



## Liverpool John Lennon Airport Customer Success Story

# How Liverpool John Lennon Airport got Buy-In for its Control of Work Solution



**Liverpool John  
Lennon Airport**

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Operating for 90 years and serving nearly five million passengers in 2023, Liverpool John Lennon Airport (LJLA), is one of the UK's longest established airports. LJLA currently offers flights to over sixty destinations in the UK and across Europe and is one of the area's major employers, bringing significant tourism benefits and helping to boost the region's economy.

Prior to 2017, Andrew Hepworth, Airport Safety Manager at LJLA, was using a manual system to fulfil Control of Work processes. He knew that this paper-based system was time-consuming and inefficient and that this process needed to change. He found that contractors were coming to the airport and were not filling out permits correctly or leaving them incomplete before they were closed off.

The first challenge he encountered when trying to implement an electronic permit to work system was deciding which department was going to take ownership of and manage the system, Engineering or Safety. Through open and honest dialogue, it was agreed that, since this was a safety management system, the Safety team should take full ownership. The culture within the airport meant that some departments were hesitant while others were, "adamant to get the system in place quickly to increase levels of contractor safety on site," explained Hepworth. He stressed that having clear lines of communication with all stakeholders increased the excitement and motivation for implementing the system within the business.

As with most new projects, securing budget was another challenge. Creating a business case document was one of the starting points for LJLA in getting internal buy-in from HR through Engineering and right up to the CEO. It highlighted the value of the Control of Work system for the entire business, accounting for the benefits each stakeholder would receive if the system was implemented.

The [VelocityEHS Control of Work](#) solution was chosen due to features like the site map, permit calendar, and reporting

features. Training materials were put together by the Velocity sales team that allowed internal training and roll out to be completed within a few short months. "Every corner of LJLA was now using the Control of Work system, from retailers to ground handling staff." Hepworth recounts, "the airport map is a great feature as it allows us to see in real time what work is being done at the airport and what permits are active." This issue with generating permits for regular jobs was now solved in "literally seconds." Intensive training ensured every corner of the airport was engaged and onboarded. Hepworth recounted that retailers were particularly the hardest to get buy-in from. Additional training and reinforcements of the new safety culture helped them get on board.

Now, LJLA is working more efficiently, and collaboration between teams regarding permitting is at an all-time high. When asked what advice he would give to others, Hepworth stressed the importance of having the most relevant people to look after the system to ensure that everything runs smoothly. Successful electronic permit management ensures timely project completion, improved decision making and, most importantly, reduces the risk of accidents and injury.

### Key Takeaways:

- Having clear, open and honest lines of communication will decrease decision time and build trust between stakeholders.
- Creating a thorough business case will convey the value and benefits of the system to each stakeholder.
- Training all stakeholders will encourage higher adoption of the system.



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