

How to request an eTWOSA Step by step guide for contractors

How to request a TWOSA for a single site

Hello and Welcome to the eTWOSA Contractor SharePoint Site



Please use the button below to request a TWOSA or review your existing requests. You can also get in touch with key contacts, provide feedback, review FAQs or re-watch the training videos.



Key Contacts



SV Stefan Voica Capacity Analyst



60 days

days

Days overdue -9

50 days remanin,

* . * 8

H 4 @ 2

() 目

Awaiting approva

Awaiting approval

Awaiting approval

Awaiting approval

Awaiting approval

Awaiting approval

Overdue

Overdue

Training Videos

If you'd like to refresh yourself on the instructions for how to use the new electronic TWOSA tool or learn more about the process overall you'll find various training videos below.

How to request a TWOSA

How to issue a TWOSA



Step 1: Go to: https://thameswater.s harepoint.com/sites/ HSW/epermits and select Request a TWOSA

Tip: Please always use Chrome browser for an optimal user experience

Contractor TWOSA Log

Contractor nam \vee	Site location \vee	Site name \smallsetminus	No. of employe \vee	Scope of work t $^{\smallsetminus}$	MS/SSOW wor \lor	Created By \smallsetminus	TWOSA number \
David Beecroft Ltd	Aeration lan	Banbury STW	5	Erect scaffolding into aeration lane . Specialist injecion to cure aeration lane joint seal Removal of scaffold .	T20/180/CS	John Bennett	256
Cabv Jv	Nerada IBT	Highworth STW	8	To modify Emergency Recipe Software and demonstrate IBT overpumping	RAMS 64	Matt Grady	257
David Beecroft Ltd	ASP4	Banbury STW	8	Inject leaking expansion joint in wall of ASP 4 under confined entry conditions. Install Sikadur® - Combiflex overbanding strip to joint	T20/180CS02	Stuart Beecroft	258
David Beecroft Ltd	Whole site	Broughton STW	8	Carry out site setup works in preparation for main project	T20/129CS03	Stuart Beecroft	259
A.T. Stannard Ltd	Testiihshf	Abingdon STW	0	Tesyioasuwjrlkj	123445	Stefan Voica	260

Step 2: This will take you to your TWOSA Log Book where you can see your historic requests and make a new request. Select New to begin a new request.

Tip: Please always use Chrome browser for an optimal user experience



Step 3: Select the site you need to request the TWOSA for from the list displayed

Tip: You can use the search bar to find the site faster. Once you find the right site click on the right arrow to select it.

🔚 Save 🗙 Cancel 🐵 Copy link \cdots	X 🔚 Save X Cancel 👁 Copy link … X
Thames Water	Thames Water
Site Name	On site location
Banbury STW	
Controller of Premise: A Diana Goodwin Diana.Goodwin@thameswater.co.uk	No. of employees Add Key Contact Details
Deputy COP:	
Paul Garmonsway paul.garmonsway@thameswater.co.uk	
Technical Lead:	
R Ken Bird	
ken.bird@thameswater.co.uk	
	Add nearest hospital details

Step 4: Please select the TWOSA issuer from the list provided and then continue to complete the required information as shown.

Tip: If you hover over the field you will see hints for completion appear

Contractor name

🔚 Save 🗙 Cancel 🐵 Copy link \cdots	🗙 🔚 Save 🗙 Cancel 👁 Copy link \cdots	×
Thames Water	Thames Water	
On site location	Example	
No. of employees	Example	
Add Key Contact Details		Finish
	Example Example Example	
Add nearest hospital details		

Step 5: Select Add contact details and complete the required fields – this should include any key contacts related to the work. They will also receive a copy of the TWOSA.

Please note: If you click finish without selecting add contact, no details will be added so please ensure you select add contact first

🔚 Save 🗙 Cancel 🐵 Copy link \cdots	\times 🔚 Save \times Cancel 👁 Copy link … \times
Thames Water	Thames Water
On site location	Example
	Example
No. of employees	Example
Add Key Contact Details	Example
	Add contact Finish
Add nearest hospital details	 Example Example Example / Example

Step 6: Select Add nearest hospital details and fill out the required fields. Select Add contact and then select Finish.

Please note: If you click finish without selecting add contact, no details will be added so please ensure you select add contact first



Step 7: Add your internal reference number for the request and a brief description of the work and then select Add New. Select from the different requirement categories.

层 Save 🗙 Cancel 👁 Copy link \cdots	× 🗟 Save × Cancel ∞ Copy link … ×
Stage 2	Stage 2
Confined Space A permit to work for a confined space (Permit C), may be	Permits to be issued
required to establish that relevant sources of danger have been isolated/removed and gives permission for work to be undertaken. Example	Approvals required
	Work to be carried out
Electrical works LV Electrical Permit to Work - is issued to a Competent Person by	Equipment
a Senior Authorised Person in the case of high or low voltage equipment or by an Authorised Person (LV) in the case of low voltage equipment. See HSP6 - Permits and HSP24 – Electrical Safety Rules.	СОЅҤН
	Save
Electrical works HV	

Step 8: Tick any relevant requirements to the job and explain why they are needed. Once you've added all of the requirements, select Save. You can delete or edit the text on the home screen.

🔚 Save 🗙 Cancel 🐵 Copy link \cdots	🗙 🔚 Save 🗙 Cancel 👁 Copy link \cdots
Thames Water 🥢 🗸	Thames Water
Ideal start date	Ideal start date
1/18/2021	1/18/2021
Duration of work(days)	Duration of work(days)
End Date	End Date
12/31/2001	12/31/2001
Attach RAMS	Attach RAMS
There is nothing attached.	Method Statement.docx Unsaved
🛿 Attach file	Risk Assessments.docx Unsaved
	Safe Systems of Work.docx Unsaved
	U Attach file
It is a requirement that all of the team have Thames Water Passports.	It is a requirement that all of the team have Thames Wate Passports.
Find out more here	Find out more here

Before you submit this request: please visit the Health and

Step 9: Next add the ideal start date and duration of the work – the end date will automatically infill based on your selection. Then add any attachments relevant to the request.

 \times

Please provide 10 working days notice where possible. TWOSAs can not be for longer than 6 months.



Step 10: Please ensure that you have read and understood the Thames Water Passport and CDM requirements for the job. There are links to more information if you're not sure. You can now press Submit to send the request to the TWOSA issuer you selected earlier.

🖉 Edit 🖻 Share 🐵 Copy link 📋 Delete 🏂 Automate 🗸 \cdots

CO_TWOSA_Contractors App RQ

	SiteLocation \smallsetminus	Site Name \smallsetminus	NoOfEmployee \smallsetminus	ScopeofWork \smallsetminus	MSSSOW \smallsetminus	Created By \smallsetminus	TWO
	Item 1	Milton Under Wychwood	0	sfasdf ar set setsea	35235	Stefan Voica	73
	item 2	Surbiton	0	er r r gsr srsrtr	46456	Stefan Voica	74
	External contractor	Ashton Keynes	1	sjjfasdihi sdapstouafjdl sj;dfljs faoeih tia	32423	Ionut Voica	75
	Main gate of the site on the West site	Stratfield Saye	3	Having a run before the contractors starts to use the form to request E- Permits.	09878	Stefan Voica	76
	Test 1099	Appleton	0	Test 1021904	0	Stefan Voica	77
	Testing the E TWOSA	Swindon	1	tuiuttutiutitiu	0978349	Stefan Voica	78
0	How to	Swindon	1	How to submit a e- Permit	BF2356	Stefan Voica	79

Step 11: You can edit the TWOSA up until the point the request is approved, e.g. if you need to provide further detail or add an additional contact you can do this by selecting the relevant TWOSA from the list and using the Edit button on the top menu bar to open it

🖉 Edi	it 🖻 Share 🐵 Copy lir	nk 💼 Delete 🚜 Au	tomate 🗸 \cdots		Save X Cancel © Copy link ···· X
CC)_TWOSA_Cor	ntractors App	RQ	(Thames Water
				-	Add new request Attach pictures
	SiteLocation \smallsetminus	Site Name \smallsetminus	NoOfEmployee \smallsetminus	ScopeofWork	
	ltem 1	Milton Under Wychwood	0	sfasdf ar set sei	SiteLocation STW inlet
	item 2	Surbiton	0	er r r gsr srsrtr	ContractorName
	External contractor	Ashton Keynes	1	sjjfasdihi sdaps sj;dfljs faoeih ti	Eriks Industrial Services Ltd
	Main gate of the site on the West site	Stratfield Saye	3	Having a run b contractors sta the form to req Permits.	6 ScopeofWork
	Test 1099	Appleton	0	Test 1021904	Carrying out repairs to the STW inlet.
		Cuindan.	1		MSSSOW
	Testing the E TWOSA	Swindon	I	tuiuttutiutitiu	123456
0	How to	Swindon	1	How to submit Permit	Status
					Awaiting approval
					Site Manager email
					lily.tylerbatt@thameswater.co.uk
					•

Step 12: Use the top bar to add additional contact details or simply scroll through the request to make any other amends. The TWOSA issuer will receive a notification for any changes that you make and they will be visible in their side of the tool



Step 13: Once the approver has reviewed your request they will send you a copy of stage 1 and 2 to provide your sign off. Review the detail and scroll to the bottom of the email to provide your signature by selecting Sign off

Thank you! Your response 'Sign off' has been successfully registered.

Step 14: Once you select Sign off you will be taken to this confirmation screen. The approver will then complete section of the TWOSA

TWOSA PDF									
Lily TylerBatt								所 Reply All	$ ightarrow$ Forward $\hfill \cdots$
To Stefan Voi	ca; Lily TylerBatt								Mon 18/01/2021 14:56
i This message was sent w	ith Low importance.								
				<u>>Dowle</u>	oad the PDF eTWOSA				
Thames			Method Statement / S	SOW Review a	nd sign off - STAGE1			TW No	: 271
Site Name	Contractor Name	No. of Employees	MS/SSOW Work Ref Number			Site Location		Site address	Site Code
Aldershot STW	A.T. Stannard Ltd	1	08799			, Demoloished OCU4 Area & SAS Building	1	Holder Road,GU12 4RH	ALDES2ZZ
This section should be signed by	all individuals who have reviewee				er stand and support 3. D-section	on to be installed internal to SAS building at new step.	viect Engineer, Specie	alist Contractor. If reviewed	remotely, a copy of an email
_ ,						d this should be indicated in the signature box with 'NA'	,,,,-,-,,,,,,,,,,,,,,,,,,,,,,,,,,,	, , , , , , , , , , , , , , , , , , ,	
Signed by:	Site m	anager	Lily TylerBatt 15/01/20	021 14:23					
- ogned op									
	What	3Words:							
			Identification of task a	ad cito enocifica	(Exchange of informat				
		Work to be carried out		iu site specifics		Details			
	Med	chanical Installation/Maintenar				Mechanical Installation/Maintenanc	e of Repair (4,6)		
		Equipment:				Details			
		Electrical tools				Drilling and core cutting of GR	P flooring		
		Vehicles/Mobile Plant				car on site			
The Contractor/Organisation named on this TWOSA is authorised to work at the above location subject to the following: 1. The TWOSA covers the location as described only and no deviation should occur. Should you require to do so you must in the first instance contact the person identified on the TWOSA for authorisation 2. The attached Method Statement/SSOW must be adhered to at all times. You shall not deviate from the agreed document with out first agreeing with the person issuing the TWOSA immediately prior to continuing work. 3. Security of this site must be adhered to at all times. 5. Ensure site rules are adhered to at all times. 6. All personnel must have attended the Site Induction and any change in staff must be identified to issuer of this TWOSA to arrange for an induction to take place prior to starting work. 7. All rubbish and excess equipment must be removed from site upon completion of the works inline with agreed site rules. 8. Any Permits issued must be cancelled and any isolations carried out must be rectified prior to leaving site. ADDITIONAL COMMENTS: Please add site specific relevant information. Use this section to inform the service provider of any other Contractors currently working onsite.									
Signed by:	Site m	hanager	Lily TylerBatt 15/01/20	021 14:24					
			Acceptance	/Monit <u>oring a</u>	nd cancellation - STAGE	3			
Ensure stages 1 & 2 are fully com	pleted before carrying out stage 3.	. Remember if you are not satisfied w	ith the information provided, stage 3 should not be com	pleted and further discu	sion should take place with the Contro	actor. On receipt of this TWOSA the recipient confirms a point of w	ork risk assessment is	completed prior to starting	activities.
			Contact Details: (Note - a copy of	this TWOSA mu	st be displayed at all time	es at the point of work)			
	Name and Surname			Work Em				Phone Number	
	Stefan Voica			Stefan.Voica@thame	eswater.co.uk		(0897 66527	

Step 15: Once the approver has completed stage 3, they will issue the TWOSA which will trigger an email to yourself and any individuals you added as contacts for the work. You can download a PDF version from here.

\triangleright	To Cc	Stefan Voica						
Send	Subject fan,	RE: TWOSA issued for Eriks Industrial Services Ltd						
Thank		phone conversation, could I please request an extension to TWOSA no. 142 of 3 days. This is due a delay in receiving a required part.						
Sent: To: Li Subje	24 June 2 ly TylerBa ct: TWOS	oica <stefan.voica@thameswater.co.uk> 020 12:27 tt <lily.tylerbatt@thameswater.co.uk>; Stefan Voica <stefan.voica@thameswater.co.uk>; Lily TylerBatt <lily.tylerbatt@thameswater.co.uk> A issued for Eriks Industrial Services Ltd</lily.tylerbatt@thameswater.co.uk></stefan.voica@thameswater.co.uk></lily.tylerbatt@thameswater.co.uk></stefan.voica@thameswater.co.uk>						
	Importance: Low Importance: Low Method Statement / SSOW Review and sign off - STAGE1							
	<u> </u>	No. of						

Site name	Contractor name		MS/SSOW Work ref number	Site Location	
Ashkirk Close (Swindon) SPS	Eriks Industrial Services Ltd	6	123456	site gate	

Step 16: To request an extension to the TWOSA please get in contact with the TWOSA issuer stating the reason the extension and duration required. This can only be done once as per the process previously

🖉 Edit 🖻 Share 🐵 Copy link 🔟 Delete 🏂 Automate 🗸 \cdots

CO_TWOSA_Contractors App RQ

	SiteLocation \smallsetminus	Site Name \smallsetminus	NoOfEmployee \smallsetminus	ScopeofWork \smallsetminus	MSSSOW \smallsetminus	Created By \smallsetminus	TWO
	ltem 1	Milton Under Wychwood	0	sfasdf ar set setsea	35235	Stefan Voica	73
	item 2	Surbiton	0	er r r gsr srsrtr	46456	Stefan Voica	74
	External contractor	Ashton Keynes	1	sjjfasdihi sdapstouafjdl sj;dfljs faoeih tia	32423	Ionut Voica	75
	Main gate of the site on the West site	Stratfield Saye	3	Having a run before the contractors starts to use the form to request E- Permits.	09878	Stefan Voica	76
	Test 1099	Appleton	0	Test 1021904	0	Stefan Voica	77
	Testing the E TWOSA	Swindon	1	tuiuttutiutitiu	0978349	Stefan Voica	78
0	How to	Swindon	1	How to submit a e- Permit	BF2356	Stefan Voica	79

Step 17: To add pictures to your TWOSA to provide evidence that the work has been completed, please select the request from the list you would like to amend and then select Edit from the top menu bar



Step 18: Select Attach pictures to open up your documents. Select Submit once you've finished uploading and the TWOSA issuer will receive an email notification letting them know

Please note: Please accurately name the images e.g. before work/after work

How to request a TWOSA for multiple sites

Hello and Welcome to the eTWOSA Contractor SharePoint Site



Please use the button below to request a TWOSA or review your existing requests. You can also get in touch with key contacts, provide feedback, review FAQs or re-watch the training videos.



Key Contacts



SV Stefan Voica Capacity Analyst



60 days

days

Days overdue -9

50 days remanin,

* . * 8

H 4 @ 2

() 目

Awaiting approva

Awaiting approval

Awaiting approval

Awaiting approval

Awaiting approval

Awaiting approval

Overdue

Overdue

Training Videos

If you'd like to refresh yourself on the instructions for how to use the new electronic TWOSA tool or learn more about the process overall you'll find various training videos below.

How to request a TWOSA

How to issue a TWOSA



Step 1: Go to: https://thameswater.s harepoint.com/sites/ HSW/epermits and select Request a TWOSA

Tip: Please always use Chrome browser for an optimal user experience

Contractor TWOSA Log

Contractor nam \vee	Site location $^{\smallsetminus}$	Site name $^{\smallsetminus}$	No. of employe \vee	Scope of work t $^{\smallsetminus}$	MS/SSOW wor \vee	Created By \smallsetminus	TWOSA number
David Beecroft Ltd	Aeration lan	Banbury STW	5	Erect scaffolding into aeration lane . Specialist injecion to cure aeration lane joint seal Removal of scaffold .	T20/180/CS	John Bennett	256
Cabv Jv	Nerada IBT	Highworth STW	8	To modify Emergency Recipe Software and demonstrate IBT overpumping	RAMS 64	Matt Grady	257
David Beecroft Ltd	ASP4	Banbury STW	8	Inject leaking expansion joint in wall of ASP 4 under confined entry conditions. Install Sikadur® - Combiflex overbanding strip to joint	T20/180CS02	Stuart Beecroft	258
David Beecroft Ltd	Whole site	Broughton STW	8	Carry out site setup works in preparation for main project	T20/129CS03	Stuart Beecroft	259
A.T. Stannard Ltd	Testiihshf	Abingdon STW	0	Tesyioasuwjrlkj	123445	Stefan Voica	260

Step 2: This will take you to your TWOSA Log Book where you can see your historic requests and make a new request. Select New to begin a new request.

Tip: Please always use Chrome browser for an optimal user experience



Step 3: Select Sub-Regional TWOSA and then select the business area the sites sits within

🗟 Save 🗙 Cancel 👁 Copy link \cdots	\times	\blacksquare Save \times Cancel \textcircled{O} Copy link \cdots \times			
Thames Water	\bigotimes	Thames Water			
Search		Ampney St Peter STW			
Mogden	$\left \right\rangle$				
Dina Gilespie		✓ Ashton Keynes STW			
North Central					
James Jenkins North East David Fenech North East London		Bibury STW			
		Cirencester STW			
Jonathan LeMare					
North East South London Jackie Westgate		Coates STW			
North West		Coberley STW			
Chris McKenna South Central Andrew Webb South East London					
		Fairford STW			
		Hemplands (Chedworth) STW			
David Downs	/				
South West		Kempsford STW			
James Essery					

Step 4: Select the Sub-region the sites sit within and then tick the sites you'd like to include in the request from the list provided and then select the forward arrow



On site location

No. of employees

Site Name

Sub-Regional TWOSA

Sub-Regional Manager Details

Wayne Fraser

wayne.fraser@thameswater.co.uk

Sub-Region eTWOSA Sites:

Ashton Keynes STW

Cirencester STW

Coates STW

Add nearest hospital details

Add Key Contact Details

Step 5: A confirmation of the TWOSA issuer and the sites included will then be shown. From here please complete the required information as with the single site TWOSA, join the instructions from Step

5 onwards (Page 7).

Contractor name

Find items

 \sim

How to request a TWOSA for work not based on one of our sites

Hello and Welcome to the eTWOSA Contractor SharePoint Site



Please use the button below to request a TWOSA or review your existing requests. You can also get in touch with key contacts, provide feedback, review FAQs or re-watch the training videos.



Key Contacts



SV Stefan Voica Capacity Analyst



60 days

days

Days overdue -9

50 days remanin,

* . * 8

H 4 @ 2

() 目

Awaiting approva

Awaiting approval

Awaiting approval

Awaiting approval

Awaiting approval

Awaiting approval

Overdue

Overdue

Training Videos

If you'd like to refresh yourself on the instructions for how to use the new electronic TWOSA tool or learn more about the process overall you'll find various training videos below.

How to request a TWOSA

How to issue a TWOSA



Step 1: Go to: https://thameswater.s harepoint.com/sites/ HSW/epermits and select Request a TWOSA

Tip: Please always use Chrome browser for an optimal user experience

Contractor TWOSA Log

Contractor nam \vee	Site location $^{\smallsetminus}$	Site name $^{\smallsetminus}$	No. of employe \vee	Scope of work t $^{\smallsetminus}$	MS/SSOW wor \vee	Created By \smallsetminus	TWOSA number
David Beecroft Ltd	Aeration lan	Banbury STW	5	Erect scaffolding into aeration lane . Specialist injecion to cure aeration lane joint seal Removal of scaffold .	T20/180/CS	John Bennett	256
Cabv Jv	Nerada IBT	Highworth STW	8	To modify Emergency Recipe Software and demonstrate IBT overpumping	RAMS 64	Matt Grady	257
David Beecroft Ltd	ASP4	Banbury STW	8	Inject leaking expansion joint in wall of ASP 4 under confined entry conditions. Install Sikadur® - Combiflex overbanding strip to joint	T20/180CS02	Stuart Beecroft	258
David Beecroft Ltd	Whole site	Broughton STW	8	Carry out site setup works in preparation for main project	T20/129CS03	Stuart Beecroft	259
A.T. Stannard Ltd	Testiihshf	Abingdon STW	0	Tesyioasuwjrlkj	123445	Stefan Voica	260

Step 2: This will take you to your TWOSA Log Book where you can see your historic requests and make a new request. Select New to begin a new request.

Tip: Please always use Chrome browser for an optimal user experience



Step 3: Select Off Site TWOSA and then select the business area the request sits within

🔚 Save 🗙 Cancel 🐵 Copy link \cdots	×	🔚 Save 🗙 Cancel 👁 Copy link \cdots	×	
Thames Water 05WTWCF	\bigotimes	Thames Water	\bigcirc	
Search	_	Search		
Jackie Westgate	/	Jackie Westgate		
North East South London			/	
Jackie Westgate		Guy Nigel Camps	\geq	
North West				
Chris McKenna North West North London Sam Dalley		Amelia Thurlow		
			· ·	
North West South London		Sukhvinder Uppal	>	
Sam Dalley		Paul Gunn		
Private Pumping stations (East)			/	
Guy Nigel Camps		William Cole	\geq	
Private Pumping stations (West)		>		
Sukhvinder Uppal		Alexander Holt		
Sewers Crossing Railways				
South Central		Shaun Walkling	>	
Andrew Webb		Peter Nash		
South East London			/	

Step 4: Select the sub-region the TWOSA request sits within and then select the TWOSA issuer from the list

🔚 Save 🗙 Cancel 🐵 Copy link \cdots 🛛	≺ 🔚 Save × Cancel 👁 Copy link ···· >
Thames Water	Thames Water
Site Name	On site location
Off Site TWOSA	
Sub-Regional Manager Details	
	No. of employees
Jackie Westgate	
Jackie.Westgate@thameswater.co.uk	
Contractor name	Add Key Contact Details
Find items	
On site location Please specify the exact location the work is taking place using	
a postcode or what3words reference	
No. of employees	Add nearest hospital details

Step 5: On the next page confirmation of the TWOSA issuers and type of TWOSA will be shown. From here please complete the required information as with the single site TWOSA, join the instructions from Step 5 onwards (Page 7).

Add Key Contact Details



Thank You