highways england

SUPPLY CHAIN SAFETY LEADERSHIP GROUP

passport

The Inside Lane

"As a leading client infrastructure business, it's important we take a stand on both safety and quality.

By developing the Passport scheme, we are supporting the industry-wide effort to raise standards and help everyone who works with us get home safe and well. So I fully endorse the Passport scheme and look forward to its wider use in the future across all that we do."

**Peter Mumford,
Executive Director
Major Projects,
Highways England.**

In this issue:

- The Passport Steering Group share five insights to help your organisation get maximum value from Passport

- Reference Point's Kris Martin offers to share his rollout expertise for new project launches

- Scott Cooper, Managing Director of Highways at Kier, shares Kier's insights from their Passport journey

- Paul Allman from Flannery shares his thoughts on Passport

- Hardeep Sanghera from Fortel gives his take on why Passport is particularly advantageous to labour supply

- Niamh and Maxine from Mitie answer this month's most popular questions.

referencepoint

POWER PLUS GROUP

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Aiming Higher: How to Get Maximum Value from Passport

The Passport Steering Group.

It's safe to say that Passport is successfully rolling out across the Highways England supply chain. This momentum is why we want to share five recommendations for how you can get total value out of the scheme in a way that's tailored to your organisation.

After all, every organisation working on highways is different. For example, a major tier one contractor won't use Passport in the same way as a small traffic management company. But, both can get extraordinary value from it.

Passport is a flexible tool, and it can adapt to your organisation's requirements to help you keep your workforce safe and effective. These recommendations will help you do that.

Recommendation 1: Supply Chains & Workforces

The more of your active highways workforce you can enrol in Passport, the more value you will get from Passport. Of course, this goes for workers in your supply chain too.

Uploading workers to Passport is both quick and easy. You can do so here.

Or, for organisations with more than fifty employees, Mitie can support with a bulk upload:

Tel: 0330 726 0225
Email: he.validate@mitie.com
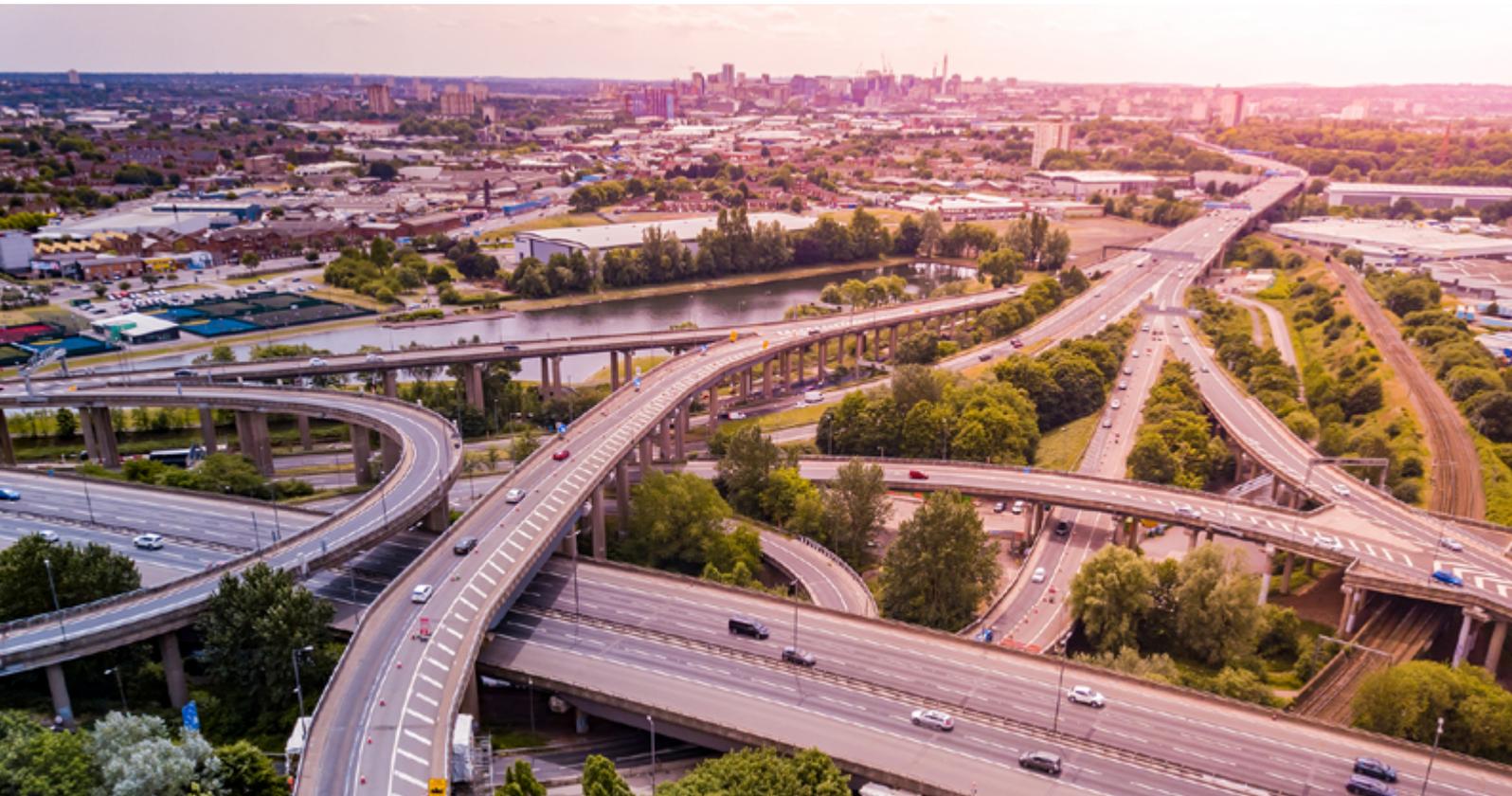
Recommendation 2: Track Swipes and Spot Checks and Set Goals

The Passport reporting suite is easy to use and provides insightful data. If your organisation is committed to getting the most from Passport, run weekly or monthly reports on the number of swipes and spot checks your workforce is undertaking.

This data will help you understand whether or not your organisation has embedded Passport in its day-to-day processes. With this information, you can then set targets and use the data the reports give you to improve your organisation's system usage.

Some of the most valuable reports to track:

- Geomapping (for CICs)
- Swipes report
- Spot checks report
- Expiries: all competencies
- Refused entry and the reasons why
- Which site-level activities have taken place (e.g. toolbox talks)
- Virtual smartcards requested and activated.
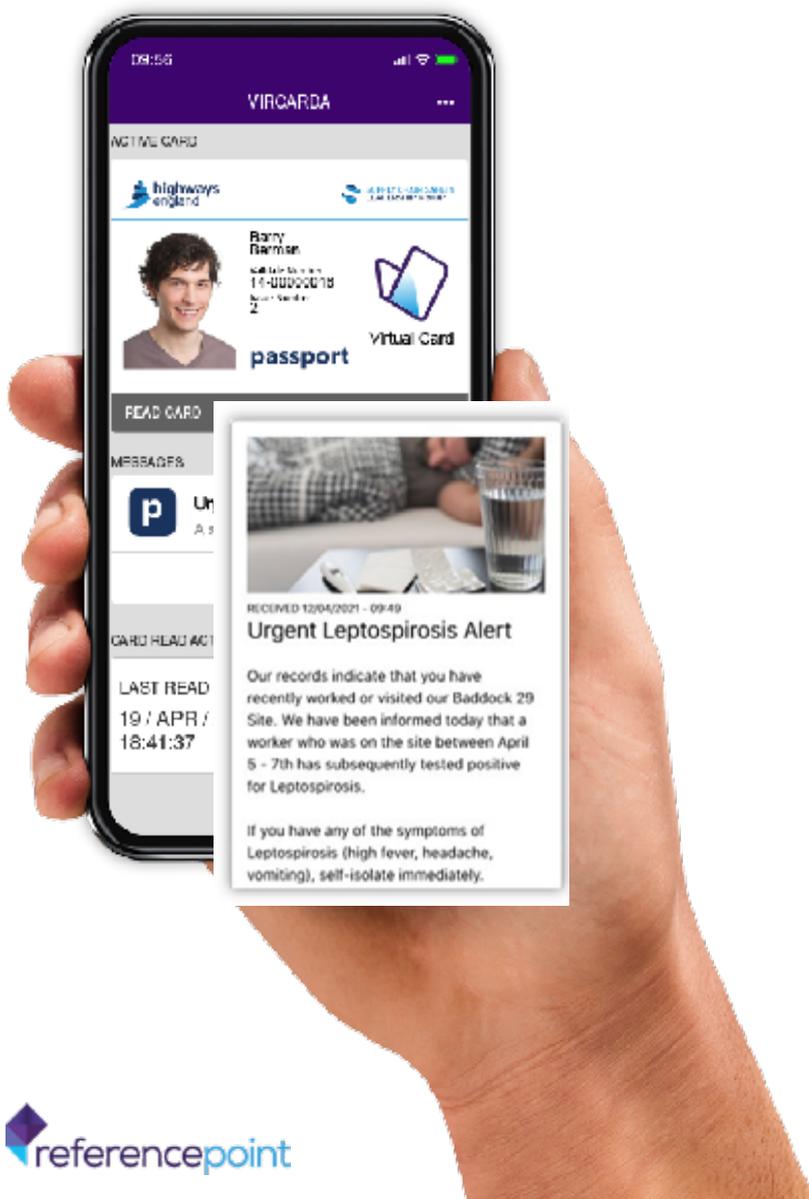
Recommendation 3: Deploy Virtual Cards

Virtual cards are easy to deploy, free for workers with a physical smartcard and allow you to tap into some of Passport's most valuable features.

Benefits of virtual cards:

- Virtual smartcards open up Passport messaging, allowing targeted safety messages to be sent to virtual smartcard holders by Highways England and Contractors in Charge.
- Virtual smartcards are stored in workers' phones, meaning they always have their cards.

Recommendation 4: Upload Inductions, Toolbox Talks and Competencies

Populating your workers' records with relevant data vastly increases the utility Passport offers your organisation.

The first thing to do is make sure the records of all workers are complete. The second is to include Passport in your organisation's processes. For example, when a toolbox talk is given on site, ensure that it is awarded in Passport (the recent upgrade makes this even easier with bulk awards!).

Recommendation 5: Make Use of APIs and Integrations

Passport doesn't just protect your workers; it collects data that offers real value to your organisation. For larger employers and contractors in charge, integrating Passport with your existing systems allows you to embed it within your organisation's tech stack, helping you get more value from Passport and the other

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Final Word

These five steps will help your organisation get value from Passport and provide a strong foundation for your future plans.

If you want to implement any of these suggestions and have questions about how best to do so, get in touch with Mitie's helpdesk:

Tel: 0330 726 0225

Email: he.validate@mitie.com

Looking to Launch Passport on a New Project?

Kris Martin, SkillGuard Implementation Manger, Reference Point.

If like Kier, Galliford Try, Balfour Beatty, Skanska, the SMP Alliance and more, you're looking to implement Passport on a new or existing project, I'm here to make sure your rollout is a success by sharing Reference Point's expertise and best practice. To get started with Passport on your projects, book a call with me by emailing kris.martin@referencepoint.co.uk.

You might also find our video tutorial series: 'Getting Started with the Validate Mobile App' useful. It's the perfect way to better understand what Passport is and how to use the app on projects.

Kier: How You Can Get The Most From Passport

Scott Cooper, Managing Director for Highways, Kier.

Kier believes in Passport.

Since the earliest days of the proof of concept, Kier has been involved in the scheme, and we want to see it established and fully embedded in the industry. There are many advantages for the entire Highways England supply chain. We think Passport has the potential to help us make a significant jump in workforce safety within the highways sector.

The value of Passport is not only in the smartcard but also in how it enables worker data to travel freely across the entire strategic road network. This freedom would give all contractors visibility of records on-site, meaning we can be sure our workers are safe.

In addition, it would allow a standard scheme across the industry; this would improve the sustainability of our supply chain by raising standards and helping us identify trained and competent partners. Add to that the value of the Highways Common Induction (HCI). It gives an excellent starting point for working on the network, saving money and improving standards.

These advantages are why Kier is going beyond the scheme's minimum usage - we're convinced that the more we put in, the more we get out.

At Kier, we've done much thinking about how we can use Passport intelligently. Rather than focus on what is or isn't mandated, we've focused on what's possible and valuable. We want to share our insights here as there is a good chance you might need to do a lot of the same thinking in your organisation.

Rollout

We have implemented a rollout plan for our business and supply chain to ensure Passport is embedded throughout our delivery community. And this rollout is in motion now; 1,500 of our active Kier workers are enrolled - cards and all. This number represents 97% of our teams that work on the strategic network.

As we see it, a worker's Passport smartcard is part of the Kier Highways uniform. So all staff members working on the strategic network will have a Highways Passport smartcard - even those not officially 'in scope'. This decision means we'll have all our staff on a single system giving us complete visibility across the network.

This visibility is especially useful for Kier as we use the Passport system across maintenance, design and major projects. These three divisions operate in such different ways, and it's important to us that we can flex our approach.

Passport's flexibility means that we can use the system differently in each circumstance and still get all Passport's benefits as well as complete visibility of our entire workforce in one place. However, these different divisions do need us to use the system in different ways.

Here is how we are using the Passport system across maintenance, design and major projects:

Maintenance Contracts

Of all the divisions within Kier, Maintenance was the hardest to see how it fits into Passport. Swiping in and swiping out doesn't always make sense on the reactive works, but we believe everyone needs a smartcard.

Here's how we do use it:

- For maintenance contracts, spot checks take centre stage. This way, supervisors can put their people to work safely, and it lets us ensure our workers have the qualifications they need at the moment they need to be verified.

- We use Passport for recording site inductions, toolbox talks and other training. It's particularly useful when workers are operating across multiple locations.

- On the Admin side, simply set up a project titled 'Reactive Works' or 'Maintenance' and then you'll get full reporting visibility of how many spot checks are being undertaken for each category.

Our priority is to ensure workers have a smartcard and have had the HCI, but we are expanding our use of smartcards all the time. Virtual smartcards are even more helpful for maintenance workers.
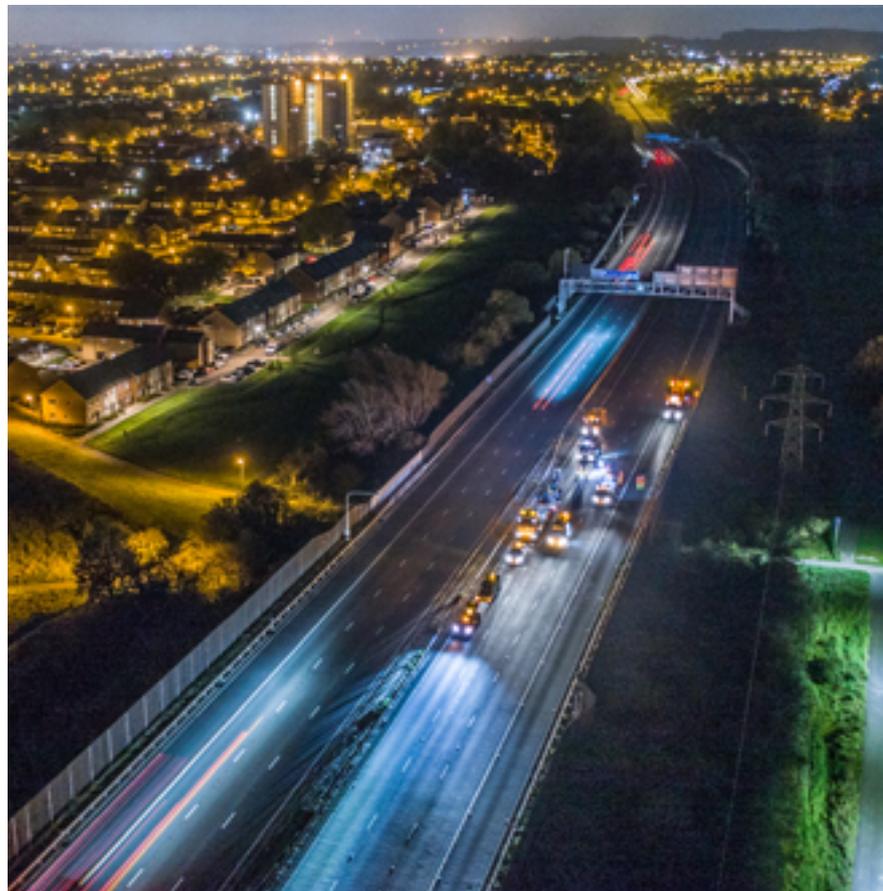
Design

Our Design teams are a great example of Passport-exempt workers who still get enormous value from being enrolled in the scheme. If they're enrolled, we know they're safe, and we know they understand the bigger picture and are trained to the same standards as everyone else.

Every worker in our workforce must be as safe as possible when they visit the site, even if they don't visit that often. Their safety is worth the time it takes them to complete the HCI and the cost of the smartcard.

Major Projects

We have rolled out Passport across our teams and supply chain working on our regional development programme projects at Kier. We're already swiping workers in and out and are making this process mandatory very soon for all workers, except the exempt.

Swiping is incredibly valuable on major projects; it means we know that each worker on site has all the qualifications and training they need to be there. Once every site on Highways starts swiping on and off using Passport, it will entirely transform our industry. Quality will improve, safety will improve.

If swiping tells us which workers are safe to be on site, spot checks tell us that a worker is safe to do the job they are doing at that moment. This means we see swipes and spot checks as complementary; each adds value to the other.

Again, the more of Passport we use, the more value it gives, which is why we plan to log inductions and toolbox talks and to use any new functionality as it comes out.

Supply Chain

Engaging the supply chain is key to the success of the Passport. They are such a crucial part of our delivery community, and we won't realise the full benefits of the scheme until they are all involved.

We felt it was crucial to embed within Kier and then rollout to the supply chain afterwards. This way, we can be sure that supervisors and access controllers understand the system. If we do it this way, we're bringing them on a journey.

How are we Doing it?

Step 1: We went through the list from Mitie and have written to everyone we believe should be engaged but isn't currently signed up.

This review included:

- Who is registered
- Who isn't registered
- Who doesn't need to be.

With this information, we knew who wasn't registered that needs to be.

Step 2: We will be writing to our supply chain to let them know we will be implementing the scheme as mandatory across all our contracts, but most importantly, we want them to know we will be supporting them on that journey.

We will start with spot checks to ensure that everyone is on board. That way, we can identify which organisations might need more support. Once the system is embedded in the supply chain, we'll use it for swiping in and out, alongside all the other functionality it offers.

The Value to The Supply Chain

Bringing our supply chain on the journey with us means making sure they understand Passport's value.

Firstly, it provides an invaluable training record store and acts like a learning management system - saving them much more than it will cost.

But the critical reason remains safety.

The reality is that a large percentage of our accidents/incidents involve the supply chain. Often the supply chain is where we struggle to produce accurate records, so we don't know the status of supply chain worker inductions or competency.

Passport clears away all this fog and allows us to ensure that every worker has all the training they need to do their job safely and effectively.

Improved visibility of training helps prevent accidents. The more visibility we can have of our supply chain, the more we can reduce the number of incidents involving supply chain workers.
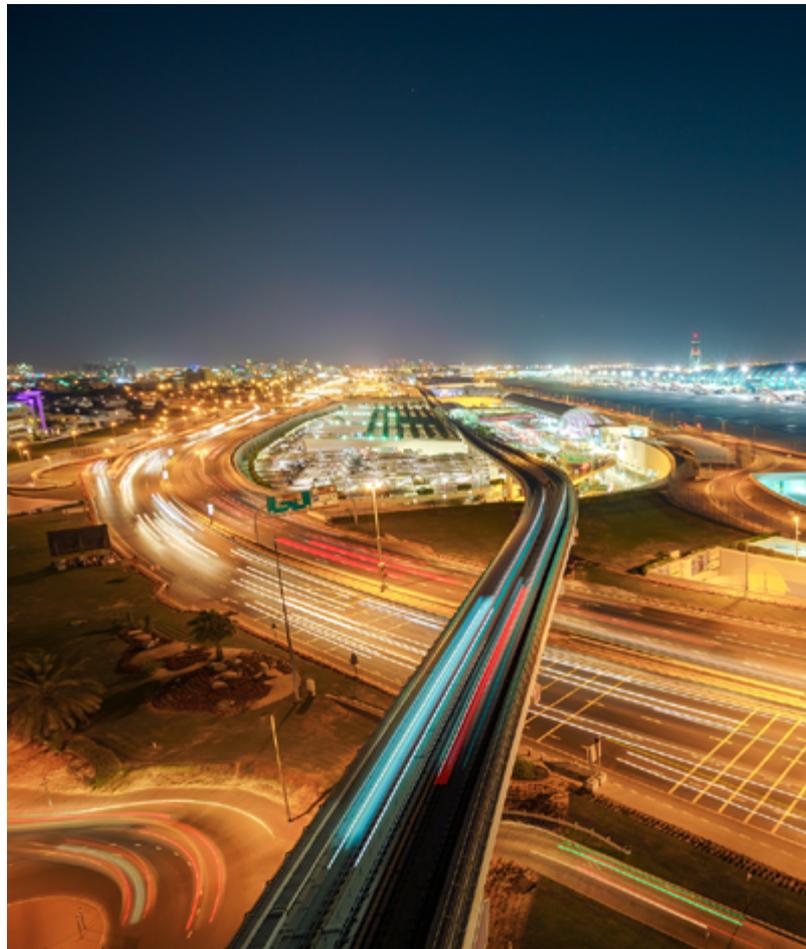
Closing Comments

We believe the Passport scheme will improve standards within the industry and help those who work within it feel professionally qualified and, in turn, part of a project that's bigger than any one contractor.
The opportunities for efficiencies are enormous:

- Reduction of admin time
- Reduce the need for multiple copies of records
- Ensure competencies are shared, and the supply chain don't have to duplicate training, toolbox talks and inductions
- Increase communications with the operative workforce
- Decrease time spent on investigations as records are readily available.

As we said at the start, we want everyone to take Passport far beyond the minimum requirements. We want to see Passport expand and for its remit to grow (which is why we're looking forward to the results of the local authority pilot).

As Passport grows more embedded across the industry, we are confident we'll see improved safety, reduced risk, better quality work and that the highways industry would be a more attractive place to work.

"Get Involved with Passport Now, or You'll Miss the Boat"

Paul Allman, Business Development Director, Flannery.

Paul is the Business Development Manager for Flannery Plant Hire, the largest plant hire company in the UK. He has 25 years' experience in the industry and supports clients with safety and training. Here are his thoughts on Passport:

"The Passport is an innovative yet simple way to record competencies and health & safety details without the operator having to take multiple cards and certificates to site.

To ensure they meet Highways England's Raising the Bar standards supply chain members need to engage with the process and start training their team on the use of the system to ensure they are prepared for future demand.

My advice would be: start early. Make sure your teams are trained in how to use the system and are prepared to assist operatives in accessing the common induction portal before demand starts increasing on site."

"Being Honest... It's a Brilliant Idea"

We spoke to Hardeep Sanghera, Health and Safety Manager at Fortel Group, one of the largest labour supply and construction service organisations in the UK. Operating nationwide, Fortel have worked everywhere from the Aberdeen bypass to the A30 Bodmin project, together with select works in construction and energy on a wider European basis.

Are you using the Highways England Passport at Fortel?

Hardeep: There have been discussions regarding the Passport scheme for some time now and it is great for it now to be up and running. Fortel's first project where we have had to use the Passport scheme is the Galliford Try A47 highways scheme in Guyhirn. Galliford Try had requested that all accreditations be uploaded onto the Passport system for each operative, from CSCS CPCS,NPORS, SSSTS and other relevant CITB accreditation. I spoke to the Galliford Try safety team and they explained the uploading process to me; I uploaded my qualifications and accreditations first so that I was then able to show the Fortel admin team how the system worked.

To be honest, I think it's a brilliant idea. The process was very easy and efficient, and I uploaded 16 different categories; this will save me carrying all my accreditations and also saves time for the site team. They will just need to swipe the Passport and all my details will be there for them to see on the system. I am happy to say Fortel Group will be backing this all the way.

It is great for improving safety and demonstrating competence.

We're bringing all our workers onto it, our entire highways workforce. They're all going to need it.
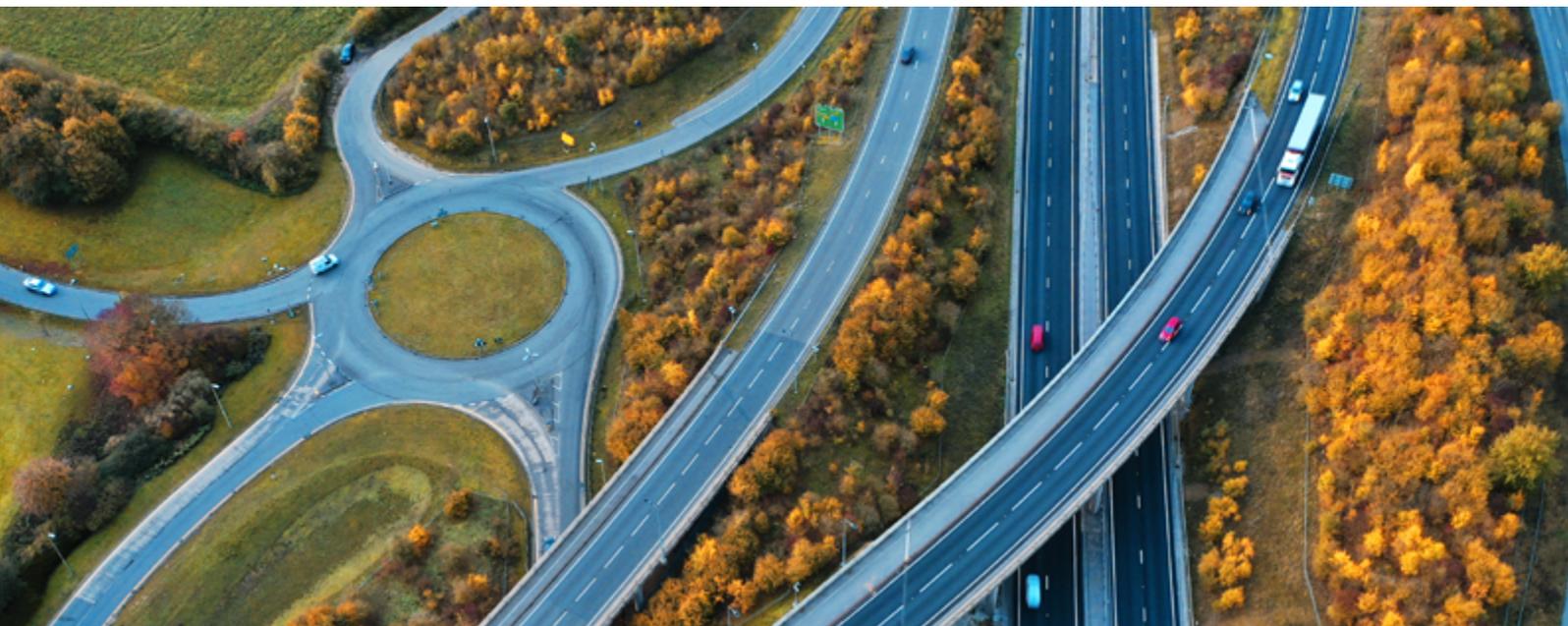
What do you see as the advantages for labour supply?

Hardeep: To have every individual's qualification in one place does make assessing and assuring competence easier. Fortel Group currently manages competence, qualification and training through our own software, but the operatives still have to take their accreditations with them to site for induction. This will save time and paperwork (carbon footprint) photocopying their cards for their own site system. It will all be done by 1 quick swipe or scan of the QR code by the site team. It is part of our digitalisation journey.

Another advantage of the Passport scheme is that they are scanned or swiped daily, so expiry dates of the cards are checked daily. It also works as a traffic light system; as they are about to expire, flags are waved to ensure refresher training is programmed to ensure continuity of qualification.

The Fortel Group admin team can also check all details by logging into the Passport website, updating any information or training as it is carried out.

It is also an advantage for the Fortel Group when our tier 1 clients scan the cards and can see every operative's training records, for example, manual handling, mental health, first aid, asbestos awareness… It demonstrates our commitment to their health, safety, wellbeing and education.

Any advice for other organisations in the Highways supply chain?

Hardeep: Just do it.

The Highways Safety Passport scheme is so easy to use, and it is all done with a couple of clicks of a button.

Mitie's Questions of the Month

Each month, Niamh and Maxine from the Mitie Helpdesk answer the questions everyone's been asking.

Question 1: How can Passport cards get checked on site?

There is a dedicated app (both Android and iOS versions), which is ideal for card checkers with Android or iPhone mobile devices, especially when out on site or on the move.

For card checkers without an Android or iOS smartphone try the Web Card Reader. This works on almost any tablet or PC device and doesn't require any software to be loaded, so is a great choice for many.

There is also software that supports PC-connected smartcard readers, this approach works well in depots or site offices.

Question 2: Can my CSCS (or CSCS partner competencies) be stored on Passport?

Yes – in fact you can transfer them into Passport electronically.

Using our software to poll the CSCS management service in real-time enables CSCS (and some Partner Scheme) cards to be checked and then logged on Passport, as well as the competencies and certificates transferred across.

These competencies can then be surfaced on the worker's Passport smartcard. Multiple cards can be stored and updated on a Passport worker record, together with the cards' images.

To do this as an employer admin, simply go to the 'Other Cards' tab on the worker's record and click on the 'Enrol Card' button. Enter the details required to look up and verify the record.

That's it.

Question 3: How do I end a Primary Employment relationship with a worker in Passport?

1. Find the worker's record:
Navigate to the People tab and select 'Search for My People'. Search to find the worker's record, then select Edit to open the worker's Passport record

2. Enter a Leave date for the worker:
Select the Employment History tab by selecting the 'Employment Record' and selecting 'Edit'. Enter a Leave Date (note this must be a present or future date) and select Save. Then, read the Warning Message and select 'OK'.

The worker's record will no longer be visible to your company in Passport after 23:59 on the day that has been selected as the leave date for the employee.

Next Training Date

The next training date is **12pm on the 1st of July**. Use the following contact details to register:

Tel: 0330 726 0225

Email: he.validate@mitie.com

Passport Means:

. Safer Sites
. Greater Efficiency
. Major Cost Savings
. Reduced Risk
. Workforce Sutainability.

Register Your Company Today:

Get in touch with the Mitie helpdesk using this email: **he.validate@mitie.com**

Useful Links:

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

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