



NATIONAL HIGHWAYS SECTOR SCHEMES FOR QUALITY MANAGEMENT IN HIGHWAY WORKS

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**

Published by Sector Scheme Advisory Committee NHSS12A/B

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Issue Statement

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

9001:2015

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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	Amendments
(10/17) Issue 3 [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

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	8
PARTICULAR REQUIREMENTS FOR THE APPLICATION OF ISO 9001:2015	11
1. SCOPE	11
2. NORMATIVE REFERENCE	11
3. TERMS AND DEFINITIONS	12
4 - 10. QUALITY MANAGEMENT SYSTEM REQUIREMENTS	16
APPENDIX A: REQUIREMENTS FOR QUALITY PLANS	32
APPENDIX B: REFERENCE AND ASSOCIATED DOCUMENTS, (BIBLIOGRAPHY)	34
APPENDIX C: TRAINING AND ASSESSMENT OF COMPETENCY HEALTH AND SAFETY	38
APPENDIX C1: Not Used	41
APPENDIX D: EXAMPLE REGISTER OF PERSONNEL ATTAINMENTS	42
APPENDIX E: GUIDANCE FOR THE CONTROL OF MONITORING AND MEASURING EQUIPMENT	43
APPENDIX F: CERTIFICATION BODIES ACCREDITED FOR THIS SECTOR SCHEME	44

APPENDIX G:	THE ROLE OF CERTIFICATION BODIES AND AUDITOR QUALIFICATIONS	45
APPENDIX G1	GUIDANCE TO CERTIFICATION BODY AUDITORS AND OTHER AUDITORS	49
APPENDIX H:	ORGANIZATION ACCEPTANCE AND GUIDELINES FOR NEW ENTRANTS	57
APPENDIX J1:	FEEDBACK TO COMMITTEE CHAIRPERSON	58
APPENDIX J2:	FEEDBACK TO CERTIFICATION BODIES &/OR NOTIFIED BODIES	59
APPENDIX J3:	FEEDBACK TO CLIENT BODIES ON POLICING OF NHSS REGISTRATION	60
APPENDIX K:	THE INTERPRETATION OF CERTIFICATES ISSUED BY CERTIFICATION BODIES	62
APPENDIX K1:	Not Used	63
APPENDIX L1:	GUIDANCE FOR CLIENTS	64-66
APPENDIX L2:	ADVICE TO ORGANIZATIONS IN RESPECT OF FRAUDULENT CARDS	67
APPENDIX M:	Not used	68
APPENDIX N:	Not used	69
APPENDIX O:	HOW TO REGISTER ON THE SCHEDULE OF SUPPLIERS	70
APPENDIX P:	MAINTENANCE OF TTM VEHICLES AND EQUIPMENT	71

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

Composition of Sector Scheme Advisory Committee

a) (12/18)Full Members

Association of Directors for Environment, Economy, Planning & Transport (formerly CSS)
Association of Public Service Excellence
Lead Certification Body (BSI)
Civil Engineering Contractors Association
Highways and Construction Training Association
Highways England
Highways Term Maintenance Association
Lantra
Mobile Lane Closures Contractors Association
Traffic Management Contractors Association
Welsh Government
Transport Scotland
Transport Infrastructure Ireland

b) (12/18)Corresponding Members

Certification Bodies accredited to this scheme
DBFO Cos
Health and Safety Executive
Society of Chief Officers of Transportation in Scotland (SCOTS)
UKAS

Exclusion of Liability

The Sector Scheme Advisory Committee for NHSS12A/B

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

Copyright

Permission is granted to reproduce and distribute this document subject to the restriction that the complete document must be copied without alteration, addition or deletion. This is subject to material not being used in a derogative manner or in misleading context. The source of the material must be acknowledged as SSAC 12A/B copyright and the title of the document must be included when being reproduced as part of another publication or service.

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 Sector Scheme Advisory Committee to assist UKAS in the assessment of Certification Bodies (CB) as described in Appendix G (clause 3.1).

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

Implementation

(12/18) Issue 3 [9001:2015]

This document has been produced to supersede Issue 2 (which relates to ISO 9001:2015).

Following publication of this document the organization shall implement the changes within 2 months of the publication of a new version of the document being available, in time for their surveillance visit or assessment visit by the Certification Body.

The Certification Body shall assess the organization against the latest edition of the scheme at their next surveillance/assessment visit of an organization but at least within 14 months of the publication of a new version of this sector scheme document.

Where the surveillance/assessment visit of an organization occurs within two months of the publication of a revision, such assessment maybe undertaken against the previous edition subject to compliance with the paragraph above.

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

Introduction

- 1 This Sector Scheme Document (SSD) relates to the quality management system requirements for static temporary traffic management on motorways and high speed dual carriageways including on-line widening schemes. It sets out to identify a common interpretation of ISO 9001:2015 for organizations and Certification Bodies engaged in the sector, and the minimum qualifications that an assessor/auditor requires. The document shall be read in conjunction with ISO 9001:2015, ^(12/18) Chapter 8 of the Traffic Signs Manual, relevant Interim Advice Notes or successor documents issued by Highways England and other relevant specification/standard where appropriate.
- (10/17)2 An organization is required to identify their scope under this scheme that is as a supplier of 12A, 12B or 12A/B Temporary Traffic Management works. For guidance in determining their scope an organization must have appropriate qualified staff i.e. for 12A a TM Foreman and for 12B an LTMO. Note: A TMF is qualified as a LTMO (see sub clause 7.1.2).
- 3 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 to ISO 9001:2015 as it applies to a specific infrastructure related activity/industry within the United Kingdom.
- 4 Separate Sector Scheme Advisory Committees (SSACs) for each activity within the sector provide advice to UKAS and expert representation is drawn from all sides of industry. Each SSAC interprets ISO 9001 in relation to the requirements of their particular activity and comes to a consensus on the minimum levels of workmanship, services, products, testing, and the training and competency of personnel, as appropriate, required to meet specification requirements as well as identified requirements in respect of environmental and health & safety and other aspects. The details are contained in the individual Sector Scheme Documents (SSDs). Following the publication of a revised ISO 9001, the committees will review their documents to ensure alignment with the revised ISO 9001 and that the SSD does not conflict with the international standard prior to withdrawal of the previous edition of the standard.
- 5 The individual NHSS technical advisory committees are overseen by the National Highways Sector Scheme Liaison Committee (NHSSLC). This Committee provides a forum for discussion on the effectiveness of the Sector Schemes and co-ordinates developments so that they can be uniformly taken forward by each of the NHSS technical advisory committees. It is also the venue where dialogue with UKAS and the Certification Bodies on the application of the Sector Schemes takes place.
- 6 NHSSs together with ISO 9001 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 partnership framework
 - Provide the basis for the technical knowledge and experience that Certification Body auditors will use in the sector concerned

- Promote confidence in quality management systems through provision of a robust transparent system

7 The Sector Scheme shall apply where specified by the Client in their Contract Documents. In using this Sector Scheme users shall use best practice such as specifying any other relevant NHSSs as appropriate to the nature of the work being undertaken [e.g. NHSS 12D for temporary traffic management on rural and urban roads].

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

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

9 The SSD is a live document with the SSAC 12A/B meeting at least once a year to develop it as appropriate. Those using the document should always ensure that they have the current version of the document. The SSD may be obtained by visiting the UKAS website (www.ukas.com) from where the document can be freely downloaded.

Note: Information on relevant Certification Bodies may be obtained from the UKAS website.

This NHSS document is date specific. Organizations should 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.

10 Lantra hosts the register of organizations on their website <http://www.scheduleofsuppliers.co.uk>. This is a self-registration list and it is a requirement of this scheme that organizations register their details on this website and keep them up to date; Certification Bodies will check that the organization is registered on the website together with all relevant information, including a pdf copy of the current certificate of registration that the Certification Body issues and any other specific documentation to be uploaded specified by this SSD, prior to annual and surveillance visits.

11 Scheme and Feedback

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

Completed J1 forms should be sent to the committee chairperson:

Completed J2 forms should be sent directly to the relevant Certification Body.

Completed J3 forms should be sent to the relevant Highway Authority, client or HSE as appropriate and indicated on the form.

12 *Scheme Contact*

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Sector Scheme Advisory Committee for the NHSS12A/B

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13 *The scheme is included in Appendix A of the Specification for Highway Works (SHW) as a mandatory requirement for suppliers (and their subcontractors) contracted to Highways England where the SHW is a contractual document. Separately the document may be called up in specific contracts as necessary.*

Particular Requirements for the Application of ISO 9001:2015

1. Scope

The International Standard specifies requirements for a quality management system when an organization:

- a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All the requirements of this International Standard are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.

NOTE 1: In the International Standard, the terms “product” or “service” only apply to products and services intended for, or required by, a customer.

NOTE 2: Statutory and regulatory requirements can be expressed as legal requirements.

^(10/17)See also 4.3 below, where the scope of activities covered by this scheme is given.

2. Normative Reference

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

- BS EN ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary
- BS EN ISO 9001:2015 Quality Management Systems – Requirements and normative references within it
- ^(12/18)BS EN ISO 9004:2018 Quality Management Systems – Quality of an organization – Guidance to achieve sustained success
- NHSS 0 – Guide to the identification, Development Management and Certification of National Highway Sector Schemes

^(12/18)Chapter 8 – Traffic Signs Manual Parts 1 and 2

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/203669/traffic-signs-manual-chapter-08-part-01.pdf

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/203670/traffic-signs-manual-chapter-08-part-02.pdf

3. Terms, Definitions and Abbreviations

3.1 For the purpose of this Sector Scheme Document the following definitions shall apply:

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.
Certificate of Registration:	A certificate issued by an UKAS accredited Certification Body certifying that the holder operates a Quality Management System complying with BS EN ISO 9001:2015 and this SSD. The Certificate will state the category(ies) of work that the holder is competent to supply (i.e. NHSS 12A, or NHSS 12B or NHSS12A and NHSS 12B) (See Appendix K).
(10/17)Client:	The body for which the work is being carried out e.g. Highway Authority. Note: Client has a particular definition made under CDM regulations.
Contract Specification:	The technical requirements 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 Appendicesiii) The Contract Drawings
Customer:	In the context of this document 'Customer' is synonymous with 'Client' and has been retained mainly for consistency with definitions in 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).
High Speed Dual Carriageway	A dual carriageway which in normal circumstances is subject to speed restrictions of 50 mph or greater.

(12/18)Impact Protection Vehicle (IPV)	As described in Chapter 8 Part 2 Section 05.4.2 to 05.5.5.
(12/18)IPV Driver	An Operative who has successfully undergone training and assessment and is additionally registered with Lantra.
Lantra	The appointed Administrator for management and awarding of Temporary Traffic Management training, assessment, cards and certificates.
May	An option which requires consideration depending on the circumstances.
(12/18)Must	Refer to Chapter 8 Part 1 D1.5 and Part 2 O1.5.
organization	The body responsible for the installation, maintenance and removal of Static Temporary Traffic Management measures.
organization's Manager*	The person named in the organization's Quality Plan as having managerial responsibility for the Static Temporary Traffic Management measures.
Quality Plan	The document setting out the specific quality practices, resources and sequence of activities relevant to the project (See Appendix A).
Quality Management System	The organization's structure, responsibilities, policies, procedures, processes and resources for implementing a Quality Management System (QMS) (see also ISO 9000:2015 3.5.3 and 3.5.4)
(12/18) "shall"	Refer to Chapter 8 D1.5 and O1.5.
(12/18) "should"	Refer to Chapter 8 D1.5 and O1.5.
Static Temporary Traffic Management	The deployment of temporary traffic signs, temporary road markings, cones and temporary traffic delineators
(10/17)Technical Officer*	The person 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.
Traffic Management Foreman** (TMF)	The person 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 Traffic Management Foreman by Lantra as having the relevant knowledge and competency. The registered Traffic Management Foreman shall be site based and shall be an active member of the installation/removal team.

Lead Traffic Management Operative (LTMO)**	The person 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.
Traffic Management Operative (TMO)	An Operative who will have successfully undergone an approved training course, completed the competency assessment and been issued with a smart skills registration card by Lantra. (Rules on the employment of unregistered traffic management Operatives are contained in section 7.2 of this Sector Schemes document.)
Traffic Management Unregistered Operative	An unregistered Operative who works under the control of a Traffic Management Foreman/LTMO and is directly involved with the installation, maintenance or removal of the Static Temporary Traffic Management measures. Only one unregistered Operative shall be allowed per gang, all other Operatives must be qualified and registered as appropriate to their role and level of responsibility.
Traffic Safety and Control Officer (TSCO)	A person registered by Lantra and appointed by the principal contractor to make all necessary arrangements for traffic safety and control (See SHW Clause 117.19)
(12/18)Temporary Traffic Management (TTM) Skills Registration Smart 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.
(10/17)Temporary Traffic Management (TTM) Certificate	In some instances, it is also used as an identity card. A certificate provided by Lantra on behalf of the Sector Scheme Committee denoting the holder of the certificate has completed training ONLY and is working towards full qualification NB the holder can only work as a trainee within a gang whilst working towards full qualification.
UKAS	United Kingdom Accreditation Service or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory with a scope which includes this Sector Scheme.

* 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 Foreman/LTMO to Operatives shall be in accordance with section 7.2.

3.2 For the purpose of this Sector Scheme Document the following abbreviations shall apply:

CB	Certification Body
CSCS	Construction Skills Certification Scheme
IPV	Impact Protection Vehicle
(10/17)LTMO	Lead Traffic Management Operative (12B)
NHSS	National Highway Sector Schemes
SSAC	Sector Schemes Advisory Committee
SSD	Sector Scheme Document
(10/17)TMF	Traffic Management Foreman (12A & 12B)
(10/17)TMO	Traffic Management Operative (12A & 12B)
TTM	Temporary Traffic Management
TSCO	Traffic Safety & Control Officer

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

4 to 10 Quality Management System Requirements

Particular Requirements ISO 9001:2015

Introduction

This document needs to be read in conjunction with the requirements of ISO 9001:2015.

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

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

4 Context of the organization

4.1 Understanding the organization and its context

No particular specific requirement

Note 1 – It is necessary for the organization to understand its context and determine the risks that need addressing (see also clause 6.1).

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 and travelling public, ^(12/18) emergency services and other relevant organisations and stakeholders.

^(10/17)4.3 Determining the scope of the quality management system

This SSD 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.

The document interprets the requirements of British Standard BS EN ISO 9001:2015 and shall be read in conjunction with that standard. The SSD is applicable to organizations carrying out the installation, maintenance and removal of Static Temporary Traffic Management measures on motorways and high speed dual carriageways.

The SSD 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)

Note: Referencing NHSS 12A/B only is not sufficient and not acceptable as it is and may result in the organization Certificate of Registration not being accepted on the Schedule of Suppliers or by an employer.

4.4 Quality management system and its processes

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

The scheme provides training for, and assessment of competence required to work on or near motorways and high speed dual carriageways. It is the employer's responsibility to ensure the competency of their employees and that their skills and knowledge are maintained.

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

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

^(10/17)Organizations seeking registration under this scheme should ensure that they engage a Certification Body (See Appendix F) specifically accredited to assess against the requirements of this SSD. Appendix H gives specific guidance on registration requirements. The gov.uk website for NHSS (<https://www.gov.uk/guidance/national-highway-sector-schemes-certification-for-contractors-and-subcontractors>) provides guidance for organizations wishing to tender for work proposed by Highways England. For skills registration cards see <https://www.gov.uk/guidance/the-highways-agency-skills-card-and-registration-requirements-for-suppliers>.

4.4.2 The organization shall have a process in place to record/update their registration to this sector scheme on the Schedule of Suppliers website <http://www.scheduleofsuppliers.co.uk/> immediately following confirmation of their certification to the sector scheme from the certification body and thereafter check its suitability annually. (See Appendix O for information). The organization shall notify the Lantra Awards NHSS Schedule of Suppliers if Certification is suspended or withdrawn.

See 7.5.1: Documented information – general

5 Leadership

5.1 Leadership and commitment

5.1.1 General

The organization's policy document shall include "top management" support for this NHSS
Note: the term "top management" is defined in ISO 9000:2015 (3.1.1) and variations from the norm may differ for individual organizations.

5.1.2 Customer focus

(i) Processes for determining customer requirements shall consider the interaction with other works and the interests of the Client and the product and service end users, e.g. the general public and travelling public and shall be mindful of the Client's interaction with the end users.

This will include processes to minimise disruption.

(ii) Safe working methods shall be documented and any deviation from these methods shall be agreed with all interested parties.

[Note requirements within this clause shall include where appropriate determination of driver's compliance with European licensing regulations [e.g. driver CPC - periodic training].

(iii) A copy of all working methods and relevant risk assessments for undertaking the works shall be available on site for inspection.

5.2 Policy

5.2.1 Establishing the quality policy

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

5.2.2 Communicating the quality policy

No particular specific requirement.

5.3 Organizational roles, responsibilities and authorities

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

6 Planning

6.1 Actions to address risks and opportunities

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

6.1.2 ^(12/18) 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

6.2.1 ^(12/18) The quality objectives shall include a commitment to meet Customer and Client requirements with respect to TTM.

6.2.2 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 particular specific requirement.

7. Support

7.1 Resources

7.1.1 No specific particular requirement

7.1.2 People

Gang structure

Each gang shall be led by an appropriately registered LTMO (12B) or TMF (12A) who is an active member of the gang. No gang shall have more than one trainee / unregistered Operative.

(12/18) The TMF shall control no more than five Registered TMOs or four registered and one trainee / unregistered Operative each.

Reference IAN 115/08

Exceptionally, a relaxation may be applied to the general rule above in respect of personnel competency requirements for a medium duration Hard Shoulder Closure detailed in IAN 115/08 Figure 1. In this instance, only the minimum competency requirement deemed necessary for installing, maintaining & removing the signs and cones on the hard shoulder is a Traffic Management Operative (TMO), who is an active member of the gang.

(12/18)12A/B traffic management personnel categories:

- 12A/B Traffic Management Operative
- 12B Lead Traffic Management Operative
- 12A Foreman
- 12A/B IPV Driver (live lane/non-live lane) Note: This will be IPV Driver (live lane and non-live) from April 2019 (new route will be available)

Trainees / Unregistered Personnel

- 12A/B Trainee Traffic Management Operative

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.

(10/17)Please note the following:

- On successful completion of the TTMBC (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 TTMBC competency is valid for 6 months
- A valid TTMBC competency shall be maintained by the trainee Operative at all times
- No Assessments may commence until successful completion of the 1 day operative course
- All assessments must 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 minimum requirements being.....
 - for a 2-man gang - 12A Foreman or LTMO plus one trainee
 - for a 3-man gang - 12A Foreman or LTMO plus 12A/B Operative plus one trainee.
 - The trainee not being assessed must 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.

12A/B Traffic Management Operative (TMO)

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

- TTMBC
- TMO course
- TMO assessments

(10/17)12B Lead Traffic Management Operative (LTMO)

- TTMBC
- TMO course
- TMO assessments
- Register as TMO
- 12B LTMO course

(10/17)12A Traffic Management Foreman (TMF)

- TTMBC
- TMO course
- TMO assessments
- Register as TMO
- 12A Foreman course

Traffic Safety and Control Officer (TSCO)

- 12A Foreman Certificate
- TSCO Certificate
- First Aid at Work Certificate
- Health and Safety Certificate: i.e. 1 day IOSH as minimum

Static Temporary Traffic Management Technical Officer

- Two years recorded experience of static TTM measures
- Appointed by the organization

(12/18)IPV Driver (Hard shoulder only)

- IPV training and assessment or Qualified 12C Supervisor
- Hold an HGV licence (minimum 10 tonnes)

(12/18)IPV Driver (Live lanes)

- IPV training and assessment or Qualified 12C Supervisor
- Hold an HGV licence (minimum 10 tonnes)
- Qualified 12A/B Operative (Driver who has successfully completed Unit 3 of the 12A/B Logbook)

Note: From 1st April 2019 a new IPV route will become effective.

A traffic management company shall maintain a minimum complement 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.

The organization shall ensure that any Static Temporary Traffic Management Operative engaged from a labour only supply agency is appropriately qualified and card carrying for the work activities they are undertaking.

7.1.3 Infrastructure

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.

In addition, a process for the inspection and recording of maintenance on TTM 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 LMCC/TMA) shall be determined by the organization in accordance with industry best practice, including as appropriate compliance with Highways England safety alerts and VOSA vehicle inspection best practice. This is in addition to the organization's daily checks.

7.1.4 Environment for the operation of processes

Organizations shall carry out a Risk Assessment for all operations they are undertaking. (see also 8.2.2).

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.

NB: CDM 2015 requires the Client to provide any known information to the Principal Contractor

7.1.5 Monitoring and measuring resources

7.1.5.1 General

No particular specific requirement.

7.1.5.2 Measurement traceability

No particular specific requirement.

7.1.6 Organizational knowledge

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 Document however it is the responsibility of the organization to ensure that they are using the latest issue. **This list is not exhaustive.**

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.

7.2 Competence

General

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

Requirements

To assess competence within the organization the following criteria should be considered and evidenced;

- Skills
- Knowledge
- Attitude
- Training
- Experience

Training and competency requirements

[Reference to Appendix C and D for any specific training and competency requirements which should include the following:]

The framework for achieving competency shall include the following:

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

Details of training and assessment programmes for Impact Protection Vehicles approved by the 12A/12B and 12C advisory committees are listed in Appendix C of this SSD.

All TMO, LTMO, TMF, TSCO and IPV drivers are required to be trained and assessed, they shall attend and pass the relevant training course and assessment criteria approved by the Sector Scheme Committee and administered by Lantra.

All registered personnel shall maintain their smart skills registration cards by attending a refresher training course in the 6-month period prior to the expiry date on their card.

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 (2 days off the job Static Temporary Traffic Management LTMO/TMF course – see Appendix C) and previously have had at least one year's recorded experience of setting up Static Temporary Traffic Management measures.

(12/18) Smart Skills Registration Cards

A Static Temporary Traffic Management smart 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 smart 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. For competency expiry dates the end user will be required to scan the smart card using the Go Smart App.

TMO, LTMO, TMF, IPV Drivers & TSCO who have successfully completed the approved training and assessment programme shall carry their smart skills registration 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.

(12/18)Renewal of smart skills registration cards

Holders of smart skills registration cards shall re-accredit their competencies within the designated period by attending and successfully completing the appropriate refresher training course before the competency will be updated on the smart chip of the card. Timeframe for refresher training, not sooner than 6 months prior to expiry date or later than 6 months after the expiry date.

Refresher training successfully completed within the 6-month renewal period will consist of attending the theory training course only appropriate to their qualification. The competency, upon completion of the relevant refresher training, will be uploaded to the chip for a period of 5 years (inclusive of a 6-month renewal period).

Candidates who do not attend refresher training prior to their competency expiring will be required to attend the full one or two-day training courses (theory) appropriate to their qualification and successfully complete the training course before being issued with a new skills registration card.

This window of opportunity is only available for 6 months from the expiry date of the existing competency.

Any competencies more than 6 months out of date will require candidates to complete the full training and assessment criteria appropriate to their qualification.

Refresher training for holders of IPV Driver cards is the half day theory course with end of course test paper.

The organization shall create and maintain a record of practical TTM experience for each TMO, LTMO, TMF, TSCO 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.

7.3 Awareness

No particular specific requirement.

7.4 Communication

No particular specific requirement.

7.5 Documented information

7.5.1 General

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

7.5.2 Creating and updating

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 particular specific requirements.

7.5.3.1 Control of Documents

In addition to ISO 9001:2015 requirements the following documented information is typically required to be controlled:

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

- Correspondence

- Delivery notes and certification where required
- Training records/certificates
- Contract Documentation and customer order
- Instructions to Site Staff
- Where appropriate, location and identification of over ground services and structures and name, address, telephone numbers of persons responsible for them,
- Methods to ensure the Organization obtain any amendments to the documents listed in Appendix B where appropriate to the scope of registration.

Control of Records

(10/17) In addition to the organization's own quality records, the following records shall typically be kept:

Contract specific records, e.g. risk assessments, as listed in the quality plan. e.g.:

- Contract Specification and any variations
- Risk assessment and method statement
- Purchase orders
- Instructions to site staff
- Written complaints
- Experience and training record of all personnel
- TTM layout records and period in operation (separate report for each layout)
- Details of materials used - (e.g. equipment list) Details of any accidents (known to the organization) in or adjacent to the provision of the traffic management measures.

Records should be kept for a minimum of 6 years or longer if contractually required. However there maybe other circumstances where records are required to be kept for longer period of time.

8 Operation

8.1 Operational planning and control

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

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

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

NB: Client duties under CDM 2015 require the provision of known information and cooperation and coordination with the principal/main contractor.

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

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

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

(^{12/18}) Note 3 - Client duties under CDM 2015 require the provision of known information and cooperation and coordination with the principal/main contractor.

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

8.2 Requirements for products and services

8.2.1 Customer communication

(^{12/18}) The Contract Specification shall not be changed without written approval from the Client. A copy of the Site Specific Risk Assessment shall be available on site for inspection by the Client's representative.

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

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

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

The organization shall define the relevant information e.g. contract or legislative requirement.

The organization shall have a process in place to record their registration to this Sector Scheme on the Schedule of Suppliers website <http://www.scheduleofsuppliers.co.uk/> immediately following confirmation of their registration to the Sector Scheme from the Certification Body and thereafter annually.

8.2.2 (^{12/18}) Determining the requirements for products and services

The organization shall ensure they meet the requirements of the specification. The review procedure shall require the organization to verify with the customer that the order placed meets the technical requirements included in the Client's Contract Specification, to include consideration of Chapter 8 and the TSRGD and other relevant documents.

Where required in the contract agreement the provider shall undertake relevant risk assessments in accordance with the client's standards and processes (for example Highways England's Standard (11/18) GG104 provides a method for undertaking risk assessment on their network). See also 5.1.2.

8.2.3 Review of the requirements for products and services

No particular specific requirement.

8.2.4 Changes to requirement for products and services

No specific particular requirement.

8.3 Design and development of products and services

8.3.1 General

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.

Chapter 8 of the Traffic Signs Manual gives the principles for temporary traffic management design.

Note 1: Reference shall be made to “Guidance for Safer Temporary Traffic Management” when planning Static Temporary Traffic Management arrangements.

Note 2:- 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.

8.3.2 Design and development planning

^(10/17)No specific particular requirements.

8.3.3 Design and development Inputs

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.

Records of design inputs shall identify sources of information such as traffic flows and carriageway widths.

8.3.4 Design and development controls

No particular specific requirement.

8.3.5 Design and development outputs

No particular specific requirement.

8.3.6 Design and development changes

No particular specific requirement.

8.4 Control of externally provided processes, products and services

8.4.1 General

The organization shall establish procedures to ensure that all resources conform to the Contract Specification.

All copies of certification to this scheme shall, on request, be passed to the Client.

Signs shall be obtained from a registered supplier conforming to the requirements of National Highway Sector Scheme 9A of Appendix A of the Specification for Highway Works for the Manufacture of Traffic Signs.

^(10/17)Where contracts requires temporary vehicle restraint systems to be installed please refer to NHSS 2B and IAN 142 Temporary Barrier Decision Tool (TBDT)

8.4.2 Type and extent of control

No particular specific requirement.

8.4.3 Information for external providers

No particular specific requirement.

8.5 Production and service provision

8.5.1 ^(10/17)Control of production and service provision

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.

The organization shall have access to and a working knowledge of the relevant documents listed in Appendix B of this schedule together with the Contract Specification.

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. They shall control no more than five Registered TMOs or four registered and one trainee Operative each.

The requirement for appointing a LTMO or TMF will not apply where the relaxation in respect of personnel competency requirements for a medium duration Hard Shoulder Closure detailed in IAN 115/08 Figure 1 is applied.

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).

All equipment shall be maintained in the proper position and kept clean. Damaged equipment shall be replaced.

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.

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).

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.

(10/17) 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.

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 IAN 115/08 Figure 1 is applied), shall be retained and submitted to the Customer, if required, for the installation, maintenance and removal of the static temporary traffic management measures.

8.5.2 Identification and traceability

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

8.5.3 Property belonging to customers or external providers

The quality management system shall include a procedure where materials are supplied by the Customer or the Client. If this is identified in the Contract Specification, this may include the use of traffic signs.

8.5.4 Preservation

Systems shall be in place to inspect and maintain all goods, plant and equipment returned from site before their re-use.

Note: Manufacturers recommend the regular inspection of IPV equipment, by a competent person.

8.5.5 Post-delivery activities

No particular specific requirement.

8.5.6 Control of changes

No particular specific requirement.

8.6 Release of products and service

No particular specific requirement.

8.7 Control of nonconforming outputs

8.7.1 ^(10/17)No particular specific requirement.

8.7.2 ^(10/17)No particular specific requirement.

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

This includes the ongoing impact of TTM on other works including congestion and traffic flows.

9.1.2 Customer satisfaction

No particular specific requirement.

9.1.3 ^(10/17)Analysis and evaluation (N.P.S.R)

9.2 Internal audit

9.2.1 Internal audits shall be carried out at sufficient frequency and by a suitable technically competent person/s to ensure a robust assessment of the compliance of the product.

9.2.2 The quality plan shall state the frequency of internal audits. Internal audits of the quality management system against this SSD shall include at least two visits a year to specific works sites to check TTM activities (Where the organization does not have contracts which provide continuous working throughout a full year, visits shall be conducted on a pro-rata basis, but at least one visit per contract must be made). Internal auditors shall have a working knowledge of TTM activities. Internal audits shall be carried out by the nominated quality manager or a designated competent person.

9.3 Management review

9.3.1 General

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

9.3.2 Management review inputs

No particular specific requirement.

9.3.3 Management review outputs

No particular specific requirement.

10 Improvement

10.1 General

No particular specific requirements.

10.2 Nonconformity and corrective action

10.2.1 ^(12/18) The corrective and preventative action processes shall include analysis of incidents and occurrences. Consideration should be given to accident statistics and near miss reporting.
Note: Highways England operates AiRSWeb which is an incident reporting system.

10.2.2 ^(10/17)N.P.S.R

10.3 Continual improvement

No particular specific requirements.

Appendix A: Requirements for Quality Plans

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

1.0 General requirements

- 1.1 Definition of the product (or service) to be provided.
- 1.2 The structure of the organization describing the line of command and stating the names of the organization's Manager responsible for the contracted work, the Technical Officer and either the TMF (NHSS12A) or LTMO (NHSS12B), and for relaxation works on the hard shoulder the appointed TMO.
- 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 personnel selection including special requirements for skilled personnel e.g. training of site staff.*
- 1.5 The control of equipment, including storage, handling and installation on site and associated maintenance and spares.*
- 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 and circulation fixtures (as applicable).
- 1.12 Disposition of documented information.
- 1.13 Frequency of internal audits (see 9.2).
- 1.14 Details of personnel responsible for system design, where appropriate.

2.0 Contract specific information

- 2.1 The Customer's nominated Quality Manager, project manager and/or other representatives through whom communication is to be made throughout the contract.
- 2.2 Names of the staff involved with the contract including the NHSS12A/B qualified personnel. Contact details for these staff.
- 2.3 Submission for examination by the Client's representative of certification body's certificates of registration for conformity against this scheme, the Operatives' LTMO's and Foremen's skills registration cards and training certificates and the register of training and registration of Operatives and Foremen employed by the company.

- 2.4 Details of the contract specific equipment to be used and any certification required to be issued to the Customer/Client.
- 2.5 Receipt and examination of certificates of registration of sub-contracting organizations*.
- 2.6 Receipt and examination of test certificates for materials used (DoPs)*.
- 2.7 Name and contact details of Customer/Client contact(s).
- 2.8 Details of the communications required between the organizations staff and the Customer/Client or any other party.
- 2.9 Work programme and details of deliverables.
- 2.10 Programme for submission of method statements and for the installation and removal of Static Temporary Traffic Management measures.
- 2.11 Liaison with the Police and the Highway Authority or other competent authority.
- 2.12 Method statements for installation, maintenance and removal of Static Temporary Traffic Management measures including any modification or changes to the installation/layout during the currency of the works; detailed drawing(s) to be supplied if required in the Contract Specification. The statement will necessarily include inspection checks to validate that the installation has been correctly installed and that signage is in accordance with the drawings and specification.
- 2.13 Inspection regime to be adopted covering frequency, and acceptance criteria.
- 2.14 Control of non-conforming product. *
- 2.15 All relevant contract specific information in respect to speed restrictions, safety requirements, environmental requirements, existing conditions and site conditions.
- 2.16 Any inspection and testing requirements necessary for the safe operation of plant and equipment are implemented and documented.
- 2.17 Risk Assessments (see GD04, Appendix B or successor documents) .
- 2.18 Details and control of records.

* Copies of the organization's general procedures covering these items shall be made available for the examination by the Client's representative, and copies provided when requested.

NOTES:

- 1. Where certain aspects of this information cannot be obtained or, is not provided, this fact shall be noted in the quality plan against the appropriate section.
- 2. The organization should also be aware that there may be further general requirements for quality plans within a contract, for instance Appendix 1/24 of the Manual of Contract Documents for Highway Works, which may also need to be addressed.
- 3. ^(12/18) See ISO 10005 (Quality management systems – Guidelines for quality plans) for further information

(10/17) Appendix B: Reference and Associated Documents (Bibliography)

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 documents including amendments unless stated otherwise in the 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

- 1.1 BS EN ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary (BSI Standards).
- 1.2 BS EN ISO 9001:2015 Quality Management System Requirements (BSI Standards).
- 1.3 BS EN ISO 9004:2009 Quality Management Systems – Managing for the sustained success of an Organization. A quality management approach. (BSI Standards).
- 1.4 Traffic Signs Manual Chapter 8 - Traffic Safety Measures and Signs for Road Works and Temporary Situations. Part 1 – Design (The Stationery Office)
(www.gov.uk/government/publications/traffic-signs-manual).
(See note 2 below)
- 1.5 Traffic Signs Manual Chapter 8 - Traffic Safety Measures and Signs for Road Works and Temporary Situations. Part 2 – Operations (The Stationery Office)
(www.gov.uk/government/publications/traffic-signs-manual)
(See note 2 below)
- 1.6 Traffic Signs Manual Chapter 8 - Traffic Safety Measures and Signs for Road Works and Temporary Situations. Part 3 – Update (The Stationery Office)
(www.gov.uk/government/publications/traffic-signs-manual)
(See note 2 below)
- 1.7 Traffic Signs Regulations and General Directions, (The Stationery Office)
(www.legislation.gov.uk/ksi/2002/3113/contents/made)

2. Associated Documents – Bibliography

- 2.1 GD 02 (latest issue) - Quality Management Systems for Highway Design (Design Manual for Roads and Bridges – Volume 0, Section 2, section 1, Part 1 – www.dft.gov.uk/ha/standards/dmrb/vol_0/section2.htm) or successor documents

GG 104 - Requirements for safety risk assessment or successor documents

<http://www.standardsforhighways.co.uk/ha/standards/dmrb/vol0/section2/GG%20104%20Requirements%20for%20safety%20risk%20assessment-web.pdf>

2.3 Manual of Contract Documents for Highway Works: Volume 1*
Specification for Highway Works (SHW), and amendments
Series 000 Introduction
Series 100 Preliminaries
Series 1200 Traffic Signs
Series 1400 Electrical Work for Road Lighting and Traffic Signs
www.dft.gov.uk/ha/standards/mchw/index.htm
(See note 2 below)

2.4 Manual of Contract Documents for Highway Works - Volume 2*
Notes for Guidance on the Specification for Highway Works (NGSHW), and amendments
Series NG000 Introduction
Series NG100 Preliminaries
Series NG1200 Traffic Signs
Series NG1400 Electrical Work for Road Lighting and Traffic Signs
www.dft.gov.uk/ha/standards/mchw/index.htm
(See note 2 below)

2.5 Design Manual for Roads and Bridges (The Stationery Office)
(See notes 2 and 4 below)
www.dft.gov.uk/ha/standards/dmrb/index.htm

2.6 Working Drawings for Traffic Sign Design and Manufacture - Volume 3 (DOT/The Stationery Office)

2.7 Notes for Guidance for Temporary Traffic Management - (TMCA)

2.8 British Standards (and amendments)

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 1871 - Road marking materials. Paint, thermoplastic and cold plastic materials.

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.

2.9 Guidance for safer Temporary Traffic Management - (HA, CSS and HSE). (www.highways.gov.uk)

2.10 Sector Scheme Document for Mobile Lane Closure Traffic Management on Motorways and other Dual Carriageways, Scheme 12C. (www.ukas.com)

2.11 Sector Scheme Document for Installing, Maintaining and Removing Temporary Traffic Management on Rural and Urban Roads, Scheme 12D (www.ukas.com)

2.12 Temporary Road Markings: Working Group Findings (www.highways.gov.uk)

2.13 Crossing high-speed roads on foot during Temporary Traffic Management works (HSE Construction Information Sheet No 53)

2.14 IANs

IAN115 Hard Shoulder Working – www.dft.gov.uk/ha/standards/ians/index.htm

IAN 142 Temporary Barrier Decision Tool (TBDT)

IAN 150 Temporary Traffic Management Signs Simplification - guidance at road works using relaxation layout traffic management and

IAN 163 Alternative Entry Taper at relaxation scheme Temporary Traffic Management on high speed roads.

IAN 166 The Highways Agency Road Death Investigation (RDI) Guidance (Revision 2)

IAN179 Guidance on the use of vehicle mounted high level variable message signs to provide advance warning of lane closures for relaxation works on dual carriageways with a hard shoulder.

IAN180 Guidance for the selection of remote-controlled temporary traffic management signs for use on the Highways Agencies trunk road and motorway network.

IAN181 Guidance on the use of impact protection vehicles for temporary traffic management.

IAN187 The use of a convoy control vehicle for controlling traffic through guide islands at relaxation works on dual carriageways.

IAN188 Guidance on omission of warning lights (road danger lamps) for relaxation works on dual carriageways.

IAN189 Policy on managing fatigue in the workplace.

IAN190 Guidance on processes for managing fatigue in the workplace.

- 2.15 A guide to periodic training for employers and training providers to the road passenger and road freight industries - www.drivercpc.org
- 2.16 RSDA/CSS Code of Practice for Signing at Surface Dressing Sites – www.rsta-uk.org/publications.htm

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 4.2.3).

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

Note 3: Every effort has been made to update web sites, but the committee cannot provide any guarantees that the sites will continue to exist or if they do that they will maintain access to the documents identified above.

Note 4: 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.

*Amendments are made to MCHW volumes 1 and 2 normally on a quarterly basis. Organizations shall ensure that they have copies of all amendments, including up to date copies of the latest amendments, such information is available by calling Highways England's information line 0300 123 5000.

Appendix C: Training and Assessment of Competence

(10/17) Please note that the committee does not recognise NVQs in Temporary Traffic Management Holders of such qualifications need to contact the scheme administrators for further information. TEL: 02476 696996. The scheme administrator is unable to provide any personnel information that they hold, as this may be a breach of data protection legislation, however they may be able to confirm such information if this is provided by the requester.

1. Training & Competency for 12A/12B Static Temporary Traffic Management

Training courses are available as follows:

- TTMBC (1 day)
- 12A/12B Operative course (1day)
- 12A/12B Operative refresher training course (1 day)
- 12A Foreman's course (*see notes below) (2 days)
- 12A Foreman refresher training course (1 day)
- 12B Lead Traffic Management Operative course (2 days)
- 12B Lead Traffic Management Operative refresher course (1 day)
- Impact Protection Vehicle driver (1 day)
- Traffic Safety and Control Officer (1 day)

Card categories subject to suitable qualification are available as follows:

- 12A/12B Operative
- 12A/12B Operative non driver
- 12A Foreman*
- 12A Foreman non driver*
- 12B Lead Traffic Management Operative**
- 12B Lead Traffic Management Operative non driver**
- IPV non live and live lanes
- IPV non live lanes only
- Traffic Safety and Control Officer (TSCO) (**see notes below)

All Static Temporary Traffic Management personnel working on motorways and high speed dual carriageways shall (as a minimum) be trained and assessed in accordance with the TTMBC prior to undertaking any traffic management activity on site.

(12/18) Operatives 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.

To be registered as a Traffic Management Foreman candidates must qualify as an Operative (as detailed above) and also successfully complete the two-day Traffic Management Foreman training course. (12/18) Note: A new LTMO and TMF route will commence before the end of April 2019.

*12A Registered Foreman are also able to supervise as a 12B Registered Lead Traffic Management Operative.

**To be registered as Lead Traffic Management Operative candidates must qualify as an Operative (as detailed above) and also successfully complete the 2-day Lead Traffic Management Operative training course. 12B Registered Lead Traffic Management Operatives can only supervise 12B installations.

***Traffic Safety and Control Officer (TSCO) must hold the following before a smart skills registration card can be issued:

- 12A Foreman certificate
- TSCO certificate
- First Aid at Work certificate
- Health and Safety certificate (i.e. 1 day IOSH), as minimum.

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

- Operatives shall have attended the Temporary Traffic Management Basic Course prior to being allowed on site
- Operatives shall have gained a minimum of 3 months site experience prior to attending the 12A/B operative course
- Operatives shall have attended the one-day off the job operative training course within 6 months of starting employment within the Static Temporary Traffic Management industry.
- Unqualified operatives 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 person to every five qualified people operating in the gang including the Foreman.
- 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 every day routine.
- As a guideline, the average time taken from start to completion of the logbook is three months but no more than two years.
- Only trained assessors who are approved and registered with Lantra can complete and sign off the assessments in the logbook.
- For 12A/12B Highways England have advised that assessment can only be conducted during live works, including maintenance, on the strategic road network.

2. Training and Competency Requirements for Impact Protection Vehicle Drivers (IPV) For Single Vehicle Works

The following clarifies training for Impact Protection Vehicle (IPV) drivers (this table will not be applicable when the new IPV route commences in April 2019):

Training requirements		Competent to operate IPV	
IPV Training/Assessment Course	Additional Training/Assessment Requirements	IPV on Hard Shoulder only (Non-Live Lanes)	12A/12B/B IPV Driver only (Live Lanes)
IPV training course	No other 12A, 12B & 12C training and assessment	Yes	No
	Successfully completed the 12A/12B training and assessment*	Yes	Yes
	Successfully qualified as a 12C Operative	Yes	No
Successfully qualified as a 12C Supervisor**		Yes	Yes

Where yes is stated on the above matrix suitably qualified Operatives will receive a skills registration card issued by Lantra showing their qualification as appropriate to operate on;

- non-live lanes only (hard shoulders) or
- non-live and live lanes (hard shoulders and driving IPV on 12A/12B works)

*Operatives shall have completed Unit 3 of the 12A/12B Logbook.

**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/12B operations and not to 12C operations.

Where applicants hold other cards (e.g. from a state other than England, Scotland, Wales and N. Ireland), it will be necessary to establish the competency equivalence of such cards and such advice should be sought from the appropriate Sector Skills Council or issuing/awarding body of recognised cards as to the relevance of other cards.

3. Training and competency requirements for working on rural and urban roads inclusive of dual carriageways under 40mph (NHSS12D)

Refer to Appendix C of the NHSS12D document on the UKAS website for details of the training and competency requirement.

4. Health and Safety

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

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

5. (12/18) Lantra/Construction Skills Certification Scheme (CSCS) Static Temporary Traffic Management Cards for 12A/12B Static Temporary Traffic Management

The NHSS smart skills registration card is issued in accordance with this Sector Scheme document and the Lantra centre specification and carries the CSCS logo.

6. Construction Skills Register (CSR) – Northern Ireland ONLY

In Northern Ireland CSR Cards are used instead of CSCS cards further details are available from:
Construction Employers Federation Ltd
143 Malone Road
Belfast BT9 6SU

7. Contact Information

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: sector.schemes@lantra.co.uk
www.lantra.co.uk

(12/18) Appendix C1: Not Used

Appendix D: Example Register of Personnel Attainments

NAME OF TTM COMPANY:

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

NOT USED

Appendix F: Certification Bodies Accredited for this Sector Scheme

Information on certification bodies accredited against this scheme can be found on the UKAS website www.ukas.com.

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

Appendix G: The Role of Certification Bodies and Auditor Qualifications

1. Role of certification bodies

- 1.1 The independent assessment of conformity of organizations to the requirements of ISO 9001:2015 and this SSD rely upon the assessment expertise, competence and capability of accredited certification bodies.
- 1.2 The certification body role is to ensure, through assessment, that organizations have management systems in place which address the enhanced ISO 9001:2015 requirements detailed in this SSD.
- 1.3 Certification bodies shall ensure they are all represented by at least one nominated individual lead certification body (or deputy) who will represent all certification bodies at meetings of this Sector Scheme Advisory Committee. This does not preclude other certification bodies from attending, as appropriate.
- 1.4 Certification bodies shall be represented at the National Highway Sector Scheme Liaison Committee.

2. Certification body accreditation

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

3. Assessor and assessment team competence

- 3.1 The certification body must be able to demonstrate to UKAS that it possesses and can maintain the necessary assessor experience and technical understanding of static temporary traffic management 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 installation and removal of Static Temporary Traffic Management (TTM), including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product including installation. Typically, this would include knowledge of TTM. (Conveyance of this knowledge to auditing teams will be determined by the Certification Body and will be audited by UKAS).
 - iii) maintaining demonstrable and suitable highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works, design standards requirements for TTM and relevant documents e.g. Chapter 8 Traffic Signs Manual.
 - iv) ability to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in TTM.

3.2 The certification body must also ensure that assessors have sufficient knowledge of health & safety requirements related to working on live highways where appropriate, knowledge of temporary traffic management, working in confined spaces and working at height for assessment of guidance provided on this aspect.

3.3 Guidance to Certification Bodies on assessor competence related to this Sector Scheme is given in the certification body guidance document – National Highway Sector Scheme Accreditation, Registration and Assessment Guidance for Certification Bodies – NHSS 0 Part 4.

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

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

- i) International Register of Certificated Auditors (IRCA) Registered ISO 9001:2015 Lead Auditor qualification or certification body equivalent and demonstrable expertise in leading assessment teams.
- ii) ^(10/17)ISO 9001:2015 assessment experience
technical assessment competence in the categories of TTM activity as specified in the scheme, knowledge, understanding and application of this SSD.
- iii) knowledge of the provision, supply and installation of TTM, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. Typically, this would include knowledge of TTM. (Conveyance of this knowledge to auditing teams will be determined by the Certification Body and will be audited by UKAS).
- iv) demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works and design standards requirements for TTM.
- v) ability to demonstrate that they have ongoing suitable health and safety training which includes appreciation of the risks involved in the sector scheme.
- viii) It is recommended that assessors should pass the CITB Health & Safety Touch Screen Test (Highways) to obtain a CSCS visitors card.

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

- Single site clients shall ensure that a 1/3 of the initial and CAV visits are devoted to assessing operational activities at locations where VRS activities covered by the scope of this Sector Scheme are being undertaken from.

- Multi-sited organisations may be eligible for sampling based on their meeting the eligibility criteria as defined in section 5 of M D1, if eligible then sampling can be undertaken as defined in section 6 of MD1.

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

5. Format and Content of Registration Certificates

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

5.2 The National Highway Sector Scheme Logo shall be included in any Certificate of Registration which has this Sector Scheme detailed in the Scope of Registration. The logo shall only be used and applied in the manner detailed in any conditions of use which may be published from time to time.

5.3 The Certificate or Registration (or attached Appendix (ces)) shall clearly identify the category(ies) of work that the registered organization has been successfully assessed for.

6. National Highway Sector Schemes Schedule of Suppliers

6.1 Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at <http://www.scheduleofsuppliers.co.uk> to ensure equivalence between their clients registered to this Sector Scheme and the listed organizations and report any discrepancies by email to scheduleofsuppliers@lantra.co.uk.

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

6.3 Certification Bodies shall audit the organization to ensure that the organization has recorded their NHSS registration on the Lantra Schedule of Suppliers web-based register (See 4.4 and 8.2.1 of this NHSS).

7. Reporting on Sector Scheme Performance

7.1 Each Lead certification body shall collate and provide to the chairperson of the SSACS a written summary report which includes as a minimum:

- observations and comments on the implementation and assessment findings related to the Sector Scheme including any omissions or deficiencies in its scope.
- recommendations for improving/clarifying the SSD feedback on deficiencies against contract documentation.
- a list of organizations whose scope of registration includes this Sector Scheme for comparison against the Schedule of Suppliers (see also 7.2).

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.

- 7.2 Each Certification Body shall prepare a list of organizations whose scope of registration includes this Sector Scheme for comparison against the Schedule of Suppliers. This is to be issued to the Lead CB for his report to the chairperson (see 7.1).
- 7.3 It is mandatory that CBs demonstrate their commitment to NHSS, which may be representation at the National Highway Sector Schemes Liaison Committee or at individual sector scheme meetings.
- 7.4 Certification Bodies shall ensure they are all represented by a nominated lead CB (who will represent all Certification Bodies) at Sector Schemes Advisory Committee. This does not preclude other Certification Bodies from attending, as appropriate.

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

2A General background to the NHSS12A/B

- 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: Secretary or Chairman of the Advisory Committee to this Sector Schemes; see Introduction and Appendix J1 to this scheme. Information should also be contained in the organization's quality manual/NHSS documented information.
- iv) An overview of the highway infrastructure that the scheme applies to.
- v) The range of contracts that the scheme can apply to. (See section 1 and clause 4.3 of this NHSS document.
- vi) Specific types of works that the scheme applies to. (See section 1 and clause 4.3 of this NHSS document and also Appendix L in this NHSS.
- v) Definitions and terminology which are particular to the scheme. (See section 3 of this NHSS.)
- vi) Routes to competency of personnel (including management, supervisors and other employees etc.) delivering the scheme services.

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).

- vii) Overview of important reference documentation applicable to the scheme. Section 2 and Appendix B of the document provides some information.

- viii) 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 Highways England.
- ix) Relationship with other NHSS 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 Provides Particular Requirements Sections 4 to 10 of ISO 9001:2015

The summary provides a list of those clauses where particular requirements have 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 organization considers apt. Check documented information
4.4 Quality management system and its processes. (4.4.1 & 4.4.2)	Y	Check annually by the CB Auditors and other Auditors. Schedule of Suppliers website to ensure registration is current. Check up-loaded information is current
5 Leadership		
5.1 Leadership and commitment	-	
5.1.1 General	Y	Check policy documented information. 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

Section/Clause	Interpretation Yes/No	Comment/Requirement
		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
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.

Section/Clause	Interpretation Yes/No	Comment/Requirement
		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.
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 maintain 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 organizations ability to meet defined contract requirements
8.2.3 Review of the requirements for products and services. (8.2.3.1 & 8.2.3.2)	N	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
8.3 Design and development of products and services		
(10/17)8.3.1 General	Y	Ensure contract/tender review is in place

Section/Clause	Interpretation Yes/No	Comment/Requirement
(10/17)8.3.2 Design and development planning	Y	Seek evidence
(10/17)8.3.3 Design and development inputs	Y	Seek evidence
(10/17)8.3.4 design and development controls	N	Seek evidence
(10/17)8.3.5 Design and development outputs	N	Seek evidence
(10/17)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		
(10/17)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
(10/17)8.6 Release of products and service	N	Check for information in place for traceability of authorised person (s)
8.7 Control of nonconforming process outputs, products and services. (8.7.1 & 8.7.2)	Y	Ensure processes are in place and has been implemented in line with contract specification. Check documented information.
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

Section/Clause	Interpretation Yes/No	Comment/Requirement
		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 competency

C3 - Maintain equipment

C4 - Public protection

C5 – Environment

C6 - Testing/inspection/workmanship

C7 - Health and Safety

C8 – Equal Opportunities

C1 – Safe Working Practices

- Correct Personal Protective Equipment Worn
- Equipment approved and suitable for use
- Personnel to be fully aware of their H&S obligations
- Must be able to read and understand their job sheet, risk assessment etc.; understand English
- Method Statements/work procedures
- Risk Assessment
- Induction card/skills registration 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 as applicable to this scheme
- Aware of current best practice including temporary traffic management measures (including site arrangements).

C2 Training, Qualifications and Assessment of Competence

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

C3 Maintain Equipment

- Relevant personnel are aware of LOLER and PUWER and of other appropriate legislative 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 organization(company) 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/Workmanship

(10/17) Auditors should be aware of the need for them to visit and inspect an installation for contract and sector scheme compliance.

C7 Health and Safety

Auditors should be aware of the requirements of the Health & Safety at Work etc. Act 1974 and associated current Health and Safety legislation, such as CDM regulations, as it applies to this Sector Scheme.

C8 Equal Opportunities

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

Appendix H: Organization Acceptance and Guidelines for New Entrants

1.0 Organization Acceptance

- 1.1 For work carried out on roads managed by Highways England, the Welsh Assembly 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 Specification for Highway Works.
- 1.2 For work carried out on roads managed by other highway authorities, acceptance of the organization will depend on the requirements of the contract.
- 1.3 (12/18) In the absence of assessment including a site visit over a 3-year period then evidence must be provided of site activity (e.g. site records, video recording) to ensure that registration can be maintained.

2.0 Guidelines for New Entrants – Requirements

- 2.1 These guidelines have been drawn up to provide Temporary Traffic Management companies with a method of entry into the scheme. The guidelines also provide rules by which Certification Bodies and Clients are able to evaluate these companies for compliance and acceptability for carrying out Temporary Traffic Management measures.
- 2.2 organizations must have the required experienced and qualified NHSS12A/B 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. In respect of qualified TM Operatives, a minimum of 8 registered Operatives will meet the requirement for an aspiring 12A organization and a minimum of 6 registered Operatives will meet the requirement for an aspiring 12B organization. See clause 7.2.
- 2.3 Organizations must have applied for registration with a Certification Body that is accredited by UKAS to audit against the Sector Schemes. Organizations will have to demonstrate that they have been audited for "office based activities" against the Scheme and have received a preliminary certificate from the Certification Body that they have been successfully assessed. The preliminary certificate will be time limited and valid for no longer than 12 months. Organizations having achieved this status must, at the earliest opportunity, arrange for the Certification Body to carry out a field assessment in order to complete the certification process.

In the event where delays prevent the Certification Body in providing the organization with a certificate of registration, organizations shall, on request, provide copies of the auditor's full report to the customer/client. The customer/client shall use their own judgement as to whether or not they consider the organization is capable of fulfilling contractual requirements.

Upon successful registration, the organization shall record their registration to this Sector Schemes on the Schedule of Suppliers website <http://www.scheduleofsuppliers.co.uk/> immediately following confirmation of their accreditation to the Sector Schemes from the Certification Body and thereafter annually.

Appendix J1: Feedback to Committee Chairperson

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

Committee Chairperson
Sector Scheme Advisory Committee for NHSS12A/B
The Secretary
NHSS12A/B
Lantra
Lantra House
Stoneleigh Park
Kenilworth
CV8 2LG
Email: nhss-highways@lantra.co.uk

Issue Identified:

Suggested Action:

Name:
organization:
Address:

Contact details:

Date:

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

Appendix J2: Feedback to Certification Bodies &/Or Notified Bodies

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

Issue Identified:

Organization's Details:

Name:

Address:

Feedback

Name:

organization:

Address:

Date:

Signed:

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

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

a) Contract identified

b) i) Details of omission in contract or

ii) organization Identified as being awarded the contract or

iii) Both i) and ii) above

c) organization raising feedback / issue

Name:

organization:

Contact details (Address, email address, telephone etc.)

d) Date:

Signed:

Highways England Roads/Contracts – Route for Feedback

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

Other Highway Authorities and Clients

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

Health and Safety Executive

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

(10/17) Appendix K: The Interpretation of Certificates Issued by Certification Bodies

Certification Bodies (CB) issue Certificates of Registration (CoR) in a variety of styles as suits their particular house style. They may consist of a single CoR containing all the requisite information or the CoR may be a standard certificate with appendices or addendum attached providing the full scope of certification (services) and the location(s) where these services are offered by an organization. In the latter case, the CoR refers to the relevant appendices or addenda, which form an integral part of the certificate.

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

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

- The scope of registration including specific registration to BS EN ISO 9001:2015 and this NHSS including the scheme title e.g. Sector Schemes Document 12A/12B for Static Temporary Traffic Management on Motorways and High Speed Dual Carriageways including on-line widening schemes
- The identification of each and every location (depot/area/office) to which the CoR is applicable
- The services/product offered by the organization at each location identified on the CoR e.g. for Sector Scheme Document for Static Temporary Traffic Management On Motorways and High Speed Dual Carriageways including on-line widening schemes, 12B works is an applicable category. Logos for the NHSS, UKAS (or equivalent) and the CB
- The name and address(es) of the organization
- The validity of the certificate
- A unique reference number/code
- The signature of a relevant CB official with his name and title

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 0 Part 4 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		

Appendix K1

Not used.

Appendix L1: 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 The NHSS for Static Temporary Traffic Management was originally conceived as a document for use by Clients to identify the minimum recommended standards for quality, training and competence of organizations used by them.
- 2.2 The implementation of the NHSS and development of training and competency requirements is intended to provide:
 - i) A competent workforce able to carry out Static Temporary Traffic Management.
 - ii) Requirements to evaluate risks and develop processes associated with Static Temporary Traffic Management and the production of an associated comprehensive quality plan for each contract.
- 2.3 It is necessary for the Client to ensure that all those involved in carrying out the Static Temporary Traffic Management are appropriately trained, skilled and competent, whether or not they are directly employed. The training and assessment of competency schemes described in this SSD are designed to cater for the range of skills within the overall process of the Static Temporary Traffic Management.
- 2.4 Clients and Customers that require confirmation of compliance with the Contract Specification in respect of the supply of services, products or materials should confirm that the quality management system certificate issuer is accredited by UKAS or equivalent and that specific reference is made to relevant NHSS on certificates. (See Appendices F and K respectively).
- 2.5 For the NHSS to achieve its objectives it is essential that Clients, either directly or via the agents and individuals they employ, ensure that the requirements of this document are complied with. This includes ensuring that sub-contractors employed directly or indirectly, are registered to the NHSS. Supervisory staff must be instructed to carry out spot checks of identification cards.
- 2.6 The Schedule of Suppliers Management Team have established and manage a schedule of registered companies that have been registered to National Highway Sector Schemes; free access to the schedule is obtained by logging on to the Lantra website <http://www.scheduleofsuppliers.co.uk/>. However, it should be noted that only those companies that register on the schedule are listed. Clients should contact Lantra Awards by email at nhss@lantra.co.uk to ascertain/check the status of an organization if it is not listed on the schedule.
- 2.7 Client check list

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

- 1 Is the organisation listed on the Schedule of Supplier web-site for the scope of work required?
- 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 to UKAS for assessments to NHSS 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 NHSS12A and/or 12B extension cover the actual works intended to be covered by the contract?
- 8 Do the named employees to be used on the works have valid Lantra skills registration cards?
- 9 Is the scope of the works within the competency scope of the employees?
- 10 Is the organisation intending to sub-contract any of the works – other than excavation, reinstatement?

If the answer to 10 is Yes – repeat q 1-9 for that organisation, if necessary replacing NHSS12A and/or 12B

3 Road Death Investigation

(10/17) Attention is drawn to the National Police Chiefs Council (NPCC) Road Death Investigation Manual (issued under ACPO), 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 and or circulation fixtures (temporary or permanent)

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

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

An Authority may be required to present data to the Police at short notice in case of a fatality on the network. It should ensure that it has, or can obtain, the relevant information from the Contractor. Reference should be made to IAN166 for further guidance.

4 Corporate Manslaughter and Corporate Homicide Act 2007

Advice from HSE regarding corporate manslaughter and corporate homicide is available on the HSE web-site, the following extract has been copied from the HSE web-site.

“The Corporate Manslaughter and Corporate Homicide Act 2007 is a landmark in law. For the first time, companies and organisations can be found guilty of corporate manslaughter as a result of serious management failures resulting in a gross breach of a duty of care.

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

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

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

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

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

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

Contact us

For specific questions about the act and guidance:

- Ministry of Justice

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

- HSE Infoline"

Appendix L2: Advice to organizations in Respect of Fraudulent Cards

Cases of fraudulent cards have been recorded and the following advice has been issued by Lantra, similar advice is also provided by CSCS on their website.

Notice

Lantra Fraudulent Cards

Suggested Action by Organizations Staff

If you are in doubt of the authenticity, on being presented with a suspect card (check logo, print quality, colour, layout, spelling, likeness of photograph):

1. Call a member of the Lantra Customer Service Team 02476 419703. A member of the Customer Service Team will help you confirm your suspicions or otherwise.
2. Do not accept photocopy or email version, ask to see the actual card
3. If the card appears to be fraudulent, if possible, take possession of card:
 - Make photocopies of front and back
 - Record cardholder's name and address
 - Ask cardholder where the card was obtained from
 - Call the local police and report the matter
 - Refuse access to site (subject to company rules).
4. Forward copies of all evidence to Lantra, Lantra House, Stoneleigh Park, Stoneleigh, Nr Coventry, CV8 2LG; on the enclosed paperwork state the heading "SUSPECTED FRAUDULENT CARD" with any crime number given by local police.
5. Lantra will fully support any prosecution with technical and factual evidence.

Thank you for helping to maintain the integrity of Lantra

Appendix M

Not used

Appendix N: Guidance for organizations Registered to Another NHSS

Not Used

(12/18)Appendix O: How to Register on The Schedule of Suppliers

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

The process for registering on the Schedule of Suppliers can be found in the user guide which is available to download using the following link: <https://www.scheduleofsuppliers.co.uk/node/61>

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

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

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

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

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

Note 5: Any queries should be sent to the SoS team at scheduleofsuppliers@lantra.co.uk

(10/17) 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.