

#8

July 2022



Highways passport

Inside Lane



Coming Up...



The SMP Alliance's Thomas George shares their experience rolling out Passport across their projects and supply chain.



Jayne Forshaw of Joe Roocroft & Sons Limited spoke with us about their implementation of Passport and the advantages it offers them as an organisation.

Welcome to the summer edition of Inside Lane.

Every month we're seeing a significant increase in swipe activity, with each month beating the previous record - monthly swipes in 2022 are an almost tenfold increase on what they were in 2021. This increase is driven by a surge in uptake across National Highways' Principal Contractors; nearly all are using Passport on new projects and contracts.

We'll hear from The SMP Alliance, Joe Roocroft & Sons Limited and Galliford Try in this issue. Each of these very different organisations has discovered transformational benefits with Passport.

We want to help unlock as much value for all organisations using Passport as possible. This is why we're currently working on implementing safety-critical medicals, job roles and physical access control. We'll be sharing more information on these features in the coming months.



A47 Guyhirn Junction Case Study

Galliford Try's A47 Guyhirn Junction Project has now been completed. They have completed a case study and we share some of the highlights.

Seven New Passport **Gold** and **Silver** Winners

The second and third sets of Passport Gold and Silver awards have been presented. These prestigious awards certify a commitment to the application of Passport best practice.

The awards took place at two meetings of the Highways Engagement Council, once in June and again in July. Representatives from across the highways supply chain joined online for contributions relating to innovation, safety and collaboration from leaders across highways.

Malcolm Dare, Executive Director of Commercial and Procurement at National Highways, and **Teresa Moss**, Health, Safety and Wellbeing Business Partner at National Highways, presented the certificates to representatives from the winning organisations and projects.

Teresa Moss said of the Passport Gold and Silver winners:

“I was delighted to hand out awards for Passport Gold and Silver. Passport is very important to National Highways, and these awards reflect our gratitude to organisations that have gone above and beyond to help establish Passport – to the benefit of the entire highways supply chain. **Costain, Joe Roocroft & Sons Limited, DDC and Jet Plant** are all deserving of the Silver award.

CWF Area 4, CHC Highways Area 14 M&R and the SVD M1 project have been exemplary in their Passport usage. All contractors involved should be very proud of their Gold award, especially Costain, the SMP Alliance and Jacobs, who were all involved in leading these projects and contracts.”



[Apply for Passport Gold](#)
[Apply for Passport Silver](#)



Joe Roocroft & Sons Limited

Jayne Forshaw



To start, can you tell us a little about yourself and Joe Roocroft & Sons Ltd?

I am the Office Manager; part of my job role is the Training Coordinator, so liaising with all our operatives for ongoing training and upskilling, safety-critical medicals and follow-ups if required, and part of new starter's inductions.

Roocroft Road Restraint Systems have been providing VRS solutions for 22 years. We install safety barriers in steel and rigid concrete on the road network throughout England and Wales.

We currently employ 80 operatives who are busy each night improving the network infrastructure whilst minimising disruption to the road user.

So what has been your experience of Passport so far?

I have had a good experience using the system and working with Reference Point, Mitie support, and, more recently, PowerPlus.

In the summer of 2020, there was a big push to get everybody enrolled. Ever since, part of our induction process when we get new starters is to get them enrolled on day one. That way, they've got the common induction and they have the Passport smartcards from the start.

What do you think of the scheme?

Looking ahead to the end goal - once Passport is fully established - we shouldn't need to send cards and certs to every contractor, Passport will eliminate all this.

It's one card, one job fits all.

Once everyone is using it, we'll get so much from it. The lads are getting on board with it – it's giving them more ownership of their competency and training.

What is your single favourite thing about Passport?

The thing I like most about Passport is that once you have uploaded a credential onto Passport, you and the operative get an email 12 weeks before expiry, which backs up the processes we currently have in place.

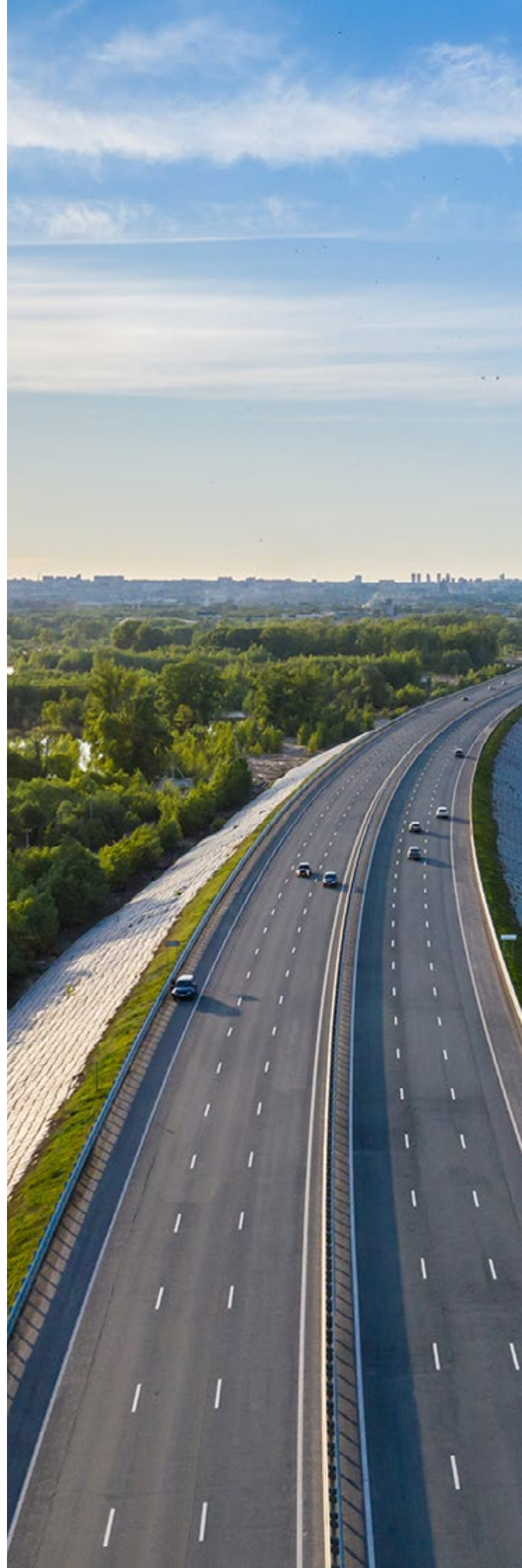
How do you use the system?

Our entire workforce is on Passport and have all completed the HCI, hence our Silver award. As it's now part of our induction process, Passport and the HCI have become part of how we do things.

All our supervisors, and other personnel that I have made access controllers, have the Validate 5 app. I forwarded them all the videos on the link that was sent to me: highwaypassport.co.uk/how-to-use-passport/card-checker-guide.

What has been Roccroft's reaction to receiving Silver Award?

My manager spoke to me after the Engagement Council meeting to let me know we'd been awarded Silver; we were delighted. It is a good recognition of the work we've put in and shows that we are committed to ensuring all our workforce is fully compliant.



The SMP Alliance and Passport: A Conversation with Thomas George

Could you tell us a bit about yourself and your role?

I work for the SMP Alliance as the Health, Safety and Wellbeing (HSW) Delivery Lead. I've been in highways for about 14 years; I started off in 2008 as a grad and have worked in highways continually – except for 18 months in tunnelling, which was just a bit too dark for me!

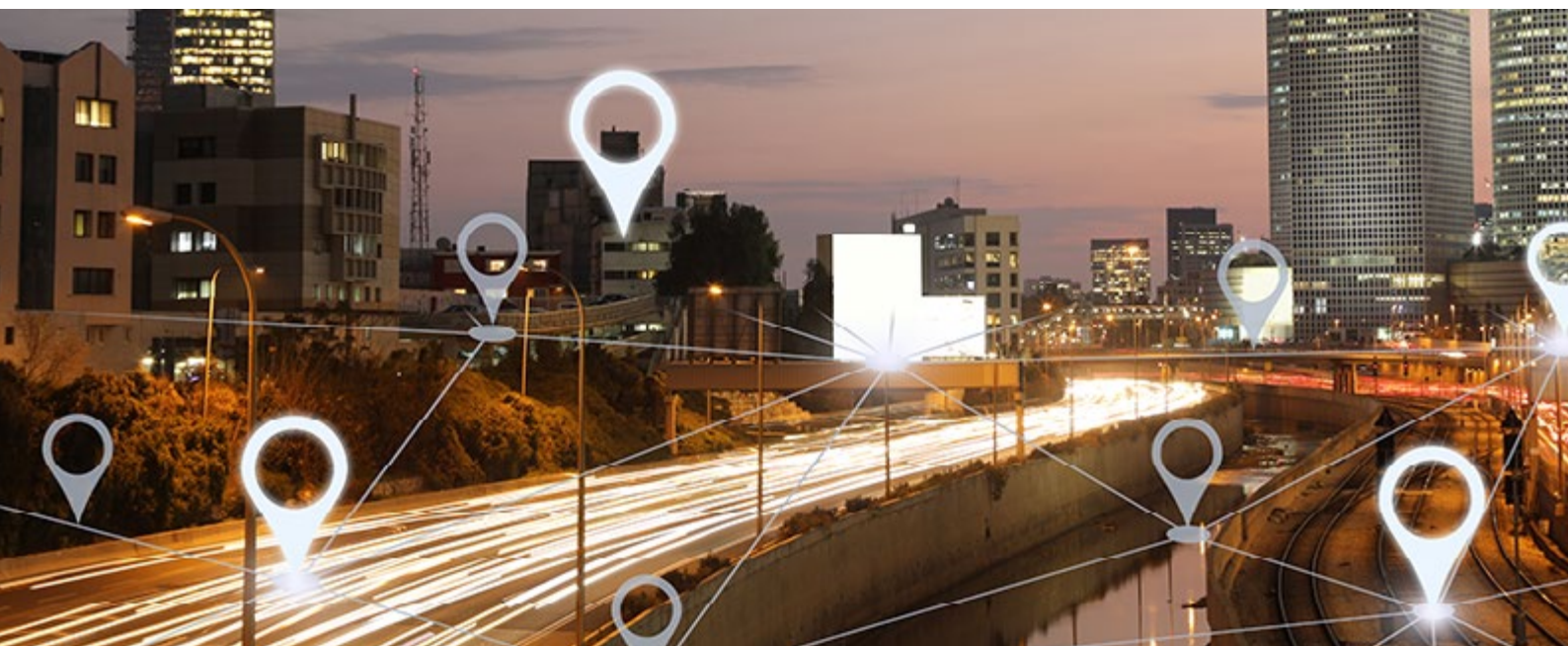
Passport is integral to our levelling-up agenda within our Home Safe and Well strategy because the Alliance is working to ensure we have a joined-up, consistent approach to how we use the system.

We'll use it for more than swipes, we're using it to drive true benefits in enabling a host of functions, such as training, briefings and onboarding.

And the SMP Alliance?

The SMP Alliance is made up of seven member businesses acting as one, all working together to deliver the rollout of the smart motorways programme. This unique partnership is truly groundbreaking within the construction industry, embracing collaborative working, from all the partners and the support of an outstanding Supplier Network. Quite simply, we're focused on building better, together.

To align with the Alliance model, we've worked with Reference Point to set up Passport under an Alliance umbrella to truly unlock the opportunity. Passport will unleash opportunities to deliver a more systematic approach to our work. When our people come onto the Alliance, they carry their Passport – which has all their information in one centralised place – avoiding duplication between workplaces, aligning our



approach between partners and ensuring we're efficient and effective in what we do. We don't have to worry about where they've been. They swipe on, and we can link with them – it's that easy.

What do you think about Passport?

Personally, I think it's a really good system. It has a lot of great capabilities. The more I've used it, the more I'm a fan of it. Here are the benefits as I see them:

- **Accountability:** In the past, the onus was on the projects/schemes to manage workers, but with Passport, it puts the responsibility on employers.
- **Collective:** Because it's industry-wide, you don't have to keep reinventing the wheel.

- **Bringing HSW in line with the digital era:** In the past, companies that didn't have their own systems sent everything through via paper copies or email – with Passport, there's a copy that goes from scheme to scheme.
- **It's efficient:** Workers don't have to keep proving what they've done. If they can prove it, they don't have to do it again.
- **Time, carbon, travel, administrative duties** etc. Lots of time saved – it's very quick.
- **Real-time data:** With daily briefings, you can see all the briefings a worker has had, and they're all time-stamped.





Which specific feature is most valuable to you?

The one feature that's most valuable to us is that everything is in one place, and everyone is using the one system. For the SMP Alliance, Passport is the go-to system for competence management, and the fact it exists in this way is a massive benefit – driving efficiency, consistency and ensuring a robust approach.

What is the SMP Alliance's approach to Passport?

Our approach is simple – use Passport holistically to realise benefits. We have a rollout plan, and we're getting more people on Passport. This includes setting clear expectations, setting people up for success and ensuring that we provide feedback and consistent communication on our progress.

We're phasing this over about eight months, gradually introducing the features to ensure everyone is 100% confident in the applications before moving on to the next function. We're seeing a big increase in numbers. In January 2022, we were looking at single-figure swipes; now, we're hitting

four figures each month. We're planning on that number increasing significantly.

We're giving everyone ample time, support and opportunity, but ultimately we want everyone to use the system for the benefits it provides. There will come a time, later this year, when we say, 'Right, that's it, no card means no coming on site.'

What advice would you give to other organisations rolling Passport out?

If you're rolling Passport out, make sure you understand Passport and what it can do. That way, when you're selling it, you believe in it. Know how it will benefit your organisation and why you want to use it.

Make sure it's set up properly and can provide support for the people at the right time for those who need it.

It's an opportunity we'll use to the full. Passport is a crucial tool to help us create more opportunities to deliver vital work efficiently. It reduces the administrative burden and frees up time to focus on other aspects of HSW whilst assuring our people have the essential requirements to do their role.

Galliford Try's A47 Guyhirn Junction Case Study



Galliford Try's A47 Guyhirn Junction project has now been handed back to National Highways. The site team used Passport to:

- Swipe in and out of site
- Set minimum site entry requirements
Update inductions live
- Update training live.

In their case study, Galliford Try outline the process they applied and the results Passport gave them.

The Process They Used to Launch

- **Stage one:** they identified and allocated an overall Passport administrator.
- **Stage two:** they established a team approach and an action plan was created and deadlines were set for the

provision of cards, completing the HCI and uploading training records.

- **Stage three:** they agreed minimum entry requirements for the A47 Guyhirn Site and registered them on the Passport system.
- **Stage four:** they engaged with subcontractors at an early stage. Clear guidance was given and deadlines were set for the introduction of passports on site.
- **Stage five:** commence use.
- **Stage six:** they monitored usage as part of the normal Safety checks undertaken by the Safety Team.
- **Stage seven:** they reviewed data on swipes in and out and reviewed the data the Site Management Team and then passed lessons learnt on to other projects.



Results

- Induction records were more efficient and secure.
- Site inductions were awarded on Passport by the person delivering the induction, who is able to check that the worker has a valid HCI, Safety Critical Medical and CSCS/CPCS card.
- There was a reduced risk of error as site requirements are established at the start of a project.
- Live records of all personnel on site at any one time.
- Faster, reliable and more controlled entry to site for work.
- Administrators and workers receive automatic reminders if training certificates are due to expire.

Additional Benefits

- **Administration time saved.**
There was no need to copy training certificates, complete paper forms and scan records.
- **GDPR.** Records are stored securely on the Passport system only, not in files or on emails.
- **Fatigue.** Quick monitoring of fatigue data by reviewing swipes in and out. These checks can be undertaken centrally as well as on site.
- **The HCI.** If a contractor comes to site and is missing the HCI it can now be done online and within a couple of hours, minimising downtime.
- **Expiries.** Expired certificates are flagged up automatically, removing reliance on manual checks.
- **Incident Reduction.** Our project has

had zero competency-related incidents since implementation.

Reporting

Examples of reports currently used:

- **Training report** - to monitor all training certificates and competencies and to flag up when renewals are due.
- **Travel times to and from site** - to help support carbon reporting and fatigue monitoring.
- **Site attendance report** - captures all personnel attending site including GT personnel along with sub-contractor and Client personnel.



Summary

Whilst the initial implementation required careful planning, and we did encounter some resistance and challenges during rollout, the system is transformative for how we manage our highways workforce and has the potential to transform the way workforces are managed across highways. **The advantages far outweigh the work put in.**

[Click Here to Read the Full Case Study.](#)

Passport Means:

- . Safer Sites
- . Greater Efficiency
- . Major Cost Savings
- . Reduced Risk
- . Improved Sustainability.

Want to feature your company or project in a future edition of Inside Lane? Get in touch at:

Highways.Passport@nationalhighways.co.uk

Useful Links:

- <https://www.highwayssafetyhub.com/highways-passport.html>
- highwaysPassport.co.uk
- <https://highwaysPassport.co.uk/resources/frequently-asked-questions/>
- <https://highwaysPassport.co.uk/resources/how-to-use-Passport/>



Follow Passport
on LinkedIn