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PAS 82:2012

Incorporating Amendment No.1

Shopfitting and interior contracting – Management system specification



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Foreword

This Publicly Available Specification (PAS) was sponsored by the National Association of Shopfitters.¹⁾ Its development was facilitated by BSI Standards Limited and is published under licence from The British Standards Institution. It came into effect on 30 September 2012.

The National Association of Shopfitters is the trade body that represents the shopfitting and interior contracting sector. The requirements of PAS 82 have been agreed by the Executive Council of the National Association of Shopfitters.²⁾

Acknowledgement is given to the following organisations involved in the development of this PAS as members of the Steering Group:

- BRE
- Chartered Society of Designers
- CITB
- Grant Westfield Ltd
- Grigoriou Interiors Limited
- Health and Safety Executive
- National Association of Shopfitters
- Nationwide Building Society
- Newman Scott Ltd
- Target Shopfitters

Acknowledgement is also given to the members of a wider review panel who were consulted in the development of this PAS.

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 It will be withdrawn upon publication of its contents in, or as, a British Standard.

The PAS process enables a specification to be rapidly developed in order to fulfil an immediate need in industry. A PAS may be considered for further development as a British Standard, or constitute part of the UK input into the development of a European or International Standard.

Supersession

PAS 82:2012+A1:2016 supersedes PAS 82:2012, which is withdrawn.

Information about this document

Text introduced or altered by Amendment No. 1 2016 is indicated in the text by tags A1 A1. Minor editorial changes are not tagged.

Amendment A1 introduces the following principle changes:

- updates to references of Construction (Design and Management) (CDM) Regulations 2015;
- "CDM coordinator" changed to "principal designer";
- "operative" changed to "worker";
- updates to website and bibliography references.

¹⁾ NAS House, 411 Limpsfield Road, Warlingham, Surrey CR6 9HA. Telephone 01883 624 961. Fax 01883 626 841. Email info@shopfitters.org. Web www.shopfitters.org.

²⁾ All members of the National Association of Shopfitters are expected to comply with this PAS. 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/interior contractors.

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Certification

Users of this PAS are advised to consider the desirability of third-party certification of conformity to this PAS. Appropriate conformity attestation arrangements are described in BS EN ISO/IEC 17021. Users seeking assistance in identifying the appropriate conformity assessment bodies or schemes may ask BSI to forward their enquiries to the relevant trade association.

Use of this document

It has been assumed in the preparation of this PAS that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.

Presentational conventions

The provisions of this PAS are presented in roman (i.e. upright) type. Its requirements are expressed in sentences in which the principal auxiliary verb is "shall".

Commentary, explanation and general informative material is presented in italic type, and does not constitute a normative element. The word "should" is used to express recommendations, the word "may" is used to express permissibility and word "can" is used to express possibility, e.g. a consequence of an action or event.

Contractual and legal considerations

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

Compliance with a PAS cannot confer immunity from legal obligations.



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Introduction

PAS 82 is a specification for a management system relevant to shopfitting and interior contracting organisations. Compliance with PAS 82 can help demonstrate levels of corporate governance and standards that can be recognised throughout the shopfitting/interior contracting industry.

NOTE *Shopfitters/interior contractors are actively encouraged to aspire to comply with this PAS to drive continuous improvement within the shopfitting and interior contracting sector.*

Today's shopfitting and interior contracting sector embraces much more than just shops: it covers retail, financial services, leisure, hotels, restaurants, museums as well as travel. The skills required by a shopfitter/interior contractor now extend far beyond joinery since the technological landscape of shopfitting and interior contracting continues to change at a rapid pace. The business is also increasingly international.



This PAS represents an acceptance by the sector that there is a greater need for more widely accepted quality management standards throughout the industry. It is also a statement by the National Association of Shopfitters (NAS) that they are 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 that most shopfitters/interior contractors place on having their own representative body.

NAS, in sponsoring PAS 82, seeks to provide a level of standardization that will allow shopfitters/interior contractors to demonstrate an acceptable level of competence, professionalism and flexibility that can satisfy their niche market. PAS 82 allows NAS to demonstrate to the wider industry the advantages that a stakeholder can get from using PAS 82-compliant shopfitter/interior contractors.

PAS 82 recognises that there is not a one-size-fits-all approach to the procurement of a shopfitting/interior contracting project. The end goal, however, is that the stakeholder takes possession of a project completed on time, to specification, to cost and can be satisfied with their chosen member of the NAS.

This PAS recognises that core elements are likely to be satisfied by compliance with other standards, and other standardization documents, such as:

- BS EN ISO 9001, *Quality management systems – Requirements*;
- BS EN ISO 14001, *Environmental management systems – Requirements with guidance for use*;
- BS OHSAS 18001, *Occupational health and safety management systems – Requirements*;
- PAS 91, *Construction related procurement – Prequalification questionnaires*.

However, this PAS seeks to emphasise additional considerations and requirements that are specific to the shopfitting and interior contracting sector.

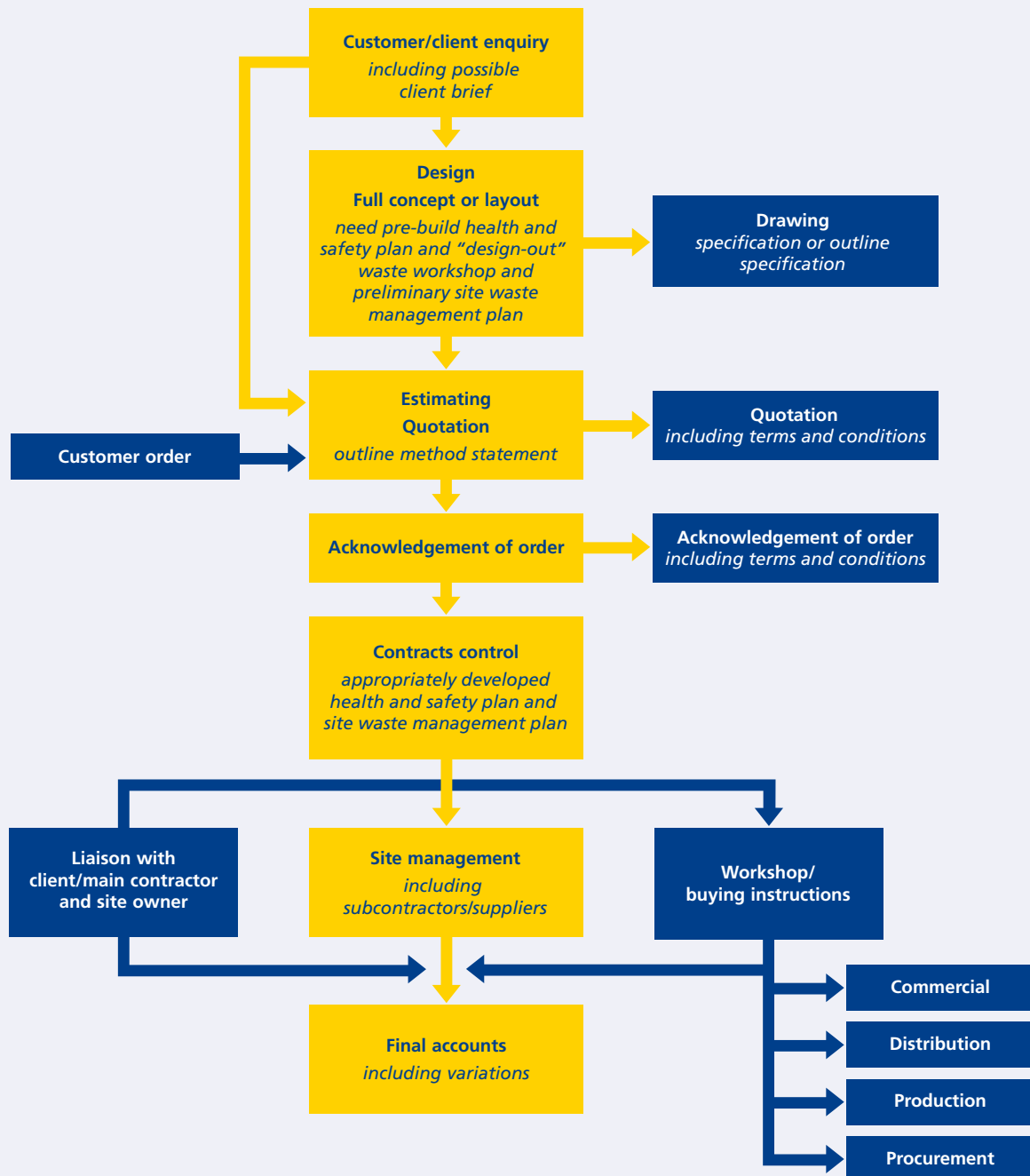
Figure 1 shows a flow diagram of the steps involved in the shopfitting/interior contracting procurement process.

PAS 82 will remain relevant over time in the continually evolving shopfitting/interior contracting environment. It has been developed to ensure general applicability to all companies (regardless of their size).

In order to become a member of the National Association of Shopfitters, please visit www.shopfitters.org.

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Figure 1 – Simplified overview of the shopfitting/interior contracting procurement process



NOTE 1 Due to the many and complex routes of procurement associated with shopfitting/interior contracting, the term customer/client refers to the corporate body/individual who is responsible for procuring the work.

NOTE 2 The following is clearly established when entering into a contract between customer/client and shopfitter/interior contractor:

- Who will be responsible for all planning consents?
- Who will undertake the function of the principal contractor and ^{A1} principal designer ^{A1} and on what basis is the shopfitter/interior contractor appointed to the project?
- Have all statutory issues been resolved satisfactorily?

NOTE 3 The design stage includes a "design-out waste" workshop and the creation of a site waste management plan (see 8.3.1).

NOTE 4 The pre-build health and safety information can include, for example, existing drawings, asbestos survey, structural assessment and a preliminary site waste management plan.

NOTE 5 Estimators are made aware of their responsibility to procure pricing from sustainable sources and proof of custody.

NOTE 6 ^{A1} Attention is drawn to the Construction (Design and Management) (CDM) Regulations 2015 [1] and the roles and responsibilities therein ^{A1}.

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1 Scope

This PAS specifies requirements for a management system for shopfitting/interior contracting services.

It includes good practice procedures for:

- corporate governance;
- supply chain management and customer service;
- health and safety management;
- environment and sustainability;
- quality;
- training;
- innovation and value engineering.

NOTE Sources of good 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 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 identified throughout processing and manufacture

NOTE Attention is drawn to the possibility of forgeries in respect of proof of custody.

2.2 competent person

person who can demonstrate that they have sufficient professional knowledge, technical skills, actual experience and authority to enable them to carry out their assigned duties at the level of responsibility allocated to them

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

2.3 continual improvement

recurring process of enhancing any management system in order to achieve improvements in overall management performance consistent with the organisation's stated policy by both revision and innovation

2.4 corporate governance

system by which organisations are directed and controlled

 [UK Corporate Governance Code, 2014]  [2]

2.5 customer/client

stakeholders responsible for procuring the work