

# Permit to work – work requests

Guide to applying for work requests on P2W



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# Introduction to P2W



# The Permit to work system (P2W)

Gatwick uses a permit system called P2W. This system allows contractors to submit work requests and hazardous permits to give Gatwick awareness of works happening around the campus, along with peace of mind that risks have been assessed and mitigated accordingly.

This document is designed to help guide you through the permit system when applying for work requests and permits. For more in-depth detail regarding what information should be included in your applications, please refer to the relevant Standard Operating Procedure (SOP), Permit to Work System 20000-XX-Q-XXX-SOP-000008. A link to this SOP can also be found within the Shared Documents area of P2W.



# Gaining access to P2W

Login credentials for P2W can be obtained from the Contractor Support Centre (CSC) once the user has registered on AIRDAT. Only users who need to raise work requests and hazardous permits require a P2W login. Users who need to be added to work request and permits only, will also need to be registered on AIRDAT but do not require a P2W login.

P2W login credentials are unique to each individual user and should not be shared with others. It is recommended that the email associated with the P2W user account is specific to the user to ensure all functionality can be utilised.



# The login page

P2W login credentials entered here. These will need to be requested from the CSC following registration on AIRDAT

YOUR LONDON AIRPORT  
*Gatwick*

**P2W**

Username: user211  
Password: [masked]

→ Login

→ Forgot your password?

→ Activate New Account

To utilise this functionality, a valid email address, specific to the user, must be provided and stored in P2W.

New users only need to enter a P2W username and click 'Activate New Account'



# The homepage

The screenshot shows the P2W homepage with the following callout boxes:

- Quick search box**: Points to the search input field in the left sidebar.
- Most recently accessed work requests**: Points to the table listing recent work requests.
- Most recently accessed permits**: Points to the table listing recent permits.
- Your P2W username**: Points to the user name 'USER211' in the top right header.
- P2W main menu options**: Points to the navigation tabs 'Home' and 'Contractor Portal'.
- Access to SOPs**: Points to the 'Shared Documents' link in the left sidebar.
- Top 5 most recently accessed items**: Points to the list of recent items in the left sidebar.

The main content area displays the following data:

You last logged into P2W on 10 August 2020 15:13

**Recently Accessed Work Requests.:**

Work Request Number	Last Accessed
LGW-WR-45736	29-Nov-18 12:15
LGW-WR-45739	29-Nov-18 12:09
LGW-WR-45138	29-Nov-18 11:58
LGW-WR-39835	29-Jan-18 15:07
LGW-WR-39826	29-Jan-18 13:21

**Recently Accessed Permits:**

Permit Number	Last Accessed
LGW-PTD-91532	10-Aug-20 15:53



# Main menu options - home

The screenshot shows the P2W Contractor Portal interface. The top navigation bar includes the P2W logo, 'P2W Home', and 'Contractor Portal'. The user is logged in as 'USER211 (Logout)'. A left sidebar contains a search bar, 'Reports', 'Shared Documents', and 'Recent Items' (listing documents like LGW-PTD-91532, LGW-WR-45736, etc.). The main menu is open, showing options: Home Page, Change My Details, Change Password, Set Current Site, Preferences, Global Library, Messages, and Logout. A 'Recently Accessed Permits' table is visible, listing permit numbers and last accessed times. Callout boxes provide instructions for each menu item.

Access to the Home Page

Update your contact details

Set a new password

Set to London Gatwick Airport

To ensure optimal performance, leave these as default settings

Access is restricted

Log out of P2W

To ensure optimal performance, leave these as default settings



# Additional menu options

Application, activation and cancellation of work requests; including the creation of pre-approved templates.

The screenshot displays the P2W Contractor Portal interface. The top navigation bar includes the P2W logo, 'P2W Home', and the user 'Wile Coyote' with a 'Logout' link. A dropdown menu is open under 'Contractor Portal', showing 'Work Requests' and 'Permits'. The 'Work Requests' menu item is highlighted with a red dot, and a red line connects it to the first text box. The 'Permits' menu item is also highlighted with a red dot, and a red line connects it to the second text box. The main content area features two tables: 'Recently Accessed Work Requests' and 'Recently Accessed Permits'. The 'Work Requests' table lists five entries with their IDs and last accessed times. The 'Permits' table lists five entries with their IDs and last accessed times. A search bar and a sidebar with 'Reports', 'Shared Documents', and 'Recent Items' are also visible.

Work Request Number	Last Accessed
LGW-WR-45736	29-Nov-18 12:15
LGW-WR-45739	29-Nov-18 12:09
LGW-WR-45138	29-Nov-18 11:56
LGW-WR-39835	29-Jan-18 15:07
LGW-WR-39826	29-Jan-18 13:21

Permit Number	Last Accessed
LGW-SAE-79303	26-Nov-21 15:08
LGW-SCPTD-79291	26-Nov-21 14:40
LGW-SAE-79302	26-Nov-21 11:48
LGW-HW-79301	04-Oct-21 16:09
LGW-SC-79288	12-Jul-21 16:00

Application of permits, including templates. Note that the applicant must have the necessary training and assigned roles to apply for specific permit types.



# Work requests (WRs)



# WR – what is a work request?

A work request is the base level request for any works that need to be carried out within the airport; all works require a work request. Hazardous permits can be raised as control documents within your work request(s), and in some instances, as standalone permits. Work requests and control documents (permits) are subject to a number of sign offs by relevant approvers.

Below are some key points to consider to ensure sufficient information has been submitted with your application.

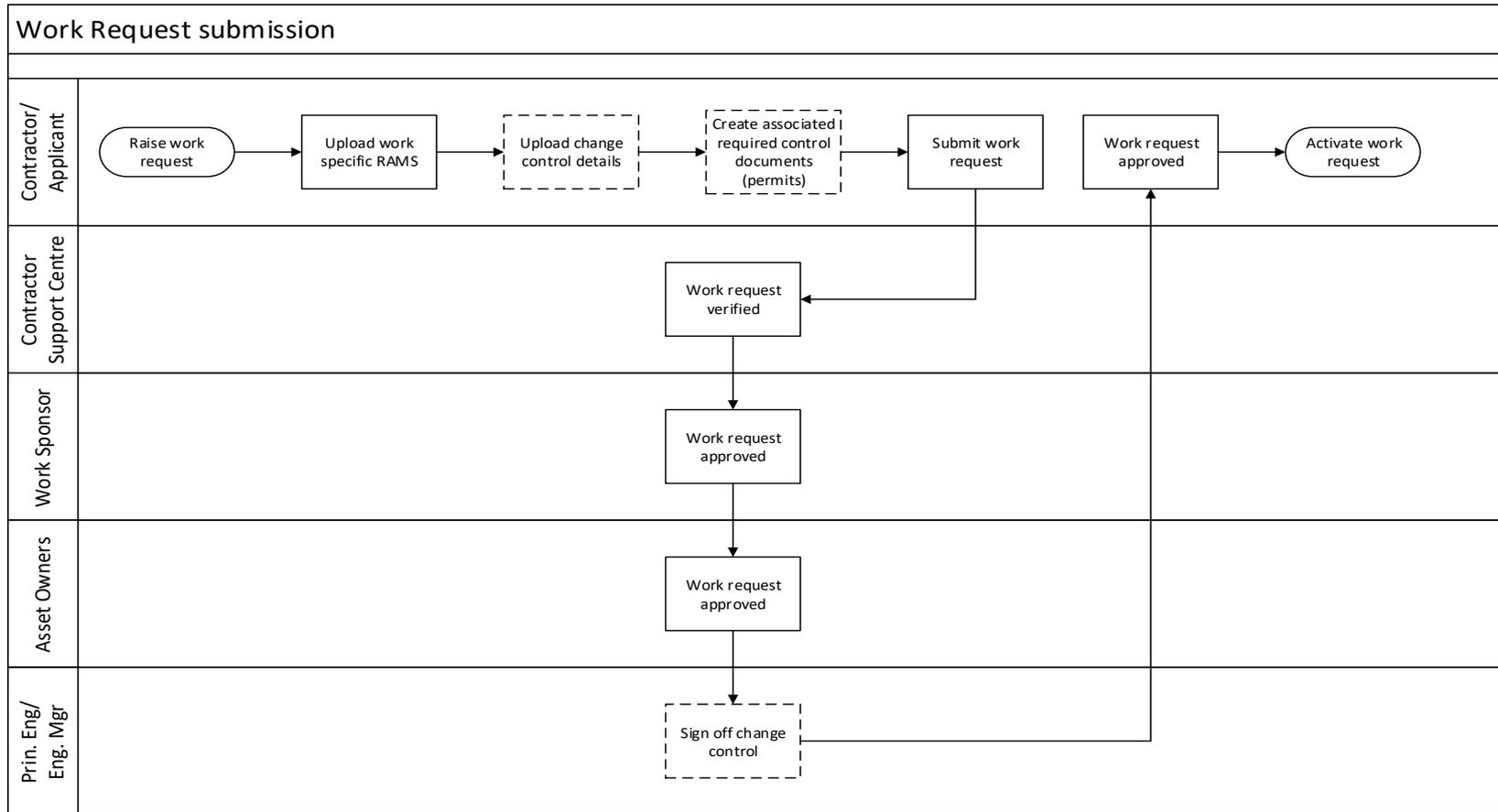
- Have the relevant SOPs been referred to?
- Do the works require Change Control?
- Are the RAMS relevant to the works being undertaken? i.e. task specific
- Do all workers have a valid LGW induction?
- Who is your work sponsor?
- Has all the relevant information regarding the works been submitted?

Detailed guidance on what information needs to be included in a submission is available via the Permit to Work SOP.



# WR workflow

A standard WR would follow the below process. Please ensure WRs are submitted with sufficient time for sign off. The following pages provide a step-by-step guide on how to raise a WR application



# WR application menu

To access the work request application menu, expand the Contractor Portal menu and select Work Requests → Process Work Requests → Apply

The screenshot shows the P2W application interface. The main header displays the P2W logo, the title 'Raise New Work Request', and the user status 'Logged in as USER211 (Logout)'. The navigation menu includes 'Home' and 'Contractor Portal'. The 'Contractor Portal' menu is expanded, showing 'Work Requests', 'Permits', and 'Company:'. The 'Work Requests' menu is further expanded to show 'Process Work Requests', 'Process Repeats', and 'My Work Requests'. The 'Process Work Requests' menu is expanded to show 'Apply'. A search bar and a list of recent items are visible on the left side of the interface.



# WR - raise a new work request

1. The 'Raise New WR' screen requires only basic information

2. Ensure Work Request is selected

3. Click search icon to choose location

4. Select location of works

The image shows a screenshot of the P2W web application interface. The main window is titled 'Raise New Work Request' and contains several input fields: 'Type of Work Request' (set to 'Work Request'), 'Area' (with a search icon), 'Company', 'Show Only Representatives' (checkbox), and 'Person In Charge'. A search icon is visible next to the 'Area' field. An inset window titled 'Pick Area' is overlaid on the main window, showing a tree view of the airport's structure. The tree view includes 'London Gatwick Airport (LGW)' and its sub-areas: 'Land Areas (LGW-LANDAREA)', 'Airfield (LGW-A SIDE-20573)', 'North Terminal (LGW-BLD-20700)', 'Airside (LGW-A SIDE-BLD-20700)', and 'Landside (LGW-L SIDE-BLD-20700)'. Under 'Landside', there are several levels listed, including 'Level A0 - Lower Ground Floor Level (LGW-L SIDE-BLD-20700-LA0)', 'Level 00 - Arrivals Ground Floor (LGW-L SIDE-BLD-20700-L00)', 'Level 05 - Mezzanine Level (LGW-L SIDE-BLD-20700-L05)', 'Level 10 - First Floor Avenue Level (LGW-L SIDE-BLD-20700-L10)', 'Level 20 - Departures (LGW-L SIDE-BLD-20700-L20)', 'Level 25 - Ceiling Void (LGW-L SIDE-BLD-20700-L25)', 'Level 30 - Third Floor Mezzanine level (LGW-L SIDE-BLD-20700-L30)', and 'Level 35 - Ceiling Void (LGW-L SIDE-BLD-20700-L35)'. A red dot is placed on the 'Level 10' entry, and a red line points from it to the text '4. Select location of works'. The main window also has a search bar and a 'Contractor Portal' link. The top right corner shows 'Logged in as USER211 (Logout)'.



# WR – creating a new application

1. Click here if you are the named Person in Charge (PiC) on the WR \*

The screenshot shows the 'Raise New Work Request' interface. At the top, it says 'P2W' and 'Raise New Work Request'. The user is logged in as 'USER211 (Logout)'. The main form area contains the following fields and options:

- Type of Work Request:** Work Request (dropdown)
- Area:** LGW-LSIDE-BLD-20719 (dropdown)
- Company:** [Yellowed out field]
- Show Only Representatives:**
- Person In Charge:** [Empty text field]
- Search:** [Search icon]
- Buttons:** Search, Raise with Yourself in Charge, Raise with Any Representative in Charge, Clear

Callout lines from the numbered text boxes point to the search icon, the Company field, the Person In Charge field, and the 'Raise with Yourself in Charge' button.

2. If raising a WR with a PiC from another company, use the Company search function by typing in the name and clicking on the search icon

3. Alternatively, search on the name of a person by entering the name and then clicking Search. \*\*

4. If the PiC is unknown at this stage, click here to raise with a blank PiC.

\* Note 1: PiC names can always be changed prior to submission

\*\* Note 2: Always avoid performing broad searches as this can slow the system down



# WR - Searching for PiC by company name

1. Enter the name of the company of the PiC for the WR and click the search icon

The screenshot shows the P2W Work Request form. The 'Company' field is set to 'ISTEST'. The 'Area' is 'LGW-LSIDE-BLD-20719' with a search icon. On the right, there are buttons for 'Search', 'Raise with Yourself in Charge', 'Raise with Any Representative in Charge', and 'Clear'. A 'Pick All Company' pop-up window is open, showing the search criteria 'Name: ISTEST' and a 'Search' button.

2. Confirm the search criteria in the pop up window and click search

The 'Pick All Company' window shows search results for 'Name: test'. It includes a search bar, a 'Search' button, and a list of 23 matches. The list includes companies like Ascom Network Testing Ltd, Celtest Ltd, and ISTEST.

3. Select the required company from the returned results (this could be a list or a single company)

The 'Pick All Company' window shows the search results for 'Name: ISTEST'. The 'ISTEST' entry is selected, and its details are shown in a table below.

Select	Company	Contact Number	Services	Rating
<input checked="" type="checkbox"/>	ISTEST	01254 123456		



# WR – Searching for PiC by name

1. Enter the name of the PiC and click search

Search ...

Reports

Shared Documents

Recent Items

- LGW-PTD-91532
- LGW-WR-45736
- LGW-WR-45739
- LGW-WR-45138
- LGW-WR-39835

Type of Work Request: Work Request

Area: LGW-LSIDE-BLD-20719  
London Gatwick Airport, Other Buildings, Northgate Building

Company: [Search]

Show Only Representatives:

Person In Charge: sam yosemite

Search

- Raise with Yourself in Charge
- Raise with Any Representative in Charge
- Clear

2. Select the required PiC from the returned results (this could be a list or a single company) by clicking on the arrow icon

Search ...

Reports

Shared Documents

Recent Items

- LGW-PTD-91532
- LGW-WR-45736
- LGW-WR-45739
- LGW-WR-45138
- LGW-WR-39835

Type of Work Request: Work Request

Area: LGW-LSIDE-BLD-20719  
London Gatwick Airport, Other Buildings, Northgate Building

Company: [Search]

Show Only Representatives:

Person In Charge: sam

Matches=317

Select	Name	Rating
<input type="radio"/>	Ali Samuels, Site Supervisor, Leading Electrical Services Ltd (07956 507358)	
<input type="radio"/>	ALYKHAN KASSAM, Customer Care Agent, WILSON JAMES LIMITED (07741143536)	
<input type="radio"/>	Ben Abdsamad Allali, Sign Installer, PLAN2 INSTALL Ltd (07961 111 333)	

3. Once a PiC name is selected, the option to raise the WR will be enabled. Click the arrow icon to be taken to the next step.

Search ...

Reports

Shared Documents

Recent Items

- LGW-PTD-91532
- LGW-WR-45736
- LGW-WR-45739
- LGW-WR-45138
- LGW-WR-39835

Type of Work Request: Work Request

Area: LGW-LSIDE-BLD-20719  
London Gatwick Airport, Other Buildings, Northgate Building

Company: [Search]

Show Only Representatives:

Person In Charge: sam yosemite

Matches=317

Select	Name	Rating
<input checked="" type="radio"/>	Sam Yosemite, MANAGER, ITEST (01254 509597)	

Raise new Work Request Work Request with Sam Yosemite in charge at London Gatwick Airport, Other Buildings, Northgate Building



# WR - Scope of work screen

Once a PiC and location for the works have been selected, the main WR detail page will become available for editing

The screenshot shows the 'New Work Request' form in the P2W system, specifically the 'Scope of Work' tab. The form contains the following fields and callouts:

- 1.** Enter a brief description of the works. Please avoid using the following characters in this field '&', '<', '>', '%' (points to the Description field).
- 2.** Enter more detailed description of the scope of works to be undertaken (points to the Scope of Work field).
- 3.** Remember to adjust the start and finish date and times (points to the Start On and Finish On date/time pickers).
- 4.** Additional locations can be added if required, or enter free text if the location is very specific (points to the Location(s) field).
- 5.** This will be prepopulated with the PiC selected on the 'Raise New WR' screen. The PiC can be changed here or on the 'People' tab (points to the Person-in-Charge field).
- 6.** Complete this field to allow easy reference back to PO numbers used for your works (points to the Purchase Order Number field).
- 7.** Free text fields for you to provide further information (points to the Equipment to be worked on and Tools fields).

- NOTE 1: Include enough time for sign offs and any snagging works
- NOTE 2: There is a limit of 56 days validity period for each WR
- NOTE 3: The scope of works refreshes in the background when adding multiple locations. Close the 'area picker' window to view selected locations



# WR – new work request generation

Once the 'Scope of Work' tab has been populated, the work request should be saved so a number can be generated. This will be a unique system generated number. Additional tabs will be enabled to allow the completion of the WR

The screenshot displays a web application interface for generating a Work Request (WR). The main header shows the P2W logo and the title "Work Request: LGW-WR-54469 (Initiated)". The user is logged in as USER211. The interface includes a search bar, a sidebar with "Reports" and "Shared Documents", and a "Recent Items" list. The main content area shows a form with several tabs: "Scope of Work", "Method", "Control Docs (None)", "People (1,1)", "Attachments (None)", "Workflow (1)", "Relations (0,0)", and "Inspections/Audits/CCRs (None)". The "Scope of Work" tab is active, showing a description, start and finish dates, location(s), person-in-charge, work package, purchase order number, and equipment to be worked on. A callout box points to the "WR number and WR status" field, and another callout box points to the "Additional tabs enabled" section.

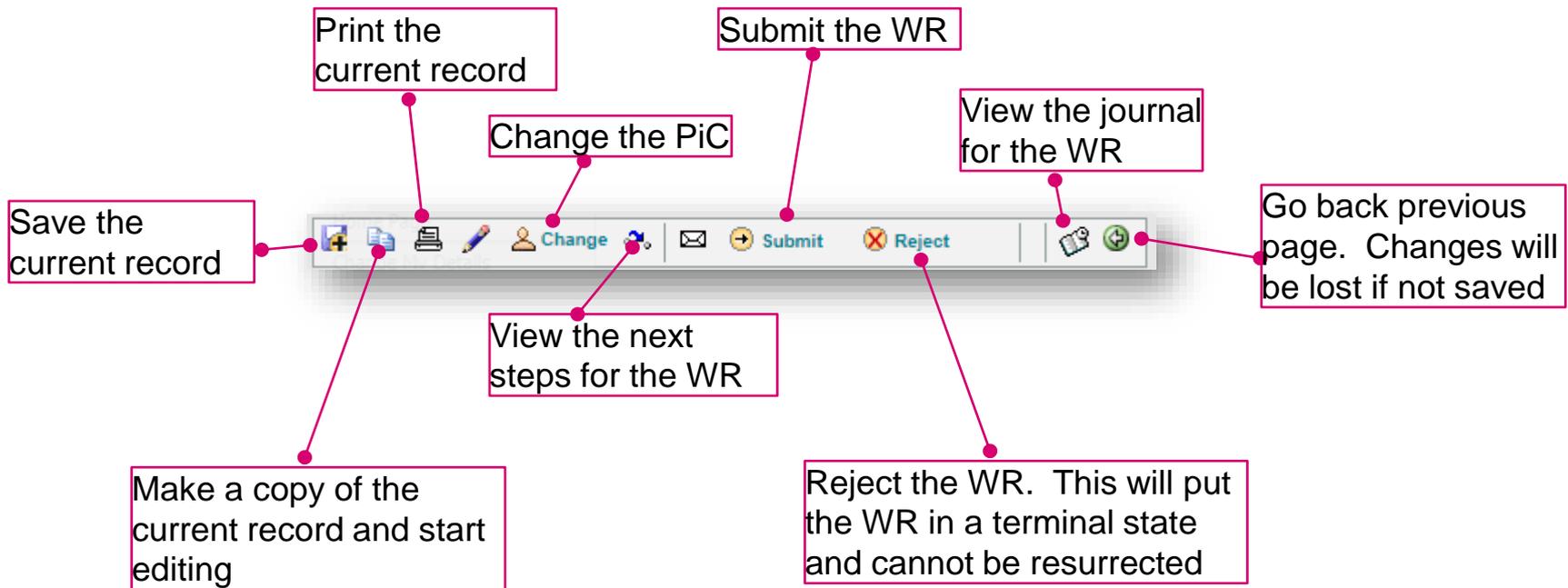
WR number and WR status

Additional tabs enabled. Details must be supplied within some of these tabs before a WR can be submitted for approval



# Menu icons

Some menu icons have the same functionality regardless of what screen the user is currently using. The icons most commonly used when raising a work request are highlighted below.



# WR -method tab

The Method tab consists of additional sub-tabs: level risk, asset owners and change control. These three sub-tabs are mandatory and must be completed.

The screenshot displays the P2W Contractor Portal interface. At the top, the P2W logo is on the left, and the user is logged in as USER211. The main header shows the work request ID: LGW-WR-54469 (Initiated). Below the header, there are navigation tabs: Home and Contractor Portal. A search bar is on the left, and a toolbar contains icons for Change, Submit, and Reject. The main content area has several sub-tabs: Scope of Work, Method (selected), Control Docs (None), People (1,1), Attachments (None), Workflow (1), Relations (0,0), and Inspections/Audits/CCRs (None). Under the Method tab, there are three sub-tabs: Level of Risk (selected), Asset Owners, and Change Control. The Level of Risk sub-tab contains a text box with the text: "The work specified in the Work Request has been categorised as:" followed by three radio buttons: Low Risk, Medium Risk, and High Risk.



# WR - method tab – level of risk

Your task specific risk assessment will help to determine what level of risk your works are. In addition to specifying the risk level on this tab, you will also need to upload your task specific risk assessment and method statements as an attachment (covered later in this guide)

The screenshot shows the P2W Contractor Portal interface. The main header displays the P2W logo, the work request ID 'LGW-WR-54469 (Initiated)', and the user 'USER211 (Logout)'. The navigation bar includes 'Home' and 'Contractor Portal'. The left sidebar contains a search bar, 'Reports', 'Shared Documents', and 'Recent Items' with a list of work request IDs. The main content area has a toolbar with icons for 'Change', 'Submit', and 'Reject'. Below the toolbar are tabs for 'Scope of Work', 'Method', 'Control Docs (None)', 'People (1,1)', 'Attachments (None)', 'Workflow (1)', 'Relations (0,0)', and 'Inspections/Audits/CCRs (None)'. The 'Method' tab is active, showing sub-tabs for 'Level of Risk', 'Asset Owners', and 'Change Control'. The 'Level of Risk' section contains the text 'The work specified in the Work Request has been categorised as:' followed by three radio buttons: 'Low Risk', 'Medium Risk', and 'High Risk'. A red line points from a text box below to the 'Low Risk' radio button.

Select the overall level of risk for the works by clicking one of the radio buttons



# WR - method tab – asset owners

Work Request: LGW-WR-54469 (Initiated) Logged in as USER211 (Logout)

Home Contractor Portal

Search ...

Reports Shared Documents

Recent Items

- LGW-WR-54469
- LGW-WR-45736
- LGW-PTD-91532
- LGW-WR-45739
- LGW-WR-45138

Scope of Work Method Control Docs (None) People (1,1) Attach

Level of Risk Asset Owners Change Control

1. The asset owner will automatically be determined by the selected location

The 'Asset Owner' of this area is Real Estate

If the work specified in this Work Request requires additional approval from other 'Asset Owners', please tick the relevant checkboxes below:

- Airfield Operations:
- Baggage:
- Boiler Houses:
- Management of change approval:
- Electrical Switchrooms:
- External Terminals:
- Fire Service:
- Generators:
- IT Asset Area:
- Plant Rooms:
- Ponds:
- Property:
- Pumping Stations:
- Real Estate:
- Retail:
- Roof Areas:
- Security:
- Shuttle:

If the work specified in this Work Request requires approval from a Terminal Manager, please tick this checkboxes:

2. Additional asset owners can be selected here, if applicable



# WR - method tab – change control

If your works require the changing of an asset not 'like for like', then change control will be required. The change control will be subject to review by the relevant principal engineer and engineering manager. If no change control is required, simply answer 'no' to the questions

Select the appropriate change control form to complete: generic change control, electrical change control or baggage change control. The completed form will need to be uploaded as an attachment to the WR

Reference list of principal engineers and engineering manager sign offs

The screenshot displays the P2W Work Request system interface. The top navigation bar includes the P2W logo, the text 'Work Request: LGW', and a user login status 'Logged in as USER211 (Logout)'. A left sidebar contains navigation options like 'Home', 'Contractor', 'Search ...', 'Reports', 'Shared Documents', and 'Recent Items' with a list of work request IDs. The main content area is titled 'Change Control' and contains several sections: 'Level of Risk', 'Asset Owners', and 'Change Control'. The 'Change Control' section includes 'Change Control Questions' with radio buttons for 'Yes' and 'No', a dropdown menu for 'Please indicate which engineering systems if any will be affected by this change:' (currently set to 'None'), and a text input field for 'If you already have a change control number, please enter it here stating which department the change control is for:'. A 'Who to contact' section is also visible, with a link to 'Baggage Systems Risk Assessment form'.

Select the affected engineering system from the drop down list



# WR – adding control docs

If the works include hazardous activities, then the relevant control document(s)/permits must also be applied for.

1. Select the required control document to be added to the WR

2. Click 'Add Selection' to add the control document to the WR.

3. Added control documents will show in this table. Note that no numbers have been generated for these control docs yet

**Control Docs (2)**

This task involves:

- Baggage Environment Notification of Works
- Confined Space (High/Medium)
- Confined Space (Low)
- Cranes (Off-Airport)
- Cranes (On-Airport)
- Hot Works
- Hot Works (Airside-Outside)
- Life Safety Systems - Fire Alarm Isolations
- Life Safety Systems - Fire Hydrants, Dry Risers
- Life Safety Systems - Other Systems
- Limitation of Access Electrical
- LV Certificate of Electrical Isolation
- Permit to Dig/Drill
- Sanction for Work on or near Live Electrical Equip
- Service Clearance
- Service Clearance and Permit to Dig/Drill
- Airfield Works
- HTHW / MTHW Pressure system
- Standing Instruction - Permit to Dig/Drill
- Suspended Access Equipment

Additional controls required:

Actions:

- [Add Selection](#)

Kind	Code	Type	Generate?	Master?	Control	Supplements	Status	User Added	Relations
Permit	BENOW	Baggage Environment Notification of Works	<input checked="" type="checkbox"/>	<input type="checkbox"/>		(None)	✓		<a href="#">?</a> <a href="#">?</a>
Permit	CROFF	Cranes (Off-Airport)	<input checked="" type="checkbox"/>	<input type="checkbox"/>		(None)	✓		<a href="#">?</a> <a href="#">?</a>



# WR – generating control docs

Once all relevant control docs have been added, numbers must be generated for each one.

The screenshot shows the P2W Contractor Portal interface for Work Request LGW-WR-54469. The 'Generate' button is highlighted with a red circle and a line pointing to a callout box. The interface displays a list of control documents under the heading 'This task involves:'. The 'Generate?' column in the table below is also highlighted with a red circle and a line pointing to another callout box.

**1. Once all relevant controls docs have been added, click the 'Generate' button**

**2. This will generate control document numbers. Once generated here, each control document must be submitted individually**

Kind	Code	Type	Generate?	Master?	Control	Supplements	Status	User Added	Relations
Permit	BENOW	Baggage Environment Notification of Works	<input checked="" type="checkbox"/>	<input type="checkbox"/>	LGW-BENOW-91779	(None)	Initiated	✓	🔍 🗑️ 📄
Permit	CROFF	Cranes (Off-Airport)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	LGW-CROFF-91780	(None)	Initiated	✓	🔍 🗑️ 📄
Permit	CSL	Confined Space (Low)	<input checked="" type="checkbox"/>	<input type="checkbox"/>		(None)		✓	🔍 🗑️ 📄



# WR - people – PiC & work party

1. If a PiC was selected when the WR was first raised, this field will be prepopulated

2. To include additional work party members, click the 'Add Worker' link. This will open up a pop-up window (ensure pop-ups are not blocked on your browser)

3. When adding a new worker, the company will default to the person raising the WR

4. Enter the name of the worker and click the search icon. If you are unsure, just click the search icon to bring up a full list of names for the company which you can select from. Be mindful that this can slow the system down significantly if the company has a large number of workers.

NOTE: Please ensure the companies of work party members are SafeContractor accredited



# WR - people – adding workers

The screenshot shows the P2W 'Pick Worker' interface. At the top, there is a search bar with 'Company: ISTEEST' and a 'Name:' field. Below the search bar, there are 'Search' and 'Clear' buttons. A table below shows search results with columns for 'Select', 'Name', 'Company', 'Job Title', 'Phone', 'Email Address', and 'Staff Number'. The first row is highlighted and has a red dot next to the 'Select' icon. The second row is 'USER211'. Below the table, there are 'Add' and 'Add & Stay' buttons. The 'Worker Details' section shows 'Job Title: Worker', 'Company: ISTEEST', and 'Worker: Sam Yosemite'. There are also 'Use Company Representative' and 'Use Global Representative' buttons. A 'Close' button is in the top right corner.

1. Both searches will return a list of employee name(s).

2. To add a worker to the work party, click the 'Select' icon.

3a. Click here if you have finished adding workers

3b. Click here if you need to add more workers



# WR - people – working party

Work Request: LGW-WR-54469 (Initiated) Logged in as USER211 (Logout)

Home Contractor Portal

Search ...

Reports  
Shared Documents

Recent Items  
LGW-WR-54469  
LGW-CROFF-31780  
LGW-BENOW-91779  
LGW-WR-54505  
LGW-WR-45736

Scope of Work Method Control Docs (2) People (2,0) Attachments (None) Workflow (1)

Expected Work Party:

Working Party:

Job Title	Guest	Occupant	Filled By	Filled On
Person-in-Charge	X	USER211, ITEST	USER211	7-Sep-20 14:05
Worker	X	Sam Yosemite, ITEST	USER211	1-Oct-20 14:27

+ Add Worker

Contacts:

Title:  x Guest  Contact:  + Add Contact

No contacts specified.

1. As more names are added to the work party, these will show in the 'Working Party' table

2. A work sponsor\* will also need to be added to the WR as they will form part of the sign off process in getting the WR approved.

3. To add a work sponsor, type Sponsor in the title field and click 'Add Contact'

Contacts:

Title:  Guest  Contact:  + Add Contact

Contact	Guest	Name	Contact Number	Email Address	Job Title
Sponsor	X	(No-one)			

4. To edit the 'Sponsor' details, click the 'edit row' icon



# WR - people – adding a sponsor

1. Enter the name of the work sponsor in the 'name' field and click the search icon

2. Multiple matches will be returned as a list; simply pick the name of your sponsor from the list

3. Ensure the sponsor is saved by clicking the 'accept edits' icon. This will now write the name to the contacts list. Then click the 'Save' icon on the main menu

Job Title	Guest	Occupant	Filled By	Filled On
Person-in-Charge	X	USER211, ITEST	USER211	7-Sep-20 14:05
Worker	X	Sam Yosemite, ITEST	USER211	1-Oct-20 14:27

Contact	Guest	Name	Contact Number	Email Address	Job Title
Sponsor	<input type="checkbox"/>	John	07472 414777	Innei.Shum@gatwickairp	GAL Staff

The search text matches the following people. Please select one or press Cancel.

- John Blythman (Gatwick Airport Ltd)
- John Sheppard (Gatwick Airport Ltd)

Contact	Guest	Name	Contact Number	Email Address	Job Title
Sponsor	<input type="checkbox"/>	John Sheppard	+447446050201	john.sheppard@gatwicka	Project Handover Manag

Contact	Guest	Name	Contact Number	Email Address	Job Title
Sponsor	X	John Sheppard, Gatwick Airport Ltd	+447446050201	john.sheppard@gatwickairport.com	Project Handover Manager



# WR - attachments

A standard work request with no change control or control documents (permits) will require as minimum, a task specific risk assessment and method statement to be uploaded as part of the submission. These (and any other relevant documentation) should be uploaded via the 'Attachments' tab.

1. Use the drop down list to select the type of attachment to be uploaded e.g. risk assessment

2. Click 'Browse' to navigate to the location of the document to be uploaded

3. A brief comment can be added here to give the attachment more detail if required

4. Click 'Attach' to upload the document to the work request

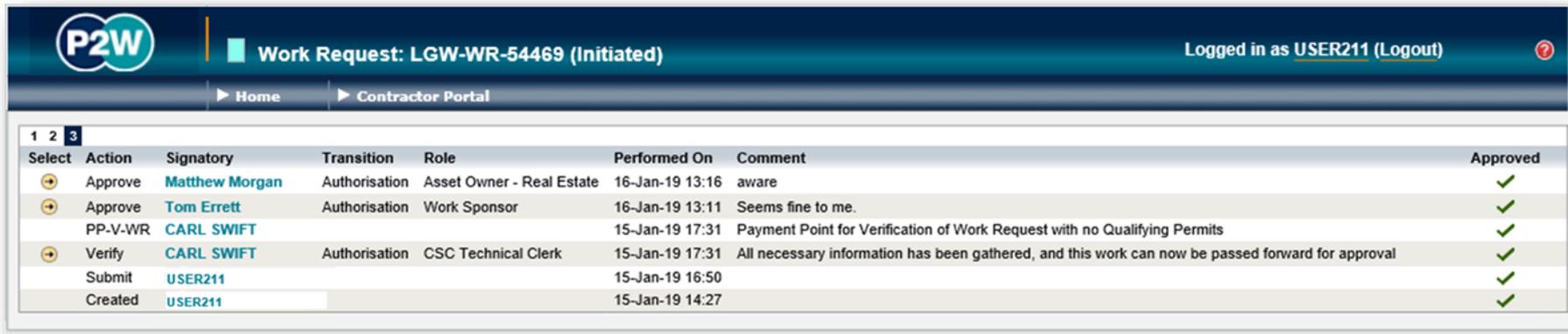
5. Uploaded documents will be shown in the attachments table

Type	Source	Item	Attached By	Attached On	Comment	File Size (Kb)	Shared
<input type="checkbox"/>	Risk Assessment	TEST_RA1.pdf	USER211	2-Oct-20 08:46	Task specific risk assessment	83.0Kb	<input type="checkbox"/>
<input type="checkbox"/>	Method Statement	TEST_MS1.pdf	USER211	2-Oct-20 08:54		82.0Kb	<input type="checkbox"/>



# WR – workflow tab

This is a read only tab and provides a timeline of the various stages the work request has progressed through. Events are automatically date and time stamped, and this is always a good reference point to see what sign offs the work request has had.



1	2	3						
Select	Action	Signatory	Transition	Role	Performed On	Comment		Approved
+	Approve	Matthew Morgan	Authorisation	Asset Owner - Real Estate	16-Jan-19 13:16	aware		✓
+	Approve	Tom Errett	Authorisation	Work Sponsor	16-Jan-19 13:11	Seems fine to me.		✓
	PP-V-WR	CARL SWIFT			15-Jan-19 17:31	Payment Point for Verification of Work Request with no Qualifying Permits		✓
+	Verify	CARL SWIFT	Authorisation	CSC Technical Clerk	15-Jan-19 17:31	All necessary information has been gathered, and this work can now be passed forward for approval		✓
	Submit	USER211			15-Jan-19 16:50			✓
	Created	USER211			15-Jan-19 14:27			✓



# WR - relations

This section will show related WRs. Whilst this functionality is enabled, it is not widely used due to the dependency issues it can cause. It is not compulsory to relate WRs, so where possible, avoid using this option.

The screenshot displays the P2W Contractor Portal interface. At the top, the P2W logo is on the left, and the user is logged in as USER211. The main header shows the current Work Request: LGW-WR-54469 (Initiated). Below the header, there are navigation tabs for Home and Contractor Portal. A search bar is located on the left. The main content area features a toolbar with icons for Home, Reports, Shared Documents, Recent Items, Change, and Submit. Below the toolbar, there are several tabs: Scope of Work, Method, Control Docs (2), People (2,1), Attachments (2), Workflow (1), Relations (0,0), and Inspections/Audits/CCRs (None). The Relations tab is currently selected, showing three status messages: 'This is not involved in any relationships.', 'Nothing has this as a dependant.', and 'This is not involved in any conflicts.' There is also an 'Add Relationship:' field with a search icon.



# WR - inspections/audits/CCRs

A Change Control Request (CCR) is subject to two sign offs; a Principal Engineer (PE) and an Engineering Manager (EM). Occasionally more information is required, and these requests can be tracked via this tab, along with the status of the CCR. Any correspondence that takes place regarding the CCR should be done via this area.

Whilst a CCR is submitted as part of the WR, the sign off process runs in parallel. This means the CCR will need to be approved fully in addition to the WR itself before the WR can be activated.

Possible Inspections, Audits or Change Control Request actions:  [Perform action](#)

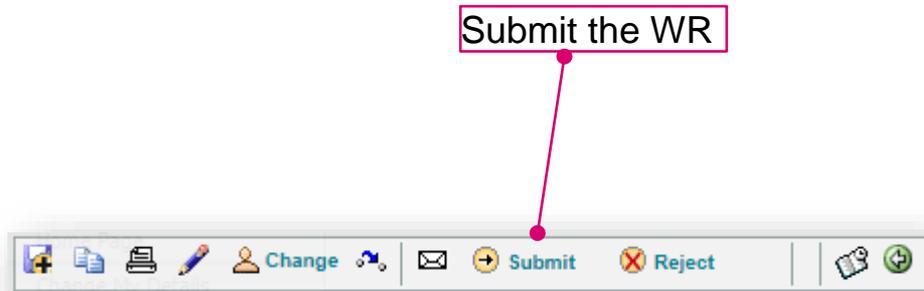
Select	Action	Signatory	Role	Signed On	Comment
	Approve CCR (EM)	Mike Osborne	CCR Engineering Manager	23-Mar-20 09:03	Approved
	Approve CCR (PE)	Adam Leeds	CCR Airport Lead Engineer	19-Mar-20 16:15	Please ensure Lee Beckenham and Control team are kept informed

Approval is required by both a PE and EM before the CCR is deemed approved



# WR - submitting the WR

Once all information has been completed, click Save and now the WR is ready for submission. Use the 'Submit' icon to do this. Remember, if any control documents (permits) were generated, these will also need to be submitted.



# WR - tracking progress

Following submission, the relevant individuals will be notified that approvals are required. As the WR progresses through each sign off stage, this will be tracked on the workflow tab.

Useful to know:

- If you need to know what sign offs have already taken place, use the 'Journal' tab
- If you need to know what the next sign off is, use the 'Next Steps' icon.
- The WR applicant will receive notification if the WR has been approved or declined.



# WR - declined

If your work request has been declined, this usually means it requires some further information. You will need to 'restart' to allow editing of the work request.

1. A declined work requests will have a status of 'Not Authorised'

The screenshot shows the P2W Work Request interface for work request LGW-WR-46765. The status is 'Not Authorised'. The breadcrumb navigation is Home > Work Requests > Permits > Search > Contractor Portal. The toolbar includes icons for Change, Reject, and Restart. The 'Restart' icon is highlighted with a red dot and a line pointing to the first text box. The main content area shows the 'Scope of Work' tab selected, with fields for Description and Scope of Work. The Description field contains the text 'Ut nam eius oblique patrioque'. The Scope of Work field contains the text 'Ad nam vidit constituam, mei autem repudiandae disputationi eu. Dicam mucius officiis eam in. Eu eros utamur suscipit vix, ea tota neglegentur definitiones sed. Legimus neglegentur ad duo, denique iudicabit vis ei. Duo ad congue constituam, eu vix percipit repudiandae.'

2. Click the 'Restart' icon to enable editing of the work request

3. The work request will revert to 'Initiated' status, and all fields will now be available for editing prior to resubmission

The screenshot shows the P2W Work Request interface for work request LGW-WR-46765. The status is 'Initiated'. The breadcrumb navigation is Home > Work Requests > Permits > Search > Contractor Portal. The toolbar includes icons for Change, Submit, and Reject. The 'Submit' icon is highlighted with a red dot and a line pointing to the third text box. The main content area shows the 'Scope of Work' tab selected, with fields for Description and Scope of Work. The Description field contains the text 'Ut nam eius oblique patrioque'. The Scope of Work field contains the text 'Ad nam vidit constituam, mei autem repudiandae disputationi eu. Dicam mucius officiis eam in. Eu eros utamur suscipit vix, ea tota neglegentur definitiones sed. Legimus neglegentur ad duo, denique iudicabit vis ei. Duo ad congue constituam, eu vix percipit repudiandae.'



# WR - activating an approved WR

Once a WR has been fully approved, it must be activated prior to being used. P2W allows for contractors to activate and suspend their own work requests (this requires the WR Activator role to be added to the users' P2W profile). Contact the Contractor Support Centre (CSC) if you wish to utilise this functionality.

1. Click 'Next Steps'

Next Steps for Work Request LGW-WR-53648 (Approved)

Possible Actions:

- Edit or View Details
- Counter-sign
- Print
- Assign/CCRs by [pk]
- Reject
- Activate by WR Activator
- Send Email

State Notifications:

- Approved
- Not Authorised
- Rejected

2. Click 'Activate'.

3. Read through any issues. Note that red warnings will not allow the WR to progress through the activation stage

Select	Number	Info	Noun	Status	Last Action	Type	Description	Location	Start	Finish	Person in Charge	Sign-off Role
	LGW-PAPWR-54420		Work Request	Approved	PP-S-PWR	Pre-Approved Work Request	Refrigeration Service & Maintenance	Level 35 Ceiling Void + 29 others	25-Aug-20 14:09	30-Nov-20 00:00	Damian Crossley	WR Activator

Issues with the selected Work Request:

- Innei Shum does not have the competencies required by the WR Activator role to do this sign-off. Work Request Activator (Missing).
- This is scheduled to start more than 2 hours in the past.
- Innei Shum is already booked with the following at this time: LGW-PAPWR-54421, LGW-PAPWR-54422.

Number of sign-offs remaining to complete this transition = 0.

Comment:

Declaration

I confirm that the Person-in-Charge has agreed to the terms and conditions of the work as specified in this Authorisation to Work:

4. Add optional comments if needed

5. Accept the declaration

6. Click to activate the WR



# WR - suspending an active WR

Following completion of the works on the day, the WR can be 'suspended' if works are set to continue over a period of weeks. Suspending the WR means that it can be reactivated for use for continuation of the works.

1. Click 'Next Steps'

**Possible Actions:**

- View Details
- Counter-sign
- Print
- Inspections/Audits/CCRs by CSC Technical Clerk
- Suspend by WR Activator.
- Extend by Work Sponsor.
- Cancel by WR Activator.
- Send Email

**State Notifications:**

- Rejected

**Next Steps for Work Request LGW-WR-54199 (Active)**

```
graph TD; Initiated -- Submit --> Approved; Approved -- Verify --> Active; Active -- Extend --> Active; Active -- Reschedule --> Approved; Approved -- Decline --> NotAuthorised[Not Authorised]; Approved -- Restart --> Initiated; Active -- Restart --> Initiated; Active -- Decline --> NotAuthorised; Initiated -- Decline --> NotAuthorised;
```

2. Click 'Suspend'

**Suspend a Permit (Filtered)**

Logged in as Innei Shum (Logout)

Home | Work Requests | Permits | Front Desk | Search | Admin | Contractor Portal | Configure

Select	Number	Info	Noun	Status
<input checked="" type="checkbox"/>	LGW-WR-54699		Work Request	Active

**Issues with the selected Work Request:**

- Innei Shum does not have the competencies required by the WR Activator role to do this sign-off. Work Request Activator (Missing).
- Number of sign-offs remaining to complete this transition = 0.

Comment:

3. Enter any relevant comments and click the green tick to suspend the WR



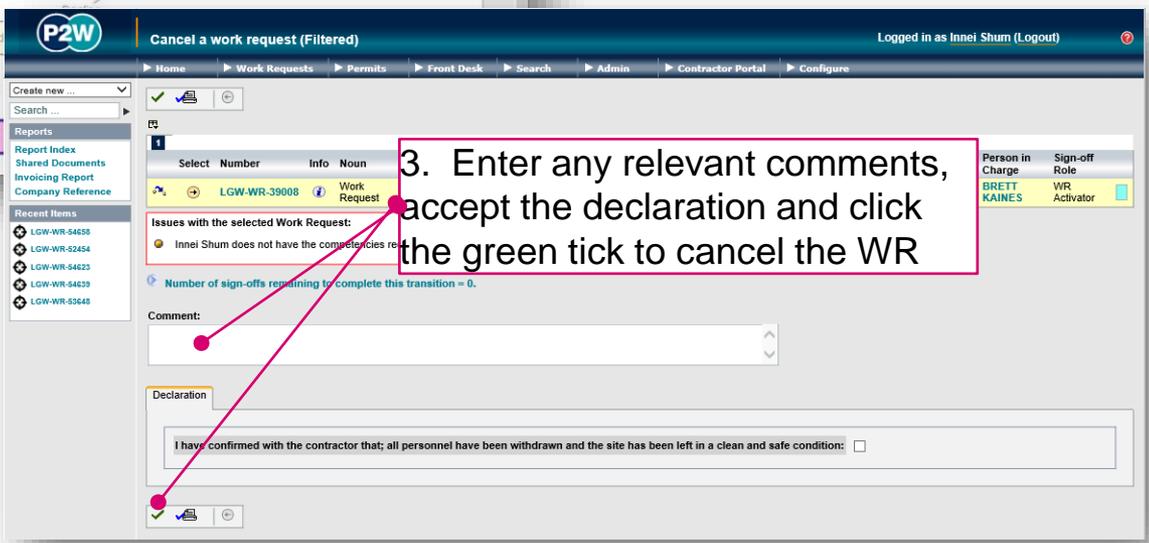
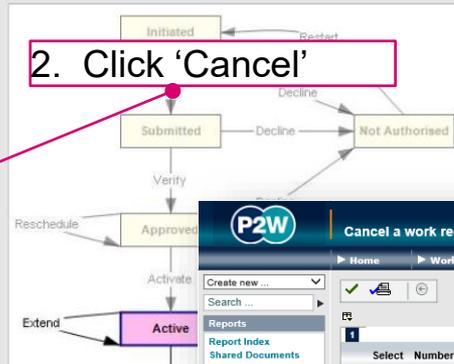
# WR - cancelling an active WR

If all the works have been completed and there is no requirement to reactivate the WR, then it can be cancelled. Note that once cancelled, the WR cannot be reactivated.

1. Click 'Next Steps'



2. Click 'Cancel'

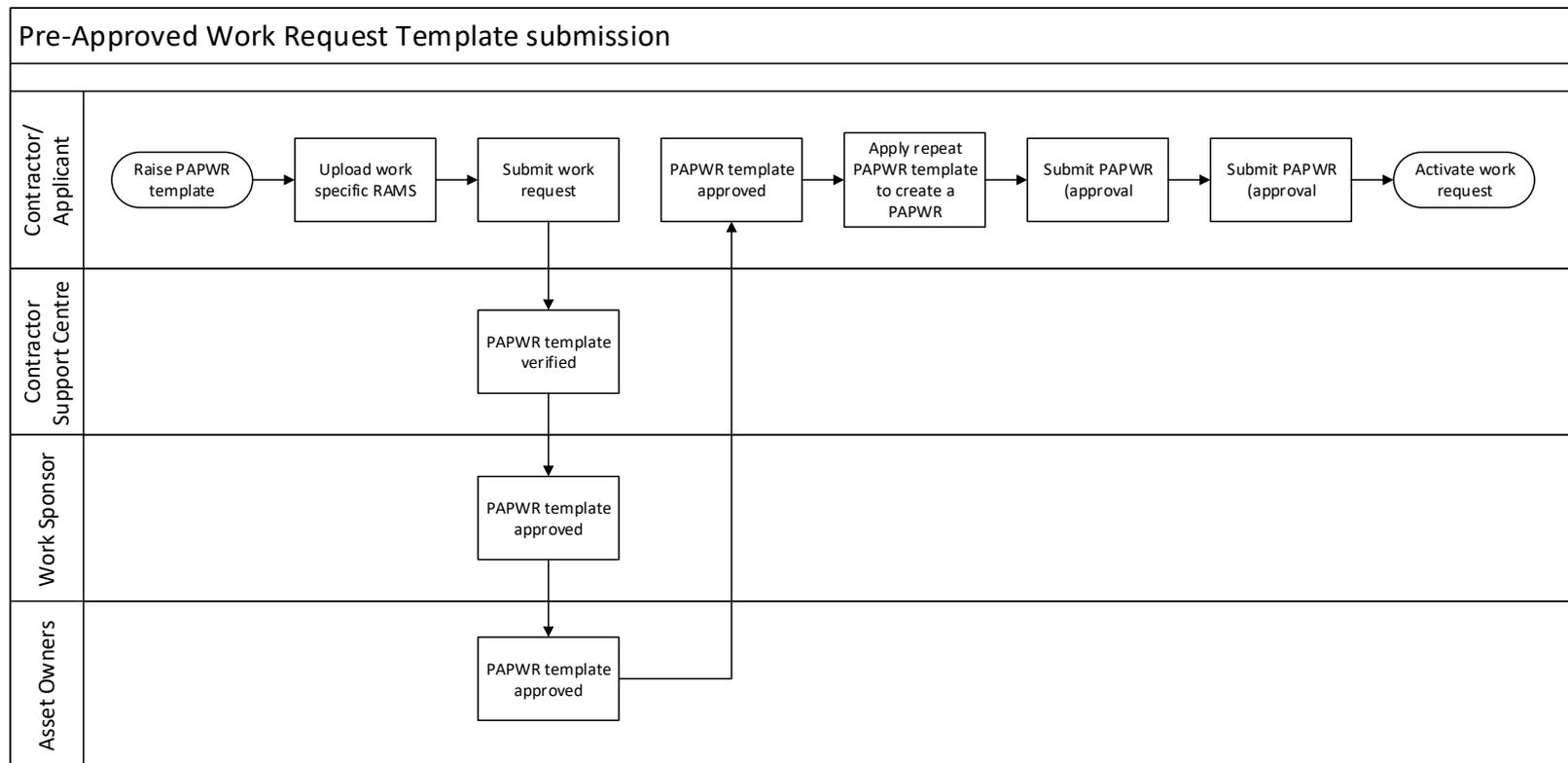


3. Enter any relevant comments, accept the declaration and click the green tick to cancel the WR



# Pre-approved WR (PAPWR) Workflow

In some instances, a pre-approved work request can be applied for. In order to utilise this type of work request, the works being undertaken must be 'low risk repetitive maintenance tasks'. A pre-approved work request template must be created and submitted for approval in the first instance. Once approved, a copy of the template can be taken for use. Note that the template itself is not an active WR, only the instantiated copies taken from it.



# Pre-approved Work Request (PAPWR)

In order to create a PAPWR, a template needs to be created, submitted and approved first. A PAPWR template will be denoted by a 'T' after the number e.g. LGW-PAPWR-54552T. Once a template has been approved, it becomes 'published'; this means the template is locked down and no updates can be made to it.

The approved PAPWR template is not an active WR. Instead, it sits in this published state so that copies can be made (also known as instantiated) as and when a PAPWR is needed. As soon as the instantiated PAPWR is submitted, it will automatically be approved ready for activation.



# PAPWR - creating a template

1. To access the work request template application menu, expand the Contractor Portal menu and select Work Requests → Process Repeats → Create Repeat Template

The screenshot shows the P2W Contractor Portal interface. The top navigation bar includes 'Home' and 'Contractor Portal'. The 'Contractor Portal' menu is expanded, showing 'Work Requests', 'Permits', 'Process Work Requests', 'Process Repeats', and 'Create Repeat Template'. The 'Process Repeats' menu is also expanded, showing 'My Work Requests' and 'Apply Repeat Work Request'. The 'Create Repeat Template' option is highlighted. Below the navigation, there are two tables: 'Recently Accessed Work Requests.' and 'My Work Requests'. The 'Recently Accessed Work Requests.' table has the following data:

Work Request Number	Last Accessed
LGW-WR-54469	07-Oct-20 09:53
LGW-WR-54505	10-Sep-20 15:22
LGW-WR-45736	07-Sep-20 14:04
LGW-WR-45739	29-Nov-18 12:09
LGW-WR-45138	29-Nov-18 11:56

The 'My Work Requests' table has the following data:

Permit Number	Last Accessed
LGW-CROFF-91780	24-Sep-20 14:38
LGW-BENOW-91779	24-Sep-20 14:38
LGW-PTD-91532	27-Aug-20 14:16

Below the tables, there is a search bar and a 'Search' button. The 'Search' button is highlighted. The text '2. Follow the same steps as specified on page 14' is overlaid on the screenshot, pointing to the 'Search' button.

The screenshot shows the 'Raise Work Request Template' form. The form has the following fields:

- Type of Work Request: Pre-Approved Work Request (dropdown menu)
- Area: (text input field)
- Company: (text input field)
- Show Only Representatives: (checkbox)
- Person In Charge: (text input field)

On the right side of the form, there are search and filter options:

- Search
- Raise with Yourself in Charge
- Raise with Any Representative in Charge
- Clear



# PAPWR - approval of a template

The PAPWR template will be subject to a sign off process. Once the pre-approved work request template has been approved, the applicant will be notified that the template is ready to be used to create individual PAPWRs.

Approved templates will show as  
'Approved, Published Template'



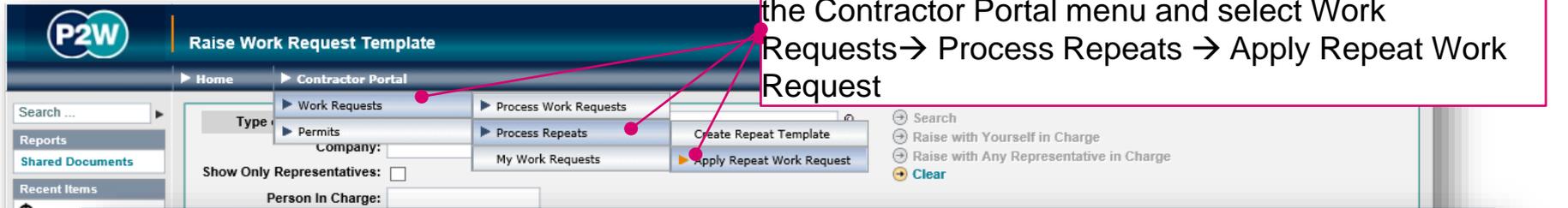
There are two methods to create a PAPWR from a template:

- Option 1: Apply the 'Repeat Work Request Template'
- Option 2: Instantiate a copy from within the template itself

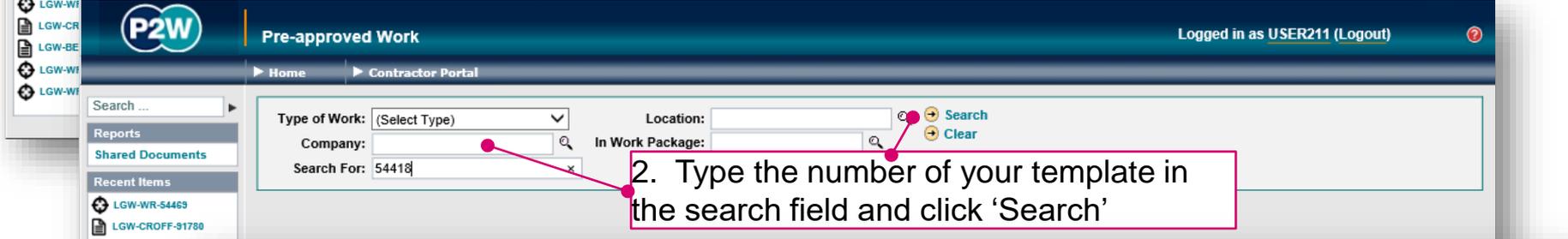


# PAPWR - option 1: How to create from a template

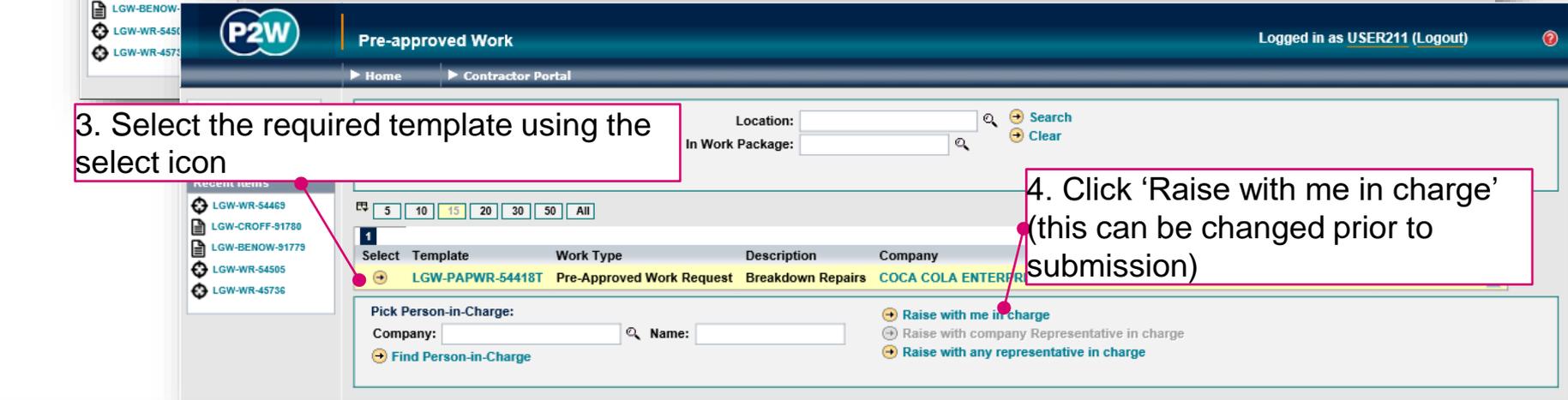
1. To access the repeat work request menu, expand the Contractor Portal menu and select Work Requests → Process Repeats → Apply Repeat Work Request



2. Type the number of your template in the search field and click 'Search'

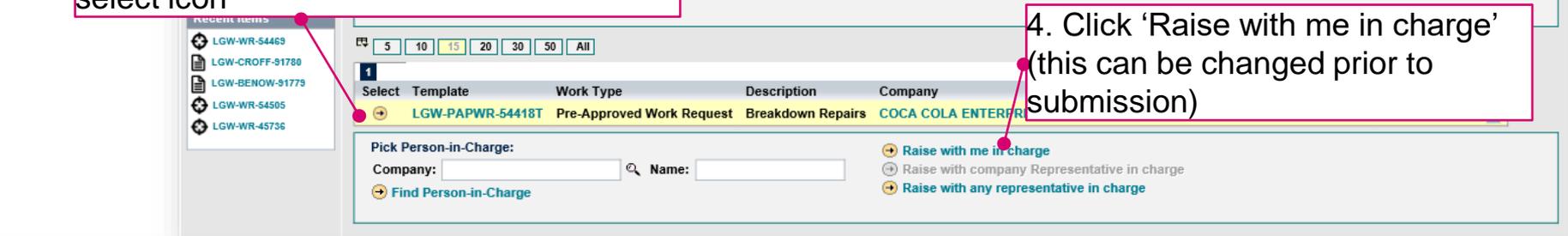


3. Select the required template using the select icon



Select	Template	Work Type	Description	Company
<input checked="" type="checkbox"/>	LGW-PAPWR-54418T	Pre-Approved Work Request	Breakdown Repairs	COCA COLA ENTERPR

4. Click 'Raise with me in charge' (this can be changed prior to submission)



# PAPWR - Scope of work

As this WR is a copy of a pre-approved template, most of the fields will be populated. However, there are some fields that can be, and will need to be edited prior to submission.

**1.** Update the scope of work field with specific detail that the PAPWR instance will cover if needed

**2.** Update dates for the duration of the works only

**3.** Ensure the correct location is entered for the works being carried out under this WR. The locations must be within the original primary location specified in the PAPWR template

**4.** Ensure this is the correct person-in-charge; change if necessary



# PAPWR - additional tabs

The screenshot shows the P2W PAPWR form interface. The top navigation bar includes the P2W logo and a status indicator 'ed, Pre-approved'. The main form area contains several tabs: 'Scope of Work', 'Method', 'Control Docs (None)', 'People (1,1)', 'Attachments (1)', 'Workflow (4)', 'Relations (0,0)', and 'Inspections/Audits/CCRs (None)'. The 'Scope of Work' tab is active, showing a description of 'Breakdown Repairs' and 'Maintenance tasks'. The 'Control Docs' section is empty, with an 'Add:' button. The 'Person-in-Charge' field is populated with 'Innei Shum, Gatwick Airport'. The 'Tools' field is populated with 'Hand tools'. The form is created on 21-Oct-20 10:54 by Innei Shum (Revision 3).

4. Once all information is complete, click 'Submit'

1. Work through the remaining tabs. Note that some fields will be locked down and cannot be edited e.g. RAMS

3. Click 'Save' periodically to ensure no work is lost

2. Control Docs can be added to a PAPWR, but remember to 'generate' and submit each control document

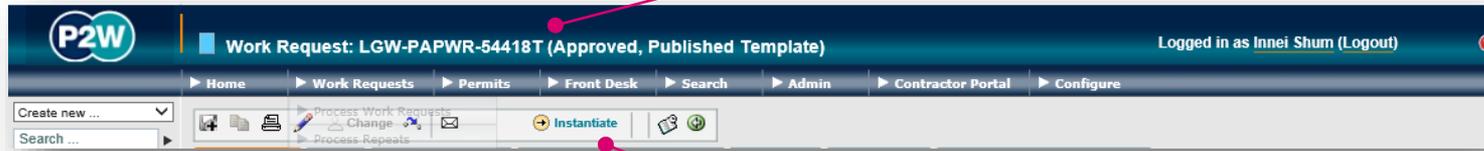
NOTE: A PAPWR cannot be used for work requiring change control; a standard WR will need to be raised



# PAPWR - option 2: Instantiate from a template

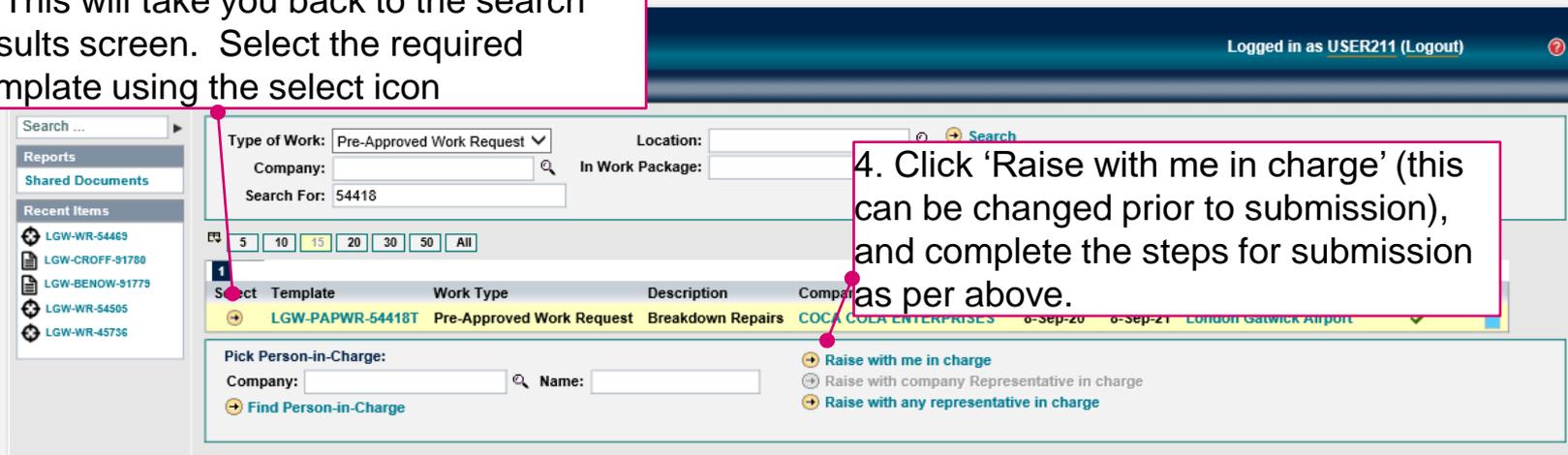
A PAPWR can also be instantiated from within the PAPWR template itself.

1. Access your PAPWR template



2. Click 'Instantiate'

3. This will take you back to the search results screen. Select the required template using the select icon



4. Click 'Raise with me in charge' (this can be changed prior to submission), and complete the steps for submission as per above.



# PAPWR - activating a PAPWR

Once the instantiated PAPWR has been submitted, this will automatically be approved. It must be activated prior to being used. P2W allows for contractors to activate and suspend their own work requests (this requires the WR Activator role to be added to the users' P2W profile).

Activation, suspension, reactivation and cancellation of PAPWR follow the same process as a standard WR.



# Hazardous permits/ control documents



# What is a 'hazardous permit'?

Hazardous Permits are known as Control Documents within Gatwick's permit to work system. The works you carry out may require the submission of one or more control documents, specifically works such as:

- Electrical
- Confined Space
- Hot Work
- Pressure systems
- Digging/drilling
- Baggage
- Airfield

Hazardous and electrical permits are covered in separate user guides.

In addition to these control documents, there may be a requirement for the contractor to hold specific qualifications pertaining to certain types of permits. If you require more information on these types of qualifications, please contact the Contractor Support Centre (CSC) on [csc@gatwickairport.com](mailto:csc@gatwickairport.com).

