National Highways Sector Schemes for Quality Management in Highway Works

12A /12B

For static temporary traffic management on motorways and high speed dual carriageways including on-line widening schemes

Published by the Sector Scheme Advisory Committee for Traffic Management (SSACTM)
DOCUMENT CONTROL

Issue Statement

Until July 2006 Sector Schemes Documents 12A and 12B existed as standalone documents as detailed below:

12A

<table>
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<td>UKAS 1</td>
<td>January 2000 (unpublished)</td>
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12B

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12A/12B

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<td>September 2014</td>
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Users of this document are advised to check with UKAS Publications sales whether the document is current (Tel No 0208 917 8454) or alternatively check the UKAS web site (www.ukas.com).

Example of text amendment:

(Mm/yyyy) This Sector Schemes is one of the series of NHSSs, which are bespoke integrated management schemes within an ISO 9001:2008 framework that have been developed to interpret BS EN ISO 9001:2008 as it applies to a particular activity/industry within the United Kingdom.”

Revisions December 2009

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Implementation of UKAS 2
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Appendix C1
Appendix F
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Appendix L1 – Corporate Manslaughter and Corporate Homicide Act 2007
Appendix O

Revisions July 2012

Implementation: Note 4 added
Introduction amended and updated
2. update reference
3. updated definitions
4.1 updated re – Schedule of Suppliers
4.2.1
5.2
6.1
6.2.2 (viii)
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7.5.1 (iv)
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Appendices B, F, G1 (Table B), H, L amended
Appendix O deleted

Revisions December 2014

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Copyright®SSACTM
Scope
Terms and Definitions and Abbreviations
Note added to clause 4 of the introduction
6.2.2 (i) & (vii) Gang structure
7.2.1
7.5.1 (iii)
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Appendices M and N added
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COMPOSITION OF THE SECTOR SCHEMES ADVISORY COMMITTEE,
EXCLUSION OF LIABILITY, COPYRIGHT AND SELECTION OF CERTIFICATION BODY

Composition of Sector Schemes Advisory Committee

Full members

Association of Directors for Environment, Economy, Planning & Transport (formerly CSS)
APSE - Association of Public Service Excellence
Lead Certification Body
Civil Engineering Contractors Association
Highways and Construction Training Association
Highways Agency
Highways Term Maintenance Association
Lantra
Mobile Lane Closures Contractors Association
Traffic Management Contractors Association

Corresponding Members

Accredited Certification Bodies to this scheme
DBFO Cos
DRD Northern Ireland
Health and Safety Executive
Institute of Vehicle Recovery
Society of Chief Officers of Transportation in Scotland (SCOTS)
Transport Scotland
UKAS
Welsh Assembly Government

Exclusion of Liability

The Advisory Committee

1. have and accept no liability whatsoever for any failure of any system or systems assessed under this Sector Schemes 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.
Selection of Certification Body

It is important to note that due to the specific requirements for assessor competence required by this Sector Schemes a technical expert may be appointed by the Sector Schemes Advisory Committee to assist UKAS in the assessment of Certification Bodies as described in Appendices G & G1.

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 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.

Implementation of Issue UKAS 5

This issue of the SSD is to be implemented immediately from the date of publication on the UKAS website for assessments in accordance with BS EN ISO 9001:2008.

Assessments against Issue 12A/12B UKAS 4 will continue to be valid until the following assessment carried out by the accredited Certification Body.

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

Note 2: The Certification Body should assess the Organization against the latest edition of the scheme within 14 months of its publication.

Note 3: 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 Note 2 above.

Note 4: This NHSS12A/B document is date specific, however, the Organization shall have procedures in place to ensure that the latest version is always available. Organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.
INTRODUCTION

1. National Highway Sector Schemes (NHSS) are bespoke quality management schemes that have been developed, as a partnership, by all sides of the highway industry to interpret BS EN ISO 9001 as it applies to a particular highway activity/industry within the United Kingdom.

2. NHSS are designed to:
   - Provide an industry benchmark
   - Ensure that all processes are planned
   - Provide a basis for continuous improvement
   - Focus on quality as an objective
   - Reduce costs for client and contractor
   - Provide and maintain a properly trained and competent workforce
   - Involve all sides of industry in scheme ownership within a partnership framework
   - Ensure that Certification Bodies use auditors with technical knowledge and experience of the sector concerned
   - Promote confidence in quality management systems by provision of a robust transparent system

3. In the late 1980s, concern was generated about the standards of workmanship related to the installation of Temporary Traffic Management schemes. The outcome of this is the production of this Sector Schemes Document (SSD) for inclusion in the Appendix A of the Volume 1 of the Manual of Contract Documents for Highway Works - Specification of Highway Works.

4. National Highway Sector Schemes (NHSS) are published on the UKAS website and are referenced in Appendix A of Volume 1 of the DfT Manual of Contract Documents for Highway Works - Specification of Highway Works. Where highway work activities are covered by Sector Schemes, the specification requires that they be carried out only by Organizations registered to the relevant Sector Schemes.

This Sector Scheme is one of a group of Sector Schemes dealing with Temporary Traffic Management.

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Description</th>
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<tbody>
<tr>
<td>12A*</td>
<td>Installing, maintaining and removing Static Temporary Traffic Management on motorways and high speed dual carriageways for schemes incorporating contraflow operations and/or temporary road markings</td>
</tr>
<tr>
<td>12B*</td>
<td>Installing, maintaining and removing Static Temporary Traffic Management on motorways and high speed dual carriageways or schemes not incorporating contraflow operations and/or temporary road markings</td>
</tr>
<tr>
<td>12C</td>
<td>Mobile lane closure Temporary Traffic Management on motorways and other dual carriageways</td>
</tr>
<tr>
<td>12D</td>
<td>Installing, maintaining and removing Temporary Traffic Management on rural and urban roads</td>
</tr>
</tbody>
</table>

*Combined SSD November 2006

(12/14) Note that Certification Body registration certificates should identify whether the Organization is registered to NHSS12A, NHSS12B or both.
It is acknowledged that a number of accredited certification bodies have obtained technical competence over the years to be able to provide quality management system certification for this Sector Scheme and it was realised that there was a necessity for these bodies to agree to the same interpretation of BS EN ISO 9000 Series of Standards for this work sector.

Under the Chairmanship of the Highways Agency, the Sector Schemes Advisory Committee for Traffic Management (SSACTM) was set up in June 1996 to establish a UK Sector Schemes which would be used by the United Kingdom Accreditation Service (UKAS) as part of its assessment for certification bodies wishing to be accredited in the field of Temporary Traffic Management and by certification bodies for assessing Temporary Traffic Management contractors. The committee acts in an advisory capacity to UKAS on Temporary Traffic Management issues. Because of the specific requirements for assessor competence required by this Sector Scheme the Sector Schemes Advisory Committee may be asked to nominate a technical expert to assist UKAS in the assessment of Certification Bodies. The composition of the SSAC is given on page 4 of this document.

The SSD is a live document with the committee meeting two/three times a year to develop it as appropriate. Those using the document should always ensure that they have the current version of the document. This NHSS document is date specific; however, the Organization shall have procedures in place to ensure that the latest version is always available. Organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.

The SSAC has established a training advisory group as a sub-group to the committee. This sub-group assists in the development and maintenance of national training and competency requirements for this NHSS as necessary for the industry. It has the responsibility for the development and production of Appendix C of this document and makes recommendations in respect of paragraph 6.2.2 of this document. The sub-group reports to the main committee.

Any observations or complaints relating to the operation of this document and the scheme should be addressed using forms Appendices J1 to 3. Appendix J1 is to be used for observations and general queries concerning the document and general feedback; Appendix J2 relates to the assessment processes carried out by Certification Bodies; Appendix J3 is intended for feedback to client Bodies on Policing of NHSS Registration. Completed J1 forms should be sent to:

The Chairman
Sector Schemes Advisory Committee for Traffic Management
c/o UKAS
21 - 43 High Street
Feltham
Middlesex, TW13 4UN

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

Completed J3 forms should be sent directly to the relevant Client Body, For Highways Agency Road / Contracts. Feedback should be sent by email to Standards_feedback&enquiries@highways.gsi.gov.uk

For other Highway Authorities. 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 highways authority’s website.

In using this Sector Scheme users shall use best practice of specifying other relevant National Highway Sector Schemes.

December 2014 ■ Issue UKAS 5

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INTERPRETATION OF BS EN ISO 9001:2008

1. SCOPE

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 9001:2008 and should 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 such schemes.

The SSD shall be referenced in the Certificate of Registration (see Appendix K), \[^{(12/14)}\] which shall clearly indicate the categories of work (i.e. NHSS 12A, or NHSS 12B or both)

\[^{(12/14)}\] NOTE: Referencing NHSS 12A/B only is not sufficient and may result in the Organization Certificate of Registration not being accepted on the Schedule of Suppliers or by an employer.

2. NORMATIVE REFERENCE

The following normative documents constitute the provisions of international standard for quality management systems which underpin this document


3. TERMS AND DEFINITIONS AND ABBREVIATIONS

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 9001:2008 and this SSD. The Certificate will state the category(ies) of work that the holder is competent to supply \[^{(12/14)}\] (i.e. NHSS 12A, or NHSS 12B or NHSS12A and NHSS 12B) \(\text{See Appendix K}\)

Client:

The body for which the work is being carried out e.g. Highway Authority.

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Contract Specification: The technical requirements of the contract agreement. For example the following may apply:


ii) Contract Specific Appendices

iii) 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 9000:2005.

Design Development Set of processes that transform requirements into specified characteristics or into the specification of a product, process or system. (Ref. ISO 9000:2005 3.4.4)

High Speed Dual Carriageway A dual carriageway which in normal circumstances is subject to speed restrictions of 50 mph or greater

Impact Protection Vehicle (IPV) A vehicle fitted with a crash cushion and a light arrow sign when used in live lanes in accordance with Chapter 8 (05.5.5.).

IPV Driver 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.

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, procedures, processes and resources for implementing Quality Management.

Registered An Operative, who has successfully completed training and assessment in accordance with this Sector Scheme Document, has their details recorded as a Traffic Management Operative or Traffic Management Foreman by Lantra and shall hold a registration card appropriate to their qualification and responsibility issued by Lantra.

“shall” The term “shall” is used in this document to indicate a requirement strictly to be followed in order to conform to the standard and from which no deviation is permitted. (See ISO Directives Part 3:1997, Annex E)” (reference “guidance on terminology used in ISO 9001:2008 and ISO 9004:2000”.)

(07/12) “should” (07/12) The term “should” is used in this document to indicate recognised means of meeting the requirements of the standard (ISO 9001). An Organization can meet these in an equivalent way provided this can be demonstrated to a Conformity Assessment Body (CAB) (Certification).
<table>
<thead>
<tr>
<th>Static Temporary Traffic Management Technical Officer*</th>
<th>The deployment of temporary traffic signs, temporary road markings, and temporary traffic delineators. The person named in the Organization’s Quality Plan responsible for the establishment, modification and removal of Static Temporary Traffic Management and implementation of the requirements of the Contract Specification.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traffic Management Foreman** (TMF)</td>
<td>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.</td>
</tr>
<tr>
<td>Lead Traffic Management Operative (LTMO)**</td>
<td>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.</td>
</tr>
<tr>
<td>Traffic Management Operative (TMO)</td>
<td>An Operative who will have successfully undergone an approved training course, completed the competency assessment and been issued with a registration card by Lantra. (Rules on the employment of unregistered traffic management Operatives are contained in section 6.2.2 of this Sector Schemes document.)</td>
</tr>
<tr>
<td>Traffic Management Unregistered Operative</td>
<td>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.</td>
</tr>
<tr>
<td>Traffic Safety and Control Officer (TSCO)</td>
<td>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)</td>
</tr>
<tr>
<td>Temporary Traffic Management (TTM) Registration Card</td>
<td>A card provided by Lantra on behalf of the Sector Scheme Committee denoting the holder of the card has completed training and assessment and has been signed off as qualified to undertake works as detailed on the card.</td>
</tr>
<tr>
<td>Temporary Traffic Management (TTM) Certificate</td>
<td>A certificate provided by Lantra on behalf of the Sector Scheme Committee denoting the holder of the certificate has completed training ONLY and is working towards full qualification NB the holder can only work as a trainee within gang whilst working towards full qualification.</td>
</tr>
</tbody>
</table>
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 Clause 6.2.2(iv)

(08/10) Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tr>
<td>CB</td>
<td>Certification Body</td>
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<tr>
<td>CSCS</td>
<td>Construction Skills Certification Scheme</td>
</tr>
<tr>
<td>IPV</td>
<td>Impact Protection Vehicle</td>
</tr>
<tr>
<td>LTMO</td>
<td>Lead Traffic Management Operative</td>
</tr>
<tr>
<td>NHSS</td>
<td>National Highway Sector Schemes</td>
</tr>
<tr>
<td>SSAC</td>
<td>Sector Schemes Advisory Committee</td>
</tr>
<tr>
<td>SSD</td>
<td>Sector Schemes Document</td>
</tr>
<tr>
<td>TMF</td>
<td>Traffic Management Foreman</td>
</tr>
<tr>
<td>TMO</td>
<td>Traffic Management Operative</td>
</tr>
<tr>
<td>TTM</td>
<td>Temporary Traffic Management</td>
</tr>
<tr>
<td>TSCO</td>
<td>Traffic Safety &amp; Control Officer</td>
</tr>
</tbody>
</table>

Note: The terms and definitions given in BS EN ISO 9001 remain applicable.
4. to 8 QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Introduction

This document needs to be read in conjunction with the ISO 9001:2008 requirements augmented by the following supplementary requirements.

Clause/Paragraph numbers in this section reference appropriate paragraphs of BS EN ISO 9001:2008. Where ‘no specific interpretation’ is recorded under a heading this means that it is not considered necessary to provide an interpretation for that clause.

The interpretations given below are to assist in the clarification of the ISO 9000 text for the relevant activity, no inference should be made that ISO 9001 requirements are diluted or deleted because of this interpretation.

4 Quality Management System

4.1 General requirements

The Organization shall operate a quality management system to BS EN ISO 9001:2008 and this schedule.

The Organization shall record their registration to this Sector Scheme on the Schedule of Suppliers website www.lantra-awards.co.uk/schedule-of-suppliers immediately following confirmation of their accreditation to the Sector Scheme(s) from the certification body and thereafter annually.

4.2 Documentation requirements

4.2.1 General

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)

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

4.2.2 Quality manual

No specific interpretation.

4.2.3 Control of documents

No specific interpretation

4.2.4 Control of records

As part of the Organization’s procedures for control of records, the following contract specific documents are typically required to be controlled:
1. Correspondence
2. Delivery notes and certification where required (eg traffic delineators)
3. Training records/certificates
4. Contract documentation and customer order
5. Instructions to site staff
6. Where appropriate, location and identification of underground and overground services and structures and name, address, telephone numbers of persons responsible for them
7. Methods to ensure the Organization obtains all amendments to the documents listed in Appendix B where appropriate to the scope of registration.

In addition to the Organization’s own records, the following contract specific records shall typically be kept:

8. Contract Specification and any variations
9. Purchase orders
10. Instructions to site staff
11. Written complaints
12. Experience, training and registration record of all personnel
13. Static Temporary Traffic Management layout records and period in operation (separate report for each layout)
14. Details of materials used - (eg equipment list)
15. Details of any accidents and near misses (known to the Organization) in or adjacent to the provision of the Static Temporary Traffic Management measures and report as required in the contract.
16. Experience, training and registration record of all personnel.

Records shall be kept for a minimum of 6 years.

5 Management Responsibility

5.1 Management commitment

No specific interpretation

5.2 \[(12/09)\] Customer focus

\[(12/09)\] Processes for determining client requirements shall consider the interests of the Client and the product end users, for example, the general public / travelling public, and shall be mindful of the Client’s interaction with the end users. This will include processes to minimise disruption to traffic.

5.3 \[(12/09)\] Quality policy

The company quality policy statement shall require a statement of commitment to this Sector Schemes.

5.4 Planning

No specific interpretation

5.5 Responsibility, authority and communication

No specific interpretation
5.6 Management review

5.6.1 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 Sector Scheme.

5.6.2 Review Input
No specific interpretation

5.6.3 Review Output
No specific interpretation

6 Resource management

6.1 Provision of resources
Resources provided for Temporary Traffic Management shall be adequate to ensure safe working practices and minimum disruption.

6.2 Human resources

6.2.1 General
The training and assessment of Operatives required by this Scheme is aimed primarily at technical competence in Temporary Traffic Management. 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.

6.2.2 Competence, awareness and training

(i) Route to Registration

Unregistered TMO shall at all times be supervised by a registered TMO on a one to one basis. Whilst they are supervised this 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. Unregistered TMO shall attend relevant TTM training within 6 months of starting employment.

Unregistered Static Temporary Traffic Management personnel working on motorways and high speed dual carriageways will need to be trained and assessed in accordance with the training and assessment programme.

Note: The committee is developing a Temporary Traffic Management Basic Course (TTMBC) which is expected to be available from April 2015. The course is applicable to new entrants into the industry and should be undertaken as part of the induction training into the industry Simultaneously, the TMO qualification is also being reviewed and upgraded.

Please note the following:

- Candidates shall have attended the one day theory course within 6 months of starting their TTM employment. On successful completion candidates will receive a certificate which is valid for 2 years. A valid certificate shall be maintained by the candidate at all times.
Assessments must commence within 3 months of starting their TTM employment

All assessments must be completed within two years from the start of their initial 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 can only 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.

Application for the TMO Registration Card

- It is the training/assessment centre’s responsibility to ensure that the theory certificate remains valid during the candidate’s assessments.

- It is the training/assessment centre’s responsibility to apply for the candidate’s registration card following final successful assessments.

On receipt of the paperwork Lantra on behalf of the Sector Scheme Committee will issue the candidate with a TMO registration card which is valid for 5 years. The candidate is then qualified to work as an active member of a gang.

[08/10] Registered TMOs shall maintain their registration cards by attending a refresher training course in the six month period prior to the expiry date on their card.

[12/09] 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 day 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. They shall control no more than five Registered TMOs or four registered and one unregistered Operative each.

[12/09] The Technical Officer will have at least two year’s recorded experience of appropriate Static Temporary Traffic Management measures.
Registration scheme

Details of training programmes approved by the SSACTM are listed in Appendix C of this SSD.

All TMO, LTMO and TMF 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.

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.

Details of training and competency route for qualification as a TSCO are listed in Appendix C.

TTM certificates

TTM certificates are issued as evidence that the holder has attended an appropriate training course. Certificates can also be used for continued professional development by attendees who are not active TTM gang members.

Certificates do not provide proof of competency.

Registration cards

A Static Temporary Traffic Management 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 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. The card will be valid for a period of 5 years (inclusive of a 6 month renewal period).

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

Renewal of registration cards

Holders of registration cards shall re-accredit within the designated period by attending and successfully completing the appropriate refresher training course before a new Registration Card is issued. Time frame for refresher training, not sooner than 6 months prior to expiry date.

Reaccreditation after expiry shall be subject to attendance of the full training course appropriate to registration eg one day for a registered TMO or two days for the TMF/LTMO/TSCO (see Appendix C for details).

Refresher training for holders of IPV Driver cards is the half day theory course with end of course test paper.
(vi) **Record of practical experience**

The Organization shall create and maintain a record of practical TTM experience for each TMO, LTMO and TMF employed or subcontracted. The record shall include details of the manner in which the individual has obtained practical experience appropriate to their qualification. This will apply to any employed or subcontracted IPV Drivers and/or TSCO (if appropriate).

A sample register is given in Appendix D. This information should be retained with the record of practical Temporary Traffic Management experience. The Organization shall provide up to date copies of the record of practical Temporary Traffic Management experience to each of the Temporary Traffic Management personnel for their retention.

The issue of a new or renewed registration card shall be recorded and added to the register by the Organization.

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.

(vii) **Gang structure**

Each gang shall be lead by an appropriately registered LTMO or TMF who is an active member of the gang. No gang shall have more than one unregistered Operative.

(12/14) 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.

(viii) **Registered traffic management personnel**

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.

6.3 **Infrastructure**

The Organization shall determine, provide and maintain sufficient supporting services which include those required for temporary traffic signs and automated systems.

6.4 **Work environment**

The work of installing, maintaining and removing Temporary Traffic Management measures, if not managed effectively, can be extremely hazardous the requirements of which are covered by sections of this document.
A risk assessment shall be carried out for the specific site by the Organizations. This risk assessment should not be confused with the TTM control assessment required to determine the nature of the Temporary Traffic Management measures required to ensure safe working areas for carrying out the works.

7 Planning and product realization

7.1 Planning of product realization

The Quality Plan shall as a minimum address the topics listed in Appendix A of this schedule supplemented by contract specific information.

The Quality Plan should not be considered in isolation. An integrated approach should be taken which links the Quality Plan, Environmental Plan, Sustainability Plan and the Health and Safety Plan together. 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.

The Quality Plan describes the management strategy that sets clear and sustainable performance objectives, delegates’ responsibility and establishes lines of communication. The topics are in BS EN ISO 10005 for the content of a Quality Plan and this document; in particular reference should be made to Appendix A of this document and Appendix H of the SHW.

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

7.2 Customer related processes

7.2.1 Determination of requirements related to the product

Safe working methods shall be documented and any deviation from these methods should be agreed with the Client.

A copy of the risk assessment shall be available on site for inspection by the Client’s representative.

A Temporary Traffic Management installation shall be inspected and recorded by a TMF or LTMO, as appropriate, in accordance with the quality plan frequency during the on-site working hours. Organizations shall include in their quality plan arrangements for out of working hours inspections, as identified and required by the site location. 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, records shall be made by the TMO.

7.2.2 Review of requirements relating to the product

(i) The Contract Specification shall not be changed without written approval from the Client.

(ii) The processes for review and determination of requirements shall require the Organization to verify with the customer that the order placed meets the technical requirements included in the Client's Contract Specification.
Although not necessarily responsible for the design, the Technical Officer shall, prior to commencement of the Static Temporary Traffic Management, check the practicality of the proposed measures. This shall include liaison with third parties, in particular the Highway Authority, the Client/Customer and the Police. Where irregularities or inconsistencies with the specification or for reasons of health and safety or for other reasons are encountered these shall be brought to the attention of the Customer/Client for resolution.

Matters of a significant nature, which arise during the determination and review of requirements shall be considered during the management review and incorporated as necessary into the quality management system.

7.2.3 Customer communication

The Organization shall have a process in place to record their registration to this Sector Scheme on the Schedule of Suppliers website www.lantra-awards.co.uk/schedule-of-suppliers immediately following confirmation of their accreditation to the Sector Scheme from the Certification Body and thereafter annually.

7.3 Design and development

7.3.1 Design and development planning

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.

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

7.3.2 Design and development inputs

(i) 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.

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

7.3.3 Design and Development Outputs

No specific interpretation

7.3.4 Design and Development Review

No specific interpretation

7.3.5 Design and Development Verification

No specific interpretation
7.3.6  Design and Development Validation
No specific interpretation

7.3.7  Control of Design and Development Changes
No specific interpretation

7.4  Purchasing
The Organization shall establish processes to ensure that all materials conform to the Contract Specification. All copies of certification to verify this shall, on request, be passed to the Client.

7.5  Production and service provision

7.5.1  Control of production and service provision

(i) The Organization shall produce a method statement 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.

(ii) 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.

(iii) (12/14) The Organisation 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. This requirement 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.

(iv) For works covered by 12A installation general maintenance 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 must be maintained in the proper position and kept clean. Damaged equipment must be replaced.

(07/12) 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.

(07/12) A LTMO/TMF/TMO as appropriate to the scheme must be contactable at all times.

(This information shall be included in the Organizations Quality Plan)

(v) 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.

7.5.2  Validation of processes for production and service provision

(07/12) Works orders, risk assessment and Temporary Traffic Management plans for the installation, maintenance and removal of the Temporary Traffic Management measures shall be agreed by the Organization and Client and retained for 6 years. They will also be submitted
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.

7.5.3 Identification and traceability

There shall be an auditable process of document retention which can be clearly identified and traced.

7.5.4 Customer property

The Quality Management System shall include a process to be applied where material is supplied by the Customer or the Client if this is identified in the Contract Specification. For example, this may include the use of traffic signs.

7.5.5 Preservation of product

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

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

7.6 Control of monitoring and measuring devices

No specific interpretation

8 Measurement, analysis and improvement

8.1 General

No specific interpretation

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

No specific interpretation

8.2.2 Internal audits

Internal audits of the quality management system against this SSD shall include at least two site visits a year.

8.2.3 Monitoring and measurement of processes

No specific interpretation

8.2.4 Monitoring and measurement of product

No specific interpretation
8.3 Control of non-conforming product

Non-conforming component parts (that is a sign or a cone/delineator) and schemes shall not be accepted unless written approval has been received from the Client.

8.4 Analysis of data

No specific interpretation

8.5 Improvement

8.5.1 Continual improvement

(07/12) The corrective and preventative action processes shall include analysis of incidents and occurrences. Consideration should be given to accident statistics and near miss reporting.

8.5.2 Corrective action

No specific interpretation

8.5.3 Preventive action

As part of the procedures for preventive action, the Organization shall include processes to ensure that the minimum number of qualified Traffic Management Operatives is appropriately maintained.
APPENDIX A: REQUIREMENTS FOR QUALITY PLANS

1. General Requirements

1.1 Definition of the product 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 LTMO, TMF.

1.3 Identification of the relevant parts of the Organization’s quality manual relevant to the product or service being provided.*

1.4 The control of personnel selection including special requirements for skilled personnel eg training of site staff.*

1.5 Programme for submission of method statements and for the installation and removal of Static Temporary Traffic Management measures.

1.6 The Customer’s nominated Quality Manager, Project Manager and/or other representatives through whom communication is to be made throughout the contract.

1.7 Details of personnel responsible for system design, where appropriate.

2 Contract Specific Statements

Contract specific statements are required for the following:

2.1 Liaison with the Police, Clients’ representatives and the Highway Authority.

2.2 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 registration cards and training certificates and the register of training and registration of Operatives and Foremen employed by the company.

2.3 Receipt and examination of certificates of registration and test results for materials used.*

2.4 Storage, handling and installation on site including maintenance and spares.*

2.5 Details and control of records.*

2.6 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.

2.7 Control of non-conforming product.*

* 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.

Note: Reference should also be made to Sample Appendix 1/24 in the Notes for Guidance on the Specification for Highway Works where this is incorporated into the main Contract.
APPENDIX B: REFERENCE DOCUMENTS AND BIBLIOGRAPHY

Introduction

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 and access to all the documents including amendments unless stated otherwise in the specification.

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

a) Reference Documents

Reference Documents relevant to this Sector Scheme at the date of issue are given below:

2. BS EN ISO 9001:2008 Quality Management System Requirements (BSI Standards)
7. Safety at Street Works and Road Works – A Code of Practice (DfT/The Stationery Office)

b) Bibliography


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)
   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)

3. Design Manual for Roads and Bridges (The Stationery Office)
   (See notes 2 and 3 below)
   www.dft.gov.uk/ha/standards/dmrb/index.htm


5. Notes for Guidance for Temporary Traffic Management - (TMCA)

6. British Standards (and amendments)

   6.1 BS 8442  Miscellaneous road traffic signs and devices. Requirements and test methods.

   6.2 BS 3262 - Part 3  Hot-applied thermoplastic road marking materials. Specification for application of material to road surfaces.

   6.3 BS EN 471  Specification for High Visibility Reflective Clothing.

   6.4 BS EN 1436  Road marking materials. Road marking performance for road users.

   6.5 BS EN 1463 – 1  Road marking materials. Retro-reflecting road studs. Initial performance requirements.

   6.6 BS EN 1463 – 2  Road marking materials. Retro-reflecting road studs. Road test performance specifications.

   6.7 BS EN 1824  Road marking materials. Road trials.

   6.8 BS EN 1871  Road marking materials. Paint, thermoplastic and cold plastic materials. Specifications.

   6.9 BS EN 12352  Traffic control equipment. Warning and safety light devices.

   6.10 BS EN 12899 – 1  Fixed vertical road traffic signs – Part 1: fixed signs.


Internet

   (www.highways.gov.uk)
8. Sector Scheme Document for Mobile Lane Closure Traffic Management on Motorways and other Dual Carriageways, Scheme 12C. (www.ucas.com)


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

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


13. (12/09) A guide to periodic training for employers and training providers to the road passenger and road freight industries - www.drivercpc.org


Note 1: The Organization shall use the current reference document and British Standards unless stated otherwise in the Contract Specification.

Note 2: (07/12) The Highways Agency 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); notable IANS are:

- IAN 115 Hard Shoulder Working
- 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.

Note 3 The Design Manual for Roads and Bridges contains a number of volumes relating to a number of topics, many of which do not impact on Temporary Traffic Management. The Organization will need to be aware of those that may impact on Temporary Traffic Management operations,

* 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 the Highways Agency’s information line 0300 123 5000.
APPENDIX C: TRAINING AND HEALTH AND SAFETY FOR 12A/12B TEMPORARY TRAFFIC MANAGEMENT

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

Training courses are available as follows:

- 12A/12B one day off the job Operative course
- 12A/12B Operative refresher training course
- 12A two day off the job Foreman's course (*see notes below)
- 12A Foreman refresher training course
- 12B two day off the job lead traffic management Operative course
- 12B one day off the job lead traffic management Operative refresher course
- Impact Protection Vehicle driver
- Traffic Safety and Control Officer (TSCO)

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 live lanes
- IPV non live lanes
- Traffic Safety and Control Officer (TSCO) (**see notes below)

(12/09) Operatives must attend and successfully complete the 12A/12B one day off the job Operative training course prior to completion of 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. When the logbook is successfully completed, the Operative will be registered and receive a skills identity registration card from Lantra.

To be registered as Traffic Management Foreman candidates must qualify as an Operative (as detailed above) and also attend the two day Traffic Management Foreman training course.

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

(12/09)**To be registered as Lead Traffic Management Operative candidates must qualify as an Operative (as detailed above) and also attend 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 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.
All candidates must have attended the one-day off the job-training course within 6 months of starting employment within the Static Temporary Traffic Management industry.

Unqualified candidates must be supervised by a qualified member of the gang at all times on a one to one basis, with one unqualified person to every five qualified people operating in the gang including the Foreman.

A period of at least two weeks 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 the Highways Agency have advised that Static Temporary Traffic Management cannot be carried out for assessment purposes only on the strategy road network ie must be conducted during live works including maintenance.

### 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 for single vehicle works only.

<table>
<thead>
<tr>
<th>Training requirements</th>
<th>Competent to operate IPV</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IPV Training/Assessment Course</strong></td>
<td><strong>Additional Training/Assessment Requirements</strong></td>
</tr>
<tr>
<td>IPv training course</td>
<td>No other 12A, 12B &amp; 12C training and assessment</td>
</tr>
<tr>
<td></td>
<td>Successfully completed the 12A/12B training and assessment*</td>
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<tr>
<td></td>
<td>Successfully qualified as a 12C Operative</td>
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<tr>
<td></td>
<td>Successfully qualified as a 12A/12B* &amp; 12C Operative</td>
</tr>
<tr>
<td></td>
<td>Successfully qualified as a 12C Supervisor</td>
</tr>
<tr>
<td></td>
<td>Successfully qualified as a 12C Supervisor**</td>
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</tbody>
</table>

**Note:**

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

*Candidates must 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 a IPV on hard shoulders and live lanes.

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

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 requirements.

4. **Health and Safety**

Although the training course includes an element of training for health and safety, Organizations are reminded of their legal requirements to provide health and safety training for each employee in accordance with the health and safety at work etc act 1974.

The training and assessment of Operatives required by this scheme is aimed primarily at technical competence for Static Temporary Traffic Management. 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. **Lantra/Construction Skills Certification Scheme (CSCS) Static Temporary Traffic Management Cards for 12A/12B Static Temporary Traffic Management**

The NHSS skills card is issued in accordance with this Sector Scheme document and the Lantra centre specification.

A joint Lantra/CSCS card for 12A/12B Static Temporary Traffic Management is available for companies who require a CSCS card to work on sites where there is a requirement for CSCS cards. This card is issued in addition to the card issued by Lantra and will only be issued to Operatives who are qualified to the training and competencies in Sector Schemes 12A/12B or who are working to completion. In additional Operatives will need to complete the Highways Touch Screen Test before applying for the Lantra/CSCS card.

If you are required to hold a CSCS card in addition to the card issued by Lantra please contact Lantra for an application pack.

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 assessments please contact:

Lantra, Lantra House, Stoneleigh Park, Coventry, Warwickshire, CV8 2LG
Tel: 02476 419703 (Customer Service Team)  Fax: 02476 411655
Email: sector.schemes@lantra-awards.co.uk  www.lantra-awards.co.uk
APPENDIX C1 SAMPLE CERTIFICATES AND SKILLS CARDS

C1A Sample of Certificate

Below is a sample of the certificate issued to candidates on successful completion of the Operatives and Supervisors training courses. NB: These certificates are only issued as confirmation of successful completion of the training element of the 12A/12B qualification. The candidate must successfully complete the assessments in the logbook and hold a card issued by Lantra which confirms they are fully qualified in accordance with this Sector Schemes. The certificates are only valid for two years from date of issue.
Below is a sample of the card issued to candidates on successful completion of the 12A/12B qualification. The holder of this card has completed both the training and assessment parts required to be recognised as a skilled worker.

(Old versions)

Below is a sample of the card issued to candidates on successful completion of the 12A/12B qualification. The holder of this card has completed both the training and assessment parts required to be recognised as a skilled worker.

(Old versions)
APPENDIX D: EXAMPLE REGISTER OF DESIGNATED TM OPERATIVES AND FOREMEN

NAME OF TTM COMPANY:

<table>
<thead>
<tr>
<th>Full Name of 12A/12B Operative or LTMO/Foreman and Registration Number</th>
<th>Reg/Renewal Date</th>
<th>Categories of TTM Designated to Operate</th>
<th>Training Provider</th>
</tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td>12A</td>
<td>12B</td>
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APPENDIX E:

NOT USED
APPENDIX F: LIST OF CERTIFICATION BODIES

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

- place the cursor onto ‘about accreditation’ in the top menu bar
- move down to ‘accredited bodies’
- move down to Certification Body Schedules and left click to take you to the list of certification schedules
- move cursor down past ‘key abbreviations’ to ‘search within the schedules’ - click on ‘search UKAS’
- move cursor to “Certification Bodies” in the “Search Within” box and left click
- type in ”highway Sector Scheme no XX” including the double inverted commons for example “highway Sector Scheme no 12A”
- left click “search”

This should then list the Certification Bodies who are accredited to the scheme and their details can be found by clicking on the appropriate links.

NOTES:

1. Certification Bodies interested in being accredited by UKAS for this Sector Scheme should contact UKAS.

2. Organizations currently registered to ISO 9001 with an UKAS (or equivalent) accredited Certification Body that does hold registration to this NHSS may wish to consider the following option. Continuing to be registered with their existing Certification Body but having the interpretation of the NHSS carried out by and in conjunction with an UKAS accredited certification body for this scheme.

3. Advice on the current accreditation status of certification bodies to assess against this document can also be sought from UKAS (Tel 0208 917 8400)
APPENDIX G: THE ROLE OF THE CERTIFICATION BODIES AND ASSESSOR COMPETENCE

(Note that this Appendix is a draft for development and is subject to review by the Certification Body Group)

1. Role of Certification Bodies

1.1. The independent assessment of conformity of Organizations to the requirements of ISO9001:2008 and the additional requirements required by this SSD relies 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 ISO9001:2008 requirements detailed in this SSD.

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 EN450012/ISO Guide 62 by the United Kingdom Accreditation Service (UKAS) or an equivalent International Accreditation Forum (IAF) member for assessment and registration of ISO9001:2008 Quality Management Systems interpreted in accordance with this NHSS.

3. Assessor and Assessment Team competence.

Certification Body requirements

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 in the products covered in the scope of this Sector Schemes. These assessment areas include, but not limited to the following:

i) Knowledge, understanding and application of this SSD

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) Is able to demonstrate that they have on-going 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 construction work.
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 Schemes Accreditation, Registration and Assessment Guidance for Certification Bodies (when available).

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.

Assessor requirements

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 9001:2008 Lead Auditor qualification or Certification Body equivalent and demonstrable expertise in leading assessment teams.

ii) 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).

iii) Is able to demonstrate that they have received suitable health and safety training which shall include appreciation of the risks involved in the installation, maintenance and removal of TTM.

iv) Is able to demonstrate technical 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.

v) Knowledge, understanding and application of this SSD.

3.6 It is recommended that assessors should pass the CITB Health & Safety Touch Screen Test (Highways) to obtain a CSCS visitors card.


4.1 Certification Bodies shall ensure that during a three year certification cycle there is evidence of assessment of all installation activities covered by the Organization’s scope of registration.

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 (12/14) 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.


6.1. Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at www.scheduleofsuppliers.com to ensure equivalence between their Clients registered to this Sector Scheme and the listed Organizations and reports any discrepancies by email to scheduleofsuppliers@lantra-awards.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. This shall be completed within 10 working days of that situation occurring. The process shall be controlled and documented.

7. Responsibilities and Reporting on Sector Schemes Performance.

7.1. Each Certification Body accredited for this Sector Scheme shall provide to the Chairman of the SSACTTM a summary report which includes as a minimum:

a) observations and comments on the implementation and assessment findings related to the Sector Scheme including any omissions or deficiencies in its scope.

b) recommendations for improving/clarifying the SSD.

c) feedback on deficiencies against contract documentation.

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 Chairman once a year.

7.3. The report referred to in 7.1 shall be provided in the month before each National Highway Sector Schemes Liaison Committee meeting (normally April and October), so that it may be considered during the Group Sessions of the Liaison Committee meeting. This is to be issued to be the Chairman of the National Highway Sector Schemes Liaison Committee and the Chairman of the SSACTTM.

7.4. It is mandatory that all Certification Bodies are represented at the National Highway Sector Schemes Liaison Committee.

7.5. Certification Bodies shall ensure they are all represented by at least one nominated individual (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’ COMPETENCY REQUIREMENTS FOR NATIONAL HIGHWAY SECTOR SCHEMES 12A/12B, 12C AND 12D - TEMPORARY TRAFFIC MANAGEMENT

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 the minimum appropriate for carrying out an assessment against BS EN ISO 9001 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.

Requirements

In addition to an assessor/auditor having a general appreciation of the requirements and processes required by BS EN ISO 9001:2008, a CB assessor or other auditor should be aware of the following when completing an audit:

A General background to the scheme,

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 schemes (NHSS 12A/12B/12C and D were initially developed by HA, TMCA, MLCCA and other industry stakeholders.

ii) To whom the scheme applies/field of application:

See Scope (section 1) in relevant NHSS document and also guidance provided in Appendix L of the NHSS documents 12A/12B/12C/12D.

iii) Contact details of those that can offer scheme specific assistance:

Secretary or Chairman of the Advisory Committee to the Sector Schemes see Introduction and Appendix J1 to the scheme. Information should also be contained in the Organization’s quality manual/NHSS documents

iv) An overview of the highway infrastructure that the scheme applies to.

v) The range of contracts that the scheme can apply to.

See Scope in relevant NHSS document i.e. NHSS 12A/12B/12C and 12D (under section 1)

vi) Specific types of works that the Scheme applies to.

See Scope (section 1) in relevant NHSS document and also Appendix L in NHSS; in this instance applies to Temporary Traffic Management.

vii) Definitions and terminology that is particular to the Scheme.

See section 3 of the NHSS’s.
viii) Routes to competency of Management, Supervisors and Operatives etc. delivering the Scheme services

Information/guidance is contained in Appendix C of the documents, however the Organization’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).

ix) Overview of important reference documentation applicable to the Scheme.

Section 2 and Appendix B of the document provides some information.

Knowledge of relevant European and British Standards including best practice documents for Temporary Traffic Management. In particular, those relating to product conformity, type testing and their requirements. Familiarity with SHW especially Series 100, and notes for guidance, including when these are updated.

Relationship with other NHSSs and their applicability to this scheme.

Knowledge of processes and their applicability involved in the design, establishment, maintenance and removal of Temporary Traffic Management measures.

B Summary of where the schemes introduce the interpretation of ISO 9001

<table>
<thead>
<tr>
<th>4. Quality Management System</th>
<th>12A/12B</th>
<th>12C</th>
<th>12D</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Checked annually by the CB Auditors and other Auditors. Check Schedule of Suppliers website to ensure registration is current. Check scope of the Organization and assess against the relevant requirements for 12A or 12B or both</td>
</tr>
<tr>
<td>4.2</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>4.2.1</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Check Quality Plan is in place and complies with 7.1. If necessary obtain a copy of the plan as evidence. (^{(07/12)}) Check processes are in place to ensure that Organization maintain up to date information on reference documentation (in Appendix B)</td>
</tr>
<tr>
<td>4.2.2</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>4.2.3</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Ensure that all required contract specific documents are in place. Seek evidence</td>
</tr>
<tr>
<td>4.2.4</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Ensure that all required contract specific documents are in place. Seek evidence</td>
</tr>
<tr>
<td><strong>5. Management Responsibility</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>5.1</strong></td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Check policy document</td>
</tr>
<tr>
<td><strong>5.2</strong></td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Ensure customer feedback documents are in place on completion of the contract.</td>
</tr>
<tr>
<td><strong>5.3</strong></td>
<td>N</td>
<td>Y</td>
<td>N</td>
<td>Ensure objectives are covered in quality plan and/or policies</td>
</tr>
<tr>
<td><strong>5.4</strong></td>
<td>N</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td><strong>5.4.1</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td><strong>5.4.2</strong></td>
<td>-</td>
<td>-</td>
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</tr>
<tr>
<td><strong>5.5</strong></td>
<td>N</td>
<td>N</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td><strong>5.5.1</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td><strong>5.5.2</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>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.</td>
</tr>
<tr>
<td><strong>5.5.3</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>Check internal communication processes have been established.</td>
</tr>
<tr>
<td><strong>5.6</strong></td>
<td>Y</td>
<td>Y</td>
<td>-</td>
<td>Review copy of annual (or six monthly) management review. Ensure this contains reference to the relevant Sector Schemes.</td>
</tr>
<tr>
<td><strong>5.6.1</strong></td>
<td>-</td>
<td>-</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td><strong>5.6.2</strong></td>
<td>-</td>
<td>-</td>
<td>N</td>
<td>Seek evidence that the output and actions are considered by top management at regular intervals</td>
</tr>
<tr>
<td><strong>5.6.3</strong></td>
<td>-</td>
<td>-</td>
<td>N</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>6. Resource Management</strong></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6.1</strong></td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td><strong>6.2</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>6.2.1</strong></td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td><strong>6.2.2</strong></td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td><strong>6.3</strong></td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
</tbody>
</table>
equipment to confirm they are suitable for the scope of registration.

| 6.4 | N | N | Y | In process audit. Checks to include environmental condition records, plant maintenance sheets, access equipment certification and induction records. |

7. **Planning and Product Realization**

| 7.1 | Y | Y | Y | See Appendix A |
| 7.2 | - | - | - | |

| 7.2.1 | Y | Y | 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, licencing requirements for driving (HGV), animal including wildlife handling etc. |
| 7.2.2 | Y | Y | Y | Ensure contract tender review is in place with an appropriate timescale and assessment of availability of resources. |
| 7.2.3 | Y | Y | Y | Check effectiveness of communication arrangements. |

| 7.3 | - | - | - | Ensure contract/tender review is in place. |

| 7.3.1 | Y | Y | Y | |
| 7.3.2 | Y | N | Y | |
| 7.3.3 | N | N | N | |
| 7.3.4 | N | N | N | |
| 7.3.5 | N | N | N | |
| 7.3.6 | N | N | N | |
| 7.3.7 | N | N | N | |
| 7.4 | N | Y | N | |

| 7.4.1 | - | - | - | Ensure or seek evidence that records are in place. Ensure processes are in place for the purchasing of equipment and where appropriate in compliance with other Sector Schemes. |
| 7.4.2 | - | - | - | Seek evidence that purchasing requests are adequate. |
| 7.4.3 | - | - | - | Seek evidence that documents are in place. |

| 7.5 | - | - | - | |

| 7.5.1 | Y | Y | Y | Check as part of in process audit. |
| 7.5.2 | Y | N | Y | |

| 7.5.3 | N | N | Y | Cover during procedure review and seek evidence that records are in place. |
| 7.5.4 | Y | Y | Y | Seek evidence that records are in place. |
| 7.5.5 | Y | N | Y | Cover during procedure review. |
### 8. Measurement, Analysis and Improvement

<table>
<thead>
<tr>
<th>8.1</th>
<th>N</th>
<th>N</th>
<th>N</th>
<th>Review copy of annual management review. Ensure this contains continuous improvements to the relevant Sector Schemes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.2.1</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Seek evidence, that Organization is meeting customer requirements.</td>
</tr>
<tr>
<td>8.2.2</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Check internal audits are being carried out.</td>
</tr>
<tr>
<td>8.2.3</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Check processes are achieving planned results.</td>
</tr>
<tr>
<td>8.2.4</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Check that monitoring and measuring process documentation has been implemented in line with the current Contract Specification. Seek evidence.</td>
</tr>
<tr>
<td>8.3</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Ensure processes are in place and has been implemented in line with Contract Specification.</td>
</tr>
<tr>
<td>8.4</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Check analysis of data has provided information to demonstrate effectiveness of QMS and evaluation of continued improvement.</td>
</tr>
<tr>
<td>8.5</td>
<td></td>
<td></td>
<td></td>
<td>Check effectiveness of continued improvement.</td>
</tr>
<tr>
<td>8.5.1</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Seek evidence that documented procedures are in place and operational.</td>
</tr>
<tr>
<td>8.5.2</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Seek evidence that documented procedures are in place and operational.</td>
</tr>
<tr>
<td>8.5.3</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Seek evidence that documented procedures are in place and operational.</td>
</tr>
</tbody>
</table>

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### C Overview of scheme activity

1. safe working practices
2. Operative/Supervisor training and qualifications
3. maintain equipment
4. public protection
5. environment
6. testing/inspection/workmanship
7. health and safety
8. other

C1 – Safe Working Practices
Auditors should be sufficiently competent to make general observations on the effectiveness of the organisation, safety provisions. This may include:

1. Correct Personal Protective Equipment Worn
2. Equipment approved and suitable for use

3. Technicians/Operatives to be fully aware of their H&S obligations
   - must be able to read and understand their job sheet, risk assessment etc.; and have appropriate communication skills
   - Method Statements/work procedures
   - Risk Assessment
   - Induction card/skills card

4. Vehicles/loads are inspected and drivers are qualified

5. Site visit including assessment of installation (if possible) and techniques verified.

6. Awareness of relevant H&S legislation as applicable to this document


C2 Training and Qualifications

Auditors should be aware that the people in the organisation will need to

- Have achieve appropriate training and competency modules/NVQ
- Be aware of and understand the system processes and documentation in which they are involved
- Been inducted on specific equipment (by employer)
- or if appropriate (ie 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 the relevant NHSS 12A/12B, 12C or 12D any one or more.
- Been inducted on relevant site specific H&S issues (daily if necessary)
- Hold relevant skills card and authorisations

C3 Maintain Equipment

Auditors should be aware of the importance of keeping plant and equipment properly maintained

- Operative/Supervisor is aware of appropriate legislation requirements
- Maintenance checklists are available and have been completed on a regular (daily, weekly etc) basis

C4 Public Protection

Auditors should be sufficiently competent to make general observations on the effectiveness of the Organisation’s provisions for the protection of the public. This may include

- Operative/Supervisor is aware of need to protect public during installation operations
- Operative/Supervisor has 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 Operative/Supervisor is aware of HATO role
- Operatives/Supervisors have identification
- The Organization(company) has a complaints procedure in place

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

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  Testing/Inspection/Workmanship

(12/09) Auditors should be aware of the importance of inspecting the installation and in particular the location of warning signs.

C7  Health and Safety

(12/09) 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.

Auditors should be aware of the importance of inspection of the final installation and where appropriate checking the installation to maintain its integrity.
APPENDIX H: ORGANIZATION ACCEPTANCE AND GUIDELINES FOR NEW ENTRANTS

1 Organization Acceptance

1.1 For work carried out on roads managed by the Highways Agency, the Welsh Assembly Government, Transport Scotland and DRD (Northern Ireland), only those Organizations holding a valid Certificate of Registration for work within the scope of this SSD will be accepted as complying with Clause 104 and Appendix A of the Specification for Highway Works.

1.2 For work carried out on roads managed by other highway authorities, acceptance of the Organization will depend on the requirements of the contract.

2 Guidelines for New Entrants

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.

2.1 Organizations must have sufficient, appropriately experienced and qualified Operatives, Supervisors and staff who meet the requirements of this Sector Schemes. (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 6.2.2 (viii))

2.2 Organizations must have applied for registration with a Certification Body that is accredited by UKAS to audit against theSector 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.

(07/12) Upon successful registration the Organization shall record their registration to this Sector Schemes on the Schedule of Suppliers website www.lantra-awards.co.uk/schedule-of-suppliers immediately following confirmation of their accreditation to the Sector Schemes from the Certification Body and thereafter annually. Additionally the Organization shall also inform the secretary of the Scheme (currently Lantra ) enclosing a copy of the certificate and scope of registration with this notification.
APPENDIX J1:

FEEDBACK

Any observations or feedback relating to this document or the process described herein may either be:

a) reported electronically through the Highways Agency’s feedback system by email to Standards_Feedback&Enquiries@highways.gsi.gov.uk

or

b) addressed to the Committee Secretary using the form below

Sector Schemes Advisory Committee for Traffic Management (12A/12B/12C)
c/o UKAS
21 – 43 High Street
Feltham
Middlesex
TW13 4UN
Tel: 0208 917 8400
Fax: 0208 917 8500
Email info@ukas.com

Issue Identified:

Suggested Action:

Name:
Organization:
Address:

Contact details:

Date: 
Signature:

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APPENDIX J2: FEEDBACK TO CERTIFICATION BODIES

Any comments concerning 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 feedback should be made to the Organization’s Certification Body detailing the problem identified. Contact details may be obtained by following the procedure given in Appendix F.

Any other comments should be fed back to the Certification Body.

Issue Identified:

Organization's Details:
Name:
Address:

Feedback
Name:
Organization:
Address:

Date: Signed:
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 Schemes, or where contracts are alleged to have omitted requirements for compliance with this National Highway Sector Schemes should be referred back to the client body through an independent third party e.g. a trade association. Details of the alleged mismanagement or omission should as a minimum include the following details

a) Contract identified

b) i) Details of omission in contract or  
   ii) Organisation Identified as being awarded the contract or  
   iii) both i) and ii) above

c) Organisation raising feedback / issue  
   Name:  
   Organisation:  
   Contact details (Address, email address, telephone etc.:)

d) Date: Signed:

Highways Agency Roads/Contracts – Route for Feedback

Feedback should be sent by email to Standards_Feedback&Enquiries@highways.gsi.gov.uk

Other Highway Authorities

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 authorities’ web-site.

HSE

Concerns about Health and Safety issues should be referred to HSE via HSEs information line 0845 345 0055. Further information is available from HSE website (www.hse.gov.uk)
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 a 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 9001:2008 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

The following are example models for the certification:

**Figure 1** shows the scope of registration on the certificate and
**Figure 2** shows an example of an Appendix for scope of registration. The italic text in square brackets indicates where specific text would need to be included. Where appropriate the information on location and their respective scopes may be included on the Appendix for scope of registration.

**Figure 3** shows the scope of a typical NHSS 12A and/or 12B certificate of registration for the Installing, maintaining and removing of Static Temporary Traffic Management on Motorways and High Speed Dual Carriageways.

**Figure 4** shows an Appendix to the certificate of registration for the Installing, maintaining and removing of Static Temporary Traffic Management on Motorways and High Speed Dual Carriageways.
Figure 1 Example Model Certificate of Registration. This certificate must be read in conjunction with an Appendix.

**CERTIFICATE OF REGISTRATION**

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

**[Certification Body Name]** issues this certificate to the above named company after assessing the company’s quality management system and finding it in compliance with **BS EN ISO 9001:[2008] AND THE FOLLOWING NATIONAL HIGHWAY SECTOR SCHEMES**

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

National Highway Sector Schemes  
[Sector Schemes number and Title]  
[Sector Schemes number and Title]  
[Sector Schemes number and Title]

[(Appendix … details the full scope of registration and Appendix … details the locations covered by this registration)]

Certificate Number:  
[Certificate Number]

Issue Date:  
[date]

Renewal Date:  
[date]

Signature  
[Name & Title of Certification Body Official]
This Appendix declares the scope of registration of the certificate granted to:

[ORGANIZATION NAME]

[Organization Address]
[Town]
[County]
[Post Code]

Scope of Registration

[List of appropriate highways related activities]

National Highway Sector Schemes
[Sector Schemes Number and Title]
[Sector Schemes Number and Title]
[Sector Schemes Number and Title]

<table>
<thead>
<tr>
<th>Depot, Regional Office etc</th>
<th>Applicable Sector Scheme(s)</th>
<th>Scope of Registration</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Depot 1 New road, Newtown]</td>
<td>[Sector Schemes Number and title]</td>
<td>[Detailed scope]</td>
</tr>
<tr>
<td>[Depot 2 Old Road, Oldtown]</td>
<td>[Sector Schemes Number and title]</td>
<td>[Detailed scope]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Figure 3 Example Model Certificate of Registration for installing, maintaining and removing Static Temporary Traffic Management on Motorways and High Speed Dual Carriageways.

[Certification Body Name / Logos]

CERTIFICATE OF REGISTRATION

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

[Certification Body Name] issues this certificate to the above named company after assessing the company’s quality management system and finding it in compliance with BS EN ISO 9001:[2008] AND NATIONAL HIGHWAY SECTOR SCHEMES 12A and 12B

For the following scope of registration*:

Static Temporary Traffic Management on Motorways and High Speed Dual Carriageways for schemes incorporating contraflows operations and/or temporary road markings (12A) and:

Static Temporary Traffic Management on Motorways and High Speed Dual Carriageways for schemes not incorporating contraflow operations and/or temporary road markings (12B):

National Highway Sector Schemes

[12A/12B– Sector Schemes for installing, maintaining and removing Static Temporary Traffic Management on Motorways and High Speed Dual Carriageways]

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

Signature

[Name & Title of Certification Body Official]

*The scope of registration can show either 12A and 12B separately or jointly as appropriate.
APPENDIX 01


This Appendix declares the scope of registration of the certificate granted to:

[ORGANIZATION NAME]

[Organization Address]
[Town]
[County]
[Post Code]

Scope of Registration:

The installation, maintenance and removal of Static Temporary Traffic Management on motorways and high speed dual carriageways:

National Highway Sector Schemes

12A/B Sector Schemes for installing, maintaining and removing Static Temporary Traffic Management on motorways and high speed dual carriageways

<table>
<thead>
<tr>
<th>Depot, Regional Office etc</th>
<th>Applicable Sector Schemes(s)</th>
<th>Scope of Registration</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Depot 1 New Road, Newtown]</td>
<td>Sector Schemes 12A for the Installation of TTM measures</td>
<td>M/w and high speed dual C/W with contraflow operations and temporary road markings</td>
</tr>
<tr>
<td>[Depot 2 Old Road, Oldtown]</td>
<td>Sector Schemes 12B for the Installation of TTM measures</td>
<td>M/w and high speed dual C/W without contraflow operations and temporary road markings</td>
</tr>
</tbody>
</table>
APPENDIX L1 – GUIDANCE TO 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:

a) A competent workforce able to carry out Static Temporary Traffic Management.

b) 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 Lantra have established a website of registered Organizations that have been registered to National Highways Sector Schemes access to the website is via www.lantra-awards.co.uk/schedule-of-suppliers

3. Road Death Investigations

Attention is drawn to the ACPO Road Death Investigation Manual, which indicates that in the event of a collision or other road incident particularly one where there has been a fatality, the police may ask the relevant highway authority to provide information on the state of the road.
In respect of this National Highway Sector Scheme information that is likely to be sought includes the following:

- High level general policy statements
- Specific local maintenance policies and standards
- Authority procedures
- Works records
- The quality of systems for Static Temporary Traffic Management

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.

**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 Info line:

- HSE Info line"
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

NOT USED
APPENDIX O: HOW TO REGISTER THE SCHEDULE OF SUPPLIERS

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

1. Go to the Lantra Awards Schedule of Suppliers website: www.lantra-awards.co.uk/schedule-of-suppliers.aspx

2. Select „Get on the Schedule of Suppliers” or „Register now”

3. Enter the details required, including selecting the Sector Schemes that your organization operates, the Highways Agency Areas you cover, your Certification Body and the scopes of the schemes you are registered to for as per your Certification Body registration certificate

4. Upload a PDF copy of your BS EN ISO 9001 certificate(s) extended to include your NHSS registration and any other specific documentation to be uploaded as specified by this SSD.

5. Submit your registration.

Further information on how to upload your application is provided in NHSS 0 part 2.4 (available on the UKAS website (www.ukas.com)) and from the schedule of suppliers manual. It is recommended that the information provided in the documents is followed, as this should enable “smooth” self registration to be achieved.

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

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

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

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

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

Note 5: For more detailed information see NHSS 0 Part 2.4 (Guidance on registration to the Schedule of Suppliers)