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| Reinstatement Quality Plan Example  RA/SU |

# Version Control

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| **Date** | **Version** | **Changes Made** | **By whom** |
| XX | XX | XX | XX |
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|  |  |  |  |

# General Guidance

In this document notes are highlighted as general Notes, bounded in a green box, Cautionary notes bounded in an amber box and Warnings bounded in a red box.

Note: This quality plan should only cover works carried out by your organisation and organisations working on your behalf. It is not intended to describe the quality control for works being carried out by others.

In some cases, you may provide an example copy of your internal paperwork, timeline or work flow diagram for certain processes.

Where it cannot be inserted into the main text easily, it should be included as an appendix. Where appendices have been included, please ensure they add value and are referenced in the relevant areas of the RQP.

Evidence requests may arise from a visit from the SRWC staff, at which point the documents referred to in your plan will need to be produced within a reasonable timescale.

Within the plan, you generally need only refer to document/electronic system/other record with a short description.

To aid explanation, providing some blank forms as appendices may reduce the risk of the SRWC finding the process described unclear. Please note that you are not being required to provide all your supporting evidence with the plan.

Warning: Where non-compliance is identified in any area of your reinstatement quality plan you must describe how this will be dealt with.

# **Executive Summary**

The Executive Summary will be a high-level statement confirming the desire of the business to meet the standards it is obliged to – for road works purposes these will primarily arise from the New Roads and Street Works Act 1991(NRSWA) but will include broader obligations. You may wish to include your organisations vision or part of its corporate statement here or detail your organisations culture and priorities. This will likely include a commitment to reducing carbon, zero waste, zero harm, or a ‘go beyond’ approach. This section is mandatory and will be organisation specific.

This statement should be signed by official(s) responsible for the Reinstatement Quality Plan (RQP). The RQP will be signed and authorised by the relevant senior officials within each organisation. The RQP may include an organisation chart.

Further notes – an RQP can include any detail that an organisation feels relevant to the undertaking of road works, in some cases this may be wholly unique to the organisation or may follow an internal styling guide or corporate branding. This is a high level example of how an RQP may be structured. It is expected your organisation specific RQP will include more detail.

* + - **Our statement** Our statement on quality is X – Signed by Appropriate Organisation Contact
    - **Our core values** Our core values are W,Y,Z

# Organisation Structure

A short paragraph giving context to the information to come. The language used within an organisation is likely to be unique; what one organisation calls an inspector may not be how the same role is described elsewhere. It may be that where two organisations employ ‘inspectors’ they are carrying out very different tasks. The information is only clear when your general structure is known and described briefly. Please note, the Scottish Road Works Commissioner (SRWC) is not approving your internal structure or commenting on how you are or should be set up or what certain posts should be called – you are providing the SRWC with the necessary context for how your organisation operates so that your plan is sufficiently clear. Your plan will by default apply to anyone working under your statutory powers, if you have separate process for contractors, you should detail them separately in those sections.

You should include information about where you are based, (example – we are based in Large Utility Firm House in Glasgow, with a noticing team based in Noticing House in Dumfries) and you may wish to provide a map or other building list if you operate in several areas. Please do not include an entire company history, pay scales, working hours, personal details, or a general asset list. If you have a shed in Nairn which only handles pipe storage, there is no benefit to including it here unless it is central to your quality measures.

Likewise, the SRWC is unlikely to have a need for an exact list of operative numbers, general information is suitable.

* + - **Our organisation** who we are, our size and structure
    - **Our stakeholders** our stakeholders and services (brief, not an overview of entire business, essential where your organisation has two separate licenses/divisions e.g. a separate gas and electricity arm)
    - **Extent** where we operate in Scotland. Not as a replacement for the Area of Interest submission, but to provide context on how the business operates – should be very general (we work predominately in the central belt/Scotland wide/only on Orkney rather than ‘we have 2km of assets in Glasgow city’

ORGANOGRAM – Organograms included with an RQP should contain job titles/work streams/department names rather than individuals. All relevant roles identified in the organogram must be made aware of the content of the RQP. This removes General Data Protection Regulations (GDPR) issues and reduces the number of times the document needs to be amended. The plan should cover the general structure of the business and give context to the responsibilities detailed, and does not need to cover the entire business, just the parts associated with road works.

# Performance Management

## Training

This section should detail your organisation’s approach to training. All staff and contractors working on your organisation’s behalf will be trained to the same standards. We acknowledge that lack of adequate training can lead to both reduced quality of work and increased risk of harm to site personnel and the wider public.

Example:

1. Noticing/Co-ordination Training:
   * + Noticing and administrative staff are trained using in house method A, SRWR training course X/Y/Z, or other method. Staff attend user forums/have a buddy system for peer learning etc.
     + Our internal training covers all relevant timescales involved (e.g. noticing periods, TTRO, Traffic Management process).
2. Safety At Street Works Training:
   * + Street Works Operatives/Supervisors Training. We are aware of the requirement to undertake a site specific risk assessment at all sites covered by the safety code.
     + Excavation/Reinstatement Squad Training:

* operatives and supervisors will hold the required qualifications.
* we host regular toolbox talks, we have X forum for training and peer learning. Representative A (job title) is responsible for identifying training needs, our staff are apprised X monthly/have a weekly 1-2-1/have an annual review where training needs are formalised.
  + - Our team responsible for safety makes us aware of changes in site requirements.

1. Health & Safety:
   * + Safe Digging Techniques
     + we are aware of the requirements such as Avoiding Underground Apparatus HSG47, Overhead Lines GS6, Excavations HSG185 etc.
     + our staff are trained and competent to identify hazards and risk factors that have the potential to cause harm, using options such as method statement, safe systems of work, risk assessments etc.
     + Our team responsible for safety makes us aware of changes in legislative requirements.
2. Miscellaneous – details of training relevant to road works

* The following areas should be considered:
* Waste Management.
* Customer Service Training.
* Equalities Act Training.

Note: the expectation would be a statement that refers to the organisation’s training policy. You may want to refer to schemes such as Investor in People etc however you do not have to refer to specific individuals or courses.

## Forward Planning and Co-ordination

This section should cover the pre-site period, and in particular the approach to the four main pillars mentioned in section 2.3 of the RQP Code of Practice (CoP). If you have already provided a structure/overview you can use terms like ‘the noticing team’ without further comment. This section is only concerned with your own works – for roads authorities there is no requirement to provide detail on how your organisation manages utility work on the network or inspects work carried out by others.

Example:

1. Co-ordination – We are aware of the NRSWA and Co-ordination CoP requirement to coordinate:
   * + we attend X area Road Authority and Utility Committee (RAUC) meetings/host a local RAUC – representative A (job title) in our organisation attends RAUC meetings. Detail how is information shared/returned.
     + we attend other bespoke meetings; attend/host pre-start meetings on larger jobs.
     + we connect RAUC(S)/SRWC performance to site work this way (poor performance in area A fed back and sanctioned).

* Details on what our prior planning includes, providing a return to RAUC meetings/affected bodies formally outlining our plans.

1. Forward planning – Detail on how we ensure accurate information on notices:
   * + we have methods in place to read notice comments and respond (give details).
     + we manage our incoming notices to ensure we meet Co-ordination CoP timescales for response this way.
     + we receive and send additional information when requested - SRWR, by email etc.
     + X team has overall responsibility for Co-ordination CoP compliance.
     + we do refresher training X monthly.
     + our general policies – e.g., we have a general policy not to undertake works in proximity to X event.
     + we actively check the Scottish Road Works Register (SRWR) for conflicts/activity X triggers contact with the relevant bodies (e.g. flagged SRWR conflict triggers contact with Road Authority(RA)/conflicting Statutory Undertaker (SU)).
2. Noticing – Detail on how we notice road works:
   * + we create and update notices adhering to the Co-ordination CoP.
     + we can provide evidence of this via email/Standard form/log etc. Representative X (job title) has responsibility for new notices, representative Y for updates, representative Z for site information (if needed).
     + any processes in place, exceeding the requirement of the Co-ordination CoP, for example if you are making use of the SRWR Works Promoter app for Starts/Stops mention this.

**Note:** For noticing you should provide an overview of your internal noticing system, the flow of information from originator of works to SRWR, any internal forms or electronic systems in place (include detail as an appendix if needed).

You should outline that you are aware of your obligations under the appropriate code and detail how you ensure that the information required for a notice reaches the SRWR and in the right timeframe.

You should also describe how you ensure that all notifiable works are notified, where responsibility lies for ensuring this takes place, how you verify the information on notices, what in house methods you have of determining that each work is noticed and what evidence you could provide to confirm this is the case.

You should also include detail of how you respond to SRWC performance monitoring. E.g. if your process as described is followed, but SRWC Performance Review shows a large number of overrunning works, how is that information from Area RAUC returned to your wider business and addressed?

You may also mention lessons learned from Fixed Penalty Notices/Potential Noticing Offences.

You do not need to provide detail on how the system is used (e.g. person logs in, finds the correct street, enters information and so on). You can assume that the SRWC knows how the system operates and what you are required to put in it.

Caution: For Non-Notifiable Works you may include a high-level statement that where works do not require a notice (e.g. Minor Works without excavation/Mobile Works) your expectation is that applicable parts of the Quality Plan will still be followed. Alternately, you could provide a short ‘non notifiable’ process section.

1. Collaboration – Detail on how collaboration is achieved:
   * + we actively look for collaborative working opportunities in X way.
     + we respond to comments on notices Y way.
     + we co-ordinate works to take place prior to any resurfacing works.
     + any other pertinent information/feedback from local RAUC Co-ordination meetings etc.

Note: For smaller works it is likely that date planning is based around ‘earliest dates possible’ for the notice type. For larger works it is anticipated, as per the Co-ordination CoP, that; advance notice is given, plans discussed at area or local RAUC, collaboration & trench sharing opportunities discussed and, in the case of roads authority resurfacing works, active planning for prior utility works and repairs. How and who does this for your business should be covered.

1. Plant Information – Detail of how plant information is collated and used:
   * + we are aware of the safety impact of works on our workforce and the public, and the legal obligations.
     + plant information required for the site area is determined at earliest opportunity.
     + it is X’s responsibility to request and collate the required plant information and Y’s responsibility to check for accuracy.

Note: For Plant information gathering; describe your internal process for ensuring every work requiring plans has them, how you ensure these are on site and who is responsible for this. Who ensures they are read, that they cover appropriate area and are current?

Details of what evidence can be provided to demonstrate this has been completed should be provided, do you hold the plans after works completion and for how long?

How do you ensure your operatives can read and understand plans, and what training you provide?

Please note, in many cases this will be the same information requested by the Health and Safety Executive in the instance of an investigation

1. Risk Assessment – Detail of risk assessments are carried out:
   * + we undertake a pre-works risk assessments.
     + we use competent staff to carry out risk assessments.
     + we can provide evidence of this in the form of X.
2. Traffic Management – Detail of how traffic management requirements are assessed:
   * + we undertake on-site assessment of the requirements.
     + we use competent staff to determine the traffic management requirements.
     + we accommodate period X for reasonable agreements/advertising of Temporary Traffic Regulation Order (TTRO) etc.
     + we can provide evidence of this in the form of X.
3. Communication – Details of the how communication with the public is undertaken at the pre-planning stage:
   * + advance communication will be proportionate to expected disruption as we are aware of the disruptive nature of road works on the public.
     + we may arrange an information event for high impact works, we publish works information on our own website, we letter drop affected homes in X way.
     + we describe the process for enquiries in the Customer Care section covered later in the RQP.
     + we can provide evidence of this in the form of X.

Note: Provide examples of what you normally do by work type, and you should explain how you group your work streams. For example, you may have a process for large and small works, for reactive or planned works, for major or minor works, or you may have a single process for all depending on the scale of the organisation.

You should detail what you have in place to receive feedback from either the public or affected properties, how you respond to those communications, any timescales to respond and what the escalation procedure would be. It is likely that most of your procedure is constrained by a regulator, the public services ombudsman, data legislation or similar – in which case you can highlight that you have legal/regulatory/other obligation to respond or inform in a certain way, confirm that you do this, while also covering what you do beyond that requirement.

You should also cover the scope of letter drops/online information or variable message signs where appropriate.

After work surveys are not strictly part of pre-works communications, however, unless you opt for a separate customer experience section, this is the most appropriate place to provide this detail.

1. Equality Act – Details of how we apply the act:
   * + we determine specific risks (such as home oxygen, emergency vehicle access) and where necessary draw up a specific site risk assessment and communicate to staff.
     + how we ensure our staff can respond to those identified above.
     + how we ensure safety code compliance specifically for access requirements.
     + if an equality issue is raised how is that dealt with and in what timeframe.

## Monitoring Co-ordination

This section should give details of how you monitor your own performance in the pre-site stage. An internal audit system or performance targets may form part of an appraisal system. You may report at a senior level on how your performance compares to SRWC targets or specific organisational targets. There could be overlap into a wider audit system or performance management system. This paragraph should cover your organisation’s commitment to internal monitoring.

Example:

1. Internal/external audit. Details of audit processes.
   * + Our audit team undertake random checks of our notice compliance in X ways and return the information to person A (job title).
     + We undertake audits of the SRWR management and other coordination activities.
     + Failed audits are documented and reviewed by person B (job title) as part of continuous improvement.
2. Performance requirements
3. Annual objectives include relevant quality targets.
4. This may include
5. Potential noticing offences
6. Customer communications
7. RAUCs attendance
8. Contact details
9. Notice accuracy including traffic management details
10. Early and late starts
11. Extensions
12. Overrunning works
13. Directions received

Note: Please note that if performance targets are further tied into a bonus or uplift, the SRWC has no need to know the value or specifics. Objective setting does not need to be tied directly to the SRWC performance dashboard, for example a customer care manager may have a target to respond to ‘complaints’ within a certain timeframe, with a target of 90% responded to on time. A reinstatement manager may have a target of 90% or above compliance in national coring, a noticing manager may have a target of 100% of works with contact details over a 12 month period.

## Onsite Works

This section should give details of how you monitor your own performance while works are in progress onsite. This opening paragraph should refer to RQP CoP Appendix C section 4 and the appropriate detail in chapter 2, Performance Management.

Example:

1. Pre-start checks
   * + We record any detail of pre-assessment agreements or discussions on internal management systems or the SRWR e.g. Roads Scotland Act, 1984 (RSA) Section 96 agreements, dilapidation surveys, materials agreements etc.
     + Prior to commencing works onsite photos/ videos of the existing site condition should be recorded. These could be stored on an internal management system or the SRWR. We hold this info for X years for the following purposes:
     + settling future liability.
     + evidence for any pre site discussions.
     + evidence should the SRWC issue a request for information in relation to compliance notices.
     + Operatives will follow the guidance in the relevant regulations and specifications for working near trees.
2. Job/Work Packs
   * + Our job/work packs contain documents A, B, C, D. and are in paper/electronic format.
     + They are issued by Person A (job title), who is responsible for their accuracy and completeness. Person B (job title) has responsibility for their use on site.
     + No excavation activity will commence until the site is marked up in line with plans in the pack and service location activity is completed.
     + If plans are not available for emergency works we follow X process Health & Safety Guidance: 47 (HSG47).
     + Describe what systems are used for plant information, Vault or another system.
     + We hold plans of plant information for x number of days after works.
     + We take appropriate action where we discover operatives are not using plans or cause damage.
3. Site Plant/Equipment
   * + No work will commence until site specific risk assessment is carried out.
     + Only trained operatives use equipment. It is Person D’s (job title) responsibility to ensure operatives have the necessary qualifications and they are competent to undertake those tasks.
     + All equipment will be calibrated per the manufacturer’s guidelines before use and will be regularly maintained. Defective equipment will not be used, and operatives will report any equipment that is found to be faulty or breaks down.
     + Operatives will be aware of how and where equipment will be stored securely onsite including overnight.
     + We ensure Signing Lighting and Guarding (SLG) is fit for purpose and well maintained.
4. During Excavation
   * + Site instructions for working near obstacles such as overhanging wires, trams. trees etc will be communicated where risk assessments identify these potential risks.
     + All excavations will be assessed to ensure they have adequate shoring/ edge support where required per our policy, HSG185 and Construction Design and Management (CDM) regulations.
     + Exposed apparatus will be appropriately supported or covered.
     + Excavated material will be separated and stored appropriately for removal or reuse. Where possible materials will be recycled.
     + Where excavations have been left unattended, prior to works recommencing onsite they will be cleared of any contamination such as litter or water.
     + Photos should be taken during the excavation phase and stored on internal management systems or the SRWR.
5. Reinstatement
   * + First time permanent reinstatements will be completed wherever possible.
     + An internal audit system is in place to inspect X% of works in progress. Results of these will be stored on internal management systems or the SRWR and may include photos.
     + Any non-compliances identified will be managed through process X to ensure that these are resolved, and sites are compliant with all required regulations.
     + Information will be gathered during reinstatement processes and retained on the following (this list is not exhaustive):

* quarry tickets,
* temperatures (site-based check, time limits etc)
* materials including any recycled materials,
* layers,
* compaction results,
* apparatus depth etc.
  + - Any interim or specialist surface reinstatements will be planned and completed within required timescales.

1. Post Reinstatement
   * + An internal audit system is in place to inspect X% of completed reinstatements. Results of these will be stored on internal management systems or the SRWR and may include photos.
     + Any non-compliances identified will be managed through process X to ensure that these are resolved, and sites are compliant with all required regulations.
     + Team X (team name) are responsible for monitoring, responding to and managing reinstatement failures.
     + Performance reports will be provided to evidence compliance with the required regulations and specifications.

Note: Detail how your organisation approaches on site work, and cover at a high level who is responsible. The majority of your RQP will fall within this section. It may not be necessary to provide every supporting policy as part of the RQP, for instance you may reference an organisation wide shoring policy, without reiterating it word for word. If it adds value it can be included (for example see Appendix A). Please be prepared however, that on receipt of your RQP, the SRWC may still request a copy of the policy, if they consider it necessary information to be able to approve the plan.

The materials and reinstatement section may look different between utility RQP and non-utility RQP.

For non-compliances, the focus should be on how you respond within the timescales and how you effect the repair. You should also cover what feedback, learning and monitoring you undertake.

Warning: The process for management of unplanned/ reactive works may differ from planned works. Where this is the case, both processes must be documented in your RQP.

Caution: Where works are being completed under a NRSWA 1991 Section 109 permit, a copy of the permit must be included in the job/ work pack onsite.

## Material Selection

The selection of appropriate materials is key to the standard of the reinstatement. Consideration of materials should encompass, not only the type of material but the reasons for choices, transport arrangements and alternatives.

1. Outline our commitment to using the appropriate materials.
2. Outline our commitment to reducing transport emissions.
3. How we undertake after use analysis of performance – have the materials performed as expected? Have we undertaken root cause analysis on coring or other failures?
4. All materials must comply with relevant specification.

## Non-destructive Testing

It is expected that all organisations will test compaction at relevant points in construction.

1. Outline our organisation’s commitment to undertake non-destructive/compaction testing, including root cause analysis and corrective actions.
2. Confirm we commit to on-site checking, provide detail on scope and records.
3. Describe where these records are held, how long for and how immediate corrective action is undertaken at site level.
4. We confirm the data we collect, all internal analysis of results and where in the organisation this information is reported to.

Note: The use of non-destructive testing techniques for gathering evidence has become easier and more accessible over recent years. Organisations should detail which device you use to undertake this, how often and how you analyse this data. Organisations should explain lessons learnt from any data and how this informs continual improvement. If you have a procedural manual for how to use, calibrate and read any specific device you do not need to provide it here, but be aware that the SRWC may ask for one if it is consider necessary.

## Visual Inspection

This section will describe how your organisation carries out inspections of their own works in progress and of their own completed reinstatements. All organisations are expected to follow the advice given in the relevant codes of practice and any other relevant good practice guidance.

1. In progress Inspections will include.
   * + Compliance checks of the safety of works, and compliance with any relevant codes of practice/specifications/guidance.
2. Completion Inspections will include.
   * + All site plant, temporary traffic management, spoil etc. have been removed.
     + No environmental contamination remaining.
     + Reinstatement detail reflects what has been recorded on SRWR.
     + Materials comply with relevant specifications.
     + Road markings and specific surfacing has been redone.
3. Root cause analysis will include.
   * + Performance reports on the outcome of all inspections completed
     + Analysis of any failures identified
     + Immediate and longer term corrective actions required

Note: The RQP should describe the size of sample to be inspected in each of the categories above. This should reflect the number of works and past performance.

## Coring

All organisations are expected to carry out coring of reinstatement/construction of their own sites. When undertaking internal coring of their own works organisations should describe the process here.

Internal coring should not exclude an organisation from participating in any external or National Coring Programmes.

Example:

The process followed for coring/reinstatement checking programmes will include.

1. details of on-site checking and supervision.
2. details of the selection methodology and size of sample.
3. what root cause analysis of results is undertaken, and details of performance reporting and corrective actions.
4. describe the immediate remedial action and the longer term corrective action plans.
5. describe the retention policy for records and how these are stored, on the SRWR or using an internal management system.
6. how are results are shared and with whom?
7. what data we share to allow targeted improvement and learning within the community.

Note: Organisations are encouraged to follow the principals for coring site selection and analysis described in RAUC(S) Advice Note 3 (AN3). The RQP should describe where an organisation follows AN3, or the alternative process the organisation uses.

## Customer Care

As with training, this is likely to be largely covered earlier in the document. If that is sufficient for your organisation, a separate section is not required. You may wish to refer to this section if you have a large or complex customer team, or if it is difficult to provide information on purely road works focused customer care. You could caveat this opening paragraph with the detail of how your customer team deal with road works queries as part of a larger volume of correspondence and provide detail.

Example:

This could include;

1. How your organisation deals with enquiries.
2. How your organisation deals with complaints.
3. How information is communicated to stakeholders.

## Environmental Sustainability

Road works have a big environmental impact. Organisations should be able to demonstrate that they understand what their impact is and what they are doing to minimise that impact. Part of undertaking a quality reinstatement is how you remove or store spoil on site. These requirements are largely set through environmental regulation and the enforcing body. This RQP does not require you detail how you obtain a waste carriers license, what the standards for that are, or disclose any sanctions or improvement plan imposed by the body.

Example:

The RQP should include;

1. Works impact - details of how our organisation considers the impact
   * + What impact does your organisation have on road works?
     + How you assess the impact of each works.
     + How we consider reducing network occupancy, disruption, congestion and emissions.
     + How we consider the needs of the community. In particular walking, cycling, wheeling and public transport.
     + How we encourage a right first time policy and permanent reinstatement first time.
2. Materials & Waste Classification/Removal
   * + How our organisation minimises the generation of waste and the use of virgin materials (e.g. Core and Vac, duct sharing, etc.).
     + Focus on materials used (i.e. recycling both external and in-situ)
     + How we consider travel/delivery
     + How we responsibly dispose of waste, in particular contaminated waste.
     + The constraints on disposal and how you manage this
     + How you comply with the requirements of relevant waste licenses

Note: Each organisations RQP should make reference to the following;

(i) our organisation is aware of the requirement to hold such a license.

(ii) that our organisation has such a license, or that our organisation requires contractors to hold such a license; and

(iii) how our organisation assures itself that this is the case on an ongoing basis.

This can reasonably include how you keep yourself informed of changes in this area, a named department responsible for ensuring the license is up to date, or confirming that your contracts require that this license be held.

1. Innovation – Detail how your organisation invests in and promotes innovations such as;
   * + No dig techniques
     + New/improvements in technology/methodologies (e.g. Core and Vac, electric powered plant, etc.)
     + New materials
     + Trials/agreements (e.g. A9 process etc.)
     + Efficiency Reviews

Note: Each organisations RQP should be able to demonstrate how such innovation is achieved, such as Waste Minimisation Strategies, Carbon Reduction Plans, etc.

# Appendix A (optional)

**Copy of onsite records** you may wish to provide example documents of how your site audits/inspections are currently carried out. This may reference the RQP if useful.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Site inspection report |  |  |  |  |  |  |  |  |  |
| Site Location | Plans | Notice | quals | equip | SGL | RQP | com | Trial | Compliant? |
| 1 Main Street | Y | Y | Y | N | Y | Y | NA | NA | N |
| 12 Main Street |  |  |  |  |  |  |  |  |  |
| 15 Main Street |  |  |  |  |  |  |  |  |  |
| 27 Main Street |  |  |  |  |  |  |  |  |  |
| 36 Main Street |  |  |  |  |  |  |  |  |  |
| Site Compliant |  |  |  |  |  |  |  |  |  |
| Notes |  |  |  | No hand tamper on site |  |  |  |  |  |
| Site Location | Plans | Notice | quals | equip | SGL | RQP | com | Trial | Compliant? |
| 1 Main Street | Y | Y | Y | N | Y | Y | NA | NA |  |
| 12 Main Street |  |  |  |  |  |  |  |  |  |
| 15 Main Street |  |  |  |  |  |  |  |  |  |
| 27 Main Street |  |  |  |  |  |  |  |  |  |
| 36 Main Street |  |  |  |  |  |  |  |  |  |
| Site Compliant |  |  |  |  |  |  |  |  |  |
| Notes |  |  |  | No hand tamper on site |  |  |  |  |  |
| Site PAss |  |  |  |  |  |  |  |  |  |

# Appendix B (OPTIONAL)

Appendices could include internal organisation documents, such as (this list is not exhaustive):

* + - External accreditations, ISO 9001, Investors in People, Net Zero etc
    - Standard forms.
    - Short/essential procedures or policy notes.
    - Supporting information.
    - Additional background/context.
    - Specific case studies.