P2W 20:20 Work Authorisation Framework

Going beyond compliance to provide corporate confidence to the NHS

GEMsoft7's relationship with the National Health Service is now 14 years old and, in this time, our P2W Digital Platform has provided NHS Boards within Scotland with workforce and workplace protections at a level appropriate to their business objectives.

The COVID-19 pandemic has created new and increasingly difficult challenges to managing people and contractors on major assets, an essential requirement for maintaining business operations. To counter this we have developed P2W 20:20 as an antidote to these challenges and a means to maintain and improve normal business operations in the face of such unpredictable challenges as COVID-19.

P2W 20:20 is the result of close collaboration between GEMsoft7 and Pegasus, bringing together two world-beating workforce and work management software offerings as a unique, dynamic and integrated service which extends its focus beyond the management of work to include the management of people - with the initial focus on your contractor workforce.

P2W 20:20 provides industry leaders with increased corporate confidence by, in effect, providing a Digital Boundary around your site(s) to ensure workers are not just competent but are authorised (by all relevant stakeholders) to perform work on site at the correct place, date and time. Within that digital boundary P2W 20:20 monitors work in real time to guarantee it is completed safely and efficiently.

P2W 20:20 enables the Estate teams within NHS Boards and Trusts to focus on the review of RAMS, site inspection / audits and working with NHS stakeholders, to address the complexities that can emerge with the frequent and complex work within NHS estates.

P2W 20:20 achieves this by:

- Offloading the management of worker competency.

- Digitisation of all stages of the engagement with contractors, covering the Work Request, Work Authorisation, Hand Over, Live Work and Hand Back processes.

- Aligning costs directly with the work performed, with fees recovered directly from the contractors performing the work.

We believe P2W 20:20 is the next generation P2W. It extends the possibilities for NHS Boards and Trusts in the UK and has the potential to provide a unifying safe operating standard for the NHS moreover, enabled further by the self-financing mechanism inherent to P2W 20:20!

Phil McKell
CEO
GEMsoft7

M: +44 7990975884

For more than fifteen years, GEMsoft7 has devoted itself to helping companies around the world manage their assets, in a safe and regulatory-compliant manner. From Airports to Oil Rigs, Mines to Manufacturing Plants, Nuclear Power Stations to Whisky Distilleries, these successful deployments of our **P2W Digital Platform** have earned us a justifiable global reputation for the profitable and sustainable protection of capital assets and the people working within them.

In accepting today's innovation is tomorrow's mainstream, our research and development focus has intensified to ensure business owners always have access to truly novel and easily deployable solutions to the increasing complexities of managing Work, Workforces and Workplaces, safely and compliantly.

To reinforce this point, we recently developed **Imperative**, a cloud-based Operational Risk Management solution in response to accident hazard challenges, typically found within the Energy and Processing Industries. But, it is in the areas of Company / People Competency Verification and Work Authorisation that GEMsoft7 continues to excel.

GEMsoft7 and Pegasus – a dynamic partnership!

P2W 20:20 is the result of close collaboration between GEMsoft7 and Pegasus, bringing together two world-beating workforce and work management software offerings in **P2W WAF** and **Pegasus**, as a single and unique, integrated service which goes beyond company compliance, providing industrial leaders with increased corporate confidence by

- verifying the skills, experience and equipment to be used on site, ahead of time

- only authorising works for predefined times, places and spaces

- monitoring work in real time to ensure completion in a safe and efficient manner.

APPROVED THIS YEAR   AUTHORISED TODAY
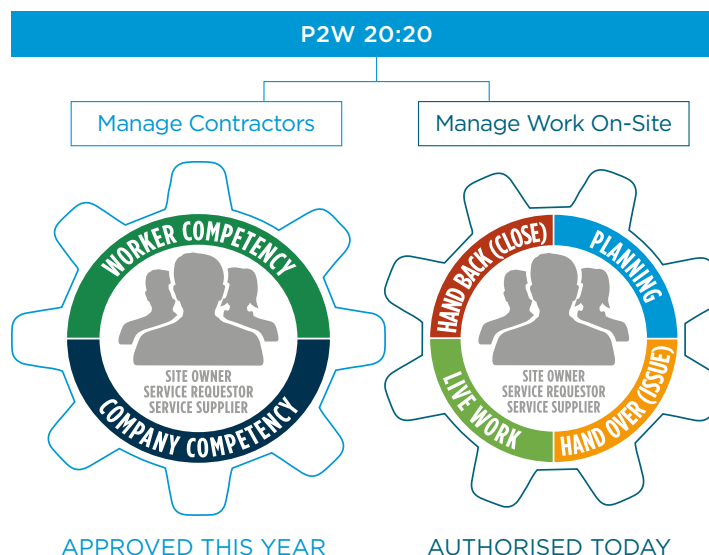
Alleviate stress, improve productivity and safety

At a time of increasing focus on core, value added services, operational efficiency, effectiveness and safety are, in parallel, under increased pressure and scrutiny. This tension is exacerbated by Industry's ever-expanding engagement with Contractors, Agencies and the wider Gig economy, who have shown themselves to be a source of major headaches for most companies.

Unscheduled arrivals at sites, unprepared credentials and unauthorised work plans, are amongst the many time and money consuming distractions that simply add to the administrative burden on company staff, caused by the volume and frequency of workforce compliance checks and the management of the approved contractor and authorised person data on which those checks are made.

Our Pegasus and P2W WAF components smooth out the stressful challenges of work and workforce management. These services can be accessed as individual components or together as P2W 20:20, our comprehensive managed service, as your need dictates, to provide you with the indispensable, yet intuitive processes that ensure your Duty of Care obligations are met at every stage from pre-qualification to task completion.

P2W Pipeline

P2W 20:20 DIGITAL BOUNDARY

Welcome to P2W 20:20, the organised world of work that provides you with complete confidence in your workforce, by giving you 360° visibility of their competency and the tasks they perform on your asset.

The graphic below illustrates the "Digital Boundary Effect" created by P2W 20:20, a layer of protection which effectively provides a "digital fence" to complement your physical access controls. The Pegasus Workplace Management Service is used to verify and manage the competent workforce, with P2W WAF ensuring all on-site work is fully authorised by the relevant Stakeholders and only performed by the competent workers at the right time and in the correct place – compliantly, safely and effectively!

Manage Contractors

Pegasus verifies the competency of your workforce, connects workers, contractors, assets and sties in real-time and ensures your workforce is operating with complete competency and minimised risk, delivering efficiency and cost savings with 100% accuracy.

Manage Work On-Site

P2W WAF enables the planning of all work, ensures the identification of workers and Stakeholder approval of works before Site Access is granted. Once on site P2W WAF provides complete visibility and 100% compliant management of work.

Workforce managed by the Pegasus Portal

Company Pre-Qualification | Worker Competency Management | Induction & Learning Management

On-site work managed by P2W Portal

Work Authorisation
PERMIT

All Contractors

Contractors Approved

Other Solutions Stop Here
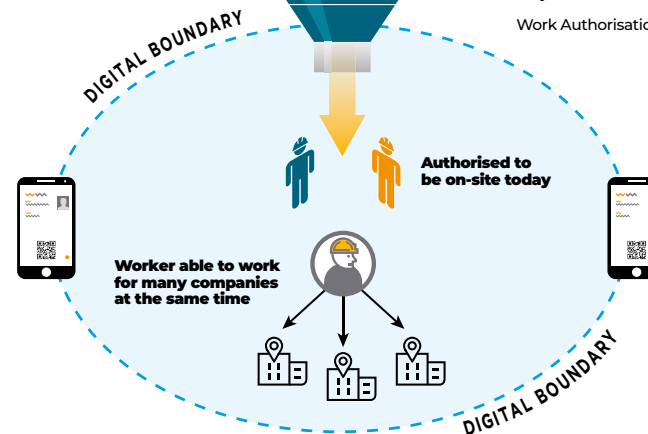
Project/Contract Authorisation
Work Authorisation

P2W Keeps Going!
Engages Stakeholders to Authorise Work

DIGITAL BOUNDARY

Authorised to be on-site today

Worker able to work for many companies at the same time

DIGITAL BOUNDARY

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P2W 20:20 OVERVIEW

This graphic illustration is a shorthand view of the component parts of our cloud based P2W 20:20 platform, which brings together the Pegasus Workforce Management Service, the world's only truly worker-centric solution to worker competency management, together with P2W WAF, the most comprehensive work and workplace software available today.

VISIBILITY
COMPLIANCE
EFFICIENCY
P2W
20:20

Worker Competency Management

01

Company Pre-Qualification

Pre-Qualification gives you one source of truth to mange your workforce and the qualifications of your contracting companies.

02

Competency Management in the Pegasus Workforce Management solution collects and verifies the qualifications and licences of your contingent workforce.

03

Induction & Learning Management

Induction & Learning Management with Pegasus offers an automated online learning solution connected to your roles, sites and projects.

Access Control & Site Safety

04

Validate that your workforce is pre-qualified, competent and inducted.

05

Asset Management

Pegasus Asset Management is a powerful solution to monitor the condition and safety of assets used on your sites and projects.

Work Authorisation

PERMIT

06

P2W ensures work on site is performed in a safe, compliant and auditable manner.

07

Safe System of Work

P2W SSOW ensures all high risk work is managed via permits, with workers protected from accidental energy releases via its Isolation Management control

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P2W 20:20 Company Pre-Qualification

Company Pre-Qualification

Company pre-qualification is achieved using the Pegasus Workforce Management component with P2W 20:20. Collect, compare and qualify contracting company information and documents to your specific standards, giving you one source of truth to manage your workforce and the qualifications of your contracting companies.

BUSINESS REGISTRATION

A chosen administrator from a contracting business enters their business number and details to register for an account. Once approved, they receive login details to manage their profile.

RISK PROFILE

Contractors are prompted to login and complete a questionnaire about their work for your company (scope, sites and projects, frequency). Using this information, they are categorised high, medium or low risk. Pegasus will:

- Categorise them using a matrix

- Determine which insurances and licenses they must provide

- Determine what Safety Management System (SMS) procedures they must provide

DOCUMENT COLLECTION

Using the information collected in the risk profile, businesses will upload corresponding insurances and licenses for verification by Pegasus.

SAFETY MANAGEMENT SYSTEM REVIEW

Contractors upload safety documents to be used in a desktop audit. When the contractor selects which documents they can provide, corresponding document criteria requirements will be displayed to guide them.

SAFETY SYSTEM AUDIT

As questions are answered in the audit tool, corrective actions can be issued for non-compliance or continuous improvement. Any corrective actions are sent to the contractor with the risk, category, and deadline to address the action.

ONGOING COMPLIANCE NOTIFICATIONS

The Workforce Management System sends email notifications to contractors to ensure ongoing maintenance of their insurances and licenses, so they meet compliance to your standards.

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P2W 20:20 Competency Management

Worker Competency Management

Competency Management within P2W 20:20 is achieved using the Pegasus Workforce Management component which verifies the qualifications and competencies of a contracting company's workers to ensure that everyone coming onto your site is qualified and safe to undertake your projects.

ADD WORKERS

Using their company login details, a company administrator enters and edits their workers in the system, including their contact details.

SELECT WORK ROLES

The company selects site and project roles for each worker. Role selection determines the competency documents (for example, trade licences) that must be uploaded, and the online and site inductions that must be completed (see Induction and Learning Management).

WORKER PORTAL

The Pegasus Worker Portal is where cardholders manage their own profiles, edit personal information, add work roles, update competencies, and upload licences.

UPLOAD COMPETENCIES

With their roles chosen, relevant documentation to support the worker 's qualifications and competencies must be uploaded for verification.

IDENTITY AND VISA ENTITLEMENT CHECKS

If required, identity checks may be completed via two methods:

- GreenID: collects identity data and verifies it against trusted data sources and allows Pegasus to verify visa entitlements.

ORDER AND PAY FOR ACCESS ID CARD

The company will order and pay for physical ID and e-Cards for their workers to access your sites and project s. Cards are used to log in and out of site, and are scanned in the Pegasus mobile app to check compliance.

COMPETENCY VALIDATED AND APPLIED TO WORKER

Pegasus validates all documents and worker data. Company administrators will be emailed to update information if required. Pegasus assigns competencies to workers and approves their registration when all inductions have been completed.

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P2W 20:20 Induction and Learning

P2W 20:20 helps your work commissioning and H&S teams operate smarter and more efficiently, minimising time wastage and cost, by delivering inductions and learning using the Pegasus Workforce Management component.

WHY ONLINE LEARNING?

- Fast execution
- Large or small numbers
- Any time of the day
- Reach a scattered workforce
- Track message retention
- Automatic marking
- Automatic competency validation
- Free up trainers and resources

ASSESSMENT

Workers are assessed to demonstrate their knowledge of the course through interactive assessment strategies, with minimum pass marks set. A copy of the assessment is recorded to their profile.

COMMON PEGASUS ONLINE LEARNING MODULES

- Generic and safety induction
- Familiarisation
- Toolbox talks
- Theory-based learning
- Process change
- Re-induction
- Featuring interactive multimedia compatibility (PowerPoint, Video, Audio etc) and full assessments with un/structured questions

ONGOING COMPLIANCE

The pass result and competency is automatically applied to the worker's profile, with notification sent to both themselves and their company when the induction must be re-taken.

ONLINE BOOKING

Bookings can be made for workers in the Pegasus software, through the worker registration process in your Workforce Management solution. The worker is sent an email link to login to the online learning system and complete the course.

COMPLETE TRAINING

The worker can view rich media productions designed to engage them using video, audio, animation and imagery.

EMPOWER YOUR OPERATIONS TEAM TO BETTER MANAGE YOUR WORKFORCE

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P2W 20:20 Work Authorisation

Work Authorisation

PERMIT

Work authorisation is achieved using our P2W WAF component within P2W 20:20. It enables all categories of Stakeholders, namely Site Owners, Service Requestors and Service Suppliers, to plan, authorise and execute work on a cooperative digital platform, in a safe, compliant and auditable manner.

PLANNING

Service Requestor and Service Supplier cooperate online to define the Work to be performed. The Site Owner participates in the Authorisation of Work to ensure access to site/area is granted, and site rules complied with. Checks on current and "day of work" compliance of the Service Supplier ensure any compliance issues are addressed.
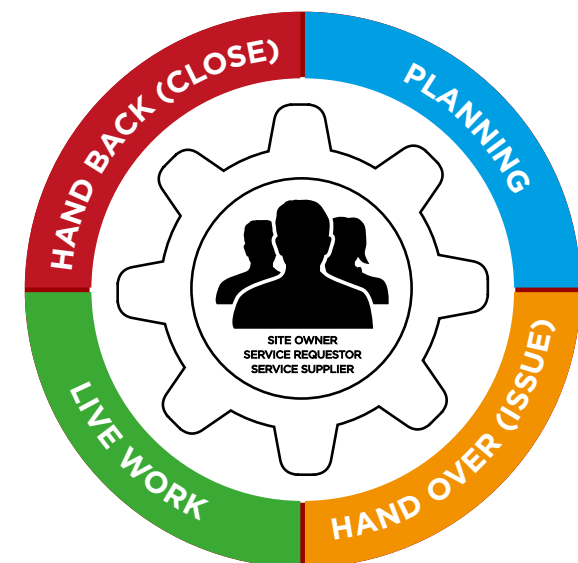
HAND OVER (ISSUE)

- Ensure compliant Hand Over to start work
- Acceptability of Site conditions confirmed by Site Owner Representative and Service Supplier Representative

CONTROL OF LIVE WORK

- Ensure safe suspension of work at end of shift, tracking of work party on/off site and safe restart of work on next shift
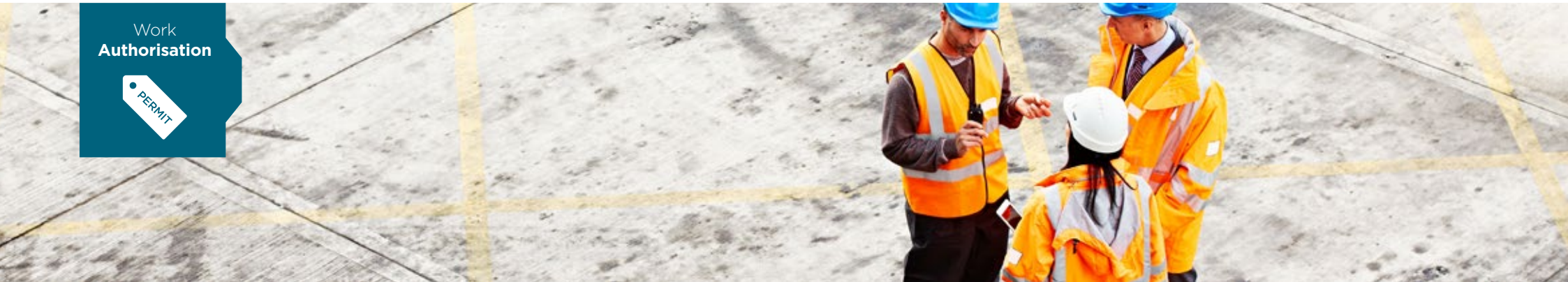- Support for approval of extension of work.

HAND BACK

- Ensure compliant hand back of work area to Operations
- Work Party sign to indicate work complete
- Site Owner confirms work site safe to Hand Back to Operations
- Service Requestor confirms acceptance of works performed.

HAND BACK (CLOSE)

PLANNING

LIVE WORK

HAND OVER (ISSUE)

SITE OWNER
SERVICE REQUESTOR
SERVICE SUPPLIER

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P2W 20:20 Work Authorisation

Work
Authorisation

PERMIT

DAILY SITE ACCESS CONTROL

- Service Suppliers require a Work Authorisation to enter and perform work on site on any given day.

SECURE AREA ACCESS CONTROL

- Digital Access Profile generated from Work Authorisation manages access provision on mechatronic keys.

WORK AUTHORISATION CERTIFICATE (WAC)

Provides wrapper for all Planning, Control of Live Work and Hand Back processes required to ensure the Stakeholders engage in a collaborative and efficient manner to bring a Work Party on to site to perform work.

RISK ASSESSMENTS

- Attach risk assessments prepared by Service Supplier or perform Risk Assessment online
- Site Hazard and Controls register ensures consistency in hazard identification and selection of mitigation controls.

TEMPLATES

- Authorisation processes for work performed on repeatable basis can be streamlined via Templates, ensuring appropriate allocation of resources to the planning of work.

REAL-TIME COMPETENCY VERIFICATION

- Competence of all parties involved in the work monitored throughout duration of planning and performance of work.

AUTOMATIC AUDITING

- Auto journaling of all actions provides digital audit trail.

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P2W 20:20 Safe System of Work
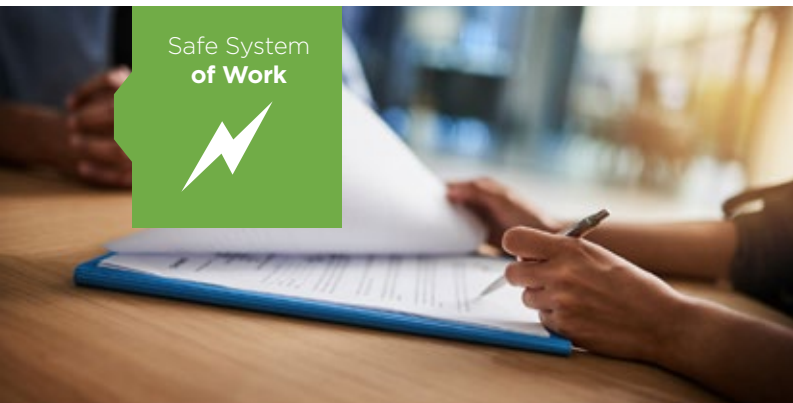
The Safe System of Work (SSOW) module, provides the ability to have multiple permit types on the P2W WAF, along with ability to digitise the management of isolations on your site.

PERMIT MANAGEMENT

P2W supports multiple types of permit, each specifying their own workflow, competency requirements, hazards and controls checklist, print templates, start/end times and work duration.

TASK RISK MATRIX

Likelihood

	1	2	3	4	5
1	1	2	3	4	5
2	2	4	6	8	10
3	3	6	9	12	15
4	4	8	12	16	20
5	5	10	15	20	25

Impact

RISK ASSESSMENT

P2W supports multiple approaches, including Task Risk Assessment (TRA) and Safe Job Analysis (SJA).

A Hazard and Controls register, along with a customisable risk matrix, enable you to tailor the risk assessment process to your own requirements.

Permit - Isolation Locks

Permit		Isolation
Raise		Raise
Authorise		Authorise
		Isolate
Issued	◄ Lock 1 ►	Issued
Suspend	◄ Lock 2 ►	Suspend (STT)
Close	◄ Lock 3 ►	De-Isolate
		Close

ISOLATION MANAGEMENT

P2W greatly enhances the management of isolations through the support for Isolation Certificates on which all Isolation Points (IP) are recorded, points can be entered manually or can be selected from the P2W Isolation Point Register.

P2W enforces the relationship between the isolations and permits, by creating locks within the software at critical points in the workflows of the permit and the isolation controls. (see diagram).

P2W simplifies the printing of IP tags, including support for re-issuing of tags without re-numbering of P&IDs.
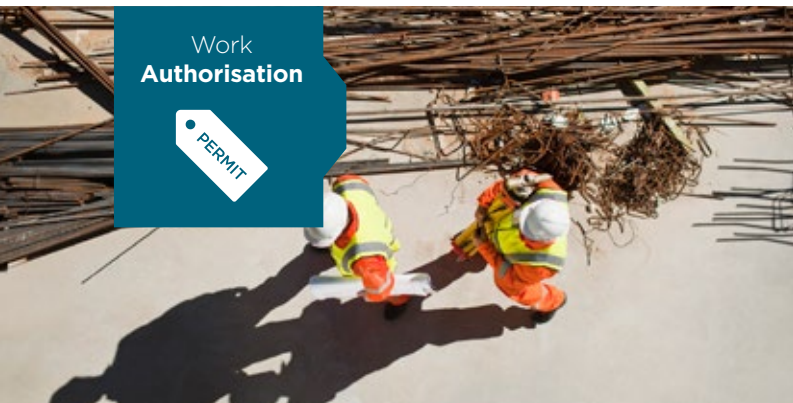
The creation of libraries of isolations are supported through copying of existing isolations and the creation of Work Packages for specific purposes, eg summer shutdown.

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P2W 20:20 Visibility & Compliance
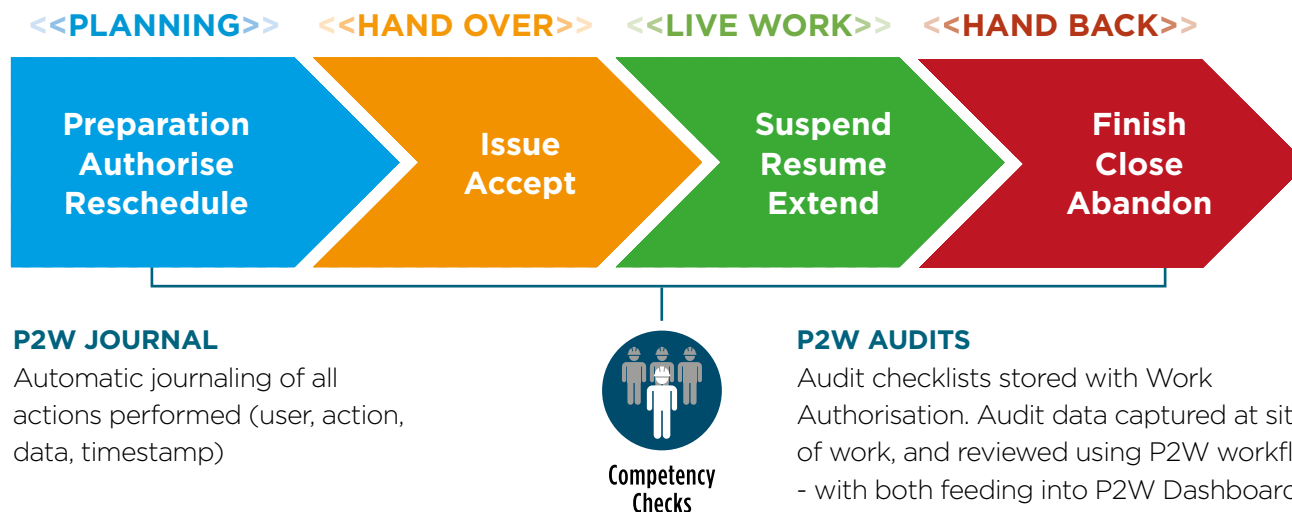
Work Authorisation

● PERMIT

P2W 20:20 shrinks the distance between the safety processes on your geographically dispersed sites. With all of your live data residing on our cloud platform, it is effectively merged to provide one big, integrated safety process with 20:20 vision and access across all sites.

P2W 20:20 is focussed on helping you uphold your Duty of Care while aiding your corporate protection. Our P2W WAF component moves your compliance from "optional" to mandatory, disallowing the imposition of individual preference by enforcing the P2W 20:20 pipeline rules.

How many Work Authorisations are
> in Preparation,
> are Authorised
> are LIVE - having been Issued

How many contractor companies and workers are working on site today - or how many are due to be onsite tomorrow/next week.

<<PLANNING>>   **<<HAND OVER>>**   **<<LIVE WORK>>**   **<<HAND BACK>>**

Preparation Authorise Reschedule	Issue Accept	Suspend Resume Extend	Finish Close Abandon

P2W JOURNAL
Automatic journaling of all actions performed (user, action, data, timestamp)

Competency Checks

P2W AUDITS
Audit checklists stored with Work Authorisation. Audit data captured at site of work, and reviewed using P2W workflow - with both feeding into P2W Dashboards.

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P2W 20:20 Pipeline Efficiency

Work Authorisation

PERMIT

Having removed all geographical barriers by using the P2W 20:20 cloud platform, P2W WAF manages your pipeline by directing and engaging your staff, Contractors and Stakeholders, as required, to perform allocated work in a safe, compliant and efficient manner.
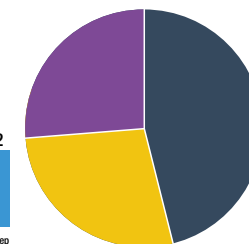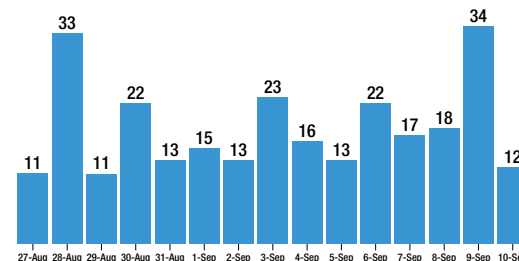
Reduced time to

- Communicate with Stakeholders (Service Requestors, Service Suppliers, Site Owner Reps) to agree work
- Find and review RAMS for the work to be performed
- Get required approvals to proceed with work
- Perform Hand Over to start work as all planning completed before Day of Work

P2W Pipeline Management Support

- SLA for performance of approvals
- Escalation of blocked/ delayed approvals
- P2W Pipeline Dashboard illuminates status of work at all times

Live Work Authorisations Per Asset

Date	Value
27-Aug	11
28-Aug	33
29-Aug	11
30-Aug	22
31-Aug	13
1-Sep	15
2-Sep	13
3-Sep	23
4-Sep	16
5-Sep	13
6-Sep	22
7-Sep	17
8-Sep	18
9-Sep	34
10-Sep	12

NST1	378	46%
NSP1	225	27%
NSP2	216	26%

Work Authorisations: 10/09/2020 15:23

Preparation	18	Authorisation	24	Live	33
Raised	8	Verified	11	Issued	20
Submitted	10	Authorised	13	Suspended	13

Non-compliant 10/09/2020 15:23

Work Authorisations	3	Actions	56
Expired	0	Overdue	4
Overdue	0	Unallocated	7
		Unsatisfactory	1

<<PLANNING>> **<<HAND OVER>>** **<<LIVE WORK>>** **<<HAND BACK>>**

Preparation Authorise Reschedule	Issue Accept	Suspend Resume Extend	Finish Close Abandon

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