

#10

Sept 23



Highways *passport*

Inside Lane

Coming Up...



Costain's Implementations

We hear from three different Costain contracts about their usage of Passport and where they're reaping benefits.

First Response and Passport

Carl Griffiths at First Response Facilities Management talks about the value they're getting from Passport on their highways contracts.

Renewals Season is Upon Us!

Almost half of Passport subscriptions come up for renewal between August and October.

Renewing your Passport subscriptions promptly will ensure your workers don't lose access to sites across the Strategic Road Network and your organisation doesn't lose its Passport Silver award.

To find out whether your workforce has any renewals, log in to Passport and visit the Subscription Renewals area within the Expiries tab.

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*Highways
passport
Gold*

Passport Gold and Silver

We have the biggest batch of Passport Gold and Silver winners to date, with twelve awards presented in total!

We Need to Hear From You

Drug and Alcohol Testing and Passport

Respond by the 27th of October

National Highways and the Passport Steering Group are undertaking a survey with Highways Passport users around drug and alcohol testing and we need your input.

This survey follows anecdotal evidence of an increase in testing fails on the network and discussions around how Passport might be used to prevent repeat offenders continuing to work on the strategic road network.

Please Note: *currently D&A tests are not logged on Passport, but the system has existing functionality to handle this (similarly to how the system is used within Network Rail Sentinel, for example).*

We need it to establish the size and nature of the problem that potentially exists with regards to drug and alcohol failures for staff working on National Highways contracts and projects.

This survey is asking for anonymised data only. Once collected, the data will be shared with a discreet number of senior individuals within National Highways for the express purpose of exploring potential solutions. Once discussions have been had, all data collected via this survey will be destroyed.

If your organisation is able to provide data, we want to hear from you. The data collected is not specific to any one project or contract, we just need the name of your organisation and your testing data while working for National Highways. Here is the data we need about your organisations number of D&A Tests:

D&A Tests: Induction	D&A Tests: Random	D&A Tests: for Cause
Negative	Negative	Negative
Non-Negative	Non-Negative	Non-Negative
Positive (Synlab)	Positive (Synlab)	Positive (Synlab)
Refusal to Take Test	Refusal to Take Test	Refusal to Take Test

[Click Here to Complete the Survey and Upload your Data](#)

Let's Get You Registered



Teresa Moss, National Highways Health and Safety Business Partner

Highways Passport is endorsed by National Highways and sponsored by the Supply Chain Safety Leadership Group because it demonstrates that workers have the training, experience, and qualifications they need to work safely on any National Highways site.

However, there have been several reports recently that some contractors have arrived at site without a Highways Passport or the Highways Common Induction. National Highways has an expectation that anyone who attends site to work on the network must have a Highways Passport.

There are currently a few exceptions, such as accompanied visitors to site and delivery drivers who are guided through site.

You need to sign up to Passport to be able to complete the Highways Common Induction.

How to Get Started

Step 1: Register your company

Step 2: As soon as you receive your login, upload your workers and book them for the HCI

Want to Learn More?



highwayspassport.co.uk/info



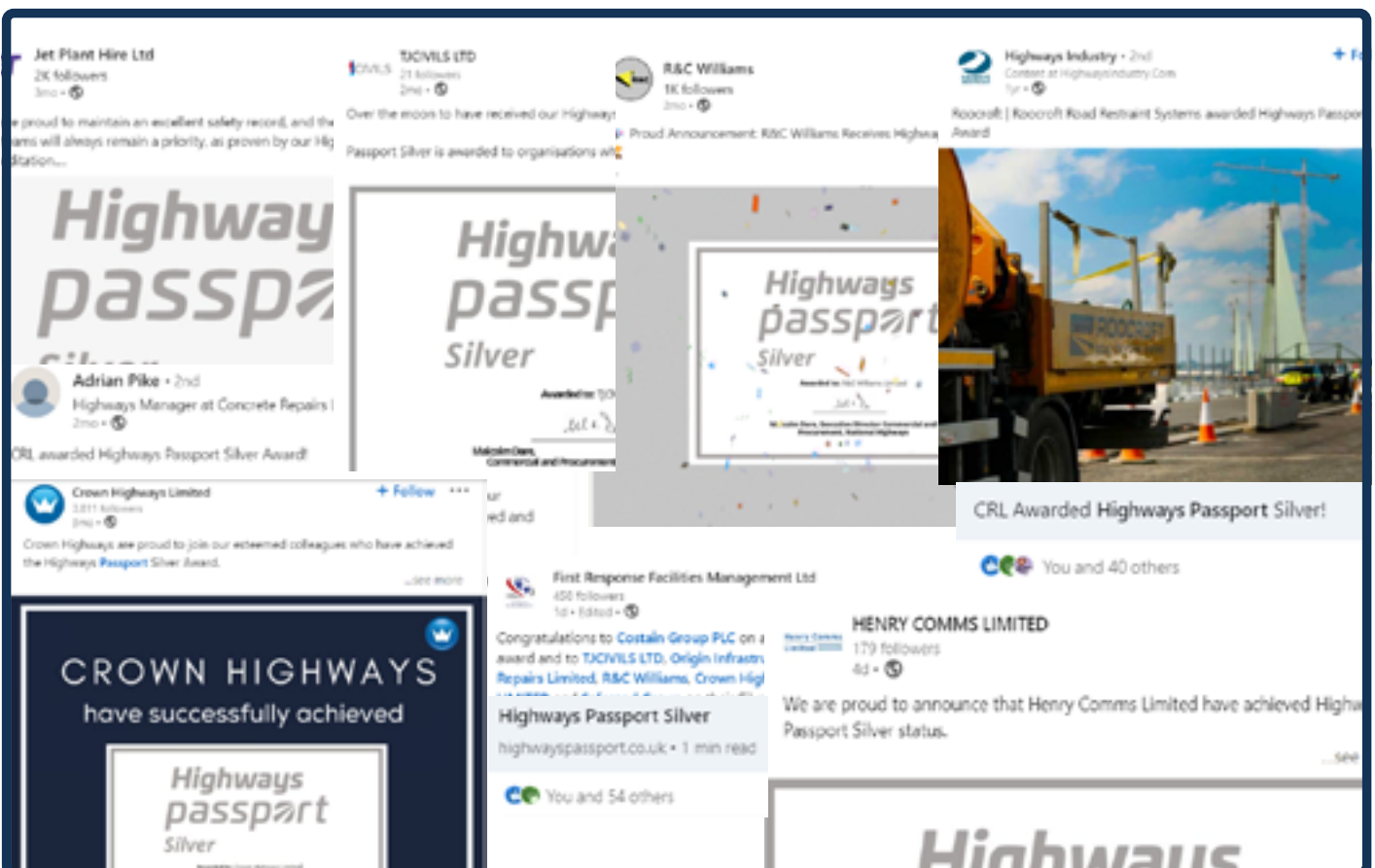
Passport Gold and Silver Update

Congratulations to First Response Facilities Management Ltd, TJCIVILS LTD, Origin Infrastructure Services Limited, GVA, Concrete Repairs Limited, R&C Williams, Crown Highways Limited, HENRY COMMS LIMITED and Saferoad Group for their Passport Silver award wins and to Costain Group PLC's A12 project for their Gold award.

"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. Origin Infrastructure Services, Green Valley Arborists, Concrete Repairs, R&C Williams, HW Martin Traffic Management, Crown Highways, Henry Comms, Ground Control, QRO Solutions and Saferoad Group are all deserving of the Silver award.

The A12 project has been exemplary in its Passport usage. Costain should be very proud of their Gold award win."

Teresa Moss, National Highways.



5 [Learn More About Passport Gold and Silver](#)



Testimonials from Costain: Area 4 CWF, Area 14 and the A12



In **Area 14** and **Area 4** Costain are delivering schemes for National Highways and carrying out maintenance and response contracts. This includes the delivery of reactive maintenance along with severe weather service for National Highways.

On the **A12**, Costain are delivering a £1 billion + widening scheme from Chelmsford to the A120.

Area 14 covers four depots, three counties and includes several sites on the National Highways network. This territory stretches from Dishforth, to the Scottish border and across to the Cumbrian border.

Area 4 CWF covers Kent and parts of East Sussex.

Both contracts swipe cards at the start of shift for operatives.

Area 4 Kent Testimony CWF Supervisor Connor Lancley

"I am the CWF scheme supervisor for Area 4 Costain, I deliver the works on the ground, starting with inducting and D&A testing all operatives who will be working on our schemes, checking their competencies, certs, and medical records to ascertain whether they're eligible to

"Highways Passport is an invaluable tool"

work on our schemes. This includes checking and swiping the Highways Passport cards when the employee arrives on site. I ensure everyone receive a clear start of shift briefing. This includes dealing with the traffic management who provide our road closure so we can safely get out on the ground to commence our scope of works as well as oversee all the contractors who are on task.

My main concern is safety, followed closely by quality. Safety is paramount, we all deserve to go home to our families safe at the end of every shift. I strive to be the best I can be in my field and I enjoy thoroughly doing what I do, day in and day out.

It is important for all employees working on the Network to have undertaken the HCI and have their Highways Passport card. This gives me the assurance that the people we are putting to work are competent and possess the required skill set to carry out their job role".

Area 14 Testimony Supervisor Phil Gash

“Passport checks are straightforward and only take seconds. Operatives are waiting for their supervisor at the start of shift with their cards ready.

Then a supervisor simply scans a worker’s card to build up his team at the start-of-shift safety briefing.

Swiping is an incredibly straightforward process. The key is clear communication – make sure everyone is aware of how you plan to use Passport on your sites.”

A12 Widening Scheme Testimony Elaine Procter

“We use Passport to upload all our RAMS, Toolbox Talks and Daily SOS briefings as part of our effort towards becoming a paperless office.

When we are out doing health & safety checks

with National Highways, our supervisors have a tablet with them to check the Highways Passport system for worker competencies and Sign Ons to RAMS, Toolbox Talks and Daily Briefings without having to go back to the office and look through paperwork.

We upload Costain staff competencies, including CSCS cards, Fire Marshal, First Aid, SSSTS, SMSTS and any other relevant certificates held in Highways Passport. We ask all subcontractors to do the same before arriving at the A12 for a site induction.

We also use Passport for signing people in and out of site and capturing time for payroll. All this information goes towards our carbon footprint and fatigue management data.

Highways Passport is an invaluable tool to use in our business, and we have been able to utilise the information for a lot more than we originally anticipated.”



Incoming Changes To The Way You Log In

Going Live on the 23rd of October

As part of our ongoing security procedures on Highways Passport, we will be moving to multi-factor authentication for all admin users from the 23rd of October.

What is Multi-Factor Authentication (MFA)? Most readers will already be using MFA. For example, it is common across email, social media and online banking, as well as in the corporate world.

Without MFA, you log in with just your username and password. MFA means adding an extra way of confirming that it really is you trying to access your account.

How will it work on Highways Passport? When logging in, you might be asked for a code which has been sent to you via email. All you need to do is input the code when prompted.

What do you need to do now? Make sure your Highways Passport account's email address is correct.

Top Tip: If you ever can't find the code containing the email, make sure to check your spam folder for an email from no-reply@he.validate.mitie.com.

Why is MFA Important?

Stephen Luke, Cyber Security Awareness, National Highways

Enhanced Security: While passwords are a fundamental component of digital security, they are not foolproof. MFA acts as an extra hurdle, complicating efforts by unauthorised individuals to gain access.

Defence Against Phishing: Phishing remains a popular tactic among cybercriminals, designed to manipulate individuals into revealing their passwords. With MFA in place, a password alone is insufficient for gaining entry to your account.

Data Breach Protection: In the unfortunate scenario of a data breach, MFA adds an additional layer of security. Even if attackers obtain your password, they will need more than that to access your account.

Peace of Mind: With MFA enabled, you can be more assured that your digital workspace and sensitive information are shielded from unwarranted intrusion.



First Response Facilities Management Carl Griffiths



“Formed in 2018, First Response is a provider of manned security services and CCTV solutions.

Our work in highways started with Costain back in April 2022; we do gatehouse security for their compound. All our workers are now on the Passport system with the HCI - so we were awarded Passport Silver.

Officially, security workers don't need the HCI, but Costain has made it a part of their requirement to work with them. So, we went and got the whole team inducted, and they're all SCM and CSCS certified as well.

This way, our team is ready to work on any contract in highways. Right now, we do compound security, but as this contract progresses, we might be doing future projects in roadworks as well. We've even designed highways camera systems for rapid deployment – these pick up broken down and stranded vehicles, incursions, falling debris – that sort of thing.

So, now, we've got it done. We've learnt the system and we're ahead of the curve, which is where we like to be. We're working well with

Costain, adapting and evolving with them.

We've even been showing them different parts of the system they could use, bouncing ideas off each other – when they've had issues, I've been able to show them how I do it!

I do think it is a really good tool.

It lets you know who is on the project at any one time, that they have the right credentials to be on site and to do what they're tasked to do. It manages competencies so you know when staff qualifications are coming to an end when medicals are due to expire - it's all flagged up on the system. You can use it to check other credentials as well – you can do a spot check to see if cards are in date. It's also helping us go paperless!

It's a really simple system to use, as we progress, we'll get used to more and more functions. For example, recently, they've deployed Job Roles, so I've requested a Security Job Role be added and provided some suggestions of what that might look like on the system.”



It's Time to Get On Board!

Join 30,000 Workers and 1,500 Companies
Already Profiting From Passport.



Safer
Sites



Major Cost
Savings



Greater
Efficiency



Improved
Sustainability



Reduced
Risk

"National Highways fully endorse Highways Passport and regard it as best practice. Passport usage is regularly reviewed to assess the levels of embedment and usage across the network.

It's so important to us that contracts include our expectation of use."

Teresa Moss, National Highways, Health Safety and Wellbeing Business Partner.

