



National Highways Sector Schemes for Quality Management in Highway Works

18
For the Environment and Landscape Including
Ecology

**Published by the Sector Scheme Advisory Committee for
the Environment and Landscape (SSACEL)**

DOCUMENT CONTROL

Issue Statement

| | |
|--------------|-------------------------------|
| Issue UKAS 1 | 1 st November 2006 |
| Issue UKAS 2 | 1 st November 2007 |
| Issue UKAS 3 | 1 st August 2008 |

Revisions

UKAS 2 - November 2007

Amended to provide extension for implementation of the scheme, amendments have been made to:

Page 6 Selection of Certification Body
Implementation of UKAS 2

Page 7 Introduction para 6

Page 38 – Appendix H Clause 3.1

Page 17 – New paragraph added to para 6.2.2 (v) to verify skills cards

Page 28 - Additional information added regarding refresher training proposals (Appendix C – para 1 refers)

Page 30 – amendments to clarify requirements for the supervisor to hold TTM qualifications (Appendix C – para 3 e refers)

Page 35 (Appendix G) and Page 43 (Appendix K) amended to reflect change of categories and introduction of sub-divisions for accreditation of certification bodies.

UKAS 3 - August 2008

Clarification of scope and categories provided in Scope (Section 1), Appendix C (CI 1), Appendix G (CI 2) and Appendix K

Sections 4 to 8 improved

Appendix B revised

Appendix C occupational skills information updated.

Appendix E amended (ref. to NSTS deleted)

Appendix G1 added

Appendix H Clause 3.1 clarified, CI 3.2 added

Appendix J1 and J2 updated

Appendix L expanded

Appendix N added

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COMPOSITION OF THE SECTOR SCHEME ADVISORY COMMITTEE, EXCLUSION OF LIABILITY AND SELECTION OF CERTIFICATION BODY

COMPOSITION OF SECTOR SCHEME ADVISORY COMMITTEE

Highways Agency
CSS, County Surveyors' Society
Transport Scotland
Welsh Assembly Government
Roads Service, Northern Ireland
British Standards Institution
Nominated Certification Body
BALI, British Association of Landscape Industries
Arboricultural Association
NAAC National Association of Agricultural Contractors
NPTC (City & Guilds Group)
Lantra Awards
Lantra Sector Skills Council
CECA Civil Engineering Contractors Association
Nursery Suppliers Representative
Institute of Horticulture
ALCI, Association of Landscape Contractors of Ireland
APSE, Association for Public Service Excellence
Highway Construction Training Association
Wrap, The Waste and Resources Action Programme

EXCLUSION OF LIABILITY

The Sector Scheme Advisory Committee for the Environment and Landscape

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

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SELECTION OF CERTIFICATION BODY

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

Prospective companies seeking registration under this scheme should ensure that they engage a Certification Body (CB) 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 (see Appendix K). Alternatively, where the prospective company already has registration to ISO 9001 from an UKAS accredited certification body that is not accredited by UKAS for assessing against this document; UKAS have advised that it will be acceptable for the technical assessment against this document to be carried out by another UKAS accredited certification body that has accreditation to this scheme.

NHSS 18 accredited Certification Bodies may be accredited for specific primary categories to this scheme. In general the primary categories shall align with the list given in section 1 and Appendices G and K of this document; where other areas of activity are found, these shall be reported to the SSACEL for inclusion within the scope of the document and Appendices G and K.

See also Appendix H section 3 – Interim arrangements for initial implementation of this sector scheme

IMPLEMENTATION OF ISSUE UKAS 1 (Nov 2006)

This scheme is an entirely new National Highway Sector Scheme and introduces requirements for an integrated management scheme for contracting organizations providing services relating to the environment and landscape including ecology.

The Sector Scheme Advisory Committee for the Environment and Landscape (SSACEL) has agreed with relevant trade associations and CBs that an introductory period for implementing this scheme is appropriate and has concluded that this period will operate until 1st November 2007. Following expiry of this introductory period and where required in a contract, Organizations will be required to be registered to the Scheme by a relevant UKAS* accredited CB. The date will also be promulgated by the relevant trade associations and by CBs to their members and relevant clients respectively. In addition, the Scheme will be listed in Appendix A of the Specification for Highway Works as a mandatory requirement for suppliers contracted to the Highways Agency after the publication date by UKAS.

CBs will be able to issue Certificates of Registration from 1st May 2007. It would be advisable for Organizations to contact their CB to confirm that the CB is intending to achieve accreditation for this Sector Scheme and establish the route to registration.

With respect to initial implementation of this Sector Scheme Organizations may seek registration by a two stage process. The Organization can request validation of their Quality Management System against this Sector Scheme for initial registration. Within twelve months of this initial registration Organizations must seek verification of their processes to obtain full registration. That is, the initial auditing will be to validate that the quality management system is in place, and then subsequent auditing will be carried out to verify that the system is in operation. For full registration Organizations will therefore have to demonstrate that they have been audited for office based and site based activities. These interim arrangements will be available until 1st November 2008.

Training and competency requirements for this Sector Scheme are being developed by the SSACEL as discussed in Appendix C of this SSD. The details of the requirements are to be identified and included.

*Accreditation from equivalent accreditation bodies may also be recognised (In respect of works carried out for the Highways Agency reference should be made to Clause 104 and Appendix A of the Specification for Highway Works). Equivalent accreditation bodies are accreditation bodies appointed by a member state of the European Union and which are members of a multi-lateral agreement with UKAS.

IMPLEMENTATION OF ISSUE UKAS 2 (Nov 2007)

Due to the broad scope of this sector scheme, certification bodies have found difficulty in meeting all the criteria required of them to become accredited to this scheme. The committee has accordingly reviewed the situation and has taken steps to remedy the situation by effectively managing the scope in sub-divisions. Accordingly, the implementation for the scheme has been extended by nine months i.e. until (1st August 2008) for Organization's registration and (1st February 2008) for the start of issuing of certificates by the Certification Bodies. (See Appendix H for revised interim arrangements).

IMPLEMENTATION OF ISSUE UKAS 3 (Aug 2008)

This issue is to be implemented immediately for assessments in accordance with BS EN ISO 9000.

Assessments against UKAS 2 will continue to be valid until the following assessment carried out by the accredited certification body. The interim arrangements given in Appendix H (Section 3) will continue to be valid until 30.4.09.

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 9001:2000 as it applies to a particular highway activity/industry within the United Kingdom.

2. National Highway Sector Schemes 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 Separate technical advisory committees for each activity within the sector provide advice to UKAS and expert representation is drawn from all sides of industry. Each sector scheme technical advisory committee interprets BS EN ISO 9001:2000 in relation to the requirements of their particular activity and comes to a consensus on the minimum levels of workmanship, services, products, testing, and the training and competency of operatives needed to meet specification requirements as well as auditor qualification and requirements in respect of EMS and other management systems. The details are contained in the individual Sector Scheme Documents (SSD).

4 The individual technical advisory committees are overseen by the Highways Sector Scheme Liaison Group. This group provides a forum for discussion on the effectiveness of the Sector Schemes and co-ordinates developments so that they can be uniformly taken forward by each of the technical advisory committees. It is also the venue where dialogue with UKAS and the certification bodies on the application of the schemes takes place.

5 This SSD relates to the quality management system requirements for environment and landscape new works and maintenance, including special measures for ecology, on highway schemes. It sets out to identify a common interpretation of BS EN ISO 9001:2000 for Organizations and Certification Bodies engaged in the Sector.

6 The scope of this Sector Scheme covers all landscape, environmental and ecology processes undertaken within the sector from initial assessment for new works through to maintenance. This therefore includes activities of assessment, design, planning and implementation, as well as asset management and long-term maintenance. Design and planning functions for which this Sector Scheme is applicable would be any activities where the Organization is involved with product decisions or recommendations to the Client. The Organization's scope of registration should cover the activities with which it is involved. Similarly, the scope of accreditation for a Certification Body should cover the activities with which it is involved.

7 The Sector Scheme Advisory Committee 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 Sector Scheme 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.

8 It should be noted that national highway sector schemes are mandatory for Highways Agency contracts and existing suppliers should demonstrate compliance with the requirements of ISO 9001:2000

and this Sector Scheme Document as part of their continuous improvement within their ISO 9001:2000 registration. It is anticipated that other highway authorities that use the SHW as the basic document for procuring highway works may also require compliance with ISO 9001:2000 and this scheme document. Other infrastructure organisations may also require their suppliers to conform or comply with this scheme.

9 In using this Sector Schemes users shall use best practice of specifying any other relevant highway Sector Scheme as appropriate to the nature of the work being undertaken. Furthermore where there is a Sector Scheme in place it must be used.

10 The SSD is a live document with the Sector Scheme Advisory Committee for the Environment and Landscape meeting at least once a year to develop it as appropriate. Those using the document should always ensure that they have the current version of the document by contacting any of the Certification Bodies in Appendix F, or UKAS at the address below or by visiting their website www.ukas.com, from which free downloads are available.

11 A list of registered Organizations is maintained by the Secretary of the Sector Scheme Advisory Committee who can be contacted by writing, care of UKAS at the address given below. Lantra also maintain a schedule of suppliers for the National Highways Sector Schemes, details of which can be accessed from their website <http://www.lantra-awards.co.uk/highways.htm>. The cost of managing the website is defrayed by a small annual charge made by Lantra Awards to those Organizations appearing on the register. (Lantra Awards can also be contacted directly at nhssscheduledofsuppliers@lantra.co.uk in respect of any queries relating to the register).

The Secretary
Sector Scheme Advisory Committee for the Environment and Landscape
C/o UKAS
21 - 43 High Street
Feltham
Middlesex, TW13 4UN

Tel 0208 917 8400
Fax 0208 917 8500

Any observations or feedback relating to this SSD should be addressed to any of the certification bodies listed or directly to UKAS as detailed in Appendices J1 and J2.

INTERPRETATION OF BS EN ISO 9001:2000

1. SCOPE

This SSD describes the quality management system requirements to be established by Organizations providing landscape, environment and ecology new works and maintenance for highway schemes. The document interprets the requirements of British Standard BS EN ISO 9001:2000 and should be read in conjunction with that standard. Works will include, but not be limited to the following primary categories:

- A) Arboricultural,
- B) Landscape Construction,
- C) Landscape Maintenance,
- D) Environment
- E) Pesticides and
- F) Ecology.

The following secondary/sub-categories have been identified; however they may not all be applicable within each of the above primary categories

- *weed control*
- *control of rabbits and deer*
- *application of pesticides*
- *ground preparation*
- *grass seeding, wildflower seeding and turfing*
- *planting*
- *grass, bulbs and wildflower maintenance*
- *watering*
- *establishment maintenance for planting*
- *arboricultural work*
- *maintenance of established trees and shrubs*
- *management of water bodies*
- *special ecological measures*
- *litter picking.*

The Sector Scheme and the scope of registration shall be referenced in the Certificate of Registration issued by the Certification Body. (See Appendix K).

2. NORMATIVE REFERENCE

The following normative documents contain provisions which constitute provisions of BS EN ISO 9001:2000 Quality Management Systems – Requirements:

- BS EN ISO 9000:2005 Quality Management Systems – Fundamentals and Vocabulary
- BS EN ISO 9004:2000 Quality Management Systems – Guidelines for Performance Improvements.
- BS EN ISO 14001:2004 Environmental Management Systems – Requirements with Guidance for Use

3. TERMS AND DEFINITIONS

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

| | |
|------------------------------|--|
| Client: | The body for which the work is being carried out e.g. Highway Authority. |
| Certificate of Registration: | A certificate issued by a UKAS accredited Certification Body certifying that the holder operates a Quality Management System complying with BS EN ISO 9001:2000 and this Sector Scheme. The Certificate will state the category(ies) of work that the holder is competent to supply. (See Appendix K) |
| Contract Specification: | <ul style="list-style-type: none">i) Manual of Contract Documents for Highway Works: Volume 1: The Specification for Highway Works (Department for Transport) or as specifically required in the contract documents.ii) Contract Specific Appendicesiii) The Contract Drawings |
| Customer: | The body engaging the Organization for the purpose of the work described in this SSD. |
| Operatives & Personnel | |
| Trainee | Any person who has not completed the relevant training or competency assessments as detailed in paragraph 6.2.2 and Appendix C. This person must be directly supervised at all times by a competent person for the discipline being undertaken. |
| General Operative | A person who works under the control of a Supervisor/Lead Operative and is directly involved with the implementation of the landscape, environment and ecology works. |
| Skilled Operative | Operative who has achieved a recognised level of ability and competency in accordance with the Sector Scheme Document with respect to the works being undertaken. |
| Lead Operative | Operative who has achieved a recognised level of ability and competency in accordance with the SSD with respect to the works being undertaken and has been identified by the Organization as having the ability to lead other operatives for specific work tasks. |
| Supervisor | The person named in the Organization's Quality Plan as having the responsibility, training and experience to supervise the implementation of the landscape, environment or ecology new and maintenance works to meet the requirements of the Contract Specification |

| | |
|--------------------|--|
| Contracts Manager* | The person named in the Organization's Quality Plan as having overall managerial responsibility for the implementation of landscape, environment or ecology new works and maintenance. |
| Authorised Person | Other landscape, environment or ecology professional holding relevant professional qualifications. |
| Technical Officer* | The person named in the Organization's Quality Plan responsible for meeting the technical requirements of the Contract Specification. |

* Note: Roles may be combined on some contracts.

| | |
|---------------------------|---|
| Organization | The business responsible for providing the landscape, environment or ecology new works and maintenance. |
| Quality Management System | The Organization's structure, responsibilities, procedures, processes and resources for implementing Quality Management. |
| Quality Manual | The document which describes the quality management system procedures and outlines the structure of the documentation used in the quality management system |
| Quality Plan | The document setting out the specific quality practices, resources and sequence of activities relevant to the project (See Appendix A). |
| Quality Policy | The overall quality intentions and direction of an Organization as regards quality as formally expressed by top management |
| "shall" | "used 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 9001:2000 and ISO 9004:2000"). |
| Sub-contractor | An organization, or individual providing services(s) or material(s) to the Organization. |

Acronyms used in this Document

| | |
|-------|--|
| AA | Arboricultural Association |
| AAAC | Arboricultural Association Approved Contractor |
| AFAG | Arboriculture and Forestry Advisory Group |
| ALCI | Association of Landscape Contractors of Ireland |
| APSE | Association for Public Service Excellence |
| BALI | British Association of Landscape Industries |
| BS | British Standard (British Standards Institution) |
| CB | Certification Bodies |
| CEMP | Construction Environmental Management Plan |
| CoR | Certificate of Registration |
| CSS | County Surveyors' Society |
| DMRB | Design Manual for Roads and Bridges, (The Highways Agency, Transport Scotland, Welsh Assembly Government, Department for Regional Development Northern Ireland, TSO) |
| DTi | Department of Trade and Industry |
| EMS | Environmental Management System |
| EN | European Standard (European Committee for Standardization) |
| ISO | International Standard (International Organisation for Standardization) |
| MCHW | Manual of Contract Documents for Highways Works |
| NAAC | National Association of Agricultural Contractors |
| NHSS | National Highway Sector Schemes |
| NPTC | National Proficiency Tests Council |
| PAS | Publicly Available Specification (British Standards Institution) |
| QCRS | Quality Control Reporting System (Highways Agency) |
| RLTMO | Registered Lead Traffic Management Officer |
| SHW | (MCHW Volume 1) Specification for Highway Works |

| | |
|--------|--|
| SIS | Standards Improvement System (Highways Agency) |
| SSACEL | Sector Scheme Advisory Committee for the Environment and Landscape |
| SSD | Sector Scheme Document |
| TPO | Tree Preservation Orders |
| TTM | Temporary Traffic Management |
| UKAS | United Kingdom Accreditation Service |
| Wrap | The Waste and Resources Action Programme |

QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Paragraph numbers in sections 4 to 8 reference equivalent paragraphs of BS EN ISO 9001:2000. Where “no specific interpretation” is recorded under a heading this means that the committee did not consider it necessary to provide supplementary interpretation for that clause.

4 Quality management system

4.1 General requirements

The Organization shall notify the Secretary of the Sector Scheme and Lantra Awards (Lantra House, Stoneleigh Park, Kenilworth, CV8 2LG) of their registration to this scheme immediately following confirmation from the Certification Body and thereafter annually. In addition the Organization shall provide details of a focal point for the Organization.

4.2 Documentation requirements

4.2.1 General

- (i) Quality Plans shall be prepared for all sites. Where required the Organization shall submit a Quality Plan or alternative document as defined in the Contract Specification for acceptance or approval by the Client, as appropriate, prior to commencement of work. (See Appendix A).
- (ii) See also paragraphs 7.1, 7.5.1(i), 7.5.1(iii), 7.5.4, 7.5.5 and 7.6 below for further documentation requirements.

4.2.2 Quality manual

No specific interpretation

4.2.3 Control of documents

As part of the Organization’s procedures for document control, the following contract specific documents are typically required to be controlled:

- (a) Correspondence
- (b) Delivery notes and certification where required, e.g. materials testing, provenance certificates
- (c) Training records/certificates/ Protected Species licences
- (d) Contract Documentation and client order
- (e) Instructions to Site Staff
- (f) Location and identification of underground and overground services and structures and name, address, telephone numbers of persons responsible for them,
- (g) Health and Safety information or requirements.
- (h) Methods to ensure the Organization obtains any amendments to the documents listed in Appendix B where appropriate to the scope of registration.
- (i) Location and identification of Protected Species and their habitats and of Government Bodies authorised to issue licences, including name, address, and telephone numbers of persons responsible.
- (j) Where appropriate, location and identification of trees covered by TPOs and Conservation Areas and of the Local Authority administering protection.
- (k) Environmental management and Landscape Plan
- (l) Contract Drawings.

4.2.4 Control of records

- (i) In addition to the Organization's own quality records, the following contract specific records shall typically be kept:
 - (a) Contract Specification and any variations.
 - (b) Invoices/receipts from sub-contractors.
 - (c) Instructions to site staff.
 - (d) Written complaints.
 - (e) Experience and training record of all personnel.
 - (f) 'As built' records identifying any agreed changes arising during implementation.
 - (g) Details of materials used - (e.g. equipment list).
 - (h) Details of any accidents (known to the Organization) in or adjacent to the landscape, environment or ecology works.
 - (i) Licences for works affecting Protected Species or their habitats, and protected trees.
 - (j) Records of Pesticide use
 - (k) Where specified, Maintenance Records.
 - (l) Operational Site Diary/Daily record

- (ii) Records shall be kept for a minimum of six years.

5 Management responsibility

5.1 Management commitment

No specific interpretation

5.2 Customer focus

No specific interpretation

5.3 Quality policy

No specific interpretation.

5.4 Planning

5.4.1 Quality objectives

No specific interpretation

5.4.2 Quality management system planning

The planning of the Quality Management System shall include consideration of environmental planning requirements. Where appropriate these will include the Environmental Management Plan, the Construction Environmental Management Plan and the Handover Environmental Management Plan or other Landscape Handover Document.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

No specific interpretation.

5.5.2 Management representative

No specific interpretation.

5.5.3 Internal communication

No specific interpretation.

5.6 Management review

5.6.1 General

The Organization shall review the Quality Management System at least once every 12 months 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

Top management should ensure that resources are managed in a sustainable fashion, through the implementation of an ongoing resource efficiency plan. This plan should include targets for minimizing waste disposal and maximizing recycling on site, practiced to the satisfaction of customers and other interested parties.

Consideration should be given to improving the environmental performance of the Organization, through the consideration of the impact of resources on the environment, the impact of waste on the environment, recycling of waste and use of recycled materials.

6.2 Human resources

6.2.1 General

No specific interpretation.

6.2.2 Competence, awareness and training

- (i) All staff must have the necessary qualifications, knowledge and experience to carry out their duties and responsibilities effectively. Competence for the environmental, ecological and landscape activities will require demonstrated ability to apply knowledge and skills. The minimum training and experience requirements for personnel are given in Appendix C.

Safe and successful environmental, ecological and landscaping work requires formal and informal training and experience. In particular, it is essential that the environmental, ecological or landscaping Supervisor as appropriate is experienced and/or competent in all aspects of the operation including traffic management. Examples of Types of Training are included in Appendix C.

- (ii) Record of training, qualifications and experience

The Organization shall create and maintain a record of environmental, ecological and landscaping training, qualifications and experience for each of its operatives and personnel. The records shall include details of the manner in which the individual has obtained practical experience. (See Appendix D for example).

- (iii) The Organization shall ensure that Contract Managers and Supervisors have a working knowledge of the relevant documents listed in Appendix B of this document.

- (iv) The Organization shall ensure that environmental, ecological and landscaping operations are supervised by an environmental, ecological or landscaping Supervisor as appropriate. The operations shall be carried out by teams of personnel lead by an identified Supervisor or Lead Operative. The composition of operational teams shall be determined by both generic and site specific risk assessment. Typical guidelines are given in the table below.

Operational Team Guidelines

| Team Members | Requirements |
|--|--|
| Lead Operative or Supervisor | Minimum of one per team |
| General Operatives or Skilled Operatives | Maximum of five per Lead Operative or Supervisor where there is not a trainee in the team, Maximum of four per Lead Operative or Supervisor where there is a trainee in the team. |
| Trainee | Maximum of one per team |

Trainees shall be directly supervised at all times by a competent person in the discipline being undertaken. There shall not be more than one trainee in any one team.

- (v) Registration / Skills Cards

Operatives and Supervisors are required to carry their Registration / Skills Card(s) as verification whenever they are working on environmental, ecological or landscape works on site and at all times when engaged in work covered by this Sector Scheme.

The issue of a new or renewed Registration / Skills Card, as the case may be, shall be recorded by the Organization. A sample register is given in Appendix D. This information should be retained with the record of practical experience.

The validity of all skills cards shall be monitored on an annual basis and skills cards held by new starters and/or subcontract labour shall be verified prior to starting work.

6.3 Infrastructure

The process for determining, providing and maintaining the infrastructure needed to achieve product conformity should include consideration of resource efficiency issues as described in paragraph 6.1 above.

6.4 Work environment

No specific interpretation.

7 Product realization

7.1 Planning of product realization

- (i) The Quality Plan shall as a minimum address the topics listed in Appendix A of this schedule.

The Quality Plan should not be considered in isolation. An integrated approach should be taken which links the Quality Plan, Environmental Management Plan or CEMP (including protected sites), Sustainability Plan and the Health and Safety Plan (including risk and hazard assessments) 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.

Management should ensure that the validation of products demonstrates that they meet the needs and expectations of customers and other interested parties with respect to the:

- Resource efficiency impact of the installation, use, maintenance and disposal of the product, or by-products of the production and maintenance; impact on natural reserves of resources used in the production process including locally sourced materials and/or use of materials with a recycled content; [0]
- subsequent waste minimization, recycling and where necessary environmentally acceptable disposal of the product or by products of production

In order to reduce the need for waste disposal, minimise the generation and environmental impacts of wastes arising during the Environmental, Landscaping and Ecological works and maximise opportunities for the re-use and recovery of wastes, the Organization shall include within the Construction Environmental Management Plan (CEMP) proposals for the identification, segregation, handling and storage of the different types of wastes identified as arising from the works.

- (ii) 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

- (i) Processes for determining customer requirements shall consider the interests of the Client and the product end users, i.e. 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, neighbours and other third parties.
- (ii) Determination of requirements related to the product should include:
- Resource efficiency aspect requirements specified by the Customer;
 - resource efficiency aspect requirements not stated by the Customer but necessary for specified or intended use, where known;
 - statutory and regulatory requirements related to the resource efficiency aspects of the product.

7.2.2 Review of requirements relating to the product

- (i) 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.
- (ii) Although not necessarily responsible for the design, the Technical Officer shall, prior to commencement of the landscape, environment, ecology or maintenance works, check the practicality of the proposed measures. This shall include liaison with third parties, in particular the Highway Authority, Client, Police, adjoining landowners and where appropriate, Government Bodies authorised to issue licences for works affecting protected species and the Local Authorities responsible for Tree Preservation Orders.
- (iii) Where irregularities or inconsistencies with the specification, health and safety requirements or other issues are encountered these shall be brought to the attention of the Client for resolution.
- (iv) 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.
- (v) The Organization shall:
 - ensure that the products resource efficiency requirements are defined;
 - review the resource efficiency requirements related to the product prior to supply of the product to the Customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders);
 - ensure the organization has the ability to meet the defined resource efficiency targets and requirements.

7.2.3 Customer communication

The Organization shall have a process in place to notify Lantra Awards of its registration status in respect to this schedule, within 14 days of gaining registration to this scheme

7.3 Design and development

Where landscape, environment or ecology works design or development is undertaken the Quality Plan shall identify the personnel involved and their qualifications/experience appropriate for the landscape works or special ecological measures involved. This shall include those involved with design verification and approval.

7.3.1 Design and development planning

No specific interpretation

7.3.2 Design and development inputs

No specific interpretation

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

7.4.1 Purchasing process

The Organization shall establish and maintain procedures to ensure that all materials conform to the Contract Specification. All copies of certification to verify this shall, where specified or on request, be passed to the Client. This will include, as required, provenance of supplies from nurseries.

7.4.2 Purchasing information

Purchasing information shall include where appropriate resource efficiency aspects related to the percentage of recycled materials and locally sourced materials to be included.

7.4.3 Verification of purchased product

- (i) The Organization shall establish and maintain procedures to ensure that the Client is informed of the proposed source of supply of all plant material to enable plants to be inspected at the nursery before delivery to Site. (See SHW Series 3000)
- (ii) The Organization shall ensure that purchased product meets specified resource efficiency requirements. Where required compost shall be certified to PAS 100:2005 Specification for Composted Materials and verified by a recognized third party assessment scheme providing assessment and conformity with PAS 100.

7.5 Production and service provision

7.5.1 Control of production and service provision

- (i) Where the results of activities cannot be fully verified by subsequent inspection and testing or where they may become apparent after a period of time (for example subsoil treatment, pesticide application or rabbit control) the activities shall be carried out by qualified operators and/or shall require continuous monitoring to ensure that the specified requirements are met. Method statements shall be used as part of the control processes. Processes shall include validation of method statements.
- (ii) The Supervisor or Technical Officer shall report to the Client on unexpected ground conditions, animal damage, vandalism or unseasonable weather or other incidents which would affect the product performance.

- (iii) The Organization shall establish and maintain documented procedures to deal with plant material approved at a subcontractor's nursery. This shall include marking / identification and verification to ensure compliance with the specification. This may take place after lifting and grading of the product has taken place.
- (iv) 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.

7.5.2 Validation of processes for production and service provision

The Organization's procedures shall include validation processes for the supply of plants and the establishment of plants, see Appendix B item 20.

7.5.3 Identification and traceability

The Organization shall establish and maintain documented procedures to ensure that where the seed origin of plants or of seeds is required to be from a specific locality written evidence of its provenance shall be provided prior to planting or sowing. (See SHW Series 3000).

7.5.4 Customer property

The Quality Management System shall include a procedure to be applied where material is supplied by the Client if this is identified in the Contract Specification.

7.5.5 Preservation of product

The Organization shall establish and maintain documented procedures for handling, storage, and packaging of all plant material to ensure that the specified requirements are met

7.6 Control of monitoring and measuring devices

The Organization shall establish and maintain documented procedures for the control of equipment as described in Appendix E.

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 the following:

- a) Six monthly office-based audits of administrative procedures,
- b) On-site audits, at least twice a year in the appropriate season as described in the

specification, these are to include the following works: application of pesticide, ground preparation, planting, grass cutting and tree works.

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 materials and workmanship 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

No specific interpretation

8.5.2 Corrective action

No specific interpretation

8.5.3 Preventive action

No specific interpretation

APPENDIX A: REQUIREMENTS FOR QUALITY PLANS

The Quality Plan shall include the following items as a minimum.

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 Contracts Manager responsible for the contracted work.
- 1.3 Identification of the relevant parts of the Organization's quality manual relevant to the product or service being provided.*
- 1.4 The control of personnel selection including special requirements for skilled personnel e.g. training and competence assessment of site staff.*
- 1.5 The control of equipment.
- 1.6 The Customer's nominated Quality Manager, project manager and/or other representatives through whom communication is to be made throughout the contract.

2. Contract Specific Information

- 2.1 Names of the staff involved with the contract including the Technical Officer and Supervisor(s). Contact details for these staff.
- 2.2 Details of the contract specific equipment to be used and any certification required to be issued to the Customer/Client.
- 2.3 Name and contact details of Customer/Client contact(s).
- 2.4 Details of the communications required between the Organization's staff and the Customer/Client or any other party including Liaison with the Police, the Highway Authority, adjoining landowners and organisations or individuals advising on works affecting Protected Species or their habitats.
- 2.5 Work programme and details of deliverables including method statements and risk assessments.
- 2.6 Any sub-contract details including details of the sub-contractor's registration to this Sector Scheme and any other relevant highways Sector Scheme.
- 2.7 Receipt, examination and submission to Client of certificates of registration and test results and origins of materials used.*
- 2.8 Details of any requirements with respect to protected species.
- 2.9 Selection, storage, handling and application of pesticide.
- 2.10 Site welfare facilities for staff and reference to relevant Health and Safety Plans and/or Risk Assessments.
- 2.11 Details and control of Quality records.*
- 2.12 Control of non-conforming product.*

- 2.13 Scheme specific resource efficiency plan and requirements, including those of the Customer/Client, statutory and regulatory, and for purchasing of materials for the contract.
- 2.14 Measures required for the minimisation of waste, inclusion of recycled material and the methods for environmentally acceptable disposal of materials as necessary.
- 2.15 Environmental Management Plan, Construction Environmental Management Plan, Operation and Maintenance Plan, Handover Environmental Plan as appropriate.

** Copies of the Organization's general procedures covering these items shall be made available for examination by the Client's representative; copies are to be 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 and Appendix H of the Specification for Highway Works.

APPENDIX B: REFERENCE AND ASSOCIATED DOCUMENTS

1. Manual of Contract Documents for Highway Works: Volume 1 Specification for Highway Works (SHW), and amendments

| | |
|-------------|----------------------------|
| Series 000 | Introduction |
| Series 100 | Preliminaries |
| Series 600 | Earthworks |
| Series 3000 | Landscape and Ecology |
| Appendix A | Quality management Schemes |

The Stationery Office, www.tso.co.uk

<http://www.standardsforhighways.co.uk/mchw/index.htm>

2. Manual of Contract Documents for Highway Works - Volume 2 Notes for Guidance on the Specification for Highway Works (NGSHW), and amendments.

| | |
|---------------|-----------------------|
| Series NG000 | Introduction |
| Series NG100 | Preliminaries |
| Series NG600 | Earthworks |
| Series NG3000 | Landscape and Ecology |

The Stationery Office, www.tso.co.uk

<http://www.standardsforhighways.co.uk/mchw/index.htm>

3. BS EN ISO 9000:2005 Quality Management Systems – Fundamentals and Vocabulary

<http://www.bsi-global.com/en/Standards-and-Publications/>

4. BS EN ISO 9001:2000 Quality Management System – Requirements

<http://www.bsi-global.com/en/Standards-and-Publications/>

5. BS EN ISO 9004:2000 Quality Management Systems – Guidelines for Performance Improvements

<http://www.bsi-global.com/en/Standards-and-Publications/>

6. BS EN ISO 14001:2004 Environmental Management Systems – Requirements with Guidance for Use

<http://www.bsi-global.com/en/Standards-and-Publications/>

7. BS 3882 Specification for topsoil

<http://www.bsi-global.com/en/Standards-and-Publications/>

8. BS 3936: Nursery stock

<http://www.bsi-global.com/en/Standards-and-Publications/>

Part 1 Specification for trees and shrubs

Part 2 Specification for roses

Part 3 Specification for fruit plants

| | |
|---------|--|
| Part 4 | Specification for forest trees |
| Part 5 | Specification for poplars and willows |
| Part 7 | Specification for bedding plants |
| Part 9 | Specification for bulbs, corms, and tubers |
| Part 10 | Specification for ground cover plants |

(There is no Part 6 or Part 8 at present)

9. BS 3969 Recommendations for Turf for general purposes
<http://www.bsi-global.com/en/Standards-and-Publications/>
10. BS 3998 Recommendations for Tree work
<http://www.bsi-global.com/en/Standards-and-Publications/>
11. BS 4043 Recommendations for Transplanting root-balled trees
<http://www.bsi-global.com/en/Standards-and-Publications/>
12. BS 4072 Wood preservation by means of copper/chromium/arsenic compositions
<http://www.bsi-global.com/en/Standards-and-Publications/>
Part 1 Specification for preservatives
Part 2 Method for timber treatment
- 13.. BS 4428 Code of practice for general landscape operations (excluding hard surfaces)
<http://www.bsi-global.com/en/Standards-and-Publications/>
14. BS 5837 Trees in Relation to Construction – Recommendations
<http://www.bsi-global.com/en/Standards-and-Publications/>
15. BS 7370 Grounds maintenance
<http://www.bsi-global.com/en/Standards-and-Publications/>
Part 4 Recommendations for Maintenance of soft landscape (other than amenity turf)
16. Arboriculture Research Note 48/83 'A definition of the best pruning positions' by D Lonsdale.
Available from Arboricultural Advisory and Information Service at Alice Holt Lodge, Wrecclesham, Farnham, Surrey, GU10 4LH
17. Arboriculture Research Notes on specific tree diseases:
Note 46/91 'Anthracnose of London Plane' by R G Strouts
Note 58/95 'Phytophthora root disease' by R G Strouts
Note 79/89 'Scab and Black Canker of Willow' by D R Rose
Note 111/92 'Bleeding canker of Caucasian Lime (Tilia x euchlora)' by J N Gibbs
Note 118/94 'Fireblight of ornamental trees and shrubs' by R G Strouts

Note 122/94 'The horse chestnut scale: a pest of town trees' by D Wainhouse
Note 124/94 'The Asian strain of Gypsy Moth, *Lymantria dispar*: a significant threat to trees' by T G Winter and H F Evans

Available from Arboricultural Advisory and Information Service at Alice Holt Lodge, Wrecclesham, Farnham, Surrey, GU10 4LH

18. Safety Guides published by the Arboriculture & Forestry Advisory Group (AFAG) at Health & Safety Executive, 900 Pavilion Drive, Northampton Business Park, Northampton NN4 7RG
www.hse.gov.uk
19. Joint Liaison Committee on Plant Suppliers: Code of Practice for Plant Handling 1985
20. National Plant Specification from Horticultural Trades Association, Horticulture House, 19 High Street, Theale, RG7 5AH, www.the-hta.org.uk
21. Weeds Act
22. Wildlife and Countryside Act
23. Protection of Badgers Act
24. Model Specification for the Control of Japanese Knotweed published by Welsh Development Agency, South Wales Division, QED Centre, Treforest Industrial Estate, Mid Glamorgan, CF37 5YR.
25. Arboriculture Research Note 106/95 'Japanese Knotweed in Amenity Areas' by C Hawke and D R Williamson. Available from Arboricultural Advisory and Information Service at Alice Holt Lodge, Wrecclesham, Farnham, Surrey, GU10 4LH.
26. Arboriculture Research Note 40/89 'Tree staking' by D Patch. Available from Arboricultural Advisory and Information Service at Alice Holt Lodge, Wrecclesham, Farnham, Surrey, GU10 4LH.
27. Technical Bulletin: Water Restrictions and Watering Specification, The Landscape Institute, 6-8 Barnard Mews, London, SW11 1QU.
28. 'Bird Boxes' by Chris de Feu, published by the British Trust for Ornithology. BTO, The Nunnery, Thetford, Norfolk, IP24 2PU, www.bto.org
29. Health & Safety Document G47 Underground and Over ground Services Working Within the Proximity of Trees.
30. Work at Height Regulations 2005 SI 2005/735, & The Work at Height Regulations A Brief Guide 04/05, The Stationery Office, www.tso.co.uk and The Health & Safety Executive, www.hse.gov.uk respectively.
31. Control of Vibration at Work Regulations 2005 (Hand-Arm and Whole Body Vibration) Statutory Instrument No. 1093, The Stationery Office, www.tso.co.uk

Whole Body Vibration, Health & Safety Executive publication L141, Hand Arm Vibration, Health & Safety Executive publication L140, www.hse.gov.uk
32. National Highways Sector Schemes:

Scheme 2A – The Design and/or Supply, Installation and Repair of Fences

Scheme 4 – Preservative Treatment of Timber
Schemes 12A, 12B, 12C and 12D – Temporary Traffic Management

Available from UKAS, www.ukas.com

33. Design Manual for Roads and Bridges

Volume 0 Section 2: GD02/08 Quality Management Systems for Design
Volume 10 Environmental Design

The Stationery Office, www.tso.co.uk

<http://www.standardsforhighways.co.uk/dmrb/>

34. Code of Practice for the Use of Plant Protection Products.

35. Landscape Handover Document

36. Guide to Good Climbing Practice, Arboricultural Association.

37. BSI PAS 100 Specification for Composted Materials, BSI, London

38. Guidelines for the specification of Composted Green Materials used as a Growing Medium Component, Waste and Resource Action Programme, The Old Academy, 21 Horse Fair, Banbury, Oxon, OX16 0AH.

39. Compost Specification for the Landscape Industry, The Landscape Institute, 6-8 Barnard Mews, London, SW11 1QU.

40. Site Waste Management Plan, DTi

APPENDIX C: COMPETENCY, TRAINING AND HEALTH AND SAFETY FOR LANDSCAPE, ENVIRONMENT & ECOLOGY OPERATIVES

1. General

Currently a working party is in the process of identifying specific training and competency requirements for the environment, ecology and landscape industries.

The following specific areas for which training and competency will be required have been identified:

- Arboriculture
- Landscape Construction
- Landscape Maintenance
- Environmental Management Activities
- Pesticide Application#
- Ecology*

*Training and competency routes are currently being developed and will be available in a specification. It is anticipated that competency qualifications will be those accepted as industry best practice and based on or mapped into the National Occupational Standards and the associated training will be based on these national standards. Where training and/or competency qualifications are identified for which there is no suitable course available consideration will be given to the development of specific courses and vocational related qualifications. It is proposed to develop refresher training courses for card holders which will be undertaken prior to application for renewal of cards (every 5 years)

#Training and competency routes are already available as part of the control of pesticides regulations. Certification is available through the NPTC. Details will be provided in the scheme's training manual available on www.nptc.org.uk

Skills required for various levels of responsibility within these occupational areas have been identified and these are tabulated in Tables C1 and C2A to C2E below:

Table C1 – Responsibility Levels

| Skills | Trainee | General Operative | Skilled Operative | Lead Operative | Supervisor | Contracts Manager | “Authorised” Person (other than above) |
|--|----------------|--------------------------|--------------------------|-----------------------|-------------------|--------------------------|---|
| H&S | C | C | C | C | C | C | |
| Manual Handling (Operator) | C | C | C | C | C | C | |
| Manual Handling (Risk Assessment) | | | D | C | C | C | |
| Emergency First Aid | | C | C | C | C | C | |
| First Aid at Work | | | | D | | | |
| Carry Out Risk Assessment | | | | C | C | C | |
| Method Statement | | | | C | C | C | |
| Emergency Planning | | | | | | | |
| Supervise teams on site | | | | C | C | C | D |
| Set teams to work & supervise Quality, Safety & Productivity | | | | C | C | C | |
| Communication | C | C | C | C | C | C | C |
| Financial / Budget Control | | | | | | C | |
| Customer Care | C | C | C | C | C | C | D |
| Awareness of Temporary Traffic Management | D | C | C | C | C | C | D |
| CDM Awareness | | | | | D | C | |
| Relevant Occupational Skills (See Tables C2A to C2E below) | | C | C | C | C/D | | |

C = Competency requirement

D = Desirable

Blank = Encouraged to obtain as applicable for progression within the landscape industry.

Notes

1. The Training Advisory Group (TAG) will be reviewing the training and competency qualifications that are currently available with a view to recommending to the NHSS committee the appropriate acceptable minimum levels of training and competency qualifications to achieve compliance for the skills identified in Table C1. When these have been determine, the requirements will be published in this document and made available through the Administrator
2. Organizations are reminded that many contractors may require all site personnel to have passed the CITB H&S test.
3. Advice on training and competency requirements for operatives in respect of temporary traffic management is given in section 3 of this Appendix

**Table C2 - Relevant Occupational Skills
(Provisional, under development)**

Table C2A - Relevant Occupational Skills - Arboriculture

| Task/Equipment | Card Code [†] | Possible Certification Routes | | |
|--|------------------------|--|-----------------------------------|--------|
| | | NPTC (Certificates of Competence = CoC) | Lantra Awards | Other* |
| Arboriculture | | | | |
| Fell small trees up to 200mm | | | Lantra Awards ITA (CLMC 10/40/41) | |
| Maintain chainsaw & fell small trees 200-370mm | | NPTC CS30/CS31 | Lantra Awards CLMC44 | |
| Arboricultural Groundworker | | NPTC CS45 | Lantra Awards CLMC45 | |
| Operate chainsaw from rope & harness | | NPTC CoC (CS38), 39 | Lantra Awards CLMC45/46/48 | |
| Brushcutter Operations | | NPTC CoC Brushcutters | Lantra Awards CLMC08 | |
| Brushwood Chipper operations | | NPTC CoC Brushwood Chippers | Lantra Awards CLMC35 | |
| Stump Grinding operations | | NPTC CoC Stump Grinders | Lantra Awards CLMC36 | |
| Use of chainsaw from MEWP | | NPTC CoC MEWPs & CS47 | Lantra Awards A25 or A26 | |
| Use of Pole Pruners | | NPTC CS48 | Lantra Awards CLMC56 | |
| Clearing emergency windblown trees | | NPTC CS 34 | Lantra Awards CLMC53 | |
| Advanced Aerial treework | | NPTC CS40, 41, 32 or 44 (AO11) | Lantra Awards CLMC52/ 8.4/8.5 | |
| Basic Tree survey & Inspection | | | Lantra Awards CLMC57 | |
| Cable bracing trees | | NPTC CoC AO3 | Lantra Awards CXF1.1 | |
| Plant & Establish trees | | NPTC CoC AO | Lantra Awards CXF1.1 | |
| Tree protection/guarding | | NPTC CoC AO 2 | | |
| Timber harvesting | | NPTC CoC FMO | | |

Table C2B – Relevant Occupational Skills – Landscape Construction Activities

| Task/Equipment | Card Code [†] | Possible Certification Routes | | |
|--|------------------------|--|----------------------------|----------|
| | | NPTC (Certificates of Competence = CoC) | Lantra Awards | Other* |
| Landscape Construction Activities | | | | |
| Use of Lorry loader attachment | | NPTC CoC FMO | Lantra Awards LA or CP A36 | CPCS A36 |
| Slinger/Signaller/Banksman | | | Lantra Awards LA or CP A40 | CPCS A40 |
| Excavator Operation | | NPTC CoC Plant Mach | Lantra Awards LA or CP A10 | CPCS A10 |
| Telescopic handler use | | NPTC CoC Forklift Trucks | Lantra Awards LA or CP A12 | CPCS A12 |
| Loading Shovel operations (wheeled) | | NPTC CoC Plant Mach | Lantra Awards LA or CP A21 | CPCS A21 |
| Loading Shovel operations (tracked) | | NPTC CoC Plant Mach | Lantra Awards LA or CP A22 | CPCS A22 |
| Skid Steer loader | | NPTC CoC Plant Mach | Lantra Awards LA or CP A23 | CPCS A23 |
| Excavator under 10 tonnes | | NPTC CoC Plant Machinery | Lantra Awards LA or CP A58 | CPCS A58 |
| Excavator over 10 tonnes | | NPTC CoC Plant Machinery | Lantra Awards LA or CP A59 | CPCS A59 |
| Tractor/Crawler/Dozer use | | NPTC CoC Tractor Driving | Lantra Awards LA or CP A34 | CPCS A34 |
| Trenching machine use | | NPTC CoC Plant Mach | Lantra Awards LA or CP A37 | CPCSA37 |
| Lift Truck (Rough Terrain masted) | | NPTC CoC Forklift Trucks | Lantra Awards LA or CP A14 | CPCS A14 |
| Lift Truck (Reach truck) | | NPTC CoC Forklift Trucks | Lantra Awards LA or CP A15 | CPCS A15 |
| Lift Truck (Industrial Counter Balanced) | | NPTC CoC Forklift Trucks | Lantra Awards LA or CP A16 | CPCS A16 |
| Lift Truck (Telescopic) | | NPTC CoC Forklift Trucks | Lantra Awards LA or CP A17 | CPCS A17 |
| Lift Truck (Side Loader) | | NPTC CoC Forklift Trucks | Lantra Awards LA or CP A18 | CPCS A18 |
| Dumper Operations | | NPTC CoC Dumpers | Lantra Awards LA or CP A09 | CPCS A09 |
| Use of Tractor Attachments | | NPTC CoC Tractor Driving | Lantra Awards LA or CP A33 | CPCS A33 |
| Dumper Operations | | NPTC CoC Dumpers | Lantra Awards LA or CP A56 | CPCS A56 |
| Dumper operations | | NPTC CoC Dumpers | Lantra Awards LA or CP A57 | CPCS A57 |
| Ride on Roller use | | | Lantra Awards LA or CP A31 | CPCS A31 |
| Soil/landfill compactor | | | Lantra Awards | CPCS A32 |

| | | | | |
|---|--|--|------------------------------------|--|
| | | | LA or CP A32 | |
| Abrasive wheels use | | NPTC CoC Abrasive Wheels | Lantra Awards CLMB02X-08X | |
| Granular Fertiliser applicator use | | NPTC CoC Granular Fert Applicators | | |
| Timber harvesting | | NPTC CoC FMO | | |
| Use of ATV / Utility Vehicles plus Attachments | | NPTC CoC ATVs | Lantra Awards CLVA05Xor06 X | |
| Use of ATV / Utility Vehicles plus Attachments | | NPTC CoC ATVs | Lantra Awards CLVA04X | |
| Use of 4x4 vehicles | | NPTC CoC Off Road Driving | Lantra Awards CLVF01X or 04X | |
| Winching | | NPTC CoC Off Road Driving | Lantra Awards CLVW01X | |

Table C2C – Relevant Occupational Skills – Landscape Maintenance Activities

| Task/Equipment | Card Code [†] | Possible Certification Routes | | |
|---|------------------------|---|-----------------------|-------------------------------------|
| | | NPTC (Certificates of Competence = CoC) | Lantra Awards | Other* |
| Landscape Maintenance Activities | | | | |
| Mower use (Pedestrian controlled) | | NPTC CoC Mowers | Lantra Awards CLVT48X | |
| Mower use (Tractor mounted) | | NPTC CoC Mowers | Lantra Awards CLVT51X | |
| Mower use (self propelled ride on) | | NPTC CoC Mowers | Lantra Awards CLVT50X | |
| Granular Fertiliser applicator use | | NPTC CoC Granular Fertiliser Applicators | | |
| Tree protection/guarding | | NPTC CoC AO 2 | | |
| Hedge trimming | | NPTC CoC Hedge trimmers | Lantra Awards | |
| Automatic Turf Irrigation | | NPTC CoC Auto Turf Irrigation | | |
| CAT & Genny | | | Lantra Awards | |
| Hydroseeding/mulching/mini-baling | | | | Specialist Manufacturer Training |
| Small Plant & Hand held equipment | | NVQ/SVQ Level 2 - Module L1 / NPTC CoC Rotavators | | City & Guilds Hand held power tools |

Table C2D – Relevant Occupational Skills – Environmental Management Activities

| Task/Equipment | Card Code [†] | Possible Certification Routes | | |
|--|------------------------|--|---------------|---|
| | | NPTC (Certificates of Competence = CoC) | Lantra Awards | Other* |
| Environmental Management Activities | | | | |
| Environment management | | NPTC ANC Countryside Management | | |
| Awareness of Protected Species | | | | Short Course to be developed from NOS unit(s) |
| Conservation work | | NPTC NC Countryside Management | | |
| Fencing | | NPTC CoC AO 4 | Lantra Awards | |
| Dry Stone Walling | | NPTC CoC FM 2 | Lantra Awards | |
| Hedgelaying | | NPTC CoC FM 2 | Lantra Awards | |
| Tree protection/guarding | | NPTC CoC AO 2 | | |
| Hedge trimming | | NPTC CoC Hedge trimmers | Lantra Awards | |

Table C2E – Relevant Occupational Skills – Pesticide Use

| Task/Equipment | Card Code [†] | Possible Certification Routes | | |
|--|------------------------|--|---------------------------|---|
| | | NPTC (Certificates of Competence = CoC) | Lantra Awards | Other* |
| Pesticide Use | | | | |
| Vertebrate Pest Control | | NPTC CoC Vert Pest Control | Lantra Awards CLPM04X | |
| Pesticide Use (Ground Crop Sprayer) | | NPTC CoC PA 1 & 2 | Lantra Awards CLPM03X&05X | |
| Pesticide Use (Broadcast or Variable Geometry) | | NPTC CoC PA 1 & 3 | Lantra Awards CLPM03X&05X | |
| Pesticide Use (Granule applicator) | | NPTC CoC PA 1 & 4 | Lantra Awards CLPM03X&05X | |
| Pesticide Use (Boat mounted) | | NPTC CoC PA 1 & 5 | Lantra Awards CLPM03X&05X | |
| Pesticide Use (Handheld) | | NPTC CoC PA 1 & 6 | Lantra Awards CLPM03X&05X | |
| Pesticide Advisors / Specialists | | | | BASIS Certificate in Amenity Horticulture |
| Pesticide Storekeepers | | | | BASIS Storekeepers Certificate |
| Pesticide Use Managers | | NPTC & BASIS POWER Certificate | | |

* Certificates or qualifications awarded by other bodies will be assessed (mapped) by the NHSS 18 Administrator of the training scheme for compatibility and equivalence (including recognition of the awarding body by the Qualifications and Curriculum Authority (QCA) in the UK or by a similar body if outside the jurisdiction of QCA). In the first instance, applicants should contact the administrator at BALI, Landscape House, Stoneleigh Park, Warwickshire, CV8 2LG. (email contact@bali.org.uk) for clarification of equivalent qualifications.

[†] Card codes will be provided by the Administrator of the training scheme on completion of the registration scheme data base

Note 1

Details of certificates and qualifications for ecology are under development

2. Workforce Registration/Skill Card Requirements

It is intended that a skills registration card is developed specifically for this scheme. Until such time as this is in place examples of relevant cards/qualifications are as follows:

- CSCS
- ROLO
- NPTC
- Lantra Awards
- Arboricultural Association Approved Contractor Scheme
- BASIS

3. Temporary Traffic Management

This section is intended to bring the management of traffic in association with environment, ecological and landscaping activities carried out in accordance with the provisions of this Sector Scheme in line with the guidance in Appendix M of NHSS 12D.

- a) All traffic management schemes will be designed on the basis of a site-specific risk assessment except where the rural or repetitive nature of the work justifies the use of a generic risk assessment.
- b) The provisions for traffic management shall be fully documented and form part of the method statement to be supplied in accordance with Appendix A - 2.3. of NHSS 12D
- c) Traffic management on motorway and dual carriageways carrying unrestricted traffic shall be designed and installed by a TTM contractor registered to sector schemes 12A and/or 12B as appropriate.
- d) On works not covered by the above the traffic provisions shall be designed and documented by a traffic management Technical Officer qualified in accordance with section 6.2.2 of NHSS 12D.
- e) Where an Organization decides to carry out its own TTM in accordance with NHSS 12D then the Environment, Ecological or Landscaping Supervisor shall be a qualified as an RLMO* and there shall be at least 2 operatives on the site who have been assessed and qualified to relevant modules as a supplementary unit to their competency qualification(s) (NVQ).

Where NHSS 12D recognises equivalent evidence of competence to the above these shall be accepted as alternatives.

Note 1 – The definitions and abbreviations used in this appendix are taken from both NHSS documents have the same meaning. The relevant 12D definitions are:

- Registered Leading Traffic Management Operative *(RLMO)

An operative who will have successfully undergone an approved training course, to module T6 as a minimum, completed the competency assessment and been issued with an identification card by Lantra Awards and has 2 years experience of relevant temporary traffic management. The person shall be named in the Organization's Quality Plan as having the responsibility, training and experience to control temporary traffic management measures to meet the requirements of the Contract Specification.

- Technical Officer

The person named in the Organization's Quality Plan responsible for the establishment, modification and removal of traffic management and implementation of the requirements of the contract specification.

NB This person is a traffic management Technical Officer and shall be competent as defined by 6.2.2 of 12D; this may or may not be a person qualified as an operative, Supervisor or Technical Officer under Sector Scheme 18.

Note 2 – relevant module is the unit of competence identified with NHSS 12D for training and the corresponding NVQ assessment module(s)

Note 3 – Where relevant, Organizations must be able to demonstrate that they are working towards these TTM qualifications, which will become mandatory from April 2009.

Note 4 – Lantra Awards can be contacted at telephone number 02476 419703

Note 5 – Sector Scheme Documents for Schemes 12A/12B and 12D are available from the UKAS website as is detailed for this Scheme in the Introduction of this document. (http://www.ukas.com/information_centre/Publications/PubsForCBAccred.asp)

4. Health & Safety

Organizations are reminded of the legal requirements to provide health and safety training for each Operative and Supervisor 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 environmental, ecological and landscaping activities. 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. Enquiries

For further information and details please contact the Secretariat:

British Association of Landscape Industries, Landscape House, Stoneleigh Park, Warwickshire, CV8 2LG.

Tel: 0870 770 4971 Fax: 0870 770 4972 Email: contact@bali.org.uk

APPENDIX E: GUIDANCE FOR THE CONTROL OF MONITORING AND MEASURING DEVICES

The following types of equipment will require control procedures.

| Equipment Group | Equipment Sub-group | Requirements |
|--|-----------------------|---|
| Pesticide Equipment | Boom Sprayers | In accordance with regulatory requirements |
| | Hand held applicators | |
| | Granule applicators | |
| Equipment for vibration output measurement | | In accordance with regulatory requirements. |

APPENDIX F: CERTIFICATION BODIES ACCREDITED FOR LANDSCAPE, ENVIRONMENT AND ECOLOGY WORKS AND MAINTENANCE

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

- place the cursor onto 'about accreditation' in top grey menu bar
- move down to 'accredited bodies'
- move across to 'certification body schedules' and left click on this to take you to the list of schedules
- move down past 'key abbreviations' to 'search within the schedules' - click on 'advanced search'
- type 'Highway Sector Scheme No 18' in the box and tick the square by 'search UKAS documents'
- left click 'search'
- this then lists the certification bodies who are accredited and their details can be found by clicking on the appropriate links.

NOTES:

1. Certification Bodies interested in being accredited by UKAS for environment, landscaping and ecology works and maintenance to this Sector Scheme should notify UKAS.
2. Interested Certification Bodies that have advised they have applied for an extension of scope include BSI and SGS (See Appendix H section 3 for further information on interim arrangements).
3. Certification Bodies that have achieved accreditation include

| | |
|------------------------------------|--|
| BM TRADA Certification Ltd | www.bmtrada.com |
| Lloyd's Register Quality Assurance | www.lrqa.com |
4. Note: Organizations currently registered to ISO 9001 with an UKAS (or equivalent) accredited certification body that does hold registration to NHSS 18 may wish to consider the following option. Continuing to be registered with their existing Certification Body but having the interpretation of NHSS 18 carried out by and in conjunction with an UKAS accredited certification body.

APPENDIX G: THE ROLE OF CERTIFICATION BODIES AND ASSESSOR COMPETENCE

Note: 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 organisations to the requirements of ISO9001:2000 and the additional requirements required by this National Highway Sector Scheme Document relies upon the assessment expertise, competence and capability of accredited certification bodies.
- 1.2 The Certification Body's role is to ensure, through assessment that organisations have management systems in place which address the enhanced ISO9001:2000 requirements detailed in this Sector Scheme Document.

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 IAF member for assessment and registration of ISO9001:2000 quality management systems interpreted in accordance with this National Highway Sector Scheme.

*Replaced by BS EN ISO 17021 on 15 September 2008

- 2.2 Due to the broad scope of this sector scheme, certification bodies may find difficulty in meeting all the criteria required of them to become fully accredited to this scheme. The committee has accordingly reviewed this situation and has taken steps to remedy the situation by effectively managing the scope into sub-divisions as follows:

- a) Arboriculture
- b) Landscape Construction
- c) Landscape Maintenance
- d) Environmental Management Activities
- e) Pesticide Application
- f) Ecological Management Activities,

which will be referred to as NHSS 18a, 18b etc. (This follows the same principle as that established for the registration of Organizations into primary categories and sub/secondary categories (which are listed in Appendix K and given in clause 3.1 below), that have been identified for organizations against which they can be registered).

3. Assessor and Assessment Team Competence.

- 3.1 The Certification Body must be able to demonstrate to UKAS that it possesses and can maintain the necessary assessor experience and technical competence in the relevant primary categories of Environment and Landscape Works and Maintenance covered in the scope of this Scheme for which it is accredited. Secondary assessment areas include, but are not limited to the following fields:

weed control

control of rabbits and deer

application of pesticides
ground preparation
grass seeding, wildflower seeding and turfing
planting
grass, bulbs and wildflower maintenance
watering
establishment maintenance for planting
arboricultural work
maintenance of established trees and shrubs
management of waterbodies
special ecological measures.
Litter picking,

- 3.2 Guidance to Certification Bodies on assessor competence related to this Sector Scheme is given in the Certification Body guidance document – National Highway Sector Scheme Accreditation, Registration and Assessment Guidance for Certification Bodies
- 3.3 The Certification Body is responsible for ensuring that the assessment teams possess demonstrable expertise in the assessment areas detailed above as they relate to the scope of client activities under assessment.
- 3.4 Minimum assessor qualifications and competence for assessment of this National Highway Sector Scheme, which may reside in a single individual or in an assessment team, are as follows:
- IRCA Registered ISO9001:2000 Lead Auditor qualification or Certification Body equivalent and demonstrable expertise in leading assessment teams.
 - ISO9001:2000 assessment experience in landscaping, grounds maintenance, forestry or related industries
 - Technical assessment competence in the categories of Environment and Landscape Works and Maintenance detailed in paragraph 3.1 above.

4. Conduct of Assessments.

- 4.1 Certification Bodies shall ensure that at least a third of the initial and continuing assessment duration is devoted to assessing operational activities at sites and locations where landscaping works covered by the scope of this Scheme are being undertaken.
- 4.2 Certification Bodies shall ensure that during a three year certification cycle there is evidence of assessment of all environment and landscaping scope categories of covered by the Organizations 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 Scheme shall be in a format and contain the content detailed in Appendix K of this Sector Scheme Document.
- 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.

6. National Highway Schemes Schedule of Suppliers.

- 6.1 Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at www.scheduleofsuppliers.co.uk to ensure equivalence between their clients registered to this scheme and the listed Organizations.
- 6.2 Certification Bodies shall provide to National Highway Sector Schemes Schedule of Suppliers administrator at Lantra Awards details of registered Organizations whose scope of registration against this Scheme has ceased to be applicable within 10 working days of that situation occurring.

7. Reporting on Scheme Performance.

- 7.1 Each Certification Body accredited for this scheme shall provide to the Chairman of the SSACEL Committee a summary report which includes as a minimum:
- observations and comments on the implementation and assessment findings related to the Scheme including any omissions or deficiencies in its scope.
 - recommendations for improving/clarifying the Sector Scheme Document
 - feedback on deficiencies against contract documentation
 - a list of organisations whose scope of registration includes this Scheme for comparison against the Schedule of Suppliers
- 7.2 The report shall be provided at or in the month before each National Highway Sector Scheme Liaison Committee meeting, so that it may be considered during the Group Sessions of the Liaison meeting.

APPENDIX G1: GUIDANCE TO ASSESSORS' AND OTHER AUDITORS' COMPETENCIES REQUIREMENTS FOR NATIONAL HIGHWAY SECTOR SCHEME 18 (A-G) - The Environment and Landscape including Ecology

General Information

The certification body group (reporting to the Highways Liaison Committee) has proposed that an e-learning programme for assessors based on the information provided by the individual National Highway Sector Scheme Committees should be made available to third party assessors to enable them to have a fuller appreciation of the particular activities involved in highway construction and maintenance. The information contained in this appendix has been collated by the NHSS committee to provide CB assessors with the background information that is considered appropriate for carrying out an assessment against 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. It is hoped that it will be possible in the near future for access to the e-learning programme to be available to all assessors and auditors; information on this development will be made available through revision issues of the relevant NHSS document posted on the UKAS web-site.

Requirements

In addition to an assessor/auditor having a general appreciation of the requirements and processes required by BS EN ISO 9001:2000, 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 scheme (NHSS 18) was initially developed for highway construction and maintenance sites and associated areas, to provide a benchmark for the highways industry. At the request of the suppliers, the remit of the scheme was extended to all sectors of the environment and landscaping industry by the NHSS committee as it was realised that there was a large potential for establishing common criteria across all sectors.

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

See Scope (section 1) in NHSS 18 document

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

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

- iv) An overview of the 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 18 (section 1)

- vi) Specific types of works that the scheme applies to:
See Scope (section 1) in NHSS 18 document and where applicable Appendix L in NHSS 18; in this instance applies to.
- vii) Definitions and terminology that are particular to the scheme
See Section 3 of the NHSS 18
- viii) Routes to competency of management, supervisors and operatives etc delivering the scheme services
Information/guidance is contained in Appendix C of the document, however the organization's training administrator should have this information available (assessors should also be aware of training and competency assessment requirements available from bodies such as Lantra Awards, BALI, NPTC and BASIS 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 for environment, landscaping and ecology (see Appendix B), and in particular those requirements relating to product conformity, type testing and their requirements.
Familiarity with SHW especially Series 3000 and associated notes for guidance, including when these are updated.
Relationship with other NHSS and their applicability to this scheme, notably NHSS 2A for fencing and NHSS 4 for timber preservation.
Knowledge of processes and their applicability involved in the manufacture, sampling, testing and installation of the service or product.

B Summary of where the scheme introduces the interpretation of ISO 9001:2000

| 4. Quality Management System | Interpretation Y/N | Comment |
|------------------------------|-----------------------|---------|
| 4.1 | Y | |
| 4.2 | | |
| 4.2.1 | Y | |
| 4.2.2 | N | |
| 4.2.3 | Y | |
| 4.2.4 | Y | |
| 5. Management Responsibility | | |
| 5.1 | N | |
| 5.2 | N | |
| 5.3 | N | |
| 5.4 | - | |

| | | |
|--|---|----------------------------|
| 5.4.1 | N | |
| 5.4.2 | Y | |
| 5.5 | - | |
| 5.5.1 | N | |
| 5.5.2 | N | |
| 5.5.3 | N | |
| 5.6 | - | |
| 5.6.1 | Y | |
| 5.6.2 | N | |
| 5.6.3 | N | |
| | | |
| 6. Resource Management | | |
| | | |
| 6.1 | Y | |
| 6.2 | - | |
| 6.2.1 | N | |
| 6.2.2 | Y | See Appendices C, and D |
| 6.3 | Y | |
| 6.4 | N | |
| | | |
| 7. Planning and Product Realization | | |
| | | |
| 7.1 | Y | See Appendix A |
| 7.2 | - | |
| 7.2.1 | Y | |
| 7.2.2 | Y | |
| 7.2.3 | Y | |
| 7.3 | Y | |
| 7.3.1 | N | |
| 7.3.2 | N | |
| 7.3.3 | N | |
| 7.3.4 | N | |
| 7.3.5 | N | |
| 7.3.6 | N | |
| 7.3.7 | N | |
| 7.4 | - | |
| 7.4.1 | Y | |
| 7.4.2 | Y | |
| 7.4.3 | Y | |
| 7.5 | - | |
| 7.5.1 | Y | |
| 7.5.2 | Y | |
| 7.5.3 | Y | |
| 7.5.4 | Y | |
| 7.5.5 | Y | |
| 7.6 | Y | See Appendix E |
| | | |
| 8. Measurement, Analysis and Improvement | | |
| | | |
| 8.1 | N | |
| 8.2 | - | |

| | | |
|-------|---|--|
| 8.2.1 | N | |
| 8.2.2 | Y | |
| 8.2.3 | N | |
| 8.2.4 | N | |
| 8.3 | Y | |
| 8.4 | N | |
| 8.5 | - | |
| 8.5.1 | N | |
| 8.5.2 | N | |
| 8.5.3 | N | |

C Overview of Environment and Landscaping

- 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 organization's safety provisions. This may include

Correct Personal Protective Equipment Worn

Equipment approved and suitable for use

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

Vehicles/loads are inspected and drivers are qualified (where appropriate)

Site visit including assessment of installation and techniques verified (completed or in process).

Awareness of relevant H&S legislation as applicable to environmental and landscaping works

Aware of current best practice including traffic management measures (including site arrangements).

C2 Training and Qualifications

Auditors should be aware that the people in the organization will need to:

- Have achieved appropriate training and competency modules.
- Be aware of the constraints (See Appendix C) for Operatives to progress to Supervisor.

- Be aware of and understand the system processes and documentation in which they are involved.
- Have been inducted on specific equipment (by employer) or if appropriate (i.e. under training) is supervised by a qualified person.
- Be aware of and understand the relevant requirements of this NHSS.
- Be aware of and understand the provisions for implementation of training in NHSS 18.
- Have been inducted on relevant site specific H&S issues (daily if necessary).
- Hold relevant skills card and authorisations (See Appendix C)

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 competent to make observations on the effectiveness of the organization'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 competent to make 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

Auditors should be aware of the importance of testing and inspection of the works and the checking of planting.

C7 Health and Safety

Auditors should be aware of the current Health and Safety Legislation and related legislation, such as CDM regulations, as it applies to the environmental and landscaping industries.

C8 Other

Auditors should be aware of the requirements in respect of the subcategories of this scheme, in particular they should have an overview of

- weed control sites and works that may be visited and/or looked at during an assessment.
- rabbit and deer control sites and works that may be visited and/or looked at during an

- assessment.
- ground preparation sites and works that may be visited and/or looked at during an assessment.
- grass and wildflower seeding and turfing sites and works that may be visited and/or looked at during an assessment.
- planting sites and works that may be visited and/or looked at during an assessment.
- grass, bulb and wildflower maintenance sites and works that may be visited and/or looked at during an assessment.
- watering works that may be visited and/or looked at during an assessment.
- establishment maintenance for planting at sites and works that may be visited and/or looked at during an assessment.
- arboriculture works that may be visited and/or looked at during an assessment.
- established tree and shrub maintenance sites and works that may be visited and/or looked at during an assessment.
- water-body management sites and works that may be visited and/or looked at during an assessment.
- special ecological measure sites and works that may be visited and/or looked at during an assessment.
- litter picking sites and works that may be visited and/or looked at during an assessment.
- details of specific aspects of the scheme that have been recognised as requiring particular attention by assessors as a result of industry and assessor feedback

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 - Requirements

- 2.1 Organizations must have the required experienced and qualified Landscape, Environment or Ecology Operatives and management who meet the requirements of this Sector Scheme. Organizations will need to demonstrate that their equipment and systems meet the requirements of this Sector Scheme.
- 2.2 Organizations must have applied for registration with a certification body that is accredited by UKAS to audit against this Sector Scheme.
- 2.3 In addition to the requirement for the Organization to notify the Secretary of the Sector Scheme, as detailed in paragraph 4.1 of section 4 of this SSD, the Organization is advised to notify Lantra Awards (Lantra House, Stoneleigh Park, Kenilworth, CV8 2LG) of their registration to this scheme immediately following confirmation from the certification body and thereafter annually. This will allow inclusion of the Organization in the published list of registered Organizations maintained by Lantra Awards. In addition the Organization should provide details of a focal point for the Organization.

3. Interim Arrangements for Initial Implementation of this Sector Scheme

- 3.1 Organizations may seek registration by a two stage process. The Organization can request validation of their Quality Management System against this Sector Scheme for initial registration. Within twelve months of this initial registration Organizations must seek verification of their processes to obtain full registration. That is, the initial auditing will be to validate that the quality management system is in place, and then subsequent auditing will be carried out to verify that the system is in operation. For full registration Organizations will therefore have to demonstrate that they have been audited for office based and site based activities. These interim arrangements will be available until thirty months after publication of this Scheme on the UKAS web site (i.e. until 1st May 2009). (Interim arrangements and "certificates" will not be valid beyond 30 April 2009)
- 3.2 Due to exceptional circumstances, the NHSS committee has agreed that the following additional interim arrangements for registration to this scheme will be acceptable until 1 May 2009.

Organizations will be eligible for recognition to NHSS 18 if they are registered by an accredited UKAS Certification Body (ISO 17021 assessed for quality management systems) (or equivalent), provided that the said Certification Body has made an application to UKAS for extension of scope for NHSS 18 or parts as applicable thereof. (Such application shall be attached to the interim certificate issued by the said Certification Body including acknowledgement by UKAS of the application.)

Note: Organizations currently registered to ISO 9001 with an UKAS (or equivalent) accredited

certification body that does hold registration to NHSS 18 may wish to consider the following option. Continuing to be registered with their existing Certification Body but having the interpretation of NHSS 18 carried out by and in conjunction with an UKAS accredited certification body having accreditation for NHSS 18.

4. Trade Associations

- 4.1 Membership of a trade association is not a requirement of this Sector Scheme, however, the following associations support this Scheme along with the training and competency routes discussed in Appendix C. Their details are included here for information.

Landscape works

British Association of Landscape Industries
Landscape House
Stoneleigh Park
Kenilworth
Warwickshire
CV8 2LG
www.bali.org.uk

Arboriculture and tree surgery works

Arboricultural Association
Ampfield House
Ampfield
Romsey
Hampshire
SO51 9PA
www.trees.org.uk

Agricultural contractors

NAAC – National Association of Agricultural Contractors
Samuelson House
Paxton Road
Orton Centre
Peterborough
PE2 5LT
www.naac.co.uk

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 Standards Improvement System (SIS)

or b) addressed to the Committee Secretary using the feedback form below

a) **Standards Improvement System (SIS)**

SIS is implemented through Highways Agency Standard GD/03/08 (formerly HD34/03) - The Implementation and Use of Standards Improvement System (DMRB Volume 0 section 2 Part 2 (DMRB 0.2.2) - formerly DMRB Volume 5 Section 3.1 (DMRB 5.3.1)). HD34 was published in November 2003 followed in December 2003 by the launch of SIS; it was republished in May 2008 as GD 03/08.

SIS is the successor to the Quality Control Reporting System (QCRS) - a paper based system, which relied on designers to complete reports and Highways Agency staff to enter them on an old mainframe computer. The difficulty in entering reports and the fact that QCRS was perceived as a means of only recording defects with an emphasis on redress meant that QCRS had fallen into disuse.

The revised system is designed to overcome both of these shortfalls. SIS is simple to use being available to anyone with Internet Access and is aimed at improving standards rather than reporting defects. It also provides a feedback system to the original author to advise him of the actions being taken. (GD03/08 formerly HD 34/03 can be accessed through the Highways Agency web site (http://www.highways.gov.uk/business/tech_info.htm) or directly <http://www.standardsforhighways.co.uk/dmrb/vol0/section2.htm> and select part 2)

NOTE: It will be necessary to be authorised to use the system, and in the first instance you are requested to contact the Specifications and Policy Team by email to standards_enquiries@highways.gsi.gov.uk.

b) Feedback form

The Sector Scheme Advisory Committee for the Environment and Landscape
C/o UKAS
21 – 43 High Street
Feltham
Middlesex
TW13 4UN
Tel: 0208 917 8400
Fax: 0208 917 8500

Problem Identified:

Suggested Action:

Name:

Organization:

Address:

Contact details:

Date:

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 issue 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.

Item Identified:

Organization's Details:

Name:

Address:

Feedback

Name:

Organization:

Address:

Date:

Signed:

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 9001:2000 and this NHSS including the scheme title e.g. National Highway Sector Scheme 18 for the Environment and Landscape including Ecology.
- The identification of each and every location to which the CoR is applicable.
- The services/product offered by the Organization at each location identified on the CoR e.g. for NHSS 18 for the Environment and Landscape including Ecology, Arboricultural Contractor, Landscape Contractor, Maintenance Contractor etc are applicable categories with associated typical sub-categories such as tree surgery and inspection.
- 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

- A) Arboricultural,
- B) Landscape Construction,
- C) Landscape Maintenance,
- D) Environment
- E) Pesticides
- F) Ecology.

The following secondary/sub-categories have been identified; however they may not all be applicable within each of the above categories

- weed control
- control of rabbits and deer
- application of pesticides

- ground preparation
- grass seeding, wildflower seeding and turfing
- planting
- grass, bulbs and wildflower maintenance
- watering
- establishment maintenance for planting
- arboricultural work
- maintenance of established trees and shrubs
- management of water bodies
- special ecological measures
- litter picking.

(Note: this list is not exhaustive and the description of the subcategory may vary.)

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. The italic text indicates where specific text would need to be included.

Note for Certification Bodies

1. Organizations may be registered for any or all of primary categories A to F, and these shall be referred to on the COR.
2. Secondary/sub-categories shall be listed on the certificate or attached Appendix as appropriate, providing the applicable secondary/sub-categories for each primary category. Where an organization is assessed for all secondary/sub-categories listed in this document, it will only be necessary to include "full" on the certificate against the relevant depot or office.
3. Certification Bodies are reminded that they have a responsibility to notify the SSACEL of other secondary/sub-categories, should these be identified during an assessment, for consideration by the committee for inclusion of a further secondary/sub-category within the scheme.

Figure 1 Example Model Certificate of Registration.

[Certification Body Name / Logo]

C E R T I F I C A T E O F R E G I S T R A T I O N

[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 **BE EN ISO 9001:*[2000]* AND THE FOLLOWING NATIONAL HIGHWAY SECTOR SCHEME[S]:**

SCHEME 18 Sector Scheme for the Environment and Landscape including Ecology *[Categories.....]*
[Other Sector scheme Number and title]

For the following scope of registration

Implementation of landscape construction, landscape maintenance and environment work including:-

- 18A - planting,*
- 18A - ground preparation,*
- 18A - arboricultural work*
- 18A - special ecological measures*
- 18A/E - application of pesticides*

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

Signature

[Name & Title of Certification Body Official]

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

Figure 2 Example Model Appendix

[Certification Body Name / Logo]

APPENDIX

To Certificate Number *[Certificate Number]* Appendix No. *[1]* Page 1 of *[1]*

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

[ORGANIZATION NAME]

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

Scope of Registration:
Implementation of landscape construction, landscape maintenance and environment work including:-
18A - planting,
18A - ground preparation,
18A - arboricultural work
18A - special ecological measures
18A/E - application of pesticides.

National Highway Sector Schemes
18 – Sector Scheme for the Environment and Landscape including Ecology

| <i>Depot, Regional Office etc</i> | <i>Applicable Sector Scheme(s)</i> | <i>Scope of Registration</i> |
|--|--|---|
| <i>New Street, Newton</i> | <i>Sector scheme 18A/E – Environment and Landscape including Ecology</i> | <i>Arboricultural work -Tree Surgery; Planting; Application of Pesticides</i> |
| <i>Old Lane, Oldton</i> | <i>Sector scheme 18A – Environment and Landscape including Ecology</i> | <i>Special Ecological Measures; Ground Preparation</i> |

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

APPENDIX L: GUIDANCE FOR CLIENTS

1. List of Registered Organizations

Lantra Awards maintains a list of registered Organizations with contact details. Organizations are therefore advised to confirm their registration with Lantra Awards as described in Clause 4.1 and Appendix H of this document.

2. 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.

The NHSS for the provision of environmental, landscaping and ecological services was originally conceived as a document for use by Clients to specify the minimum standards for quality, training and competence of Organizations used by them to carry out such works.

The implementation of the Sector Scheme and development of training and competency requirements is intended to provide:

- a) A qualified workforce competent at providing services in the environmental, landscaping and ecological industries.
- b) Requirements to evaluate risks and develop processes associated with environment, landscaping and ecology industry and the production of an associated comprehensive quality plan for each contract.

It is necessary for the Client to ensure that all those involved in providing the service are appropriately trained and skilled, 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 environment, landscaping and ecological industries.

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 Sector Schemes on certificates.

For the Sector Scheme 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 Sector Scheme. Supervisory staff should be instructed to carry out spot checks of identification cards.

Lantra Awards have established and manage a schedule of registered companies that have been registered to National Highways Sector Schemes; free access to the schedule is obtained by logging on to the Lantra Awards website www.scheduleofsuppliers.com. However, it should be noted that only those companies that confirm entry onto the schedule to Lantra Awards are listed. The list of all registered suppliers is held by Lantra Awards (if notified); Clients should contact Lantra Awards by email at NHSScheduleofsuppliers@lantra.co.uk to ascertain/check the status of company if it is not listed on the schedule.

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:

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

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

4. Temporary Traffic Management

For work on or adjacent to high speed dual carriageways/motorways temporary traffic management measures shall be put out by a 12A/B registered traffic management company/organization.

For work on urban and rural roads, it is recommended that Clients acknowledge the requirements of Sector Scheme Document 12D in conjunction with this Sector Scheme Document.

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

- i) It is necessary for the Client to ensure that all those involved in temporary traffic management operations are appropriately trained and skilled, whether or not they are directly employed. The modular training scheme described in Sector Scheme Document 12D is designed to cater for the various alternative situations, ranging from the employment of a lone worker cutting hedges to a traffic management contractor for a major highway contract.
- ii) The Client must always ensure that a detailed risk assessment for the specific site has been undertaken and incorporates an assessment of traffic conditions as described in Sector Scheme Document 12D Annex Form 1 to Appendix A. In instances where a non-registered organisation is employed it will be appropriate for the Client, or his agent for the Works design, to carry out a preliminary risk assessment.
- iii) Registered Traffic Management Operative (RTMO) must be given clear guidance in relation to the manner in which they carry out agreed operations. When RTMOs are employed directly by the Client it may be necessary for the Client to provide approved signs but will certainly include detailed procedures for carrying out the work at all sites. These procedures are equivalent to the Quality Plan requirements as specified in Sector Scheme Document 12D Appendix A. Alternatively, the Organization may use a NHSS12D registered Traffic Management Contractor.

- iv) Specific attention is drawn to Sector Scheme Document 12D Appendix M which states that it is not intended that organizations registered to NHSS Sector Scheme Document 18 where TTM is required should also be registered to NHSS12D.
- v) Lantra Awards have established and manage a schedule of registered Organizations that have been registered to National Highways Sector Schemes free access to the schedule is obtained by logging on to the Schedule of Suppliers website www.scheduleofsuppliers.co.uk.

APPENDIX M: GUIDANCE TO ORGANIZATIONS IN RESPECT OF “APPROVED CONTRACTOR SCHEMES”

1. This guidance is primarily of relevance to those Organizations that are registered to “approved contractors’ schemes”. The guidance is designed to enable them to decide how an approved contractor scheme links with the requirements of this scheme. The guidance is also of relevance to Certification Bodies and enable them to take into account the value of “approved contractors schemes” when assessing an organization against the requirements of this scheme
2. Approved contractor schemes are not and have not been approved by the SSACEL for compliance with this NHSS, they are approved in the sense that another creditable body has a scheme against whose standards the companies have been measured and found to be compliant with those standards. However because of their nature the schemes are recognised as being complementary to the aims and objectives of this NHSS. In some areas such as finance, they provide additional evidence of a sustainable business operation, which the NHSS does not provide. The schemes currently known to complement this NHSS are:
 - a) Arboricultural Associations Approved Contractor Scheme (AAACS);
 - b) BASIS Advanced Amenity Contractors Certification Scheme (BACCS).

3. **Arboricultural Associations Approved Contractor (AAAC) Scheme**

The work undertaken by Contractors approved under this scheme includes advice on tree maintenance requirements, planting, pruning, cable bracing, pest and disease control and felling in difficult locations.

The Arboricultural Association expects very high standards which restrict the number of successful applicants. Because of the irrevocable nature of all operations concerning tree care these standards are carefully maintained by inspection and five-yearly assessment of AAACs.

A list of approved AAACs is available on the Association’s web site (www.trees.org.uk). The geographical area(s) covered by each AAAC is given at the bottom of each Contractor’s entry. The AAACs listed have been approved by the Council of the Association as complying with and practicing to, the standard required by the Association. The AAACs have been examined for safe working practices and technical competence consistent with British Standard 3998: Recommendations for Tree Work.

The AAAC scheme’s standards are divided into a number of areas, which deal with both office and on site operations and include customer care and office systems, health and safety, training, insurance, compliance with legal requirements and other regulations relevant to tree work and evaluation of completed work. The scheme covers a high proportion of the requirements of ISO 9001 specified under resource management and product realization clauses 6 and 7 respectively, but is not as broad as the international standard in other areas of assessment.

AAAC approval relates to a whole company and therefore covers some arboricultural-related activities, processes and procedures that would not necessarily be picked up by the list of qualifications of individuals listed in 6.6.2 and Appendix C.

4. BASIS Advanced Amenity Contractors Certification Scheme (BACCS) BACCS Approved Contractor (Amenity Pesticides)

This scheme is operated by BASIS (Registration) Ltd for the control and application of pesticides, and its objective is to improve the delivery of services including advice on the use of pesticides above the industry standard.

There are two main areas of assessment, the first relates to store and office assessment and the second to on-site verification which is assessed against a predetermined points system. A contractor needs to pass both parts before he receives certification to the scheme and is approved.

The scheme's two main considerations are Public Safety and Quality performance.

Public Safety includes ensuring that

- a) compliance with relevant legislation is maintained,
- b) spray operatives possess appropriate qualifications of competence,
- c) the equipment used is designed to minimise contamination to operative, public and the environment and
- d) appropriate product is used.

Quality Performance is there to

- a) verify that competent certificated operatives are employed and
- b) ensure full compliance with minimum performance standards.

The scheme includes regular monitoring of the standards of service provide by the certificated contractor.

As with the AAACS, this scheme appears to cover a high proportion of the requirements of ISO 9001 specified under resource management and product realization clauses 6 and 7 respectively, but is not as broad as the international standard in other areas of assessment.

- 5.** Certification Body assessors to NHSS 18 should be aware of the value of the approved contractor schemes and their standards and take this into account when assessing to BS EN ISO 9001 and this scheme.

APPENDIX N: GUIDANCE TO “MINI MICRO- ENTERPRISES”

The SSACEL are considering the development of a process for mini micro-enterprises to enable them to obtain recognition under this NHSS. Details of the proposals will be included in a further issue of this document or be available from the Administrator at BALI, Landscape House, Stoneleigh Park, Warwickshire, CV8 2LG. (email contact@bali.org.uk) for clarification of equivalent qualifications.

1. Mini micro-enterprises are defined as organisations that
 - have 5 or less employees, including the proprietor,
 - have a turn-over no greater than £300,000 per annum and
 - are legally constituted companies within the meaning of company law.

Organisations, which have a parent or holding company or are part of a group or are an associated company, shall not be eligible for this dispensation.