CASE STUDY
GALLIFORD TRY | NH PASSPORT – 25/03/2022

The development of the National Highways Passport Scheme has been a collaborative venture. From the first initial idea to the full relaunch in the latter part of 2020. The Passport Steering Group, along with National Highways, has worked to develop a more robust and dynamic product.

During 2021 Galliford Try, on our A47 Guyhirn RDP Project, introduced the Passport and utilised it to good effect. It has improved the recording of our site inductions, minimising the GDPR sensitive paperwork generated and making the induction process more efficient. Our Site Management Team are able to monitor workers and to have rapid checks of qualifications prior to personnel attending site, at site induction and subsequently through spot checks as appropriate on site.

Overview

With the relaunch of the Passport the A47 RDP Team took the opportunity to work closely with Refence Point to fully understand the Passport's capabilities and to develop its features prior to full implementation in the construction phase of the first of the five A47 projects at Guyhirn Junction.

The team decided to ensure they used the Passport to its full potential which meant utilising:

- Swipe in and out of site
- Minimum entry requirements to site
- Live update of inductions
- Live update of training

Challenges

Establishing something new means changing people's habits and often tried and tested methods.

- Ensuring that the system was compatible with current company systems and approved by the wider company
- Engaging with subcontractors
- Training all site managers and supervisors
- Updating all existing cards and gaining new cards
- Ensuring everyone completed the Highways Common Induction
- Reduces the ability to deal with last minute changes of staff.

Site Administrator - Jess Prince, A47 Guyhirn Junction Improvements

"*It has helped me greatly being able to check people's qualifications and working hours. It's also useful as a handy reference of exactly who is on site".*
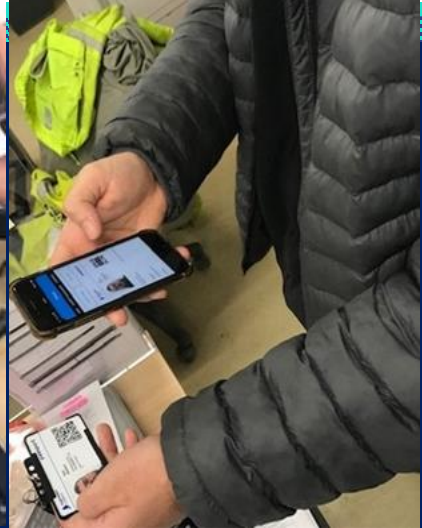
Action Taken

Support was provided by Reference Point and Mitie who had regular meetings with the team to help establish the approach and how best the system could be set up to work for us and our needs.

Stage one: Identified and allocated NH Passport Overall Administrator.

Stage two: Established team approach (decision taken to use swipe in and swipe out, to allow full use of Passport). Action plan was created and deadlines were set for provision of cards, completing HCI and uploading training records.

Stage three: Agreed minimum entry requirements for the A47 Guyhirn Site to be registered on passport system for swipe in checks.

Stage four: 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: Use monitored as part of the normal Safety checks by the Safety Team.

Stage seven: Review data on Swipes in and out. Usage reviewed with Site Management Team and lessons learnt to pass on to other projects.

Contact:
Esther Maiden
07923259581

Email:
Esther.maiden@galliford try.co.uk

home
safe
and well

★ Results

Induction records are now more efficient and secure. Site inductions are awarded on the 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 is 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.

Administrator and worker receive automatic reminders if training certificates are due to expire.

Additional Benefits

- Administration time saved – 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.
- Quick monitoring on fatigue by reviewing swipes in and out. These checks can be undertaken centrally as well as on site.
- If a contractor comes to site and is missing the HCI it now can be done online and within a couple of hours, minimising downtime.
- Expired certificates are flagged up automatically, removing the reliance on manual checks. Our project has had zero competency related incidents since implementation.

Reporting

Reports can be run at any time or alternatively they can be set up to run automatically at pre-defined intervals (eg daily, weekly etc). The reports can be set up to be emailed automatically to specified personnel within the team.

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.

Lessons Learnt

- Senior Management buy in is very important, as there will be some complaints to begin with until the system becomes more familiar and widely used.

System

- To gain all of the benefits and make Passport usage worthwhile, it is important to use the card to swipe in and out

Engaging with Subcontractors

- Early meetings with subcontractors are essential to explain the project requirements. Do not rely on emails. Make sure you have the subcontractor's Safety Advisor and Project Management Team in the meetings.
- Offer support if smaller subcontractors are struggling to set up the passport (have your overall administrator on hand) as talking through how to do it is often easier than sending lots of paperwork and saves time.
- Allow time for Subcontractors if not already registered to get set up with Mitie, once this is done everything else can be completed rapidly within the same day.
- It will cause delay to your works if subcontractors are not registered correctly.
- Make sure your Safety Team are monitoring correct use.

Set up

- Have an overall Admin user for the passport system (this is the person who has full overall access to the system and will set up the permissions for your teams) but ensure you also have a Site Admin user on larger projects. This will provide flexibility and reduce delays.

- Allocate enough access controllers (allowing for nights and absences) with the correct roles (defined on system) to allow for issuing of visitor passes, swiping in and out, spot checking. Make sure they have had training on their role.

- Set up your system using card readers to control swiping in and out of site as these can be easier to use than other methods.

- Ideally have your swipe in and out linked to your site access arrangements to avoid people forgetting to swipe either in or out.

Future Use

The next step for us is to train our other National Highways projects on the set up and uses of the passport.   Already agreed from the success of the A47 Guyhirn, is to use the passport as the main Site access system on our A303 Sparkford to Ilchester scheme.

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.