



Customer Success Story

Edinburgh Airport Reduced Contractor Administrative Time by 50%



Edinburgh Airport

Edinburgh Airport is Scotland's busiest airport, welcoming more than 14.7 million people in 2019, and is the 6th busiest airport in the United Kingdom. It directly employs around 750 staff but has ~7,000 people working on projects across the airport campus. This means there are a lot of contractors coming and going who need to be properly vetted and managed.

The Contractor Controller team at Edinburgh Airport manages the contractors and permits. One controller said, "Over time we've had to make changes to how we manage contractors and process permits. At first we used a paper-based system, which was time-consuming and not very accurate. Then, we developed an electronic system through SharePoint, helping to better streamline our processes. It worked, but there were some drawbacks because it still took a long time for the system to generate what it was being asked to do. Working with as many contractors as we do, it's important to have a slick system that's fast, easily produces permits, and communicates where contractors are working and what they are doing."

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Saving Time with a Slick System

As the business needs continued to grow, managing contractor vetting along with processing and approving permits was getting too busy for the team. They needed a system that was specifically designed to streamline these processes and easy to use, allowing them to maintain their output. After looking at quite a few systems, Edinburgh Airport chose [VelocityEHS Contractor Safety & Permit to Work](#) for the many capabilities that met their needs.

Another controller explains, "We looked at four or five different software systems. The Velocity system was the most simply laid out and clear in design. The other thing that really stood out was the time-saving factor, which was what we needed. It was just so simple to use, just one click to produce, review, or approve permits and do the processes that we needed to do on site."



Using Velocity software allows Edinburgh Airport to maintain the output of its business needs with a small team. "The software is really quick and slick, it has helped to reduce our administration time by 50% compared to when we were doing this manually. Considering we are issuing approximately in excess of 250 permits or passes a month this is a large amount of time saved. The software allows us to manage multiple steps throughout the process such as insurance, competency validation, and other company-level process steps in just a few minutes a day."

Handling Increasing Volume with Ease

As Edinburgh Airport's volume in permit processing continues to increase, up 57% from 2023, having the ability to easily train additional people on the system has been useful. "We can't complain as the business needs continue to grow, and we are able to incorporate more people to assist with the Contractor Controller team. The software is very easy to understand so training hasn't been a problem, plus we have great support from Velocity if we ever run into issues, which isn't very often."

The controller team added, "The best thing about the software is it does exactly what it's promoted to do, and it makes things easy. We have all different kinds of companies coming here, over 500 are using it who come on site regularly. The ease of use and simplicity works for all of them, no matter the size, meeting everyone's criteria. We can't stress enough how straightforward, simple, quick, and easy to use it is, allowing all parties to get things done and produce results. It's made things really simple around here. We're still in the process of evolving the program and have more permits to transfer into the software, but everything is going well."

The success of Edinburgh Airport's program didn't happen by accident, it took getting processes in place and streamlining the transition from their old system to Velocity Contractor Safety & Permit to Work. The team's advice, "Make sure the basics are covered, be efficient in getting what you need aligned beforehand. Once the transition takes place make sure to test it before going live, verify that the processes run the way you need them to, and that the system works the way you want it to work."



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