

#7

May 2022



**Highways**  
**passport**

# Inside Lane



# Coming Up...



Ian Nixon, Transportation SHE Director at Costain, talks about Costain's Passport implementation and future plans.



Ryan McClean, HSWE Manager at MWay Comms, shares his experience of Passport and talks about their recent Passport Silver win.



## System Upgrade

There is a new system upgrade being released; here's what you need to know.

## Passport Silver and Gold

The first Passport Silver and Gold awards have been handed out.

## Approved Training Providers

The first Approved Training Provider is now on the system, with more in the pipeline.

## Safety-Critical Medicals

We provide a key update relating to Passport and medical data.

# Passport Gold and Silver Awards Presented to Contractors Leading the Way

The first Passport Gold and Silver awards were presented at National Highways' Engagement Council on the 6th of April. The event culminated with the presentation of the first Passport Gold and Silver awards, which reward companies for applying best practice in their implementation of the national Passport system.

**Malcolm Dare**, Executive Director of Commercial and Procurement at National Highways, and **Teresa Moss**, Passport Lead 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 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. **Kier Highways, Carnell, CR Civil Engineering, MWay Comms, WJ North and Galliford Try** are all deserving of the Silver award.

**The A47 Guyhirn Junction project** has been exemplary in its Passport usage. All contractors involved should be very proud of their Gold award, especially Galliford Try, Principal Contractor for the project."



## Future Awards

The next Passport Gold and Silver will be awarded at the upcoming Highways Engagement Council. If you want to learn more about Passport Gold and Silver or submit an application form, [click here to learn more](#).

[Apply for Passport Gold](#)

[Apply for Passport Silver](#)



# The Highways Passport System is Being Upgraded on May 18th



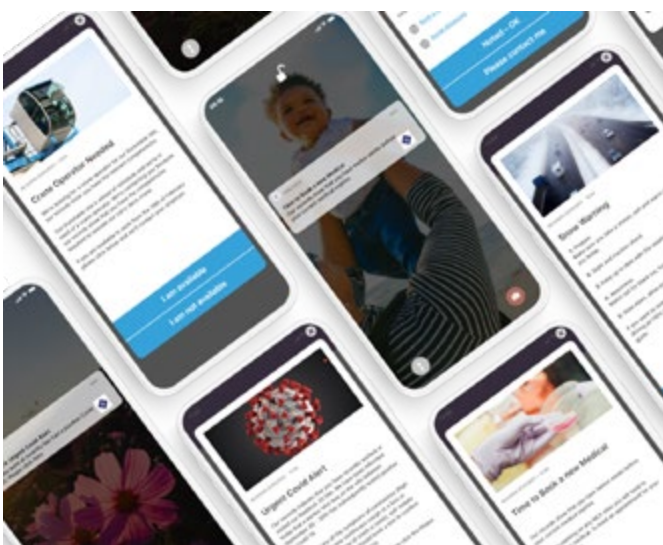
Reference Point provides the software behind Passport, and ensures the system is at the vanguard of workforce safety and management.

This is why they are upgrading Passport later this month. The upgrade will make it even easier for you to ensure the safety and efficiency of your workforce, drive effectiveness on site and get even more value from the Passport system.

**The upgrade will take place on the 18th of May, and the system will be offline between 09:30 and 15:30.**

The upgrade includes an array of improvements, many of which were suggested by customers. The key updates are:

- Multifactor authentication will be available for any Passport users with logins wanting to use it. There is a further premium option (additional fees apply) to implement SSO for an organisation's users for enhanced user management.
- Our super-powerful Messaging module has been further improved with additional views and optimised cohort selection to further assist with targeted messaging direct to recordholders' phones.
- Embedded PowerBI offers data and insights to Principal Contractors (this is a premium feature so additional fees apply).
- You will be able to make CSCS cards an access requirement.
- Training hours associated with any competence when awarded can be recorded.





# **"It's Transformative"**

## Ryan McClean, MWay Comms

MWay Comms were among the very first to win Highways Passport Silver. We arranged an interview to learn more about how they use the system.

### **Ryan, could you tell us about yourself and your role?**

I am the health safety, wellbeing and environmental manager at MWay Comms. I joined back in 2016, so have been here for five and a half years. I look after anything and everything that falls into those categories of health, safety and wellbeing – which is why I manage Passport.

### **Could you tell us more about MWay Comms?**

MWay Comms has been up and running for 21 years, and they work within the technology arena of the highways industry.

We install the comms infrastructure that goes into roads – all the cabling, electrics and technology. This can include signals, loops and aspects of civils as well.

It's a busy part of the industry these days – there's plenty of work about!

We have a lot of work going on around the country, such as in the east AD (Area 6 and 8), M1 J13-16 SMP, Stopped Vehicle Detection (SVD) and PRS with the SMA. We're also doing all sorts of work such as traffic signals, loops and electrical installs. Recently we've been involved in the east with Area 6, 8 and 9 as well as the smart motorway project on the M1. We've also been involved in the A47 Galliford Try project at Guyhirn Junction.

## What's your experience of Passport?

We started using Passport in its first rollout a few years ago. It was brand new, and everyone was singing and dancing about it - we took it upon ourselves to go all-in for it. I became the admin; I did the training, I did the qualifications with LANTRA to do the common inductions – I trained everyone in the company.

Shortly after, it sort of died down a bit. But then, last spring I caught wind of more and more projects and organisations wanting Passport and requiring it again. Then on a project-by-project basis, we re-upskilled all our employees on the new common induction.

It quickly got traction internally; now everyone has it. I approached the managers in the organisation, and I said, "Passport's getting big. We're going to start needing it. Rather than react, let's get ahead and get it done." We got everyone to do the HCI, ordered the cards and got started.



I even put together a video for supervisors. I put it together as a guide for our guys, that way, they can see exactly what we need them to do. I wanted to be able to talk my way through it – I wouldn't be able to sit down with all of them as we're so national. But I wanted to get my words across to them, so they know what's important to us.

I'm glad we got ahead because Passport's reached the tipping point. This recent phase has so much traction and weight behind it. There's been a huge change in the presentation, the delivery, the comms – now everyone's buying into it. From this point forward, we'll use it. I don't think we'll ever go back. That's it now; it's in it's ready, it's going.

It's been great to see that Passport is now a big part of all our conversations with different contractors. It's on the tip of everybody's tongue.

That's why I wanted to get ahead – at Mway, if we're in, we're all in.



## **What do you think of the scheme?**

It's transformative.

Bear in mind my role is health and safety; the best feature for me is the easy access to view competency. You can check worker competency in a heartbeat to see if they're competent to do it. Otherwise, you have to go back to your laptop and check they're trained.

It's easy to use, which means everyone knows how it works, so they get everything they need from it. They understand it, which means we can get the most from it. If I want to scan a card to check a competency, it takes seconds. It's effortless. The sooner the entire supply chain starts using it, the better.

The Highways Common Induction is very cost-effective and time-efficient. It covers the basics that are required within a good amount of time and it's video, so it's flexible and accessible. We have guys without laptops who have been able to do it from wherever they are on their phones.

I hope more and more contractors start reducing their site and project-specific inductions to match. I won't name contractors, but some do have very lengthy inductions! It's really inefficient for them.

## **How do you use the system?**

Our entire workforce is on Passport, and we are swiping in and out on projects we manage.

We use the app itself. All supervisors have the app on their phones, and they scan people in as part of their start of shift process and then scan them out again at the end of shift.



They also use it for competency checks.

We use virtual cards; we've set everyone up with one on their Vircarda app. I was recently on a site with Galliford Try, and we all had our cards scanned. Our operatives tend to use their virtual cards for scans instead now.

In the system, I'm seeing that lots of our worker's cards have been scanned by other contractors. We also get a lot of positive feedback about the way we've managed competency for our workers.

The next area we're looking to implement is fatigue and briefings, so we can maximise the value we get from the system. I'd also like to see medicals on the system. All we need to see is that someone has their medical and that they can work. If they have a risk assessment, we'd want that to be shown.

We do know of situations where workers have risk assessments for things like working alone or working at heights. There are less confidential pieces of information the system can share without people being nosy.

**MWay Comms recently won Passport Silver. What's been the internal reaction to that?**

We're incredibly proud we got it at Mway. We think it's great. It's giving us an advantage when we're going for business. It's straight on tenders, and it's always asked about it.

To me, this is the kind of thing that makes this part of Passport's implementation so different. It shows to all the contractors that aren't using it that it's worth it and it's now being recognised, and it shows how much National Highways care – it shows this really matters. It also is a great reward for organisations like ours who have done the work.





# Costain and Passport:

## A Conversation with Ian Nixon

Costain is one of the organisations delivering the largest volume of work in the National Highways supply chain.



Costain is one of the organisations delivering the largest volume of work in the National Highways supply chain, working across Complex Delivery, Consultancy and Digital solutions and has been involved in Highways Passport since the scheme's conception. To learn more about their usage, we spoke with Ian Nixon, their Transportation SHE Director. Ian is also the current chair of the Highways Safety Hub, the supply chain community helping to deliver National Highways' Home Safe & Well strategy.

### **Could you tell us about Costain's relationship with Passport?**

At Costain, we've supported the Highways Passport since the concept stage a number of years ago. We've supported the Highways Common Induction (HCI) through delivery of the former one-day induction and provided feedback to aid the move from this to the hour online induction we have today.

We provided filming locations for the Highways Common Induction at our A19 Testo's contract and have reviewed and provided feedback on content during development. We are keen to continue to help improve this as it offers so much opportunity.

With Costain operating across both Major Projects and the Operations Directorate, we've experienced implementing Highways Passport in varying environments. Within Major Projects, in the Regional Development Programme (RDP), we are implementing Passport on our RDP North schemes near Newcastle-upon-Tyne and at our A30 Chiverton to Carland Cross scheme in Cornwall. The A12 Chelmsford - which is yet to commence construction phase - is already in discussions to use Highways Passport as their core competency management system.

Within the Smart Motorways Programme, we have been using Highways Passport on the M1 J13-16 and across our All Lane Running, Dynamic Hard Shoulder and Stopped Vehicle Detection contracts as part of the SMP Alliance. Within the Operations Directorate, our Area 4 contract in Kent was one of the early adopter schemes that assisted with trials, and they continue to implement along with our Area 14 contract in the North-East.

All these contracts have ensured that all staff have their Highways Passport showing completion of the HCI; the implementation plans are now focusing on achieving the same with our supply chain to achieve full rollout. Our leadership team has committed to all National Highways Costain projects using the Passport going forward.

### **So how are you using Passport?**

Let's take the SMP Alliance M6 J21a-26 as an example of how we use the system on

major projects, as it's perhaps the most established. The team are swiping workers in during inductions to confirm that they have the HCI and all the core competencies they need.

We then swipe at the start of the shift to award shift briefings as a record. This approach has the added advantage of flagging any competencies that have expired or might be expiring soon.

We do both spot checks and swipes in maintenance contracts depending on what works best in each context. If workers meet at a depot, then we swipe them in and out – in March of 2022, Area 14 did just under 300 swipes. If there isn't a depot, then we use spot checks instead. The flexibility in approach ensures that Passport works for the varying environments that we work in.





**Given your experience with Passport, what do you think about it?**

Passport offers advantages in competency management. It allows you to track and get prompts for competencies that need renewing. This is great for us but an even more significant benefit for Tier 2 and 3 contractors. They might have workers with us one week and be working for another Principal Contractor the next week – all they have to do is present their card, and the worker's entire record is readily available to the Principal Contractor.

Then there's the common induction; this covers the core messages that highways workers need to know. This means we can tailor our contract level inductions to just what people need to know on that site. We will start shortening our inductions as soon as our supply chain is fully carded – the near future.

The competence history on the Highways Passport helps to remove the need for duplicated training, enabling our contracts to be lean by removing waste in terms of repeated toolbox talks and training as we can verify that workers have already had it. Previously, we had no way of knowing this – it's a wasteful way of operating as an industry. Finally, having those records centrally on Passport improves their retention and availability for assurance and auditing, saving time in locating records and reducing non-conformances.



**Do you have any plans for Passport in the future?**

I do – here are a few of the different things we're considering:

All National Highways Costain projects will use Passport in the future. We're also exploring the possibility of using Passport in local authority contracts as well. We have a lot of shared supply chain across both kinds of contracts. We are working with Reference Point to establish consistent job roles and related competencies across the industry, which will be very valuable, especially for the Tier 2 & 3 supply chain moving between Principal Contractors. We currently use other access control systems on some projects, but this means workers are swiping two cards, and we don't want that. Our ambition is just to use Passport; it has the capability to do everything we need.

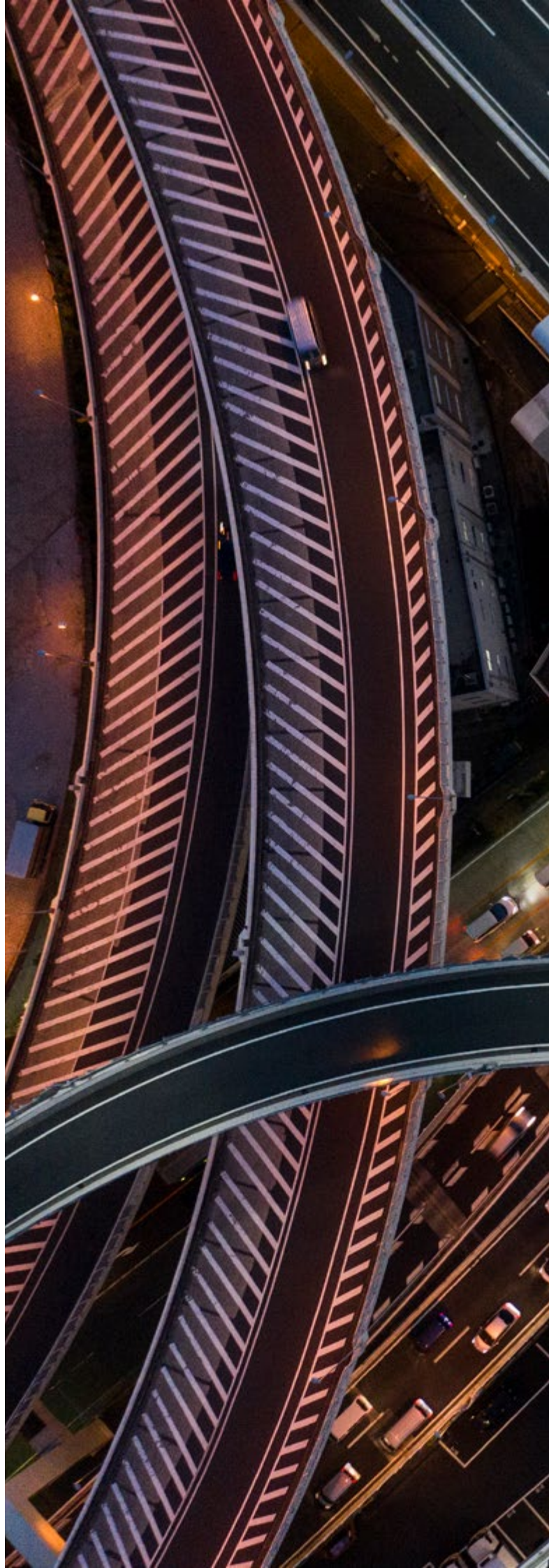
Longer-term, we have the ambition to integrate with the Network Rail Sentinel system. (Sentinel is provided by Reference Point, the same organisation that delivers Passport). It would be possible to use that integration for fatigue management and to prevent double-shifting.

## **What steps have you taken to embed the system?**

We measure and track uptake, and then we feed that back to our contract leaders on the different schemes. We let them know where their performance sits so that we can generate a bit of healthy competition between contracts – it works well. We then feed this information back in a monthly meeting, where we review the data to see who is performing well. Unsurprisingly, all contracts want their scheme at the top of the table. Some of the schemes are even doing the same with their own supply chain!

## **And how did you go about rolling the system out?**

We set the expectation that we were implementing across all contracts – this came from the National Highways leadership team. Each contract then identified someone to train as their Passport admin, and they drove implementation within their contracts. These admins are in charge of managing cards for workers and credits for the HCI. They then track completion and chase up anyone who needs to complete it. Sharing responsibility like this has been very effective. In fact, up to February, we set the target to get 444 workers through the HCI, we ended up with 533. This represents our entire card-requiring highways staff, with implementation plans well underway for our supply chain.







# Highways Passport Welcomes the First Approved Training Provider

Techno Construction Training and Assessment LTD are the first training provider on the Highways Passport system. They will now be able to enter training outcomes directly into the system; this offers yet more efficiencies for Passport and increases your assurance in the validity of training records.

There are more training providers lined up for inclusion in the system. If your organisation wants to recommend their preferred providers, click below:

**[Training Provider Nomination Form.](#)**

## Safety-Critical Medicals

Many organisations across the highways supply chain want to use the Highways Passport system to log safety-critical medicals (SCMs).



There are thousands of SCM records already on Passport. To date, they have been logged as a competence on Passport.

However, competency functionality isn't designed for medical data, so, later this year, an updated feature will be available to allow admins to use Passport's specially designed Summary Medical "Fit-Slip" form.

In the meantime, employer admins may continue logging SCMs as a competence but should be aware that any certificate uploaded will be removed by the system automatically to ensure that clinical information isn't erroneously attached. This process will start in late May/early June.

We will be sharing more information on the new functionality in the near future.

# Passport Means:

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