



passport

The Inside Lane

"The Highways England Passport is now used by over 730 companies and has over 26,000 people on the system.

It has been developed to help the sector both simplify and improve our approach to safety and training. Its success is being shown by both the number of companies and employees that use it."



Malcolm Dare,
Executive Director
Commercial &
Procurement,
Highways England

In this issue:

- Reference Point's Tanya Morris shares everything you need to know about the upcoming Passport upgrade
- We revisit Guyhirn to see how the Passport implementation is going
- Liz Brathwaite shares Skanska's plans for Passport rollout on the M42
- Kevin Richardson and Abi Dove from HW Martin Traffic Management share their experience using Passport
- Natania and Niamh from Mitie answer the questions everyone's been asking Mitie's helpdesk

Messaging, Maps and More: Passport's Next Big Upgrade



Tanya Morris,
Director,
Reference Point

At Reference Point we
have a great team of

people who work full-time on the software behind Passport, including dedicated technical architects, developers, testers, implementation managers and more. Your Passport software has the same backbone that powers Network Rail's Sentinel, Australia's national Rail Industry Worker solution, HS2's system, Thames Water's Passport, as well as many more.

As the global leader for enterprise-wide mobile workforce safety solutions, we are dedicated to innovation, which is why we invest substantial sums year-on-year to keep our systems at the forefront of the industry.

Of course, we never forget the real-world applications of our systems which are used in a range of hazardous and demanding environments.

This commitment to leadership is why I am delighted to tell you about the upgrade we will be providing for Passport later this month. It will ensure that every worker on the strategic road network is protected by technology at the vanguard of workforce safety and management.

These additions make for a system that 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 your Passport system.

Among the major new features, the one that excites me the most - because of the potential it holds for customers - is an entirely new suite of functionality: Messaging.



New Messaging Suite:

Targeted Messaging to the Workforce and Supply Chain

Highways England and the Principal Contractors will be able to use messaging to communicate directly with the workforce - whether employed or in the supply chain - by sending messages directly to the workers' smartphones via our Vircarda high-security e-card wallet.

Universal or targeted messages can be written and sent in a matter of minutes and can include links, images, and response buttons. They can even be scheduled for later or sent straight away.

This state-of-the-art functionality is coupled with full audit, enabling companies to track and report on engagement and whether the message was received and, most importantly, acknowledged! The safety benefits are enormous. For the first time, our clients can target key messages and be sure who has received them and registered their contents.

Even if you are not a principal contractor, do make sure your workers on Passport have a virtual smartcard (there is no extra cost) so that you and they can benefit from this groundbreaking new functionality.

Please visit our [FAQs](#) if some of your workers do not have virtual Passport smartcards yet. Or check out the information from Mitie at the end of the Newsletter.

"Passport Messaging is exciting!

For the first time, Highways England and principal contractors will be able to directly send targeted messages to members of their workforce, including supply chain workers.

Highways England will use it to share safety briefings and alerts with workers instantly – straight to their smartphones – and just as importantly, we will be able to confirm who has received and read them. This will transform the way we work, helping us raise safety standards and dramatically improve efficiency. "

Teresa Moss, Highways England



Of course, there is more to the upgrade than messaging. Other key takeaways are:

Geomapping: Add a New Dimension of Insight to Project Activity

Geomapping allows you to gain instant insight into the geographical distribution of your workforce across different projects in real-time. Get at-a-glance map views of activity, including muster lists.

NFC: iOS App Now Also Supports NFC

Great news for those of you with iPhones!

The Android version of our app has always been NFC-enabled, but we can also offer our iPhone users NFC with this latest upgrade.

Extended Functionality for Employer Competencies

This upgrade includes some beneficial new functions to help principal contractors get even more out of employer competencies on Passport, including:

Bulk Award Evidence to Multiple Workers

When delivering a site event (e.g. a briefing or toolbox talk) to multiple workers, the instructor can apply the same evidence to the whole group in one single action.

Employer Competencies are now Awardable at Project Level via the App

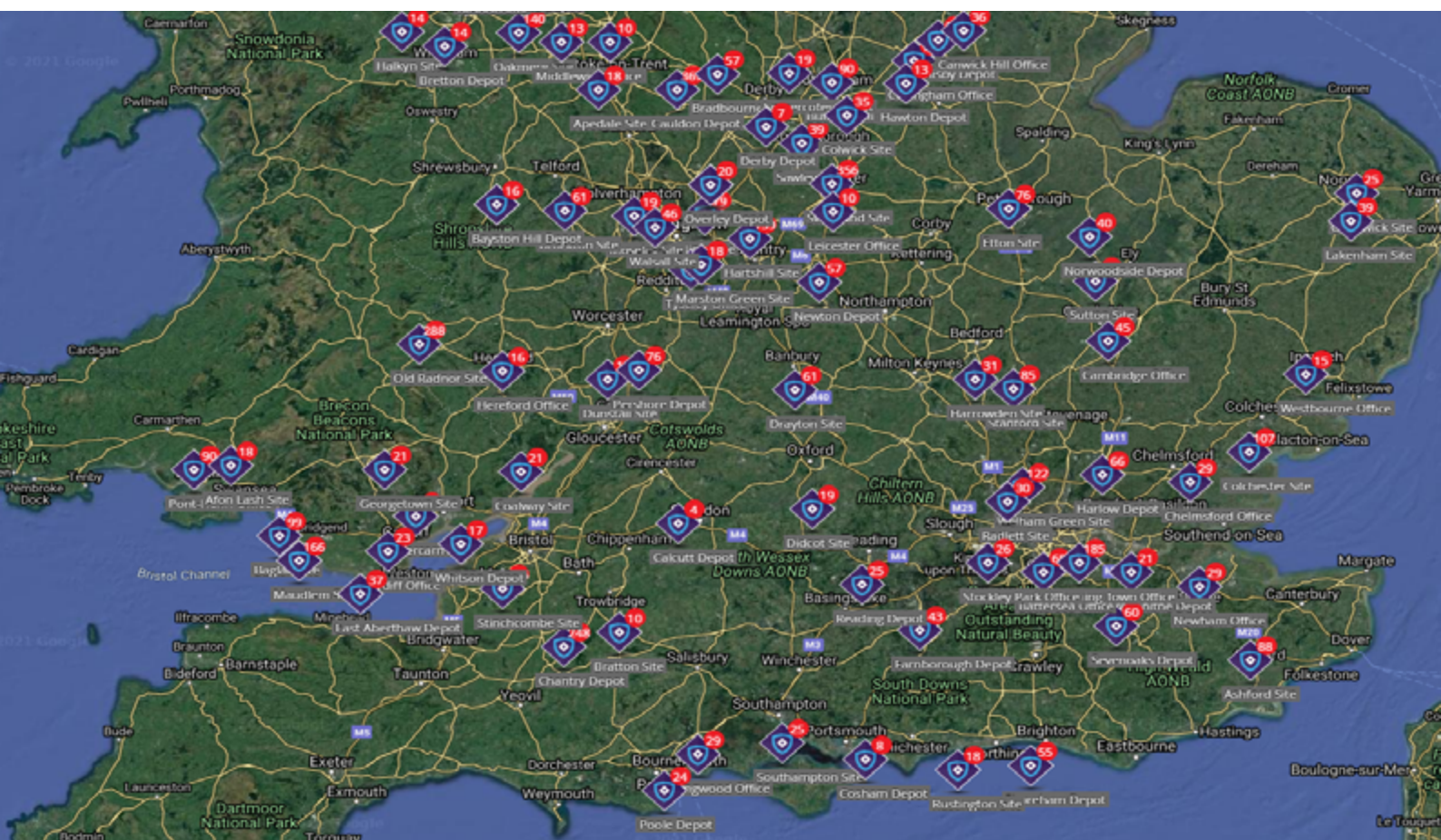
Clients can now award employer competencies on-site using the app or off-site via an administrator.

Upload of Content to a Competence Definition

When key employer users define a competency that will be awardable on-site, instructional content as a downloadable PDF can also be attached.

This upgrade will add even more value to the Passport system, helping you keep your workforce safe and effective.

For a detailed overview and a complete list of our most common upgrade FAQs, [click here](#) to download our Upgrade Overview.

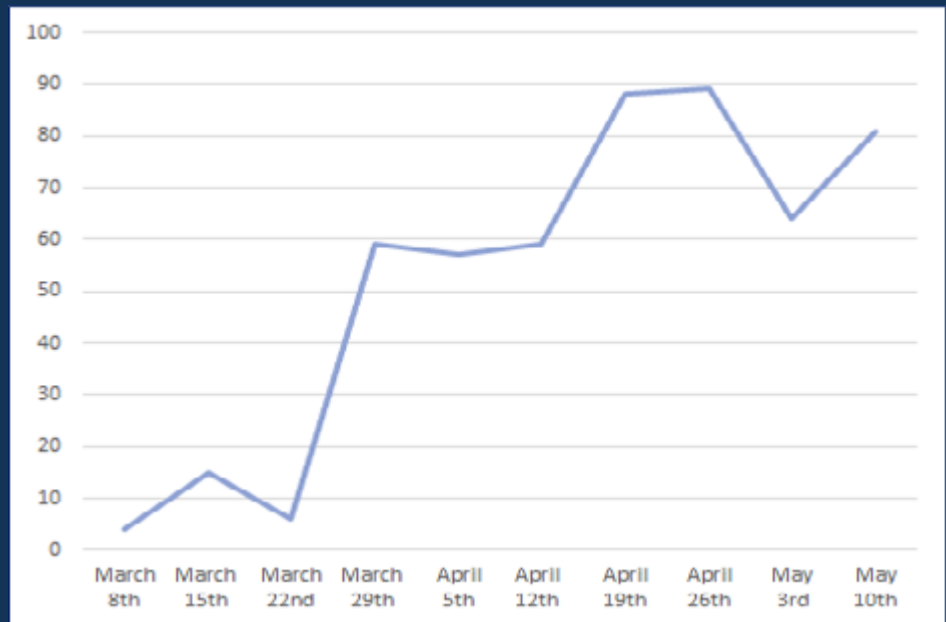


Revisiting Guyhirn

In last month's issue of Inside Lane, we spoke to Neil Scullion at Galliford Try to get his experience of rolling out Passport at Guyhirn; as part of the A47 upgrade project.

This chart shows how many swipes they have from launch through to the end of April.

The graph shows an encouraging trend of embedment from launch right through to last week. The system is now consistently used by the entire workforce.



Skanska and their Plans for Passport



Liz Brathwaite,
Sector Health &
Safety Manager,
Skanska

Skanska can see the Passport scheme's enormous potential, not just for our organisation but also for the entire highways industry, which is why we've been signatories to the Passport scheme since the proof of concept phase of this project.

We are in the process of planning a Passport and Highways Common Induction (HCI) implementation for the M42 Junction 6 Improvement Scheme.

This project is a major roads improvement scheme to alleviate congestion involving the construction of a new dual carriageway link, creation of a new junction and two new roundabouts. Its expected end date is 2024/25.

We plan to use as much Passport functionality as possible to get maximum value from the system. Everyone involved in the project will reap the benefits, especially our supply chain.

Here's some of what we're currently doing or planning:

Making Passport a Requirement

We are engaging with our supply chain to build a requirement for Passport and the HCI into our standard terms and conditions.

This requirement will streamline our site induction booking process, which means that we can quickly check core competencies. It also offers our supply chain an easy and smart way to record and manage their training and competency records.

“ Highways England fully endorses the Passport Scheme as a smart and simple way of demonstrating that everyone working on the Strategic Road Network meets the minimum standards of health and safety skills, knowledge, experience and training.

The Passport and Highways Common Induction (HCI) are central to our implementation plan on the M42 Junction 6 Improvement Scheme and is a mandatory requirement. ”

Joint Quote from Chris Good, Skanska Project Director M42 J6 and Chris Harris, Highways England Project Manager

Using Passport for Swiping In and Out

We will use Passport for swiping in and out of the project to record the start and end of working hours.

This log means we can efficiently maintain accurate records of when working hours start and end. Better record-keeping has many commercial benefits, but it has crucial safety benefits as well, in particular the management of fatigue risk.

Passport and Access Control

We will use Passport as our access cards for the main site compound, and we'll be using them in conjunction with a standard physical access control system.

Record Training

We will record task briefings and other site-delivered training on Passport smartcards. This will enable us to see who has attended Skanska-specific training, such as our Injury-Free Environment Culture Programme.

Integrating Passport with Skanska Systems

At Skanska, we have a range of different systems and dashboards we use. Much of the data from Passport will be useful elsewhere, so our Digital Team has already had meetings with Reference Point (the provider of the technology behind Passport) to discuss how we can push and pull data from the card into Skanska systems.

We're looking forward to the implementation and expect to see some significant benefits from the system. We will keep sharing our story (and any best practice and tips we can share) as the project goes on.



“Just Get on With it”

We spoke to Kevin Richardson and Abi Dove from HW Martin Traffic Management to learn more about how they use Passport.

HW Martin Traffic Management Ltd has 12 operation centres across the UK. With over 550 workers, this makes them currently the largest independent traffic management company in the country.

The company has been in traffic management for 33 years. Their role is to create safe locations for people to work on roads. They're a 24/7 company with up to 70% of their work undertaken during nights.

To start, could you tell us a bit more about yourselves and your roles?

Kevin: I started work here on the 21st August 1991. So I've been here almost 30 years. I started as an operative - on the bottom rung if you like. I then climbed up to a foreman, then a supervisor, looking after a large contract we had in Humberside. In 2002/03. I was promoted to the National Training Manager, my aim was, and still is to ensure that our workforce is trained to the highest standard, the quality of our workforce has been an essential part of the company's success.

As our company has grown, the training team has needed to grow with it, Abi is a key member of that team along with seven assessors and three instructors, and we also use a selected and trusted team of external trainers and providers.

Abi: I've worked at Martin's for seven years as a training centre coordinator and been in Traffic Management for 9 years.

I had a year's background in operations, supporting the operations manager and working directly with the workforce; then, I moved into training. I've now incorporated the Passport scheme into my role. I'm responsible for maintaining records for the company - qualifications, first aid, medicals, drug tests, a bit of everything really.

HW Martin has more workers on the system than almost all other Tier 2s - why is this?

Kevin: We bought into it right from the very beginning.

When I first heard about it, I was excited about the impact it could have on the industry, but if it's going to work, there will be an awful lot needed initially.

In the early days of Passport, there was no online HCI. It was all delivered by Lantra approved instructors, and HW Martin had three who could deliver it. Having these instructors gave us a big head start.

What is the value of Passport to your organisation?

Kevin: The diversity of training that we do as an organisation is unbelievable really. From conflict training right through to first aid through to grinding wheel, it's that diverse!

It was impossible to have all the levels of training we do on one card, but the Passport card allows us to do that now.

Remember, about 70% of the work we do is at night. If we send a crew to undertake works in a residential area they might meet some irate members of the public, so the site manager will want to know that they've completed conflict training.

Historically he'd have to ring Abi or me at night - to know he's safe to work.

Now they can see he's got everything - from conflict to first aid - so it's a one-stop for all the training data. A lot fewer calls at 9 p.m. asking for certificates!

How do you find using Passport day-to-day?

Abi: I've found it a simple system - simple but effective.

It's user-friendly and easy to navigate. Many functions are essential for companies with as many employees as we have - things like bulk uploads save a lot of time. It's all more streamlined. I have had a lot of time to play around with it, but it's a straightforward system, even if you haven't had your training on it yet.

Again, having a centralised point for all those qualifications is so useful.

How did you find the face-to-face induction compared with the online induction?

Kevin: I remember when we were doing HCI in conjunction with Passport, we had to order so many booklets through Lantra and then distribute them out. The accessibility was limited - only 15 people at once. When you've got depots of 70+ people, that slows things down.

Operationally it was a struggle to deliver an eight-hour course.

In fact, we were getting so many requests from the industry as a whole that we could have had our three instructors running courses full-time. There probably weren't enough Lantra approved instructors to get things rolling quickly.



The new online system has changed all of this and what used to be an eight-hour course is now an hour and a half, which is great for accessibility for the entire industry.

Of course, the lack of an instructor is a bit of a shame. I do see that. But the fact it's more accessible far outweighs that downside. And that's coming from a company who were making a profit running those courses.

Abi: It's far less disruptive to the industry online.

Do you think the Passport Scheme has momentum?

Kevin: I'd say there's definitely momentum now. The energy now is more than when it first came out!

Abi: It's gained momentum since the release of the online HCI, and the Passport software upgrade which came at the same time. They made changes that made it more user-friendly and added lots more functions like new reports, which are helpful to the whole supply chain, not just niche companies.

Before, it was a place to put everything; now, it's a tool with real value.



Do you have any advice for organisations looking to implement Passport?

Abi: The best approach is to bite the bullet and just get on with it.

Uploading the data is the only way to get the best from the system, but it's so simple and so useful. The initial realisation of how much needs to be done can be daunting, but it's really not that bad once you get into it.

Kevin: Yes - there's a bit of up-hill peddling at first, but then you're freewheeling.

Abi: Exactly. And you get so much value from it. Lots of qualifications have a five-year expiry - once it's on, it's on for five years and the maintenance beyond that is minimal.

Now that we have everything uploaded, we only have a few new starters a week to add on, and that takes no time at all!

Would you encourage other organisations like yours to use Passport?

Kevin: Yes. We would. My encouragement is that it's not just beneficial to companies on their own but also to the industry. The shared information and how much easier it's going to make work in general - it's about the bigger picture.



Mitie's Questions of the Month

Each month, Natania, Niamh and the team at Mitie share the questions everyone's been asking.

How do I sign up my company to Passport?

It's effortless. Contact MiTec (Mitie's support centre) who will guide you through the set-up process.

MiTec E-mail: he.validate@mitie.com
Tel: 0330 726 0225

As an individual, how do I obtain a Passport card?

Your company Passport Administrator will need your name, National Insurance number and date of birth to create your Passport record, along with a digital photograph that has been taken within the last three months and meets the Passport photograph standards.

We use your NI number to confirm that your record is unique within the system and that no duplicate records exist for the same individual. Once your record has been created on Passport, relevant certificates, training and skills can be recorded on the system to confirm your training achievements and other information which affects your 'authority to work'.

Note: NI Number can only be seen by the administrator and is never shared. This aligns to the GDPR rules.

When are the next training dates for Passport administrators?

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

Tel: 0330 726 0225

Email: he.validate@mitie.com

How Does a Worker get a Virtual Smartcard?

Many workers already have a virtual smartcard. If they don't, Passport needs a mobile phone number or email to be registered on the worker record.

Usually this is logged on the worker record by the employer administrator, who can then request a virtual card.

That's all employer administrators need to do. Passport will then contact the worker, providing a link to download our Vircarda wallet, which securely stores their virtual Passport. The individual can now benefit from this unique technology and receive targeted and relevant messages to help keep them safe. Individuals can present their virtual smartcard upon arrival on site as they can use it in place of a physical smartcard.

If you have fewer than 50 employees with valid subscriptions, it is easiest to request virtual cards individually. This process is quick and straightforward. You can order 50 virtual smartcards in well under an hour.

We can make a bulk request for companies with more than 50 employees with valid subscriptions. The first time you make a bulk request, please contact Mitie:

Tel: 0330 726 0225

Email: he.validate@mitie.com

Also as part of the upgrade, workers will be able to login to miPassport to request virtual cards for themselves, freeing up admin time as they can now delegate card requests to workers.

Passport Means:

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

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>
- highwaypassport.co.uk
- <https://highwaypassport.co.uk/resources/frequently-asked-questions/>
- <https://highwaypassport.co.uk/resources/how-to-use-passport/>



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