11.7 APPENDIX

Riskwise Permit to Work System

Contractor & Customer Self-Registration

If you are a Contractor or Customer who requires access to the Landsec RiskWise system via the Self-Registration functionality, please click on the below link:

[RiskWise Self Registration Link](#)

The first question, asks if you already have a login to the Landsec RiskWise system, if 'Yes' is selected it takes you through to the log in screen within RiskWise where you can enter your existing credentials. If 'No' is selected, it will then take you through to a new window where you can begin to enter your details.

If you have selected 'No', you will now be asked to enter the Contractor/Customer Company details which you work for. Any question which is marked with a * is a mandatory question, which the system requires to identify or populate your Contractor/Customer company details. Once you have entered all the Contractor/Customer details, you need to select which property within the system you require access to. Once all information is complete, click 'next'.

Once the Contractor/Customer information has been populated, you now need to enter your own user details, which will formulate your log in credentials to the system. You must select the 'Primary User' tick box and thereafter click 'Add User' before you can progress to the next stage.

Once you have confirmed your user details, you will be taken to a confirmation page which shows all of the information you have provided throughout the self-registration process. You are presented with three options, 'Submit to RiskWise' where your registration request will be sent to the Approver for the site you have requested access to, 'Previous' to allow you to edit your information and 'Start Over' to begin the process again.

Once you have submitted your Self-Registration form to RiskWise, the approver for the property requested will receive a notification to say you have requested access to RiskWise. Until they have approved your request, you will have no access into the system. Once they have, you will receive an email notification with your details including a link to set your password into the system.

If you have any queries on Self-Registration or whom the request is currently awaiting approval with, please contact our dedicated RiskWise helpdesk on **01954 267788** or email **riskwise@s2partnership.co.uk**.

Work Permits – Landsec

Once you have access to RiskWise, this guidance note will provide you with the means to request a permit. If you need to register for access, please click here to complete the required information.

How to Login

To access RiskWise, go to www.s2riskwise.co.uk. Click 'login', found in the top right-hand corner of the page.

A new popup will appear showing the login screen. The first time you access RiskWise, you will be requested to enter your company ID, which will be 7782, once entered press proceed. Once you have entered this the first time, your computer should remember it for you.

You will then be prompted to enter your username and password. Once entered, click 'proceed', you will then be directed to your default landing page.

Accessing the Contractor Module or other Modules within RiskWise

Dependent upon your user level within RiskWise you may have access to other modules within the system, for example, if you are an existing user within the Risk & Compliance Module you can switch between accounts via an easily accessible system switcher button.

- **Contractors –** If you are solely a contractor user within the system, you will not be able to access any other modules within RiskWise.

- **Service Partners –** If you are a Service Partner within the existing R&C module of RiskWise and require access to the Contractor Module as a Contractor, a system switcher has been implemented to allow you to easily switch between modules and accounts.

Simply select the icon as shown below located at the top of your RiskWise page
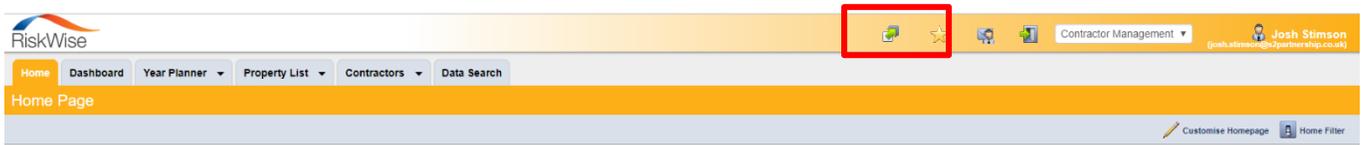
Once you have selected this icon you will be presented with a list of accounts you are able to switch to, simply click log in and you will be automatically taken to your linked account.

- **Other RiskWise Users –** If you are already a user within RiskWise but do not need to be associated with a specific Contractor, you can access the Contractor Module by simply selecting the 'Contractor Management' module from the dropdown in the top right of any RiskWise page.
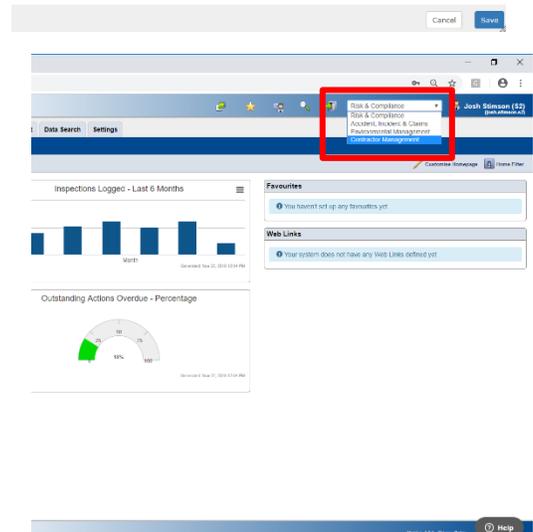
Raising a Permit & Permit Types

Within RiskWise there are 3 Permit Types to choose from, these are as follows:

- **Request for Access**
  Select 'Request for Access' if you are working on behalf of a tenant/ retailer and are NOT conducting any:
    - Works that require access to landlord areas or equipment – such as roofs; malls; receptions; stairwells; risers; loading bays; back of house; window.
    - Works that could foreseeably affect or compromise the landlord life safety systems, such as isolations of fire alarms, sprinklers, etc.
    - Hot works

  *please note, the request for access form should be completed by the tenants/occupiers/brand partners/retailers on behalf of their contractor to notify Landsec about the works being carried out.

- **Permit to Work Form**
  Select 'Permit to Work Form' if you are conducting:
    a) Working directly for the site/ centre landlord; or
    b) Working on behalf of a tenant/ retailer and are conducting any of the following:
        - Works that require access to landlord areas or equipment – such as roofs; malls; receptions; stairwells; risers; loading bays; back of house; window cleaning cradles; electrical installations
        - Works that could foreseeably affect or compromise the landlord life safety systems, such as isolations of fire alarms, sprinkles, etc.
        - Hot works

- **License to work Form**
  Select 'License to Work' if you are working directly for the site/centre landlord and conducting a routine periodic task – such as cleaning or planned preventative maintenance – using consistent personnel, methodology, equipment and in a specified location over a specified time frame (not exceeding 3 months)
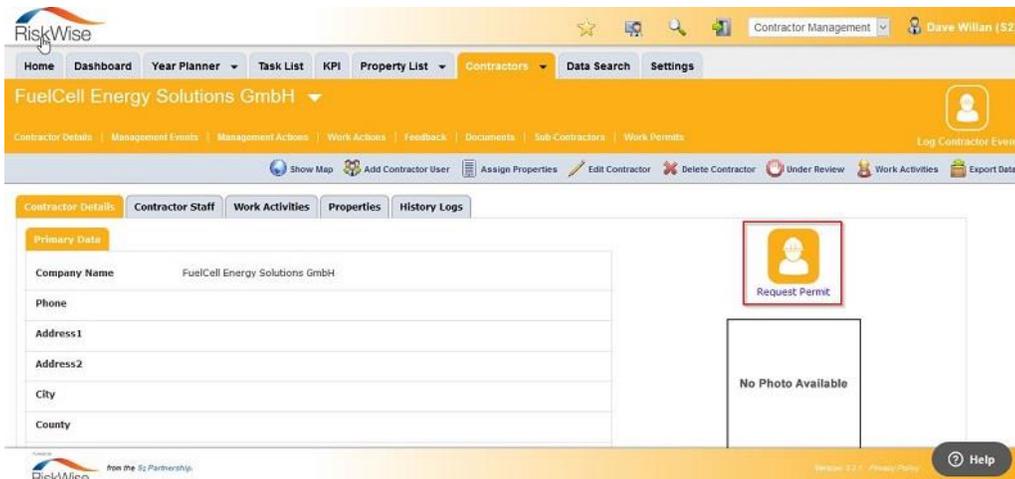
On RiskWise you can request a permit from within the Contractor Details tab or within the Property Details screen. To do so click on the icon shown in the top right-hand side of the page.

You will then be shown a popup window to select the permit type, a brief description of each of the three permit types will also be displayed, which will aid in deciding what permit is required.

If you have selected a Permit to Work Form and submitted it, you will then be prompted to select the applicable Work Type(s) for this permit request. Once you have selected the appropriate Work Type(s), the associated fields will then be available within the 'Primary' tab.

Work Types

As mentioned above, when selecting the 'Permit to Work' form, there are a selection of 'Work Type' tick boxes. If you select any of these tick boxes, they then add questions relating to that type into the 'Primary' tab of the Permit.

As standard across the three permit types, you will be required to fill in all mandatory fields. If a permit is submitted without all mandatory fields being filled in, you will be presented with the error message to the right, which also indicates those fields not sufficiently completed.

The Maximum Permit Duration across the 3 Permits is set at:

- Request for Access: 1 week
- Permit to Work – 1 week
- License to Work – 92 days

When logging a Permit, you must be 2 or more days in advance. This restriction means that as a contractor, you cannot log a Permit on the day of the works, it must be for 2 or more days in the future.

This restriction can be overridden by users with the access level Site Manager (SRP) and Site Operations for their respective properties. Once a start and end date & time has been selected, you must use the 'Add Shift' functionality to attach the shift to the permit, this then allows for multiple shifts to be added to the same permit.

Please note that if the permit you are logging answers yes to the below question, the requester MUST upload the correlating document. If this question is selected as 'Yes' it should also be rejected by the approver.

Is this work likely to compromise any fire compartmentation?	Yes ▼

Uploading a document to a Permit

Whilst logging the Permit there is the option to upload documents, which can be stored against the specific permit. To do this, simply select the 'Upload Files' button and upload any documents which you may have saved on your computer locally.

Once all 'Primary' questions have been answered, you just need to select the authorised staff from the contractor within the 'Confirmed authorised staff' tab. This is a list of all users that are going to be involved within the works associated with the Contractor requesting the Permit. Once completed, simply select 'Submit'.

Downloading the Permit

To download a Word/PDF copy of the Permit, you simply need to select the 'Print Permit' button located along the ribbon above the Permit. Once selected you can then choose whether you require a Word or PDF copy exported, which can thereafter be saved locally.
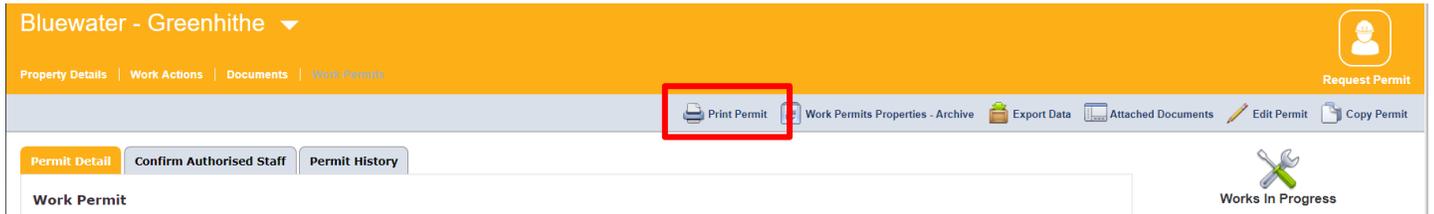
Approval/ Rejection Permit Process

Now that you have completed all the questions within the Permit you are requesting and have submitted it, the status will now be set to 'Awaiting Approval'. This has sent a notification email to the Site Responsible Person for the property, to inform them that a new permit has been requested and is awaiting approval. The below icon will appear against the Permit to show that it is 'Awaiting Approval'


Once the Site Approver has received the notification of the Permit, they can either: Accept the Permit, Reject the Permit or Request Further Information. If the Permit requires more information, you will receive an email notification to inform you that you need to add further information to the Permit. This can be accessed by going into the Permit and selecting the below button.
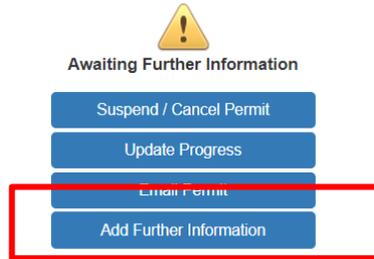
If the Permit is thereafter 'Approved' it will change the status to work in progress and work can begin.

As a contractor user, you also have permissions to Suspend/Close a Permit at any stage during the process, this can be done by selecting the below button.
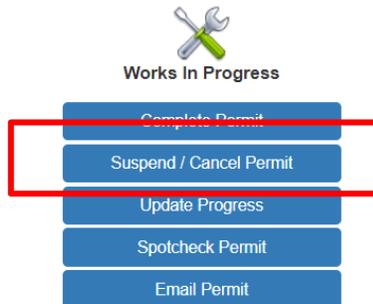
<ins>Viewing Permits and Work Items</ins>

Contractors can view all Permits and Work Items against them, using the Year Planner, Property List and the Contractors tab.

<ins>Year Planner</ins>

The Year Planner is found under the 'Year Planner' tab at the top of the screen. The Planner is a tool to view all Work Actions and Management Actions Outstanding which are upcoming for the Contractor. The Year Planner is automatically populated each time a Permit or Work Item is logged on the system.

<ins>Property List</ins>

The Property List can be accessed by clicking on the Property List tab at the top of the screen, RiskWise will then redirect to all properties the Contractor company has access to.
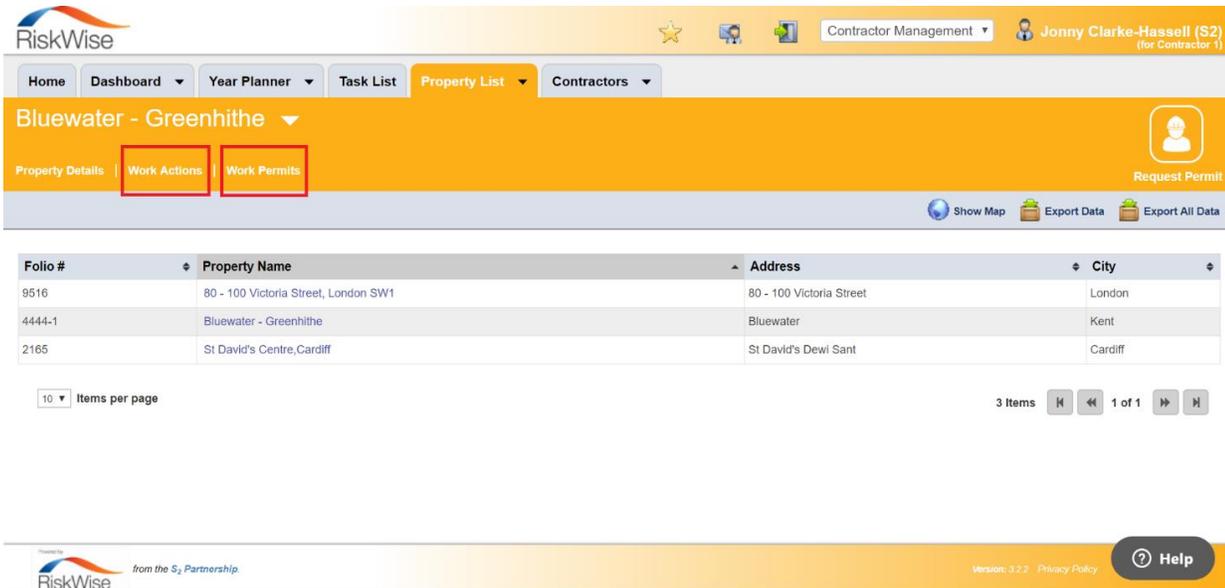
From the property list, properties can be searched for by how their name appears on RiskWise, using the dropdown arrow next to the property name in the top left-hand corner of the page. Once a property has been selected, the Work Actions and Work Permits relating to a Contractor for that property can be accessed using the two highlighted functionalities above.

If selecting the Work Actions tab, a list of quotes or task specific works for completion will be displayed, which have been issued to a contractor. Within the Work Actions area, Contractors are able to review quote requests, submit quotes and update work instructions.

Email notifications can be setup to assist in ensuring users are aware of Work Actions on the system, if this will be beneficial to your Contractor company, please get in contact with the Landsec Health & Safety contact.

If the Work Permits tab has been selected, users will be presented with a list of Permits and relating information such as Permit Status, Permit Start & End Date, and who was the permit instructed by.

Clicking on the Permit Reference located on the left-hand side of the page will redirect to all information related to the specific permit that was selected.

Contractors

Alternatively, through the Contractors tab, Users can navigate to all Work Actions and Work Permits sat against the Contractor company.

You will then be presented with a list of Work Action/Work Permits similar to those indicated in the Property List, the difference being those within the Contractors tab are for all properties rather than the one property selected in the Property List.

Copying a Permit

A permit can be copied with RiskWise using the indicated functionality in the top right corner. Once this option has been selected, users will be presented with a popup to amend (if applicable) and then confirm all details of the permit before copying it over to another property.

Landsec Contractor FAQ

Contractor User

1. **How do I get access to the Self Registration?**

To access the Self Registration form you will need to need to go to the link below:

Self-Registration Link

2. **I've sent a request but not yet been granted access?**

If you have already sent a request through the Self Registration form, you will need to speak to Landsec directly as they will be granting the access.

3. **Once I have signed up how do I log in?**

To login please go to www.new.s2riskwise.co.uk and click 'Login' which is found in the top right-hand corner of your page.

4. **What is my Client ID number?**

When logging in it will it will ask you for your client ID number. The client ID number for Landsec is: 7782

5. **How do I change my password?**

To change your password, you will need to click on your name in the top right-hand corner of the screen. A new window will open. You can then put a tick in the 'change password' section and two new boxes will populate so that you can add your new password and then save.

6. **How do I log a Permit?**

You can request a permit from within the Contractor Details tab or within the Property Details screen. To do so click on the request permit icon in the top right-hand side of the page. You will then be shown a popup window which you can record the permit information and submit.

For more information please see the article below:

https://support.s2riskwise.com/hc/en-gb/articles/207595009-How-do-I-request-a-Permit-

7. **How do I download a permit?**

You need to select the 'Print Permit' functionality which can be found by clicking into the Permit.

8. **Why can't I request a permit for tomorrow?**

You cannot request a permit less than 2 days from today's date. Please speak to Landsec directly if you need the permit in the next 2 days.

9. **What does the 'instructed by' field mean?**

The instructed by field is the named person from Landsec that has advised you that you require the permit.

10. **How do I access my other R&C account?**

In the top right-hand corner, there is a button that will allow you to switch between your accounts. This is coloured in yellow on the screenshot below:
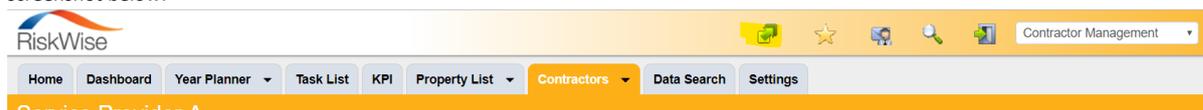
Landsec User

1. **How do I find a list of contractors which have requested access through Self Registration?**

To find this you will need to navigate to the task list tab and then go to contractor requested registration tab to see who has requested access through the self-registration form.

2. **How do I assign an action to a contractor?**

In the Risk & Compliance Module open the action in which you want to be assigned to the contractor and then select the issue to contractor button on the right-hand side. A new pop up will appear which you can add all the information for the contractor and send.

3. **Where do I find the H&S & environmental policy?**

This is stored in the Contractor documents library which can be found in the contractor module when selecting the tab contractors and then navigating to the documents tab.

4. **How do I assign a contractor to a property?**

Providing the Contractor is at an Approved Status, you can assign a contractor to a property by going to the property list in the Contractor module. When you navigate to the relevant property, the option to 'assign contractors' will be shown in the light blue menu bar on the right-hand side of the screen.

For more information please see the article below:

https://support.s2riskwise.com/hc/en-gb/articles/208311795-How-do-I-assign-contractors-to-a-property