Onboarding New Contractors

1. Purpose

This procedure explains the process for onboarding new contractors onto the London Luton Airport Permit to Work system, Concerto.

The process ensures that contractors have provided the required company information, insurance documentation, employee details, and completed the mandatory online Contractor Induction before being added to the Permit to Work database.

2. Scope

This procedure applies to all new contractors who are required to undertake works on London Luton Airport infrastructure and who need access to the Permit to Work system to create, submit, and manage Work Authorisations and High-Risk Permits.

3. Contractor Onboarding Requirements

Before a contractor can be added to the Permit to Work system, the following information must be provided:

- Completed Contractor and Employee Information Spreadsheet (Email coco@ltn.aero for a copy of this)
- Tabs 1 and 2 of the spreadsheets must be completed in full
- Copies of the following insurance certificates:
    - Employers' Liability Insurance
    - Public Liability Insurance
    - Airside Liability Insurance, where applicable

Contractors will also be given a link to view all the latest policies and procedures. These documents will sit within the London Luton Airport Corporate website. The documents will contain all details that a Contractor will require to working safely at London Luton Airport

4. Contractor Induction

Once the required company and employee information has been received, individual links will be issued to the persons required to attend site.

Each person must complete the online Contractor Induction before they can be added to the Permit to Work system.

The induction requirements are as follows:

- The induction takes approximately 45 minutes to complete

- A score of over 80% is required
- Staff cannot be added to Concerto until the induction has been successfully completed and you will receive a certificate.

Attendance on site is not permitted unless the induction has been successfully completed.

5. Concerto Account Set-Up

Once the required onboarding information has been received, a user account can be created for an admin within Concerto.

The contractor admin will then be able to create and manage:

- Work Authorisations
- High-Risk Permits, where required

All workers will have accounts created once they have completed their Online Contractor Induction. The workers attending site for the specific job must be listed on the Work Authorisation.

All works require a Work Authorisation to be created and submitted through the Permit to Work system before any work activities can be undertaken.

High-Risk Permits may also be required depending on the specific work activity. These can be requested as part of the Work Authorisation process.

6. Submission and Approval Timeframe

Contractors must allow a minimum of **5 working days** from submission to approval of Work Authorisations and Permits.

Works must not start until the Work Authorisation, and any applicable High-Risk Permits have been reviewed and issued through the Permit to Work system.

7. Adding Staff to the Permit to Work System

Once the Contractor Induction has been completed and validated, staff members will then be added to Concerto by the COCO TEAM. The completion report is check twice weekly.

Once added, contractors will be able to select staff names within Concerto so they can:

- Attend site
- Be named on Work Authorisations and Permits
- Complete the mandatory check-in and check-out process at the work location

8. Site Attendance Requirements

Contractor staff are not permitted to attend site unless:

- They have successfully completed the online Contractor Induction
- They have been added to the Permit to Work system
- A Work Authorisation has been approved
- Any applicable High-Risk Permits have been approved

Contractors must ensure that copies of the following are always available on site:

- Approved Work Authorisation
- Approved Permits, where applicable
- Supporting RAMS documentation

9. Key Compliance Notes

No work activities are permitted to begin until the required Work Authorisation, and applicable Permits have been approved.

Contractors must ensure that all staff working on London Luton Airport infrastructure are correctly inducted, named on the relevant documentation, and checked in and out of the site location through the Permit to Work system.

Failure to follow this process may result in staff being refused access to site or works being stopped until the correct approvals are in place.

10. Support

For any questions or support with the onboarding process, contractors should contact the coco@ltn.aero