of any new definition and a rationale for doing so.</i></p>
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Term	Definition
12A Installation	The installation, maintenance and removal of Static Temporary Traffic Management measures on motorways and high speed dual carriageways for schemes incorporating contraflow operations and/or temporary road markings.
12B Installation	The installation, maintenance and removal of Static Temporary Traffic Management measures on motorways and high speed dual carriageways for schemes NOT incorporating contraflow operations and/or temporary road markings.
Acidisation (NHSS 29)	Development technique used in chalk boreholes to improve the yield of a well. An acid, commonly hydrochloric acid, is introduced into the borehole which reacts with the carbonate within the formation, as well as any drilling slurry remaining in the borehole. The aim being to clear out, and possibly open up any local fissures, present in the formation in order to improve flow to the well.
Amenity (NHSS 18)	Any tangible or intangible benefits of a property, green space and/or estate, especially those that increase its attractiveness or value or contributes to its comfort or convenience.
Anchorage (NHSS 5A/5B)	The method by which the parapet is securely attached to a structure.
Application of Road Marking/Road Stud (NHSS 7)	Is deemed to include the following activities: application of a road marking and/or removal of a road marking (by manual or mechanical means); installation and/or removal of road studs (surface mounted or inset)
Asphalt (NHSS 16)	A mixture of mineral aggregate and normally a bitumen or modified-bitumen binder, although in some cases the binder may be non-bituminous, e.g. a clear resin binder as used in coloured/pigmented asphalt. To accord with accepted European terminology, the term ‘asphalt’ is used in this document, unless accompanied by a descriptor such as ‘hot rolled’ or ‘stone mastic’, in its generic sense to refer to the range of asphalt and coated macadam mixes traditionally used in the UK.
Asphalt Pavement Layer (NHSS 16)	The result of the asphalt laying process; often known as the “asphalt mat”. This definition applies to the pavement layer in either its compacted or uncompacted state, whether laid by hand or by machine. An asphalt pavement course can be made up from a number of layers
Audit	See ISO 9000:2015
Base (NHSS 30)	Any layer below the laying course.
Biosecurity (NHSS 18)	A set of preventive measures designed to reduce the risk of transmission of infectious diseases in crops and livestock, quarantined pests, invasive alien species and living modified

	organisms
Client	The ultimate body or agent for the body for which the work is being carried out e.g. Highways England, Police Force or Highway Authority. (Often the owner or managing authority of the asset). (Required due to CDM Regulations – see also “Customer”; this supersedes the definition in ISO 9000)
Closed Loop (NHSS 29)	Closed Loop is the drilling of a borehole and the installation of a ground heat exchanger and pipe loop with associated backfill which is used to either extract or discharge energy to the earth in the form of low temperature heat to provide heating or cooling to a buildings via a ground source heat pump.
Competence	See ISO 9000:2015
Completion Report (NHSS 29)	Completion Report is prepared by the organization for the client as a professional report giving full details of the works completed and materials used; their location, co-ordinates and depth, and to include the Driller’s Daily Log which shall also be transcribed into a standard and well-presented format.
Compliance Manager (NHSS 8 & 22)	The person named in the organization’s Quality Plan as having responsibility for the development, review and continuous improvement of policies and procedures necessary to meet the criteria for activities carried out within this Sector Scheme.
Components	All elements which are necessary to complete the product
Construction Skills Register	Equivalent CSCS card issue in Northern Ireland
Contract	See ISO 9000:2015
Contracting Office / Depot (NHSS 8)	The organization’s office from which work, which is carried out by Authorised Persons, is issued, managed and controlled.
Customer	The body engaging the organization for the purpose of the work described in this SSD. (Required due to CDM Regulations – see also “Client”)
Defect	See ISO 9000:2015
Driller’s Daily Log (NHSS 29)	Driller’s Daily Log is a daily report produced by the Lead Driller which includes details on depths, soil/rock description, flush medium, casing depths, water strikes, loop installation, backfilling, etc.
Ecology (NHSS 18)	The study of the relationships between living organisms and their interaction with their environment
Environment (NHSS 18)	The circumstances, objects or conditions by which one is surrounded and includes the climatic, soil and biological factors that acts upon an organism or an ecological community as relevant.
Environmental Barriers (Structural)	Environmental barriers (structural) covers all types of constructed environmental barriers excluding earth barriers.
External Provider	See ISO 9000:2015
Fence	Fence covers all types of fencing and automated gates and access barriers, but excluding Vehicle Restraint Systems (Scheme 2B, 5B and 21) and Environmental Barriers (Structural) (Scheme 2C)
FISS/CSCS Card (NHSS 2A, 2B, 2C and 5B)	Fencing Industry Skills Scheme/Construction Skills Certification Scheme. A card issued by the committee of the FISS/CSCS joint scheme. See Appendix C. A CSCS card is not an acceptable alternative to the FISS/CSCS card
Geothermal Drilling (NHSS 29)	Geothermal Drilling is a specialist activity to install geothermal closed loops into the ground or construct water wells/boreholes for extraction/discharge of ground water (open loops) as part of installation of a Ground Source Heat Pumps system. Geothermal Drilling and subsequent loop installation provides an installation which is capable of enhancing the ground heat characteristics to provides a method of heating buildings using a natural renewable heat resource, the ground.

	When used within this document Geothermal Drilling is consider as the drilling and installation of heat exchanger to depths of up to 400m and termed elsewhere as shallow geothermal drilling.
Ground Preparation Works (NHSS 18)	Work undertaken prior to final finishing works and includes but not limited to subsoiling (for more effective water draining), soil conditioning, stone picking (in prep for turfing etc), rolling
Hard Paving Grade Bitumen:	Hard Paving Bitumen complying with BS EN 13924:2006 or a non-standard Hard Paving Grade Bitumen to a specification agreed between the organization and the Customer.
Headworks	Headworks are the interconnecting runs of pipework and manifolds from the top of the boreholes back to the plant room or adjacent to the building.
Highway Electrical Training Specification	A specification, developed by the Standards and Training Committee, which specifies the training requirements of employees carrying out work outlined in Clause 1 Scope and in line with the underpinning knowledge requirements for the appropriate level and unit(s) of the CBQ-NVQ (formerly N/SVQ) where relevant
Highway / Road Tunnel	A subsurface highway structure with enclosed roof and sides not less than 150m in length the normal purpose of which is to enable vehicular traffic to use the highway / road which passes through it.
Impact Protection Vehicle (IPV) (NHSS 12A, 12B & 12C)	A vehicle fitted with a crash cushion and a light arrow sign when used in live lanes in accordance with Chapter 8 (05.5.5.).
IPV Driver (NHSS 12A, 12B & 12C)	An operative who has successfully undergone training and assessment and is additionally registered with Lantra
Industrial Coating (NHSS 6 & 19A)	A single protective coat or a series of manually applied protective or aesthetic coats, which may include pre - treatments, thermally sprayed metal coats, paints, and aesthetic finish coats, applied to provide corrosion protection to a substrate. NOTE: Hot-dipped galvanized coatings and thermally sprayed coatings applied by an automated process are outwith the scope of this document (and also NHSS 19A).
Infrastructure Assets (NHSS 20)	Includes but is not limited to highway and rail bridges, gantries, masts, columns, signal posts, electrification masts, station structures, buildings and toll booths. Does not include traffic signs to BS EN 12899 Pt 1, or vehicle restraint systems to BS EN 1317.
Infrastructure Provider (NHSS 18)	An Organisation that provides the basic facilities, services, and installations needed for the functioning of a community or society, such as transportation, security, communications systems, water and power lines, and public institutions including schools, post offices, and prisons.
Installation	The process of assembling, putting in place and as applicable testing the items and /or components in accordance with manufacturer's instructions and the requirements of a contract.
Interested Party	See ISO 9000:2015
Inspection	See ISO 9000:2015
Ironwork (NHSS 30 & 23)	Gratings, covers, gulleys, rodding eyes and other metalwork and related products installed in the road structure.
Land based activities (NHSS 18)	Covers the following: Landscape Construction & Maintenance, Environmental Management Activities, Ecological Management Activities, Amenity & Countryside Management, Survey of Drainage (rural & urban)
Lead Certification Body (CB)	A CB which has been appointed by collective agreement of the CB Liaison Group, to take responsibility to ensure that CB representation is maintained at designated SSAC's meetings.
Lot (NHSS 3)	As defined in the standard appropriate for the item under

	consideration.
Management	See ISO 9000:2015
Management System	See ISO 9000:2015
Mechanical Fastener; Product (NHSS 3)	The component and or assembly used to mechanically connect two or more elements. An assembly shall be as defined in the appropriate standard.
Minor Structures (NHSS 6)	<p>Column and mast products with similar form or features that are manufactured using a standard lighting column or mast as the main structure. This includes:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> lighting columns</li> <li><input type="checkbox"/> cantilever masts for traffic signals and/or safety cameras</li> <li><input type="checkbox"/> closed circuit television (CCTV) masts</li> <li><input type="checkbox"/> fixed vertical road traffic sign/signal posts</li> <li><input type="checkbox"/> high mast lighting</li> <li><input type="checkbox"/> antenna masts and</li> <li><input type="checkbox"/> generator masts, or</li> <li><input type="checkbox"/> other derivative column and mast products with similar form or features that are manufactured using the standard lighting column or high mast as the main structure.</li> </ul> <p>Minor structures exclude variable message sign supports on motorways and also excludes gantries and other structures covered by NHSS 20. The body responsible for carrying out the work or the activities as set out in the Scope of this SSD</p>
Mobile Carriageway Closure Technique	The temporary closure of a carriageway created by a number of closure vehicles, travelling at low speed in line abreast across the carriageway.
MLC Block Vehicle (NHSS 12C)	A vehicle in accordance with the requirements of Chapter 8 (10.7.6) equipped with a lorry mounted crash cushion. (All seats must be fitted with head restraints and 3 point inertia reel belts) All drivers must be fully qualified to supervisor status whether in charge of the convoy or not.
MLC Traffic Management	The deployment of mobile traffic signs, static warning signs and lorry mounted crash cushion (LMCC).
Module Achievement (NHSS 12D)	Confirms the successful completion of the training course and assessment criteria, i.e. the person is qualified and card carrying
Moving Works (NHSS 12D)	Works with ongoing movement such as grass cutting, hedge trimming, etc and will also include works that remain static for no more than 15 minutes e.g. gully emptying, street lighting, road marking, etc. (Where contractual requirement stipulate the use of mobile lane closures 12C requirements will apply).
National Accreditation Body (NAB)	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 (NAB)
Non conformity	See ISO 9000:2015
Open Loop (NHSS 29)	Open Loop is the construction of one or more water wells for the purpose of the abstraction of groundwater which is passed through a heat exchanger for the purpose of heating or cooling buildings. Depleted heated or cooled water is either rejection back to the ground via an injection well or discharged to drain or other controlled water source. Permission and licensing is required from Environment Agency for open loop projects.
Operation and Maintenance Manual	Documents that contain all the information necessary for the safe and effective operation and maintenance of the asset, systems and asset / system components so as to optimise their useful working life.
Organization	See ISO 9000:2015

Organization's Manager	The person named in the organization's Quality Plan as having managerial responsibility for the Sector Scheme activity.
Overseeing (NHSS 8)	In this document, the term overseeing is intended to cover those organizations and persons carrying out investigative work or the direction or checking of work as or on behalf of the client. It is not intended to cover the normal contractor / sub-contractor relationship. (It should be noted that the definition of overseeing in this document is different to that used by the Secretary of State for Transport)
Pavement	Any paved area or surface designed and built to carry pedestrian and/or vehicular traffic.
Paving Bitumen:	Bitumen used in the construction and maintenance of paved surfaces.
Paving Grade Bitumen:	Paving Grade Bitumen complying with BS EN 12591:2009 or a non-standard Paving Grade Bitumen to a specification agreed between the organization and the Customer.
Pedestrian Parapet (NHSS 5)	Pedestrian or other road users' restraint system along a bridge or on a retaining wall or similar structure which is not intended to be used as a vehicle restraint system
Permanent Road Traffic Sign (NHSS 9)	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
Pesticide (NHSS 18)	Pesticide means: (a) a plant protection product as define in Regulation (EC) No 1107/2009; (b) a biocidal product as defined in Directive 98/8/EC of the European Parliament and of the Council of 16 February 1998 concerning the placement on the market of biocidal products.
Polymer Modified Bitumen:	Polymer Modified Bitumen complying with BS EN 14023:2010 or a non-standard Polymer Modified Bitumen to a specification agreed between the organization and the Customer.
Positive Traffic Control (NHSS 12D)	The use of signs and signals for controlling traffic where clear instructions are provided for example priority signals, stop and go and stop works signs, temporary traffic signals etc
Procedure	See ISO 9000:2015
Process	See ISO 9000:2015
Proficient Person (NHSS 18)	Is deeply involved in their task. The proficient person has experienced similar situations in the past and so identifies plans that worked in the past and anticipates consequences that previously occurred. The proficient person responds to patterns without decomposing them into components. The proficient person is recognised by having involved and intuitive understanding followed by detached decision-making.
Provider	See ISO 9000:2015. 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,
Quality Plan	See ISO 9000:2015
Recovery to be reviewed following publication of latest issue of PAS43	Any operation required to facilitate Vehicle Removal, and/or alternative means of transporting the vehicle where Vehicle Removal is not practical, i.e. any activity that falls outside the scope of a removal.
Refinery:	Plant or installation where Paving Grade Bitumen or Hard Paving Grade Bitumen is manufactured blended and stored prior to supply.
Removal to be reviewed following publication of latest issue of PAS43	Any operation where the vehicle to be removed is on all wheels and free to roll in an upright position between the kerb stones or barriers, is completely on the road surface and is facing with the flow of traffic and is in such a position that loading by the removal vehicle is unhindered. The casualty vehicle must be capable of

	being removed by suspend towing by an underlift utilising wheel lifting frames or a light vehicle transporter. In the case of LGVs, suspend tow only. (Note: the definition of removal for the purpose of this document differs from its usage in relevant road traffic regulations)
Repair	See ISO 9000:2015
Road Restraint Systems (NHSS 5B)	Vehicle restraint system and pedestrian restraint system used on the road.
RSTA Silver Certificate	A requirement in Appendix C for operatives/supervisors to demonstrate they have received regular up-skill training every 5 years to maintain knowledge.
Rural & Urban Roads	Roads (other than motorways and dual carriageway roads with a speed limit of 50mph or greater). The majority of which will be under the control of a Local Authority.
Safety Documentation (NHSS 22)	Documentation compiled pursuant to Annex II, Section 2 of the Road Tunnel Safety Regulation 2007.
“shall”	The term “shall” is used in this document to indicate a requirement strictly to be followed in order to conform to the standard and from which no deviation is permitted. (See ISO Directives Part 3:1997, Annex E) (reference “guidance on terminology used in ISO 9001 and ISO 9004”.)
“should”	The term “should” is used in this document to indicate recognised means of meeting the requirements of the standard (ISO 9001/NHSS document). An organization can meet these in an equivalent way provided this can be demonstrated to a Conformity Assessment Body (CAB) (Certification).
Single vehicle working (NHSS 12D)	Work from or with a single vehicle which will be continually moving or stopping at very close intervals (as in Moving works). (Where contractual requirement stipulate the use of mobile lane closures, 12C requirements will apply.)
Static Works (NHSS 12D)	Works lasting longer than 15 minutes in one location.
Small scale (NHSS 23)	Small scale relates to works involving plant and/or equipment that can be manually moved by the operator controlling the equipment on foot and including ride on equipment e.g. roller compactors.
Splitting (NHSS 3)	The separation of mechanical fasteners belonging to the same lot into smaller quantities.
Standards and Training Committee (NHSS 8)	A sub-committee of the Sector Scheme advisory committee responsible for formulating proposals to the committee on training and competence
Static Temporary Traffic Management (NHSS 12A/B)	The deployment of temporary traffic signs, temporary road markings, and temporary traffic delineators
stockist distributor (NHSS 3)	An Importer or Distributor of mechanical fasteners. A stockist distributor may be an organization or Supplier within the supply chain of mechanical fasteners. (See Supply Chain)
Sub-contracting Individual	Self-employed person providing service(s) to the organization under the supervision and control of the organization. The organization must ensure the Individual is appropriately trained and qualified in accordance with the relevant SSD
Sub-contractor / Sub-contracting organization	An organization registered to the relevant NHSS providing services and / or materials to the organization awarding the work
Sub-contracting Specialist	An Individual or a GG102 (previously GD02) (or equivalent) registered Consultancy organization registered to the relevant NHSS, providing specialist supervision and/or consultancy services.
Substrate (NHSS 6 & 19)	The metal base itself, the metal coating (such as galvanising applied to a ferrous base) or existing sound industrial coatings, over which the new industrial coating is to be applied.
System Promotor (NHSS 5B)	The company holding the initial type approval for the road



	restraint system (parapet) and/or pedestrian parapet
Temporary Traffic Management (TTM) (NHSS 12D)	The deployment of temporary traffic signs (and cones), which may include temporary road markings, traffic delineators and temporary traffic control systems.
Temporary Traffic Management (TTM) Registration Card	A card provided by Lantra on behalf of the Sector Scheme Committee denoting the holder of the card has completed training and assessment and has been signed off as qualified to undertake works as detailed on the card.
Temporary Traffic Management (TTM) Certificate	A certificate provided by Lantra on behalf of the Sector Scheme Committee denoting the holder of the certificate has completed training ONLY and is working towards full qualification NB the holder can only work as a trainee within gang whilst working towards full qualification.
Test	See ISO 9000:2015
Top Management	See ISO 9000:2015
Traffic Control Equipment	Traffic signals normally utilizing signal controllers in accordance with Specification TR2210 or equivalent.
Trees and herbaceous plants (NHSS 18)	Trees and herbaceous plants including but not limited to : planting, trees, shrubs, grass seeding, wildflower seeding and turfing, grass, bulbs and wildflower, hedgerow and verge (including mowing), watering, flora and fauna
Vehicle (NHSS 17)	Any means of road transport whether or not it is in a fit state for use on roads, and as including any chassis or body, with or without wheels, appearing to have formed part of such a vehicle, and any load carried by and anything attached thereto.
Vehicle Parapet (NHSS 5A/B)	Safety barrier installed on the edge of a bridge or on a retaining wall or similar structure where there is a vertical drop, and which may include additional protection and restraint for pedestrians and other road users
Vehicle Restraint System (NHSS 5B)	System installed on the road to provide a level of containment for an errant vehicle.
VRS Installer (NHSS 10b)	A person who holds a valid FISS/CSCS VRS Blue card in accordance with this SSD
Water bodies (NHSS 18)	Natural and constructed ponds, lakes and other water bodies to control water levels, purity including prevention of leaking and pollution and ecology
Well Development (NHSS 29)	The process of improving the yield/performance of a well by means of physical or chemical process. Typically carried out post construction, techniques may include; air-lifting, surging or acidisation
Worker	Person performing work or work related activities which are under the control of the organization

3.2 For the purpose of this Sector Scheme Document the abbreviations in the NHSS 0 Template shall apply with additions listed in the table below :

Abbreviation	Description
AA	Arboricultural Association
AAAC	Arboricultural Association Approved Contractor
ADEPT	Association of Directors of Environment, Economy, Planning and Transport (ADEPT) formerly County Surveyors' Society (CSS)
AFAG	Arboriculture and Forestry Advisory Group (HSE)
AFI	Association of Fencing Industries
ALCI	Association of Landscape Contractors of Ireland

ASSC	Alliance of Sector Skills Councils
APSE	Association for Public Service Excellence
ASHRAE	American Association of Heating, Refrigeration and Air-Conditioning Engineers
BALI	British Association of Landscaping Industries
BASIS	(not an acronym) Is an independent standards setting and auditing organisation for the pesticide, fertiliser and allied industries
BEAMA	British Electrotechnical and Allied Manufacturers Association
BGS	British Geological Survey
BIS	Dept for Business Innovation and Skills (BIS) formerly Department of Trade and Industry DTi
BRE	Building Research Establishment Ltd.
BS	British Standard
BSI	British Standards Institution
C & G	City and Guilds incorporating National Proficiency Tests Council
CB (CAB)	Certification Body (Conformity Assessment Body) (Accredited by a NAB)
CBG	Certification Body (Liaison) Group
CBQ-NVQ	Competence Based Qualification – National Vocational Qualification
CDM	The Construction (Design and Management) Regulations.
CECA	Civil Engineering Contractors Association
CEMP	Construction Environmental Management Plan
CGD	Certified GeoExchange Designer
Chap 8	Chapter 8 of the Traffic Signs Manual
CIEEM (previously IEEM)	Chartered Institute of Ecology and Environmental Management
CITB	Construction Industry Training Board
CoR	Certificate of Registration
CPA	Crop Protection Association
CPC	Certificate of Professional Competence for lorry, bus and coach drivers. A Driver Certificate of Professional Competence (CPC) card is issued once the driver has qualified. This is sometimes called a 'driver qualification card' or 'DQC'
CPCS	Construction Plant Competence Scheme
CRD	Chemicals Regulation Directorate (Division of HSE)
CS	ConstructionSkills
CSCS	Construction Skills Certification Scheme
CSR	Construction Skills Register (Northern Ireland)
CSS	Formerly 'County Surveyor's Society'
DECC	Department of Energy and Climate Change
DfT	Department for Transport
DMRB	DfT Design Manual for Roads and Bridges, (The Highways Agency, Transport Scotland, Welsh Assembly Government, Department for Regional Development Northern Ireland, TSO)
DRD(NI)	Department for Regional Development (N. Ireland)
EA/SEPA	Environment Agency/Scottish Environmental Protection Agency
EAC	European Co-operation for Accreditation
EBS	Environmental Barriers (Structural)
ECS	Electrotechnical Certification Scheme
EFIA	European Fencing Industry Association
EMS	Environmental Management System
EN	European Standard (European Committee for Standardization)
ESFF	Electric Security Fencing Federation
EU	European Union
FAO	Federation of Awarding Organisations
FISS	Fencing Industry Skills Scheme
FISS/CSCS	Fencing Industry Skills Scheme/Construction Skills Certification Scheme. Joint national skills card registration scheme
GD 02 (superseded by GG102)	(Standard for) quality management systems for highway design

GG102	(Standard for) quality management systems for highway design
GG 104	Standard for Safety Risk Assessment on the Strategic Road Network
GF	Ground Forum
GSHPA	Ground Source Heat Pump Association
HCTA	Highways & Construction Training Association
HE	Highways England (formerly the Highways Agency (HA))
HEA	Highway Electrical Association
HERS	Highway Electrical Registration Scheme
HESA	Highway Electrical Skills Academy
HPA	Heat Pump Association
HSE	Health and Safety Executive
HS&E	Health Safety & Environment – the current test that must be taken by all those who require a CSCS card (or equivalent H&S test for ECS Card).
HTA	Horticultural Trades Association
HTMA	Highways Term Maintenance Association
IAF	International Accreditation Forum
ICE(CofC)	Institution of Civil Engineers (Conditions of Contracts)
IEEM	Institute of Ecology and Environmental Management - See CIEEM above
IGSHPA	International Ground Source Heat Pump Association
IOG	Institute of Groundsmanship
IOSH	Institution of Occupational Safety and Health
IRRS	Interim Requirements for Road Restraint Systems
ISO	International Standard (International Organisation for Standardization)
ITT	Initial Type Testing
JCT	Joint Contract Tribunal, Minor Works Building Contract
LISS	Landbased Industry Skills Scheme
LOLER	Lifting Operations and Lifting Equipment Regulations
MCCT	Mobile Carriageway Closure Technique
MCHW	DfT Manual of Contract Documents for Highways Works
MCS	Microgeneration Certification Scheme
MLA	Multi-Lateral Agreement
MLC	Mobile Lane Closure
MPA	Mineral Products Association
NAAC	National Association of Agricultural Contractors
NAB	National Accreditation Body (see Definitions)
NB	Notified Body approved by their Member State and notified to CEN and other Member States (Also see NoBo below)
NCDTSSAC	The Natural & Conferred Durability of Timber Sector Scheme Advisory Committee – also known as SS4AC
NEBOSH	National Examination Board in Occupational Safety and Health
NEC	New Engineering and Construction Contracts
NR	Network Rail
NHSS	National Highway Sector Scheme
NHSSLC	National Highway Sector Scheme Liaison Committee
NoBo	Notified Body (assesses compliance with harmonised European Standards e.g. factory production control) – (Also see NAB, NB above)
NPSBS	Non Proprietary Safety Barrier Systems (TCB, OBB, DROBB, UCB and RHS)
NPTC	National Proficiency Tests Council now part of C&G
NSS	National Sector Scheme
N/SVQ(9)	National/Scottish Vocational Qualification for Signmaking Level 2 and Level 3
NVQ	National Vocational Qualification - are work based awards in England, Wales and Northern Ireland that are achieved through assessment and training. In Scotland they are known as Scottish Vocational Qualification (SVQ). To achieve an NVQ, candidates must prove that they have the ability (competence) to carry out their job to the required standard. NVQs are

	based on National Occupational Standards that describe the 'competencies' expected in any given job role.
NVQ/SVQ	National Vocational Qualification/Scottish Vocational Qualification
OFGEM	Office of Gas and Electricity Markets
Ofqual	the Office of Qualifications and Examination Regulation (England (general and vocational qualifications) and vocational qualifications in N. Ireland)
ORAS	Operatives Refresher and Assessment Scheme (7)
PAS	Publicly Available Specification (British Standards Institution)
PPE	Personal Protective Equipment
PUWER	Provision and Use of Work Equipment Regulations
QCF	Qualifications and Credit Framework Ofqual, together with its partner regulators in Wales (DCELLS) and Northern Ireland (CCEA), is responsible for regulation of the Qualifications and Credit Framework (QCF). The QCF is a system for recognising skills and qualifications.
RLTMO	Registered Lead Traffic Management Operative (NHSS 12D)
ROLO	Register of Landbased Operatives, managed and administered by BALI
RPE	Respiratory Protective Equipment
RSDA	The Road Surface Dressing Association, now a sector of the RSTA
RSMA	Road Safety Markings Association
RSTA	Road Surfacing Treatment Association Ltd formed in January 2008 on the merger of the Road Surface Dressing Association with the Slurry Surfacing Contractors Association and the High Friction Surfacing Association. It also has two other Sectors representing 'Specialist Treatments' and 'Geosynthetics & Steel Meshes'
SCOTS	Society of Chief Officers of Transportation in Scotland
SHW	Specification for Highway Works – (Volume 1 of the Manual Contract Document for Highway Works) published by The Stationery Office for the Highways England (previously Highways Agency), The Scottish Executive Development Department, The Welsh Assembly Government and The Department for Regional Development, Northern Ireland on behalf of the DfT.
S/NVQ	Scottish/National Vocational Qualification
SoS	Schedule of Suppliers
SQA	Scottish Qualification Authority
SSAC	Sector Scheme Advisory Committee
SSCA	The Slurry Surfacing Contractors Association, now a sector of the RSTA
SSD	Sector Scheme Document
SSR	Small Scale Repairs (NHSS 23)
STANSPEC	RSMA Standard Specification Document
SVQ	Scottish Vocational Qualification - a vocational qualification approved by the Scottish Qualification Authority (SQA)
TAIT	Type approval installation trial. TAITs are the means by which a producer demonstrates the ability to design and install a group or family of surface treatments meeting the required performance characteristics for a given road type as described in BS EN 12271 (Surface Dressing), EN 12273 (Slurry Surfacing) and PD 6689. TAITs can also be used as the basis for CE marking if required by regulation.
TMCA	Traffic Management Contractors Association
TPO	Tree Preservation Orders
TSO	The Stationery Office
TTM	Temporary Traffic Management
UKAS	United Kingdom Accreditation Service (The United Kingdom National Accreditation Body) or any recognised European Union National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory with a scope which includes a (UK) National Highway Sector Scheme.
UKFPA	United Kingdom Forest Products Association
UKSA	UK Steel Association

VRMA	Vehicle Restraint Manufacturers Association
VRS	Vehicle Restraint System (to include VRS products covered by BS EN 1317 as defined in the SSD)
VRS/RRS	Vehicle Restraint Systems/Road Restraint Systems
WAG	Welsh Assembly Government (Welsh Government)
WDA	Well Drillers Association
WPA	Wood Protection Association
WRAP	Waste and Resources Action Programme
<i>Other abbreviations</i>	<i>Other abbreviations appropriate to the scheme.</i>

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

## SECTIONS 4 TO 10: Quality Management System Requirements

<p><b>Particular Requirements ISO 9001:2015</b></p> <p>This document shall be read in conjunction with the requirements of ISO 9001:2015</p> <p>Clause/Paragraph numbers in this section reference appropriate paragraphs of ISO 9001:2015. The requirements of ISO 9001:2015 are deemed to apply unless specific additions are required. Where 'No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification' is recorded under an ISO 9001:2015 clause heading this means that it is not considered necessary to provide a particular requirement for that clause.</p> <p>The particular requirements given below are to assist in the clarification of the ISO 9001:2015 text for the relevant activity, no inference should be made that ISO 9001:2015 requirements are diluted or deleted because of this particular requirement.</p>	<p><i>The complier shall include all ISO 9001:2015 titles, sub-titles and clause numbers without reproducing the clause body text from ISO 9001:2015.</i></p>
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<b>4</b>	<b>Context of the organization</b>	
<b>4.1</b>	<p><b>Understanding the organization and its context</b></p> <p>No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification</p>	
<b>4.2</b>	<p><b>Understanding the needs and expectations of interested parties</b></p> <p>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 organisations and stakeholders.</p>	<p><i>The SSAC may wish to include a list of the relevant interested parties for their industry, in addition to those required for ISO 9001:2015.</i></p>
<b>4.3</b>	<p><b>Determining the scope of the quality management system</b></p> <p>The scope of the management system should be included under this paragraph or reference made to Appendix K (see also Suite of Scopes).</p>	<p><i>The scope of the management system should cover the range of services that the organization is competent to supply and for which they are seeking registration including consideration of outsourced services and how those outsourced services are controlled within the overall scope of the relevant NHSS(s). This may include some or all of the activities set out in the scope of this SSD.</i></p>

<b>4.4</b>	<b>Quality management system and its processes</b>	
<b>4.4.1</b>	The organization shall operate a quality management system to ISO 9001:2015 and this SSD	
<b>4.4.2</b>	<p>The organization shall have a process in place to input and maintain their registration to this sector scheme on the Schedule of Suppliers website <a href="http://www.scheduleofsuppliers.co.uk">www.scheduleofsuppliers.co.uk</a>, <a href="mailto:sosadmin@lantra.co.uk">sosadmin@lantra.co.uk</a> immediately following confirmation of their certification to the sector scheme from the certification body. (See Appendix O for information).</p> <p>The organization shall notify Lantra's NHSS Schedule of Suppliers if Certification is suspended or withdrawn. (email - <a href="mailto:scheduleofsuppliers@lantra.co.uk">scheduleofsuppliers@lantra.co.uk</a>)</p>	<i>If the SSAC requires organizations to also inform the Committee (Secretary) and / or a Scheme Administrator – this requirement should be added to this Clause</i>
<b>5</b>	<b>Leadership</b>	
<b>5.1</b>	<b>Leadership and commitment</b>	
<b>5.1.1</b>	<p><b>General</b></p> <p>Top management shall demonstrate commitment to applicable NHSS's.</p>	<i>Note – the term “top management” is defined in ISO 9000:2015 (3.1.1) and variations from the norm may differ for individual organizations.</i>
<b>5.1.2</b>	<b>Customer focus</b>	
(i)	Processes for determining customer requirements shall consider the interaction with other works and 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 organisations and stakeholders. This will include processes to minimise disruption and inconveniences.	<i>[Note requirements within this clause shall include where appropriate determination of drivers compliance with European licensing regulations [e.g. driver CPC - periodic training].</i>
(ii)	Safe working methods shall be documented and any deviation from these methods shall be notified to the Client/customer/ relevant interested parties as required.	
(iii)	A copy of all relevant working methods and risk assessments for undertaking the works shall be available on site.	

<b>5.2</b>	<b>Policy</b>	
<b>5.2.1</b>	<b>Establishing the quality policy</b>	
	The organization's quality policy statement shall include a statement of commitment to this National Highway Sector Schemes.	<i>This should be expanded to include all applicable NHSS(s).</i>
<b>5.2.2</b>	<b>Communicating the quality policy</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>5.3</b>	<b>Organizational roles, responsibilities and authorities</b>	
	Where a quality plan is required by the contract, relevant organizational roles, responsibilities and authorities shall be included (see Clause 7.5.1 and Appendix A)	
	The organization shall define who is responsible for the roles defined by this sector scheme document	

<b>6</b>	<b>Planning</b>	
<b>6.1</b>	<b>Actions to address risks and opportunities</b>	
<b>6.1.1</b>	The Organisation shall take into account the risks and opportunities relating to this NHSS	
<b>6.1.2</b>	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>6.2</b>	<b>Quality objectives and planning to achieve them</b>	
<b>6.2.1</b>	The quality objectives shall include a commitment to meet Customer and Client requirements with respect to the activities within the scope of this SSD	
<b>6.2.2</b>	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	



<b>6.3</b>	<b>Planning of changes</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	

<b>7</b>	<b>Support</b>	
<b>7.1</b>	<b>Resources</b>	
<b>7.1.1</b>	<b>General</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>7.1.2</b>	<b>People</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	<i>The SSAC should consider operational requirements, number of qualified employees to be engaged in Sector Scheme activities, ratio of qualified personnel to non-qualified personnel including trainees. If necessary and justified, the phrase “No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification” should be replaced with agreed wording</i>
<b>7.1.3</b>	<b>Infrastructure</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>7.1.4</b>	<b>Environment for the operation of processes</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>7.1.5</b>	<b>Monitoring and measuring resources</b>	
<b>7.1.5.1</b>	<b>General</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification (See Appendix E)	<i>For some NHSSs, Appendix E is not appropriate.</i>
<b>7.1.5.2</b>	<b>Measurement traceability</b>	
	Manufacturer’s guidance for the maintenance, servicing and calibration of equipment shall be taken into account within the quality management system. (See Appendix E)	<i>For some NHSSs, Appendix E is not appropriate.</i>

<b>7.1.6</b>	<b>Organizational knowledge</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification (see Appendix B)	<i>The SSAC should consider the content of Appendix B, being aware that it may not contain all the necessary knowledge required by an organization.</i>
<b>7.2</b>	<b>Competence</b>	
	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.	
	<b>Requirements</b>	
(i & ii)	Training and assessment of competence shall be carried out in accordance with Appendix C	
(iii)	The organization shall create and maintain a record of training and practical experience and assessment of competence for each relevant employee and worker.	
(iv)	Employees shall carry at all times whilst working an identification/skills/registration card for this SSD. This card will include an identification photograph and where appropriate the name of the organization.	<i>Where no card is issued as part of this NHSS SSD, this clause should be deleted. Note. The Construction Leadership Council has determined that construction industry competency/identity cards must include a recognised "mark". It has been decided that this will be the CSCS "mark". For most NHSSs this will be applicable and SSACs may have to consider how they meet this requirement.</i>
<b>7.3</b>	<b>Awareness</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>7.4</b>	<b>Communication</b>	
	The relevant quality plan and standard operating documented information shall be communicated to all relevant employees	
<b>7.5</b>	<b>Documented information</b>	
<b>7.5.1</b>	<b>General</b>	
(i)	When specified in the contract documents or requested, the organization shall prepare a quality plan or alternative document as defined in	

	the Contract Specification and if required submit this for acceptance or approval by the Client, as appropriate, prior to commencement of work (See section 8 and Appendix A).	
<b>7.5.2</b>	<b>Creating and updating</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>7.5.3</b>	<b>Control of documented information</b>	
7.5.3.1	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
7.5.3.2	<p><u>Control of Documented Information</u></p> <p>The organization shall have in place processes to ensure that the latest versions of relevant Standards and Documents are available (See Appendix B)</p> <p>ISO 9001:2015 requirements include the following documented information to be controlled and retained:</p> <p>Contract specific documents e.g. drawings, schedules, as listed in the quality plan for a particular scheme, including</p> <ol style="list-style-type: none"> <li>a. Correspondence</li> <li>b. Enquiry/Tender and Quotation</li> <li>c. Contract documentation and Client Order</li> <li>d. Pre-Construction Information - Client drawings, service drawings, risk assessment records.</li> <li>e. Quality Plan (including H&amp;S and risk assessment by organization). Method statement for controlling the works to include health and safety, and environmental requirements.</li> <li>f. Instructions to relevant site staff</li> <li>g. Calibration and maintenance records of plant and equipment (including testing equipment).</li> <li>h. Completion Report</li> <li>i. Relevant plant and equipment list</li> <li>j. Operatives training records</li> <li>k. Plant and Equipment maintenance service records</li> <li>l. Purchase records</li> <li>m. Sales Invoices</li> </ol>	

<b>8</b>	<b>Operation</b>	
<b>8.1</b>	<b>Operational planning and control</b>	
(i)	The quality plan shall address the topics listed in Appendix A of this schedule and where applicable the requirements contained in the Specification for Highway Works (SHW) and associated contract documents.	
(ii)	The Quality plan may be a largely standard document as indicated in Appendix A of this schedule supplemented by contract specific information.	
(iii)	<p>The quality plan should not be considered in isolation. An integrated approach may be taken which links to other relevant plans (e.g. H&amp;S plan).</p> <p>Note 1:- The Quality Plan describes the management strategy that sets clear and sustainable performance objectives, delegates' responsibility and establishes lines of communication. The objective being to manage the various management schemes within an overall management scheme within an organization.</p> <p>Note 2: Client duties under CDM require the provision of known information and cooperation and coordination with the principal/main contractor.</p>	
(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.	
<b>8.2</b>	<b>Requirements for products and services</b>	
<b>8.2.1</b>	<b>Customer communication</b>	
	<p>The quality plan shall identify what and when relevant information is passed on to the Customer and Client (see Appendix A).</p> <p>Note: Where required by the contract/ legislation the Customer and Client 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:</p> <ul style="list-style-type: none"> <li>(a) as-built records for maintenance/health and safety requirements and asset management.</li> <li>(b) their own monitoring of the effectiveness/performance of the product.</li> </ul>	<p><i>Some schemes provide additional information in the form of Appendices attached to appendix A, e.g. schemes NHSS 23 and NHSS 10B. These should be referenced within this clause</i></p>

<b>8.2.2</b>	<b>Determining the requirements for products and services</b>	
	Requirements of ISO9001:2015 shall be supplemented by the scope of this SSD.	<i>The Scope of the scheme will determine the requirements that individual organizations select.</i>
<b>8.2.3</b>	<b>Review of the requirements for products and services</b>	
<b>8.2.3.1</b>	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>8.2.3.2</b>	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>8.2.4</b>	<b>Changes to requirement for products and services</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>8.3</b>	<b>Design and development of products and services</b>	
<b>8.3.1</b>	<b>General</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	<p><i>It should be noted that the NHSS 0 Working Group is considering how design aspects may best be incorporated into the NHSS 0 Template. In the meantime, the records of the verification and validation (see sub-clause 8.3.4 Design and Development Controls) processes shall include information to demonstrate compliance with the contract specification irrespective of whether the customer expressly requests it or not. Although the other sub-clauses within this heading also require No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification, the SSAC must determine if they require further clarification for their scheme. See note 3 below]</i></p> <p><i>[Note 1- Design is covered by section 8 of ISO 9001, but within a NHSS this needs to be considered on its merit in respect of how design is applicable to installation works. If appropriate (e.g. for Joint Ventures) then GG102 may well be applicable for their design work and should be included and defined/referenced appropriately in the relevant NHSS.]</i></p> <p><i>[Note 2 – It is necessary for the organisation to understand its context (Clause 4.1) and determine the risks etc that need addressing (Clause 6.1). The SSAC must therefore consider carefully</i></p>

		<p><i>the scope and extent of each element of the scope of their scheme]</i></p> <p><i>[Note 3 – This section can be closely related to Clause 8.5 and for services, design and development planning can address the whole service delivery process. The SSAC must determine whether an organisation can chose to consider the requirements of Clauses 8.3 and 8.5 together or not]</i></p>
<b>8.3.2</b>	<b>Design and development planning</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>8.3.3</b>	<b>Design and development Inputs</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>8.3.4</b>	<b>Design and development controls</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>8.3.5</b>	<b>Design and development outputs</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>8.3.6</b>	<b>Design and development changes</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>8.4</b>	<b>Control of externally provided processes, products and services</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	<i>The SSAC may wish to replace this phrase with “sub-contractors shall comply with the relevant clauses of this SSD”</i>
<b>8.4.1</b>	<b>General</b>	
	<p>Delivery documentation shall be inspected by a competent person to verify that the delivery satisfies the purchase requirements.</p> <p>The organization shall identify and plan the supply and installation processes. The control procedures shall verify that suppliers of incoming materials, equipment and services are capable of providing the required quality and adequate supplies in order to maintain the planned rate and quality of production of the installation (e.g. pavement</p>	

	<p>repair).</p> <p>(i) For highway use, appropriate products shall be CE marked complying with the relevant harmonized European Standard as applicable to the national regulation or be proprietary.</p> <p>(ii) Where the provision of ancillary activities such as road marking or temporary traffic management are procured only suppliers with Certification to the relevant NHSS shall be used.</p> <p>Materials, products and services shall be selected in accordance with the contract (specification) documents including compliance with other relevant NHSS. (See appendix A of the SHW).</p>	<p><i>The SSAC should determine the applicability for including standard text such as (i) and/or (ii).</i></p>
<b>8.4.2</b>	<b>Type and extent of control</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>8.4.3</b>	<b>Information for external providers</b>	
	The specification and tolerances for incoming materials, equipment and services (including records and/or personnel training requirements for any services) to be procured shall be established and communicated to suppliers by appropriate traceable and confirmable means (e.g. emailed or written instructions, and recorded or transcribed telephone messages).	
<b>8.5</b>	<b>Production and service provision</b>	<i>See note 3 at Clause 8.3.1</i>
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>8.5.1</b>	<b>Control of production and service provision</b>	
	Monitoring of quality of the installed works shall be carried out. The number of checks carried out shall be sufficient to demonstrate the works have been constructed in accordance with the contract. No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	<p><i>The SSAC may wish to replace this phrase with: “Examples of conditions, which shall be controlled, include:</i></p> <p><i>a) An agreed procedure for carrying out emergency repairs including health and safety requirements.</i></p> <p><i>b) when the organization is the main contractor, location and identification of underground and over ground services and structures including installed systems together with the names, addresses and telephone numbers of persons responsible for them.</i></p> <p><i>c) when the organization is a sub-contractor, the taking of all reasonable steps to ensure this information is available from the main contractor and is suitable to the extent that the organization is satisfied it is safe to carry</i></p>

		<i>out the sub-contract works</i>
	Works orders, risk assessments and quality plans shall be approved by the relevant designated personnel and retained in accordance with legal and contractual requirements. They will also be submitted to the Client if requested.	
<b>8.5.2</b>	<b>Identification and traceability</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	<i>(See also Appendix E)</i>
<b>8.5.3</b>	<b>Property belonging to customers or external providers</b>	
	The quality management system shall include a procedure where materials are supplied by the Customer, an identified agent or the Client (if required in the contract specification), to ensure that the property or material is safeguarded from damage, deterioration or misuse. This is particularly important where those products are not installed by the organization itself e.g. third party sub-contract organisations such as ground workers, drainage contractors	
<b>8.5.4</b>	<b>Preservation</b>	
	Systems shall be in place to inspect and maintain all goods returned from site before their subsequent use.	
<b>8.5.5</b>	<b>Post-delivery activities</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>8.5.6</b>	<b>Control of changes</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>8.6</b>	<b>Release of products and service</b>	
	The organization shall retain records to show that the person authorizing the release of products and services had the necessary authority and competence to do so	
<b>8.7</b>	<b>Control of nonconforming outputs</b>	
8.7.1	<p>Non-conforming components shall not be used unless written approval has been received from the Client.</p> <p>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 and precluded from use as originally intended.</p> <p>The quality management system documentation shall identify the control procedures to be taken when non-conformity in materials, preparation or undertaking of</p>	



	works (state as appropriate for the NHSS).  Note: Some inconsistencies and/or irregularities may not initially be reasonably evident e.g. as a result in delays in receipt of test results on a component or within the control of the organization and can arise during or after the laying process. The organization may seek concessions from the customer with regard to acceptance or repair as a result of such factors.	
8.7.2	The organization shall implement and retain documented information such that any work not conforming to the contract specification shall be rejected and precluded from use, reworked to conform to the specification, or formally accepted under concession in writing from the Client.	

<b>9</b>	<b>Performance evaluation</b>	
<b>9.1</b>	<b>Monitoring, measurement, analysis and evaluation</b>	
<b>9.1.1</b>	<b>General</b>	
	This includes the ongoing impact on other works including congestion and traffic flows	
<b>9.1.2</b>	<b>Customer satisfaction</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>9.1.3</b>	<b>Analysis and evaluation</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>9.2</b>	<b>Internal audit</b>	
<b>9.2.1</b>	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>9.2.2</b>	The quality plan shall state the frequency of internal audits. Internal audits of the quality management system shall include the scope of this SSD and include site activities at least every twelve months.  Note: Where the organization does not have contracts which provide continuous working throughout a full year, visits shall be conducted on a pro-rata basis to ensure a consistent approach across site activities.	
<b>9.3</b>	<b>Management review</b>	
<b>9.3.1</b>	<b>General</b>	
(i)	The organization shall review the quality management system no less frequently than once every twelve months to ensure its continuing suitability and effectiveness to conform	

	to this NHSS.	
<b>9.3.2</b>	<b>Management review inputs</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>9.3.3</b>	<b>Management review outputs</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>10</b>	<b>Improvement</b>	
<b>10.1</b>	<b>General</b>	
	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>10.2</b>	<b>Nonconformity and corrective action</b>	
<b>10.2.1</b>	The corrective actions and risk assessment processes shall include analysis of incidents including accident statistics	
<b>10.2.2</b>	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification	
<b>10.3</b>	<b>Continual improvement</b>	
	Continual improvement processes shall include analysis of near miss reporting	

## **Appendix A: Requirements for Quality Plans**

The quality plan shall include (but not be limited to) the following items.

### **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 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 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 and services covered by the scope of this SSD 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, .e.g. Appendix 1/24 of the Manual of Contract Documents for Highway Works, SHW Appendix H 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)

*When referencing documents which are date specific please ensure you only put the reference number and title but no date. The exception being where the document identifies clauses and paragraphs within a standard or reference*

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.

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

### 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 [***]	[Specification Section]
Series [***]	[Specification Section]
Appendices	[relevant appendices]

([www.standardsforhighways.co.uk/ha/standards/mchw/index.htm](http://www.standardsforhighways.co.uk/ha/standards/mchw/index.htm))

(See note 2)

- 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 [***]	[Specification Section]
Series [***]	[Specification Section]
Appendices	[Relevant appendices]

([www.standardsforhighways.co.uk/ha/standards/mchw/index.htm](http://www.standardsforhighways.co.uk/ha/standards/mchw/index.htm))

(See note 2)

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	<i>[Reference/Document Details]</i>	<i>The SSAC should add other relevant Reference Documents as required</i>
<b>2. Associated Documents - Bibliography</b>		
1	GG102 - Quality Management Systems for Highway Design (Design Manual for Roads and Bridges – Volume 0, Section 2, section 1, Part 1 – <a href="http://www.standardsforhighways.co.uk/ha/standards/dmr/v0/section2.htm">http://www.standardsforhighways.co.uk/ha/standards/dmr/v0/section2.htm</a> )	
2	GG 104 - Requirements for safety risk assessment (DMRB)	
3	<i>[Add associated documents as required]</i>	<i>The SSAC should add other relevant Associated Documents as required</i>
	Note 1: This list of standards and documents include those that are date specific, however, the organization shall have procedures in place to ensure that the latest versions are always available. (See clause 7.5.3.2).	
	Note 2: Highways England may issue Interim Advice Notes (IANs) as a prelude to inclusion in the MCHW (Vol 1 and 2), the DMRB and/or Chapter 8. Organizations must have auditable processes in place to identify when these documents are issued and their implementation date(s). An index of Interim Advice Notes (IANS) is available on the internet ( <a href="http://www.dft.gov.uk/ha/standards/ians/index.htm">www.dft.gov.uk/ha/standards/ians/index.htm</a> ).	
	Note 3: Every effort has been made to update web sites, but the committee cannot provide any guarantees that the sites will continue to exist or if they do that they will maintain access to the documents identified above.	

## Appendix C: Training and Assessment of Competence

### 1. Training and competency qualifications

<p>Training and competency requirements set out in this Appendix include agreed equivalences.</p> <p>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 as follows:</p>	<p><i>The SSAC should add text as required, it is suggested that the compiler review other NHSS documents, which provide a wide range of styles and determinations of best practice for managing the development and implementation of a skilled workforce</i></p>
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The occupational titles and skills cards covered by this SSD are set out below

<i>SSAC to enter occupational titles covered by this SSD</i>	<i>SSAC to enter Required Training and Details of Training &amp; Competency Assessment or reference the document where this is held</i>	<i>SSAC to enter card details – i.e. Issuer, card title, card colour</i>

### 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. Temporary traffic management

<p>Highways organizations are reminded of the requirements for temporary traffic management on all highways including high speed dual carriageways and motorways.</p> <p>For work on high-speed dual carriageways and motorways, other than short duration works on hard shoulders or verges, such works shall be carried out by an organization registered to NHSS 12A/B as appropriate.</p>	<p><i>For some NHSS SSDs it may be necessary to expand on the requirements and advice in respect of temporary traffic management qualifications for instance refer to NHSS 8 as an example.</i></p>
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For works on mobile lane closures NHSS 12C applies.	
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For works on other roads NHSS 12D applies and organizations need to ensure that they have appropriately skilled and registered operatives to set out the necessary temporary traffic management measures. Guidance is given in Appendix M of NHSS 12D.	
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## Further information

### 4. 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 C1: Sample Skills Card

This appendix is intended to provide the reader and assessors with information on the style and layout of current competency/identity/registration(NHSS) cards recognised by the SSAC as deeming to satisfy the requirements of this scheme. The appendix will provide colour facsimiles of each type of card and an explanation of what information/data should be expected on each card type and where it is located. Information on re-issuing cards may also be included if seen fit by the SSAC. Where relevant, older style competency cards should be included in this appendix if they are current.

The following cards are available under this NHSS:

Some schemes have an associated administration scheme booklet and reference shall be made to this booklet in Appendix C.

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 D: Example Register of Personnel Attainments

Organization Name: .....

Full Name of Employee	Registration Renewal Date	Types of Work for which Employee is Registered

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

Item No	Equipment	Purchase Specification	Calibration Control	Calibration Frequency	<i>The SSAC should consider what equipment needs to be controlled, if any, beyond the controls in ISO 9001:2015 and the degree of control required.</i>

*Example of a typical requirement for NHSS:*

<b>Item No</b>	<b>Equipment</b>	<b>Purchase Specification</b>	<b>Calibration Control</b>	<b>Calibration Frequency</b>
1	<i>Thermometers and temperature control equipment</i>	<i>Equipment must operate within a tolerance of <math>\pm 1.0^{\circ}\text{C}</math> at working temperature</i>	<i>Calibration traceable to National Standards</i>	<i>3 monthly (may be extended to 12 months upon demonstration of continued calibration accuracy)</i>
2	<i>Pressure measuring equipment</i>	<i>Appropriate British or International standard</i>	<i>Calibration traceable to National Standards</i>	<i>Annually</i>
3	<i>Thickness/height measuring equipment</i>	<i>Maximum allowable error at any point in working range value <math>\pm 5\%</math></i>	<i>Calibration traceable to National Standards</i>	<i>Annually</i>
4	<i>Measuring wheels, tapes and rules</i>	<i>Maximum allowable error <math>\pm 1\%</math> of the measurement range undertaken (upon purchase only)</i>	<i>Verification check when signs of wear or damage appear</i>	<i>Checks as required</i>

### Notes

- 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.*
- Visual daily checks of items 1 and 2 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.*
- If in-house calibration equipment is used for the calibration of items 1 and 2 it shall not be used for any other purpose and shall itself be calibrated traceable to national standards at intervals not exceeding two years.*
- If in-house calibration equipment is used for the calibration of item 3 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.*
- 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

This appendix should be addressed by the requirements of NHSS 0.

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

\* This should only be included for brand new schemes, otherwise "When implemented," should be deleted.

Information on certification bodies accredited against this scheme can be found currently on the UKAS website [www.ukas.com](http://www.ukas.com). The search facility is not guaranteed to return accurate results and so the following process should be followed in full:

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

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

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

Note 3: Certification Bodies interested in being accredited by UKAS for this Sector Scheme should contact UKAS.

Note 4: Organizations currently registered to ISO 9001 with a UKAS (or equivalent) accredited certification body that does not hold registration to this NHSS may wish to consider the following option. Continuing to be registered with their existing Certification Body but having the interpretation of the NHSS carried out by and in conjunction with a UKAS accredited certification body for this scheme

Note 5: Advice on the current accreditation status of certification bodies to assess against this document should be sought from UKAS (Tel 01784 429000 or Email [info@ukas.com](mailto:info@ukas.com)).

# **Appendix G: The Role of Certification Bodies and Auditor Qualifications**

## **1. Role of certification bodies**

- 1.1. The independent assessment of conformity of organizations to the requirements of ISO 9001:2015 and this SSD rely upon the assessment expertise, competence and capability of accredited certification bodies.
- 1.2. The certification body role is to ensure, through assessment, that organizations have management systems in place which address the enhanced ISO 9001:2015 requirements detailed in this SSD. The scope of the organization's management system should cover the evidence for the range of services that the organization is competent to supply and for which they are seeking registration including consideration of outsourced services and how those outsourced services are controlled within the overall scope of the relevant NHSS(s). This may include some or all of the activities set out in the scope of 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 a NAB for assessment and registration of ISO 9001:2015 quality management systems in accordance with the particular requirements of this NHSS.

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

3.1 The certification body must be able to demonstrate to NAB that it possesses and can maintain the necessary assessor experience and technical understanding of the activities 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 industry covered by the scope of this SSD, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product and services. Typically this would include knowledge of the product and processes [including connections to different systems]. (Conveyance of this knowledge to auditing teams will be determined by the certification body and will be audited by the NAB)

iii) maintenance of demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the SHW and design standards requirements for this SSD

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 constituent components and their properties

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 in this document.

3.3. Guidance to Certification Bodies on assessor competence related to this Sector Scheme is given in the certification body guidance document –NHSS 0 Governance

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) NAB accepted Lead Auditor qualification or certification body equivalent and demonstrable expertise in leading assessment teams.
- ii) ISO 9001:2015 assessment experience
- iii) technical assessment competence in the scope of activities covered by this NHSS
- iv) knowledge, understanding and application of this SSD.
- v) knowledge of the manufacture and supply within the industry covered by this SSD, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. (conveyance of this knowledge to auditing teams will be determined by the certification body and will be audited by the NAB).
- vi) demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the SHW and design standards requirements for this SSD
- vii) ability to demonstrate that they have ongoing suitable health and safety training which includes appreciation of the risks involved in these sector scheme activities
- viii) preferably knowledge of [constituent components and their properties]

#### **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 activities covered by the scope of this Sector Scheme are being undertaken from.

4.2. Certification Bodies shall make all reasonable endeavours 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.

- 4.3. There may be occasions when a CB encounters an organization that wishes to expand and the scope is not included in the relevant NHSS. This may be due to the introduction of new technology or innovation. In such instances, the CB shall advise the SSAC of this and ask them to consider an extension of scope within the SSD. CB auditors should check a) that a person in the organization has been identified in the organization's procedures to be responsible for uploading the required information onto the Schedule of Suppliers, and b) that the password to edit/update the entry on Schedule of Suppliers is available and kept in a secure place.

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

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

- 7.1. Each Lead certification body shall 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.

# Appendix G1: Guidance to Assessors' and Other Auditors' Competencies Requirements

## **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**

Assessors and auditors shall be familiar with the requirements of this NHSS and the contents of this SSD as well as any relevant documents referenced. For example, assessors and auditors should have knowledge of relevant international, European and British standards for the scope of work covered by this NHSS; in particular those relating to product conformity, type testing and their requirements; familiarity with SHW, 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.

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

<p>The summary provides a list of those clauses where particular requirement has been provided. These are indicated by “Y” in the table.</p>	<p><i>SSACs should review the particular requirements and as necessary complement by further particular requirements for their industry or amend them accordingly. The SSAC should ensure that the document table in their SSD is correct (e.g.re Y/N) and not rely solely on the NHSS 0 template and b) ensure that the SSAC have identified if further guidance needs to be given to auditors in the table</i></p> <p><i>Additionally in the “comments/requirements” column information is provided for use by assessors when assessing an organization. This information is guidance providing an indication of priority where particular requirements have been provided.</i></p> <p><i>The clauses marked “N” refer to this template. Where an SSAC adds a specific particular requirement above and beyond this template, having justified it and minuted the justification. They should amend the table below accordingly and may wish to use the guidance in blue italics. Otherwise the blue italics should be deleted.</i></p> <p><i>Assessors and other auditors shall obtain objective evidence to support compliance with the relevant clauses</i></p>
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Section/Clause	Particular requirement Yes/No	Comment/Requirement
<b>4. Context of the organization</b>		
4.1 Understanding the organization and its context	N	<i>Check annually that the organization has determined issues relevant to its purpose and strategic direction and has monitored and reviewed the information. Especially check relating to external context.</i>
4.2 Understanding the needs and expectations of interested parties	Y	Check annually that the organization has determined interested parties, their requirements and is monitoring and reviewing the data.
4.3 Determining the scope of the quality management system	Y	<i>Check that the organization has reviewed the scope of the relative elements of the latest applicable issue of the NHSS that the organisation considers appropriate</i>
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.
<b>5. Leadership</b>		
5.1 Leadership and commitment	-	
5.1.1 General	Y	Check policy documented information includes this NHSS Ensure that policy is being correctly implemented and communicated.
5.1.2 Customer focus	Y	Ensure that the organization has determined all necessary applicable statutory and regulatory requirements for contract compliance. This may include supplementary services such as recycling, final disposal, equipment inspection, licensing requirements for driving (HGV), animal including wildlife handling etc. Check 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	N	<i>Ensure that policy documented information is available as necessary and is being communicated and implemented.</i>
5.3. Organization roles, responsibilities and authorities	Y	Ensure there is an organization plan which covers responsibility/authority in accordance with the requirements of the SSD. Seek evidence. Ensure that personnel with contract specific responsibilities and authorities have been identified and are recorded. Ensure that the

Section/Clause	Particular requirement Yes/No	Comment/Requirement
		organization management have appointed a nominated person or persons with the appropriate responsibility and authority. Seek evidence.
<b>6. Planning</b>		
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	<i>Check documented information is in place and meets requirements. Check that quality planning is in place and evaluated. See Appendix A</i>
6.3 Planning of changes	N	
<b>7. Support</b>		
7.1 Resources	N	
7.1.1 General	N	<i>Ensure contract/tender review is in place. Review provisions of resources to confirm they are suitable and include providing the defined personnel for contracts</i>
7.1.2 People	N	<i>See Appendices A, C and D</i>
7.1.3 Infrastructure	N	<i>Review facilities, processes and equipment to confirm they are suitable for the scope of registration.</i>
7.1.4 Environment for the operation of processes	N	<i>In process audit. Checks to include environmental condition records, plant maintenance sheets, access equipment certification and induction records.</i>
7.1.5 Monitoring and measuring resources		
7.1.5.1 General	N	<i>See Appendix E</i>
7.1.5.2 Measurement Traceability	Y	See Appendix E
7.1.6 Organizational knowledge	N	See Appendix B
7.2 Competence	Y	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	
7.4 Communication	Y	Check internal and external communication processes have been established.
7.5 Documented information		
7.5.1 General	Y	Check processes are in place to ensure that

Section/Clause	Particular requirement Yes/No	Comment/Requirement
		organization maintain up to date information on documented information. See Appendix B
7.5.2 Creating and updating	N	<i>Ensure that all required contract specific documents are in place.</i>
7.5.3 Control of documented information. (7.5.3.1 & 7.5.3.2)	Y	Ensure that all required contract specific documents are in place. Check appropriate processes are in place for the retention and disposition of documented information
<b>8. Operation</b>		
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, licensing requirements for driving (HGV), animal including wildlife handling etc. Check the organizations ability to meet defined contract requirements
8.2.3 Review of the requirements for products and services. (8.2.3.1 & 8.2.3.2)	N	<i>Ensure contract tender review is in place with an appropriate timescale and assessment of availability of resources.</i>
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	<i>Check that contract/tender review is in place</i>
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	

<b>Section/Clause</b>	<b>Particular requirement Yes/No</b>	<b>Comment/Requirement</b>
8.4 Control of externally provided processes, products and services	N	
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	<i>Check that documented information and effective controls are in place.</i>
8.4.3 Information for external providers	Y	<i>Check that purchasing requests are adequate</i>
8.5 Production and service provision	N	
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	N	<i>Cover during procedure review that relevant documented information is in place</i>
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.
8.5.5 Post-delivery activities	N	
8.5.6 Control of changes	N	<i>Check documented information is in place</i>
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.
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.
<b>9 Performance evaluation</b>		
9.1 Monitoring, measurement, analysis and evaluation		
9.1.1 General	Y	Check planned results Check that monitoring and measuring process documentation has been implemented in line with the current contract specification. Review copy of annual management review. Ensure this contains continuous improvements to the relevant sector scheme
9.1.2 Customer satisfaction	N	<i>Check that organization is meeting customer requirements.</i>
9.1.3 Analysis and evaluation	N	<i>Check processes are achieving planned results Check analysis of data has provided information</i>

Section/Clause	Particular requirement Yes/No	Comment/Requirement
		<i>to demonstrate effectiveness of QMS and evaluation of continued improvement</i>
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
<b>10. Improvement</b>		
10.1 General	N	<i>Check effectiveness of improvement</i>
10.2 Nonconformity and corrective action (10.2.1 & 10.2.2)	Y	Check that documented information is in place and operational.
10.3 Continual improvement	Y	

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

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

- C1 - Safe Working Practices
- C2 – Training, qualifications and assessment of competence
- C3 - Maintenance of equipment
- C4 - Public protection
- C5 - Environment
- C6 - Testing/inspection/workmanship
- C7 - Health and Safety
- C8 – Equal Opportunities
- C9 - Other

### C1 – Safe Working Practices

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

- (including site arrangements).
- *Other requirements as identified by the committee*

C2 Training, Qualifications and Assessment of Competence

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

C3 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

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

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

C5 Environment

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

C6 Inspection/ Testing/Workmanship

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

C7 Health and Safety

Auditors should be aware of the Health and Safety at Work etc Act 1974 and associated Health and Safety Legislation, 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.

	<i>The SSAC may wish to add other justified and agreed requirements as required from C9 on.</i>
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## Appendix H: Organization Acceptance and Guidelines for New Entrants

<p>1.0 <b>Organization Acceptance</b></p> <p>1.1 For work carried out on roads managed by Highways England, the 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 SHW.</p> <p>1.2 For work carried out by other highway authorities or other clients, acceptance of the organization will depend on the requirements of the contract.</p>	<p><i>For work carried out for other clients (including works not necessarily associated with highways) the compiler may determine that a separate Clause (e.g. 1.3 and 1.3 below numbered to 1.4) be inserted to provide guidance to registered organizations and clients</i></p>
<p>1.3 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.</p> <p>2.0 <b>Guidelines for New Entrants - Requirements</b></p> <p>2.1 Organizations must have the required experienced and qualified 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.</p> <p>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 activities and site based capability.</p> <p>2.3 The organization shall record their registration to this sector scheme on the Schedule of Suppliers website <a href="http://www.scheduleofsuppliers.co.uk">www.scheduleofsuppliers.co.uk</a>, <a href="mailto:sosadmin@lantra.co.uk">sosadmin@lantra.co.uk</a> upon receipt of the certificate issued by their certification body to confirm their registration and thereafter keep their organization's information up to date.</p> <p><b>3. Interim Arrangements for Initial Implementation of this Sector Scheme</b></p> <p>3.1 None</p> <p><b>4. Trade Associations</b></p> <p>4.1 Membership of a trade association or other similar body</p>	<p><i>The Committee, at its discretion, may wish to include requirements for an organization's details of registered office, legal status, accounts (including financial stability) public liability and indemnity insurance, accident records, plant records, welfare policy etc as part of the basic requirements within their scheme and for it to be checked annually. However this would need to be justified and minuted by the SSAC who would need to be mindful of any unnecessary duplication (e.g. SSIP) and of any specific requirements could prevent, restrict or distort competition.</i></p> <p><i>3.1 None or as required</i></p>

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

*Add details as required. If none then replace clause 4.1 wording with "None"*



## Appendix J1: Feedback to Committee

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 Secretary for this NHSS  
The Secretary  
Sector Scheme Advisory Committee for *[Enter Scheme No.]*  
*[Enter SSAC's Secretary's or Chair's business address]*

**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 secretary 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. If J1 forms are sent to the NAB, they will be forwarded on to the relevant scheme secretary for consideration.

## **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 satisfactory 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 or the HSE as relevant who will consider the matter and take action as necessary)

(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](mailto:Standards_Enquiries@highwaysengland.co.uk)

## **Other Highway Authorities and Clients**

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

## **Health and Safety Executive**

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

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

A valid National Highway Sector Scheme (NHSS) CoR is only issued by a CB accredited by a NAB against the relevant NHSS.

A valid CoR will contain the following information in accordance with ISO 17021 (reproduced here for clarity):

- The management system standard and/or other normative document, including indication of issue status (e.g. revision date or number) used for audit of the certified client and the scheme title e.g. "National Highway Sector Scheme XX - Sector Scheme for the prescribed activity". **The NHSS SSD title must use the same wording as set out on the cover page of the relevant NHSS SSD.** Where ISO 9001 certification is provided by a suitably accredited CB different to the CB carrying out the NHSS assessment, the latter's certificate must reference the ISO 9001 certifying CB name, their NAB reference and certificate number.
- The scope of certification with respect to the type of activities, products and services as applicable at each site without being misleading or ambiguous (including any applicable categories with associated typical sub-categories where applicable). The scope of the management system should cover the range of services that the organization has evidence to show it is competent to supply and for which they are seeking registration including consideration of outsourced services and how those outsourced services are controlled within the overall scope of the relevant NHSS(s). This may include some or all of the activities set out in the scope of the SSD. **The scope(s) and any sub-scopes must use the same wording as set out in NHSS 0 Suite of Scopes, or in Appendix K of the NHSS SSD.** Note that where the NHSS SSD wording differs from that in NHSS 0 (e.g. where the NHSS SSAC has introduced a new sub-scope and this is not yet reflected in NHSS 0), the wording in the NHSS SSD Appendix K shall take precedence.
- The expiry date or recertification due date consistent with the recertification cycle (generally 3 years for management system auditing and 1 year for system inspection)
- A unique identification code
- The name, address and certification mark of the certification body; other marks (e.g. accreditation symbol, client's logo) may be used provided they are not misleading or ambiguous. The NHSS mark and the associated accreditation mark must be used
- Any other information required by the standard and/or other normative document used for certification
- In the event of issuing any revised certification documents, a means to distinguish the revised

*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.*

<p>documents from any prior obsolete documents</p> <p>*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.</p>	
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Categories currently in NHSS XX are:

	Activity	Primary Category (select)	Secondary Category (select)	Tertiary Category (select)

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

	<p><i>Sector scheme committee secretaries are respectively reminded that they should inform the Certification Body via the NHSS Liaison Committee of changes in categories or sub-categories prior to the biannual meetings of the NHSSLC, so that NHSS 0 (Suite of Scopes) can maintain currency</i></p>
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Typical Certificate / Appendix to Certificate layout

The following shows a typical Certificate / Appendix to Certificate with the key required elements therein:

***[Certification Body Name / Logo]\****

**Certificate of Registration**

***[ORGANIZATION NAME]\****  
*[Organization Address]\**  
*[Town]\**  
*[County]\**  
*[Post Code]\**

*[Certification Body Name]* issues this certificate to the above named company after assessing the company's quality management system and finding it in compliance with

**BS EN ISO 9001:2015 AND THE FOLLOWING NATIONAL HIGHWAY SECTOR SCHEMES**

For the following scope of registration\*  
*[List of appropriate highways related works]\**

National Highway Sector Schemes\*  
*[Sector Scheme number, Title and Organizational Scope]\**  
*[Sector Scheme number, Title and Organizational Scope]\**  
*[Sector Scheme number, Title and Organizational Scope]\**

Certificate Number:                    *[Certificate Number]*  
Issue Date                                *[date]*  
Renewal Date                             *[date]*

Signature

*[Name & Title of Certification Body Official]*

*[Certification Body standard footer: Name / Logo / UKAS Logo/NHSS Logo etc.]\**

Note: \* denotes that this element may appear on an Appendix to a Certificate

# Appendix L: Guidance for Clients

## 1 General

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

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

## 2. Specific Guidance

2.1. Reference should be made to Appendix M before deciding whether to specify that organizations should be registered to this NHSS, as registration to other NHSSs may include relevant requirements for the scope of works in whole or in part covered by this NHSS.

2.2. This NHSS 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 for the scope of works covered by this NHSS

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

- a) A competent workforce
- b) Requirements to evaluate risks and develop processes and the production of an associated comprehensive quality plan for each contract.
- c) An obligation on the registered organization to review the work instructions issued by the Client and verify that they meet the technical requirements included in the Client's specification and that the Client's objectives for the works will be met.

During the introductory period for this NHSS Clients may take into consideration, in the quality assessment of an organization's tender, their commitment to compliance with this NHSS. This may be demonstrated through the extent to which the organization has introduced a qualified and demonstrably skilled workforce for undertaking works within the scope of this SSD.

2.4. It is necessary for the Client to ensure that all those involved in carrying out the scope of works under this NHSS 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

*2.3 During the introductory period for this NHSS, Clients may take into consideration in the quality assessment of an organization's tender, their commitment to compliance with this NHSS. This may be demonstrated through the extent to which the organization has introduced a qualified skilled workforce for the works covered by this NHSS*



of skills within the overall process.

2.5 In using this Sector Scheme users are required to use best practice such as specifying any other relevant NHSSs as appropriate to the nature of the work being undertaken. Where traffic management is required companies should either employ a relevant National Highway Sector Scheme registered company or, where applicable, have skilled registered traffic management personnel qualified to meet the requirements of NHSS12D, as agreed with the NHSS 12D Committee, relevant to contract requirements and risk assessments. For work carried out on high speed dual carriageways and motorways the organization installing temporary traffic management measures should always be registered to NHSS 12A/B and/or 12C

2.6. 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 a NAB and that specific reference is made to relevant NHSS on certificates.

2.7. 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/skills cards.

2.8. The Schedule of Suppliers Management Team have established and manage a schedule of registered companies that have been registered to National Highway Sector Schemes. Free access to the schedule is obtained by logging on to the Lantra website [www.scheduleofsuppliers.co.uk](http://www.scheduleofsuppliers.co.uk), [sosadmin@lantra.co.uk](mailto:sosadmin@lantra.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](mailto:sales@lantra.co.uk) to ascertain/check the status of an organization if it is not listed on the schedule.

## 2.9 Client check list

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

No	Item	Yes / No	
1	Is the organisation listed on the schedule of suppliers hosted by Lantra?		
2	Is the organisation listed on the HEA web-site ( <a href="http://www.thehea.org.uk/hers/RegisteredOrgs.htm">http://www.thehea.org.uk/hers/RegisteredOrgs.htm</a> ) for the scope of work required?		<i>Where a separate publically available listing is held –list this here e.g. for NHSS 8: “Is the organisation listed on the HEA web-site (<a href="http://www.thehea.org.uk/hers/RegisteredOrgs.htm">http://www.thehea.org.uk/hers/RegisteredOrgs.htm</a>) for the scope of work required and marked as Green or Amber?”</i>
3	Is there an ISO 9001 certificate present?		
4	Has the ISO 9001 certificate been extended to cover this NHSS?		
5	Is the Certification Body that issued the certificate accredited by a NAB for ISO9001?		
6	Is the Certification Body that issued the certificate accredited to a NAB for assessments to this NHSS?		
7	If the answer to 4 or 5 is No – is the accrediting body equivalent to a NAB and accepted as such by a NAB?		
8	Does the scope of works of the ISO 9001 certificate, covered by the extension for this NHSS cover the actual works intended to be covered by the contract?		
9	Is there an in date, valid certificate i.e. HERS certificate?		<i>Where other organisational certificates exist add this here: e.g. for NHSS 8 “Is there a valid (in date) organizational HERS (Highway Electrical Registration Scheme) Certificate?”</i>
10	Does the scope of works on the certificate cover the intended works?		<i>Where other organisational certificates exist check the scope e.g. for NHSS 8 “Does the scope of works on the HERS certificate cover the intended works, and does it align with the ISO9001 certificate (where issued)?”</i>
11	Is there an audit or surveillance visit report from the Certification Body?		
12	If the answer to 11 is No – when is it due?		
13	If the answer to 11 is Yes – are there any action points outstanding which should have been		

	completed within six months?		
14			<i>Where other relevant audits take place add this here: e.g. for NHSS 8 “Is there a biennial technical audit report from the HEA?”</i>
15	If the answer to 14 is No – when is it due?		
16	If the answer to 14 is Yes – are there any action points outstanding which should have been completed within six months?		
17	Do the employees / workers have the relevant evidence of training and competence assessment as set out in Appendix C?		<i>The SSAC may wish to add specific detail here: e.g. for NHSS 8 “i.e. Do the named employees to be used on the works have portfolios of evidence with information in the competence portfolio (including AO’s documented rationale and evidence used for declaration of competence for interim Cards where relevant) and signed Authorisation Certificates?”</i>
18	Do the named employees to be used on the works have valid in date Skills Cards?		<i>The SSAC may wish to set out the specific type of card used such as CSCS, ECS e.g. for NHSS 8 add “i.e. ECS HERS Cards”</i>
19	Is the scope of the works within the competency scope of the employees?		
20	Is the organisation intending to sub-contract any of the works within the scope of this NHSS or necessary for the works covered by this NHSS?		
If the answer to 20 is Yes – repeat Q1-19 for that organisation as relevant and if necessary, replacing this NHSS number with the relevant NHSS (e.g. for temporary traffic management, etc.)			

### 3 Road Death Investigation

Attention is drawn to the Police 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 organisations can be found guilty of corporate manslaughter as a result of serious management failures resulting in a gross breach of a duty of care.

The Act, which came into force on 6 April 2008, clarifies the criminal liabilities of companies including large organisations where serious failures in the management of health and safety result in a fatality.

- The Ministry of Justice leads on the Act and more information is available on its Corporate Manslaughter and Corporate Homicide Act 2007 webpage.

HSE welcomes and supports the Act. Although the new offence is not part of health and safety law, it will introduce an important new element in the corporate management of health and safety.

Prosecutions will be of the corporate body and not individuals, but the liability of directors, board members or other individuals under health and safety law or general criminal law, will be unaffected and the corporate body itself and individuals can still be prosecuted for separate health and safety offences.

The Act also largely removes the Crown immunity that applied to the previous common law corporate manslaughter offence. This is welcome, and consistent with Government and HSE policy to secure the eventual removal of Crown immunity for health and safety offences. The Act provides a number of specific exemptions that cover public policy decisions and the exercise of core public functions.

Companies and organisations should keep their health and safety management systems under review, in particular, the way in which their activities are managed and organised by senior management. The Institute of Directors and HSE have published guidance for directors on their responsibilities for health and safety. 'Leading health and safety at work: leadership actions for directors and board members' (INDG417)

Contact us

For specific questions about the act and guidance:

- Ministry of Justice

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

- HSE Infoline"

## Appendix M: Guidance for Organizations

	<i>If used, the SSAC should consider what text should be included herein; otherwise state "Not used"</i>
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## APPENDIX N: Guidance on the Relationship between this NHSS and other NHSS's

Where traffic management is required companies should either employ a National Highway Sector Scheme approved company or where applicable have skilled registered traffic management operatives qualified to meet the competency requirements of NHSS 12D relevant to contract requirements and risk assessments – noting that there may be particular specific arrangements for organizations registered to another NHSS. For work carried out on high speed dual carriageways and motorways the organization installing Temporary Traffic Management measures should always be registered to NHSS 12A/B and/or 12C.

	<i>If used, the SSAC should consider what text should be included herein; otherwise state "Not used"</i>
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## 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.scheduleofsuppliers.co.uk](http://www.scheduleofsuppliers.co.uk), [sosadmin@lantra.co.uk](mailto:sosadmin@lantra.co.uk)
2. Select "Get on the Schedule of Suppliers" or "Register now"
3. Enter the details required, including selecting the Sector Schemes that your organization operates, the Highways Agency Areas you cover, your certification body and the scopes of the schemes you are registered to for as per your certification body registration certificate
4. Upload a PDF copy of your current ISO 9001 certificate(s) extended to include your NHSS registration and any other specific documentation to be uploaded as specified by this SSD.
5. Submit your registration.

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

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

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

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

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

Note 5 Any queries should be sent to the "schedule of suppliers" team at [scheduleofsuppliers@lantra.co.uk](mailto:scheduleofsuppliers@lantra.co.uk)



## Appendix P: Other Guidance



## Appendix Z: Document Control (Previous Issues)

### Previous SSD (non-current) Issue Statement

Issue No. and Date	Amendments
Issue 1 [9001:2015] Dec 2018	Full revision to align with ISO 9001:2015 and 2018 issue of NHSS 0