



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

## **SCHEME 9**

### **Particular Requirements for the Application of ISO 9001:2015 for**

*The Design and/or Manufacture and/or Assembly and/or  
provision of (Part A); and/or the Installation of  
Permanent Road Traffic Signs (excluding electrical  
elements) (Part B);  
and/or the re-design and/or re-assembly and/or  
provision of portable Road Traffic Signs for temporary  
use (Part C)*

Published by the Sector Scheme Advisory Committee for NHSS 9  
Endorsed for publication by the Chair of the SSAC

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#### **Publishing information**

This document is published by Lantra on behalf of the National Highway Sector Scheme Committee for 9.

This document supersedes NHSS 9A Issue 2 which is withdrawn.

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# DOCUMENT CONTROL

## Issue Statement

<b>Current Issue</b>	<b>Amendments</b>
Issue 3  13/7/21	Supersedes Issue 2 in its entirety

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 and implementation**

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

### **a) Member Organisations**

ARTSM – Association of Road Traffic Safety & Management  
BM Trada  
BSI – British Standards Institution  
HE – Highways England  
HEA – Highway Electrical Association  
Lloyds Register Quality Assurance Ltd  
GQA  
REMA – Retroreflective Equipment Manufacturers Association  
SGS United Kingdom Ltd  
TMCA – Traffic Management Contractors Association

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

ADEPT – Association of Directors of Environment, Economy, Planning &  
Transport  
Department for Infrastructure (NI)  
DfT – Department for Transport  
HSE  
IHE  
LANTRA  
Streetworks (UK)  
Transport Scotland  
Transport for London  
UKAS  
Welsh Government

## **Exclusion of Liability**

The Sector Scheme Advisory Committee for this SSD NHSS9

- 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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## 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 National Accreditation Body (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.

With the implementation of the Construction Products Regulations, UK Approved Bodies replace certifying bodies in respect of factory production control activities required in accordance with the relevant harmonised standards, in particular BS EN 12899.

Where the Construction Products Regulations (CPR) apply the arrangements for UKCA Marking describe those that apply in England, Scotland and Wales and separate arrangements apply in Northern Ireland (See [www.gov.uk/construction-products-regulation-from-1-january-2021](http://www.gov.uk/construction-products-regulation-from-1-january-2021) )

Specifiers, consultants, engineers etc. that require confirmation of compliance with their 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 Appendices K and L).

## Implementation

### Issue 3 [9001:2015]

Preface to National Highways Sector Scheme 9 – July 2021

Following the introduction of CE Marking for product compliance in 2011, the NHSS9A scheme became non mandatory on the basis that the requirements for competency are met under the FPC and CE marking auditing processes and no further requirements for product conformity could be required.

The Scheme remained within the Appendix A of SHW but was identified as non mandatory. The compliances appearing in Appendix C of the Scheme were removed following the NVQ being unavailable to many and the overarching requirements under CE marking being sufficient.

The NHSS9 committee have therefore agreed that this element should be withdrawn and that no further audits should take place in relation to the element 9A.

The NHSS9 committee further agreed that the 9B scheme which has been under development for some considerable time should be brought into force and this version of the NHSS9 introduces this element. It has taken the requirements called up under NHSS8 (which are within the existing apprenticeship scheme under NHSS8) as a stand alone component allowing those installing non electrical equipment to be certified as competent.

In addition, the requirements for health and safety covered by NHSS12 for traffic management did not include requirements for awareness of traffic signs production and many traffic management companies adapt pre-used temporary signs to allow them to be used more than once. The requirements under Chapter 8 Traffic Signs Manuals make it clear that temporary signs should be identified as being fit for purpose but there is no training or understanding of requirements currently offered.

As NHSS9 relates to sign making it was agreed that the correct route was to provide for this within this scheme under NHSS9C, but call up training drawing from NHSS12 within traffic management and other training provided through the Institute of Highways Engineers, for example from the CAD providers.

The Sector 9 scheme is intended to be used either as separate elements or complete. For the purposes of audit, where a customer requires to be registered for more than one element, then this should be on the basis of a single audit for all elements required. Should a customer require the addition of an element at a later date then this should be included within the next audit wherever possible.

This issue of the SSD is to be implemented immediately from the date of publication on the Lantra Schedule of Suppliers website for assessments unless specified otherwise below in respect of the elements of NHSS9A and six months in respect of elements for Parts B and C. 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 Organisation should implement the changes in time for their next assessment visit by the Certification Body.

Note 2: The Certification Body should assess the Organisation against the latest edition of the existing scheme at the next fixed audit date.

Note 3: The NHSS document is date specific; however the Organisation shall have procedures in place to ensure that the latest version is always available. Organisations should be aware that utilization of internet search engines may result in out of date references being identified/called up.

Note 4: Part A of this scheme is not mandatory under the Specification for Highways Works (SHW) and has not been so since the introduction of CE Marking. For this reason, this element of the Scheme will be removed **no later than** June 2022 in order to allow sufficient time for contractors to remove the requirements from tenders.

Note 5: It is intended that the scheme parts B and C 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 of parts B and C is intended to allow new applicants and certification/inspection bodies sufficient time to comply with the particular requirement given in this document.

## Introduction

1 This Sector Scheme Document (SSD) sets out to identify particular specific requirements of ISO 9001:2015 for Organisations and certification bodies engaged in the sector that are involved in the design and/or manufacture and/or assembly and/or provision and/or installation of permanent road traffic signs (excluding electrical elements) and/or the assembly/re-assembly and/or provision of portable road traffic signs for temporary use, 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 (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 comes to a consensus on the minimum levels of workmanship, services, products, testing, and the training and competency of personnel, as appropriate, required to meet specification requirements as well as identified requirements in respect of environmental and health & safety and other aspects. The details are contained in the individual Sector Scheme Documents (SSDs). Following the publication of a revised ISO 9001, the committees will review their documents to ensure alignment with the revised ISO 9001 to ensure that the SSD does not conflict with the international standard

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 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 Organisation
- 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. In respect of 9B installation of permanent traffic signs, where traffic management is required companies should either employ a relevant National Highways Sector Scheme registered company or, where applicable, have skilled registered traffic management personnel qualified to meet the requirements of NHSS 12 committee, relevant to contract requirements and risk assessments. For work carried out on high speed dual carriageways and motorways the organisation installing temporary traffic management measures should always be registered to NHSS12



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. Organisations 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 Organisations 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 Organisations register their details on this website and keep them up to date; Certification Bodies will check that the Organisation 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 Chair

Sector Scheme Advisory Committee for NHSS9  
*c/o General Secretary, ARTSM*  
*general.secretary@artsm.org.uk*

# 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 Organisations undertaking

### Part A

Permanent Road Traffic Signs

- the design and/or
- manufacture and/or
- assembly and/or
- provision of:
  - permanent road traffic signs which require conformity assessment marking by regulated UK Approved Bodies or EU Notified Bodies; and/or

conforming to the requirements of:

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

### Part B

Installation

The installation of permanent road traffic signs and associated street furniture excluding electrical connections including the following:

- Traffic sign plates
- steel posts – straight and large base
- passive sign supports
- bollards
- light units
- marker posts
- verge posts
- vehicle actuated signs
- speed indicator devices

Road traffic signs within this scheme shall include vehicle Activated Signs and prism signs but exclude flexible roll-up signs or other variable message signs .

### Part C

Temporary Road Traffic Signs

- the re-manufacture and/or adaptation and/or
- supply of; and/or
- (c) the re-design and re-fit process of sign faces of

Portable Traffic Signs for temporary situations including the following:

- fixed plate freestanding temporary traffic signs
- free standing sign frames
- fixed plate temporary road signs mounted on existing roadside infrastructure
- specification and design of sign-faces

conforming to the requirements of:

- BS 8442 (latest edition)
- Traffic Signs Regulations and General Directions (as amended) (including Part 2 Section 9(4) labelling)
- Traffic Signs Manual Guidance
- The relevant working drawings for traffic signs used in England, Scotland, Wales and Northern Ireland
- TMCA TTM Advice Note 4 Guidance on BS8442:2015 Ballasting of Temporary Road Signs

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 Organisation or that part of the Organisation complying with this SSD (see Appendix K)

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

The SSD shall be referenced on the Certificate of Registration issued by the Certification Body and such Certificates shall indicate clearly the element(s) of the Scheme which are covered.

## 2. NORMATIVE REFERENCES

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 Organisation -- Guidance to achieve sustained success
- NHSS 0 – Governance of National Highway Sector Schemes
- NHSS 0 – Templates for National Highway Sector Scheme Documents (with guidance)
- BS 8442 Miscellaneous road traffic signs and devices – Requirements and test methods
- BS EN 12899 – Fixed, vertical road traffic signs
- GG 102 – Highways England Quality Management Systems for Highway Works

### 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 template apply (some terms from the NGSS 0 and ISO 9000:2015 are reproduced below; the full list in ISO 9000:2015 should be referred to) with additions listed in the table below:

Term	Definition
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)
Components	All elements which are necessary to complete the product
Construction Skills Register	Equivalent CSCS card issue in Northern Ireland
Customer	The body engaging the organization for the purpose of the work described in this SSD. (Required due to CDM Regulations – see also “Client”)
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.
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.
Minor change in sign face	Limited to changes in text or legend or layout on a sign face
Major change to sign face	Up to and including changing purpose of sign by change of legend and type
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>• 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>
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)
NHSS 12 Installation	The installation, maintenance, and removal of Temporary Traffic Management measures on dual carriageways, motorways and rural and urban roads including moving and mobile works.
Organization’s Manager	The person named as having managerial responsibility for the Sector Scheme activity.
Permanent Road Traffic Sign (Part 9A)	A fixed vertical 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 and/or a Vehicle Actuated Variable

	Message Sign intended to be fixed to a structure or support for more than six months complying with BS EN 12966:2014+A1:2018; including the UK National Annexes thereof
Re-design and Re-fit (Part C)	The re-design and/or re-manufacturing processes undertaken after prior use of temporary signs to change purpose of the sign for future use either by minor or major change
Road Traffic signs for use in temporary situations (Part C)	Portable traffic signs for use at roadworks, streetworks events and other temporary situations on the UK Network as identified within the scope of and compliant with BS 8442
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.
“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).
Sign	A traffic sign or school crossing patrol sign ( <i>TSRGD definition</i> )
Sign Face	Any element of the sign that provides the information to oncoming road users including the reflective and non-reflective surface
Sign Substrate	The rigid material that provides the flat surface supporting the sign face
Sign Supporting Structure	Any other element of the sign structure that supports the sign substrate and sign face excluding foundations
Principal Contractor	As defined by the CDM Regulations
Contractor	As defined by the CDM Regulations
Contracting Specialist	An Individual or a GG102 (previously GD02) (or equivalent) registered Consultancy or contracting organization registered to the relevant NHSS, providing specialist supervision and/or consultancy services.
Temporary Situations	Any roadworks, streetworks, events and other temporary situations requiring temporary portable traffic signage on UK networks
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 the additions listed in the table below

Abbreviation	Description
ARTSM	Association for Road Traffic Safety And Management
TMCA	Traffic Management Contractors Association
REMA	Retroreflective Equipment Manufacturers Association
HEA	Highways Electrical Association
TSRGD	Traffic Signs Regulations and General Directions
TSM	Traffic Signs Manuals

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

# **SECTIONS 4 TO 10: Quality Management System Requirements**

## **Particular Requirements ISO 9001:2015**

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

Clause/Paragraph numbers in this section reference appropriate paragraphs of ISO 9001:2015. The requirements of ISO 9001:2015 are deemed to apply unless specific additions are required. Where 'No specific particular 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.

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.

## **4**

### **Context of the Organisation**

#### **4.1**

##### **Understanding the Organisation and its context**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

#### **4.2**

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

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

#### **4.3**

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

The organisation's scope of services and products, as detailed in Appendix K and agreed with the Certification Body, will be included in the Certificate of Registration issued by the Certification Body.

#### **4.4**

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

###### **4.4.1**

The Organisation shall operate a quality management system to ISO 9001:2015 and this SSD

The scheme mandates minimum training for, and assessment of competence required for all elements identified as being applied for. It is the employer's responsibility to ensure the competency of their employees and that their skills and knowledge are maintained.

It is intended that highway authorities that use the Specification for Highway Works (SHW) as the basic document for procuring highways work will require compliance with ISO 9001:2015 and this Sector Scheme Document. It is recommended that other Highway Authorities should adopt the scheme as a standard requirement.

Note 1: National Highway Sector Schemes are mandatory for Highways England (but see Note 2 below) contracts and existing suppliers should demonstrate compliance with the requirements of ISO 9001:2015 and this sector scheme document as part of their continuous improvement within their ISO 9001:2015 registration.

**Note 2: In respect of element 9A of this scheme – the design and/or manufacture and/or assembly and/or provision of permanent road traffic signs - this is not mandatory under Highways England contracts and the scheme will be removed no later than June 2022.**

**Note 3: Note 2 does not remove the requirement of Conformity Assessment Marking**

#### **Recommendations for Specifiers, Consultants, and Client’s Representatives**

Where confirmation of compliance in respect of the supply of products/materials/services is required, the current status of the certificate of registration, its issuer and validity should be verified including specific reference to this Sector Scheme Document.

##### **4.4.2**

The Organisation shall have a process in place to input and maintain 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) immediately following confirmation of their certification to the sector scheme from the certification body. (See Appendix O for information).

The Organisation and/or the Certified Body shall notify Lantra’s NHSS Schedule of Suppliers if Certification is suspended or withdrawn. (email - [scheduleofsuppliers@lantra.co.uk](mailto:scheduleofsuppliers@lantra.co.uk))

The Organisation and/or the Certified Body shall notify the Scheme Administrator following confirmation of certification and/or suspension or withdrawal (email – [General.secretary@artsm.org.uk](mailto:General.secretary@artsm.org.uk))



## **5 Leadership**

### **5.1 Leadership and commitment**

#### **5.1.1 General**

Top management shall demonstrate commitment to this NHSS

#### **5.1.2 Customer focus**

- (i) In respect of Parts A and B and C processes for identifying customer requirements outside those identified under TSRGD and Chapter 7 TSM shall be recorded including notifications provided of any non-prescribed elements so required.
- (ii) In respect of Parts B & C (see table in Scope Section 1 above): Processes for determining customer requirements shall consider the interaction with other works, the interests of the clients and the product and service end users, eg the general public and traveling public and other interested parties, and shall be mindful of the client's interaction with the end users. This will include processes to minimise disruption and inconveniences.
- (iii) Safe working methods shall be documented and any deviation from these methods shall be notified to the client/customer/interested parties as required.
- (iv) A copy of all relevant working methods and risk assessments for undertaking the installation works shall be available on site.

### **5.2 Policy**

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

The Organisation's quality policy statement shall include a statement of commitment to this National Highway Sector Scheme.

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

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

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

5.3.1 No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

5.3.2 The Organisation shall define who is responsible for the roles defined by this sector scheme document in respect of Part C of this scheme relating to the design/re-design and/or manufacture and/or assembly/re-assembly and/or provision of portable Road Traffic Signs for temporary use

## **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; the requirements are as stated in ISO 9001:2015 without further qualification

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

**6.2.1** The quality objectives shall include a commitment to meet customer and client requirements with respect to activities within the scope of this SSD (see 8.2.1 below) Part C of this scheme only,

**6.2.2** No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

### **6.3 Planning of changes**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

## **7 Support**

### **7.1 Resources**

#### **7.1.1 General**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

#### **7.1.2 People**

In addition to the requirements identified within the applicant's QMS for 9001:2015, the requirements identified in Appendix C herein shall apply

#### **7.1.3 Infrastructure**

7.1.3.1 For all parts of this scheme - where the applicant has not provided details for storage within its QMS for 9001:2015 then evidence must be provided that there exists sufficient equipment to store sign faces safely and securely at the manufacturing location that eliminates damage to sign face surface.

7.1.3.2 For Part C of this scheme The organisation shall determine provide and maintain sufficient supporting services/resources necessary to deliver traffic signs re-design/re-fit processes to include:

- Plotters, printers, cutters and roller beds
- Equipment to evenly apply reflective sheet material accurately to sign substrate without stretching or leaving defects such as air bubbles
- Comply with HSE requirements for manufacturing environments
- Sufficient equipment to store sign faces safely and securely at any location following prior use and before implementing manufacturing processes for sign changes for next use, that eliminates damage to all or any sign surfaces
- Take receipt from the provider of the signs requiring re-design/re-fit of assessment and condition classification under the requirements of Chapter 8 Traffic Signs Manual Appendix 4.3 Assessment of condition of Traffic Signs

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

7.1.4.1 No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

7.1.4.2 In respect of Part C organisations shall provide evidence of Risk Assessments for operations being undertaken in accordance with HSE requirements for manufacturing if this has not been undertaken in prior ISO 9001:2015 audit

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

##### **7.1.5.1 General**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification save for requirements under Appendix C for Part C and supervision.

##### **7.1.5.2 Measurement traceability**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

#### **7.1.6 Organisational knowledge**

Reference and legislation listed in Appendix B are the main documents to this Sector Scheme. It is the responsibility of the organisation to ensure that they are using the latest issue.

## **7.2 Competence**

For Part A of this Scheme no specific particular requirement; the requirements are as stated in

ISO 9001:2015 without further qualification.

For Parts B and C 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 Organisation to determine and implement safe systems of work.

### **7.2.1 Requirements**

Training for competence

- (i) This shall be done in accordance with appendix C
- (ii) Create and maintain a record of training, practical experience, CPD and assessment of competence for each relevant employee and worker.

### **7.3 Awareness**

no specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

### **7.4 Communication**

The organisation shall ensure that personnel have access to QMS documentation, and that the standard operating processes appropriate to their responsibilities are communicated to all relevant employees

### **7.5 Documented information**

#### **7.5.1 General**

Documented information determined by the organization as being necessary for the effectiveness of the quality management system for the implementation of this Sector Scheme

#### **7.5.2 Creating and updating**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

#### **7.5.3 Control of documented information**

7.5.3.1 No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

7.5.3.2 The Organisation shall have in place processes to ensure that the latest versions of relevant Standards and Documents are available (See Section 2 Normative References and Appendix B)

Note : Where the documents identified in the list below have been audited under the current ISO 9001:2015 certification then there is no specific further requirement under this scheme

Contract specific documents including:

- Contract documentation and Client Order
- Pre-Construction Information - Client drawings, service drawings, risk assessment records.
- Instructions to relevant site staff

- Completion Report
- Operatives training records

## **8 Operation**

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

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

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

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.

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.

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

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

#### **8.2.1 Customer communication**

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:

- (a) as-built records for maintenance/health and safety requirements and asset management.
- (b) their own monitoring of the effectiveness/performance of the product.
- (c) To enable products to be checked for compliance with the Construction Products Regulations
- (d) To enable sign faces to be identified as compliant to TSRGD

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

The applicability of clauses within this NHSSD to the Design and/or manufacture and/or assembly and/or provision of permanent road traffic signs, taking into account the Construction Products Regulations are set out below (see Also Appendix G1)

Item	Applicable Clauses within NHSS9 Sections 4 – 10
Design and/or manufacture and/or assembly of permanent road traffic signs manufactured to	Clause 8.3 where not already provided to the auditor under the auspices of ISO 9001:2015,

BS EN 12899 and/or to EN 1090 and Conformity Assessment marked to show compliance with the required declaration of performance in accordance with all the requirements of Annex ZA of the relevant standard	the applicant must show evidence of compliance to BS EN 12899 and in particular maintain a register of client requirements for products outside the scope of TSRGD together with evidence of notification given to the client of this non compliance
Design and/or manufacture and/or assembly of permanent road traffic signs manufactured to BS EN 12899 and/or to EN 1090 and Conformity Assessment marked to show compliance with the required declaration of performance in accordance with all the requirements of Annex ZA of the relevant standard	NB It is intended to remove this element of NHSS 9 after a period of no later than one year (June 2022). Contractors should note this element of the scheme will no longer be required as all requirements required in the UK are covered under the Conformity Assessment Marking in Annex ZA of BSEN12899:1
This statement does not apply to the re-design or re-assembly and/or provision of temporary road signs	Clause 8.3 Where such products are manufactured under the requirements of BS EN 12899 and are supported by Conformity Assessment marking then certified bodies shall include such manufacture under Part A above (permanent traffic signs); where such products are re-manufactured under the requirements of 8442 and do not have Conformity Assessment marking then Part C applies throughout

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

**8.2.3.1** No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

**8.2.3.2** No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

### 8.2.4 Changes to requirement for products and services

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

## 8.3 Design and development of products and services

Where the applicant is seeking Certification to the Part C re-design and/or re-manufacture and/or provision elements of this Scheme then the following sub clauses shall apply

### 8.3.1 General

Where the applicant seeks **Certification to Part C** of this scheme - Re-Design/re-manufacture - then the preparation of manufacturing working drawings for a specific sign face shall constitute a limited form of design.

When preparing working drawings to the customer's initial design(s) the customer's designer should advise to and agree the suitability with the Compliance Manager of the organisation the following minimum information (specifying):

- Their chosen X height(s)
- Legend / Logo / Symbol / Arrow arrangement layout
- Colour
- Reflectivity performance required

- Planned lifespan.
- Mounting arrangement

The Compliance Manager shall prepare or oversee the preparation of the manufacturing specification information to the customer's design.

Where the customer requires the organisation or location to provide the following service provision (design).

- Creation of layout / colour
- Selection of x height of a sign for a given location.
- Advice on reducing x height and sign size
- Options for arrangement of layout.
- Selection of sign diagram as a basis for the sign design

The organisation must meet the requirements of TSRGD as a design organisation when providing specialist design support to the client/customer and/or their designer and comply with the requirements of BS 8442 as required in the Safety at Street works and Road works Code of Practice.

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

For Part A and B of this scheme no specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

For Part C of this scheme the design process must incorporate the requirements of the TSRGD, Traffic Signs Manuals 1 to 7 and 8 plus the defined arrangements or samples of sign diagrams provided by the Traffic Signs Working drawings issued by The Department for Transport.

All signs that have re-design/re-manufacture processes applied under Part C shall be referenced to the relevant traffic sign diagram or working drawing layout guide used.

Where a sign face under Part C is unable to be referenced to a traffic sign diagram or working drawing layout guide does not meet the regulations for a traffic sign the works documentation and any working drawing shall be marked as Non-Prescribed and the customer advised of the status of the sign face. Documented information shall be retained of the communication to the client.

**NOTE: It is a criminal offence not to comply with the requirements of the Safety at Street Works and Road Works Code of Practice which includes compliance to BS 8442.**

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

For Part A and B of this scheme no specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

For Part C of this scheme the design/re-design process must incorporate the requirements of TSRGD, Traffic Signs Manuals plus the defined arrangements or samples of sign diagrams provided by the Traffic Signs Working drawings issued by the Department of Transport

All signs shall be referenced to the relevant traffic sign diagram or working drawing layout guide.

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

For Part C of this scheme - Structural Design:

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



- engineering
- (ii) Verification of design by testing  
The test shall use forces calculated in accordance with the relevant European Standards, the UK national rules (see the CPR) and any contract requirements
- (iii) Verification of design by calculation  
The design shall use forces calculated in accordance with the relevant European harmonised standards, the UK national rules, UK Standards and any contract requirements
- (iv) Sign face design

The design of the sign face shall be verified by a competent person, the compliance manager under NHSS 9C or traffic management technician or engineer registered to (competent by reference to GG102) NHSS12.

### **8.3.5 Design and development outputs**

For all parts of this scheme - in order to demonstrate compliance with the contract specification, where the client has requested a design which is not compliant with TRSGD then records shall identify that the client has been advised in addition to the outputs then required by the client following such notification, irrespective of whether the customer expressly requests it or not.

### **8.3.6 Design and development changes**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

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

Where a customer requests a traffic sign that is non prescribed or bespoke not covered by the Diagrams, Regulations or working drawings, the working drawing shall be agreed by the customer and the working drawing marked as such.

### **8.4.1 General**

Delivery documentation shall be inspected by a competent person to verify that the delivery satisfies the purchase requirements.

For highway use, permanent traffic signs and appropriate products shall be conformity assessment marked complying with the relevant harmonized European Standard as applicable to the national regulation or be proprietary.

For highway use, signs for temporary use shall be accompanied by or have available documentation recording their compliance with TRSGD and BS 8442 as first manufactured, and all tests shall be evidenced therein

For temporary signs, under Part C the sign shall be affixed on the rear with an identifier from the provider of the sign under Chapter 8 TSM Appendix 4.3 identifying the assessment condition classification of 'marginal' signs and the date of assessment. Sign faces shall be reassessed on delivery from a site to an organisations location. Those that are assessed as 'marginal' on return from use shall be marked with the identifier and those that are "unacceptable' shall be isolated. Unmarked signs shall be 'acceptable'.

Materials, products and services shall be selected in accordance with the contract (specification) documents including compliance with other relevant NHSS which can be found on the NHSS publications website. (See appendix A of the SHW).

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

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

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

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

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

No specific particular requirement;

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

The organisation shall identify and plan the supply process.

Works orders, risk assessment and NHSS 9 shall be signed by the relevant designated personnel and retained. They shall also be submitted to the client if requested.

Monitoring of quality of the installed works under Part B 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. Examples of conditions, which shall be controlled include:

- (a) An agreed procedure for carrying out emergency repairs including health and safety requirements
- (b) When the organisation is the principal contractor, location and identification of underground and over-ground services and structures including installed systems together with the names, addresses and contact numbers of persons responsible for them
- (c) When the organisation is a contractor, the taking of all reasonable steps to ensure this information is available from the principal contractor and is suitable to the extent that the organisation is satisfied it is safe to carry out the sub contract work.

##### **8.5.2**

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

For Parts A and B of this scheme no specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

Under Part C where a sign face has been changed from its original manufacture the organisation shall implement a management system to enable to traceability of the product so as to link it to the customer order which shall include

- Sign face material used for change
- Date of change
- Organisation completing the manufacturing processes for change]
- Request and reference used in change process

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

For Parts A and B of this scheme no specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

For part C of this scheme the QMS shall include a procedure where materials are supplied by the customer, its agent or the client, to ensure the property or material is safeguarded from damage, deterioration or misuse

#### **8.5.4 Preservation**

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

For Part C of the Scheme where an existing sign face is required to be replaced subsequent to use by a new sign face, then any process carried out on that sign meet the required standards identified under BS EN 12899 and/or BS 8442 and the client/customer shall confirm that the product remains compliant and fit for use under Traffic Signs Manual Chapter 8 Appendix 4.3

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

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

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

Any design changes by the organisation under Part C must be identified within the QMS which shall include an appropriate process to record approval by the customer

For all other aspects of the scheme no specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

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

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

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

8.7.1 Non-conforming components such as a non-prescribed sign face specification shall not be used unless the client has been made aware that the sign is non prescribed and documented.

8.7.2 The Organisation shall implement and retain documented information for any requirements received from the client which are not compliant to TSRGD but are formally accepted in writing from the Client.

## **9 Performance evaluation**

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

#### **9.1.1 General**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

#### **9.1.2 Customer satisfaction**

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

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

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification

### **9.2 Internal audit**

**9.2.1** No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification

**9.2.2** Internal audits shall be carried out at sufficient frequency (eg at intervals not exceeding 12 months) and by a suitable technically competent person/s to ensure a robust assessment of the compliance of the product or service.

Internal audits of the quality management system shall include the scope of this SSD

### **9.3 Management review**

#### **9.3.1 General**

The Organisation 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.

#### **9.3.2 Management review inputs**

No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification

#### **9.3.3 Management review outputs**

No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification

## **10 Improvement**

### **10.1 General**

No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification

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

#### **10.2.1**

No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification.

#### **10.2.2**

No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification

### **10.3 Continual improvement**

No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification

## Appendix A: Requirements for Quality Plans

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

### 1.0 General requirements

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

### 2.0 Contract specific information

- 2.1.1 The Customer's nominated Quality Manager, project manager and / or other representatives through whom communication is to be made throughout the contract.
- 2.1.2 Names of the staff involved with the contract including the NHSS 9 qualified personnel. Contact details for these staff.
- 2.2 Details of the contract specific equipment to be used and any certification required to be issued to the Customer/Client.
- 2.3 Name and contact details of Customer/Client contact(s).
- 2.4 Details of the communications required between the organizations staff and the Customer/Client or any other party.
- 2.5 Work programme and details of deliverables.
- 2.6 Liaison with the Police and the Highway Authority or other competent authority.
- 2.7 Materials storage details and location
- 2.8 Method statements for application/installation, maintenance and removal of products within the scope of NHSS 9, and the detailed drawing(s) to be supplied.
- 2.9 Inspection and testing regime to be adopted covering frequency, methods of test,

responsibility for testing and acceptance criteria.

**2.10** Control of non-conforming product.

**2.11** How performance requirements are to be achieved.

**2.12** All relevant contract specific information in respect to speed restrictions, safety requirements, environmental requirements, existing conditions and site conditions.

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

**2.14** Risk Assessments

Notes:

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

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

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

Organisations 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 Organisation shall have processes in place to ensure that the latest version is always available. Organisations 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 1200 Traffic Signs*

([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 NG1200 Traffic Signs*

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

(See note 2)

- 3 The Traffic Signs Regulations and General Directions 2016 (as amended)
- 4 Traffic Signs Manuals
- 5 Department for Transport Working Drawings for Traffic Sign Design and Manufacture
- 6 Welsh Government Working Drawings
- 7 Safety of Street Works and Road Works : A Code of Practice (TSO)
- 8 BS EN 12899 – Fixed, Vertical Road Traffic Signs
- 9 BS EN 12767 – Passive safety of support structures for road equipment – Requirements and test methods



10. BS 8442 – Miscellaneous road traffic signs and devices – Requirements and test methods
11. Local Transport Note : 1/94 Design and Use of Directional Informatory Signs

## **2. Associated Documents - Bibliography**

1 *GG102 - Quality Management Systems for Highway Design (Design Manual for Roads and Bridges – Volume 0, Section 2, section 1, Part 1*

2 *GG 104 - Requirements for safety risk assessment (DMRB)*

Note 1: This list of standards and documents include those that are date specific, however, the Organisation 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. Organisations shall 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.

The Organisation 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:

**NOTE : Part A requirements will be removed from this Scheme from June 2022 and will no longer be applicable for design/manufacture/assembly/provision of permanent traffic signs or temporary traffic signs compliant with BS EN 12899 and CA marked accordingly.**

<b>NHSS9A Competency &amp; Occupations Matrix</b>	<b>Section Manager/company specific</b>	<b>Section Supervisor</b>	<b>Section Operative</b>	<b>Section Trainee</b>	<b>External (E)/ Internal (I)</b>
<b>Mandatory Requirements for site staff under ISO 9001</b>					
Company Induction/internal training	M	M	M	M	internal
Health & Safety at Work (ISO 9001)	M	M	M	M	internal
First Aid (ISO 9001) (where applicable)	D	D	D	x	external
Understanding of ISO 9001 requirements	M	M	D	x	internal
<b>Design Layout/Drawing Office</b>					
Training in BS EN 12899/ BS 8442	M	D	D	X	either
Training in TSM	M	DM	D	x	either
Training in TSRGD	M	DM	D	x	either
Design Software System	M	D	D	x	either
<b>Internal training – production (when equipment used)</b>					
Hand Tools	M	D	D	D	internal
Power Tools	M	D	D	D	internal
Guillotine/Router	M	D	D	D	internal
Bolloff riveter	M	D	D	D	internal
Silk screen processing (if required)	O	O	O	O	internal
Digital printing	M	D	D	D	internal
Sign face laminating	M	D	D	D	internal
Vinyl Cutting/trimming	M	D	D	D	internal
Laying Up Vinyl	M	D	D	D	internal
Sign Graphics	M	D	D	D	internal
Sign Assembly	M	D	D	D	internal
Inspection	M	D	D	D	internal

All training must be signed off by a competent person who is identified by the company for the purpose

M = mandatory

D = desirable

O = optional

NHSS 9B Occupations Installation of permanent traffic signs (excluding electrical elements)	Contracts Manager	Site Supervisor	Lead Installation Operative	Installation Operative	Apprentice / Trainee	
<b>Mandatory Requirements for site staff</b>						
Company Induction/internal training	M	M	M	M	M	I
CSCS Card to the appropriate levels	M	M	M	M	M	E
H&S Test (CITB)	M	M	M	M	M	E
Site Safety Plus (CITB)	M	M	M	M	M	E
CDM Awareness	M	X	X	X	X	I
<b>Within 6 months of Employment</b>						
First Aid AT Work or Emergency First Aid at Work Training	D	M	M	M	M	E
Manual Handling	X	M	M	M	M	E
Petrol driven cut-off saws including Abrasive Wheels	X	M	M	M	M	E
Avoiding danger from underground services	X	M	M	M	M	E
Working at Heights incl steps and ladders	X	M	M	M	M	E
<b>Management Qualifications</b>						
SSSTS	X	D	X	X	X	E
SMSTS	D	X	X	X	X	E
IOSH	D	X	X	X	X	E
NEEBOSH	D	X	X	X	X	E
<b>Further training as required</b>						
IPAF Mobile Elevating work platform operator	X	D	D	D	X	E
Lorry mounted crane - Slinger/Banksman	X	D	D	D	X	E
360 Excavator (CPCS/NPORS)	X	O	O	O	X	E
Lorry mounted crane operator	X	O	O	O	X	E
Working in the vicinity of DNP/IDNO Equipment including G39	X	O	O	O	X	E
NHSS 12D	X	O	O	O	X	E
Erect remove and realign columns and other street furniture	X	O	O	O	X	E
Excavate and install embankments	X	O	O	O	X	E
Erect columns and brackets (posts) over 140mm dia in multi-post Foundations/ erect passively safe columns and posts	X	O	O	O	X	E
Installation of passively safe structures and equipment	X	O	O	O	X	E
Install sign assembly up to 3sq m – sign plate and sign lighting Unit only (excluding connection)	X	O	O	O	X	E
Install sign assembly 3-15 sqm – sign plate and sign lighting Unit only (excluding connection)	X	O	O	O	X	E
Install sign assembly over 15 sqm – sign plate and sign lighting Unit only (excluding connection)	X	O	O	O	X	E
Install sign assembly on gantries and overhead structures	X	O	O	O	X	E

M = mandatory

D = desirable

O = optional

NOTE : Certification under NHSS8A will be acceptable as evidence of compliance to NHSS9B.

<b>NHSS Part C Competency &amp; Occupations Matrix</b>	Compliance Manager/company specific	Section Supervisor	Section Operative	Section Trainee	External (E)/ Internal (I)
<b>Mandatory Requirements for site staff</b>					
For Part C of this scheme all requirements under Part A apply EXCEPT where the following shall also apply when the organisation is not a manufacturing organisation					
Any traffic signs being re-manufactured or any process required by NHSS 9C shall be by or under the direct supervision of a section supervisor holding NHSS 12 unit T30 – Currently in development – start date tbc. All locations where re-manufacturing Organizations store or re-manufacture traffic signs shall have an identified compliance manager responsible for all matters relating to this NHSS including being available to provide advice and guidance on compliance with this NHSS to any section supervisor.					
TTM Sign Re-Manufacturing Operations course (NHSS 12D Unit T30*)	M	M	x	x	external
TTM Technician or Engineer	D	X	X	X	external
Understanding of ISO 9001 requirements for this scheme	M	M	O	X	internal
Training in understanding BS 8442 (NHSS Unit T30* or equivalent)	M	M	O	X	External
Training in Traffic Sign Manuals Requirements (NHSS Unit T30* or equivalent)	M	M	O	X	External
Training in TSRGD application (NHSS Unit T30* or equivalent)	M	M	O	x	either
Design software system	M	M	O	X	either
*T30 currently under development, start date to be confirmed					

## 2. Health and safety

Organisations 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 Organisation to determine and implement safe systems of work.

## 3. Temporary traffic management (in respect of Parts B and C of this scheme)

Highways organizations are reminded of the requirements for temporary traffic management on all highways including high speed dual carriageways and motorways.

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.

For works on mobile lane closures NHSS 12C applies. 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.

### **Appendix C1: Sample Skills Card (NOT USED)**

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

**Appendix E: Guidance for the Control of Monitoring and Measuring Equipment (not used)**

## **Appendix F: Certification Bodies Accredited for this Sector Scheme**

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:

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

Instructions for accessing this information can be found on the UKAS website.

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: Organisations 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 Organisations to the requirements of ISO 9001:2015 and this SSD rely upon the assessment expertise, competence and capability of accredited certification bodies.
- 1.1. The certification body role is to ensure, through assessment, that Organisations have management systems in place which address the enhanced ISO 9001:2015 requirements detailed in this SSD. The scope of the Organisation's management system should cover the evidence for the range of services that the Organisation 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.
- 1.2 The SSD elements applied for shall be referenced in the Certificate of Registration which shall clearly indicate the categories of work covered
- 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 and/or ISO 17025 by a NAB for assessment and registration of ISO 9001:2015 quality management systems in
- 2.2. 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. (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) knowledge of the design and/or manufacture and/or assembly and/or the provision and/or installation of permanent and/or temporary road traffic signs which should include a working knowledge of BS EN 12899 and BS 8442 and the requirements of Safety and Streetworks Code of Practice, TSRGD and the Traffic Signs Manuals, in particular Chapters 1, 7, and 8.**

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 of National Highways Sector Schemes

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 categories of design, manufacture, assembly and/or provision of permanent and temporary road traffic signs covered by this NHSS and the requirements of UK legislation and guidance in relation to these activities, namely BS EN 12899; BS 8442 and additional National Highways Sector Schemes referred to within this scheme
- iv) knowledge, understanding and application of this SSD.
- v) demonstrable knowledge of the manufacture design assembly provision and installation of permanent and temporary road traffic signs 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). E.g NHSS 12 or 8 auditor certification requirements. NHSS 12 certification is mandatory for persons auditing 9C
- 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



#### **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 Organisation'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 Organisation 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 Organisation has been identified in the Organisation'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. Certificates must indicate the specific element(s) of this Sector Scheme to be included using both words and numbers

*Design of Permanent Traffic Signs under SSC 9 Part A; and/ or*

*Installation of Permanent Traffic Signs (excluding electrical elements) under SSC 9 Part B and/or*

*Design & Manufacture & Supply of Temporary Traffic Signs under SSC Part C*

*Re-Manufacture & Supply of Temporary Traffic Signs under SSC Part C*

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 Organisations.
- 6.2. Certification Bodies shall provide to the National Highway Sector Schemes Schedule of Suppliers administrator at Lantra details of registered Organisations 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 Organisation to ensure that the Organisation 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 Organisations whose scope of registration includes this Sector Scheme for comparison against the Schedule of Suppliers
- e) Each certification body shall provide a draft format of the NHSS Checklist used for the audit process under this scheme to the Chairperson of this Scheme

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

## **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.

The Scheme applies to permanent and/or temporary road traffic signs as set out in the scope

#### **NOTE :**

The applicability of clauses within this NHSSD to the Design and/or manufacture and/or assembly and/or provision of permanent road traffic signs, taking into account the Construction Products Regulations are set out below (see Also Appendix G1)

Item	Applicable Clauses within NHSS9 Sections 4 – 10
Design and/or manufacture and/or assembly of permanent road traffic signs manufactured to BS EN 12899 and/or to EN 1090 and CE/CA marked to show compliance with the required declaration of performance in accordance with all the requirements of Annex ZA of the relevant standard	Clause 8.3 where not already provided to the auditor under the auspices of ISO 9001:2015, the applicant must show evidence of compliance to BS EN 12899 and in particular maintain a register of client requirements for products outside the scope of TSRGD together with evidence of notification given to the client of this non compliance
Design and/or manufacture and/or assembly of permanent road traffic signs manufactured to BS EN 12899 and/or to EN 1090 and CE/CA marked to show compliance with the required declaration of performance in accordance with all the requirements of Annex ZA of the relevant standard	NB It is intended to remove this element of NHSS 9 after a period of one year (June 2022). Contractors should note this element of the scheme will no longer be required as all requirements required in the UK are covered under the CA marking in Annex ZA of BSEN12899:1
The Design and/or manufacture and/or assembly and/or provision of Temporary Road Traffic Signs under BS EN 12899	This statement does not apply to temporary road traffic signs under 8442
This statement does not apply to the re-design or re-assembly and/or provision of temporary road signs	Clause 8.3 Where such products are manufactured under the requirements of BS EN 12899 and are supported by CE/CA marking then certified bodies shall include such manufacture under Part A above (permanent traffic signs); where such products are manufactured under the requirements of 8442 and do not have CE/CA marking then Part C applies throughout

The scheme is deemed to comply with the QMS requirements on all Highways England, Transport Scotland, Welsh Government, Department for Infrastructure (Northern Ireland) contracts and usually any contract with users the Highways England Specification for Highways Works. It may also be used in other contracts.

Definitions and terminology that are particular to the scheme are set out in Section 3 of this document

Training and Competency requirements are set out in Appendix C

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

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

Section/Clause	Particular requirement Yes/No	Comment/Requirement
<b>4. Context of the Organisation</b>		
4.1 Understanding the Organisation and its context	N	
4.2 Understanding the needs and expectations of interested parties	N	
4.3 Determining the scope of the quality management system	Y	Check that the Organisation has reviewed the scope of the relative elements of the latest applicable issue of the NHSS that the organisation considers appropriate
4.4 Quality management system and its processes. (4.4.1 & 4.4.2)	Y	Check annually by the CB Auditors and other Auditors the Schedule of Suppliers website to ensure registration and uploaded information is current and valid.
<b>5. Leadership</b>		
5.1 Leadership and commitment	-	
5.1.1 General	Y	Check policy documented information includes this NHSS
5.1.2 Customer focus	Y	Part A and Part C - Ensure that the Organisation has determined all necessary applicable statutory and regulatory requirements for contract compliance. Check that Organisation is meeting and maintaining customer requirements
5.2 Policy		
5.2.1 Establishing the quality policy	Y	Ensure that policy is being correctly implemented and communicated.
5.2.2 Communicating the quality policy	N	
5.3. Organisation roles, responsibilities and authorities	Y	Ensure there is an Organisation 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 Organisation management have appointed a nominated person or persons with the appropriate responsibility and authority. Seek evidence.

Section/Clause	Particular requirement Yes/No	Comment/Requirement
<b>6. Planning</b>		
6.1 Actions to address risks and opportunities. (6.1.1 & 6.1.2)	N	
6.2 Quality objectives and planning to achieve them (6.2.1 & 6.2.2)	N	
6.3 Planning of changes	N	
<b>7. Support</b>		
7.1 Resources	N	
7.1.1 General	N	
7.1.2 People	Y	See Appendices A & C
7.1.3 Infrastructure	Y	<i>Where this has not already been covered under ISO 9001 Audit, particularly for Part C</i>
7.1.4 Environment for the operation of processes	Y	<i>For Part C</i>
7.1.5 Monitoring and measuring resources	N	
7.1.5.1 General	N	
7.1.5.2 Measurement Traceability	N	
7.1.6 Organisational knowledge	N	
7.2 Competence	Y	Review copies of training certificates, qualifications and forward looking training plans. Ensure that these are in accordance with the requirements of the sector scheme documents. See Appendix C
7.3 Awareness	N	
7.4 Communication	Y	Check processes are in place to ensure that Organisation maintain up to date information on documented information. See Appendix B
7.5 Documented information		
7.5.1 General	Y	Check that all required contract specific documents are in place where required
7.5.2 Creating and updating	N	
7.5.3 Control of documented information. (7.5.3.1 & 7.5.3.2)	N	

Section/Clause	Particular requirement Yes/No	Comment/Requirement
<b>8. Operation</b>		
8.1 Operational planning and control	N	
8.2 Requirements for products and services	N	
8.2.1 Customer communication	Y	Part C of this scheme
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	Y	<i>Part C of this scheme</i>
8.3.2 Design and development planning	Y	Part C of this scheme
8.3.3 Design and development inputs	N	Part C of this scheme
8.3.4 design and development controls	Y	Part C of this scheme
8.3.5 Design and development outputs	Y	Non compliant requirements from clients are evidenced
8.3.6 Design and development changes	N	
8.4 Control of externally provided processes, products and services	N	
8.4.1 General	Y	Part C of this scheme - Check Chapter 8 requirements are in place
8.4.2 Type and extent of control	Y	Check identification under NHSS3 where applicable
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	Part C
8.5.2 Identification and traceability	Y	Part C only

<b>Section/Clause</b>	<b>Particular requirement Yes/No</b>	<b>Comment/Requirement</b>
8.5.3 Property belonging to customers or external providers	N	
8.5.4 Preservation	Y	Part C only
8.5.5 Post-delivery activities	N	
8.5.6 Control of changes	Y	<i>Part C only</i>
8.6 Release of products and service	Y	Part C only
8.7 Control of nonconforming process outputs, products and services. (8.7.1 & 8.7.2)	Y	Check documentary evidence when products requested are non compliant
<b>9 Performance evaluation</b>		
9.1 Monitoring, measurement, analysis and evaluation	N	
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	
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 in respect of this Sector Scheme
- C3 - Public protection
- C4 - Environment
- C5 - Testing/inspection/workmanship
- C6 - Health and Safety
- C7 – Equal Opportunities
- C8 – Specific training in the UK legislation and BS EN standards relating to permanent and temporary traffic signs

#### 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 in particular the requirements of UK legislation and BS EN standards relating to permanent and temporary traffic signs, specifically TSRGD, TSM, BS EN 12899 and BS 8442.
- 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 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)

#### C4 Environment



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

C5 Inspection/ Testing/Workmanship

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

C6 Health and Safety

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

C7 Equal Opportunities

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

C8 Training and competence in requirements for traffic signs in the UK evidenced by qualification such as:

- IHE Traffic Signs Professional Certificate
- IHE An introduction to traffic signs
- Traffic Signs and Markings for Wales
- Sign Structures and Passive Safety
- CAD software used in the production of temporary traffic signs
- NHSS 12 TTMBBC Temporary Traffic Management Basic Course
- Compliance to TSRGD and Traffic Sign Manuals
- HE Common Induction for Part B of this Scheme
- IOSH Working Safely

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

### **1.0 Organisation Acceptance**

- 1.1 For work carried out on roads managed by Highways England, the Welsh Government, Transport Scotland and Department for Infrastructure Northern Ireland, only those Organisations 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 when this scheme is mandated
- 1.2 For work carried out by other highway authorities or other clients, acceptance of the Organisation will depend on the requirements of the contract.
- 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.

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

- 2.1 Organisations must have the required experienced and qualified personnel and management who meet the requirements of this Sector Scheme. Organisations will need to demonstrate that their equipment and systems meet the requirements of this Sector Scheme.
- 2.2 Organisations must have applied for registration with a certification body that is accredited by their NAB to audit against this Sector Scheme. Organisations will have to demonstrate that they have been audited for office based activities and site based capability.
- 2.3 The Organisation 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 Organisation's information up to date.

### **3. Interim Arrangements for Initial Implementation of this Sector Scheme**

- 3.1 None

### **4. Trade Associations**

- 4.1 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.

**Association of Road Traffic Safety And Management**

**Highways Electrical Association**

**Traffic Management Contractors Association**

**Retroreflective Equipment Manufacturers Association**

## 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 Chair for this NHSS  
Sector Scheme Advisory Committee for NHSS9A

*General.Secretary@artsm.org.uk*

**Issue Identified:**

**Suggested Action:**

Name:  
Organisation:  
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 Organisation. In the event that the matter cannot be satisfactorily resolved written complaints should be made to the Organisation's certification body and/or notified body as appropriate, detailing the problem identified.

(Where a relevant conformity assessment marked product is deficient the Organisation 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) Organisation's Details:

Name:

Address:

Feedback

(c) Organisation raising feedback / issue

Name:

Organisation:

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) Organisation Identified as being awarded the contract or
  
  - iii) Both i) and ii) above
  
- c) Organisation raising feedback / issue  
Name:  
Organisation:  
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 scope of the certification including specific certification to ISO 9001:2015 and this Sector Scheme including the Sector Scheme title –
- National Highways Sector Scheme 9 – and the elements of the Scheme which have received certification : Part A – design and/or manufacturer and/or assembly and/or provision of permanent road traffic signs; Part B – installation of permanent road traffic signs; Part C – the design/re-design and/or manufacture/re-manufacture and/or assembly/re-assembly and/or provision of portable road traffic signs for temporary use
- The identification of each and every permanent local where NHSS9 activities are carried out at or from and to which the CoR is applicable
- Where the certification does not apply to all Parts of the NHSS9, the scope of the certification must be clear – see example below
- The name and address(es) of the organisation
- The NHSS mark must be used. Other marks may be used provided they are not misleading or ambiguous
- The name, address and certification mark of the certification body and the signature of a relevant certification body official with their name and title
- The validity of the certification, to include a certificate issue and expiry/renewal date
- A unique identification number/code

\*Note where an Organisation 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.

### Certification should identify which categories are included

Categories currently in NHSS 9 are:

	Activity	Primary Category (select)	Secondary Category	
Part A	Design of	Permanent road traffic signs	In accordance with BS EN 12899:1	
Part A	Manufacture of	Permanent road signs		
Part A	Assembly of	Permanent road signs		
Part A	Provision of	Permanent road sign		
Part B	Installation of	Permanent road signs (excluding		

		electrical elements)	In accordance with BS 8442 and Chapter 8 TSM
Part C	Design / re-design of	Portable Traffic signs for temporary situations	
Part C	Re-manufacture of	Portable Traffic signs for temporary situations	
Part C	Assembly or re-fit of	Portable Traffic signs for temporary situations	
Part C	Provision of	Portable Traffic signs for temporary situations	

- (a) Design (including sign face)
- (b) Manufacture
- (c) Assembly
- (d) Provision
- (e) Re-design/re-fit processes after prior use

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



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**

***[ORGANISATION NAME]\****  
*[Organisation 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 Organisational Scope]\**  
*[Sector Scheme number, Title and Organisational Scope]\**  
*[Sector Scheme number, Title and Organisational Scope]\**

Certificate Number:	<i>[Certificate Number]</i>
Issue Date	<i>[date]</i>
Renewal Date	<i>[date]</i>

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 Organisations 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 Organisations 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 any associated comprehensive quality plan for each contract.
- c) An obligation on the registered Organisation 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 Organisation's tender, their commitment to compliance with this NHSS. This may be demonstrated through the extent to which the Organisation 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 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 Organisation 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 Organisation 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 there an ISO 9001 certificate present?		
3	Has the ISO 9001 certificate been extended to cover this NHSS?		
4	Is the Certification Body that issued the certificate accredited by a NAB for ISO9001?		
5	Is the Certification Body that issued the certificate accredited to a NAB for assessments to this NHSS?		
6	If the answer to 4 or 5 is No – is the accrediting body equivalent to a NAB and accepted as such by a NAB?		
7	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?		
8	Is there an audit or surveillance visit report from the Certification Body?		
9	If the answer to 11 is No – when is it due?		
10	If the answer to 11 is Yes – are there any action points outstanding which should have been completed within six months?		
11	Do the employees / workers have the relevant evidence of training and competence assessment as set out in Appendix C?		
12	Is the scope of the works within the competency scope of the employees?		
13	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?		
<p>If the answer to 13 is Yes – repeat Q1-12 for that organisation as relevant and if necessary, replacing this NHSS number with the relevant NHSS (e.g. for temporary traffic management, etc.)</p>			

### **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 Organisations

*Where the customer/client or their agents require products to be manufactured which do not comply with TSRGD then the manufacturer should (a) confirm in writing that the product does not comply and (b) seek confirmation in writing that the customer/client or their agents accept all liability for the product, such evidence to be recorded as per the requirements of this scheme*

It is accepted practice that within traffic management those operators or suppliers of portable temporary traffic signs are not necessarily using them for the first time and as such they may have been changed to suit the various situations for which they are used.

It should always be borne in mind that non compliance to the Safety at Street Works and Road Works A Code of Practice is a criminal offence.

The Code of Practice makes it clear that the requirement to ensure that signage is compliant is the responsibility of those in receipt of works instructions.

Reference is also drawn to Traffic Signs Manual Chapter 8 – Traffic Safety Measures and Signs for Road Works and Temporary Situations Part 2: Operations Appendix 4.3 which provides for express Assessment of Condition of Traffic Signs and further provides Condition Classification. In many works contracts, this inspection and assessment is mandatory when the equipment is erected and while it is deployed.

Where change has been made to the sign after original manufacture for the purposes described above then the customer/client should be provided with evidence of change, and historical changes that have been made since original manufacture under the QMS of the organisation making the changes, which should include detailed requirements of changes requested and authorised.

## **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 Organisations registered to another NHSS. For work carried out on high speed dual carriageways and motorways the Organisation installing Temporary Traffic Management measures should always be registered to NHSS 12A/B and/or 12C.

*NHSS 3 – Stocking and Distribution activities for mechanical fasteners – refer to clause 8.4.2*

*NHSS 6 – Minor Structures – where supporting structures such as posts or columns are required, reference may be made to NHSS 6*

*NHSS 8 – Overseeing and/or installation and/or maintenance of electrical Highways  
Electrical equipment and supporting works provides training which is acceptable for the purposes of 9C*

*NHSS 12 – Installing Maintaining and removing temporary traffic management*

## 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 Organisation 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 Organisation (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 Organisation 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 (not provided)**

## Appendix Z: Document Control (Previous Issues)

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

Issue No. and Date	Amendments
5/12/16 – Issue 1	First issue – this sector scheme is one of the series of NHSS 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.
18/12/2017 – Issue 2	Amended training requirements in Appendix C

**END**