

## Highways England Health and Safety Passport

### Frequently Asked Questions

#### **Q. What is the Highways England Health and Safety Passport?**

The Highways England passport system uses the UK's most widely used system designed to keep you, your team-mates and projects safe. Before you start work, the system will be used to check your Passport smartcard to confirm your ID, skills and training, when you last worked to make sure you have had enough rest.

#### **Q. How do I register to obtain a Passport card?**

You will need to provide your Passport Administrator with your: Name, National Insurance number, Date of birth and competency record along with a passport photograph, which has been taken within the last 3 months and meets the passport photograph standards.

#### **Q. What are the passport photograph standards?**

Please ensure the photograph is in JPEG file format, and:

- is less than 4mb in size
- has been taken within the last three months
- is a true likeness,
- in full colour
- taken against a white, or light background
- is in sharp focus
- is free from red-eye
- free from reflection or glare from glasses
- should be facing forward with eyes open and nothing covering the face
- have nothing covering the eyes
- must not be wearing tinted glasses or sunglasses
- must not be wearing a hat or head covering unless for medical or religious reasons

We would suggest that over time you routinely update your card with new photographs.

#### **Q. Who is a Passport Administrator?**

This is an employee who has completed relevant Passport Administrator training with Mitie and can administer the Passport database for their organisation.

#### **Q. How do I find out my Passport Administrator?**

Speak to the person who employs you. They will give you your Passport Administrator contact details.

#### **Q. My organisation does not have a Passport Administrator. How do I ensure we have one?**

For Passport Administrator training contact the Mitie helpdesk: **0330 726 0225**

Email: [he.validate@mitie.com](mailto:he.validate@mitie.com)

#### **Q. I am an owner operator, who will be my Passport Administrator?**

For further advice and support contact the Mitie helpdesk: **0330 726 0225**

Email: [he.validate@mitie.com](mailto:he.validate@mitie.com)

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**Q. Once an employee has completed the Passport Administrator training can they then cascade it to colleagues locally?**

Yes – Passport Administrators will have had ‘train-the-trainer’ training which means they can train card holders and card checkers locally. Please note - only trained and authorised staff can manage the Passport database for their organisation.

**Q. I am an owner operator how do I obtain a Passport card?**

To participate in the Passport scheme contact the Mitie helpdesk on 0330 726 0225 or Email [he.validate@mitie.com](mailto:he.validate@mitie.com)

**Q. How long does the Passport smartcard last?**

The Passport smartcard has no expiry date. Validity of the Passport Smartcard depends on maintaining competencies within the Passport Database.

**Q. How much does the Passport smartcard cost and who will pay for it?**

It costs £30 per record, (including a card). There is a charge for replacement cards of £5. Your employer will pick up the cost.

**Q. What happens if I lose my card or need a replacement?**

The process will vary depending on whether you obtained your passport card through your employer or participated direct with Mitie. Only those who participated with Mitie should request a replacement from Mitie Helpdesk. Everyone else must speak to your employer Passport Administrator in the first instance. Replacement cards are normally issued 48 hours after request.

**Q. How would employees receive their Passport smartcard?**

All requested Passport smartcards will be sent by Mitie to the designated office address.

**Q. Will the Passport replace my CSCS card?**

No. CSCS competencies are imported into the Passport if the individual’s CSCS card is enrolled by the Passport Administrator, (requires a PC card reader).

**Q. What does CSCS stand for?**

Construction Skills Certification Scheme

**Q. How secure is the personal data on my Passport smartcard?**

Your Passport smartcard holds your key ‘authority to work’ information securely on the smart chip within the card itself (this can only be read using the Highways England Passport NFC mobile app or PC-connected card reader application). It is also possible to view this key information by scanning the QR code on the card itself, either using the dedicated mobile app or any QR code scanning mobile application. Note that your personal details (NI Number, Home Address, etc.) are not stored or shown when scanning your card via any of these methods, only the information that’s necessary to confirm you are safe and qualified to work is shown.

**Q. Can my competence record and personal data be accessed if my smartcard is lost or stolen?** Since the card can be scanned to retrieve ‘authority to work’ information for the cardholder (including any competences held), it is important that the card be kept safe in the same way as you would treat any other ID or access card. In the event your card is lost or stolen, you should immediately report this to your Passport Administrator who will cancel the card (which prevents ‘authority to work’ information being shown when it is scanned and clearly marks the card as cancelled when scanned). Your administrator will also be able to order you a replacement card at the same time. Owner operators should contact the Mitie helpdesk to do similar.

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**Q. If a mobile phone app is used to check my Passport smartcard, will my data be stored on the phone?**

When a card is checked by the scanning of a QR code using the Highways England Passport app, a copy of the cardholder's key 'authority to work' details are stored on the device itself so that the cardholder's record can be checked again later in an area without mobile connectivity. These details are stored securely on the device and can only be viewed via the dedicated mobile app.

**Q. How will the Passport benefit me?**

Amongst others, it provides flexibility for you to move between organisations allowing your Highways England Common Induction training and competence information to move with you ensuring that you don't have to undertake unnecessary repeat training.

**Q. What is the Highways England Common Induction training?**

It is the common induction course developed to promote best practice standards including Safety, Health, Wellbeing and Environment management. It raises awareness on the significant risks on the strategic road network, helps eliminate repetitive general site inductions and aims to set common standards on the network.

**Q. Can I use it at all Highways England sites?**

The common induction is valid at all Highways England Strategic Road Network sites.

**Q. Will the Common Induction replace all site inductions?**

By undertaking the common induction separately, we can ensure that the site specific safety briefing is focussed on the right risks and hazards. You may need a separate site-specific induction for any additional procedures not covered in the common induction training.

**Q. How do I book the common induction course?**

Your employer or the main contractor you are contracted to will advise of the next available course. This will be either an in-house or externally provided course.

**Q. I am an owner operator how do I register to undertake the Highways England Common Induction?**

For common induction booking and training queries please contact the Training Providers listed against the course on [www.lantra.co.uk](http://www.lantra.co.uk)

Email: [HCI@lantra.co.uk](mailto:HCI@lantra.co.uk)

**Q. What happens to my record once I have completed the common induction and passed the test?**

Once you have successfully passed the Highways England Common Induction training, Lantra will update your record unto the passport database. It will then be visible to all authorised card checkers when they check your card. Please note that this will only be achievable once your Sponsor (employer) has registered your details.

**Q. How long before I am required to undertake a refresher induction?**

The common induction training is valid for 3 years, unless circumstance dictates otherwise.

**Q. How much does the common induction training cost?**

For common induction booking and training queries please contact the Training Providers listed against the course on [www.lantra.co.uk](http://www.lantra.co.uk)

Email: [HCI@lantra.co.uk](mailto:HCI@lantra.co.uk)

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**Q. I provide construction services to both Major Projects and Operations Directorates; will I need a Passport and Safety Induction? I work for a Tier 1 Contractor; do I need a smartcard and training?**

You will need both a Passport and to undertake the common induction training to work on the strategic road network.

**Q. What happens when I change employers?**

The Passport card allows card holders to move around the industry whilst retaining their card and with all their previous competence and training history remaining in the system.

**Q. I am a utility contractor do I need a Passport and induction? I am a fitter repairing a vehicle do I need a Passport and induction? I am the delivery man what do I do?**

If you are only attending a Highways England site on a one-off basis you do not need a Passport as you can be issued with a Passport Visitor Pass and undertake a site specific safety briefing.

**Q. I am an owner operator providing drainage services, what do I need to do?**

You will need to get a Passport and undertake the common induction training. The scheme will save you time, it will avoid the need to register with every site-specific access scheme.

**Q. How many Passport card and common induction training courses do I need?**

You only need one Passport and one Common Induction and it applies to all Highways England construction activities.

**Q. I am a Traffic Officer; do I need a passport and induction training?**

No, the scheme only covers construction activities. In the event that you enter a Highways England construction site you can be issued with a Passport Visitor pass and undertake a site specific safety briefing.

**Q. I am going to a depot/outstation to repair one-off burst water main do I need a passport and training?**

No, you will be provided with a Passport Visitor pass (typically generated on-site) and will be provided with a site specific safety briefing.

**Q Which Highways England employees will need a Passport smartcard?**

Employees whose role determines they visit or attend the network on a regular basis.

**Q. If a Highways England employee has attended Health and Safety leadership training / CDM regulations (which covers working on site) are they expected to undertake the common induction?**

Yes. The common induction covers significant safety risks on the strategic road network

**Q. Who can access and modify my data?**

You have full access to your data and you can access it at any time. There are strict controls on the type of information that can be accessed by other people about you. Individuals can self-register, (once they have their card) to view their own details online at: <https://he.validate.mitie.com/MySkillSafe/Account/LogOn/>

**Q. I have Customer Service queries regarding the network, who do I contact?**

For Highways England Customer Service queries contact: **0300 123 5000**

Email: [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk)

**Q. Where do I forward my Passport scheme queries?**

For Passport scheme queries contact **03004707190** or

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email: [healthandsafetypassport@highwaysengland.co.uk](mailto:healthandsafetypassport@highwaysengland.co.uk)

**Q. Where can I obtain further information on the Passport scheme?**

Contact your employer for more information and the Passport scheme posters and leaflets.

**Q. Do I still need to hold a Motorway Pass / WAFO Card?**

The Highways England Passport smartcard replaced both the Motorway Pass and WAFO as of 1<sup>st</sup> October 2017.

**Q. Is the site access app available on all platforms (i.e. Android, iOS, etc)?**

Access app is available on Android and Windows phones along with PC card reader platforms. Apple app will be available soon,

**Q. Is it compulsory to add travel time when inputting details at swipe in?**

Yes. This information is required so employers and Highways England can manage fatigue for your own personal safety.