

P2W

Work Authorisation

Protecting Airports



Stansted Airport

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Len Bickerstaff | Engineering Duty Manager | Stansted Airport Ltd

Stansted Airport has used P2W from GEMsoft7 since 2007 to control the movement and activities of its contractors and workers at the airport and to help enforce its security and health and safety procedures.

🔍 The Background

Prior to 2006 planned and reactive maintenance work was requested by area managers around the airport and work requests were approved by the Engineering Duty Manager (EDM). These requests and work approvals could be made by email, telephone, fax or even verbally. Consequently record keeping was difficult and communication lines occasionally broke down. This sometimes led to contractors arriving on site unexpectedly, with no clear authorisation paperwork so that they had to be turned away and the work not completed, or work was undertaken without proper approval. In a busy airport this was recognised as a situation that was neither efficient nor safe. Without easily accessible records there was no ability to audit activities, which left Management at Stansted exposed to a serious business risk had there been a Health and Safety or security incident.

In 2006 the engineering team at Stansted was restructured and the role of EDM changed. All Health and Safety processes relating to contractors on site were reviewed. The review team were tasked with assessing the market for electronic permit to work systems with the view to automating some of their processes. They were pleased to discover P2W from GEMsoft7, a software tool that helped manage Permits and Control of Contractors that had been developed specifically with the needs of airports in mind.

🎯 The Solution

Within 3 months of selecting P2W, Stansted went live with P2W, having worked with GEMsoft7 to configure their new Health and Safety and Security processes for contractors and workers on site, which Stansted refers to as Limitation of Access (LOA). The deployment process was smooth, with a good working relationship between GEMsoft7 and the key users at Stansted.

Since then, almost 8,000 permits have been raised in P2W. It now controls more than 90% of all work at the airport, with a target to control all work by the end of 2011. The work varies from maintenance in shops, to lift and boiler maintenance, to workers repairing the runway and those employed on major building projects. More than 300 users, direct staff and contractors have been trained to use P2W. Len Bickerstaff, the “Super User” and EDM at Stansted is responsible for managing P2W and training users. “Amazingly we have never had any complaints about P2W from the users, because we keep the training and the user interface very simple. The apparent simplicity of P2W to the users is one of the things people like best about it. We have a great relationship with GEMsoft7, who are always on hand to help us if we need it. Because we’re happy with GEMsoft7 the Senior Management who “own” the system are happy too.”

All work performed by contractors at Stansted now requires a LOA to be requested using P2W. P2W then checks its list of contractors who are pre-approved to undertake work at the airport and automatically checks essential details for each contractor, such as that their insurance and induction certificates are all up to date. As each permit is submitted for approval an automatic email is raised to prompt the authorising party to authorise the LOA. The P2W Journal records every action and data input, creating an auditable trail of every work request and the authorisation process followed.



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▶ The Benefits



Managers at Stansted are delighted with the compliance and control that P2W gives them. Len Bickerstaff explains, "The security and health and safety processes are set in stone now and P2W helps to enforce them, there are very few opportunities to "work around" our agreed Health and Safety and Security processes. This has given us all the confidence to challenge anything unexpected on site." Not only does P2W provide an overview of all workers on site, but any employee can now challenge a worker or contractor to produce a work permit to prove who they are and what they are there to do. Any contractor unable to produce a permit is asked to leave the site immediately.

Airside

Contractors working airside must now visit a contractor check point to show their permits prior to gaining access. Stansted have created their own permit to deal with the restrictions on potentially dangerous items being taken airside imposed by the Department of Transport. Any liquids, gasses, blades have to be pre-sanctioned by the security department who issue a "Tools of the Trade" permit to allow these items airside. Any of the 1200 keys held by the permit office are now only issued once a permit has been produced and a record created on P2W. This ensures all keys are returned promptly and if not, the permit office manager knows exactly who forgot to give it back!

Contractor Portal

Stansted's major contracting companies appreciate P2W as well and more than 160 contractors now have direct access to P2W. This means that they can raise permits directly for approval by the Stansted team. For low risk, repeat maintenance work, this simplifies and speeds up the process considerably.

ISO 1400 & OHSAS 18001

Audits are much easier to complete. P2W automatically stores permits and all actions undertaken on the system so it is easy to see who did what and when. The EDM runs a programme of rolling audits to check that all work completed or ongoing has been done in accordance with the approved processes. A record is then stored in P2W to show that the audit has been completed.

In 2010 Stansted was awarded ISO 14001 and BS OHSAS 18001, the international certification specification for Occupational Health and Safety Systems. Focussing on the management of contractors at the airport, the external auditors made positive references in their report to Stansted's use of P2W.

Efficiency

"P2W definitely saves us time," says Len Bickerstaff, "it's much quicker and easier for us and the contractor companies now to arrange visits to site. Not only does this make life easier for us, but our client stakeholders (the retail managers etc.) appreciate the improved processes."

Asset Stewardship

Another recent development at Stansted has been the introduction of "Asset Stewardship," whereby the asset owner has to approve any work which takes place on their asset. "This also helps to maintain good relations with the client stakeholders and helps to clearly define everyone's roles and responsibilities," says Bickerstaff.

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