| Document Title: HRP 000 – High Risk Permit to Work (PTW) Process |
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| Document Owner: Control Of Contractors Office Manager |
| Version 02 – Issued: 1st September 2026 |

London Luton Airport

# High-risk Permit to Work (PTW) Process

## Purpose

To provide a consistent process for the authorisation, issue, daily revalidation and close-out of high-risk Permits to Work (PTW) using Concerto & the linked app orchestrate.

This process is for the attached high risk permits that may be required throughout any maintenance, project or reactive work to an initial and mandatory work authorisation when working at London Luton Airport.

## Process Overview

| Stage | Responsible | Activity |
|---|---|---|
| 1. Permit Submission | Contractor | Attach the specific high-risk permit to the original work authorisation raised (This can be done as many times as required).<br>High Voltage & Low Voltage are for duration of work, permit to dig is one week and the rest of the high-risk permits are 12-hour time frames. |
| 2. Desktop Review | Control of Contractors Office | COCO will receive all work authorisations and high risk permits on concerto and will check all fundamentals such as time, dates, location and accreditations of all operatives attached. They will then send them to the technical expert to authorise the permit. |
| 3. Authorisation | Technical Experts | Review the proposed scope of work, controls and supporting information before approving or rejecting the permit. |
| 4. On-site Issue | Contractor & Permit Issuer | Following authorisation, the permit will sit in the authorised – not issued box on concerto/orchestrate app, it is then up to the contractor to contact the designated Permit Issuer using the LLA map to arrange the on-site issue before work can commence. |

| | | |
| --- | --- | --- |
| 6. Compliance Monitoring | COCO | Monitor high-risk permits and see if they have been issued correctly and carry out audits. Escalate any missed issued permits therefore being non-compliance in line with the Expectations and Sanctions process. |
| 7. Permit Close-out | Contractor & Permit Issuer | On completion of the work, or by the last working day, contact the Permit Issuer to inspect the work area, confirm safe completion and formally close the permit on orchestrate. |

## Key Changes and Benefits

- Digital end-to-end permit management through Concerto/Orchestrate.
- Making sure the correct personnel are attached to the high-risk permit
- Real-time dashboards improve visibility of permit status and compliance.
- Structured audit process aligned to the Expectations and Sanctions framework.

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## Important Requirements

Any change to the approved scope, work location, work method or control measures invalidates the daily revalidation. Work must cease until the permit has been reviewed and, where required, re-authorised.

| PERMIT TYPE | MAXIMUM OPEN PERIOD | NOTES / CONDITIONS |
|---|---|---|
| **Confined Spaces** | 12 hours | — |
| **Hot Works** | 12 hours | — |
| **Life Safety Systems** | 12 hours | In one location and controlled by LSS/GXM with the existing daily enabling/disabling process already in place. |
| **Roof Access** | 12 hours | — |
| **Works on Mains Water / Combine with Pressurised Systems** | 12 hours | — |
| **Working at Height** | 12 hours | MEWPs and scaffolding. |
| **Permit to Dig** | 7 days | — |
| **LV Electrical Authorisation** | Duration of Works | Transfer of Control, managed by TSD Electrical Senior Engineers. |
| **HV Electrical Authorisation** | Duration of Works | Transfer of Control, managed by TSD Electrical Senior Engineers. |