

HART 2.0

New ways of working

July 2026



Agenda

Context and objectives

Key change areas

- System baseline and scope
- User and process impacts
- Data, reporting and structure changes

Governance and implementation approach



HART 2 context and objectives

Context



- HART 2.0 introduces a **new baseline for recording our safety and operational data**
- Our focus is on streamlining the current system to simplify the capturing of data to align with organisational roles (Operator, Employer, Commissioner, Funder, Landlord, Owner)
- The new system represents a **reset approach**, with no migration of historical data and a shift away from replicating the current HART system.

Objectives of this pack



- Provide an overview of **key system changes and impacts**
- Define **how users, processes and reporting will change**
- Support preparation for **transition to new ways of working**
- Highlight areas requiring **engagement, governance and decisions**

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Case for change: ‘Needs to meet business requirements and not the wants of individuals’; HART 2 will not be a replica of HART. Data should only be reported once and in the most appropriate system – this may not be HART 2.0.

Current HART system

Data

- Complex data capture and multiple dropdowns
- Inconsistent categorisation across the system
- Duplicate reporting and unclear ownership

Org structure & reporting

- Events linked to base location rather than location of incident
- Confusion in reporting responsibilities and classification



The new baseline will change:

- The types of events we record
- How much data we collect and how long we keep it for
- How we manage our National Highways organisational structure
- How we report on our metrics



Future state

- Simplified data model and event categorisation
- Improved data quality and usability
- Clearer accountability through new directorate-based structure
- Alignment of reporting to business needs (not legacy processes)
- Better communication and feedback loops for end users

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Context and objectives

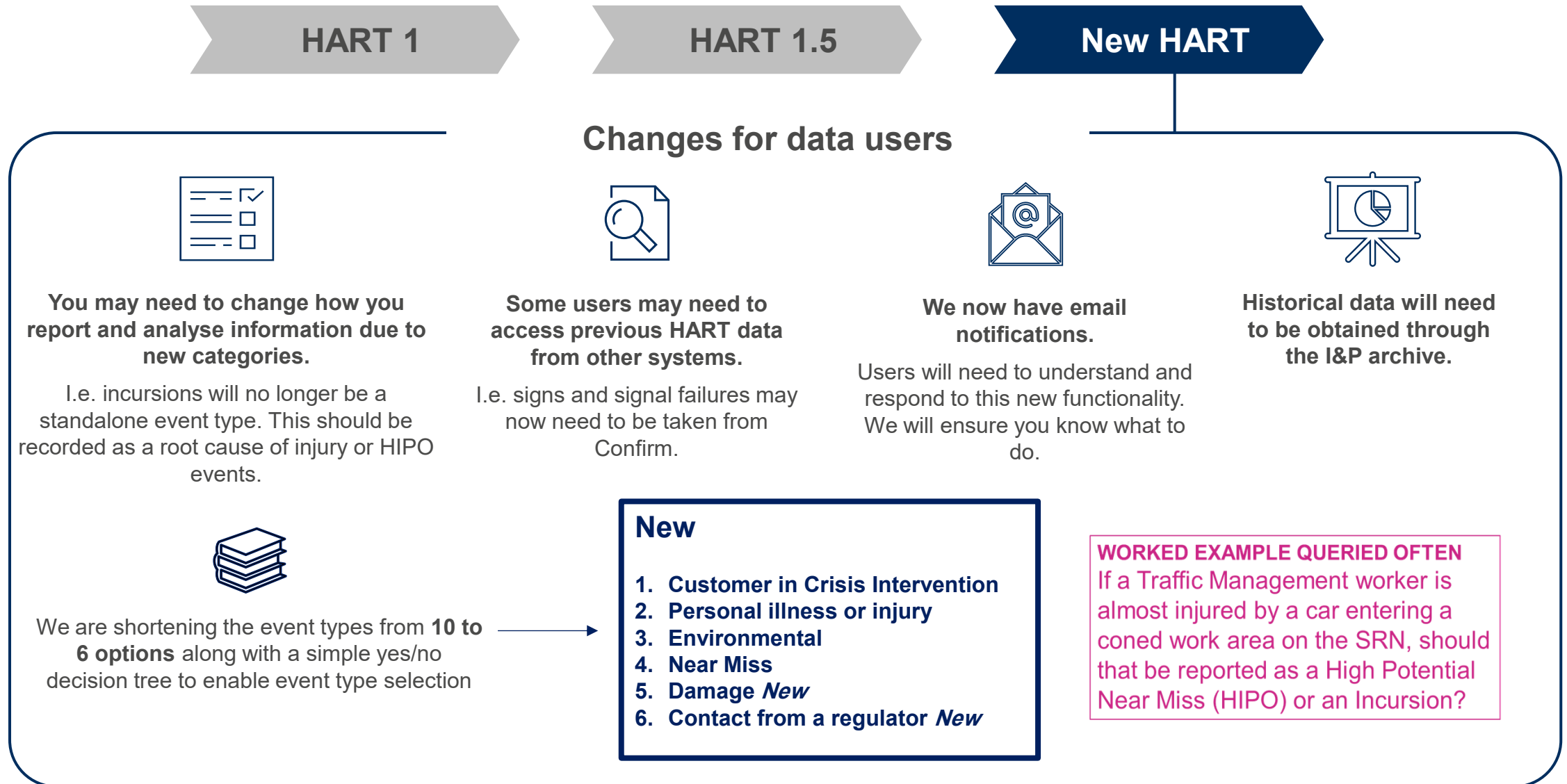
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HART 2 changes are afoot: A new system means a new way of working.



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What's changing and why: Less data collection, better communication, improved geographical elements and functionalities

What is changing

Why it's changing

Who will it affect



Multiple fields to complete and multiple drop downs

- Fewer questions and dropdown options, making reporting quicker and easier
- Removal of some NH-specific questions, such as "Did this involve a Fatal Risk?"
- Reduced personal information required from the Supply Chain.

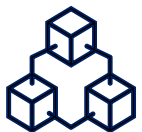
- **All HART users**



Better communication and email notifications

- HART 2.0 will improve communication through automated email notifications to ensure the right people are informed and can take timely action.

- **Line managers** when an incident is reported, with reminders issued until actions are completed
- **Regional H&S Managers** when their review or input is required
- **Asset & Environmental teams** when relevant events occur
- **Incident reporters** with updates on status, progress and outcomes, providing a clear feedback loop



Clearer reporting and accountability

- Events are currently recorded against an employee's base location, not where the incident happened. This can blur the distinction between on-road and off-road risk.
- **E.g.** If a Major Projects Project Manager is injured on site, should the incident be recorded against the project, National Highways, an office or a depot? The answer isn't always clear with the current system.

- NH Employees – incidents reported by Directorate, not base location.
- Line Managers – receive automatic incident notifications.
- H&S Teams – improved risk, LTI and RIDDOR reporting.
- Supply Chain – responsible for reporting your own incidents.

Organisational structure

- At present all NH events are recorded against the individual's base location as shown in PFP. The actual location of where the event occurred is reported separately within the event record.
- The monthly hours worked are allocated on the same basis
- This blurs the inherent risks associated with those groups

