



National Highways Sector Schemes for Quality Management in Highway Works

4

For preservative treatment of timber

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It is the Committee's policy that the issue of any revision to this document shall be an issue of the full document rather than individual pages. The following data gives information where changes to the technical content of the document have been made in this edition. These and minor changes to the text are highlighted by sidelining.

This Sector Scheme Document was subject to a thorough review following the publication of BS EN ISO 9001 : 2000 and issued as UKAS 3. The changes between Issues 3 and 4 are documented below.

Revisions

Page No.	Revision No.	Issue Date	Comments
Cover	4	July 2006	NHSS logo added
4	4	July 2006	Changes to list of committee members.
8 & 9	4	July 2006	Changes to list of abbreviations
20	4	July 2006	Appendix C. Changed reference from BWPDA to WPA
27	4	July 2006	Appendix H. Details of Lantra Register of Certificated Companies added
30 - 32	4	July 2006	Appendix K added.

CONTENTS

	Page No.
COMPOSITION OF SECTOR SCHEME ADVISORY COMMITTEE, EXCLUSION OF LIABILITY, SELECTION OF CERTIFICATION BODY AND IMPLEMENTATION OF ISSUE UKAS 4	4
INTRODUCTION	6
INTERPRETATION OF BS EN ISO 9001 : 2000	7
1. SCOPE	7
2. NORMATIVE REFERENCE	7
3. TERMS AND DEFINITIONS	7
4. QUALITY MANAGEMENT SYSTEM REQUIREMENTS	10
APPENDIX A REQUIREMENTS FOR QUALITY PLANS	16
APPENDIX B REFERENCE DOCUMENTS	19
APPENDIX C TRAINING AND HEALTH AND SAFETY	21
APPENDIX D REGISTER OF DESIGNATED TREATMENT PLANT OPERATIVES	22
APPENDIX E CALIBRATION REQUIREMENTS	23
APPENDIX F LIST OF CERTIFICATION BODIES	24
APPENDIX G THE ROLE OF THE CERTIFICATION BODIES	25
APPENDIX H ORGANIZATION ACCEPTANCE & GUIDELINES FOR NEW ENTRANTS	27
APPENDIX J1 FEEDBACK	28
APPENDIX J2 COMPLAINTS TO CERTIFICATION BODIES	29
APPENDIX K THE INTERPRETATION OF CERTIFICATES ISSUED BY CERTIFICATION BODIES	30

COMPOSITION OF SECTOR SCHEME ADVISORY COMMITTEE, EXCLUSION OF LIABILITY, SELECTION OF CERTIFICATION BODY AND IMPLEMENTATION OF ISSUE UKAS 4

COMPOSITION OF SECTOR SCHEME ADVISORY COMMITTEE

Wood Protection Association (WPA)
Certification Bodies Group
Building Research Establishment Ltd. (BRE)
CSS formerly the County Surveyors Society
DfT – Highways Agency
United Kingdom Forest Products Association (UKFPA)
Fencing Contractors Association (FCA)
Environmental Noise Barrier Association
Chair of Sector Scheme 2A
Chair of Sector Scheme 2C

EXCLUSION OF LIABILITY

The Advisory Committee

- I have and accept no liability whatsoever for any failure of any system or systems assessed under this document or for the quality, fitness for purpose, or safety of any product or service which is subject of such assessment,
- II do not provide any representation or warranty as to any aspect of any such system, product or service, and
- III 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 only certification bodies accredited by UKAS under the guidance of the Technical Expert appointed by the Sector Schemes Technical Committee are permitted to certificate companies to this scheme, as described in Appendix G.

Prospective companies seeking registration under this scheme should ensure that they engage a certification body specifically accredited to assess against the requirements of this SSD. Specifiers, consultants, engineers etc. that require confirmation of compliance with the contract specification in respect of the supply of products/materials should confirm the current status of the quality assurance certificate issuer and that specific reference is made to this Sector Scheme.

IMPLEMENTATION OF ISSUE 4

This issue of the SSD can be implemented immediately for assessments in accordance with BS EN ISO 9001 : 2000.

INTRODUCTION

This Sector Scheme Document (SSD) relates to the quality management system requirements for the preservative treatment of timber.

Those using this Sector Scheme should use best practice of specifying any other relevant highway Sector Scheme as appropriate to the nature of the work being undertaken, e.g. Sector Scheme 2A The Design and/or Supply, Installation and Repair of Fences. Furthermore where there is a Sector Scheme in place it must be used.

It is acknowledged that a number of accredited certification bodies have obtained the technical competence to be able to provide quality management system certification for this construction activity and it was realised that there was a necessity for these bodies to agree to the same interpretation of BS EN ISO 9001 : 2000 standard for this scheme. Under the Chairmanship of the C.S.S., the Natural and Conferred Durability of Timber Sector Scheme Advisory Committee (NCDTSSAC) was set up in August 1996 to establish a UK Sector Scheme which would be used by the United Kingdom Accreditation Service (UKAS) as part of its assessment for certification bodies wishing to be accredited in the timber preservation field. This committee acts as an advisory committee to UKAS.

Much of the detail in this SSD builds on or makes direct reference to the BWPDA's Quality Guidance Note QGN 2. This document is due for revision.

The document is a live document with the technical committee meeting at least once per year to develop it as appropriate. Those using the SSD should always ensure that they have the current version of the document by contacting any of the certification bodies listed on Page 4 or UKAS at the address below.

Any observations or complaints relating to this document should be addressed to the relevant certification body listed in Appendix F or to :

The Chairman
The Natural & Conferred Durability of Timber Sector Scheme Advisory Committee
c/o UKAS
21-47 High Street
Feltham
Middlesex
TW13 4UN
Tel: 0208 917 8400
Fax: 0208 917 8500

INTERPRETATION OF BS EN ISO 9001 : 2000

1. SCOPE

This document describes the quality system requirements to be established by the Organizations responsible for the PRESERVATIVE TREATMENT OF TIMBER. It interprets the requirements of British Standard BS EN ISO 9001 : 2000 and should be read in conjunction with that standard and, where appropriate, BWPDA QGN 2.

The scheme is applicable to Organizations carrying out the treatment and supply of preserved timber. Organizations that achieve successful certification to the requirements of this Sector Scheme should register this fact with UKAS within three months of certification. Details will be published in the QA Directory published by the Stationary Office. The SSD shall be referenced in the Certificate of Registration.

References as listed in Appendix B have been utilised in the preparation of this document.

2. NORMATIVE REFERENCE

The following normative documents contain provisions which constitute provisions of BS EN ISO 9001 : 2000:

BS EN ISO 9000 : 2000 Quality Management Systems - Fundamentals and Vocabulary

BS EN ISO 9004 : 2000 Quality Management Systems - Guidelines for Performance

3. TERMS AND DEFINITIONS

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

Definitions

Client	The company/person/authority/body for which the work is being carried out.
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 Document.
Contract Specification	<ul style="list-style-type: none">i) As specifically required in the contract documents, e.g. Manual of Contract Documents for Highway Works: Volume 1 Specification for Highway Works (Highways Agency)ii) Contract specific appendices.iii) The contract drawings.
Customer	The company/person/authority/body engaging the Organization for the purpose of the work described in

	this document. (The main contractor where the Organization is a sub-contractor)
Quality Plan	The document setting out the specific quality practices, resources and sequence of activities relevant to the project (see Appendix A).
Quality System	The Organization's structure, responsibilities, procedures, processes and resources for implementing Quality Management to BS EN ISO 9001 : 2000.
Organization	The Organization responsible for the preservative treatment of timber.
*Organization's Manager	The person named in the Organization's Quality Plan as having managerial responsibility for the supply of preservative treated timber.
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'.)
*Technical Manager	The person named in the Organization's Quality Plan responsible for the technical interpretation and implementation of the requirements of the Contract Specification.
*Treatment Plant Operator	The certified operative named in the Organization's Quality Plan as having the responsibility, training and experience to establish and control the treatment operation to meet the requirements of the Contract Specification. This is to include initial selection of timber for acceptable species, limiting characteristics and moisture content.

* For smaller operations, some roles may be combined.

Abbreviations

BRE	Building Research Establishment Ltd.
CSS	Formally 'County Surveyor's Society'
DfT	Department for Transport
NCDTSSAC	The Natural & Conferred Durability of Timber Sector Scheme Advisory Committee

NHSS	National Highways Sector Scheme
SSD	Sector Scheme Document
UKAS	United Kingdom Accreditation Service
UKFPA	United Kingdom Forest Products Association
WPA	Wood Protection Association

4. QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Paragraph numbers refer to the relevant paragraph numbers in BS EN ISO 9001 : 2000. Where no reference is included in this Sector Scheme Document the requirements are as stated in BS EN ISO 9001 : 2000 without further qualification.

4.1 General requirements

Not specifically referred to.

4.2 Documentation requirements

- (i) 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.
- (ii) All contract specific documents shall be controlled, this will include, but not be limited to, as applicable:
 - a) Correspondence
 - b) Delivery notes and certification where required (e.g. timber species)
 - c) Records of rejected material
 - d) Contract documentation and Customer order
 - e) Customer drawings and records
 - f) Instructions to Treatment Plant Operators
 - g) Calibration and maintenance records for hydrometers, pressure gauges, moisture meters, thermometers, process chart records and other inspection, test and measuring equipment.
 - h) Methods to ensure the Organization obtains any amendments to the documents listed in Appendix B where appropriate to the scope of registration.
 - i) Test results for determination of specific requirements.

(iii) Control of Records

In addition to the Organization's own quality records, specific contracts may require additional records including the following:

- 1) Contract Specification.
- 2) Review records.
- 3) Quality Plan.
- 4) Instructions to Operatives.
- 5) Certification of supply of materials.
- 6) Purchase orders.
- 7) Calibration and verification records.
- 8) Production records.
- 9) Complaints.
- 10) Results of all tests undertaken which should be made available to the Client on request.
- 11) Plant Operator NVQ Level 2 certificate.

The Organization shall keep all records for a minimum period of 6 years or until the end of the maintenance or defects period whichever is greater. Record disposition after this period shall be defined in the Quality Plan.

5 Management responsibility

5.1 Management commitment

Not specifically referred to.

5.2 Customer focus

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

5.3 Quality policy

Not specifically referred to.

5.4 Planning

Not specifically referred to.

5.5 Responsibility, authority and communication

Not specifically referred to.

5.6 Management review

The Organization shall review the quality management system to ensure its continuing suitability and effectiveness at least once a year. Records of the review shall be kept.

6 Resource management

6.1 Provision of resources

Not specifically referred to.

6.2 Human resources

6.2.1 General

Not specifically referred to.

6.2.2 Competence, awareness and training

- (i) Timber treatment plant owners/managers have a statutory duty to ensure that those using wood preservatives are competent to do so and have received the necessary training, instruction and information. The BWPDA Guidance Note: "Standards of Training in Safe and Effective Wood Preservation and Damp Proofing" provides an approved basis for training.

- (ii) Treatment Plant Operators shall hold the National Vocational Qualification (NVQ) 'Wood Preserving – Industrial Pre-treatment (Construction) Level 2' (Q1053749) awarded by CITB/City & Guilds. Plant Operators holding the NVQ

are eligible to be and shall be listed in The British Wood Preserving & Damp-proofing Association (BWPDA) Register. Registration is valid for 5 years and is renewable on submission of satisfactory evidence of refresher training (details from BWPDA).

- (iii) Trainee plant operators shall at all times be supervised by a qualified (NVQ) operator.
- (iv) Records of training must be kept for each operator in accordance with statutory duties. Key quality tasks, e.g. moisture measurement shall be suitably identified in those records.
- (v) The Organization shall ensure that all Treatment Plant Operators have a working knowledge of the relevant parts of the documents listed in Appendix B.

6.3 Infrastructure

Not specifically referred to.

6.4 Work environment

Not specifically referred to.

7 Product realization

7.1 Planning of product realisation

The Organization shall determine and document how the requirements for quality will be met. The Quality Plan shall as a minimum address the topics listed in Appendix A.

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

Not specifically referred to.

7.2.2 Review of requirements related to the product

Not specifically referred to.

7.2.3 Customer communication

The Organization shall determine and implement arrangements to demonstrate that timber comes from sustainable sources when required. This shall include provision of third party certification to the Client if so required.

7.3 Design and development

Not specifically referred to.

7.4 Purchasing

The Organization shall establish procedures to ensure that all materials conform to the Contract Specification. All copies of certification to verify this

conform to the Contract Specification. All copies of certification to verify this shall upon request be passed to the Client.

7.4.1 Purchasing Process

The purchasing process shall include systems to establish timber sources, this shall apply to supplier selection, evaluation and re-evaluation processes.

7.4.2 Purchasing information

Not specifically referred to.

7.4.3 Verification of purchased product

Not specifically referred to.

7.5 Production and service provision

- (i) The Organization shall produce method statement(s) for the selection and treatment of timber.
- (ii) The Organization shall obtain copies of documents listed in Appendix B appropriate to the contract together with the Contract Specification.
- (iii) When a contract is signed and before treatment work commences, the Organization shall ensure that the following is documented and issued to the Treatment Plant Operator. A copy shall be retained for record purposes.
 - 1. Any special instructions relating to the programme of work.
 - 2. The timber species specifically required for the contract.
 - 3. Any additional instructions.
- (iv) This document requires compliance with inspection and testing procedures defined in QGN 2.
- (v) Inspection and testing shall be undertaken to demonstrate adherence to the specification. The methods and frequency of testing shall be defined in the Quality Plan (see Appendix A). The contract requirements shall be reviewed to establish whether any additional Client specified testing and inspection regime is to be adopted. Additional requirements will usually be included in contract specifications, e.g. Appendices 0/2 and 12/3 of the Specification for Highway Works.
- (vi) When appropriate the contract storage arrangements for all materials shall be stated in the Quality Plan.
- (vii) Systems shall be in place to ensure goods returned to stock are placed at the correct location in the material storage area.
- (viii) Procedures shall be in place to ensure compliance with conditions of consent relating to the approval of preservatives under the Control of Pesticides Regulations currently in force as well as any other statutory duties relating to health and safety.

- (ix) Customer Property

The Quality System shall include a procedure to be applied where the Customer or Client supplies material if this is identified in the Contract Specification.

7.5.1 Control of production and service provision

Not specifically referred to.

7.5.2 Validation of processes for production and service provision

Not specifically referred to.

7.5.3 Identification and traceability

The timber shall be controlled and records made to allow for the timber source to be identified. When required this shall be used to demonstrate that sustainable sources have been used.

7.5.4 Customer property

Not specifically referred to.

7.5.5 Preservation of product

Not specifically referred to.

7.6 Control of monitoring and measuring devices

- (i) Any inspection, measuring and test equipment in use shall be checked for accuracy at intervals not exceeding twelve months and records kept. All equipment must operate within a tolerance that shall be stated in the Quality Plan. Daily checks shall be carried out on site and records kept to confirm that control equipment is indeed working and is not damaged. Equipment used for calibration checks shall not be used for any other purpose. These shall initially be re-calibrated with direct traceability to National Standards at intervals not exceeding one year from the date of the first calibration. Thereafter at intervals not exceeding five years.
- (ii) Moisture measuring equipment shall be checked prior to each days use using a calibrated electrical resistance check box or other validated method, e.g., moisture contents derived from oven drying samples. The equipment shall be checked over at least three representative points over its working range and the maximum allowable error at any point shall be $\pm 1.0\%$ moisture content at that measuring point, e.g. for a true reading of 28% the meter shall indicate a moisture content in the range 27.0% to 29.0%.
- (iii) Equipment used for calibration checks shall be re-calibrated traceable to National Standards at intervals not exceeding one year, this equipment shall not be used for any other purpose. Equipment calibration errors or deviation from the actual value must not be known and taken into account. Records of all equipment in use, their calibration status and verification checks undertaken shall be established and maintained. Calibration requirements are set out in Appendix E of this document.

8 Measurement, analysis and improvement

8.1 General

Not specifically referred to.

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

Not specifically referred to.

8.2.2 Internal audit

- (i) A programme shall be initiated to ensure internal audits are undertaken which fully cover within each twelve-month period all aspects of the quality management system as applied to the preservative treatment of timber.
- (ii) Internal audit frequency should be in accordance with the level of discrepancies detected, i.e., significant or repetitive non-conformities noted during audit or highlighted following customer complaints may require further investigation by carrying out an additional internal quality audit.
- (iii) Guidance is given in BS EN ISO 19011 Guidelines for quality and or environmental systems auditing.

8.2.3 Monitoring and measurement of processes

Not specifically referred to.

8.2.4 Monitoring and measurement of product

Not specifically referred to.

8.3 Control of nonconforming product

Any materials identified as not conforming to the specification must be formally accepted under concession in writing by the Client, the material is otherwise to be considered as rejected. Batch labelling and delivery documentation shall clearly identify any such reclassification.

8.4 Analysis of data

Not specifically referred to.

8.5 Improvement

Not specifically referred to.

APPENDIX A: REQUIREMENTS FOR QUALITY PLANS

1. The Quality Plan shall address:
 - a) Definitions of the product to be provided.
 - b) The Organization's structure describing the line of command and stating the names of the Organization's Manager responsible for the contracted work, the Technical Manager and Treatment Plant Operator and their training. Where it is proposed to use a sub-contractor, this should be stated and details provided. All sub-contractors shall also comply with all the requirements of this Sector Scheme. The Client is deemed to have the right to review non-conformities arising from the review of the contract.
 - c) Identification of the relevant parts of the Organization's Quality Manual relevant to the product or service being provided.

Note: Copies of the Organization's general procedures covering these items shall be made available for examination by the Client's representative and copies provided if requested.

- d) The Customer's nominated quality manager, project manager and/or other representatives through whom communication is to be made throughout the contract. An Organization's representative who can be contacted at all times when works are being undertaken must be identified.
- e) Arrangements for the storage of contract documentation.
- f) Details of disposition of records after 6 years.
- g) The inspection and testing regime to be adopted covering frequency, methods of test, responsibility for testing and acceptance criteria.

Unless otherwise specified, the following are minimum inspection and testing requirements for determining the outcome of preservative treatment:

i) Treatment in accordance with a process specification.

Compliance with the process requirements shall be demonstrated by a confirmatory record of the treatment process from a calibrated automatic recording device, e.g. chart recorder or computer print-out; together with details of preservative formulation used (e.g. unambiguous commercial name but including, where determined by the treater, concentrations of active ingredients) and, where relevant, the moisture content of the wood before treatment.

ii) Treatment in accordance with a penetration and retention specification or where the specification includes penetration and/or retention requirements.

Compliance shall be demonstrated by testing individual pieces (units) taken at random from the treated batch. The number of units shall be as specified by ISO 2859-1 for inspection level II and AQLs of 10% for permeable timbers and 25% for all other timbers. The procedures for selecting units and determining penetration and retention are detailed in BS EN 351-1.

Guidance on taking samples for analysis from selected units is given in BS EN 351-2. This standard includes an explanatory annex (Annex A) on the use of inspection levels and AQLs in selecting the number of units for examination. The AQL is the maximum number of units per hundred that can sub-standard as a process average without the batch produced by that process being rejected.

2. Specific contracts may require statements for the following:
 - a) Inspection and testing regime to be adopted covering frequency, methods of test, responsibility for testing and acceptance criteria (where different from Clause 1.g) above).
 - b) Details and disposition of quality records after 6 years or at the end of the maintenance or defects period if longer.
 - c) Control of non-conforming product.
 - d) Name and address of Customer
 - e) Locations of sites for the contract.
 - f) Specification and/or Contract Drawings.
 - g) Quality of timber for the works and the commencement and completion dates for the contract.
 - h) Type(s) of timber and preservative treatment applied.
 - i) Any requirements additional to or modifying those in the Standard.
 - j) Any Client specified testing requirements and responsibility for testing including supply of test equipment.

- k) Timber source information, including third party certification.

Note: Where certain aspects of this information cannot be obtained, or is not provided, this fact shall be noted in the Quality Plan against the appropriate section. Specific contracts may require that reference also be made to additional supporting documentation, e.g. Sample Appendix 1/24 in Volume 2 of the Manual of Contract Documents for Highway Works, Notes for Guidance on the Specification for Highway Works.

APPENDIX B: REFERENCE DOCUMENTS

Reference documents relevant to this Sector Scheme at the date of issue.

This listing is not comprehensive; other documents may be required to fulfil the requirements of the contract. Organizations shall ensure that they hold copies of all the documents including amendments unless stated otherwise in the specification.

1. British Standards

The edition referred to is the latest version unless specifically dated below.

- a) BS 5589: Code of practice for the preservation of timber.
- b) BS EN ISO 9001 : 2000: Quality Management Systems – Requirements.
- c) BS 4072: Copper/chromium/arsenic preparations for wood preservation.
- d) BS 144: Coal tar creosote for wood preservation.
- e) BS EN 351-1: Classification of preservative penetration and retention.
- f) BS EN 351-2: Guidance on sampling for the analysis of preservative-treated wood.
- g) BS 6000: Guide for the selection of an acceptance sampling system, scheme or plan for inspection of discreet items in lots.
- h) BS 6001: Part 1: Specification for sampling plans indexed by acceptable quality level (AQL) for lot-by-lot inspection (ISO 2859-1 is also acceptable).
- i) BS 1722: Fences (note: relevant part as called up in specific contracts).
- j) BS EN ISO 19011 Guidelines for quality and environmental systems auditing

2. The British Wood Preserving and Damp-proofing Association Quality Guidance Note QGN 2. The controlled preservation of timber and wood-based materials to improve their durability. Issue 2, April 1998.

3. BWPDA Guidance Note: “Standards of Training in Safe and Effective Wood Preservation and Damp Proofing”.

5. Manual of Contract Documents for Highway Works – Volume 2 Notes for Guidance on the Specification for Highway Works, and amendments*, in particular:

Series NG000	Introduction
Series NG100	Preliminaries
Series NG300	Fencing
Series NG2500	Environmental Barriers.

*Note: Volumes 1 and 2 of the Manual of Contract Documents for Highway Works are normally amended on an annual basis. Organizations shall ensure that they have up to date copies of the latest amendments, information can be obtained from the Highways Agency Information Line on 08457 50 40 30.

6. Manual of Contract Documents for Highway Works – Volume 3 Highway Construction Details.
7. Other product and application specifications and Regulations issued by Government Departments, statutory and Local Authorities, BWPDA or any other specifications as appropriate and agreed between the Organization, Customer and Client.

APPENDIX C: TRAINING AND HEALTH AND SAFETY

Organizations are reminded of the legal requirements to provide health and safety training in accordance with the relevant legislation.

Refer to section 4 Quality Management System Requirements paragraph 6.2 'Competence, Awareness and Training' of this document for training requirements.

Details can be obtained from the Wood Protection Association (WPA) at the following address:

WPA
1 Gleneagles House
Vernongate
Derby DE1 1UP

Tel 01332 225100
Fax 01332 225101
Email: info@bwpda.co.uk

APPENDIX D: REGISTER OF DESIGNATED TREATMENT PLANT OPERATIVES

Each Organization shall maintain a register of designated Treatment Plant Operators. An example of one form of register is shown below.

NAME OF COMPANY:

QA CERTIFICATION BODY:
REGISTRATION NUMBER:

Full name of Operative	NVQ Certificate Number	Date of NVQ Certificate	BWPDA Register Number	Expiry Date of BWPDA Registration	Name & Signature of Suppliers Manager

APPENDIX E: CALIBRATION REQUIREMENTS

All calibrations shall be carried out at least once per year. Different periods between calibrations may be required/permitted if experience suggests that this period is inappropriate or excessive. Guidance is given in BS EN 30012-1 "Quality assurance requirements for measuring equipment Part 1. Metrological confirmation system for measuring equipment".

Device	Reference Standard*	Permission Deviation
Process recording devices		As per individual devices
Thermometers	BS593:1989	$\pm 2^{\circ}\text{C}$
Pressure gauges	BS 1780: 1985	± 1 Bar
Vacuum gauges	BS 1780: 1985	± 0.1 Bar
Electrical resistance moisture meters		$\pm 1\%$ moisture content
Hydrometers	BS 718: 1991	$\pm 5\%$
Time clocks		± 2 minutes in any one hour period

*Organizations wishing to use devices not in accordance with a recognised British or European Standard shall provide evidence of equivalent accuracy.

APPENDIX F: LIST OF CERTIFICATION BODIES

Certification Body	Telephone Number
Lloyds Register Quality Assurance Limited	024 7688 2399
B.S.I.	0845 080 9000
BM TRADA Certification Limited	01494 565484

APPENDIX G: THE ROLE OF THE CERTIFICATION BODY

Scope

This appendix provides specific requirements relating to the necessary expertise and experience that Certification Bodies and their evaluation team shall have in order to operate and administer the scheme in addition to the normal requirements of United Kingdom Accreditation Service (UKAS) for accreditation.

A Qualifications of Certification Body

1. The Certification Body shall be accredited by UKAS to the requirements of BS EN 45012 to issue certificates for quality management systems in accordance with BS EN ISO 9001 : 2000 and this SSD.
2. The Certification Body must be able to demonstrate to UKAS and the Advisory Committee that it possesses and can maintain the necessary in-house expertise and experience within its Organization for the assessment of timber preservation operations.

B Evaluation

1. The Certification Body is responsible for ensuring that the evaluation team which carries out the audit for the Quality System Certificate, possess a demonstrable expertise of the timber preservation industry. Assessment of the Certification Body's ability to co-ordinate a competent team will be made by UKAS during surveillance visits of the Certification Body. Typical knowledge and skills expected by the assessment team are as follows:
 - a) IRCA Registered Lead Auditor of quality management systems or equivalent.
 - b) Knowledge of timber species, timber limiting characteristics, and timber preservation methods and techniques sufficient to understand the process employed and the controls necessary to ensure delivery of conforming product. Typically this would include knowledge of moisture measurement, treatment plant operation, identification of common timber species and methods of quantifying the impregnation of preservative into treated timber. (Conveyance of this knowledge to assessment staff will be determined by the Certification Body and will be audited by UKAS).
 - c) Have a demonstrable ability to understand specifications and drawings, including an awareness of all of the relevant specifications, e.g. Specification for Highway Works.

2. The Certification Body shall provide to the NCDTSSAC details of newly registered companies deemed competent to undertake timber preservation within 14 days of registration of such companies. Additionally certification bodies shall immediately notify the NCDTSSAC when companies have been de-registered.
3. The quality system certificate, which shall include reference to this SSD, will be issued to a model that conforms to the requirements of UKAS and indicates competence under this SSD. The certificate shall include the type (and subtype if appropriate) of timber preservation for which the registered company has been assessed.
4. The Certification Bodies involved in certification to this scheme shall provide feedback on the effectiveness of the scheme to NCDTSSAC as part of the annual scheme review.

APPENDIX H: ORGANIZATION ACCEPTANCE AND GUIDELINES FOR NEW ENTRANTS

1 Organization Acceptance

- a) For work carried out on roads managed by the Highways Agency, The Scottish Executive Development Department, The Welsh Assembly Government and The Department for Regional Development, Northern Ireland or their agents, 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.
- b) For work carried out on roads managed by other highway authorities, acceptance of the Organization will depend on the requirements of the contract.

It will be the responsibility of the Certificated organisation to inform the compilers of the Schedule of Suppliers (currently LANTRA Awards) that it has received certification against the Scheme within 14 calendar days of confirmation of certification - this shall be a requirement for newly certificated organisations and those renewing certification. Organisations shall additionally inform the Secretary of the Advisory Committee to the Scheme of when they receive first certification and/or have certification renewed.

Certification Bodies shall notify the Secretary of the Advisory Committee to the Scheme and the compiler of the Schedule of Suppliers when an organisation is de-certificated. This will enable an accurate and extant database of certificated organisations to be maintained for public information and reference (<http://www.lantra-awards.co.uk/highways.htm>).

2 Guidelines for New Entrants – Requirements

In October 1999 the advisory committee considered whether there was any need for guidelines for entry to this scheme. The committee unanimously agreed that it was unnecessary to provide advice other than to apply to any relevant UKAS accredited Certification Body which has been accredited to undertake assessments against this Sector Scheme Document.

APPENDIX J1: FEEDBACK

Any observations or complaints relating to this document or the process described herein should be addressed to the Committee Secretary

The Natural & Conferred Durability of Timber Sector Scheme Advisory Committee
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: COMPLAINTS TO CERTIFICATION BODIES

Complaints relating to certification matters in respect of alleged deficiencies in the product provided under this scheme should in the first instance be taken up with the Organization. In the event that the matter cannot be satisfactorily resolved written complaints should be made to the Organization's certification body, detailing the problem identified. Contact numbers are given in Appendix F.

Problem Identified:

Organization's Details:

Name:

Address:

Complaints

Name:

Organization:

Address:

Date:

Signed:

APPENDIX K: The Interpretation of Certificates Issued by Certification Bodies

The certification bodies issue a variety of styles of Certificates of Registration, which may or may not include the scope of the registration and the location of premises that are covered by the certificate of registration.

The full scope of registration may be included on the certificate or in an Appendix, it may be a text list or described as a schedule. Other Appendices or addendum may also be used to list the Organization's premises included in the certification.

In order for the registration to be valid with respect to this and other Sector Schemes the scope of registration must include specific reference to the Sector Scheme. A list of work activities appropriate to the Specification for Highway Works is not sufficient to indicate compliance. The words 'National Highway Sector Schemes' must be included along with the scheme number. Where possible the scheme title should also be included, e.g. '4 – Sector Scheme for Conferred and Natural Durability of Timber'.

Many organizations operate from several locations eg regional offices, asphalt plants, service depots etc. It is important that each and every location covered by the certificate of registration is identified by the certification body and included with the certificate as an essential part of the registration process. This may be achieved by the attachment of an addendum or appendix that is referred to on the certificate of registration. The Addendum or Appendix shall include sufficient information that will identify the scope of registration at each location and where applicable the relevant category of work that can be undertaken at that location e.g. type of vehicle restraint system that can be installed.

The following are example models for the certification.

Figure 1 shows the scope of registration on the certificate and

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

Figure 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 **BS EN ISO 9001:2000 AND THE FOLLOWING NATIONAL HIGHWAY SECTOR SCHEMES**

For the following scope of registration
[List of appropriate highways related works].
National Highways Sector Schemes
[Sector Scheme number and Title]
[Sector Scheme number and Title]
[Sector Scheme number and Title]

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

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

Signature

[Name & Title of Certification Body Official]

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

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

[List of appropriate highways related activities]
National Highway Sector Schemes
[Sector Scheme Number and Title]
[Sector Scheme Number and Title]
[Sector Scheme Number and Title]

<i>Depot, Regional Office etc</i>	<i>Applicable Sector Scheme(s)</i>	<i>Scope of Registration</i>
<i>[Depot 1]</i> <i>New road, Newtown</i>	<i>[Sector Scheme Number and title]</i>	<i>[Detailed scope]</i>
<i>[Depot 2]</i> <i>Old Road, Oldtown</i>	<i>Scheme Number and title</i>	<i>[Detailed scope]</i>

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