

PAS 82:2007

Shopfitting

Management system specification



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17311	6 August 2007	CITB Construction Skills changed to Construction Skills throughout. Shopfitting Industry Group Training Association (SIGTA) changed to Shopfitting Independent Training Forum (SIGTA) throughout. Construction (Design and Managment) Regulations 1994 changed to 2007 throughout.

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Foreword

Publicly Available Specification (PAS) 82 was sponsored by the National Association of Shopfitters¹⁾ and developed through the British Standards Institution (BSI). The National Association of Shopfitters is the trade body, which has represented some 70% of the shopfitting industry since its inception in 1919 and seeks to promote a single authoritative voice by promoting at all times, the highest levels of quality and professionalism within the industry.

The requirements of PAS 82 have been agreed by the Executive Council of the National Association of Shopfitters.²⁾

The following organizations have contributed to the development of PAS 82 through their involvement with the National Association of Shopfitters and its members.

- Association of British Insurers
- The Chartered Society of Designers
- Royal Institute of British Architects
- Royal Institution of Chartered Surveyors
- The Health and Safety Executive
- The British Retail Consortium
- British Property Federation
- Construction Skills

Users' attention is drawn to all existing legislation, British Standards, Approved Codes of Practice and other Codes of Practice covering the subject matter of this Publicly Available Specification, some of which are listed in the bibliography.

This specification is published by BSI, which retains the right to withdraw and amend this PAS on receipt of authoritative advice that is appropriate to do so.

The PAS will be reviewed at intervals not exceeding two years and any amendments arising from the review will be published in an amended PAS and publicized in Update Standards.

This specification is not to be regarded as a British Standard. It will be withdrawn upon publication of its contents in, or as, a British Standard.

This publication does not purport to include all necessary provisions of a contract. Users are responsible for its correct application.

Compliance with this PAS does not of itself confer immunity from legal obligations.



1) NAS House, 411 Limpsfield Road, Warlingham, Surrey CR6 9HA. Telephone 01883 624961. Fax 01883 626841. Email nas@clara.net. Web www.shopfitters.org.

2) Compliance with this PAS is a condition of membership of the National Association of Shopfitters. As such, members have stated their commitment to promoting and maintaining excellence in all areas of work and performance together with observance of good corporate governance and in making such a commitment are entered on the NAS register of shopfitters.



The National Association of Shopfitters (NAS) has decided to use the authority of the BSI to develop a PAS. Users of this PAS are strongly advised to consider third-party certification of conformity to this PAS.

Why, it may be asked, in an industry that has always proclaimed the excellence of its skills and the quality of its work and by an Association that features the promotion of the highest levels of quality and professionalism in its mission priorities, should a PAS be necessary?

In simple terms, it is an acceptance by the shopfitting and interiors industry that there is a need for more widely accepted quality standards. It is also a statement by the NAS that the Association must be seen to be at the forefront of those standards. NAS has been in existence since 1919 and the fact that it remains totally independent of any other trade body is an indication of the importance which most shopfitters place on having their own representative body.

NAS, in sponsoring PAS 82 seeks to provide a standard which will allow its members to demonstrate a level of accreditation and flexibility that will satisfy their particular niche market and to demonstrate the appropriate levels of corporate governance and necessary quality standards that

are recognized throughout the industry. This will allow NAS to show the advantages that a customer/client can get from using an NAS member. PAS 82 seeks to recognize that there is not a one size fits all approach to the procurement of a shopfitting project. The end goal however is that the customer/client takes possession of a project completed to time, specification, cost and satisfaction from their chosen member of the association.

Figure 1 shows a flow diagram of all the steps involved in the shopfitting procurement process.

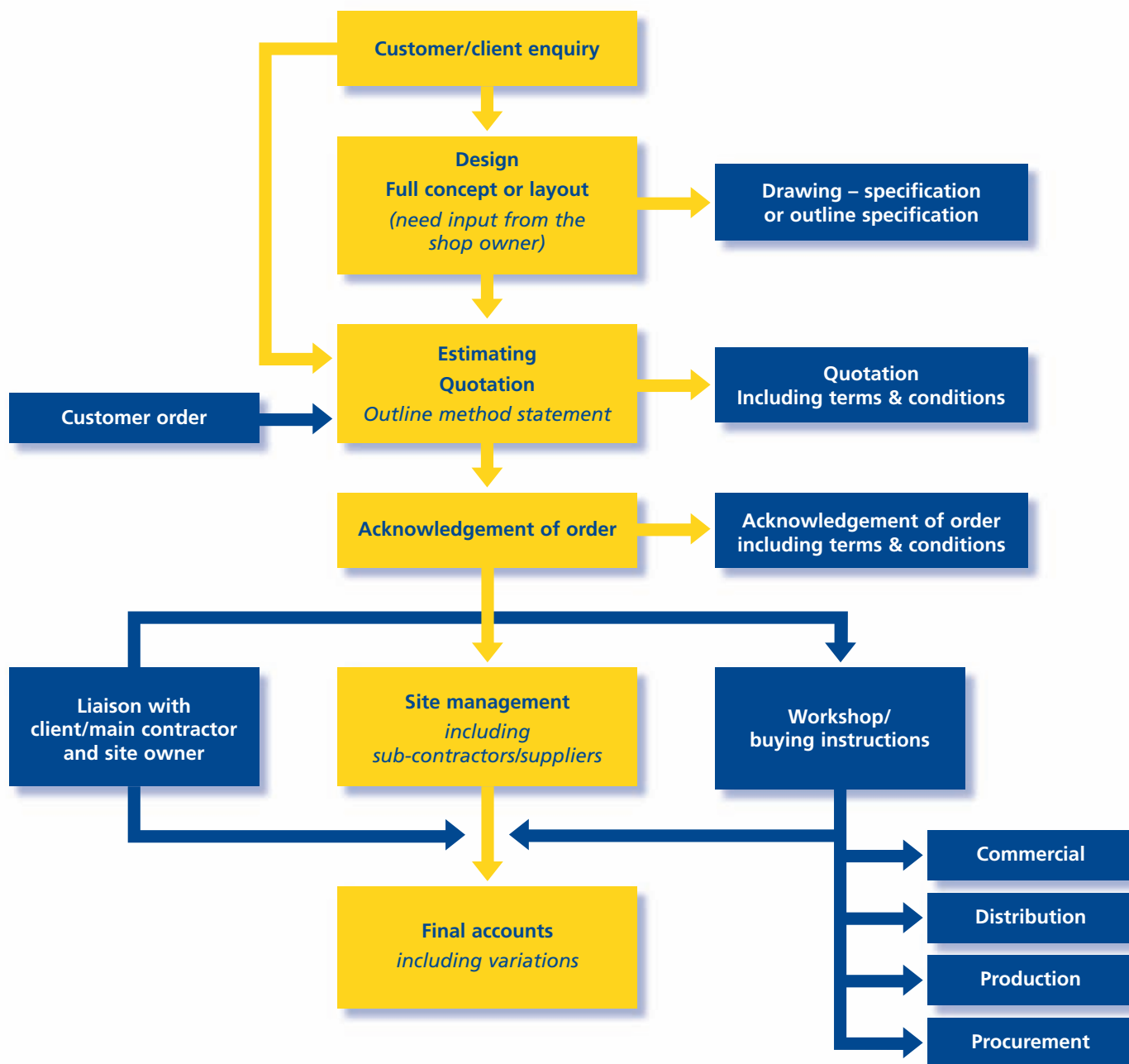
PAS 82 will remain relevant over time in the continually evolving shopfitting environment and each organization should apply it in a manner, which takes account of its particular circumstances.

In order to join the NAS please visit www.shopfitters.org.

Figure 1 – Shopfitting procurement process

Simple overview of whole process activities

NOTE Due to the many and complex routes of procurement associated with shopfitting the term customer/client indicates that corporate body/individual who is responsible for procuring the work.



1 Scope

This PAS specifies a management system for shopfitting services.

It promotes best practice procedures and gives recommendations for:

- Corporate governance;
- Health, Safety and Environmental;
- Training;
- Innovation and Value Engineering;
- Customer Service.

NOTE Sources of best practice guidance on corporate responsibility, safety and environmental aspects are listed in Annex A.



2 Terms and definitions

For the purposes of this PAS the following terms and definitions apply.

2.1

certified timber

timber from forestry operations, importers and manufacturers that have been certified by the Forest Stewardship Council to their own, or to the International Tropical Timber Association's criteria

2.2

chain of custody

supply chain of certified timber from forest to customer/client where each party in the chain is certified against strict criteria, including ensuring that all Certified Timber is processed and stored separately from other non certified stock and can be clearly identified throughout processing and manufacture

2.3

competent person

person who can demonstrate that they have sufficient professional knowledge or technical training, knowledge, actual experience and authority to enable them to:

- carry out their assigned duties at the level of responsibility allocated to them;
- understand any potential hazards to the work (or equipment) under consideration;
- detect any technical defects or omissions in that work (or equipment), recognize any implications for health and safety, where appropriate, caused by those defects or omissions, and be able to specify a remedial action to mitigate those implications.

NOTE The level of responsibility within an organization will dictate the degree of competence required, e.g. more will be expected of managers/supervisors than a shop floor worker.

2.4

customer/client

corporate body/individual who is responsible for procuring the work

2.5

employer

person or organization that uses or engages the services of another

2.6

equipment

2.6.1

work equipment

any machinery, appliance, apparatus or tool and any

assembly of components, which, in order to achieve a common end, are arranged and controlled so that they function as a whole

NOTE Examples include company purchased motor/commercial vehicle, photocopier, and planer thicknesser.

2.6.2

personal protective equipment

equipment (including clothing affording protection against weather) which is intended to be worn or held by a person at work and which protects him/her against one or more risks to his/her health and safety

NOTE Attention is drawn to Annex B for Legal Requirements.

2.6.3

use of work equipment

any activity involving work equipment, including starting and stopping, erecting, installing, dismantling, programming, setting, using, transporting, repairing, modifying, maintaining, servicing and cleaning

2.7

first aid

provision of facilities, equipment and trained personnel to treat injuries at places of work

2.8

management

collective body of people who manage or direct an organization

2.9

method statement

document prepared by an organization that describes in a logical sequence exactly how a work activity is to be carried out in a manner which is safe and without risks to health

2.10

organization

administrative and functional structure



2.11**risk assessment**

process of recognizing what may go wrong, taking action to prevent harm to property, people or the environment and checking that the controls put in place are effective

NOTE Attention is drawn to Regulation 3 of the Management of Health and Safety at Work Regulations 1999 [1].

2.12**site owner**

landlord, organization or persons responsible for the operational management of the building in which the subject premises is located

2.13**supply chain management**

delivery of quality, consumer effectiveness and economic value through integrated management of the flow of physical goods and associated information, from ethical raw materials sourcing to delivery of finished products to customers/clients

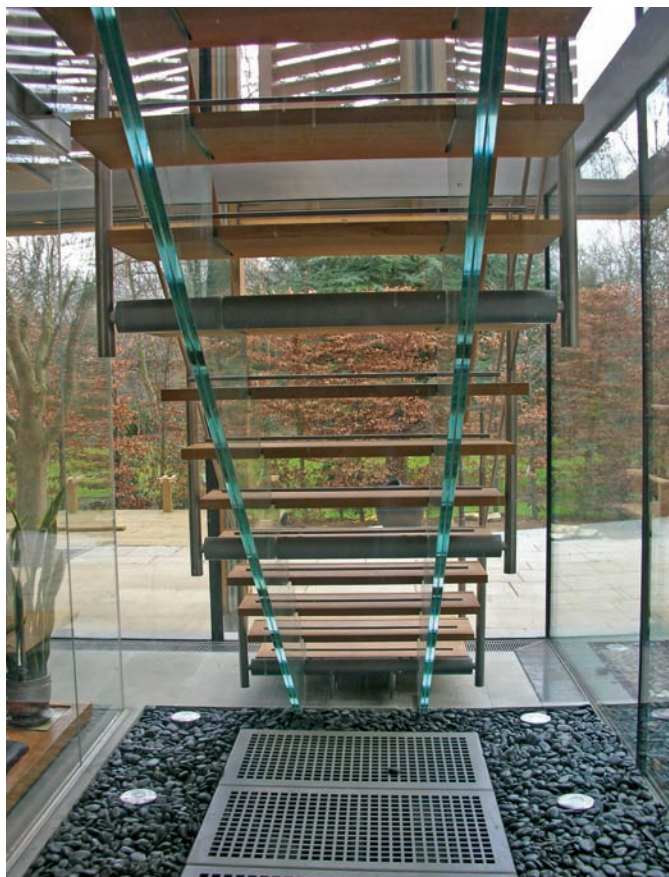
2.14**training**

act or process of teaching stimulus response learning (skill), concept and rule learning (rule), problem solving (knowledge) and acceptable on-site behaviour

2.15**value engineering**

analysis of the functions of a program, project, system, product, item of equipment, building, facility, service performed by a qualified, competent agency or contractor personnel, directed at improving performance, reliability, quality, safety, and life cycle costs





3 General requirements

3.1 Supply chain management

3.1.1 A supply chain management system shall be in place, which incorporates documented processes for at least the following:

- a) Customer order management;
- b) Logistics;
- c) Manufacturing;
- d) New product development;
- e) Procurement;
- f) Assessment of quality.

3.1.2 Where appropriate, management shall adopt the philosophy and practice of supply chain management as a vital means of adding significant value to its customers/clients.

NOTE Supply chain management commences with the supply of raw materials and proceeds through manufacturing, warehousing and distribution. Management is concerned with minimizing the costs of the supply chain while maximising the value added by each of the participants.

3.2 Agreements

Where agreements exist or are entered into, management shall incorporate any such agreements between their organization and their respective customers/clients concerning the provision of shopfitting services, into their standard operating procedures.

3.3 Service capability

3.3.1 A customer service policy shall be in place.

NOTE 1 Guidance on what should be included in a customer service policy is given in Annex C.

NOTE 2 Shopfitters have the ability to work either as the Principal Contractor or as a trade sub-contractor. In the former case providing complete co-ordination of trade sub-contractors, labour and materials.

3.3.2 Management shall confirm their ability and commitment to provide management information against key performance indicators as may be required by the customer/client, which will enable performance monitoring against each service level requirement.

3.3.3 Management shall implement and maintain an appropriate system that includes traceability of operational activity, and all staff shall have knowledge of and comply with such appropriate standard operating procedures.

4 Premises

4.1.1 Organizations shall operate from recognized premises and shall ensure that the premises are capable of sustaining the purposes of their business.

4.1.2 The organization's trading name shall be exhibited on the exterior of the recognized premises.

4.1.3 Management shall ensure that the recognized premises are kept clean, tidy, safe and well maintained at all times with appropriate welfare facilities.

NOTE 1 *An example office safety inspection checklist is provided in Annex D and an example workshop safety inspection report is provided in Annex E.*



5 Finance

5.1 Legal responsibilities

Management shall:

- a) select suitable accounting policies and apply them consistently;
- b) make judgements that are reasonable and prudent;
- c) state whether applicable accounting standards have been followed;
- d) take such reasonable steps as are necessary to ensure that assets under their control are managed and safeguarded effectively.

NOTE 1 *Attention is drawn to guidance published by The Institute of Chartered Accountants in England and Wales on the implementation of the internal control requirements (Turnbull) of the Combined Code on Corporate Governance [2].*

NOTE 2 *Attention is drawn to the Construction Industry Tax Deduction Scheme (CIS 2007)*

5.2 Insurances

5.2.1 The organization shall have appropriate levels of insurance(s) cover for the business and its employees and volunteers.

NOTE *These could include:*

- a) *Commercial combined policy:*
 - 1) *Material damage;*
 - 2) *Business interruption;*
 - 3) *Employers liability;*
 - 4) *Public and product liability;*
 - 5) *Money.*
- b) *Contractors all risk policy;*
- c) *Marine cargo policy;*
- d) *Engineering policy;*
- e) *Annual travel policy;*
- f) *Motor fleet;*
- g) *Professional indemnity insurance.*

5.2.2 Management shall ensure that all third party contractors have adequate insurance cover for their respective activities.

NOTE *Attention is drawn to the Provision and Use of Work Equipment Regulations 1998 [3] for both private and commercial motor fleets, to ensure that Fleet Policies remain valid.*



6 Health and Safety Management

6.1 General

6.1.1 Management shall maintain systems to ensure compliance with all relevant laws and regulations, and shall continue to work in close co-operation with employees, contractors, customers/clients, site owners and visitors to achieve continuous health and safety performance improvements.

6.1.2 Management shall select and use contract companies capable of conducting their business without compromising the safety or health of anyone working on a site, in accordance with Clause 9.

6.1.3 Management shall ensure that employees participate in the development of programmes to improve health and safety and are responsible and accountable for ensuring that they work within current health and safety standards.

***NOTE** An example shopfitting site inspection report is provided in Annex F.*

6.2 Hazards

6.2.1 Management shall ensure that hazards are eliminated where reasonably practicable and residual risks are controlled to the lowest possible level.

***NOTE 1** Guidance on the principal workplace hazards for consideration is given in Annex G.*

***NOTE 2** Attention is drawn to HSG65 – Successful Health and Safety Management 1997 [4].*

6.2.2 Where it is unreasonably practical to eliminate hazardous situations, safe working practices and procedures (including method statements and permits to work) shall be developed for all remaining potentially hazardous situations and compliance shall be rigorously enforced.

6.3 Personal protective equipment and clothing

6.3.1 Management shall ensure that there is suitable and sufficient provision of personal protective equipment and that it is used in an appropriate manner.

6.3.2 Management shall ensure that contract companies have similar arrangements.

***NOTE** Guidance on regulations for work equipment and personal protective equipment is provided in Annex B.*

6.4 Training

6.4.1 Management shall ensure that employees and contractors have received and completed adequate training, in accordance with Annex H, for the activities in which they are involved and suitable records are kept of such training.

6.4.2 Adequate training shall be deemed to result in competent employees. A competent employee shall be able to:

- a) demonstrate that he/she know what the regulations require of them as an individual;
- b) demonstrate understanding of what the equipment they are using is actually designed to do;
- c) demonstrate how equipment should be used and checked before use and, if an employee is personally responsible, how it should be stored, maintained and, where appropriate, formally inspected;
- d) recognize safe and unsafe situations associated with the work they are carrying out and the equipment being used;
- e) take appropriate and responsible action to rectify any shortcoming found in equipment, processes, procedures or situations.