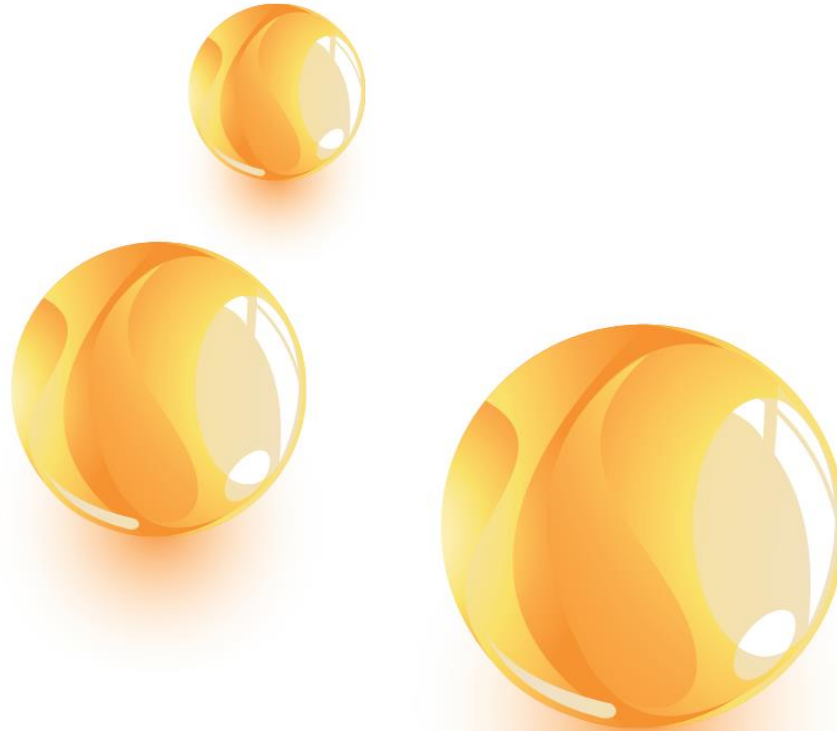# Permit to Work Module – Client Prospective

PROCEDURE PURPOSE

This procedure will guide you through the Permit Module on SOTERweb, this includes Client representative raising a Permit, a Contractor requesting a Permit for planned work and Operatives requesting a permit via the Access IT module.

PREREQUISITES

1. Client representatives should have a profile of either an Administrator or Power User.
2. Contractors should have a profile of Admin (External Contractor) or Admin (External Consultant) to provide management acceptance of the Client key expectations and provide the necessary RAMS or to request a permit on behalf of the organisation.
3. Operatives need to be designated as a User (External) and have the particular permit assigned to them to them, their organisation or profile in order to activate an approved Permit on-site and to request a reactive permit whilst on site.

HELP SUPPORT

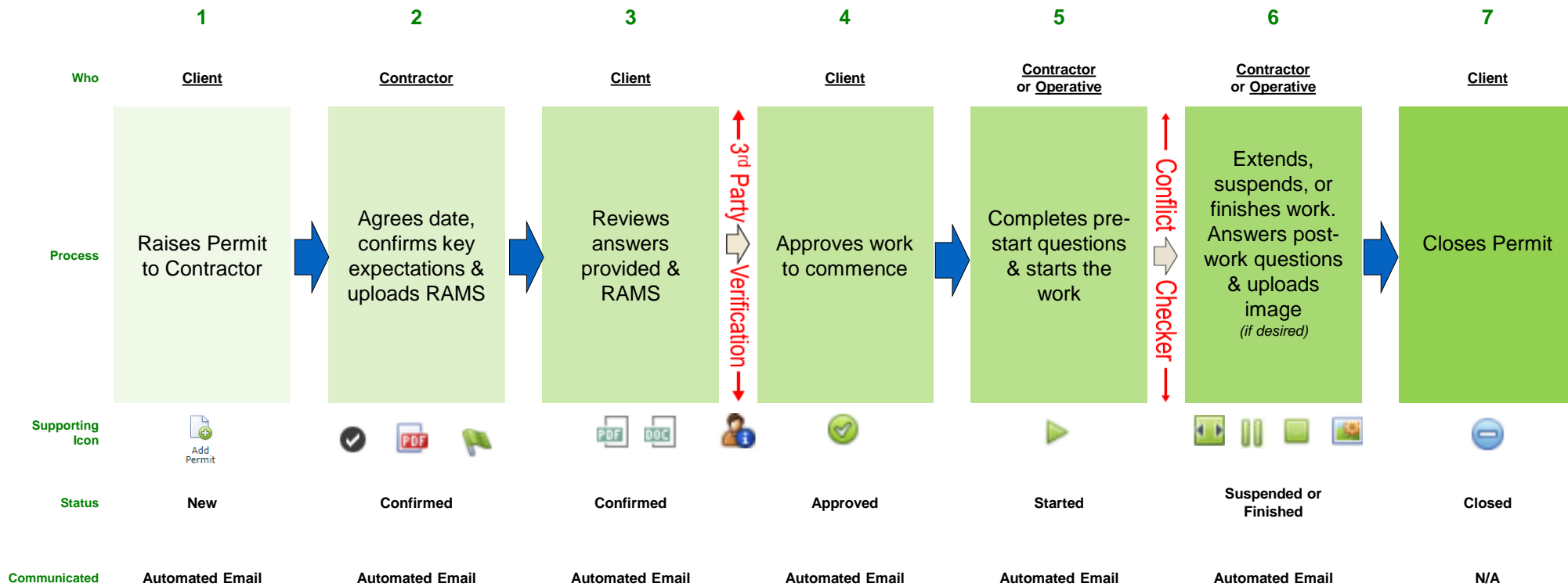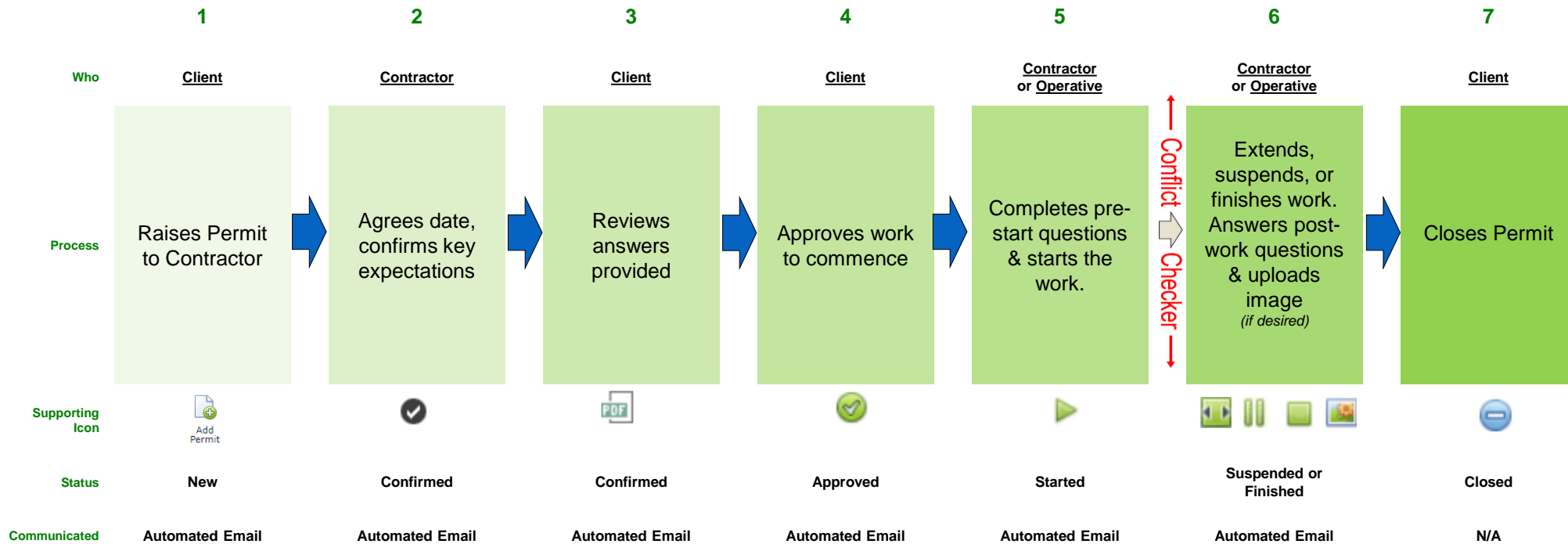| Name	Role	Email	Telephone	Mobile
Rik Hutchins	System Developer	Rik@montgomeryandcoupers.co.uk	0845 163 0134	0790 303 9694

Contents

Module Overview

Module Overview

✓ Built in Permits with configurable question banks & guidance.

✓ E-permits, hardcopy or a mix.

✓ User definable permissions.

✓ Raise, request, accept, reject, extend & suspend permits with ease.

✓ Upload RAMS, training records & certificates.

✓ Provides live RAG permit status.

✓ Uses email automation with inbuilt active links.

✓ Incorporates a 3rd party verification process.

✓ Automated clash / conflict checker.

✓ Mobile friendly, fully auditable.

✓ Real time dashboard exception reporting.

Client initiated Permits for Planned Work*

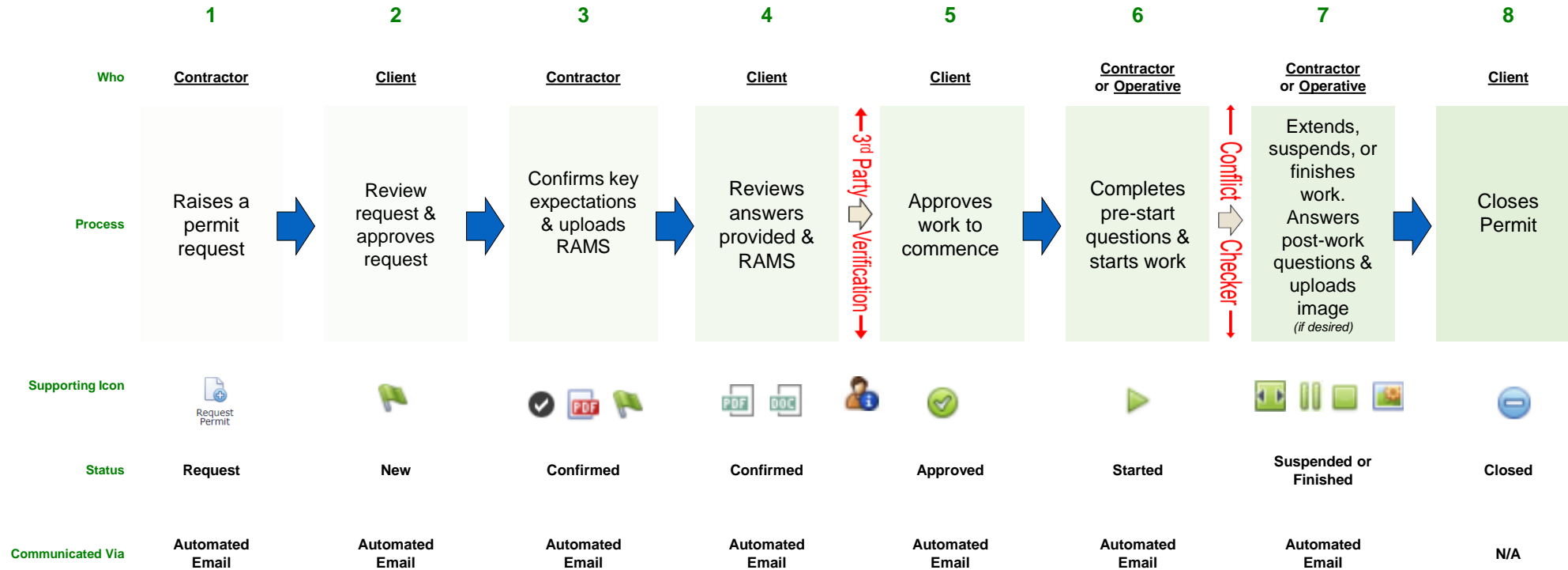|	1	2	3		4	5		6	7
Who	Client	Contractor	Client		Client	Contractor or **Operative**		Contractor or **Operative**	Client
Process	Raises Permit to Contractor	Agrees date, confirms key expectations & uploads RAMS	Reviews answers provided & RAMS	3rd Party Verification	Approves work to commence	Completes pre-start questions & starts the work	Conflict Checker	Extends, suspends, or finishes work. Answers post-work questions & uploads image *(if desired)*	Closes Permit
Supporting Icon									
Status	New	Confirmed	Confirmed		Approved	Started		Suspended or Finished	Closed
Communicated	Automated Email	Automated Email	Automated Email		Automated Email	Automated Email		Automated Email	N/A

* System Default

Client initiated Permits for Reactive Work

	1	2	3	4	5	6	7
Who	Client	Contractor	Client	Client	Contractor or Operative	Contractor or Operative	Client
Process	Raises Permit to Contractor	Agrees date, confirms key expectations	Reviews answers provided	Approves work to commence	Completes pre-start questions & starts the work.	Extends, suspends, or finishes work. Answers post-work questions & uploads image *(if desired)*	Closes Permit
Supporting Icon	Add Permit		PDF				
Status	New	Confirmed	Confirmed	Approved	Started	Suspended or Finished	Closed
Communicated	Automated Email	Automated Email	Automated Email	Automated Email	Automated Email	Automated Email	N/A

(Conflict Checker between columns 5 and 6)

Notes:

- The number of inbuilt questions are fewer to support the use of mobile devices.
- There is no requirement to upload RAMS.

Contractor initiated Permits for Planned Work*

	1	2	3	4	5	6	7	8
Who	Contractor	Client	Contractor	Client	Client	Contractor or Operative	Contractor or Operative	Client
Process	Raises a permit request	Review request & approves request	Confirms key expectations & uploads RAMS	Reviews answers provided & RAMS	Approves work to commence	Completes pre-start questions & starts work	Extends, suspends, or finishes work. Answers post-work questions & uploads image *(if desired)*	Closes Permit
Supporting Icon	Request Permit							
Status	Request	New	Confirmed	Confirmed	Approved	Started	Suspended or Finished	Closed
Communicated Via	Automated Email	Automated Email	Automated Email	Automated Email	Automated Email	Automated Email	Automated Email	N/A

3rd Party Verification (between steps 4 and 5)

Conflict Checker (between steps 6 and 7)

* System Default

Contractor initiated Permits for Reactive Work

	1	2	3	4	5	6		7	8
Who	Contractor	Client	Contractor	Client	Client	Contractor or Operative		Contractor or Operative	Client
Process	Raises a permit request	Reviews request & confirms request is ok	Confirms key expectations	Reviews answers provided	Approves work to commence	Completes pre-start questions & starts work	Conflict Checker	Extends, suspends, or finishes work. Answers post-work questions & uploads image *(if desired)*	Closes Permit
Supporting Icon	Request Permit			PDF					
Status	Request	New	Confirmed	Confirmed	Approved	Started		Suspended or Finished	Closed
Communicated	Automated Email	Automated Email	Automated Email	Automated Email	Automated Email	Automated Email		Automated Email	N/A

Notes:

- The number of inbuilt questions are fewer to support the use of mobile devices.
- There is no requirement to upload RAMS.

Operative initiated reactive Permits via Access IT

	1	2	3	4		5	6
Who	Operative	Operative	Client	Operative		Operative	Client
Process	Operative raises permit request via Access IT Module	Operative complete key expectations	Client reviews answers to key expectations and Approves work	Operative on site, completes pre-start questions & starts work *(system checks for potential conflicts)*	**Conflict Checker**	Operative extends, suspends, or finishes work. Answers post-work questions & uploads image *(if desired)*	Client Closes Permit
Supporting Icon	General Work Essential Emergency Work ▶ Work under an Existing Permit Request a Permit		📄PDF ✅	General Work Essential Emergency Work Work under an Approved Permit ▶ Request a Permit Request a Permit Extension		Log Out of Site Log Out of Site and Suspend Permit Log Out of Site and Close Permit ▶ Suspend Permit and Remain on Site Close Permit and Remain on Site	
Permit Status	Request	Confirmed	Approved	Started		Suspended or Finished	Closed
Communicated		Automated Email	Automated Email	Automated Email		Automated Email	

Note:

On-site reactive permits are designed to deal an operative already on site realises a permit is needed. They do not incorporate the facility to upload RAMS and the number of inbuilt questions is limited to facilitate the use of mobile devices. The Client should use their judgement whether to approve the permit request or not.

How system identifies the appropriate Client Contact for Permit Requests

Note

Data protection prevents the contractor being able to select a named Client representative. Therefore the system selects the appropriate Client contact using the following workflow.

1st select

The FM Manager (Permits) within Estates – Location - Location Contact tab and the Managed by function.

2nd select

The 'FM Manager (Permits) within Estates – Location - Location Site tab and the Managed by function.

3rd select

1ST person aligned 'Permit Organisation Manager' within permissions.

4th select

Individual linked to the Permit Type within the Client Organisation Module.

5th select

Individual linked to the Permit Type within the Contractor Organisation Module.

6th select

Individual linked to the Managed By function within the Contractor Organisation Module.

7th select

The contact ID under 'Permit Planned Organisation within System Parameters.

Standard Permissions

Standard Permissions

Clients

- Can raise, approve, suspend, extend and close permits and ask for 3rd party verification of a set of RAMS associated with a particular permit.

Contractors *(with an admin profile)*

- Can request a permit, complete and submit acknowledgement of key expectations. Upload RAMS and other supporting documents. They can also activate, request an extension or complete and suspend a Permit.

Operatives

- Can activate an approved permit. Request a reactive permit, extend, suspend and complete an existing Permit via the Access IT module.

Locating the Permit Module

From your Home Screen

① Click the **PROJECTS** tab

To find Permit Module

soterweb Estate Facilities Management System

Logout

Contractors & Suppliers | Project | Access-IT

Permits

VIEW RESULTS   VIEW RESULTS   VIEW RESULTS   VIEW RESULTS   VIEW RESULTS   VIEW RESULTS   VIEW RESULTS   VIEW RESULTS
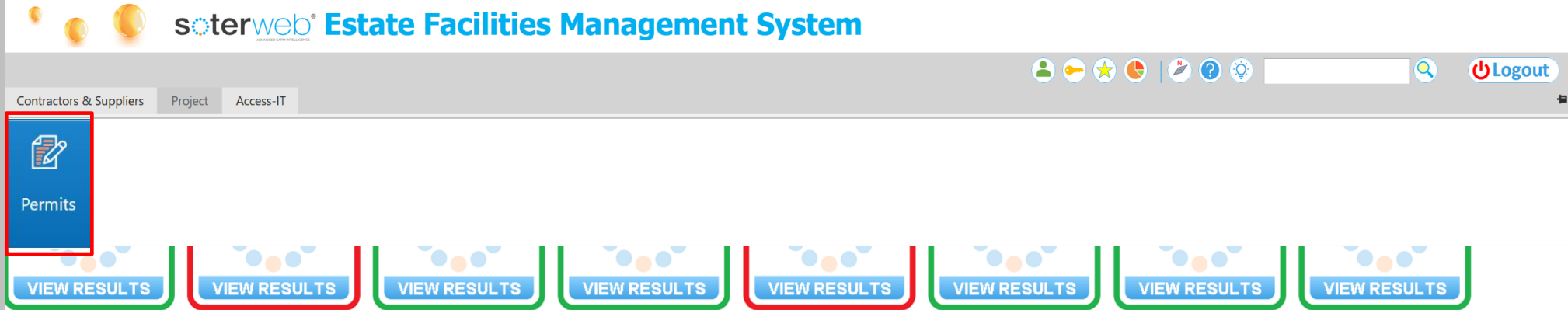
2 Click **Permits**

To find Permit Module

Projects : Permits

Permit

Application

Permit Managed By

Report
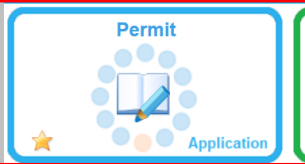
3 Select the **Permit**

Permit Home Screen

This is the Permit home screen. It presents an overview of all active permits. If you are a contractor this will be restricted to those aligned to your organisation.

Explanation of the primary icons used in the Permit Module

Arrive at the main Permit screen

…lets look at these icons and explain what they do…

Permit Home Screen – Icons

Icons		What They Do
	Approve Request	Aimed at the Client contact this is where you Approve a Contractor initiated Permit Request to start the standard Permit workflow.
	View/Edit	Dependant upon Permissions you can View and Edit Permit details via this icon
	Confirm Expectations	Aimed exclusively at the contractor this is where they acknowledge the 'Key Permit Expectations.
	Upload Supporting Documents	Aimed exclusively at the contractor this is where they upload their RAMS and other supporting documentation.
	Verify Expectations	Aimed exclusively at the Client contact this is where you can review, reject & reject but ask the contractor to resubmit the answers provided to the Key Permit Expectations.
	Verify RAMS	Similar to the above, aimed at the Client contact allowing you to review, reject & reject but ask the contractor to resubmit RAMS.
	3rd Party Verification	This allows Client contacts to ask a 3rd Party to review, reject & reject but ask the contractor to resubmit a set of RAMS.
	Approve	When contractor has uploaded their RAMS & other documentation this will become visible. You can then review documents provided.

Permit Home Screen – Icons

Icons		What They Do
▷	**Start Work**	Click to let the system know the work has started. This will initiate the prestart questions and conflict checker. This function can also be initiated via the Access IT module.
⏸	**Suspend Work**	Temporarily suspend work if needed. This function can be initiated by the Client, Contractor or the Operative on site.
◁▷	**Request to Extend**	Need an extension to a Permit then request an extension through this icon. Requests are sent to the Permit Manager and whether it is approved or reject communicated via email automation.
🖼	**Upload Picture**	Provides the facility for the Contractor or Operative on site to upload a picture if desired.
▢	**Finish Work**	Click to let the system know the work has finished. This will initiate some closing questions. This function can also be initiated via the Access IT module.
⊖	**Close Permit**	Allows the Client contact to close the permit once all keys and equipment have been returned.
👐	**Keys & Equipment Register**	Allows the Client contact to log keys or other equipment issued to the contractor against the permit.
@	**Send Email**	This allows either the Client or the Contractor to send the an email to a 3rd Party incorporating a link to the permit.
🔍	**Preview Permit**	Print, download the Permit via this icon.

Adding a new a Permit

To raise a New Permit

① From the permit home screen press the Add Permit icon

Main Permit input Screen

② Complete the new permit screen

Note:

① Select permit type from drop down list.

② Assign the Permit to a receiving organisation and an individual (the individual **must** have a admin profile).

③ Complete the desired start and finish date and time.

④ Press **Save**. The system will save the Permit details and add it to the Permit Home screen.

Email Automation

An email automation will be sent to the Contractor informing them of the Permit and action to take.

Note:

The status will change to **New** and the **Confirm Expectations** and **Upload Supporting Documents** icons become live.

Expectations & RAMS

The contractor needs to acknowledge the minimum health & safety expectations via the **Confirm Expectations** icon and upload their RAMS via the **Supporting Documentation** icon.

Uploading RAMS

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Upload Permit Documents

Confirm/Proceed | Add Document | Export XLSX | Export PDF | Filter Row | Refresh Data | Exit Screen

Document Required	Updated Date	Rejected	Verified Date	
RA/MS				Upload Document

4 To upload RAMS click the **Upload Document** icon

Page 1 of 1 (2 items) 1

Contractor uploads RAMS

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Upload Permit Documents

Warning by Clicking Save You are acknowledging the documents, and information are an accurate reflection.

Save Document

Exit Screen

Document Type: RA/MS

Upload Document (pdf): Browse... No file selected. (Max 5mb File Size)

This work is subject to final approval by your Client Representative, approval cannot be given until suitable and sufficient RA/MS have been uploaded and reviewed. When approved you will be notified by email.

Document Expectations / Requirements

Question	Guidance
RA/MS should be site and task specific?	The document should accurately state the location where the work is taking place together with the task undertaken. For low-risk repeated tasks generic risk assessments should be acceptable.
The document should identify primary hazards?	It should include what might cause harm (Hazard) and the likelihood that a person may be harmed or suffers adverse health effects and how serious the harm could be (Risk). ... their own operatives, staff, and students. ... These include work from ladders, scaffolds, and platforms, working on roofs both ... rooflights and fragile roof coverings, the potential for materials to fall and injury others,
The document should be concise and not include hazards or risks that are clearly irrelevant?	... ds to be concise and not padded out by irrelevant information as people may miss the
Hazards should be evaluated and presented as risks?	Once **hazards** have been identified there must be some form of evaluating **risk**. Whilst this can be done a multitude of ways, typically risk will be based upon severity of injury and likelihood of occurrence. Numbers are fine but the better risk assessments will deploy a simplistic RAG rating or determine each as high medium or low risks. We need to
It should state who is at risk?	... m. Children and young people may also try and access the roof if doors and gates ... e of the location, could they potentially be at risk?

Controls stated are specific to the hazard, they seem realistic and would be considered a reasonable attempt at controlling risks.

- Ladders to be removed, scaffolds protected and access doors locked to prevent unauthorised access.
- Consider weather conditions e.g. fog, driving rain, ice and snow and wind.
- All roof lights will be considered to be fragile. **Note:** Operatives should not come within 4m of any fragile material including rooflights unless protected.
- Be mindful of people on the ground. **Note:** If materials are likely to fall or roll off the roof fit toe-boards or tie materials / tools off.
- Consider the potential for coming in close proximity to base stations/antennas. **Note:** At no stage should operatives be directly in front of an antenna.
- Work in daylight hours / provide task lighting.

SOTERweb Notification

Any approval or comments made in respect of risk assessment or method statement are provided in good faith. However, responsibility for approval and ensuring that the assessment is adequate remains with the employer / author. No liability will be accepted for any consequences or loss directly or indirectly attributed to comments suggestions or omissions provided by the Client or its representatives.

Accept

5 Read and **Accept** the declaration

Contractor uploads RAMS

6 Add a document by clicking **Browse.** Then locate the document and double click to add the document to the system. Then press **save.**

Contractor uploads RAMS

soterweb Estate Facilities Management System

Upload Permit Documents

Confirm/Proceed | Add Document | Export XLSX | Export PDF | Filter Row | Refresh Data | Exit Screen

Document Required	Updated Date	Rejected	Verified Date	
RA/MS	24/07/2022			Upload Document

1 To <u>change</u> the document you've selected click **Upload Document** again. You will be able to view the original document but the system will require another document or the same document to be uploaded.

2 To <u>add</u> multiple documents click the **Add Document** icon, and add additional document/s. (see next slide)

3 When ready, proceed by clicking the **Confirm / Proceed** icon.

Adding multiple document

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Permit Document

Warning by Clicking Save You are acknowledging the documents, and information are an accurate reflection.

Document Type | Certificate | Upload Document (pdf) View latest document | Browse... No file selected. (Max 5mb File Size)

Note:

You <u>will not</u> be able to save an additional document unless a brief description in the Document Type field is provided <u>before</u> it is uploaded. Failure to do this will mean you will need to re-upload the document before pressing **save**.

Automated Email

The Client contact will be notified when the contractor has acknowledged the expectations and uploaded their RAMS.

Client - Review Responses

7 From the Permits Home screen
the **Verify Expectations** & **Verify RAMS**
icons become active.

Note:
The permit status will change to Confirmed.

Client – reviews responses

Client contact reviews responses and can

1. **Return Permit** - for further consideration.
3. **Reject Permit** - which will close the Permit.
2. **Approve Permit**

3rd Part Verification

(8) The Client contact can also seek 3rd Party Verification of the submitted RAMS (if desired) by clicking the **3rd Party Verification** icon.

3rd Part Verification

Then add an **email address** and click **save** and the system will send an email automation with an embedded link to allowing the RAMS to be reviewed by a 3rd Party.

The 3rd Part Verification Screen

soterweb Estate Facilities Management System

Permit Third Party Approval

Approve Record   Reject Record   Exit Screen
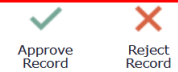
Approval By - eMail: rik@montgomeryandcoupers.co.uk

Approval Comments: Addiitonal Comments Go in Here

Document
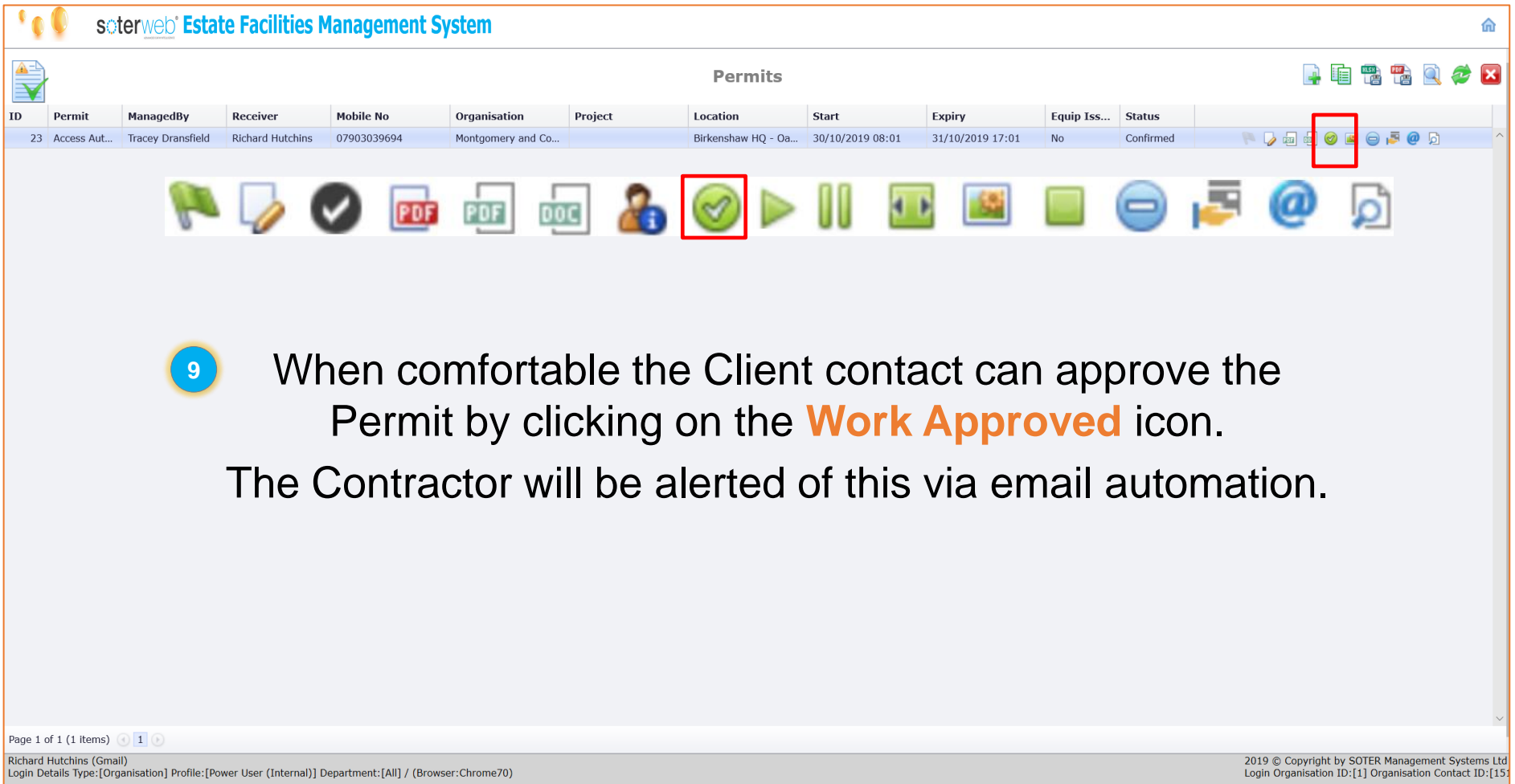
RA/MS   ⬇ Download / View

The 3rd Party can

① **Download / View** the RAMS

② Provide comments

③ **Approve** or **Reject** the RAMS.

Approve work

9 When comfortable the Client contact can approve the Permit by clicking on the **Work Approved** icon.

The Contractor will be alerted of this via email automation.

Contractor receives a notification

Note:

Status will change to **Approved** and the **Start Work** icon will become active.

Activating a Permit via Access IT

Operative activates a Permit.

soterweb Estate Facilities Management System

Login

ACCESS-IT

Welcome to The SOTER Contractor Management

WEB PORTAL

1 Via main home screen click the **ACCESS IT** tab

To activate a Permit

2 Click **Login**

Logs in the Access IT

soterweb® Estate Facilities Management System

Log In Site

Username rhutchins1

Password ●●●●●●●●●●●●●

✗ General Work
✗ Carry out Essential Emergency work
✓ Carry out work under and Existing Permit
✗ Request a New Permit

▶ PROCEED

1. Complete **Username** and **Password** fields.
2. Click **Carry out work under an Existing Permit**.
3. Click **Proceed**.

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Select the Approved Permit

soterweb® **Estate Facilities Management System**

Permits

Exit

Enter text to search...

ID	Permit	
280	**Access Authorisation - Flat Roof** **Bingley Fire Station** **Start Date 14/01/2021 End Date 14/01/2021**	▶

Operative will arrive at the Permit screen which shows all approved Permits for the organisation.

To activate a Permit click **here.**

Page 1 of 1 (1 items) 1

▼ Create Filter

Complete pre-start questions

Note:

1. Answer the Pre-start Questions.
2. Dependant upon the Permit type, a Secondary contact may be required.
3. Press the **Confirm Question** icon.

Client – Receives an Email

The Client contact is notified the operative has started work via email automation.

Note: Status has changed to Started.

Closing a Permit via Access IT

To Close a Permit via Access IT

Within the Access IT Log Out Screen

① Complete the **Username and Password** fields.
② Click **Log Out of Site and Close Permit**.
③ Click **Proceed**.

Select Permit to Close

Estate Facilities Management System

Permits

Exit

Enter text to search...

ID	Permit	
280	**Access Authorisation - Flat Roof** **Bingley Fire Station** **Start Date 14/01/2021 End Date 14/01/2021**	▶

Indicate which Permit you wish to close by clicking **here.**

Page 1 of 1 (1 items) 1

▼ Create Filter

Answer closing questions

Estate Facilities Management System

Acknowledgment of Minimum Expectations

Question	Category	Yes - No - N/A
I hereby declare that all work for which this Authorisation to Access was issued is now suspended/complete and that all persons in my charge have been withdrawn from the area, the roof is left in a clean and safe condition, tools and materials removed?	Advisory	
I have locked off access to the roof and provided local WYFRS Operational Staff (where available) with a verbal update, returned key (where applicable) and notified them I am leaving and will log off SOTER?	Advisory	

1 Answers the Closing Questions.

2 Press the **Confirm** icon.

Note

A system generated email will notify the Client representative that work has finished.

Request a Permit via the main system

Requesting a Permit

Dependant upon permissions
Contractors can Request a Permit
through the system for both Planned
and Reactive Work.

Requesting a Permit

From the Permit Home screen, the Contractor presses
the **Request a Permit** icon

Contractor Completes Request Screen

Contractor completes the screen by filling in the fields.

Note:

1. Select permit type from drop down list.
2. Assign the Permit to a receiving organisation and an individual (the individual **must** have a admin profile).
3. Complete the desired start and finish date and time.
4. Press **Save**. The system will save the Permit details and add it to the Permit Home screen.

Client Contact is notified of the request

An email automation will be to the appropriate Client contact notifying them of the Permit request.

Note:

The status changes to Request.

Client Contact reviews the request

The Client Contact reviews the request and click the **Confirm Permit Request** icon if happy for the request to proceed.

Main Permit Screen is updated

The Permit Request is also added to the main Permit screen

Email Automation

Once approved an email automation will notify the requester of the outcome.

Note:

If approved the status will change to New

The Confirm Expectations and Upload Supporting Documents icons become live.

Request a Permit via Access IT.

Overview of the Process

	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8
Who	Operative	Operative	Client	Client	Operative	Operative	Operative	Client
Process	Whilst **on site** an Operative raises a Permit Request via Access IT module.	Operative confirms key expectations	Client Contact reviews Permit Request	Client reviews answers provided by Operative and approves Permit	Operative returns to Access IT module to activate Permit	Operative completes pre-start question & starts work	Finishes work & answers post-work questions & uploads image *(if desired)*	Client Close Permit

Logs in the Access IT

soterweb® **Estate Facilities Management System** ⌂

Log In Site

LOG OUT

Username rhutchins1
Password ●●●●●●●●●●●●●●

✕ General Work
✕ Carry out Essential Emergency work
✅ Carry out work under and Existing Permit
✕ Request a New Permit

▶ PROCEED

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① Complete **Username** and **Password** fields.
② Click **Carry out work under an Existing Permit**.
③ Click **Proceed**.

Request a Permit Facility via Access IT

soterweb® **Estate Facilities Management System**

Log In Site

Username: rhutchins1
Password: ●●●●●●●●●●●●●●●

✕ General Work
✕ Carry out Essential Emergency Work
✕ Carry out work under an Existing Permit
✅ Request a New Permit

▶ PROCEED

LOG OUT

1. Complete **Username** and **Password** fields.
2. Click **Request a New Permit**.
3. Click **Proceed**.

Complete the Request Screen

Administration

QUICK PERMITS (Configuration)

1. Create a New Permit Type   *Control Panel > Edit List > Permit Types > Add*
   a) Complete the Details and enter **QUICKPERMIT** in the Permit Parameters box.
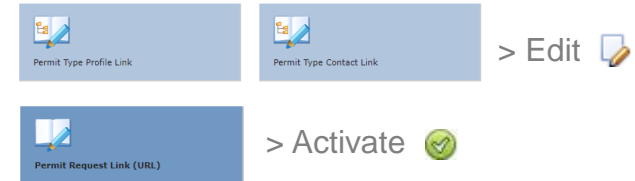
2. Create the Manager for the Permit   Organisation > Edit > My Organisation > Managed By   > Add
   a) Select the contact Name who manages the Permit
   b) Select the contact Type (This is the Name of the Permit)

3. Add the Permit to the contacts who can Request the Permit   Project > Permits >   > Edit

4. Send the contact a Email Link to add the Permit(s) when required. Project > Permits >   > Activate

5. Associated Email Automation
   a) Permit Request (contact URL Authentication Link)
   b) Permit Requested (QUICKPERMIT) Send to Client contact
   c) Permit Approved
   d) Work Started
   e) Work In Progress   (Standard System Emails)
   f) Permit Work Finished
   g) Permit Closed

6. Add Profile Permissions for the Permit - Request Edit Screen – Button – Save

END OF DOCUMENT