



**National Highway Sector Schemes  
for  
Quality Management in Highway Works**

**Scheme 6**

**Particular Requirements for the Application of  
ISO 9001:2015 for Minor Structures**

Published by the Sector Scheme Advisory Committee  
for NHSS 6

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**Publishing information**

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This document supersedes NHSS 6 Issue 1 which is withdrawn.

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# DOCUMENT CONTROL

## Issue Statement

Current Issue	Amendments
Issue 2 [9001:2015] 8 June 2022	Publishing information added to cover page UKAS footer removed throughout Highways England changed to National Highways throughout References to CE marking replaced with Construction Products Regulation Corresponding Mmbr Organisations added Notified Body replacd with Notified Body / Approved Body NAB website replaced with Schedule of Suppliers and relevant URL amended throughout Introduction amended to align with NHSS0 Scope changed to remove mandatory requirement for manufacture of products covered by the Construction Products Regulation Normative Reference NHSS 0 changed to Template Reference to NHSS 0 Part 5 changed to 3.1 hroughhout Table G1 - Removal of column relating to the manufacture of products covered by the Construction Products Regulation Appendix B references to GD 102 and GD104 updated to GG102 and GG104 Appendix F, H text updated

Previous issues of SSDs are shown in Appendix Z

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

## **Composition of the Sector Scheme Advisory Committee**

### **a) Full Members**

Association of Directors of Environment, Economy, Planning and Transport (ADEPT)  
Association for Road Traffic Safety & Management  
Department for Transport (DfT)  
Highway Electrical Association (HEA)  
Institution of Lighting Professionals (ILP)  
Lighting Column Technical Forum (LCTF)  
National Highway Sector Scheme Lead Certification Body  
National Highways

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

Department for Infrastructure (Roads)  
Transport Scotland  
UKAS – United Kingdom Accreditation Service  
Welsh Assembly Government

## **Exclusion of Liability**

### **The Sector Scheme Advisory Committee for NHSS6 Minor Structures:**

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

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## **Selection Of Certification Body / Notified Body / Approved Body**

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

Prospective companies seeking registration under this scheme shall ensure that they engage a Certification Body specifically accredited to assess against the requirements of this SSD. Specifiers, consultants, engineers etc. that require confirmation of compliance with the Contract Specification in respect of a provider or the supply of products/materials should confirm the current status of the

quality management system certificate issuer and that specific reference is made to this Sector Scheme on the Certificate of Registration (see Appendix K).

Note: Where the Construction Products Regulation applies, this can only be applied following successful evaluation of the factory production control process by a Notified Body / Approved Body. (Notified Bodies / Approved Bodies are appointed by the relevant authority in a Member State of the European Union and notified to the European Commission or in the UK, by the UK. In the UK, the relevant authority for notification under the Construction Products Regulations (CPR) is the Department for Levelling Up, Housing and Communities (DLUHC)).

## **Implementation**

This Issue of the SSD is to be implemented immediately from the date of publication on the Schedule of Suppliers 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. National Highway Sector Schemes do not replace the Construction Products Regulation applied in accordance with the Member States national rules or UK rules where applicable, but may deal with other aspects of the supply chain process which will be of relevance to clients.

Note 1: Following publication of the document the organization should implement the changes in time for their 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) relates to the quality management system requirements for minor structures. It sets out to identify a common interpretation / particular application of ISO 9001:2015 for Organizations and Certification Bodies engaged in the sector, and the minimum qualifications that an assessor/auditor requires. The document shall be read in conjunction with ISO 9001:2015.
- 2 This Sector Scheme is one of the series of National Highway Sector Schemes (NHSSs), which have been developed as bespoke integrated management schemes within an ISO 9001 framework to interpret / apply ISO 9001:2015 as it applies to a particular infrastructure related activity/industry within the United Kingdom.
- 3 Separate Sector Scheme Advisory Committees (SSACs), for each activity within the sector, provide advice to the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory and expert representation is drawn from all sides of industry. Each SSAC has interpreted ISO 9001 in relation to the requirements of their particular activity and comes to a consensus on the minimum levels of workmanship, services, products, testing, and the training and competency of personnel, as appropriate, required to meet specification requirements as well as identified requirements in respect of environmental and health & safety and other aspects. The details are contained in the individual Sector Scheme Documents (SSDs). Following the publication of a revised ISO 9001, the committees will review their documents to ensure alignment with the revised ISO 9001 to ensure that the SSD does not conflict with the national standard prior to withdrawal of the previous edition of the standard.
- 4 The individual NHSS technical advisory committees are overseen by the National Highway Sector Scheme Liaison Committee (NHSSLC). This Committee provides a forum for discussion on the effectiveness of the Sector Schemes and co-ordinates developments so that they can be uniformly taken forward by each of the NHSS technical advisory committees. It is also the venue where dialogue with the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory and the Certification Bodies on the application of the Sector Schemes takes place.
- 5 NHSSs together with ISO 9001 are designed to:
  - Provide an industry benchmark
  - Identify risks and opportunities
  - Ensure all processes are planned
  - Provide a basis for continuous improvement
  - Focus on quality as an objective
  - Reduce costs for Client and Organization
  - Provide and maintain a properly trained and competent workforce
  - Involve all sides of industry in scheme ownership within a partnership framework
  - Provide the basis for the technical knowledge and experience that Certification Body auditors will use in the sector concerned
  - Promote confidence in quality management systems through provision of a robust transparent system
- 6 This Sector Scheme shall apply where specified by the Client in their Contract Documents
- 7 In using this Sector Scheme users shall use best practice such as specifying any other relevant NHSSs as appropriate to the nature of the work being undertaken 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 National Highways 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

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

#### 13 Scheme Contact

The Secretary  
Sector Scheme Advisory Committee for NHSS6 Minor Structures  
c/o Highway Electrical Association (HEA)  
Highdown House  
Littlehampton Road  
Ferring  
West Sussex  
BN12 6PG

Email: [contact@thehea.org.uk](mailto:contact@thehea.org.uk)  
Tel: 01903 705140



# Particular Requirements for the Application of ISO 9001:2015

## 1. Scope

This SSD together with ISO 9001 describes the quality management system requirements to be established by Organizations providing the manufacture and verification of minor structures.

The document provides particular requirements for the application of this scheme additional to the requirements of ISO 9001:2015 and shall be read and implemented in compliance with that standard. The SSD is applicable to the part of the Organization within the scope of the defined QMS carrying out the manufacture and verification of minor structures. This scheme is not intended to replace other management system requirements or other contractual requirements

The SSD shall be referenced on the Certificate of Registration issued by the Certification Bodies.

Minor structures include:

- lighting columns
- cantilever masts for traffic signals and/or safety cameras
- closed circuit television (CCTV) masts
- fixed vertical road traffic sign/signal posts
- high mast lighting
- antenna masts and
- generator masts, or
- 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.

Minor structures exclude variable message sign supports on motorways and also excludes gantries and other structures covered by NHSS 20.

For the purposes of this document, the general term 'minor structures' shall be deemed to cover all structures included in the above scope unless noted otherwise. Furthermore, 'Lighting column' shall cover equally a column only, a column with bracket, and a bracket only.

Registration is not mandatory for the manufacture of products that are within the scope of the Construction Products Regulation.

## 2. Normative Reference

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

- BS EN ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary
- BS EN ISO 9001:2015 Quality Management Systems – Requirements and normative references within it
- BS EN ISO 9004:2018 Quality Management – Quality of an organization. Guidance to achieve sustained success
- NHSS 0 – Template for National Highway Sector Scheme Documents - With Guidance

### 3. Terms, Definitions and Abbreviations

3.1 For the purpose of this Sector Scheme Document the terms and definitions given in ISO9000:2015 and NHSS 0 Part 3.1, and where multiple definitions exist, using that un-qualified with an NHSS number or qualified by referencing NHSS 6) shall apply except where listed in the table below.

The following additional terms and definition shall apply:

Client	The body for which the work is being carried out, e.g. the Highway Authority or its nominated representative.
Customer	The body or its nominated representative engaging the Organization for the purpose of the work described in this Document.
Minor Structures	<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>• lighting columns</li><li>• cantilever masts for traffic signals and/or safety cameras</li><li>• closed circuit television (CCTV) masts</li><li>• fixed vertical road traffic sign/signal posts</li><li>• high mast lighting</li><li>• antenna masts and</li><li>• generator masts, or</li><li>• 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.</p>
Supply	Make available parts or services in accordance with the requirements of the contract

3.2 For the purpose of this Sector Scheme Document the abbreviations in NHSS 0 Part 3.1 shall apply.

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

## 4 to 10 Quality management system requirements Particular Requirements ISO9001:2015

### Introduction

This document shall be read and implemented in conjunction with the ISO 9001:2015.

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

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

## **4 Context of the organization**

### **4.1 Understanding the organization and its context**

No specific particular requirement

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

Interested parties shall include the Customer / Client, 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.

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

(i) The scope of the quality management system shall cover the range of specific services that the Organization is competent to supply and for which they are registered or seeking registration.

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

## **4.4 Quality management system and its processes**

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

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

The organization shall notify Lantra's NHSS Schedule of Suppliers if Certification is suspended or withdrawn.

## **5 Leadership**

### **5.1 Leadership and commitment**

#### **5.1.1 General**

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

#### **5.1.2 Customer focus**

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

## **5.2 Policy**

### **5.2.1 Establishing the quality policy**

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

### **5.2.2 Communicating the quality policy**

No specific particular requirement

## **5.3 Organizational roles, responsibilities and authorities**

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

## **6 Planning**

### **6.1 Actions to address risks and opportunities**

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

6.1.2 No specific particular requirement

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

6.2.1 No specific particular requirement

6.2.2 No specific particular requirement

### **6.3 Planning of changes**

No specific particular requirement

## **7 Support**

### **7.1 Resources**

#### **7.1.1 General**

No specific particular requirement

#### **7.1.2 People**

No specific particular requirement

#### **7.1.3 Infrastructure**

The Organization shall determine, provide and maintain sufficient supporting services necessary to deliver the product

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

No specific particular requirement

## **7.1.5 Monitoring and measuring resources**

### **7.1.5.1 General**

No specific particular requirement

### **7.1.5.2 Measurement traceability**

Manufacturer's guidance for the maintenance, servicing and calibration of equipment shall be taken into account within the quality management system

## **7.1.6 Organizational knowledge**

No specific particular requirement

## **7.2 Competence**

### **General**

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

### **Requirements**

- (i) Quality System Familiarisation shall include induction and the organization's operating procedures and safe systems of work.
- (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.
- (iv) The organization shall create and maintain a register of employees as part of the organization's competency management documented information
- (v) Employees shall carry an identification/skills/registration card that details their qualifications for competency at all times whilst working at highway construction sites. This card will include an identification photograph and where appropriate the name of the organization.
- (v) The Organization shall have a recorded programme for the continuing professional development of its relevant employees. This shall include refresher training in relevant areas which shall be undertaken at regular intervals, as a minimum at least once every five years.

## **7.3 Awareness**

No specific particular requirement

## **7.4 Communication**

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

## **7.5 Documented information**

### **7.5.1 General**

- (i) A quality plan (documented planned arrangements) shall be required for all contracts. When specified in the contract documents or requested, the organization shall submit a

quality plan or alternative document as defined in the Contract Specification for acceptance or approval by the Client, as appropriate, prior to commencement of work (See section 8 and Appendix A).

- (ii) The organization shall have in place auditable processes to identify publication of relevant new documents/standards and implementation requirements (See Appendix B, note 2)

## **7.5.2 Creating and updating**

No specific particular requirement

## **7.5.3 Control of documented information**

7.5.3.1 No specific particular requirement

### **7.5.3.2 Control of Documents**

- (i) The organization shall have processes in place to ensure that the latest versions of relevant Standards and Documents are available (See Appendix B)
- (ii) In addition to ISO 9001:2015 requirements the following documented information is typically required to be controlled:

Contract specific documents e.g. drawings, schedules, as listed in the quality plan for a particular scheme

#### Control of Records

In addition to the organization's own quality records, the following records shall typically be kept: Contract specific records as listed in the quality plan.

- (iii) Records, including records of design, modifications and amendments to product design shall be retained for an appropriate period from the date of manufacture.

# **8 Operation**

## **8.1 Operational planning and control**

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

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

- (ii) The Quality plan may be a largely standard document as indicated in Appendix A of this schedule supplemented by contract specific information.

- (iii) The quality plan should not be considered in isolation. An integrated approach may be taken which links to other relevant plans.

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

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

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

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

### **8.2.1 Customer communication**

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

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

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

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

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

No specific particular requirement

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

**8.2.3.1** No specific particular requirement

**8.2.3.2** No specific particular requirement

### **8.2.4 Changes to requirement for products and services**

No specific particular requirement

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

### **8.3.1 General**

No specific particular requirement

### **8.3.2 Design and development planning**

Lighting columns and Cantilever Signal / CCTV structures shall be designed and manufactured in accordance with the appropriate parts of BS EN40; all other Masts shall be designed in accordance with I.L.P Technical Report No 7; fixed vertical traffic sign posts with BS EN 12899 part 1.

### **8.3.3 Design and development Inputs**

No specific particular requirement

### **8.3.4 Design and development controls**

- (i) Design verification may involve the use of a suitable computer programme, the output of which shall have been independently verified.
- (ii) Where design is verified by testing, the test shall use forces calculated in accordance with the relevant European harmonised standard and the UK

national rules, or where such a standard does not exist, the UK national rules and any contract requirements

The Organization shall produce a signed certificate of compliance covering the above.

(iii) Verification of Design by Calculation

The design shall use forces calculated in accordance with the relevant European harmonised standard and the UK national rules, or where such a standard does not exist, the UK national rules and any contract requirements

NOTE: Certain initial processes, such as cold forming, may increase the strength of the metal used for minor structures, whether tubular, octagonal or any other shape (parallel or conical). It is thus important that the characteristic property values, used in the design calculations, does not consider these enhanced figures, in instances where subsequent manufacturing processes employed (e.g. flame cutting, welding, heat treatment or galvanising) may result in these higher property values being reduced.

(iv) Verification of Design by a Combination of Testing and Calculation

Testing may be used to verify the adequacy of structures or components, i.e. door areas, bracket joints, swaged shaft joints etc, which have otherwise been verified to Clause 8.3.4 (iii). Testing shall be done in accordance with Clause 8.3.4 (ii).

(v) When specified independent checking of the design and/or testing of a minor structure shall be carried out by an independent assessor acceptable to both the Customer / Client and the Organization. The following procedures will be acceptable unless otherwise specified:

- a) Verifying the test loading, witnessing the original verification test and signing the certificate of compliance.
- b) Checking the design, including the input data, for any verification programme approved under this Clause and signing a check certificate.
- c) Checking as under (b) but taking into consideration any submitted and / or independently verified component tests.

**8.3.5 Design and development outputs**

No specific particular requirement

**8.3.6 Design and development changes**

No specific particular requirement

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

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

**8.4.1 General**

- (i) Processes which affect the structural integrity of the column, may be subcontracted providing the Organization ensures the sub-contractor concerned has ISO 9001:2015 registration by an accredited 3rd party for the relevant process.

**8.4.2 Type and extent of control**

No specific particular requirement



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

No specific particular requirement

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

No specific particular requirement

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

- (i) The organization shall identify and plan the supply processes.
- (ii) Works orders and risk assessments shall be retained for at least six years.

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

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

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

The quality management system shall include a procedure where materials are supplied by the Customer / Client.

##### **8.5.4 Preservation**

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

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

No specific particular requirement

##### **8.5.6 Control of changes**

No specific particular requirement

#### **8.6 Release of products and service**

No specific particular requirement

#### **8.7 Control of nonconforming outputs**

8.7.1 No specific particular requirement

8.7.2 No specific particular requirement

### **9 Performance evaluation**

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

##### **9.1.1 General**

No specific particular requirement

##### **9.1.2 Customer satisfaction**

No specific particular requirement

**9.1.3 Analysis and evaluation**  
No specific particular requirement

**9.2 Internal audit**

**9.2.1** No specific particular requirement

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

**9.3 Management review**

**9.3.1 General**

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

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

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

**10 Improvement**

**10.1 General**  
No specific particular requirement

**10.2 Nonconformity and corrective action**

**10.2.1** No specific particular requirement

**10.2.2** No specific particular requirement

**10.3 Continual improvement**  
No specific particular requirement

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

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

### **1.0 General requirements**

- 1.1 Definition of the product (or service) to be provided.
- 1.2 The structure of the organization describing the line of command and stating the names of the organization's Manager responsible for the contracted work.
- 1.3 Identification of the relevant parts of the organization's 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
- 1.13 Frequency of internal audits (see 9.2)
- 1.14 Processes for receipt and examination of compliance certificates/information for purchased products.
- 1.15 Design verification level and processes.
- 1.16 Product identification and traceability.

### **2.0 Contract specific information**

- 2.1.1 The Customer / Client'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 any NHSS 6 nominated personnel. Contact details for these staff.
- 2.2 Details of the contract specific equipment to be used and any certification required to be issued to the Customer / Client.

- 2.3 Name and contact details of Customer / Client contact(s).
- 2.4 Details of the communications required between the organizations staff and the Customer /Client or any other party.
- 2.5 Work programme and details of deliverables.
- 2.6 Liaison with the Police and the Highway Authority or other competent authority.
- 2.7 Materials storage details and location
- 2.8 Method statements for delivery of Minor Structures
- 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 customer / 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 relevant or is not provided, this fact shall be noted in the quality plan against the appropriate section.
- 2. The organization should also be aware that there may be further general requirements for quality plans within a contract, for instance Appendix 1/24 of the Manual of Contract Documents for Highway Works, which may also need to be addressed.
- 3. See ISO 10005 (Quality management systems – Guidelines for quality plans) for further information

## Appendix B: Reference and Associated Documents (Bibliography)

NOTE:- The listing is not comprehensive; other documents may be required to fulfil the requirements of the contract. Organizations shall ensure that they have a working knowledge of and access to all the relevant documents including amendments 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. ([www.standardsforhighways.co.uk/ha/standards/mchw/index.htm](http://www.standardsforhighways.co.uk/ha/standards/mchw/index.htm))
2. Manual of Contract Documents for Highway Works – Volume 2 Notes for Guidance on the Specification for Highway Works (NGSHW), and amendments. ([www.standardsforhighways.co.uk/ha/standards/mchw/index.htm](http://www.standardsforhighways.co.uk/ha/standards/mchw/index.htm))
3. ISO 9000:2015 – Quality Management Systems – Fundamentals and Vocabulary
4. ISO 9001:2015 - Quality Management Systems – Requirements
5. ISO 9004 – Quality Management Systems – Managing for the sustained success of an organization. A quality management approach.
6. BS EN 40 Requirements for Lighting Columns
7. PD6547 – Guidance on the use of BS EN 40-3-1 and BS EN 40-3-3
8. BS EN 12899 Fixed vertical road traffic signs
9. ILP Technical Report No. 7
10. Construction Products Regulation

### 2. Associated Documents - Bibliography

- 1 GG102 - Quality Management Systems for Highway Design (Design Manual for Roads and Bridges <https://www.standardsforhighways.co.uk/dmrb/search/745cf41e-48c1-4096-972a-5a65cc48981c>)
- 2 GG104 - Standard for safety risk assessment on the strategic road (Design Manual for Roads and Bridges <https://nationalhighways.co.uk/suppliers/health-safety-and-wellbeing/home-safe-and-well/requirements-for-safety-risk-assessment/>)

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: National Highways may issue Interim Advice Notes (IANs) as a prelude to inclusion in the MCHW (Vol 1 and 2), the DMRB and/or Chapter 8. Organizations must have auditable processes in place to identify when these documents are issued and their implementation date(s). An index of Interim Advice Notes (IANS) is available on the internet ([www.dft.gov.uk/ha/standards/ians/index.htm](http://www.dft.gov.uk/ha/standards/ians/index.htm)).

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

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

This appendix is concerned with training to provide under-pinning knowledge, together with the assessment of competence, which is, amongst other things, the application of that knowledge..

The Organization shall have a system in place to identify training needs and provision these through a training plan. Training records shall be maintained for employees and shall be made available for inspection when required. Training personnel employed shall be appropriately experienced and qualified. Training shall be carried out in accordance with the organization's requirements and where specified this SSD

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

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:

Activity / Work Aspect	Required Training and Competency Assessment
<b>Welding personnel</b>	<p>Personnel carrying out fusion welding shall have achieved a level of competence appropriate to the type of joint involved, which shall be measured by the approval testing procedure set out in BS EN ISO 9606-1:2017 for steel or BS EN ISO 9606-2:2004 for aluminium.</p> <p>Such personnel shall be subject to re-approval every 4 years. Approval shall be carried out by an independent Registered Welding Engineer or Welding Inspector certified by the Certification Scheme for Weldment Inspection Personnel (CSWIP).</p> <p>(This requirement does not apply to the manufacture of products that are within the scope of the Construction Products Regulation.)</p>
<b>Personnel carrying out Corrosion Protection by surface protection</b>	<p>Where an automated process does not exist, personnel involved in corrosion protection involving industrial coatings, including associated processes such as storage, mixing and application of corrosion protection products, preparation of surfaces, access, protection of the works (and environment) and inspection at all stages of the work, shall be appropriately trained and their competence assessed. Reference shall be made to the training requirements of NHSS 19A as applicable to NHSS 6 (see also Appendix L)</p>
<b>Inspectors</b>	<p>The Organization shall ensure that adequate and appropriate training is given to inspection personnel.</p>

## 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 ECS Highway Electrical version Health & Safety touch screen test and be registered to the Highway Electrical Registration Scheme (HERS) and NHSS 8.

### **3. Fraudulent certificates/cards**

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

#### **Suggested Action by the Organization**

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

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

If the certificate/card appears to be fraudulent:

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

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

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

## **Appendix D: Example Register of Personnel Attainments (Not Used)**

## **Appendix E: Guidance for the Control of Monitoring and Measuring Equipment (Not Used)**



## Appendix F: Certification Bodies Accredited for this Scheme

Reference should be made to NHSS 0. However information on certification bodies accredited against this scheme can be found currently on the UKAS website [www.ukas.com](http://www.ukas.com). The search facility is not guaranteed to return accurate results and details may be found at <https://www.ukas.com/find-an-organisation/browse-by-category/?cat=2620>

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 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.
- 1.3. Certification bodies shall ensure they are all represented by at least one nominated individual lead certification body (or deputy) who will represent all certification bodies at meetings of this Sector Scheme Advisory Committee. This does not preclude other certification bodies from attending, as appropriate.
- 1.4. Certification bodies shall be represented at the National Highway Sector Scheme Liaison Committee.

## 2. Certification Body Accreditation

2.1. To ensure consistency and to demonstrate independent capability certification bodies are required to be accredited against the requirements of ISO 17021 by the United Kingdom Accreditation Service (UKAS) or by an equivalent International Accreditation Forum (IAF) member for assessment and registration of ISO 9001:2015 quality management systems in accordance with the particular requirements of this NHSS or other equivalent international management scheme.

## 3. Assessor and Assessment Team Competence.

3.1 The Certification Body must be able to demonstrate to the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory that it possesses and can maintain the necessary assessor experience and technical understanding of the manufacture and verification of minor structures 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 minor structures industry, including an awareness of the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product and services. Typically this would include knowledge of the product and processes. (Conveyance of this knowledge to auditing teams will be determined by the certification body and will be audited by the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory).
- iii) maintenance of demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works and design standards requirements for minor structures
- iv) ability to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the manufacture of minor structures as appropriate.

3.2. The Certification Body must also ensure that assessors have sufficient knowledge of health & safety requirements related to this SSD

3.3. Guidance to Certification Bodies on assessor competence related to this Sector Scheme is given in the Certification Body guidance document – National Highway Sector Scheme

3.4 The Certification Body is responsible for ensuring that the assessment teams possess demonstrable expertise in the assessment areas detailed above as they relate to the scope of client activities under assessment.

3.5 Minimum assessor qualifications and competence for assessment of this NHSS, which may reside in a single individual, or in an assessment team are as follows:

- i) International Register of Certificated Auditors (IRCA) Registered ISO 9001:2015 Lead Auditor qualification or Certification Body equivalent and demonstrable expertise in leading assessment teams.
- ii) ISO 9001:2015 assessment experience
- iii) knowledge, understanding and application of this SSD.
- iv) knowledge of the manufacture and supply in the minor structures industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. Typically this would include knowledge of the product and processes (Conveyance of this knowledge to auditing teams will be determined by the Certification Body and will be audited by UKAS).
- v) demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works and design standards requirements for minor structures.
- vi) ability to demonstrate that they have ongoing suitable health and safety training which includes appreciation of the risks involved in the manufacture of minor structures

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

4.1. Certification Bodies shall ensure that an adequate proportion of the initial and continuing assessment duration is devoted to assessing operational activities at locations where the manufacture and verification of minor structures covered by the scope of this Sector Scheme are being undertaken from.

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

#### **5. Format and Content of Registration Certificates.**

5.1. Certificates of registration issued by Certification Bodies, which include within the scope of registration reference to compliance with this Sector Scheme, shall be in a format and contain the content detailed in Appendix K of this SSD.

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 published in NHSS 0

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

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

6.2. Certification Bodies shall provide to the National Highway Sector Schemes Schedule of Suppliers administrator at Lantra Awards details of registered Organizations whose scope of registration against this Sector Scheme has ceased to be applicable within 10 working days of that situation occurring.

6.3. Certification Bodies shall audit the Organization to ensure that the Organization has recorded their NHSS registration on the Lantra Schedule of Suppliers web-based register (See 4.4 of this NHSS). This check shall include verification of the certificate of registration currency.

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

7.1. Each Lead Certification Body shall report to the Chairperson of the SSAC including as appropriate:

- a) observations and comments on the implementation and assessment findings related to the Sector Scheme including any omissions or deficiencies in its scope.
- b) recommendations for improving/clarifying the SSD
- c) feedback on deficiencies against contract documentation
- d) the number of Organizations whose scope of registration includes this Sector Scheme for comparison against the Schedule of Suppliers

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

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

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

# Appendix G1: Guidance to Certification Body Auditors and Other Auditors

## Section 1 - General Information

The information contained in this appendix has been collated by the NHSS committee to provide CB assessors with the background information that is considered appropriate for carrying out an assessment against ISO 9001:2015 and these NHSS documents. During the development of the Appendices it was realised that this information would also provide useful guidance for first and second party auditors of the system.

## **Section 2 - Requirements**

Note 1: This section of the guidance is divided in three parts namely 2A, 2B & 2C.

### **2A General background to NHSS 6**

- i) NHSS 6 was developed in response to the National Highways requirement for such a scheme in partnership with a number of industry and customer / client bodies
- ii) The scheme applies to minor structures as set out in the scope
- iii) Further advice and guidance can be obtained from the Secretary of NHSS 6
- iv) The scheme is deemed to comply with the quality management system requirements on all National Highways , the Scottish Government, the Welsh Government, DRD(NI) contracts and usually any contract which uses the National Highways Specification for Highway Works. It may also be used in other contracts.
- v) Definitions and terminology that are particular to the scheme are set out in Section 3 of this document which in turn references NHSS 0
- vi) Training and Competency requirements are set out in Appendix C
- vii) Key documentation applicable to the scheme includes:
  - ISO 9001:2015
  - NHSS 6
  - Other documents as deemed relevant by the organization, examples of which are given in Appendix B
- viii) Relationships with other NHSS's are set out in Appendix M

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

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

Section / Clause	Particular requirement Y/N	Comment / Requirement
<b>4. Context of the organization</b>		
4.1 Understanding the organization and its context	N	
4.2 Understanding the needs and expectations of interested parties	Y	
4.3 Determining the scope of the quality management system	Y	Check that the organization has reviewed the scope of the relative elements of the latest applicable issue of the NHSS that the organisation considers apt.
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 document includes this NHSS
5.1.2 Customer focus	Y	Ensure that the organization has determined all necessary applicable statutory and regulatory requirements for contract compliance. This may include supplementary services such as recycling, final disposal, equipment inspection, licensing requirements for driving (HGV) etc.
5.2 Policy		
5.2.1 Establishing the quality policy	Y	Ensure requirements are covered in quality plan, where this is required, and in policy documented information
5.2.2 Communicating the quality policy	N	Ensure that policy documented information is available as necessary and is being communicated and implemented and understood
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. Ensure that personnel with contract specific responsibilities and authorities have been identified and are recorded.
<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)	N	
6.3 Planning of changes	N	

Section / Clause	Particular requirement Y/N	Comment / Requirement
<b>7. Support</b>		
7.1 Resources		
7.1.1 General	N	
7.1.2 People	N	
7.1.3 Infrastructure	Y	Review facilities and processes to confirm they are suitable for the scope of registration.
7.1.4 Environment for the operation of processes	N	
7.1.5 Monitoring and measuring resources		
7.1.5.1 General	N	
7.1.5.2 Measurement Traceability	Y	
7.1.6 Organizational knowledge	N	
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 Appendix C
7.3 Awareness	N	
7.4 Communication	Y	
7.5 Documented information		
7.5.1 General	Y	Check processes are in place to ensure that organization maintain up to date information on documented information. See Appendix B
7.5.2 Creating and updating	N	
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>		
7.4.1	Y	Check whether 7.4.1 has been used and if so, if evidence is in place
7.4.2	N	
7.4.3	N	
7.5		
7.5.1	N	
7.5.2	Y	
7.5.3	Y	Cover during procedure review and seek evidence that records are in place
7.5.4	Y	Seek evidence that process, and if used, records are in place
7.5.5	N	
7.6	Y	

Section / Clause	Particular requirement Y/N	Comment / Requirement
<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	N	
8.2.3 Review of the requirements for products and services. (8.2.3.1 & 8.2.3.2)	N	
8.2.4 Changes to requirements for products and services	N	
8.3 Design and development of products and services		
8.3.1 General	N	
8.3.2 Design and development planning	Y	Check competence of designer(s).
8.3.3 Design and development inputs	N	
8.3.4 design and development controls	N	
8.3.5 Design and development outputs	N	
8.3.6 Design and development changes	N	
8.4 Control of externally provided processes, products and services	Y	Check processes
8.4.1 General	Y	Check whether sub-contractors used and how these are controlled
8.4.2 Type and extent of control	N	
8.4.3 Information for external providers	N	
8.5 Production and service provision	N	
8.5.1 Control of production and service provision	Y	Check as part of in process audit
8.5.2 Identification and traceability	Y	Cover during procedure review and check that relevant documented information is in place



Section / Clause	Particular requirement Y/N	Comment / Requirement
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	
8.6 Release of products and service	N	
8.7 Control of nonconforming process outputs, products and services. (8.7.1 & 8.7.2)	N	
<b>9. Performance Evaluation</b>		
9.1 Monitoring, measurement, analysis and evaluation		
9.1.1 General	N	
9.1.2 Customer satisfaction	N	
9.1.3 Analysis and evaluation	N	
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	
<b>10. Improvement</b>		
10.1 General	N	
10.2 Nonconformity and corrective action (10.2.1 & 10.2.2)	N	
10.3 Continual improvement	N	

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

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

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

C1 – Safe Working Practices

- Correct Personal Protective Equipment Worn
- Equipment approved and suitable for use
- Personnel to be fully aware of their 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.
- Vehicles/loads are inspected and drivers are qualified
- Awareness of relevant H&S requirements as applicable to minor structures

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.

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 (e.g. visitors)

C5 Environment

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

C6 Inspection/ Testing/Workmanship

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

C7 Health and Safety

- Auditors should be aware of the Health and Safety at Work etc Act 1974 and associated Health and Safety Legislation as it applies to this sector scheme

C8 Equal Opportunities

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

## **Appendix H: Organization Acceptance and Guidelines for New Entrants**

### **1.0 Organization Acceptance**

- 1.1 For work carried out on roads managed by National Highways, and their equivalent Overseeing Organisations in Wales, Scotland, and Northern Ireland, only those organizations holding a valid Certificate of Registration for work within the scope of this SSD will be accepted as complying with Clause 104 and Appendix A of the Specification for Highway Works
- 1.2 For work carried out on roads managed by other highway authorities, acceptance of the organization will depend on the requirements of the contract.

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

- 2.1 Organizations must have the required experienced and qualified NHSS 6 personnel and management who meet the requirements of this Sector Scheme. Organizations will need to demonstrate that their equipment and systems meet the requirements of this Sector Scheme.
- 2.2 Organizations must have applied for registration with a certification body that is accredited by UKAS to audit against this Sector Scheme.
- 2.3 In addition to any requirement for the organization to notify the Secretary of the Sector Scheme, as detailed in paragraph 4.4 of section 4 of this SSD, the organization shall record their registration to this sector scheme on the Schedule of Suppliers website [www.scheduleofsuppliers.co.uk](http://www.scheduleofsuppliers.co.uk), [sosadmin@lantra.co.uk](mailto:sosadmin@lantra.co.uk) upon receipt of the certificate issued by their certification body to confirm their registration and thereafter keep their organization's information up to date.

### **3.0 Trade Associations**

3.1 Membership of a trade association or other similar body 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.

Highway Electrical Association (HEA and HEA-HEMSA)

Lighting Column Technical Forum (LCTF)

## Appendix J1: Feedback to Committee Chairperson

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

Committee Secretary  
Sector Scheme Advisory Committee for NHSS6  
c/o The Highway Electrical Association  
Highdown House  
Littlehampton Road  
Ferring  
West Sussex  
BN12 6PG

Email: [contact@thehea.org.uk](mailto:contact@thehea.org.uk)

**Issue Identified:**

**Suggested Action:**

Name:  
organization:  
Address:

Contact details:

Date:

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

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

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

(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 members' organisation . 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:

### **National Highways Roads/Contracts – Route for Feedback**

Feedback should be sent by email to [Standards\\_Enquiries@nationalhighways.co.uk](mailto:Standards_Enquiries@nationalhighways.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

Refer to NHSS0 Part 4

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

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

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

- The scope of registration including specific registration to ISO 9001:2015 and this NHSS including the scheme title e.g. National Highway Sector Scheme 6 – Sector Scheme for Minor Structures
- The identification of each and every location to which the CoR is applicable.
- The services/product offered by the Organization at each location identified on the CoR for NHSS 6 for Minor Structures and any applicable categories with associated typical sub-categories where applicable.
- Logos for the NHSS, UKAS (or equivalent) and the CB.
- The name and address(es) of the Organization
- The validity of the certificate (3 years for ISO 9001\*, one year for inspection)
- A unique reference number/code
- The signature of a relevant CB official with their name and title

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

Categories of manufacture should identify the main material and the products produced under this SSD e.g. Steel Columns, Aluminium Columns. Categories currently in NHSS 0 Part 4 are:

	<b>Activity</b>	<b>Primary Category (select)</b>	<b>Secondary Category (select)</b>
The	manufacture of Minor Structures	Steel	Lighting columns
		Aluminium	Cantilever masts for traffic signals and / or safety cameras
		Concrete	CCTV masts
			Fixed vertical road traffic sign / signal posts
			High mast lighting
			Antenna masts
			Generator Masts
			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 - state

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

## Appendix K1: Sample Skills Card (NOT USED)

## Appendix L: Guidance for Clients

### 1 General

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

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

### 2. Specific Guidance

2.1 Reference should be made to Appendix M before deciding whether to specify that Organisations should be registered to NHSS 6, as registration to other NHSSs may include relevant requirements for NHSS 6.

2.2 The NHSS for Minor Structures was originally conceived as a document for use by Clients to specify the minimum standards for quality, training and competence of organizations used by them to carry out the manufacture of minor structures.

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

- a) A competent workforce able to carry out the manufacture of minor structures.
- b) Requirements to evaluate risks and develop processes associated with the manufacture of minor structures and where required, the production of an associated comprehensive quality plan for each contract.

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

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

2.6 For the NHSS to achieve its objectives it is essential that Clients, either directly or via the agents and individuals they employ, ensure that the requirements of this document are complied with. This includes ensuring that manufacturers and providers employed directly or indirectly, are supplying products manufactured by an organization registered to this Sector Scheme.

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



## 2.8 Client Checklist

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

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

### 3. Road Death Investigation

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

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

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

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

### 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

## **Appendix M: Guidance for Organizations (Not Used)**

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

### **1. NHSS 8 – Overseeing and / or Installation and / or Maintenance of Highway Electrical Equipment and supporting Works**

Where work is required to be carried out on site, organizations and employees must meet the requirements of NHSS 8

### **2. NHSS 12D - Installing, maintaining and removing temporary traffic management on rural and urban roads**

There is no requirement for Organizations registered to NHSS 6 to also be registered to NHSS12D. Where works on site require temporary traffic management in accordance with NHSS 12D, this will be deemed to be satisfied through the appropriate parts of NHSS 8 where this applies

### **3. NHSS 19A - Corrosion protection of ferrous materials by industrial coatings**

There is no requirement for Organizations registered to NHSS 6 to also be registered to NHSS19A.

In order to ensure consistent standards in the delivery and content of training and the assessment of competence, training required by NHSS 19A, specifically for the non-automatic relevant elements of the manufacture of minor structures, related to the particular scope of works of the Organization, is available through the Highway Electrical Skills Academy in partnership with Training Organisation(s) approved to deliver this training.

Where employees are trained only to the requirements of NHSS 6, this does not entitle them to be registered to the ICATS or equivalent or to NHSS 19A. Where the scope of the corrosion protection works being undertaken by the employee extends beyond that covered by the specific training in NHSS 6, full accreditation to ICATS, following successful completion of training under NHSS 19A, must be obtained.

## Appendix O - Schedule of Suppliers

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

1. Go to the Lantra Awards Schedule of Suppliers website:  
[www.lantra-awards.co.uk/schedule-of-suppliers.aspx](http://www.lantra-awards.co.uk/schedule-of-suppliers.aspx) or [www.scheduleofsuppliers.co.uk/](http://www.scheduleofsuppliers.co.uk/)
2. Select "Get on the Schedule of Suppliers" or "Register now"
3. Enter the details required, including selecting the Sector Schemes that your organization operates, the Highways Agency Areas you cover, your certification body and the scopes of the schemes you are registered to for as per your certification body registration certificate
4. Upload a PDF copy of your 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) or [www.scheduleofsuppliers.co.uk/](http://www.scheduleofsuppliers.co.uk/)

## Appendix P: Other Guidance (Not Used)

**Appendix Z: Document Control (Previous Issues)**

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

Issue No. and Date	Amendments
Issue 1 [9001:2015] 21 July 2016	Full revision to align with ISO 9001:2015