



NATIONAL HIGHWAY SECTOR SCHEMES FOR QUALITY MANAGEMENT IN HIGHWAY WORKS

SECTOR SCHEME 12A/B

Particular Requirements for the Application of ISO 9001:2015 for

Static Temporary Traffic Management on Motorways and High-Speed Dual Carriageways, Including On-Line Widening Schemes

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This document supersedes NHSS 12AB Issue 3 December 2018 which is withdrawn.

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Document Control

Issue Statement

Until July 2006 Sector Schemes Documents 12A and 12B existed as standalone documents.

9001:2015

Issue 1	Issue Date: December	2016
Issue 2	Issue Date: October	2017
Issue 3	Issue Date: December	2018
Issue 4	Issue Date: April	2024

Revisions

Significant revisions are listed below. Where any changes are made, the text has been annotated with the latest date of the revision.

Example of text amendment:

^(Mm/yy) This Sector Scheme is one of the series of NHSSs, which are bespoke integrated management schemes within an ISO 9001:2015 framework that have been developed to interpret BS EN ISO 9001:2015 as it applies to a particular activity/industry within the United Kingdom.”

Issue No. and Date	Amendments
Issue 4 [9001:2015] April 2024	Revised to align with new NHSS template. This document has been produced to supersede the ISO 9001:2015 Issue 3. See below for changes between Issue 3 and Issue 4.

Changes between issue 3 and issue 4

Document Control

Contents Listing

Composition of Sector Scheme Advisory Committee

- Member Organisations
- Corresponding Member Organisations

Implementation

- Issue
- Subsequent Issues

Introduction (9, 10, 11)

Normative Reference

Terms, Definitions and Abbreviations (3.1, 3.2)

4-10 Quality Management System Requirements:

- 4. Context of Organisation (4.3, 4.4.1, 4.4.2)

- 5. Leadership (5.1.2, 5.3)
- 6. Planning (6.2.1)
- 7. Support (7.1.2 & 7.2)
 - People
 - Competency
 - How to check a skills registration card
- 7.5.3.1. Control of Documented Information
- 8. Operation (8.1 (ii), 8.2.1, 8.2.2, 8.3.1, 8.4.1 & 8.5.1)
- 9 Performance Evaluation (9.2, Internal Audit)
- 10.3. Continual Improvement

Appendix A (updated)

Appendix B (links updated)

Appendix C & C1 (updated)

Appendix F (updated)

Appendix G (3.1(v), 4.3, 6)

Appendix H (updated)

Appendix J (replaced/new)

Appendix L (2.1, 2.5, 2.8, 2.9, 4)

Appendix O (links updated)

Appendix Z

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

All subscript (XXXX) dated 2018 or earlier has been removed

Contents

	Page No
Cover Sheet	1
Document Control	2
Contents	4
Composition of Sector Scheme Advisory Committee, Exclusion of Liability, Copyright, Selection of Certification Body & Implementation	6
Introduction (including scheme contact)	9
Particular Requirements for the Application of ISO 9001:2015	12
1. Scope	12
2. Normative Reference	12
3. Terms and Definitions	13
4 - 10. Quality Management System Requirements	19
Appendix A: Requirements for Quality Plans	36
Appendix B: Reference and Associated Documents, (Bibliography)	38
Appendix C: Training and Assessment of Competency Health and Safety	41
Appendix C1 Sample Skills Card	48
Appendix D: Example Register of Personnel Attainments	51
Appendix E: Guidance for The Control of Monitoring and Measuring Equipment	52
Appendix F: Certification Bodies Accredited for this Sector Scheme	53
Appendix G: The Role of Certification Bodies and Auditor Qualifications	54
Appendix G1 Guidance to Certification Body Auditors and Other Auditors	58
Appendix H: Organization Acceptance and Guidelines for New Entrants	67
Appendix J: Feedback	68
Appendix K: The Interpretation of Certificates Issued by Certification/Inspection Bodies	72
Appendix L: Guidance for Clients	75
Appendix M: Guidance for Organizations	78

Appendix N:	Guidance on the relationship between this Sector Scheme and other NHSS's	79
Appendix O:	How to Register on UKAS CertCheck	80
Appendix P:	Maintenance of TTM Vehicles and Equipment	82
Appendix Z:	Document Control (Previous Issues)	83

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

Composition of Sector Scheme Advisory Committee

a) ^(04/24) Member Organisations

- Association of Directors for Environment, Economy, Planning & Transport (formerly CSS)
- Association of Public Service Excellence
- Lead Certification Body
- Civil Engineering Contractors Association
- Highways and Construction Training Association
- National Highways
- Lantra
- Traffic Management Contractors Association
- Welsh Government
- Transport Scotland
- Department for Infrastructure (Roads Northern Ireland)

b) ^(04/24) Corresponding Member Organisations

- Certification Body Group
- DBFO Cos
- Health and Safety Executive
- Society of Chief Officers of Transportation in Scotland (SCOTS)
- UKAS (NAB).

Exclusion of Liability

The Sector Scheme Advisory Committee for NHSS12A/B:

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 NAB following advice from the Sector Scheme Advisory Committee to assist the NAB in the assessment of Certification Bodies (CB) as described in Appendix G.

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

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

Implementation

^(04/24) Issue 4 [9001:2015]

This document has been produced to supersede Issue 3 (which relates to ISO 9001:2015).

Note: In addition, the scheme is included in Appendix A of the Specification for Highway Works (SHW) as a mandatory requirement for suppliers contracted to National Highways where the SHW is a contractual document. Separately the document may be called up in specific contracts as necessary.

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

Subsequent Issues^(04/24)

This issue of the SSD is to be implemented immediately from the date of publication on the Lantra website:

<https://www.lantra.co.uk/national-highway-sector-schemes-nhss/schedule-of-suppliers>

for assessments unless specified otherwise below. Existing assessments will continue to be valid until the following assessment carried out by the accredited Certification Body.

Note 1: Following publication of the document the organization should implement the changes in time for their next assessment visit by the Certification Body.

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

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

Introduction

1. This Sector Scheme Document (SSD) sets out to identify particular specific requirements of ISO 9001:2015 for organizations and certification bodies engaged in the sector, and the minimum qualifications that an assessor/auditor requires. The document shall be read in conjunction with ISO 9001:2015, DMRB,^(04/24) Chapter 8 of the Traffic Signs Manual, and as relevant Technical Advice Notes (*previously* Interim Advice Notes) or successor documents issued by ^(04/24) National Highways and other relevant specification/standards where appropriate. Documents issued by National Highways are applicable for the Strategic Road Network in England.
2. This Sector Scheme is one of the series of National Highway Sector Schemes (NHSSs), which have been developed as bespoke integrated management schemes within an ISO 9001 framework to provide particular requirements/applications for ISO 9001:2015 as applicable to a particular infrastructure related activity/industry.
3. Separate Sector Scheme Advisory Committees (SSACs) for each activity within the sector provide advice to the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory (NAB) and expert representation is drawn from all sides of industry. Each SSAC determines the particular requirements for ISO 9001:2015 in relation to the requirements of their particular activity and 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 organization
 - Provide and maintain a properly trained and competent workforce
 - Involve all sides of industry in scheme ownership within a collaborative framework

- Provide the basis for the technical knowledge and experience that Certification Body auditors will use in the sector concerned
 - Promote confidence in management, including quality, systems through provision of a robust transparent system.
6. This Sector Scheme shall apply where specified by the Client in their Contract Documents.
7. In using this Sector Scheme users are required to use best practice such as specifying any other relevant NHSSs as appropriate to the nature of the work being undertaken. Where traffic management is required, companies should either employ a relevant National Highway Sector Scheme registered company or, where applicable, have skilled registered traffic management personnel qualified to meet the requirements of NHSS12D, as agreed with the NHSS 12D Committee, relevant to contract requirements and risk assessments. For work carried out on high-speed dual carriageways and motorways the organization installing temporary traffic management measures should always be registered to NHSS 12A/B and/or 12C. For contracts awarded under the SHW this will always be the case.
8. The use of the SHW as the basic document for procuring highway works by other highway authorities would normally automatically call up compliance with ISO 9001 and this SSD within SHW Appendix A. It should also be noted that NHSSs are mandatory for National Highways contracts and suppliers within the supply chain are required to demonstrate compliance with the requirements of ISO 9001:2015 and this SSD as part of their continual improvement within their ISO 9001:2015 registration. Other owners of infrastructure, for example other highway authorities, may also require their suppliers to comply with this Sector Scheme.
9. ^(04/24)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/national-highways-sector-schemes-nhss/schedule-of-suppliers>
- from where the document Organizations should be aware that utilisation of internet search engines may result in out-of-date references being identified/called up.
10. ^(04/24) UKAS hosts the register of organizations on their website:
- <https://certcheck.ukas.com/>.
- It is the responsibility of the awarding Certification Body to register the employers NHSS(XX) details onto CertCheck and keep them up to date; Certification Bodies will check that the organization's registration and scope is up to date with all relevant information, and any other specific documentation to be uploaded specified by this SSD, prior to annual and surveillance visits.

11. Scheme Feedback

^(04/24) Any observations, complaints or feedback relating to the operation of this document and the scheme should be addressed using the procedure given in Appendix J, using the Appendix J Form.

12. Scheme Contact:

The Secretary
Sector Scheme Advisory Committee for the NHSS12A/B
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Email: nhss-highways@lantra.co.uk

Particular Requirements for the Application of ISO 9001:2015

1. Scope

The scope of this Standard together with ISO 9001:2015 covers the quality management system requirements to be established by organizations providing NHSS 12A/B for Static Temporary Traffic Management on Motorways and High-Speed Dual Carriageways including on-line widening schemes; including:

- The installing, maintaining & removing of static temporary traffic management on motorways and high-speed dual carriageways
- 12A Installation incorporating contraflow operations and/or temporary road markings
- 12B Installation not incorporating contraflow operations and/or temporary road markings.

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

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

2. Normative Reference

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

- ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary
- ISO 9001:2015 Quality Management Systems – Requirements and normative references within it
- ^(12/18)ISO 9004:2018 Quality management -- Quality of an organization -- Guidance to achieve sustained success
- NHSS 0 – Governance of National Highway Sector Schemes
- NHSS 0 – Template for National Highway Sector Scheme Documents (with guidance)
- Chapter 8 – Traffic Signs Manual Parts 1 and 2 and 3. ^(04/24)

<https://www.gov.uk/government/publications/traffic-signs-manual>

<https://assets.publishing.service.gov.uk/media/5a74adeaed915d7ab83b5ab2/traffic-signs-manual-chapter-08-part-01.pdf>

<https://assets.publishing.service.gov.uk/media/5a7cc632e5274a38e5756aa3/traffic-signs-manual-chapter-08-part-02.pdf>

https://assets.publishing.service.gov.uk/media/5e7a3a1a86650c37182f78d3/Traffic_Signs_Manual_-_chapter_8.3.pdf

- Regulations and General Directions, (The Stationery Office)
www.legislation.gov.uk/uksi/2002/3113/contents/made
- Traffic Signs regulations (Northern Ireland) 1997

3. Terms and Definitions ^(04/24)

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 ISO 9000:2015 are reproduced below; the full list in ISO 9000:2015 should be referred to) with additions listed in the table below. The NHSS 0 template provides a glossary of terms common to NHSS Standards and also should be referred to.

Term	Definition
12A Installation	The installation, maintenance and removal of Static Temporary Traffic Management measures on motorways and high-speed dual carriageways for schemes incorporating contraflow operations and/or temporary road markings.
12B Installation	The installation, maintenance and removal of Static Temporary Traffic Management measures on motorways and high-speed dual carriageways for schemes NOT incorporating contraflow operations and/or temporary road markings.
Audit	See ISO 9000:2015
Client	The ultimate body or agent for the body for which the work is being carried out e.g. National Highways, 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)
Competence	See ISO 9000:2015
Components	All elements which are necessary to complete the service
Contract	See ISO 9000:2015
Contract Specification	The technical requirement of the contract agreement. For example, the following may apply: <ul style="list-style-type: none"> i) Manual of Contract Documents for Highway Works: Volume 1: The Specification for Highway Works or as specifically required in the contract documents ii) Contract specific appendices iii) Contract drawings
Customer	The body engaging the organization for the purpose of the work described in this SSD. (Required due to CDM Regulations – see also “Client”)
Defect	See ISO 9000:2015
Design Development	Set of processes that transform requirements into specified characteristics or into the specification of a product, process or system. (Ref. ISO 9000:2015 3.4.8).
Employment Rights Act 1996, Section 230(3)	This Act defines Employee, Contract of Employment, Worker, Employer and Employment.
Gateperson/Airlock Installer ^(04/24)	A worker trained to operate work access points and install and remove equipment in relation to gates and airlock systems on selected sites. A Gateperson/Airlock Installer cannot install a closure.

High Speed Dual Carriageway	A dual carriageway which in normal circumstances is subject to speed restrictions of 50 mph or greater.
Impact Protection Vehicle (IPV) (NHSS 12A, 12B & 12C)	A vehicle fitted with a crash cushion and a light arrow sign when used in live lanes in accordance with Chapter 8 (05.5.5.).
IPV Driver (NHSS 12A, 12B,12C and 12D) (non-live lanes), Hard Shoulder only	A person who has successfully undergone the appropriate training and assessment as specified in Appendix C and is additionally registered with Lantra
IPV Driver (NHSS 12A, 12B,12C and 12D) (live lanes)	A person who has successfully undergone the appropriate training and assessment as specified in Appendix C and is additionally registered with Lantra
Installation (TTM)	The process of assembling, putting in place and as applicable maintaining the items and/or components in accordance with and the requirements of a contract.
Interested Party	See ISO 9000:2015
Inspection	See ISO 9000:2015
Lantra	The appointed Administrator and Awarding Organisation for Temporary Traffic Management training, assessment, skills cards and certificates.
Lead Traffic Management Operative (LTMO)**	A worker named in the organization's Quality Plan as having the responsibility, training and experience to control 12B ONLY Static Temporary Traffic Management measures to meet the requirements of the Contract Specification and is registered as a Lead Traffic Management Operative (LTMO) by Lantra as having the relevant knowledge and competency. The registered Lead Traffic Management Operative shall be site based and shall be an active member of the installation/removal team.
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.
Management	See ISO 9000:2015
Management System	See ISO 9000:2015
Mobile Lane Closure (MLC) Block Vehicle (NHSS 12C) ^(04/24)	A vehicle designed in accordance with the requirements of Chapter 8 (10.7.6) 2009, fitted with a truck mounted attenuator (TMA), as per the specifications in TD49/07.
Mobile Lane Closure (MLC) Traffic Management ^(04/24)	To enable the closing of one or more lanes of a dual carriageway or motorway by using a Block Vehicle or Block Vehicles and the appropriate number of approved advance warning signs for the closure.
National Accreditation Body (NAB)	UKAS - the United Kingdom National Accreditation Body - or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory (NAB)
Non-conformity	See ISO 9000:2015
Organization	See ISO 9000:2015

Organization's Manager	The worker named in the organization's Quality Plan as having managerial responsibility for the Sector Scheme activity.
Procedure	See ISO 9000:2015
Process	See ISO 9000:2015
Provider	See ISO 9000:2015. This term is the preferred term used in ISO 9001:2015 in place of "supplier", which was used in ISO 9001:2008. The terms are synonymous.
Quality Plan	See ISO 9000:2015
Quality Management System	The organisation's structure, responsibilities, procedures, processes, and resources for implementing Quality Management.
Repair	See ISO 9000:2015
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).
Smart Registration Card/E-card	A smart card issued by a recognised authority, which demonstrates the level of competency, the date, achieved by the holder and the validity of the card electronically.
Static Temporary Traffic Management (NHSS 12A/B)	The deployment of temporary traffic signs, temporary road markings, and temporary traffic delineators
Technical Officer*	The worker named in the organization's Quality Plan responsible for the technical aspects regarding planning, establishment, modification and removal of Static Temporary Traffic Management in accordance with the Contract Specification.
Temporary Traffic Management (TTM)	The deployment of temporary traffic signs (and cones), which may include temporary road markings, traffic delineators and temporary traffic control systems.
Test	See ISO 9000:2015
Top Management	See ISO 9000:2015
Traffic Control Equipment	Traffic signals normally utilizing signal controllers in accordance with Specification TR2210 or equivalent.

Traffic Management Foreman (Foreperson) (TMF)**	A worker named in the organization's Quality Plan as having the responsibility, training and experience to control 12A and 12B Static Temporary Traffic Management measures to meet the requirements of the Contract Specification and is registered as a TMF by Lantra as the Awarding Organisation, having been assessed for the relevant knowledge and competency. The registered TMF shall be site based and shall be an active member of the installation/removal team
Traffic Management Operative (TMO)	A worker who will have successfully undergone the Lantra approved TMO training course, completed the competency assessment and been issued with a Lantra Skills Registration Card (e-card). (Rules on the employment of unregistered traffic management Operatives are contained in section 7.2 of this Sector Scheme document.)
Traffic Safety and Control Officer (TSCO) / Traffic Safety Supervisor (TSS)	A worker registered by Lantra and appointed by the principal contractor to make all necessary arrangements for traffic safety and control (See SHW Clause 117.19)
^(04/24) Temporary Traffic Management (TTM) Skills Registration Card (or e-card)	A Skills Registration Card (or e-card), issued by Lantra, the Awarding Organisation, which shows the level of competency achieved, the date of achievement, and the expiry date of the card,(digitally). In some instances, it is also used as an identity card.
^(04/24) Temporary Traffic Management (TTM) Certificate	A certificate issued by Lantra, the Awarding Organisation, denoting the holder of the certificate has completed training ONLY and is working towards full qualification. NB: the holder can only work as a trainee within a gang whilst working towards full qualification.
Worker	An individual who has entered into or works under (a) a contract of employment or (b) any other contract, whether express or implied and (if it is express) whether oral or in writing, whereby the individual undertakes to do or perform personally any work or services for another party who is not a client or customer of any profession or business carried on by the individual.”

* *The roles of Technical Officer and organization's Manager may be combined on some contracts.*

** *A separate Traffic Management Foreman/LTMO will be required where Static Temporary Traffic Management measures are installed on two separate carriageways. The ratio of registered Traffic Management Foreperson/LTMO to Operatives shall be in accordance with section 7.2.*

3.2 ^(04/24) *For the purpose of this Sector Scheme Document the abbreviations in the NHSS 0 template shall apply with additions listed in the following table.*

Abbreviation	Description
ADEPT	Association of Directors of Environment, Economy, Planning and Transport (ADEPT) formerly County Surveyors' Society (CSS)
APSE	Association for Public Service Excellence
BS	British Standard
BSI	British Standards Institution
CB (CAB)	Certification Body (Conformity Assessment Body) (Accredited by a NAB)
CBG	Certification Body (Liaison) Group
CBQ-NVQ	Competence Based Qualification – National Vocational Qualification
CDM	The Construction (Design and Management) Regulations.
CECA	Civil Engineering Contractors Association
Chap 8	Chapter 8 of the Traffic Signs Manual
CITB	Construction Industry Training Board
CoR	Certificate of Registration
CSCS	Construction Skills Certification Scheme
DfT	Department for Transport
DMRB	DfT Design Manual for Roads and Bridges
DFI	Department for Infrastructure (Roads Northern Ireland)
EA/SEPA	Environment Agency/Scottish Environmental Protection Agency
EAC	European Co-operation for Accreditation
GD 02 (Superseded by GG102)	(Standard for) quality management systems for highway design
GG 102	(Standard for) quality management systems for highway design
GG 104	Standard for Safety Risk Assessment on the Strategic Road Network
GG 128	Requirements for reporting incidents, events and undesirable circumstances: health, safety, wellbeing, structural and environmental
HCTA	Highways & Construction Training Association
HSE	Health and Safety Executive
HS&E	Health Safety & Environment – the current test that must be taken by all those who require a CSCS card (or equivalent H&S test for ECS Card).
IOSH	Institution of Occupational Safety and Health
IPV	Impact Protection Vehicle
ISO	International Standard (International Organisation for Standardization)
LTMO	Lead Traffic Management Operative (12B) - Leave
MCHW	DfT Manual of Contract Documents for Highways Works
MLC	Mobile Lane Closure
NAB	National Accreditation Body (see Definitions)
NB	Notified Body approved by their Member State and notified to CEN and other Member States (Also see NoBo below)
NR	Network Rail
NH	National Highways
NHSS	National Highway Sector Scheme
NHSSLC	National Highway Sector Scheme Liaison Committee
NoBo	Notified Body (assesses compliance with harmonised European Standards e.g. factory production control) – (Also see NAB, NB above)
Ofqual	the Office of Qualifications and Examination Regulation (England (general and vocational qualifications) and vocational qualifications in N. Ireland)
PPE	Personal Protective Equipment

PUWER	Provision and Use of Work Equipment Regulations
QCF	Qualifications and Credit Framework Ofqual, together with its partner regulators in Wales (DCELLS) and Northern Ireland (CCEA), is responsible for regulation of the Qualifications and Credit Framework (QCF). The QCF is a system for recognising skills and qualifications.
SCOTS	Society of Chief Officers of Transportation in Scotland
SHW	Specification for Highway Works – (Volume 1 of the Manual Contract Document for Highway Works) published by National Highways (previously Highways England and Highways Agency), for National Highways, Transport Scotland , The Welsh Government and The Department for Infrastructure, Northern Ireland.
SoS	Schedule of Suppliers
SSAC	Sector Scheme Advisory Committee
SSD	Sector Scheme Document
TMCA	Traffic Management Contractors Association
TMF	Traffic Management Foreperson (12A & 12B)
TMO	Traffic Management Operative (12A & 12B)
TSCO(TSS)	Traffic Safety & Control Officer (Traffic Safety Supervisor)
TTM	Temporary Traffic Management
UKAS	United Kingdom Accreditation Service (The United Kingdom National Accreditation Body) or any recognised European Union National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory with a scope which includes a (UK) National Highway Sector Scheme.
WAG	Welsh Assembly Government (Welsh Government)

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

Sections 4 - 10: Quality Management System Requirements

(04/24) 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 there are no scheme-specific detailed requirements; the requirements are as stated in ISO 9001:2015 without further qualification; 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 organization
4.1	Understanding the organization 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
	Interested parties shall include the Customer, Client and other contractors, and those that interact with or use the Client's infrastructure e.g. the general public including travelling public, emergency services and other relevant organisations and stakeholders.
4.3 ^(04/24)	Determining the scope of the quality management system
	<p>This Standard describes the quality management system requirements to be established by organizations providing Static Temporary Traffic Management on motorways and high-speed dual carriageways including on-line widening schemes.</p> <p>The SSD provides additional detailed requirements of BS ISO 9001:2015 and shall be read in conjunction with that Standard. The Standard is applicable to organizations carrying out the installation, maintenance, and removal of Static Temporary Traffic Management measures on motorways and high-speed dual carriageways.</p> <p>The Standard shall be referenced in the Certificate of Registration (see Appendix K), which shall clearly indicate the categories of work (i.e. NHSS 12A, or NHSS 12B or both)</p>
4.4	Quality management system and its processes
4.4.1 ^(04/24)	The organization shall operate a quality management system to ISO 9001:2015 and this Standard.

4.4.2^(04/24)	<p>The organization shall have their company registration to this sector scheme uploaded onto the UKAS website (by their Certification Body) under CertCheck: https://certcheck.ukas.com)</p> <p>immediately following confirmation of their registration to the sector scheme from the certification body. (See Appendix O for information).</p>
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5	Leadership
5.1	Leadership and commitment
5.1.1	General
	Top management shall demonstrate commitment to applicable NHSSs.
5.1.2^(04/24)	Customer focus
(i)	Processes for determining customer requirements shall consider the interaction with other works and interested parties.
(ii)	Safe working methods shall be documented and any deviation from these methods shall be notified to the Client/Customer/interested parties.
(iii)	A copy of all relevant working methods and risk assessments for undertaking the works shall be available on site.
5.2	Policy
5.2.1	Establishing the quality policy
	The organization's quality policy statement shall include a statement of commitment to 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^(04/24)	Organizational roles, responsibilities and authorities
	<p>Where a quality plan is required by the contract, relevant organizational roles, responsibilities and authorities shall be included (see Clause 7.5.1 and Appendix A).</p> <p>Based on industry best practice, current technologies and innovation , the organization will only use appropriately qualified workers who are capable and responsible for fulfilling the roles and activities required to meet the scope of works covered by the organization's registration to this sector scheme.</p>

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	Where required in the contract agreement the supplier shall undertake relevant risk assessments in accordance with the Client's standards and processes (for example Highways England's standard GG104 provides a method for undertaking risk assessment on their network).
6.2	Quality objectives and planning to achieve them
^(04/24) 6.2.1	The quality objectives shall include a commitment to meet Customer and Client requirements with respect to NHSS12A/B for static temporary traffic management on motorways and high-speed dual carriageways, including on-line widening schemes.
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 ^(04/24) A traffic management company shall maintain a minimum of 8 accredited Static Temporary Traffic Management personnel to meet the 12A requirements of this scheme, which shall include 2 TMFs. A minimum complement of 6 accredited Static Temporary Traffic Management personnel is required to meet the 12B requirements of this scheme, which shall include 2 LTMOs/TMFs. The organization shall ensure that any Static Temporary Traffic Management ^(04/24) personnel sourced from a labour only supply agency is appropriately qualified and certificate or card holding for the work activities they are undertaking. Each gang shall be led by an appropriately registered TMF (12A) or LTMO (12B) who is an active member of the gang. No gang shall have more than one trainee Operative. Important note: An operative holding a valid, in date, skills registration card for NHSS

12D at M2 level or above (excluding M7 only registered personnel), may work on NHSS12AB sites as a trainee only, without the need to have a valid, in date, TTMBBC or 12AB Operative certificate.

The TMF or ^(04/24)LTMO shall control a **maximum** of five registered TTM personnel each, and all high-speed gangs should as a **minimum** consist of:

- 2-man gang - ^(04/24) 12A Foreperson or LTMO plus one trainee
- 3-man gang - ^(04/24) 12A Foreperson or LTMO plus 12A/B Operative plus one trainee
- 4-man gang - ^(04/24) 1 2A Foreperson or LTMO plus two 12A/B Operatives plus one trainee
- 5-man gang - ^(04/24) 12A Foreperson or LTMO plus three 12A/B Operatives plus one trainee
- 6-man gang - ^(04/24) 12A Foreperson or LTMO plus four 12A/B Operatives plus one trainee. ^(04/24)

Gang Size	2	2	3	3	4	4	5	5	6	6
No. of Trainees	0	1	0	1	1	0	1	0	1	0
No. of TMOs	1	0	2	1	2	3	3	4	4	5
No. of LTMOs or TMFs	1	1	1	1	1	1	1	1	1	1

12A/B Static Traffic Management Personnel Categories

- 12A/B Traffic Management Operative Trainee
- 12A/B Traffic Management Operative (TMO)
- 12B Lead Traffic Management Operative (LTMO)
- 12A Traffic Management Foreperson (TMF)
- 12A Traffic Safety & Control Officer (TSCO)
- ^(04/24)12A/B Impact Protection Vehicle (IPV) Driver Hard Sholders Only
- ^(04/24)12A/B Impact Protection Vehicle (IPV) Driver Hard Sholders & Live Lanes

12A/B Traffic Management Operative Trainees

All trainee Static Temporary Traffic Management personnel working on motorways and high-speed dual carriageways shall (as a minimum) have successfully completed the Temporary Traffic Management Basic Course (TTMBC) prior to undertaking any traffic management activity on site.

A trainee TMO shall at all times be supervised by a registered TMO (as a minimum) on a one-to-one basis. The trainee’s experience should include practical application of installing, maintaining and removing Static Temporary Traffic Management schemes and shall be recorded as part of their training records.

Please note the following:

- On successful completion of the TTMBBC (prior to first day on site), a minimum of a

3-month period shall elapse prior to undertaking the 1-day Operative training course

- The TTMBBC competency is valid for 6 months
- A valid TTMBBC competency shall be maintained by the trainee Operative at all times
- No assessments shall commence until successful completion of the 1-day operative course
- All assessments shall be completed within two years from the start of their initial practical assessment.

Assessment of Candidates

- An assessor cannot be a member in a gang when assessing. They are either there to assess a trainee or there as part of the gang. They cannot do both at the same time
- An assessor is only permitted to assess one trainee at a time
- If two trainees are to be assessed the required ratios in the gang should be maintained at all times
- The trainee not being assessed shall not form part of the gang and will remain in a safe location (which has been risk assessed). Only when the first trainee's assessments have been completed will the trainees change over and the first trainee will remain in a safe location.

Training and Qualification Requirements for other TM Workers

- **12A/B Traffic Management Operative (TMO)**

The TMO works as part of the TTM team and will have successfully completed the following;

- TTMBBC
- TMO course
- TMO assessments.

- **12B Lead Traffic Management Operative (LTMO)**

- TTMBBC
- TMO course
- TMO assessments
- Register as TMO
- 12B LTMO course.

- **(04/24) 12A Traffic Management Foreman (Foreperson) (TMF)**

- TTMBBC
- TMO course
- TMO assessments
- Register as TMO
- 12B LTMO Course
- 12A Foreperson course.

	<p>(04/24) Traffic Safety and Control Officer / Traffic Safety Supervisor(TSCO/TSS)</p> <ul style="list-style-type: none"> ○ 12A Foreman Certificate ○ TSCO (TSS) Certificate ○ First Aid at Work Certificate ○ Health and Safety Certificate. <p>● Temporary Traffic Management Technical Officer (TO)</p> <ul style="list-style-type: none"> ○ Two years recorded experience of static TTM measures ○ Appointed by the organization. <p>● (04/24) Impact Protection Vehicle (IPV) Driver Hard Shoulders</p> <ul style="list-style-type: none"> ○ Hold a valid TTMBC certificate or trainee card skill or higher 12ABCD training/assessment skill ○ IPV training and ‘on hard shoulders’ assessment or be a qualified 12C Supervisor ○ Hold an HGV (minimum C) licence – not C1. <p>● (04/24) Impact Protection Vehicle (IPV) Driver Live Lanes</p> <ul style="list-style-type: none"> ○ Hold a minimum of a valid 12A/B Operative training certificate, or Operative trainee card skill or higher ○ IPV training and ‘on hard shoulders’ assessment ○ IPV live lane assessment on high-speed dual carriageways and/or motorways, or be a qualified 12C Supervisor ○ Hold an HGV (minimum C) licence – not C1.
<p>7.1.3</p>	<p>Infrastructure</p> <p>The organization shall determine, provide, and maintain sufficient supporting services/resources necessary to deliver static temporary traffic management measures which include those required for temporary traffic signs and automated systems.</p> <p>In addition, a process for the inspection and recording of maintenance on TTM and Plant equipment (refer to appendix P), including Impact Protection Vehicles (IPVs), shall be implemented by top management. In particular, the frequency for inspecting all equipment (to include Lorry Mounted Crash Cushions/Traffic Management Attenuator (LMCC/TMA)) shall be determined by the organization in accordance with industry best practice, including as appropriate compliance with National Highways safety alerts and VOSA vehicle inspection best practice. This is in addition to the organization’s daily checks.</p>

7.1.4	<p>Environment for the operation of processes</p> <p>Organizations shall carry out a Risk Assessment for all operations they are undertaking. (see also 8.2.2).</p> <p>This Risk Assessment should not be confused with the TTM control assessment required to determine the nature of the temporary traffic management measures to ensure safe working areas for carrying out the Works.</p> <p>Note: CDM 2015 requires the Client to provide any known information to the Principal Contractor</p>
7.1.5	<p>Monitoring and measuring resources</p>
7.1.5.1	<p>General</p> <p>No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification</p>
7.1.5.2	<p>Measurement traceability</p> <p>Manufacturer's guidance for the maintenance, servicing and calibration of equipment shall be taken into account within the quality management system.</p>
7.1.6	<p>Organizational knowledge</p> <p>Reference and legal documents listed in Appendix B are the main documents relevant to this Sector Scheme. These documents are relevant at the date of issue of this Sector Scheme Standard however, it is the responsibility of the organization to ensure that they are using the latest issue. This list is not exhaustive.</p> <p>The organization shall ensure that all Technical Officers, LTMOs and TMF have a working knowledge of the relevant parts of the documents listed in Appendix B of this schedule.</p>
7.2	<p>^(04/24) Competence</p>
	<p>The training and assessment of competency of workers required by this scheme is aimed primarily at their technical competence. Its purpose is to enable/assist and support employees to carry out work in a safe manner; however it remains the responsibility of the organization to determine and implement safe systems of work.</p>
	<p>Requirements</p>
(i & ii)	<p>^(04/24) Training and assessment of competence shall be carried out in accordance with Appendix C</p>
(iii)	<p>^(04/24) The organization shall create and maintain a record of training and practical experience and assessment of competence for each relevant employee and worker.</p>
(iv)	<p>^(04/24) At all times, whilst at work, workers shall carry their identification/skills/registration</p>

card. In addition to their competences/skills card (or e-card) will include an identification photograph and where appropriate the name of the organization.

^(04/24) All TMO, LTMO, TMF, TSCO (TSS) and IPV drivers are required to be trained and assessed. They shall attend and pass the relevant training courses and assessments, which have been ratified by the Sector Scheme Committee members on behalf of the organisations they represent, and which are administered by Lantra.

^(04/24) All registered TTM workers shall maintain their skills registration cards by attending a refresher training course in the 6-month period prior to the expiry date on their card.

^(04/24) Registered TMOs who wish to register as a LTMO and/or TMF will have successfully completed the TMOs training and assessment programme, have been assessed on the appropriate Static Temporary Traffic Management LTMO/TMF training (Static Temporary Traffic Management LTMO/TMF course – see Appendix C) and previously have had at least one year’s recorded experience as a Registered TMO, of setting up Static Temporary Traffic Management measures.

Smart’ Skills Registration Cards (e-Cards)

^(04/24) A Static Temporary Traffic Management skills registration card is issued to all traffic management personnel when they have successfully completed an approved training and assessment programme (see Appendix C). The Static Temporary Traffic Management skills registration card will define the type of Static Temporary Traffic Management the holder has been trained to undertake and the degree of responsibility that the holder can normally accept. It shall not be valid for any Static Temporary Traffic Management that is not defined.

^(04/24) For competency expiry dates the end user will be required to scan their smart card (e-card).

Options available are:

<https://www.cscs.uk.com/checkcards/cscs-smart-check/>

<https://www.lantra.co.uk/careers/LantraCardChecker>

TMO, LTMO, TMF, IPV Drivers & TSCO who have successfully completed the approved training and assessment programme shall carry their smart skills registration card (e-card) as identification and confirmation of their competency whenever they are working on Temporary Traffic Management schemes.

Note. The Construction Leadership Council has determined that construction industry competency/identity cards must include a recognised “mark”. It has been decided that this will be the CSCS “mark”, which will be enforced by 2020. Some major construction companies are already enforcing this as a requirement for personnel to enter their sites. The smart skills registration card now incorporates the CSCS logo.

	<p>Renewal of smart skills registration cards (e-card)</p> <p>^(04/24) Holders of smart skills registration cards (e-cards) shall renew their competencies within the designated period by attending and successfully completing the appropriate refresher training course before the skill(s) will be updated on their skills registration card (e-card). Timeframe for refresher training, not sooner than 6 months prior to expiry date nor later than 6 months after the expiry date.</p> <p>Refresher training successfully completed within the 6-month renewal period will consist of attending the theory training course only, appropriate to their qualification. The skill(s), upon completion of the relevant refresher training, will be uploaded to the skills registration card/e-card for a period of 5 years (inclusive of a 6-month renewal period).</p> <p>Learners who do not attend refresher training prior to their skill(s) expiring will be required to attend the full one or two-day training courses (theory) appropriate to their qualification and successfully pass the test for that training course, before being issued with a new skills registration card/e-card. This window of opportunity is only available for 6 months from the expiry date of the existing skill(s).</p> <p>Any skills more than 6 months out of date will require Learners to complete the full training and assessment criteria appropriate to their qualification.</p> <p>Refresher training for holders of IPV Driver cards is the half day theory course with end of course test paper.</p> <p>The organization shall create and maintain a record of practical TTM experience for each TMO, LTMO, TMF, TSCO (TSS) and IPV drivers employed or subcontracted. The record shall include details of the manner in which the individual has obtained practical experience appropriate to their qualification.</p>
7.3	Awareness
	No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification
7.4	Communication
	The relevant quality plan and standard operating documented information shall be communicated to all relevant employees
7.5	Documented information
7.5.1	<p>General</p> <p>(i) When specified in the contract documents or requested, the organization shall prepare a quality plan or alternative document as defined in the Contract Specification and if required submit this for acceptance or approval by the Client, as appropriate, prior to commencement of work (See section 8 and Appendix A).</p>

(ii)	The organization shall have in place auditable processes to identify publication of relevant new documents/standards and implementation requirements (See Appendix B, note 2).
7.5.2	Creating and updating The organization shall have processes in place to ensure that the latest versions of relevant Standards and Documents are always available (See Appendix B).
7.5.3	Control of documented information No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification.
7.5.3.1	^(04/24) Records should be kept for a minimum of 6 years or longer if contractually required. However, there may be other circumstances where it would be prudent for the organization to keep and maintain documented information for a longer period. The organization shall assess the risks of disposing of documented information, for instance in respect of HS&E incidents.

8	Operation
8.1	Operational planning and control
(i)	The quality plan shall address the topics listed in Appendix A of this schedule and where applicable the requirements contained in the Specification for Highway Works (SHW) and associated contract documents.
^(04/24) (ii)	The Quality plan may be a largely standard document as indicated in Appendix A of this Standard supplemented by contract specific information.
(iii)	The quality plan should not be considered in isolation. An integrated approach may be taken which links to other relevant plans (e.g. H&S plan). Note 1:- The Quality Plan describes the management strategy that sets clear and sustainable performance objectives, delegates' responsibility and establishes lines of communication. The objective being to manage the various management schemes within an overall management scheme within an organization. Note 2: Client duties under CDM require the provision of known information and cooperation and coordination with the principal/main contractor and principal designer.
(iv)	The organization shall, in order to reduce the need for waste disposal, minimise the generation and environmental impacts of wastes arising during the contracted works and shall maximise opportunities for the re-use and recovery of wastes. The organization shall document its arrangements for the identification, segregation, handling, storage and disposal of the different types of wastes arising from the contracted works to maximise opportunities for the re-use and recovery of wastes.

8.2	Requirements for products and services
8.2.1	<p>Customer communication</p> <p>The quality plan shall identify what and when relevant information is passed on to the Customer and Client (see Appendix A).</p> <p>Note: Where required by the contract/ legislation the Customer and Client needs to be informed about the products, i.e., they require detailed information as appropriate regarding materials, components, manufacturing details etc. for the purposes of:</p> <ol style="list-style-type: none"> a. as-built records for maintenance/health and safety requirements and asset management. b. their own monitoring of the effectiveness/performance of the product. <p>The organization shall define the relevant information e.g. contract or legislative requirement.</p> <p>^(04/24) The organization shall have a process in place to ratify their registration to this Standard on the UKAS CertCheck website:</p> <p>https://certcheck.ukas.com</p> <p>immediately following confirmation of their registration to the Sector Scheme from the Certification Body and thereafter annually. See also Appendix O.</p>
8.2.2	<p>Determining the requirements for products and services</p> <p>^(04/24) The organization shall ensure that the requirements of the specification are met. As part of the review procedure the organization shall require the organization to verify with the customer that the order placed meets the technical requirements included in the Client's Contract Specification. The procedure shall include consideration and/or compliance with Chapter 8 of the Traffic Signs Manual, the relevant TSRGD and other relevant documents and legislation.</p> <p>Note: The customer and Client may be the same establishment/entity.</p> <p>Where required by a contract the organization shall undertake relevant risk assessments in accordance with the client's standards and processes.</p> <p>(An example of this is National Highways' requirement to use DfT's DMRB Standard GG104, which provides a method for undertaking risk assessment on their network). See also 5.1.2 of ISO 9001:2015.</p>
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
8.3.1	<p>General</p> <p>^(04/24)Where Static Temporary Traffic Management system design or development is undertaken the Quality Plan will identify the personnel involved with their qualifications/experience appropriate for Static Temporary Traffic Management design. This shall include those involved with design verification and approval.</p> <p>Chapter 8 of the Traffic Signs Manual gives the principles for temporary traffic management design.</p> <p>Reference shall be made to “Guidance for Safer Temporary Traffic Management” when planning Static Temporary Traffic Management arrangements.</p> <p>Note 1: Design is covered by section 8 of ISO 9001, but within a NHSS this needs to be considered on its merit in respect of how design is applicable to installation works. If appropriate (e.g. for Joint Ventures) then GD02 or relevant successor documents may well be applicable for their design work and should be included and defined/referenced appropriately in the relevant NHSS.</p>
8.3.2	<p>Design and development planning</p> <p>No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification</p>
8.3.3	<p>Design and development Inputs</p> <p>The design process shall include liaison with the highway authority and the police as appropriate. This shall cover topics such as timing of operations, taper positions, Police involvement, special signing and co-ordination with other works. This liaison may be included with design review processes.</p> <p>Records of design inputs shall identify sources of information such as traffic flows and carriageway widths.</p>
8.3.4	<p>Design and development controls</p> <p>No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification</p>
8.3.5	<p>Design and development outputs</p> <p>No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification</p>
8.3.6	<p>Design and development changes</p> <p>No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification</p>
8.4	Control of externally provided processes, products and services
	No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification Where required by a contract the organization shall

	<p>undertake relevant risk assessments in accordance with the client's standards and processes.</p> <p>(An example of this is National Highways' requirement to use DfT's DMRB Standard GG104, which provides a method for undertaking risk assessment on their network). See also 5.1.2 of ISO 9001:2015.</p>
8.4.1	<p>General</p> <p>^(04/24)Delivery documentation shall be inspected by a competent worker to verify that the delivery satisfies the purchase requirements.</p> <p>The organization shall identify and plan the supply and installation processes. The control procedures shall verify that suppliers of incoming materials, equipment and services are capable of providing the required quality and adequate supplies in order to maintain the planned rate and quality of production of the installation (e.g. pavement repair).</p> <p>(i) For highway use, appropriate products shall be UK/CE marked complying with the relevant harmonized European Standard as applicable to the national regulation or be proprietary.</p>
	<p>(ii) ^(04/24) Where the provision of ancillary activities such as road marking or temporary traffic management are procured only organizations with valid Registration to the relevant NHSS Standard shall be used:</p> <p>^(04/24)Materials, products and services shall be selected in accordance with the contract (specification) documents including valid registration to other relevant NHSS Standards. (See Lantra's Schedule of Suppliers for current listing of NHSS Standards).</p> <p>https://www.lantra.co.uk/national-highways-sector-schemes-nhss/schedule-of-suppliers</p>
8.4.2	<p>Type and extent of control</p> <p>No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification</p>
8.4.3	<p>Information for external providers</p> <p>The specification and tolerances for incoming materials, equipment and services (including records and/or personnel training requirements for any services) to be procured shall be established and communicated to suppliers by appropriate traceable and confirmable means (e.g. emailed or written instructions and recorded or transcribed telephone messages).</p>
8.5	<p>Production and service provision</p>
8.5.1	<p>Control of production and service provision</p>
	<p>^(04/24)Monitoring of quality of the installed works shall be carried out. The number of checks carried out shall be sufficient to demonstrate the works have been constructed</p>

	<p>and maintained in a safe condition in accordance with the contract.</p> <p>The organization shall produce a risk assessment and method statement (RAMS) for the installation, maintenance, and removal of Static Temporary Traffic Management arrangements. Where required, the method statement shall be submitted to the Customer for acceptance and to the Client's representative for acceptance or approval as appropriate.</p> <p>^(04/24)The organization shall determine the relevant documents listed in Appendix B which are appropriate to a contract and shall demonstrate that workers have access to and a working knowledge of these and other documents listed in Appendix B of this Standard together with the Contract Specification.</p> <p>The organization shall appoint a LTMO or TMF as appropriate who shall be responsible for the installation, maintenance and removal of the static Temporary Traffic Management measures and shall be an active member of the installation/removal team.</p> <p>For works covered by 12A installation, general maintenance of the TTM shall be carried out by a minimum of two traffic management personnel working together (as a minimum one of the TMO shall be registered).</p> <p>All equipment shall be maintained in the proper position and kept clean. Damaged equipment shall be replaced.</p> <p>The appointed LTMO or TMF shall be included in the organization's Contract Specific Quality Plan as having the responsibility, training, and experience to manage Temporary Traffic Management situations, as appropriate to meet the requirements of the Contract Specification.</p> <p>A LTMO/TMF/TMO, as appropriate to the scheme, shall be contactable at all times. This information shall be included in the organization's Quality Plan).</p> <p>The organization may be required under the contract to report to the Customer on unexpected interruption to traffic flow, accidents, or other incidents, and if appropriate to their role, recommend corrective actions for consideration.</p> <p>^(04/24)Works orders, risk assessment and quality plans for the installation, maintenance, and removal of static TTM shall be signed by the relevant designated personnel identified in the organization's quality plan and retained for 6 years. They will also be submitted to the Client if requested. (See Clause 7.5 for further considerations).</p> <p>Daily certificates/reports, signed by the LTMO or TMF or Technical Officer (or by a TMO where the relaxation in respect of personnel competency requirements for a medium duration Hard Shoulder Closure, detailed in GG115), shall be retained and submitted to the Customer, if required, for the installation, maintenance, and removal of the static temporary traffic management measures.</p>
<p>8.5.2</p>	<p>Identification and traceability</p> <p>The organization shall implement and maintain documented auditable processes to ensure that retained documents and records can be clearly identified and traced (See also Appendix E).</p>

8.5.3	<p>Property belonging to customers or external providers</p> <p>The quality management system shall include a procedure where materials are supplied by the Customer, an identified agent or the Client (if required in the contract specification), to ensure that the property or material is safeguarded from damage, deterioration or misuse. This is particularly important where those products are not installed by the organization itself e.g. third-party sub-contract organisations such as ground workers, drainage contractors</p>
8.5.4	<p>Preservation</p> <p>Systems shall be in place to inspect and maintain all goods returned from site before their subsequent use.</p> <p>Note: Manufacturers recommend the regular inspection of IPV equipment, by a competent worker.</p>
8.5.5	<p>Post-delivery activities</p> <p>No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification.</p>
8.5.6	<p>Control of changes</p> <p>No specific particular requirement: the requirements are as stated in ISO 9001:2015 without further qualification.</p>
8.6	<p>Release of products and service</p>
	<p>The organization shall retain records to show that the worker authorizing the release of products and services had the necessary authority and competence to do so.</p>
8.7	<p>Control of nonconforming outputs</p>
8.7.1	<p>Non-conforming equipment shall not be used unless written approval has been received from the Client.</p> <p>Any material and /or work not conforming to the specification shall either be reworked to conform to the specification or must formally be accepted in writing by the customer. The materials and/or work shall otherwise be considered as rejected and precluded from use as originally intended.</p> <p>The quality management system documentation shall identify the control procedures to be taken when non-conformity in materials, preparation or undertaking of works (state as appropriate for the NHSS).</p> <p>Note: Some inconsistencies and/or irregularities may not initially be reasonably evident e.g. as a result in delays in receipt of test results on a component or within the control of the organization and can arise during or after the laying process. The organization may seek concessions from the customer with regard to acceptance or repair as a result of such factors.</p>
8.7.2	<p>The organization shall implement and retain documented information such that any work not conforming to the contract specification shall be rejected and precluded from use, reworked to conform to the specification, or formally accepted under</p>

	Concession in writing from the Client.
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9	Performance evaluation
9.1	Monitoring, measurement, analysis and evaluation
9.1.1	General
	This includes the ongoing impact on other works including congestion and traffic flows
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	Internal audits shall be carried out at sufficient frequency and by a suitable technically competent worker(s) to ensure a robust assessment of the compliance of the product.
9.2.2	^(04/24) The quality plan shall state the frequency of internal audits. Internal audits of the quality management system against this Standard shall be carried out by a nominated, competent person and must include active TTM schemes. Internal auditors shall have a working knowledge of TTM activities.
9.3	Management review
9.3.1	General
(i)	The organization shall review the quality management system no less frequently than once every twelve months to ensure its continuing suitability and effectiveness to conform to this Standard.
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	The corrective actions and risk assessment processes shall include analysis of incidents including accident statistics
10.2.2	No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification
10.3	Continual improvement^(04/24)
	Continual improvement processes shall include analysis of near miss reporting ^(04/24) Note: Highways Accident Reporting Tool (HART) National Highways revised GG128 guidance came into force on 1st April 2023. This guidance advises all suppliers what and when to report incidents on to HART.

Appendix A: Requirements for Quality Plans

^(04/24) The quality plan shall include (but not be limited to) the following items.

1 General requirements

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

2 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 workers involved with the contract including the contact details for these workers.
- 2.2 Details of the contract specific equipment to be used and any certification required to be issued to the Customer/Client.
- 2.3 Name and contact details of Customer/Client contact(s).
- 2.4 Details of the communications required between the organizations staff and the Customer/Client or any other party.

- 2.5 Work programme and details of deliverables.
- 2.6 Liaison with the Police and the Highway Authority or other competent authority.
- 2.7 Materials storage details and location
- 2.8 Method statements for application/installation, maintenance and removal of products and services covered by the scope of this Standard and the detailed drawing(s) to be supplied.
- 2.9 ^(04/24) Inspection and testing regime to be adopted covering frequency, methods of test, responsibility for testing and acceptance criteria. Inspection and testing includes, but is not limited to plant, equipment and temporary road traffic signs, including a requirement for the TMATA testing regime for IPVs/TMA
- 2.10 Control of non-conforming product.
- 2.11 How performance requirements are to be achieved.
- 2.12 All relevant contract specific information in respect to speed restrictions, safety requirements, environmental requirements, existing conditions and site conditions.
- 2.13 Any client-specified testing requirements and responsibility for testing including the supply of test equipment.
- 2.14 Risk Assessments

Notes:

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

Appendix B: Reference and Associated Documents (Bibliography)

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

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

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

1. Reference Documents

1	<p>Manual of Contract Documents for Highway Works: Volume 1 Specification for Highway Works (SHW), and amendments</p> <p>Series 000 Introduction Series 100 Preliminaries Series 1200 Traffic Signs Series 1400 Electrical Work for Road Lighting and Traffic Signs</p> <p>www.standardsforhighways.co.uk/ha/standards/mchw/index.htm</p> <p>(See note 2)</p>
2	<p>Manual of Contract Documents for Highway Works – Volume 2 Notes for Guidance on the Specification for Highway Works (NGSHW), and amendments.</p> <p>Series NG000 Introduction Series NG100 Preliminaries Series 1200 Traffic Signs Series 1400 Electrical Work for Road Lighting and Traffic Signs</p> <p>www.standardsforhighways.co.uk/ha/standards/mchw/index.htm</p> <p>(See note 2)</p>
9	<p>Traffic Signs Regulations and General Directions, (The Stationery Office)</p> <p>www.legislation.gov.uk/ukxi/2002/3113/contents/made</p>

2. Associated Documents - Bibliography

1	<p>Design Manual for Roads and Bridges (The Stationery Office)</p> <p>www.dft.gov.uk/ha/standards/dmrb/index.htm</p> <p>(See notes 2 and 4 below).</p>
1.1	<p>GG 102 - Quality Management Systems for Highway Design (Design Manual for Roads and Bridges – Volume 0, Section 2, section 1, Part 1 –</p> <p>http://www.standardsforhighways.co.uk/ha/standards/dmrb/vol0/section2.htm</p>
1.2	<p>GG 104 - Requirements for safety risk assessment (DMRB)</p> <p>GG128 – Requirements for reporting incidents, events and undesirable circumstances: health, safety, wellbeing, structural and environmental.</p> <p>https://www.standardsforhighways.co.uk/search/e86b7699-ed01-4806-a0fc-9fe11c8e73ee</p>
2	<p>Working Drawings for Traffic Sign Design and Manufacture - Volume 3</p> <p>(DOT/The Stationery Office)</p>
3	<p>Notes for Guidance for Temporary Traffic Management - (TMCA)</p>
4	<p>British Standards (and amendments). It is the responsibility for individual contractors to ascertain which standards are relevant to their contract. For example only:</p> <ul style="list-style-type: none"> • BS 8442 Miscellaneous road traffic signs and devices. Requirements and test methods. • BS 3262 - Part 3 Hot-applied thermoplastic road marking materials. Specification for application of material to road surfaces. • BS EN ISO 20471 -Specification for High Visibility Reflective Clothing • BS EN 1436 - Road marking materials. Road marking performance for road users. • BS EN 1463 – 1 - Road marking materials. Retro-reflecting road studs. Initial performance requirements • BS EN 1463 – 2- Road marking materials. Retro-reflecting road studs. Road test performance specifications • BS EN 1824 - Road marking materials. Road trials • BS EN 12352 - Traffic control equipment. Warning and safety light devices. • BS EN 12899 – 1- Fixed vertical road traffic signs – Part 1: fixed signs • BS EN 13422 - Vertical road signs. Portable deformable warning devices and delineators. Portable road traffic signs. Cones and cylinders.
5	<p>Guidance for safer Temporary Traffic Management - (HA, CSS and HSE).</p> <p>www.nationalhighways.co.uk</p>

6	<p>Sector Scheme Document for Mobile Lane Closure Traffic Management on Motorways and other Dual Carriageways, Scheme 12C.</p> <p>https://www.lantra.co.uk/national-highway-sector-schemes-nhss/schedule-of-suppliers</p>
7	<p>Sector Scheme Document for Installing, Maintaining and Removing Temporary Traffic Management on Rural and Urban Roads, Scheme 12D</p> <p>https://www.lantra.co.uk/national-highway-sector-schemes-nhss/schedule-of-suppliers</p>
8	<p>Temporary Road Markings: Working Group Findings</p> <p>www.nationalhighways.co.uk</p>
9	<p>Crossing high-speed roads on foot during Temporary Traffic Management works (HSE Construction Information Sheet No 53)</p>
10	<p>IANs – Either withdrawn or replaced with Technical Advice Notes (TANs or Raising the Bar Documents (RtB)</p> <p>https://www.highwayssafetyhub.com/raising-the-bar-guidance.html</p> <p>Guidance for minimum best practice, but may also be contractual</p>
13	<p>A guide to periodic training for employers and training providers to the road passenger and road freight industries.</p> <p>https://www.gov.uk/driver-cpc-training</p>
14	<p>RSDA/CSS Code of Practice for Signing at Surface Dressing Sites –</p> <p>https://www.rsta-uk.org/</p> <p>Note 1: This list of standards and documents include those that are date specific, however, the organization shall have procedures in place to ensure that the latest versions are always available. (See clause 7.5.3.2)</p> <p>Note 2: Every effort has been made to update web sites, but the committee cannot provide any guarantees that the sites will continue to exist or if they do that they will maintain access to the documents identified above.</p> <p>Note 3: The Design Manual for Roads and Bridges contains a number of volumes relating to a number of topics, many of which do not impact on Temporary Traffic Management. The Organization will need to be aware of those that may impact on Temporary Traffic Management operations.</p>

Appendix C: Training and Assessment of Competence

1. Training and competency qualifications ^(04/24)

Training and competency requirements is set out in this Appendix.

The organization shall ensure that their workers have undergone suitable training and competency assessment that will cover aspects of the work to be undertaken as follows.

NHSS 12A/B for Static Temporary Traffic Management on Motorways and High-Speed Dual Carriageways including on-line widening schemes including the following:

The installing, maintaining & removing of static temporary traffic management on motorways and high-speed dual carriageways:

- 12A Installation incorporating contraflow operations and/or temporary road markings
- 12B Installation not incorporating contraflow operations and/or temporary road markings.

Information organizations and operatives should know with regard to training and assessment in Temporary Traffic Management is as follows:

Traffic Management Operative (TMO)

- Unqualified workers (trainees) shall attend the Temporary Traffic Management Basic Course prior to being allowed on site
- Unqualified workers (trainees) holding a valid TTMBBC certificate/card shall have gained a minimum of 3 months site experience prior to attending the 12A/B operative course
- Unqualified workers (trainees) shall attend the one-day off the job operative training course within 6 months of starting employment within the Temporary Traffic Management industry
- Unqualified workers (trainees) shall be supervised by a qualified member of the gang at all times on a one-to-one basis, with a maximum of one unqualified worker to every five qualified people operating in the gang including the Traffic Management Foreperson
- Unqualified workers (trainees) must attend and successfully complete the 12A/12B one day Operative training course prior to commencement of any assessments in their logbook. The logbook covers a range of activities, each of which is assessed on a number of separate occasions. Operatives will have completed their logbook assessments within 2 years from their first assessment. If the assessment exceeds 2 years, this will be void and the learner is required to start the assessment criteria again
- A period of at least two weeks (14 consecutive days) between successful/unsuccessful assessments must be observed. The object is to observe competence over a period of time to ensure consistency so that the tasks become part of an Operative's everyday routine
- Only trained assessors who are approved and registered with Lantra can complete and sign off the assessments in the logbook
- For 12A/12B ^(04/24) National Highways have advised that assessment can only be conducted during live works, including maintenance, on the strategic road network

Lead Traffic Management Operative (LTMO)

To be registered as a Lead Traffic Management Operative, the worker is required to:

- Qualify as a 12A/B Operative (as detailed above) and;
- Successfully complete the Lead Traffic Management Operative training course.

Note: A 12B Registered Lead Traffic Management Operative can only supervise 12B installations.

Traffic Management Foreman (Foreperson) (TMF)^(04/24)

To be registered as a Traffic Management Foreman (Foreperson) the worker is required to:

- Qualify as a Lead Traffic Management Operative (as detailed above) and;
- Successfully complete the Traffic Management Foreman (Foreperson) training course.

Note: A 12A Registered Foreman (Foreperson) is also able to supervise both 12A and 12B operations and the LTMO.

Traffic Safety and Control Officer (TSCO) / Traffic Safety Supervisor (TSS)^(04/24)

To be registered as a TSCO (TSS), the worker is required to:

- Hold a valid 12B LTMO certificate
- Hold a valid 12A/B Foreman (Foreperson) certificate or be a registered 12A Foreman
- Successfully complete TSCO training
- Hold a valid First Aid at Work certificate
- Hold a valid Health and Safety certificate (i.e. one day IOSH), as minimum.

Impact Protection Vehicle (IPV) Drivers (Hard Shoulder only/ non-live lanes)

- ^(04/24)Impact Protection Vehicle (IPV) Drivers shall have as a minimum attended the Temporary Traffic Management Basic course prior to attending the IPV training course and completing the Hard Shoulder assessment. On successful completion and registration this will enable candidates to be issued with or have their Smartcard/e-card updated with the category of IPV With Hard Shoulder

Impact Protection Vehicle (IPV) Drivers (Live Lanes)

- ^(04/24)Impact Protection Vehicle (IPV) Drivers requiring live lanes, shall have completed the above IPV With Hard Shoulder training and assessment and as a minimum have 3 month of on-site experience and successfully completed attended 12A/B operative course before completing a Live Lane assessment. On successful completion and registration this will enable candidates to be issued with or have their Smartcard/e-card, updated with the category of IPV With Hard Shoulder Note: IPV Live Lane assessments must be completed in conjunction with an installation and removal that includes advance signs and an offside taper.

Fully assessed 12C Supervisors do not need to attend the IPV training course as the 12C Supervisors qualification means they can drive an IPV on hard shoulders and live lanes.

The IPV qualification alone applies only to 12A/B operations and not to 12C operations.

(04/24) The occupational titles and skills cards covered by this Standard are set out below:

NHSS 12A/B Skills Titles	Required Training/ Assessment to Achieve	Skills Card Details
TTMBC (Trainee)	Temporary Traffic Management Basic Course (half day training) Valid for 6 months	Lantra TM/CSCS: <ul style="list-style-type: none"> • e-card • Smartcard • e-certificate
12A/B Operative (Trainee)	12A/B Operative (1 day) Training Course (valid for 2 years) Must hold a valid TTMBC for 3 months before sitting this course or hold a 12ABCD skill	Lantra TM/CSCS: <ul style="list-style-type: none"> • e-card • Smartcard • e-certificate
12A/B Operative (Skilled Worker)	12A/B Operative (1 day) Training Course & 12A/B Operative Assessments. Must be refreshed every 5 years	Lantra TM/CSCS: <ul style="list-style-type: none"> • e-card • Smartcard
12A/B Operative Non-Driver (Skilled Worker)	12A/B Operative (1 day) Training Course & 12A/B Operative Assessments (non-driver units) Must be refreshed every 5 years	Lantra TM/CSCS: <ul style="list-style-type: none"> • e-card • Smartcard
12B Lead Traffic Management Operative (Supervisor)	12A/B Operative Skilled Worker and achieve 12B LTMO Training Course (2 days) Must be refreshed every 5 years	Lantra TM/CSCS: <ul style="list-style-type: none"> • e-card • Smartcard
12B Lead Traffic Management Operative Non-Driver (Supervisor)	12A/B Operative Non-Driver Skilled Worker and 12B LTMO Training Course (2 days) Must be refreshed every 5 years	Lantra TM/CSCS: <ul style="list-style-type: none"> • e-card • Smartcard • e-certificate
12A/B Foreperson (Foreperson) (Supervisor)	12A/B Operative Skilled Worker, 12B LTMO Training Course (2 days) and 12A/B TMF Training Course (1 day) Must be refreshed every 5 years	Lantra TM/CSCS: <ul style="list-style-type: none"> • e-card • Smartcard • e-certificate
12A/B Foreman (Foreperson) Non-Driver (Supervisor)	12A/B Operative Non-Driver Skilled Worker, 12B LTMO Training Course (2 days) and 12A/B TMF Training Course (1 day) Must be refreshed every 5 years	Lantra TM/CSCS: <ul style="list-style-type: none"> • e-card • Smartcard • e-certificate

NHSS 12A/B Skills Titles	Required Training/ Assessment to Achieve	Skills Card Details
12A Traffic Safety & Control Officer / Traffic Safety Supervisor (Manager)	12A Foreperson Course (1 day), 12A Traffic Safety & Control Officer Course (2 days), First Aid at Work Certificate, Health & Safety Certificate Must be refreshed every 5 years FA and H&S certificates must be valid throughout the duration of the skills card.	Lantra TM/CSCS: <ul style="list-style-type: none"> • e-card • Smartcard • e-certificate
IPV With Hard Shoulder (Skilled Worker)	TTMBC Training (1/2 day), IPV Training (1/2 day) & IPV Hard Shoulder Assessment Must be refreshed every 5 years	Lantra TM/CSCS: <ul style="list-style-type: none"> • e-card • Smartcard • e-certificate
IPV With Hard Shoulder and Live Lanes (Skilled Worker)	IPV Hard Shoulder Assessment, 12A/B Operative Training (1 day) & IPV Live Lane Assessment Must be refreshed every 5 years	Lantra TM/CSCS: <ul style="list-style-type: none"> • e-card • Smartcard • e-certificate
<p>For further information on training and assessment rules of combination, please go to: https://www.lantra.co.uk/national-highway-sector-schemes-nhss</p>		

Important note: An operative holding a valid, in date, skills registration card for NHSS 12D at M2 level or above (excluding M7 only registered personnel), may work on NHSS12AB sites as a trainee only, without the need to have a valid, in date, TTMBC or 12AB Operative certificate.

Additional skills and requirements (Optional) ^(04/24)

NHSS 12A/B (and 12D)	Type of road works	Course purpose	Training course	Site assessment	Refresher
Gate Person Airlock Installer/ Operator (Labourer)	Used for the control of entry into or through Traffic Management Systems	Optional category for all personnel involved with EMCC operations, but not EMCC drivers	Awareness only: Must hold a valid TTMBC skill (half-day training) and Gate Person Airlock Installer/ Operator training	None	Gate Person / Airlock Installer/ Operative course with test paper must be completed
<p>Note 1: Once the TTMBC expires, Learners are not permitted to work as a Trainee for 12AB, 12C or 12D. The Gate Person skill doesn't permit you to work as a Trainee TTM operative.</p> <p>Note 2: Gate Person Airlock Installer/Operator (Labourer) will be mandated from 01 January 2025</p>					
Enhanced Mobile Carriageway Closure Awareness only (Trainee)	Used to implement a traffic free zone	Optional category for TM	Awareness only course. Suitable for any workers working in TM	None	Optional refresher every 2 years
Enhanced Mobile Carriageway Closure Operator (Skilled Worker)	Used to implement a traffic free zone	Optional category for TM	Must be a registered 12AB Operative with a minimum 12 months' experience. EMCC training (1 day)	Complete a minimum of one live assessment using an approved EMCC vehicle	Complete 1 day training course and end of course test Must be refreshed every 5 years

For further details on the above training route and a full list of training and assessment courses please contact:

Lantra, Lantra House, Stoneleigh Park, Coventry CV8 2LG

Tel: 02476 696996 (Customer Service Team)

Email: nhss-highways@lantra.co.uk

Website: www.lantra.co.uk

2. Health and safety

Organizations are reminded of the legal requirements to provide health and safety training for all workers as appropriate in accordance with the Health and Safety at Work Act 1974.

The training and assessment of competency of worker required by this scheme is aimed primarily at technical competence in their field of work. It is intended to provide awareness to carry out work in a safe manner; however, it remains the responsibility of the organization to determine and implement safe systems of work.

3. Temporary traffic management ^(04/24)

Highways authorities and other stakeholders 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 short duration works, the organization shall identify the associated risks and undertake a full risk assessment.

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.

4. Fraudulent certificates/cards

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

Suggested Action by the Organization

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

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

If the certificate/card appears to be fraudulent:

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

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

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

5. Lantra/Construction Skills Certification Scheme (CSCS) Static Temporary Traffic Management Cards for 12A/12B Static Temporary Traffic Management

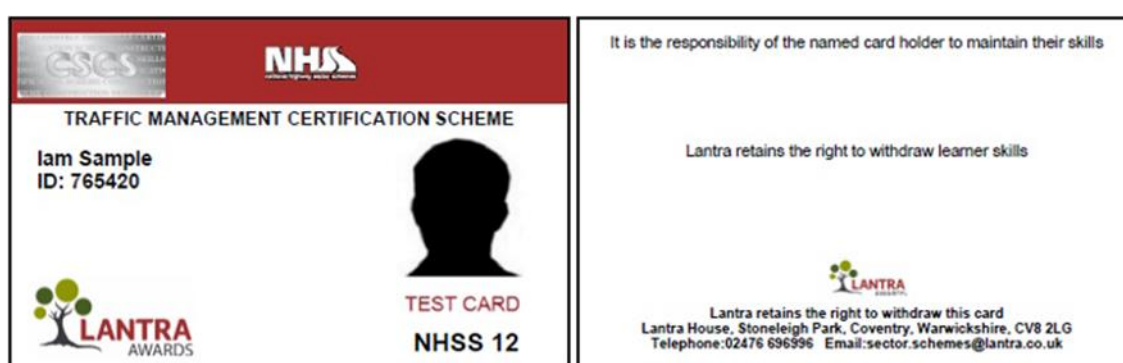
^(04/24)The smart skills registration card (e-card) is issued by Lantra in accordance with the CSCS Partnercard Scheme and the Lantra centre specification, it carries the CSCS logo.

Appendix C1: (04/24) Sample Skills Card

This appendix is intended to provide the reader and assessors with information on the style and layout of current competency/identity/skills registration cards, recognised by the SSAC as meeting the requirements of this scheme. The appendix will provide colour facsimiles of each type of card and an explanation of what information/data should be expected on each card type and where it is located. Where relevant, older style competency cards should be included in this appendix if they are current.

The following cards are available under this NHSS. The card images are displayed in reverse order, newest version to oldest version.

(04/24) Lantra NHSS12ABCD E-Card:



Skill	Classification	Expiry
12A Foreman (Supervisor)	Traffic Management	10/08/2031
12A Foreman Non-Driver (Supervisor)	Traffic Management	10/08/2031
12A Traffic Safety & Control Officer (Manager)	Traffic Management	29/09/2031
12AB General Operative (Skilled Worker)	Traffic Management	05/06/2031
12AB General Operative (Trainee)	Traffic Management	01/04/2027
12AB General Operative Non-Driver (Skilled Worker)	Traffic Management	05/06/2031
12AB TSCO (TSS) (Manager)	Traffic Management	29/09/2031
12B LTMO (Supervisor)	Traffic Management	07/07/2031
12B LTMO Non-Driver (Supervisor)	Traffic Management	07/07/2031
EMCC Operator (Skilled Worker)	Traffic Management	30/04/2032
Gate Person (Labourer)	Traffic Management	07/01/2031
IPV With Hard Shoulders & Live Lanes (Skilled Worker)	Traffic Management	10/04/2031
IPV With Hard Shoulders (Skilled Worker)	Traffic Management	10/04/2031
TTMBC (Trainee)	Traffic Management	01/07/2025

(04/24) CSCS's Smartcheck app verifier:



Name

I M Sample

Registration Number

48332

Card Type

NHSS 12

Date of Expiration

31/05/2032

Qualifications

12B LTMO (Supervisor) - 24/03/2032

TTMBC (Trainee) - 10/12/2024

12B LTMO Non-Driver (Supervisor) -
24/03/2032

IPV With Hard Shoulder (Skilled Worker) -
30/09/2030

12A/B General Operative Non-Driver (Skilled
Worker) - 19/02/2031

12A Foreman (Supervisor) - 05/07/2032

12AB TSCO (TSS) (Manager) - 08/08/2032

12A/B General Operative (Trainee) -
26/08/2026

12A/B General Operative (Skilled Worker) -
21/03/2031

IPV With Hard Shoulder And Live Lanes
(Skilled Worker) - 28/06/2031

EMCC Operator (Skilled Worker) -
30/04/2032

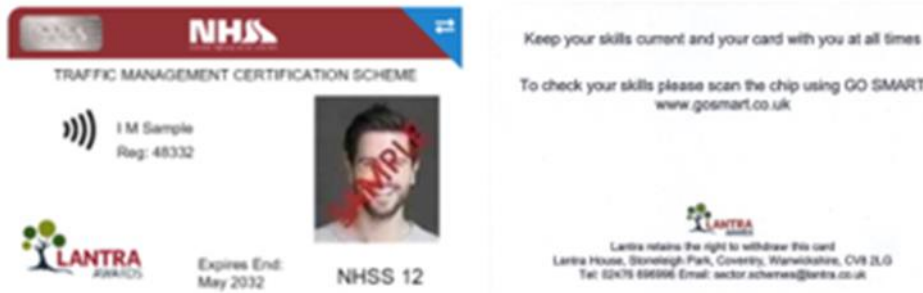
Gate Person (Labourer) - 07/01/2031

12A Foreman Non-Driver (Supervisor) -
05/07/2032

Scheme Name

TTM

(04/24) **NHSS12ABCD Smartcard for 12ABCD Temporary Traffic Management:**



(04/24) The skills registration Smartcard (this card is accessible by Go Smart only) is issued in accordance with this Sector Scheme document and the Lantra centre specification and carries the CSCS logo. It is not endorsed with the HS&E hologram logo as the CITB Highways Touchscreen Test is not a requirement for this card.

The Lantra TM/CSCS Smartcard does not have the TTM skill of the holder displayed but when this card is checked via

<https://www.cscs.uk.com/checkcards/cscs-smart-check/>

and

<https://www.lantra.co.uk/careers/LantraCardChecker>

these platforms will display the skills of the card holder and associated expiry dates.

Important Note: the card checking platform Go Smart will be turned off on 31 March 2024. After this date, attempted CSCS card 'reads' via Go Smart will not work. All existing Go Smart users should transition to SmartCheck or the Lantra website from this date.

Please go to:

<https://www.cscs.uk.com/checkcards/cscs-smart-check/>

and

<https://www.lantra.co.uk/careers/LantraCardChecker>

Appendix D: Example Register of Personnel Attainments

Name of TTM Company:

Full Name of 12A/12B Operative or LTMO/Foreperson and Registration Number	Registration/ Renewal Date	Categories of TTM Designated to Operate					Training Provider
		12A	12B	IPV	12C	12D	

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

NOT USED

Appendix F: Certification Bodies Accredited for this Sector Scheme

^(04/24) Information on certification bodies accredited against this scheme can be found on the UKAS website www.ukas.com.

To identify the certification bodies on the website.

The search facility is not guaranteed to return accurate results and so the following process should be followed in full:

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

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

Note 2: Advice on the current accreditation status of certification bodies to assess against this document should be sought from UKAS (info@ukas.com).

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

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

Appendix G: The Role of Certification Bodies and Auditor Qualifications

1. Role of certification bodies

- 1.1. The independent assessment of conformity of organizations to the requirements of ISO 9001:2015 and this SSD rely upon the assessment expertise, competence and capability of accredited certification bodies.
- 1.2. The certification body role is to ensure, through assessment, that organizations have management systems in place which address the enhanced ISO 9001:2015 requirements detailed in this SSD. The scope of the organization's management system should cover the evidence for the range of services that the organization is competent to supply and for which they are seeking registration including consideration of outsourced services and how those outsourced services are controlled within the overall scope of the relevant NHSS(s). This may include some or all of the activities set out in the scope of this SSD.
- 1.3. Certification bodies shall ensure they are all represented by at least one nominated individual lead certification body (or deputy) who will represent all certification bodies at meetings of this Sector Scheme Advisory Committee. This does not preclude other certification bodies from attending, as appropriate.
- 1.4. Certification bodies shall be represented at the National Highway Sector Scheme Liaison Committee.

2. Certification body accreditation

- 2.1 To ensure consistency and to demonstrate independent capability certification bodies are required to be accredited against the requirements of ISO 17021 by the NAB for assessment and registration of ISO 9001:2015 quality management systems in accordance with the particular requirements of this NHSS.

3. Assessor and assessment team competence.

- 3.1. The certification body must be able to demonstrate to the NAB that it possesses and can maintain the necessary assessor experience and technical understanding of the activities covered in the scope of this Sector Scheme. These assessment areas shall include, but not be limited to the following:
 - i) Knowledge, understanding and application of this SSD (See Appendix G1).
 - ii) Knowledge of the manufacture and supply in the industry covered by the scope of this SSD, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product and services. Typically, this would include knowledge of the product and processes [including connections to different systems]. (Conveyance of this knowledge to auditing teams will be determined by the certification body and will be audited by the NAB).

- iii) Maintenance of demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the SHW and design standards requirements for this SSD.
 - iv) Ability to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the manufacture, supply and installation in the specific aspects of the scheme as appropriate.
 - v) ^(04/24) Preferably knowledge of constituent components and their properties
- 3.2. The certification body must also ensure that assessors have sufficient knowledge of health & safety requirements related to working on live highways where appropriate, knowledge of temporary traffic management, working in confined spaces and working at height for assessment of guidance provided in this document.
- 3.3. Guidance to Certification Bodies on assessor competence related to this Sector Scheme is given in the certification body guidance document –NHSS 0 Governance
- 3.4. The certification body is responsible for ensuring that the assessment teams possess demonstrable expertise in the assessment areas detailed above as they relate to the scope of client activities under assessment.
- 3.5. Minimum assessor qualifications and competence for assessment of this NHSS, which may reside in a single individual, or in an assessment team are as follows:
- i) International Register of Certificated Auditors (IRCA) Registered ISO 9001:2015 Lead Auditor qualification or certification body equivalent and demonstrable expertise in leading assessment teams.
 - ii) ISO 9001:2015 assessment experience
 - iii) Technical assessment competence in the scope of activities covered by this NHSS.
 - iv) Knowledge, understanding and application of this SSD.
 - v) Knowledge of the manufacture and supply within the industry covered by this SSD, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. (conveyance of this knowledge to auditing teams will be determined by the certification body and will be audited by the NAB).
 - vi) Demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the SHW and design standards requirements for this SSD.
 - vii) Ability to demonstrate that they have ongoing suitable health and safety training which includes appreciation of the risks involved in these sector scheme activities.

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 TTM activities covered by the scope of this Sector Scheme are being undertaken from.
- 4.2. Certification Bodies shall make all reasonable endeavours to ensure that during a three year certification cycle there is evidence of assessment of all execution activities covered by the organization's scope of registration. Certification bodies shall undertake surveillance visits at intervals no greater than one year.
- 4.3. ^(04/24) There may be occasions when a CB encounters an organization that wishes to expand and the scope is not included in the relevant NHSS. This may be due to the introduction of new technology or innovation. In such instances, the CB shall advise the SSAC of this and ask them to consider an extension of scope within the SSD.

5. Format and Content of Registration Certificates.

- 5.1. Certificates of registration issued by Certification Bodies, which include within the scope of registration reference to compliance with this Sector Scheme, shall be in a format and contain the content detailed in Appendix K of this SSD.
- 5.2. The National Highway Sector Scheme Logo shall be included in any Certificate of Registration which has this Sector Scheme detailed in the Scope of Registration. The logo shall only be used and applied in the manner detailed in any conditions of use ^(04/24) within NHSS 0.

6. ^(04/24) National Highway Sector Schemes CertCheck Registrations

- 6.1. Certification Bodies shall monitor the National Highway Sector Schemes on the UKAS website at <https://certcheck.ukas.com> to ensure equivalence between their clients registered to this Sector Scheme and the listed organizations.
- 6.2. Certification Bodies shall provide to the administrator of the UKAS Certcheck website, details of registered organizations whose scope of registration against this Sector Scheme has ceased to be applicable within 10 working days of that situation occurring.
- 6.3. Certification Bodies are responsible for ensuring that the organization's NHSS certificate scope is uploaded promptly after an NHSS audit has taken place.

7. Reporting on Sector Scheme Performance.

- 7.1. Each Lead certification body shall report to the Chairperson of the SSAC including as appropriate:
- i) Observations and comments on the implementation and assessment findings related to the Sector Scheme including any omissions or deficiencies in its scope.
 - ii) Recommendations for improving/clarifying the SSD.
 - iii) Feedback on deficiencies against contract documentation,
 - iv) The number of organizations whose scope of registration includes this Sector Scheme for comparison against the Schedule of Suppliers.

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

Note 2: Additionally, the lead CB shall provide a similar written report to the Chairperson of the National Highway Sector Scheme Liaison Committee, which shall be available at least a week before each National Highway Sector Scheme Liaison Committee Meeting (normally held twice a year), so that it may be considered during the Liaison Meeting.

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

Appendix G1: Guidance to Assessors' and Other Auditors' Competencies Requirements for National Highway Sector Scheme 12AB

Section 1 - General Information

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

Section 2 – Requirements

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

2A - General background to the NHSS12A/B

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 ^(04/24) National Highways.

- i) The reasons for development of the National Highway Sector Schemes (NHSS) and this scheme in particular, and for CB assessors, examples of where its absence has caused concern/problems. This is normally contained in the introduction to the scheme, in this instance the scheme (NHSS12A/B) was initially developed with TMCA, certification bodies and Highway Authorities.
- ii) To whom the scheme applies. See Scope in this NHSS document.
- iii) Contact details of those that can offer scheme specific assistance:
- iv) Secretary or Chairman of the Advisory Committee to this Sector Schemes; see Introduction and Appendix J to this scheme. Information should also be contained in the organization's quality manual/NHSS documented information.
- v) An overview of the highway infrastructure that the scheme applies to.
- vi) The range of contracts that the scheme can apply to. (See section 1 and clause 4.3 of this NHSS document.
- vii) Specific types of works that the scheme applies to. (See section 1 and clause 4.3 determining the scope of this document and Appendix L in this

document).

- viii) Definitions and terminology which are particular to the scheme. (See section 3 of this document).
- ix) Routes to competency of personnel (including management, supervisors and other employees etc.) delivering the scheme services.
- x) Information/guidance is contained in Appendix C of the document; however the organisation's training administrator should have this information available (assessors should also be aware of training and competency assessment requirements available from Lantra, who should be able to assist).
- xi) Overview of important reference documentation applicable to the scheme. Section 2 and Appendix B of the document provides some information.
- xii) Knowledge of relevant international, European and British standards for TTM. Familiarity with SHW especially Series 100, notes for guidance for the SHW, (including when these are updated), the Design Manual for Roads and Bridges and Interim Advice Notes issued by ^(04/24)National Highways.
- xiii) Relationships with other NHSS(s) and its applicability to this scheme. Knowledge of processes and their applicability involved in the design, establishment, maintenance and removal of Temporary Traffic Management measures.

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	Interpretation Yes/No*	Comment/Requirement
4. Context of the organization		
4.1 Understanding the organization and its context	N	Check annually that the organization has determined issues relevant to its purpose and strategic direction and has monitored and reviewed the information. Especially check and seek evidence relating to external context.
4.2 Understanding the needs and expectations of interested parties	Y	Check annually that the organization has determined interested parties, their requirements and is monitoring and reviewing the data. Seek evidence.
4.3 Determining the scope of the quality management system	Y	Check annually the availability and scope of the relative elements of the NHSS that the organisation considers apt. Check documented information

Section/Clause	Interpretation Yes/No*	Comment/Requirement
4.4 Quality management system and its processes. (4.4.1 & 4.4.2)	Y	Check annually by the CB Auditors and other Auditors. Refer to UKAS, CertCheck to ensure registration is current.
5 Leadership		
5.1 Leadership and commitment		
5.1.1 General	Y	Check policy documented information. Ensure that policy is being correctly implemented, communicated and understood. Seek evidence
5.1.2 Customer focus	Y	Ensure that the organization has determined all necessary applicable statutory and regulatory requirements for contract compliance. This may include supplementary services such as recycling, final disposal, equipment inspection, licensing requirements for driving (HGV), animal including wildlife handling etc. Ensure customer feedback documents are in place on completion of the contract. Seek evidence that organization is meeting and maintaining customer requirements.
5.2 Policy		
5.2.1 Establishing the quality policy	Y	Ensure objectives are covered in quality plan and in policy documented information
5.2.2 Communicating the quality policy	N	Ensure that policy documented information is available as necessary and is being communicated, implemented and understood. Seek evidence.
5.3. Organization roles, responsibilities and authorities	Y	Ensure there is an organization plan which covers responsibility/authority in accordance with the requirements of the SSD. Seek evidence. Ensure that personnel with contract specific responsibilities and authorities have been identified and are recorded. Seek evidence. Ensure that the organization management have appointed a member with the appropriate responsibility and authorities. Seek evidence. Ensure that integrity is maintained. Seek evidence.

Section/Clause	Interpretation Yes/No*	Comment/Requirement
6 Planning		
6.1 Actions to address risks and opportunities. (6.1.1 & 6.1.2)	Y	Seek evidence that documented information is in place to address risk and opportunities and is operational.
6.2 Quality objectives and planning to achieve them (6.2.1 & 6.2.2)	Y	Check documented information is in place and meets requirements. Seek evidence that quality planning is in place and evaluated. See Appendix A
6.3 Planning of changes	N	
7. Support		
7.1 Resources	N	
7.1.1 General	Y	Ensure contract/tender review is in place. Review provisions of resources to confirm they are suitable and include providing the defined personnel for contracts
7.1.2 People	Y	See Appendices A, C and D
7.1.3 Infrastructure	Y	Review facilities and process equipment to confirm they are suitable for the scope of registration.
7.1.4 Environment for the operation of processes	Y	In process audit. Checks to include environmental condition records, plant maintenance sheets, access equipment certification and induction records.
7.1.5 Monitoring and measuring resources		
7.1.5.1 General	N	
7.1.5.2 Measurement Traceability	N	
7.1.6 Organizational knowledge	Y	Seek evidence
7.2 Competence	Y	Seek evidence. Review copies of training certificates, qualifications and identity cards and forward looking training plans. Ensure that these are in accordance with the requirements of the sector scheme documents Check sample of identity cards. See Appendices C and D.
7.3 Awareness	N	Seek evidence.

Section/Clause	Interpretation Yes/No	Comment/Requirement
7.4 Communication	N	Check internal and external communication processes have been established.
7.5 Documented information		
7.5.1 General	Y	Check processes are in place to ensure that organization maintains up to date information on documented information. (See Appendix B for external documented information).
7.5.2 Creating and updating	Y	Ensure that all required contract specific documents are in place. Seek evidence.
7.5.3 Control of documented information. (7.5.3.1 & 7.5.3.2)	Y	Ensure that all required contract specific documents are in place. Seek evidence. Check appropriate processes are in place for the retention and disposition of documented information.
8 Operation		
8.1 Operational planning and control	Y	Check quality plan is in place and complies with 6.1. If necessary, obtain a copy of the plan as evidence. See Appendix A. Check appropriate processes are in place for the retention and disposition of documented information
8.2 Requirements for products and services		
8.2.1 Customer communication	Y	Check effectiveness of communication arrangements
8.2.2 Determining the requirements for products and services	Y	Ensure that the organization has determined all necessary specified statutory and regulatory requirements for contract compliance. This may include supplementary services such as recycling, final disposal, equipment inspection, licensing requirements for driving (HGV), animal including wildlife handling etc. Check the organization's ability to meet defined contract requirements
8.2.3 Review of the requirements for products and services. (8.2.3.1 & 8.2.3.2)	N	Ensure contract tender review is in place with an appropriate timescale and assessment of availability of resources.
8.2.4 Changes to requirements for products and services	N	Seek evidence

Section/Clause	Interpretation Yes/No	Comment/Requirement
8.3 Design and development of products and services		
8.3.1 General	Y	Ensure contract/tender review is in place
8.3.2 Design and development planning	Y	Seek evidence
8.3.3 Design and development inputs	Y	Seek evidence
8.3.4 design and development controls	N	Seek evidence
8.3.5 Design and development outputs	N	Seek evidence
8.3.6 Design and development changes	N	Seek evidence
8.4 Control of externally provided processes, products and services		
8.4.1 General	Y	Ensure or seek evidence that documented information is in place for externally provided product and services to meet specified requirements.
8.4.2 Type and extent of control	N	Seek evidence that documented information is in place. Seek evidence of effective controls.
8.4.3 Information for external providers	N	Seek evidence that purchasing requests are adequate
8.5 Production and service provision		
8.5.1 Control of production and service provision	Y	Check that monitoring and measuring process documentation has been implemented in line with the current contract specification.
8.5.2 Identification and traceability	Y	Cover during procedure review and seek evidence that relevant documented information is in place
8.5.3 Property belonging to customers or external providers	Y	Seek evidence that documented information is in place.
8.5.4 Preservation	Y	Cover during procedure review. Seek evidence as appropriate
8.5.5 Post-delivery activities	N	
8.5.6 Control of changes	N	Check documented information is in place

Section/Clause	Interpretation Yes/No	Comment/Requirement
8.6 Release of products and service	N	Check for information in place for traceability of authorised worker (s)
8.7 Control of nonconforming process outputs, products and services. (8.7.1 & 8.7.2)	Y	Ensure processes are in place and have been implemented in line with contract specification. Check documented information.
9 Performance evaluation		
9.1 Monitoring, measurement, analysis and evaluation		
9.1.1 General	Y	Check planned results. Check that monitoring and measuring process documentation has been implemented in line with the current contract specification. Seek evidence. Review copy of annual management review. Ensure this contains continuous improvements to the relevant sector scheme
9.1.2 Customer satisfaction	N	Seek evidence, that organization is meeting customer requirements.
9.1.3 Analysis and evaluation	Y	Check processes are achieving planned results. Check analysis of data has provided information to demonstrate effectiveness of QMS and evaluation of continued improvement
9.2 Internal audit (9.2.1 & 9.2.2)	Y	Check internal audits are being carried out and ensure corrective actions have been made.
9.3 Management review		
9.3.1 General	Y	Review copy of annual management review. Ensure this contains reference to the relevant sector scheme.
9.3.2 Management review inputs	N	
9.3.3 Management review outputs	N	Seek evidence that the output and actions are considered by top management at regular intervals.
10. Improvement		
10.1 General	N	Check effectiveness of improvement
10.2 Nonconformity and corrective action (10.2.1 & 10.2.2)	Y	Seek evidence that documented information is in place and operational.
10.3 Continual improvement	N	

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

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

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

C1 - Safe Working Practices

- Correct Personnel 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).

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 worker.
- Aware of and understand the relevant requirements of this NHSS.
- Aware of and understand the provisions for implementation of training in this NHSS.
- Been inducted on site specific H&S issues.
- Hold the relevant skills card.

C3 - Maintenance of Equipment

- Relevant personnel are aware of LOLER and PUWER requirements
- Maintenance checklists are available and have been completed as required (e.g. on a daily basis).

C4 - Public Protection

- Personnel are aware of the need to protect public during installation operations
- Relevant personnel have been trained to carry out a visual site risk assessment to ensure that the public will not be put at risk during installation/maintenance operations
- Where appropriate relevant personnel are aware of the Traffic Officer role
- Personnel have identification
- The organisation has a complaints process in place
(Note: Public in this instance includes personnel employed by the customer/client)

C5 - Environment

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

C6 - Inspection/ Testing/Workmanship

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

C7 - Health and Safety

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

C8 - Equal Opportunities

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

Appendix H: Organization Acceptance and Guidelines for New Entrants

1. Organization Acceptance

- 1.1 For work carried out on roads managed by ^(04/24)National Highways, the Welsh Government, Transport Scotland and Transport Northern Ireland, only those organizations holding a valid Certificate of Registration for work within the scope of this SSD will be accepted as complying with Clause 104 and Appendix A of the SHW.
- 1.2 For work carried out by other highway authorities or other clients, acceptance of the organization will depend on the requirements of the contract.
- 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. 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. Organizations 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. Organizations will have to demonstrate that they have been audited for office-based activities and site-based capability.
- 2.3 ^(04/24)The organisation's auditor shall record the company's registration to this sector scheme on the UKAS/Certcheck website <https://certcheck.ukas.com> . It is the responsibility of the auditing CB to maintain their client's certification/registration on UKAS/CertCheck.

3. Interim Arrangements for Initial Implementation of this Sector Scheme

- 3.1 None
- 4.0 **Trade Associations**
- 4.1 None

Appendix J: Feedback ^(04/24)

1. Guidance

To be used for observations and/or feedback including:

1. Feedback to the Sector Scheme Advisory Committee(s) (SSAC) relating to the content of the SSD and/ or the processes including scheme administration.
2. Feedback to the Certification Body relating to certification matters including where the receiving organization considers the product and/or service provided is deficient and not in accordance with this scheme should in the first instance be taken up with the organization.
3. Feedback to the Client 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.

The Feedback form should include the following:

- NHSS No. <enter NHSS no.>
- Type of feedback: 1. Document Feedback; 2 Feedback to Certification Body, or 3. Feedback to the Client
- Name*
- Organization*
- Address*
- Contact details (Email and telephone number)*
- Date
- Observation(s): as much detail as possible including who, what, where, why, when, and how
- Potential corrective action(s) if any.

*Unless raising through the Certification Body or Trade Association and wishing to remain anonymous.

Email, or send the form by other means, including the above details as follows:

1. For Feedback to the Sector Scheme Advisory Committee(s) (SSAC):
 - a. to the Chair and / or the Secretary of the identified SSAC using the contact details in the current SSD, or
 - b. to the Certification Body, or
 - c. to a Trade Association
2. For Feedback to the Certification Body, send to the Certification Body with a copy to the

Chair or Secretary of the NHSS Committee using the contact details in the SSD either directly or through Trade Association

3. For Feedback to the Client, send to the Client with a copy to the Chair or to the Chair or Secretary of the identified SSAC using the contact details within the SSD or to the Certification Body or a Trade Association.

2. Actions

- i) On receipt of an Appendix J Form, an acknowledgement shall be provided to the sender, if practicable to do so (i.e. if not anonymised) by the relevant secretariat within 10 working days.
- ii) Dependent on the nature of the observation(s) made, the Appendix J form may be responded to without the need for it to be considered by the entire Sector Scheme Advisory Committee (SSAC).
- iii) If the Appendix J form requires more detailed consideration, it will be addressed at the next meeting of the SSAC, in addition to any SSAC's ongoing document review activity.
- iv) If the Appendix J form contains information that is critical, then an exceptional action can be taken prior to the meeting by the appropriate SSAC Chair; for instance, calling an extraordinary meeting of the SSAC.
- v) The secretariat will advise the originator of the Appendix J form when the next meeting is expected to be held.
- vi) The Appendix J Form observations and any related comment or action will be minuted at the next SSAC meeting.
- vii) A decision, or where it is not possible to make a decision in the timeframe -the action of the SSAC will be communicated to the originator within 20 working days of acknowledgement of the feedback. If an action is communicated, then a timescale will be advised for reaching and communicating the decision.
- viii) The originator has the right of appeal regarding the SSAC decision, see NHSS0.

If the originator wishes to remain anonymous, they may ask their Certification Body or a Trade Association to forward on the form on their behalf or may raise the issue verbally with their Certification Body after the closing off meeting at their surveillance visit or raise through their trade association if they are a member of one.

3. Appendix J Form

Email, or send the form by other means, as follows:

1. For Feedback to the Sector Scheme Advisory Committee(s) (SSAC):
 - a. To the Chair and / or the Secretary of the identified SSAC using the contact details in the current SSD, or
 - b. To the Certification Body, or
 - c. To a Trade Association
2. For Feedback to the Certification Body, send to the Certification Body with a copy to the Chair or Secretary of the NHSS Committee using the contact details in the SSD, either directly or through a Trade Association
3. For Feedback to the Client, send to the Client with a copy to the Chair or to the Chair or Secretary of the identified SSAC using the contact details within the SSD or to the Certification Body or a Trade Association

NHSS No.	Type of feedback (delete those not applicable)	1.Document Feedback, or 2 Feedback to Certification Body or 3. Feedback to the Client
Name*		
Organization*		
Address*		
Contact details (Email and telephone number)*		
Date		
Observation(s): as much detail as possible including who, what, where, why, when, and how		
Potential corrective action(s), if any		

*Unless raising through the Certification Body or Trade Association and wishing to remain anonymous

(04/24) **National Highways Roads/Contracts – Route for Feedback**

Feedback should be sent by email to:

standardsenquiries@nationalhighways.co.uk

Other Highway Authorities and Clients

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

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) Certificate of Registration (CoR) is only issued by a CB accredited by the NAB against the relevant NHSS.

^(04/24) A valid CoR will contain the following information in accordance with ISO 17021 (reproduced here for clarity):

- The management system standard and/or other normative document, including indication of issue status (e.g. revision date or number) used for audit of the certified client and the scheme title e.g. National Highway Sector Scheme 12A/12B for Static Temporary Traffic Management on Motorways and High Speed Dual Carriageways including on-line widening schemes. The NHSS SSD title must use the same wording as set out on the cover page of the relevant NHSS SSD. Where ISO 9001 certification is provided by a suitably accredited CB different to the CB carrying out the NHSS assessment, the latter's certificate is required to reference the ISO 9001 certifying CB name, their NAB reference and certificate number
- The scope of certification with respect to the type of activities, products and services as applicable at each site without being misleading or ambiguous (including any applicable categories with associated typical sub-categories where applicable). The scope of the management system should cover the range of services that the organization has evidence to show it is competent to supply and for which they are seeking registration including consideration of outsourced services and how those outsourced services are controlled within the overall scope of the relevant NHSS(s). This may include some or all of the activities set out in the scope of the SSD. The scope(s) and any sub-scopes must use the same wording as set out in NHSS 0 Suite of Scopes, or in Appendix K of the NHSS SSD. Note that where the NHSS SSD wording differs from that in NHSS 0 (e.g. where the NHSS SSAC has introduced a new sub-scope and this is not yet reflected in NHSS 0), the wording in this appendix shall take precedence
- The expiry date or recertification due date consistent with the recertification cycle (generally 3 years for management system auditing and 1 year for system inspection)
- A unique identification code
- The name, address and certification mark of the certification body; other marks (e.g. accreditation symbol, client's logo) may be used provided they are not misleading or ambiguous. The NHSS mark and the associated accreditation mark is required to be used
- Any other information required by the standard and/or other normative document used for certification
- In the event of issuing any revised certification documents, a means to distinguish the revised documents from any prior obsolete documents.

Categories of Work are:

- 12A Installation incorporating contraflow operations and/or temporary road markings
- 12B Installation not incorporating contraflow operations and/or temporary road markings.

Or a combination of these.

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

Categories currently in NHSS 12A/B are:

	Activity	Primary Category (select)	Secondary Category (select)	Tertiary Category (select)
The Installation of:	Temporary Traffic Management	Incorporating contra-flow and/or temporary road markings- 12A		
		Not incorporating contra-flow and/or temporary road markings- 12B		

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

(04/24) **Typical Certificate / Appendix to Certificate layout**

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

*[Certification Body Name / Logo]**

Certificate of Registration

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

[Certification Body Name] issues this certificate to the above named company after assessing the company's quality management system and finding it in compliance with
BS EN ISO 9001:2015 AND THE FOLLOWING NATIONAL HIGHWAY SECTOR SCHEMES

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

National Highway Sector Schemes*

*[Sector Scheme number, Title and Organizational Scope]**
*[Sector Scheme number, Title and Organizational Scope]**
*[Sector Scheme number, Title and Organizational Scope]**

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

Signature

[Name & Title of Certification Body Official]

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

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

Appendix L: Guidance for Clients

1. General

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

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

2. Specific Guidance

- 2.1 Reference should be made to Appendix M. Not used for this particular scheme.
- 2.2 This NHSS was originally conceived as a document for use by Clients to specify the minimum standards for quality, training and competence of organizations used by them for the scope of works covered by this NHSS
- 2.3 Implementation of the NHSS and development of training and competency requirements is intended to provide:
 - a. A competent workforce able to carry out Static Temporary Traffic Management
 - b. Requirements to evaluate risks and develop processes associated with Temporary Traffic
 - c. Management and the production of an associated comprehensive quality plan for each contract.

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

- 2.4 It is necessary for the Client to ensure that all those involved in carrying out the scope of works under this NHSS are appropriately trained, skilled and competent, whether or not they are directly employed. The training and assessment of competency schemes described in this Standard are designed to cater for the range of skills within the overall process.
- 2.5 ^(04/24) In using this Sector Scheme Standard, users are required to use best practice such as specifying any other relevant NHSS(s) as appropriate to the nature of the work being undertaken. Where traffic management is required companies should either employ a relevant National Highway Sector Scheme registered company or, where applicable, have skilled registered traffic management personnel qualified to meet the requirements of NHSS12D, as agreed with the NHSS 12D Committee, relevant to contract requirements and risk assessments. For work carried out on high speed dual carriageways and motorways the organization installing temporary traffic management measures should always be registered to NHSS 12A/B and/or 12C for mobile lane closures.

- 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 the 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. Clients should instruct supervisory staff to carry out spot checks of identification/skills cards.
- 2.8 ^(04/24) The organization shall have their company registration to this sector scheme uploaded onto the UKAS website under CertCheck (<https://certcheck.ukas.com>) immediately following confirmation of their certification to the sector scheme from the certification body. (See Appendix O for information).
- 2.9 Client check list

The following can be used as an example to assess the validity of contracting organisation claims for compliance with this Standard:

No	Item	Yes / No
1	Is the organisation listed on the UKAS website under CertCheck?	
2	Is there an ISO 9001 certificate present?	
3	Has the ISO 9001 certificate been extended to cover NHSS12A and/or 12B?	
4	Is the Certification Body that issued the certificate accredited to UKAS for ISO9001?	
5	Is the Certification Body that issued the certificate accredited by UKAS for assessments to NHSS12A and/or 12B?	
6	If the answer to 4 or 5 is No – is the accrediting body equivalent to UKAS and accepted as such by UKAS?	
7	Does the scope of works of the ISO 9001 certificate, covered by the extension for NHSS12A and/or 12B cover the actual works intended to be covered by the contract?	
8	^(04/24) Is there an audit or surveillance visit report from the Certification Body?	
9	^(04/24) If the answer to 8 is No – when is it due?	
10	^(04/24) If the answer to 8 is Yes – are there any action points outstanding which should have been completed within six months?	
11	^(04/24) Do the employees / workers have the relevant evidence of training and competence assessment as set out in Appendix C?	
12	Do the named employees, to be used on the works, have valid in date Lantra Skills Registration Cards?	
13	Is the scope of the works within the competency scope of the employees?	
14	Is the organisation intending to sub-contract any of the works within the scope of NHSS12A and/or 12B or necessary for the works covered by this NHSS?	
If the answer to 14 is Yes – repeat Q1-13 for that organisation as relevant and if necessary, replacing this NHSS number with the relevant NHSS.		

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:

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

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

4 Corporate Manslaughter and Corporate Homicide Act 2007

Advice from HSE regarding 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.

For up to date information on this Act and your responsibilities as an employer, please go to:

<https://www.legislation.gov.uk/ukpga/2007/19/contents>

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

<https://www.hse.gov.uk/contact/index.htm>

Appendix M: Guidance for Organizations

Not Used

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

Not Used

(04/24) **Appendix O: How to Register on UKAS CertCheck**

As from 16 June 2022, the process for registering on the Schedule of Suppliers has been superseded by UKAS CertCheck. No new certificates will be accepted by Lantra after 16 June 2022.

Lantra will continue to display National Highway Sector Scheme published documents on the current Schedule of Suppliers website:

<https://www.lantra.co.uk/national-highway-sector-schemes-nhss/schedule-of-suppliers>

UKAS CertCheck website: <https://certcheck.ukas.com/>

What are the principal functions of UKAS CertCheck?

- To provide a centralised service that gives further confidence to people who rely upon the assurance provided by UKAS accredited certification.
- To assist in the combatting of fraudulent claims of UKAS accredited certification or organisations who attempt to portray non-accredited certification as holding the same value as accredited certification.

How will UKAS CertCheck work?

CertCheck is a verification database and works by allowing users to verify that a claim of holding UKAS accredited certification, for all certification; including the National Highway Sector Scheme (NHSS), is valid. This is done by searching for the certificate number or registered trading name of the certified organisation. This will result in the details of the certification held being displayed; including the scope of certification, date issued, locations covered and the awarding Certification Body.

Note: CertCheck has a daily search limit of three but may be extended by UKAS to relevant stakeholders.

Who is responsible for uploading NHSS certificates to UKAS CertCheck?

All Certification Bodies accredited by UKAS to ISO/IEC 17021-1:2015 will be required to provide and keep updated data on their certified clients. Certification Bodies must recognise any additional approval requirements (i.e., a HERS certificate if registering for NHSS 8) has been checked and also uploaded before approving the registration.

As at 16 June 2022, UKAS CertCheck will be operational and as stated above will replace the requirement for individual companies to upload their own certificates to the Lantra Schedule of Suppliers website; however, Lantra will continue to host the NHSS Sector Scheme Documents **only**, on the Schedule of Supplier website:

<https://www.lantra.co.uk/national-highway-sector-schemes-nhss/schedule-of-suppliers>

NHSS Certification and the organization's scope

When discussing the organization's scope with their certification body auditor, organizations shall ensure that their scope(s) align(s) with the relevant scope(s) contained in **Appendix K** of the relevant sector scheme. This is important as the certificate posted to CertCheck should include the agreed NHSS scope.

Where an organization has certificates relating to a number of sector schemes or a number of allocations, the organization shall ensure that both the locations and scopes relating to each place of work shall be notified to their certification body and the business correctly identified on the certificate. Any mismatches or changes in scope (reductions) shall be notified to the certification body, who should immediately take corrective action.

Organizations need to review their registration at least annually to ensure currency and accuracy. Where a change is identified, the organization shall immediately notify their certification body(ies)

Appendix P: Maintenance of TTM Vehicles and Equipment

Temporary traffic management requires vehicles, specialist vehicles and/or mobile equipment for the installation, maintenance and removal of temporary traffic management measures on the road network. It is essential that these vehicles and mobile equipment are maintained in a fit condition and are fit for purpose. Vehicles must comply with the road traffic act, and it is recommended that servicing and inspections are carried out in accordance with the manufacturer's maintenance requirements, VOSA requirements for HGVs and as appropriate manufacturer's maintenance requirements of any specialist equipment that may be fitted to the vehicles (to ensure that it is fit for purpose and operates in the manner for which it is designed).

It is recommended that vehicles are visibly plated to indicate when regulated inspections have to be carried out, for instance this will include MOT examination, LOLER inspections as necessary.

Impact protection vehicles will require a rigorous inspection regime of the LMCC or TMA to ensure continued suitability.

When TTM vehicles and equipment are rented from a plant hire company (or another company), the organization shall require up to date documented evidence of safety inspections, servicing, examinations, testing and maintenance of such vehicles and equipment to be furnished by the hire company.

Truck Mounted Attenuator Test^(04/24)

The aim of the TMATA test is to verify that IPVs are safe to use, then certify accordingly. IPVs will only be certified if the critical components tested are deemed to meet the relevant standards (manufacturers' specification, CD378 compliance, Chapter 8 compliance, and Road Vehicles Lighting Regulations 1989).

The TMATA servicing and maintenance standard shall apply only to all impact protection vehicles fitted with truck mounted attenuators (TMA's) compliant to DMRB standard CD378 - Impact test and assessment criteria for truck mounted attenuators (formerly TD49/07). All non-compliant TMA's are not recommended for use on the Strategic Roads Network, whether directly or indirectly associated to traffic management and vehicle recovery operations.

Appendix Z: Document Control (Previous Issues)

Previous SSD (non-current) Issue Statement

Issue No. and Date	Amendments
Issue 1 December 2016 [9001:2015]	First Issue This Sector Scheme is one of the series of NHSSs, which are bespoke integrated management schemes within an ISO 9001:2015 framework that have been developed to provide particular requirements for BS EN ISO 9001:2015 as it applies to a specific activity/industry within the United Kingdom. Note: This document has been produced to supersede the UKAS Issue 6 version (which relates to BS EN ISO 9001:2008), however Issue 7 version will continue to have validity until September 2018 when the 2008 version of BS EN ISO 9001 will become obsolete.
Issue 2 October 2017 [9001:2015]	Second Issue This document has been produced to supersede the ISO 9001:2015 Issue 1 version and ISO 9001:2008 Issue 7 version (which relates to BS EN ISO 9001:2008), however Issue 8 version will continue to have validity until September 2018 when the 2008 version of BS EN ISO 9001 will become obsolete.
Issue 3 December 2018 [9001:2015]	Third Issue This document has been produced to supersede the ISO 9001:2015 Issue 2

Changes between issue 1 and issue 2

Document Control

Contents

Composition of the Sector Scheme Advisory Committee, Exclusion of Liability, copyright and Selection of Certification Body – Corresponding Members

Implementation

Introduction

Scope

Normative Reference

Terms, Definitions and Abbreviations

4 to 10 Quality Management System Requirements

- 4.3
- 4.4.1
- 7
- 7.1
- 7.1.1
- 7.1.2
- 7.1.3
- 7.5.3.1
- 8.2.1
- 8.3.2
- 8.4.2
- 8.7.1
- 8.7.2
- 9.1.3
- 10.2.2

Appendix B – Associated Bibliography

Appendix C

Appendix C1

Appendix G1

Appendix K

Appendix L1

Appendix P

Changes between issue 2 and issue 3

Composition of Sector Scheme Advisory Committee

Implementation

Introduction (1)

Normative Reference

Terms, Definitions and Abbreviations

Particular Requirements ISO 9001:2015

6.1.2

6.2.1

7.1.2

7.2

8.2.1

8.2.2

10.2.1

Appendix A (notes)

Appendix B (reference documents)

Appendix C1

Appendix O

