



# Highways passport

*The Inside Lane*

## Passport in 2022

2021 was an incredible year for Highways Passport, active subscriptions have grown by 80%! 2022 looks set to be even bigger. There are a multitude of projects launching with Passport in the coming months, an update ready to release and an ever increasing amount of value on offer for Passport organisations. That's not to mention new recognition for contracts, projects and organisations applying best practice.

More and more contractors and sub-contractors are using Passport across all of their upcoming projects and contracts.

# Coming Up...

## Highways passport Gold

### Gold and Silver

Passport Gold and Silver are a brand new accreditation we're introducing to recognise projects, contracts and organisations that apply best practice.



### Upgrade to 5.2

There's an update in the works for the Passport system, we share everything you need to know.



### Designers and Passport

More and more designers are using Passport, so we spoke to three members of the Principal Designers Working Group to learn more.

### Passport Required

We have produced some posters for sites that want to advertise Passport.

### Essential Reading

We've compiled key points from documents relating to Passport put together by the SCSLG.

### Back to Work and Local Authority Contracts

We hear from Tracey Collins at Kier about their usage of Passport for Back to Work Briefings and Local Authority contracts.

### Approved Training Providers

We introduce functionality that enables Approved Training Providers to record outcomes for relevant highways learners directly.

# Introducing Passport Gold and Silver

With so many organisations working hard to go above and beyond to apply best practice using Passport, we want to recognise those projects, contracts and organisations that go the extra mile.

The investment each organisation makes in Passport has a big impact on the safety of their workforce and effectiveness of their sites – but it goes beyond that. It makes a difference across the industry and benefits the entire highways supply chain community.

This is why we are introducing Passport Gold and Silver: they will underpin optimal use of the system and help protect the workforce.

Projects, contracts and organisations that reach Gold or Silver status will be announced each month by Malcolm Dare in the Engagement Council, we will then be in touch to arrange the delivery of a signed certificate which can be displayed on sites, depots or offices. They will also receive a digital badge which can be used online, for example on a company website.

## What is Passport Gold?

Passport Gold will be awarded to projects and contracts which mandate passport and have confirmed their achievement of either of the following criteria:

**Major Projects:** swiping in and out should happen consistently across a six week period with a number of workers that correlates with the scale of the project.

**Operations:** spot-checking should happen consistently across a six week period for a minimum of twenty-five unique workers.

Passport Gold will last for one year and will auto-renew if the project or contract still meets the criteria, but if it no longer meets the Gold standard, then the project or site will be given six weeks' notice that they are about to lose accreditation, this gives them the chance to make the necessary changes.

*Highways  
passport  
Gold*

When a project or contract earns Gold status, it will receive a certificate. Passport Gold is awarded to the project or contract, but the certificate will include the name of the Principal Contractor for the project or contract, to recognise their commitment to Passport.

## Passport Silver

Passport Silver is awarded to employers that meet the following criteria:

- Their entire highways workforce is Passport carded
- Their entire highways workforce has completed the HCI.

Please note that if an employer is working on a project or contract where the principal contractor is not using Passport, this does not impact an employer's eligibility for Passport Silver status. As Passport Gold is awarded to a project or contract, not a contractor, organisations are able to manage projects with Passport Gold status and be a Passport Silver organisation themselves. Passport Silver will last indefinitely, provided you re-confirm each quarter.

## Will you be Able to Publicise your Gold or Silver Status?

Yes. Gold and Silver is being implemented as a way of recognising organisations that go above and beyond, so we would encourage organisations to share the news through whatever channel they like!

## How to Apply:

If you think your organisation is eligible for Passport Silver or that a project you are involved in meets the criteria for Passport Gold, get in touch via the forms below and we will review your application.

### Apply for Passport Gold

### Apply for Passport Silver

If you don't meet the current criteria, we will share where you currently fall short, so that you can make the appropriate changes and reapply. If you have any questions, comments or suggestions to make about Passport Gold and Silver status, please get in touch via [Highways.Passport@nationalhighways.co.uk](mailto:Highways.Passport@nationalhighways.co.uk)

*Highways*  
*passport*  
*Silver*

# Passport Required

Sites where all workers need a Passport card to access a site are known as 'Passport Required'. This can be for swiping on and off, or simply spot-checking. We have produced some posters you can use on your Passport Required sites. These clear posters will let your workers know what is expected of them. The following posters are available for download:

- Passport Required: Swiping on and off site
- Passport Required: Spot-checking

Please get in touch if you would like a poster branded to your organisation or specific to your project, we will be happy to create an amended version for your needs.

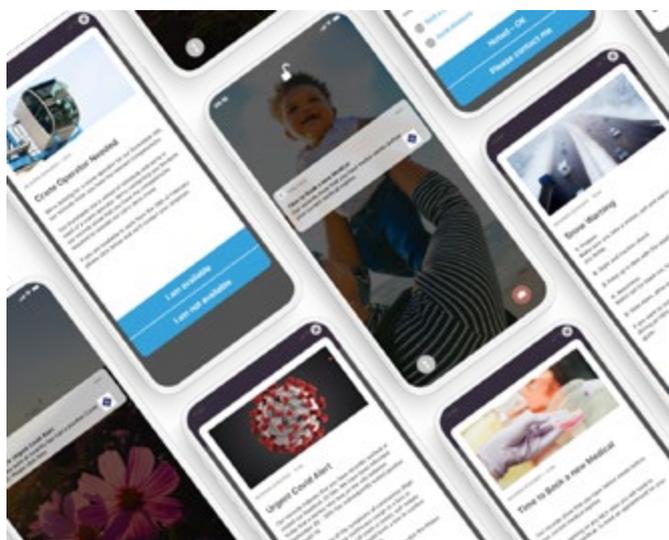
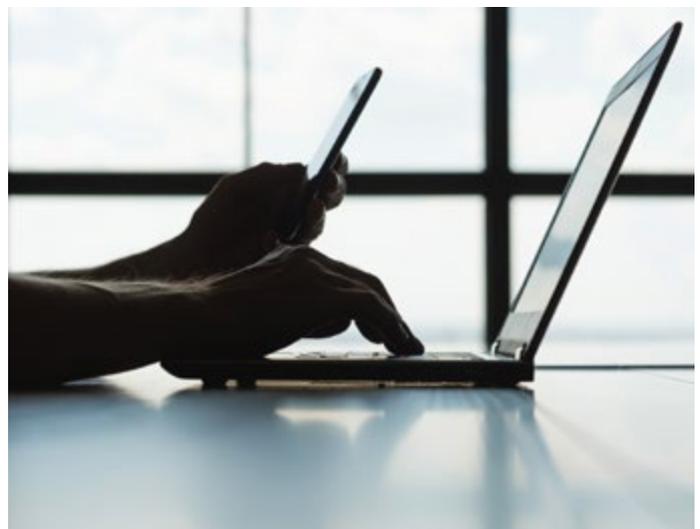
# What You Need to Know About the **Update to 5.2**

The update combines enhancements to existing areas of the system, including messaging and competency management, as well as new functionality, such as multi-factor authentication.

## Multi-factor Authentication

Security and privacy of data is ever-important. In addition to our existing login management approach which will continue to be available, we have added another option.

Multi-factor adds a further factor to authenticate the user. This is a one-time passcode either sent via e-mail, SMS or authenticator app and is a similar approach to the authentication process used by an increasing number of online services.



## Messaging Enhancements

Passport's messaging module, launched in 2021, has opened a new, powerful and unique approach to communicating with the virtually carded workforce – regardless of who employs them.

As a result of client feedback, the following features have been added to this module:

- Passport now provides an approximate cohort size before you send a message
- Projects and sites are now included as audience selection options
- Summary metrics are now visible on the main admin screen.



# CSCS and Compatible Partner Scheme Additions

You can already enrol a CSCS card and transfer the competencies into SkillGuard, but we have added some more functionality at customer request.

## **Set as Access Requirements**

CSCS and compatible Partner Scheme cards can be set as an access requirement on site.

## **Set as Job Role Requirements**

CSCS and compatible Partner Scheme competencies can be set as a requirement for job roles.

## **Card Render in the User Interface (Other Cards Tab)**

The enrolled CSCS and/or compatible Partner Scheme cards are now rendered in the Other Cards tab.

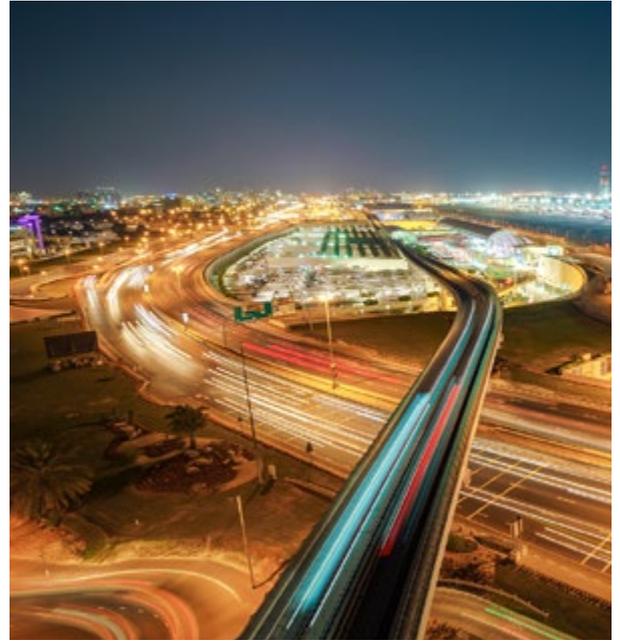
# More Export Buttons

## Swipes

On the Swipes tab, we have added an export button for a wide range of user roles to assist with your analysis of shift activity.

## People Suitable for a Job Role

We have added an export button to this page for Employer Admin roles to assist with your resource planning.



# Other Competency Management Additions

## Log of Training Hours

Useful for funding claims, training hours can be logged for awarded competencies.

## Bulk-Award Evidence

A single piece of evidence can now be bulk-awarded as part of the bulk award competence feature-set.



# MyPassport

## Emergency Contact Details

Emergency contact details can now be maintained by the worker, as well as home address.

There are numerous other changes, more information will be included in the next Inside Lane.



# Key Documents About Passport

Since its initial implementation in 2017, there have been a number of key documents written about Passport. All of them can be found on the Highways Safety Hub website. Here are some essential extracts from each document, contextualised.

## What is Highways Passport?

The vision for the *Highways Passport Scheme* is “to develop a common structure for health, safety and wellbeing inductions and a means for providing evidence of specific H&S training of our supply chain via a common competency management system.”

The SCSLG Common Intent Document

*The Passport System* is a powerful online database linked to a secure individual smartcard which is kept up to date. This allows workers to carry their record with them as they travel across the Highways supply chain.

Note: *Highways Passport Scheme* refers to the common structure for health, safety and wellbeing across highways. *Passport System* refers to the software (*SkillGuard*) used by that scheme to underpin the scheme.

This ensures that everyone working on highways is competent and trained to a consistent standard. It also saves the organisations using the system both time and money whilst improving safety and offering a wealth of information of corporate benefit. This information helps your organisation ensure the longevity of your workforce and its ability to operate sustainably.

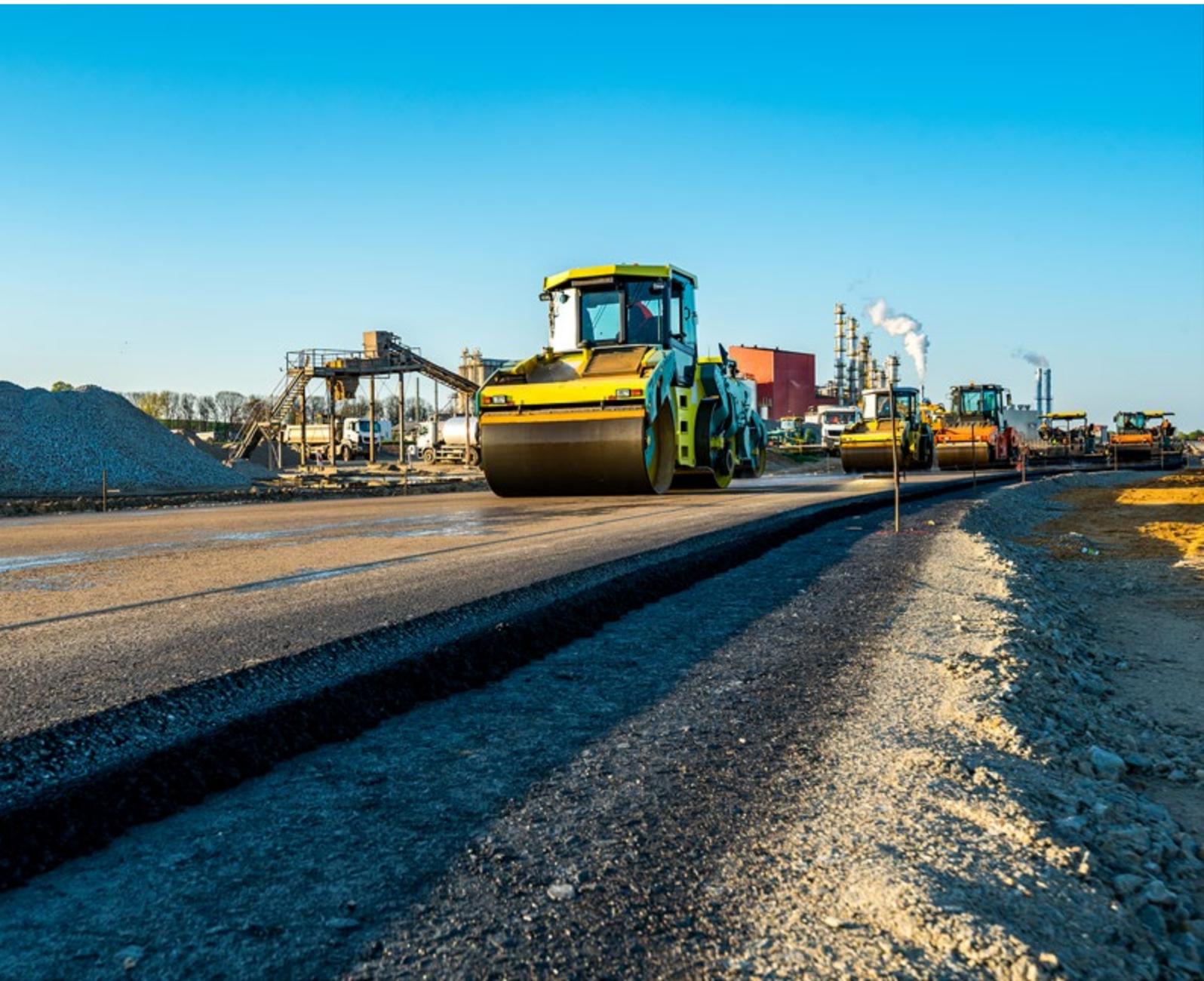
Or, as Nick Harris, National Highways Chief Executive, put it in an earlier edition of *Inside Lane*:

“The Highways Passport scheme helps everyone who works at our sites to get home safe and well every day. This scheme offers a simple and efficient way to ensure that everyone who works on any of our sites is safe and competent to be there. This initiative has my full support.”

# What are the Expectations for Using Passport?

“As a supplier community we have agreed that, as suppliers to National Highways, we shall adopt the scheme in its entirety within the first three months of start of works (construction phase) on any National Highways project/scheme/contract. Principal Contractors of a project or scheme shall commit to reducing project/scheme inductions to a site-specific induction/briefing, given at a worksite, and only detailing site-specific hazards, risks and controls.”

The SCSLG Common Intent Document.



## What Does 'Adopting the Scheme in its Entirety' Mean?

The SCSLG Expectations Document outlines the following:

- Employers are to create and maintain their eligible worker records including payment of subscriptions and requesting a physical smartcard for each worker and to ensure the minimum competency requirements recorded on the system are accurate and up to date
- Principal Contractors are expected to use the Passport card to validate workers competence at induction
- Employer / Principal Contractor Supervisors are expected to regularly spot check the Passport card to ensure each worker has the valid competencies for the activity they are doing
- Employers / Principal Contractors are to ensure visitor permits are issued to those defined as visitors
- Principal Contractors of a project or scheme shall commit to reducing project/scheme inductions to a site-specific induction/briefing, given at a worksite, and only detailing site-specific hazards, risks and controls
- The following must be loaded onto the Passport system:
  - Highways Common Induction (automatically added after completion of the online induction)
  - Base competency e.g. CSCS, CPCS, LANTRA, etc
  - SMSTS, SSSTS etc for those appointed as a Supervisor
  - Site Specific or Contract Specific Induction
  - First Aid Certificate for those identified as a nominated first aider by the employer.

**Click here to visit the [highwayspassport.co.uk](https://highwayspassport.co.uk) resources hub, linking you to key documents relating to Passport.**





# Kier: Back to Work Briefings and Local Authority Contracts

Kier used Highways Passport to record back to work briefings and have rolled out Passport across all their Local Authority contracts.

## Back to Work Briefings

Kier has used Passport to record the back to work briefings of around 700 operational staff. Tracey Collins, Talent, Development and Inclusion Manager at Kier, shared the following information with us:

“These back to work sessions are briefings our operational teams have to remind them of key issues after Christmas.

In the past, we have found that January can be a high time for incidents as people get back into the swing of work. Back to work briefings help remind people of expectations and give operational teams a chance to express any questions or concerns.

We used to record these briefings like any of our toolbox talks. This would be via a printed sign-in sheet that everyone signs, which was then logged back into a spreadsheet or system.

This year we have logged all of the back to work briefings into the Passport system by swiping their Passport cards. This has saved considerable admin time and also meant that we can accurately check who has (and hasn't) had a back to work briefing.”

## Local Authority Contracts

Until recently, Kier solely implemented Passport on their National Highways contracts. Now, Passport is up and running at Northamptonshire Highways - their first Local Authority contract.

Moving forward, all Kier's local authority contracts will be going live with Highways Passport over the course of February and March.



# Introducing Approved Training Providers

We are pleased to launch functionality that enables Approved Training Providers to record outcomes for relevant highways learners directly. This will eliminate duplicate data entry by employer admins and increase standards for verification and consistency. It also offers benefits to the entire sector from workers and employers, through to training providers themselves.

## How it Works

Principal Contractors and larger employers on Passport may put forward any of their training providers that fit the following criteria:

- They must be delivering to the proposing company one or more of the national qualifications recorded on Passport
- They must be deemed as a suitable provider for approved status by the proposing company
- The training provider must have agreed to be nominated for approval by the proposing company.

The training provider will then be contacted so that they can be set up on the system, along with the National Highways qualifications they are approved to award. The list of qualifications the provider may award can be added to or amended at any stage.

**[Click here to Download the Approved Training Provider Nomination Form.](#)**

## How it Works

Principal Contractors and major employers are able to nominate companies they use for highways qualifications to become Approved Training Providers. This opens up the same functionality used by PowerPlus for the Highways Common Induction to other trusted training providers. This offers employers the opportunity to improve efficiency and the quality of training records whilst reducing their own admin time.

## The Advantages

When a qualification is logged by an Approved Training Provider, the organisation is surfaced on the record. This gives an extra level of certainty that the training can be trusted and has been awarded directly by the provider themselves.

It provides further efficiencies by reducing the duplication of training. Currently, many organisations retrain workers in competencies they already hold as they don't know enough about the qualification or the training provider who delivered it. The extra level of information and trust provided by an Approved Training Provider record may prove invaluable for contractors who'd like to recognise training delivered by other employers but unwilling to compromise on quality.

It will eliminate data entry of these qualifications by employer admins, as the outcomes will have been added by the approved provider.

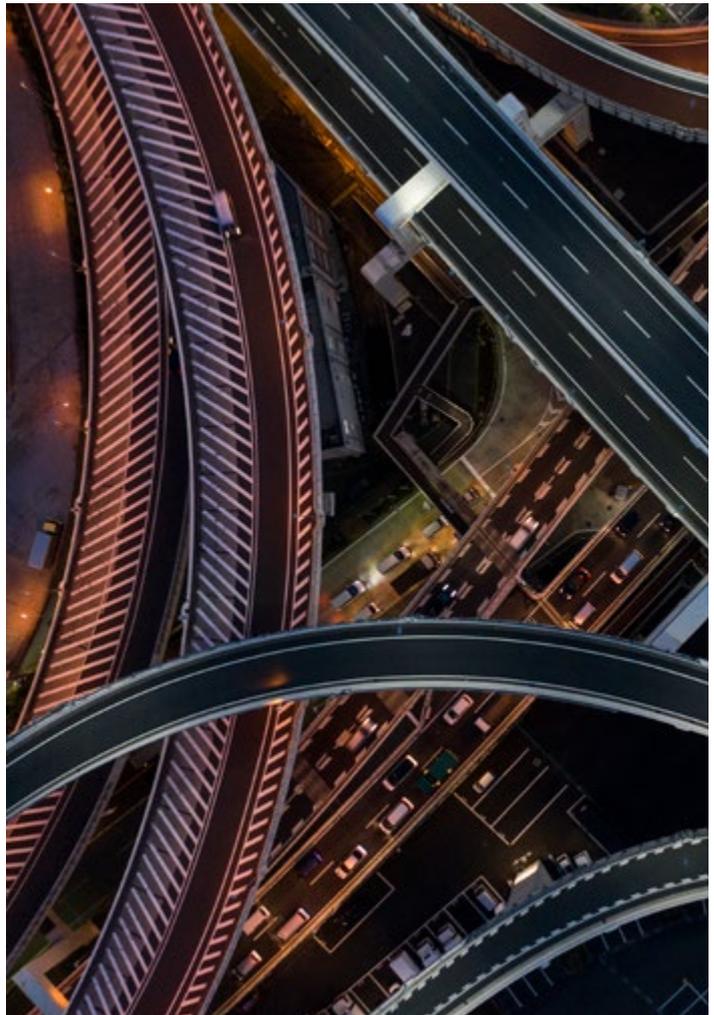
By way of example, the Highways Common Induction has already removed five work weeks' worth of duplicated data entry from across the highways supply chain. The more approved training providers we add to the

system, the more efficient the highways industry will become.

## The Approval Process

The process for selecting Approved Training Providers will be as democratic as possible, but while establishing the best processes, we are starting by inviting nominations from contractors in charge and companies with 50 or more employees on Passport. To nominate providers, relevant contractors should first contact their providers to ensure they would like to be involved and then simply complete the [form here](#).

Please note that once the approval process is established we will look to broaden this further, but for now larger contractors should nominate any providers they feel offer highly reputable training.





# Designers and Passport

More and more designers have been starting to use Passport, so we spoke with some members of the Principal Designers Working Group (the PDWG) to understand their perspective.

## What is the Principal Designers Working Group?

The Principal Designers Working Group is an established authoritative body on all things CDM. The group has representatives from most major consultancies and contractors working for National Highways on major projects, the operational community on Areas 1 and 14, and from different interest groups within National Highways.

### The group's key objectives are:

- To support the delivery of Home, Safe and Well
- To improve the health, safety and wellbeing aspects of designs produced by all those undertaking design, and related decision-making, including behavioural change
- To provide guidance to the supply chain based on best practice and lessons learnt from ongoing design work
- To provide input from a Principal Designer perspective to complementary health, safety and wellbeing groups
- To develop a consistent design health, safety and wellbeing approach across all aspects of the sector to drive improvements in construction, use, maintenance and operation of the strategic road network, including the dismantling and decommissioning of structures.

## To start, could you tell us about yourselves?

**Doug Potter:** I'm Associate Technical Director at Arcadis and am currently working on the Technical Advisor Framework supporting National Highways in the Yorkshire and North-East and Midlands Regions. I previously acted as Principal Designer Manager on the Pennine Upgrade Programme, including the A57 Improvement Scheme and A66 Feasibility Study. I am also secretary for the Principal Designers Working Group.

**Mark Lampert:** I am a Technical Director & Principal Designer Manager within the Arcadis Highways business. I'm currently the Principal Designer Manager Team Lead on the M4 Jn 3 – 12 Smart Motorway with Arcadis Jacobs JV as designer and Balfour Beatty Vinci JV as principal contractor



**Clare Brown:** I'm Lead Health and Safety Advisor at BAM Nuttall, sit on the Highways Passport Steering Group and attend the Principal Designer Working Group.



## What has been your experience of Passport so far?

**Mark:** Although the Passport has not been mandated on the M4 Smart Motorway Project our design team took the decision to support it and our site-based team have the Passport. We're currently rolling it out more widely to design teams and developing an implementation strategy. This strategy needs to strike the right balance, but we see the ultimate benefits and are very keen to support it.

So far, the rollout has gone smoothly. Due to role changes we have had a few Passport Administrator handovers, and I am aware that on several occasions our current Administrator has needed to obtain support from Mitie and RPL to deal with specific questions on Passport administration which have now been resolved.

## What do you see as the value for designers?

**Doug:** The value is in making sure all our processes and procedures are in place, so that we are sure the designers have all the accreditations and competencies they require. Passport will help to standardise this. We've had issues in the past with accreditations not being in place, which have delayed inspections and survey works taking place. It is often too easy to fall back on generic in-house systems when we go out on site. Our processes need to be right, and Passport will contribute significantly to that being the case.

It will be very helpful when all designers have a Passport. Standardising the induction process can only be an advantage, making the induction process more efficient, helping to identify where the gaps are and ensuring designers have a greater level of understanding.

**Mark:** As the Passport take-up increases it will become a standard "must have" and the ability of the Passport to act as a Motorway Pass will also be of benefit to designers when undertaking pre-construction surveys.

**Doug:** We're very keen to get our designers out on site more – there is a recognition that young designers don't get as much site experience as they should. Being on site gives designers a feel for the latest construction techniques, the constraints and problems

encountered and the buildability aspects of the designs they are producing. Passport will promote this process. If I was asked if I could attend site tomorrow, the Passport provides a means to quickly check that I have everything I need. It is important, and we need to demonstrate we as designers have got the right skills, knowledge, training and experience.

**Clare:** What will help designers is when you go to several sites, you might be working for several PCs, you've got that one card with all your details on, and you can take it everywhere. It's all a single source. You can scan it anywhere, no matter which PC. The Highways Common Induction lasts for three years and then site-specific inductions should be cut down to less than thirty minutes as you have the HCI.

**Doug:** So the advantages are the consistency of qualification, efficiency, and it will be particularly useful for younger designers coming through.



# Passport Means:

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

## Apply for Passport Gold or Silver:

Get in touch with us using this email:

**Highways.Passport@nationalhighways.co.uk**

### Useful Links:

- <https://www.highwayssafetyhub.com/Passport-scheme.html>
- [highwaysPassport.co.uk](https://highwaysPassport.co.uk)
- <https://highwaysPassport.co.uk/resources/frequently-asked-questions/>
- <https://highwaysPassport.co.uk/resources/how-to-use-Passport/>



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