

TRANSPORT FOR LONDON

SAFETY, HEALTH AND ENVIRONMENT COMMITTEE

**SUBJECT: QUARTERLY HEALTH, SAFETY & ENVIRONMENT
PERFORMANCE REPORTS**

DATE: 18 MARCH 2009

1 PURPOSE AND DECISION REQUIRED

- 1.1 To inform the Committee of the key Health, Safety and Environment matters in the Modes during the last quarter. The Committee is asked to note the report.

2 BACKGROUND

- 2.1 Full reports on Health, Safety and Environmental activities and performance are produced annually. These quarterly reports are to update the Committee on any significant matters from the previous quarter. This paper includes a quarterly report from Crossrail for the first time following its transfer to TfL on 5 December 2008.

3 INFORMATION

- 3.1 The Quarter 3 2008/09 Health, Safety and Environment reports for each Mode are attached as follows:

Appendix 1	London Underground
Appendix 2	Surface Transport
Appendix 3	London Rail
Appendix 4	Crossrail
Appendix 5	Corporate Directorates

4 RECOMMENDATION

- 4.1 The Committee is asked to NOTE the report.

5 CONTACT

- 5.1 Contact: Richard Stephenson, Director Group HSE
Telephone: 0207 126 4905

LONDON UNDERGROUND QUARTERLY HEALTH, SAFETY & ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 All safety key performance indicators were stable or improving during the quarter and are on or better than target with the exception of those indicators noted in sections 1.5 to 1.7 below. Notably the number of objects on the track has reduced by 32 percent from an average of 37 in 2007/08 to 25 incidents in 2008/09 (year-to-date).
- 1.2 Environmental performance indicators are stable or improving. All of the environmental improvement actions were delivered on programme and there was an improvement in the accuracy of reporting station electricity data.
- 1.3 Analysis of training certificate fraud indicated that current measures to reduce certificate fraud are proving effective and will remain so as long as training companies remain vigilant.
- 1.4 Most health performance indicators improved this quarter, notably the number of working days lost due sickness absence due to stress, anxiety and depression reduced by 16 per cent compared to last quarter. The health improvement programme continues to be delivered to target.

Areas for improvement

- 1.5 There was one contractor fatality; the first since 2000. A contractor was fatally injured by a power cable, which appeared to explode without any obvious cause, whilst he was undertaking utility diversion works for the future redevelopment of Tottenham Court Road station. London Underground (LU), the contractor (Birse Metro) and the Health and Safety Executive are investigating the incident.
- 1.6 The number of incidents of customers trapped in stalled lifts continued to increase for the second year though the majority of customers were released quickly by staff. The number of falls from platforms continued to increase with alcohol, consumed before entry to the station, being a contributory factor. The number of persons being struck by a train has also increased from an average of one to three per period. Further analysis is being undertaken into the causes of these incidents and will be reported in Quarter 4.
- 1.7 Two London Fire and Emergency Planning Authority Enforcement Notices were received in the quarter and both have been closed. One was at Shepherds Bush station where the Compliance Fire Plan did not accurately represent the premises; evacuations routes were not clear and inadequate maintenance of a

bin store door was found; and one was at Waterloo station where the Compliance Fire plan did not accurately reflect the change of use of rooms.

Significant plans for the next quarter

- 1.8 The development of the 2009/10 Health, Safety and Environment Improvement Programmes will be completed.
- 1.9 Targets for reducing carbon emissions from the road support fleet will be agreed and the outcome of the trial of waste paper recycling bins for customer use on London Underground stations will be reported.

2 PROGRESS AGAINST HSE PLAN

- 2.1 Progress against actions in the Health, Safety and Environmental Improvement plans continue to be tracked via the London Underground Safety Action Tracking System (LUSATS). The following items are of note in Quarter 3:

- a) Corporate Signal Passed At Danger (SPAD) Reduction Programme

The Corporate SPAD Reduction Programme has now been absorbed into 'business as usual' with the following being the outstanding actions from the Programme requiring completion.

A feasibility study into the Bakerloo line proposed signal sighting works has been completed and funding has been approved. Work is due to start early in 2009.

Site work for sighting signal RUG 1256 on the Central line showed that there was insufficient space to site the signal where planned, and as such, additional planning work is required. The work will be completed by the end of July 2009.

- b) Workplace Violence

The work stream to create and evaluate a joint British Transport Police/London Underground Workplace Violence Unit was completed this quarter. The unit is now fully established and well known throughout London Underground at all levels. Surface Transport is using the unit as the model to introduce a similar workplace violence team.

- c) Develop HSE Competencies of London Underground Project Managers

A training package was developed and agreed with senior managers. Pilot sessions with individual project managers have been held and the training specification was updated to reflect comments received. Final amendments have been made to the course materials. Training will now be delivered by Operational Learning.

3 STATUS OF HSE MANAGEMENT SYSTEM

- 3.1 Compliance with London Underground's Health Safety and Environmental Management System (HSEMS) is monitored via audit. London Underground, Metronet and Tube Lines audit programmes continue to programme with no safety critical adverse findings in Quarter 3. The Metronet audit programme will be absorbed into the London Underground audit programme from April 2009.

4 HSE PERFORMANCE

Health

- 4.1 There were 43,404 working days lost to sickness absence in Quarter 3, representing an average of 3.2 days per employee. For comparison, in the previous quarter there were 2.4 days absence per employee and in the same quarter last year 3.3 days absence per employee. The top three categories of sickness absence in Quarter 3 were coughs and colds, musculo-skeletal and mental health.

Days lost	Q3 2008/09	Q2 2008/09	Q3 2007/08
Sickness absence	43,404	31,580	43,910
Average / employee	3.2	2.4	3.3

NB. There are four periods in Quarter 3 compared to three in Quarter 2.

- 4.2 The 2008/09 programme of Health Fairs for London Underground was completed in the quarter, 32 fairs were held. The focus was on the balance between healthy eating, becoming more physically active and through "staying happy" by taking steps to improve coping skills and become more resilient in the face of life's ups and downs. More than 1400 employees attended the fairs, which is a 12 per cent increase on the attendance last year. Just over 62 per cent were attending a health fair for the first time, and of those who had attended a health fair in a previous year, 39 per cent declared that they had made changes to their lifestyle as a result.
- 4.3 Absence due to back pain has decreased over the last five periods, and an in depth analysis will be undertaken into the reasons for this in Quarter 4.
- 4.4 There was concern that absence due to stress, anxiety and depression was beginning to increase due to a rise in the number of working days lost in periods 4 and 5 of Quarter 2, (1648 and 1644 respectively, 0.73 per cent and 0.72 per cent of working days). However, this quarter, the average days lost has reduced to 1415 (0.63 per cent of working days).

Safety

- 4.5 The number of accidental customer major injuries in Quarter 3 was 49. (0.14 per million customer journeys at the end of the quarter). For comparison there were 37 accidental customer injuries in the previous quarter (0.13 per million customer journeys at the end of the quarter) and 35 in the same quarter last year.

	Q3 2008/09	Q2 2008/09	Q3 2007/08
Customer major injuries	49	37	35
Per10 ⁶ customer journeys	0.14	0.13	0.11

NB. There are four periods in Quarter 3 compared to three in Quarter 2.

- 4.6 There were 2 accidental employee major injuries in Quarter 3, a rate of 0.14 per 1,000 employees. For comparison, there was 1 employee major injury in the previous quarter and 4 in the same quarter last year.

	Q3 2008/09	Q2 2008/09	Q3 2007/08
Employee major injuries	2	1	4
Rate/1000 employees	0.14	0.07	0.28

NB. There are four periods in Quarter 3 compared to three in Quarter 2.

- 4.7 There were 120 physical assaults on employees in Quarter 3. For comparison, there were 80 physical assaults on employees in the previous quarter and 152 in the same quarter last year.
- 4.8 There were 284 verbal assaults and 127 threats on employees in Quarter 3. For comparison, there were 172 verbal assaults and 115 threats on employees in the previous quarter and 257 and 118 in the same quarter last year. Overall, the eight year downward trend in workplace violence continues.

	Q3 2008/09	Q2 2008/09	Q3 2007/08
Employee physical assaults	120	80	152
Employee threats	127	115	118
Employee verbal assaults	284	172	257
Rate/1000 employees	28.23	17.58	28.75

NB. There are four periods in Quarter 3 compared to three in Quarter 2.

- 4.9 There was one contractor fatality; the first since 2000. (The last employee fatality occurred in 1992.) See section 4.15.
- 4.10 The overall Signals Passed at Danger (SPAD) trend continues to decrease. This has reduced by 19 per cent from an average of 70 per period last year to 57 per period (by the end of quarter 3) this year, with a total of 221 SPADs occurring in the quarter. The average number of Category A SPADs (due to driver error) has reduced by 20 per cent, from 54 per period last year to 43 (by end of Quarter 3) this year.

Environment

- 4.11 An increased amount of construction and demolition (C&D) waste was handled in Quarter 3 (44,538 tonnes) compared to previous quarters this year and in 2007/08. 90% of this material was recycled – the highest C&D waste recycling rate achieved in a quarter since Quarter 2 2006-07. This is mainly due to the

amount of work being undertaken and the implementation of new construction waste legislation which has resulted in improved reporting for projects. Quarter 3 data includes year to date figures for scrap metal for both Metronet and Tube Lines.

- 4.12 The number of environmental incidents increased to 66 in Quarter 3 which is higher than in both Quarter 1 (40 incidents) and Quarter 2 (34 incidents). The majority of incidents were associated with asset related flooding, such as burst pipes (33 per cent) and air pollution (23 per cent). A high number of 'asset related flooding' incidents were reported in period 8 which related to a number of single incidents across the network. A number of the asset related flooding incidents related to the same burst water pipe at street level causing water ingress into two stations.

Major incidents

- 4.13 There was one major incident in the quarter. A contractor working on behalf of London Underground was fatally injured by a power cable which appeared to explode whilst he was undertaking utility diversion works for the future redevelopment of Tottenham Court Road station. London Underground, the contractor (Birse Metro) and the Health and Safety Executive are investigating the incident.

SURFACE TRANSPORT QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 The Intelligent Speed Adaptation (ISA) project which aims to deliver speed limit displays on private vehicle dashboards and to establish the concept and reliability of voluntary vehicle speed limiting in London was progressed with the first pilot ISA vehicle being upgraded. As part of this project, the first digital map of the Capital's road speed limits to help drivers keep their driving within the law was launched. The map is available from the TfL website. ISA received significant coverage in the press over the Christmas period subsequent to the publication of the Commission for Integrated Transport Report on 'Speed limit adherence and its effect on road safety and climate change'.
- 1.2 A teenage pedestrian safety campaign was aired at cinemas. A new cycling safety campaign commenced at cinemas and online with over 350,000 web hits received to date.
- 1.3 The Bus Driver Quality Monitoring score, based on independent monitoring undertaken by the Driving Standards Agency, continued to show improvement, with a full year score of 8.9 in 2008 compared to 10.9 in 2007. (A lower score indicates a good performance).
- 1.4 The Workplace Violence Unit (WVU) initiative has resulted in 16 convictions, a caution and one case with a charge pending. There are currently 35 active investigations.

Areas for improvement

- 1.5 Cycling continued to grow in London, with all the associated benefits. Campaigns that make drivers more aware of cyclists have been developed but even more will need to be done in the future to ensure cyclist serious casualties are reduced.

Significant plans for next quarter

- 1.6 The programme for introducing hybrid buses to the fleet continues to progress to plan and 56 buses will be in service by the end of 2008/09.
- 1.7 A trial of live CCTV on buses commenced on a route identified as experiencing higher than average driver incident reports and will run until March 2009. The trial allows CentreComm staff to view the on-bus CCTV camera images in real time following a driver incident report allowing them to assist with managing the incident. At the end of the trial, a full costs and benefits evaluation will be

carried out, supported by Professor Martin Gill, a leading national expert in CCTV.

2 PROGRESS AGAINST HSE PLAN

- 2.1 Work was continued to support the reduction of people Killed or Seriously Injured (KSI) on London's road during the quarter. Planning for a further teenage pedestrian safety campaign continued with the first phase of the work going out on air during Quarter 4. Agreement was reached with the Safety, Security and Reducing Road Casualties Marketing Governance Group, to air a number of motorcycle safety advertisements and a campaign aimed at illegal driving and speeding by young drivers (17-25 year old males) during Quarter 4.
- 2.2 Fifty per cent of the annual health and safety audit programme for bus operators is now complete with no major concerns raised. Agreed recommendations were sent to bus operators and contract managers. All remaining bus operators will be audited by March 2009.
- 2.3 A range of quantified risk assessments for Blackwall tunnel operations was undertaken and are currently being evaluated. A visit to the tunnel by TfL Board members took place on 6 February 2009.
- 2.4 Each directorate reviewed their Quarter 3 health and safety objectives at their safety governance meetings.

3 STATUS OF HSE MANAGEMENT SYSTEM

- 3.1 Work was continued on the development and roll-out of HSE Management Systems for the Surface public transport modes. Progress was slower than anticipated due to staff turnover and options to secure additional resources are currently being explored.

4 HSE PERFORMANCE

Health

- 4.1 There were 13,330 working days lost due to sickness absence in Quarter 3, representing an average of 3.3 per employee. For comparison, in the previous quarter there were 2.2 days absence per employee and in the same quarter last year 3.8 days absence per employee. The top three categories of sickness absence were coughs and colds, mental health and musculoskeletal.

Days lost	Q3 2008/09	Q2 2008/09	Q3 2007/08
Sickness absence	13,330	9,015	16,304
Average / employees	3.3	2.2	3.8

Safety

- 4.2 The number of accidental customer major injuries in Quarter 3 was 245 (0.47 per million customer journeys at the end of the quarter). For comparison, there were 235 accidental customer major injuries in the previous quarter (0.45 per million customer journeys at the end of the quarter) and 282 in the same quarter last year.

	Q3 2008/09	Q2 2008/09	Q3 2007/08
Customer major injuries	245	235	282
Rate/10 ⁶ customer journeys	0.47	0.45	0.53

- 4.3 There were four accidental employee major injuries in Quarter 3. For comparison, there was one employee major injury in the previous quarter and none in the same quarter last year.

	Q3 2008/09	Q2 2008/09	Q3 2007/08
Employee major injuries	4	1	0
Rate/1000 employees	0.83	0.19	0

- 4.4 There were 34 physical assaults on employees in Quarter 3. For comparison, there were 44 physical assaults on employees in the previous quarter and 45 in the same quarter last year. There were 13 verbal assaults on employees in Quarter 3. For comparison, there was the same number of verbal assaults on employees in the previous quarter and six in the same quarter last year.

	Q3 2008/09	Q2 2008/09	Q3 2007/08
Employee physical assaults	34	44	45
Employee verbal assaults	13	13	6
Rate/1000 employees	9.79	11.11	10.81

- 4.5 There were 147 physical assaults on contractors in Quarter 3, 146 of which were against bus drivers. For comparison, there were 179 physical assaults on contractors in the previous quarter.

Environment

- 4.8 The Freight Unit continued to promote the Freight Operator Recognition Scheme (FORS) as the preferred way to make efficient deliveries in London whilst minimising disruption CO₂ emissions and collisions. The scheme currently has 106 member companies representing 15,700 freight vehicles (12 per cent of the commercially registered vehicles in London). A campaign to engage with London Boroughs is progressing well with nine Boroughs registered with the scheme. The aim is to have 75 per cent of Boroughs FORS registered by the end of 2008/09.
- 4.9 The Mayor of London announced his intention to suspend the third phase of the Low Emission Zone (LEZ), which was due to affect vans and minibuses from October 2010. The proposed changes to the scheme will be subject to public

consultation and will need to be confirmed by the Mayor once he has reviewed the outcome of the consultation. The first two phases are unaffected and will remain in operation.

- 4.10 Discussion on appropriate measures to improve air quality is continuing between the Department for Environment, Food and Rural Affairs (Defra) and the GLA to inform the development of Defra's action plan to be submitted to the EU, which is expected to be in June 2009. Levels of particulate matter (PM10) are expected to exceed EU targets in 2011 on parts of the TLRN in central London. TfL is providing information, via the GLA, on a range of planned and potential measures that will help to improve air quality. The Mayor met the Minister, Lord Hunt, on 22 January 2009 and agreed that Defra and GLA officials would work together to look at potential measures that could be taken at local, regional and national level to further reduce PM10 emissions in London. The work will also inform the Mayor's Air Quality Strategy.

Crime and disorder

- 4.11 Engagement with management staff from bus garages took place as part of the WVU planning process. A phased roll-out to bus operators commenced on 21 January 2009.

The WVU now consists of one Inspector, two Sergeants, seven Police Constables, three TfL Staff and a bus operator representative. The new police staff joined the unit on 5 January, with investigation and prosecution strategy staff joining them later to support the unit and provide TfL representation.

Major incidents

- 4.12 There were five fatalities on the bus network during the quarter. These comprised three pedestrian fatalities and a driver of a private vehicle and its passenger following a road traffic collision. These incidents are currently under investigation.
- 4.13 The internal investigation into the fatal collision involving a Route 468 and tram at George Street, Croydon on 7 September 2008 has concluded and recommendations are being addressed. The Rail Accident Investigation Branch (RAIB) issued an advisory bulletin to tram operators after consulting with London Buses and others in TfL. The police investigation continues.
- 4.14 TfL denies liability for claims that may arise following the fatality involving a TfL tree falling on a pedestrian in Tower Bridge Road (SE1) – part of the TfL Road Network – on 27 November 2008. The coroner concluded that contact between a Route 188 and the tree caused the tree to fall but made no recommendations. TfL will be referring any claims to the operator of the Route 188 bus. It is not known if the bus driver involved in the incident will face prosecution.
- 4.15 Police enquiries are continuing into the Clapham Common incident where a TfL tree fell onto a van and killed one of the occupants on 13 August 2008, for the dual purpose of furnishing a report to the Coroner and sending a file to the

Crown Prosecution Service. No date has been set for the inquest and no final view has been reached on TfL's liability for compensation claims.

- 4.16 The Quarter 2 report advised of a fatal incident on 17 August 2008 in which a passenger died after falling between a private charter vessel and the pier whilst disembarking at Westminster Pier. It has been agreed by London River Services (LRS), boat operators, Port of London Authority and Maritime and Coastguard Agency that a code of practice for mooring be drawn up. LRS will monitor compliance with that code of practice at TfL piers.

LONDON RAIL QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

Item of note

There was one major incident this Quarter, at West Ham (Docklands Light Railway Limited [DLRL] Package 6 works) on 3 December 2008. An employee of Lorclon, a sub contractor to the Skanska/Grantrail Joint Venture, suffered fatal injuries (see section 4.15).

What went well

- 1.1 On London Overground Infrastructure sites there were no RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) accidents in Quarter 3. The main works contractor has achieved in excess of 1,150,000 hours worked without a RIDDOR incident or accident.
- 1.2 Overall rates for staff assaults on DLR remain low and performance on London Overground in Quarter 3 is encouraging with the overall rate declining.
- 1.3 A number of East London Line GE19 Bridge incident lectures and briefing sessions have taken place to disseminate the lessons learnt to the wider construction and engineering community. These sessions have been well received and TfL has received praise for its actions in making the lessons learnt known.
- 1.4 The Rail Accident Investigation Branch (RAIB) issued their bulletin regarding the Bus/Tram crash that occurred on 7 September 2008. The bulletin confirms the findings of the TfL internal report that there was no tram operational or infrastructure failures that were involved in the incident.

Areas for improvement

- 1.5 On 15 October Tramlink was issued with an Improvement Notice by the Office of Rail Regulation (ORR) which has been complied with. The notice related to the failure of Tramlink to undertake suitable and sufficient risk assessments for persons using track crossings. The target date for completion of the assessments and compliance with the notice was 14 January 2009. The risk assessments for the 60 crossings are complete and separate prioritized work streams are underway to ensure that the mitigations highlighted in the risk assessments are implemented.
- 1.6 The cumulative accident rate on DLR Major Projects was 0.57 per 100,000 hours worked at the end of Quarter 3. This is above the benchmark rate of 0.55. A number of initiatives are underway to reduce the accident rate. These include

joint site inspections with the contractors and accident/incident investigation training for a number of the contractors' managers and safety personnel. The 0.57 includes a contractor fatality referred to at the beginning of this report and in section 4.15.

Significant plans for the next Quarter

- 1.7 Work will continue on the development of the London Rail HSE Management System (HSEMS) to include the role of Infrastructure Manager for the East London Line. The draft Safety Assurance submission to the ORR was made on 9 February 2009.
- 1.8 Work will continue on the development of the London Tramlink HSEMS. This work stream includes enhancing the documentation to include the additional responsibilities of Infrastructure Manager and fully integrating the HSE management arrangements.
- 1.9 DLR opened the Woolwich Arsenal rail extension and the necessary amendments to the Safety Management System will be made to accompany this change. This will be part of the much wider review which is creating an integrated management system for DLR.
- 1.10 In relation to the fatality on the DLR project site, DLR has taken part in the Principal Contractors Investigation of the incident and they have also commissioned an independent review of DLRL's role as Client under the Construction Design and Management Regulations. The review report did not reveal any significant issues and a number of minor recommendations are being progressed.
- 1.11 London Rail will be holding a health fair for its staff in the next Quarter. This will be first of a number of health initiatives planned for the forthcoming year.

2 PROGRESS AGAINST HSE PLAN

- 2.1 London Tramlink (formerly Trams) are primarily concerned with the development of their new safety management systems and as such the development of strategic safety objectives will be formulated for the beginning of the next financial year. This approach has been discussed and agreed with the ORR.
- 2.2 The DLR improvement plan has been reviewed and rescheduled to run on an annual basis from January to December. This change aligns better into the reporting arrangements specified in the Railways and Other Guided Transport Systems (Safety) Regulations (ROGS). Six out of ten objectives in the original plan were fully completed. Of the remaining four, a number of key elements were also complete. The remaining elements have been carried over to the new plan.
- 2.3 London Overground Infrastructure made progress on all eight of its improvement objectives.

3 STATUS OF HSE MANAGEMENT SYSTEM(S)

- 3.1 The London Rail HSEMS consists of core London Rail documentation, beneath which there are specific arrangements that relate to the individual companies within London Rail.
- 3.2 DLRL has a Safety Management System which governs its activities as Infrastructure Manager under ROGS and which has been accepted by the ORR. The system is currently undergoing a review and implementation of improvements are planned to take place over coming months.
- 3.4 Rail for London Limited (which comprises the London Rail headquarters functions and London Overground Operations and Infrastructure) has an HSE Management System in place, which is being developed to cover the London Overground Infrastructure Manager role.
- 3.5 Whilst work is on going to develop and integrate the new system as described in 1.8, London Tramlink are operating under pre-existing safety management system arrangements.

4 HSE PERFORMANCE

Health

- 4.1 There were 331 working days lost due to sickness/absence in Quarter 3. For comparison, in the previous quarter there were 300 days lost equating to 1.4 days absence per employee and in the same quarter last year there were 253 days lost equating to 1.4 absence per employee. The top three categories of sickness absence in Quarter 3 were coughs and colds, gastrointestinal and musculoskeletal.

Days lost	Q3 2008/09	Q2 2008/09	Q3 2007/08
Sickness absence	331	300	253
Average / employee	1.5	1.4	1.4

Safety

- 4.2 There were no employee major injuries or physical assaults in TfL London Rail in the last year.
- 4.3 There were no accidental customer major injuries for London Overground in Quarter 3. For comparison, there were no accidental customer major injuries in the previous quarter or the same quarter last year.

	Q3 2008/09	Q2 2008/09	Q3 2007/08
Customer major injuries	0	0	0
Rate/10 ⁶ customer journeys	-	-	-

- 4.4 There were no TfL employee assaults this quarter on London Overground. The number of employees of our concessionaire London Overground Rail Operations Ltd (LOROL), who suffered workplace physical and verbal assaults in Quarter 3 was three and two respectively. For comparison there were ten and 17 in the previous quarter and five and nine in the same quarter last year. The decreasing trend in staff assaults is encouraging and is the result of a number of initiatives such as the LOROL Staff Welfare and Assaults working group. This group includes representatives of the British Transport Police and reviews each incident and identifies action plans to deal with particular issues.

	Q3 2008/09	Q2 2008/09	Q3 2007/08
Concessionaire physical assaults	3	10	5
Concessionaire verbal assaults	2	17	9
Rate/1000 employees	7.6	41.2	21.4

- 4.5 The number of accidental customer major injuries for DLR in Quarter 3 was five (0.33 per million customer journeys). For comparison, there were two accidental customer major injuries in the previous quarter and three in the same quarter last year.

	Q3 2008/09	Q2 2008/09	Q3 2007/08
Customer major injuries	5	2	3
Rate/10 ⁶ customer journeys	0.33	0.20	0.20

- 4.6 There were no TfL employee assaults this quarter on DLR. On DLR assaults are classified as major or minor (minor includes verbal abuse and pushes and shoves). The number of employees of our franchisee Serco, who suffered workplace assaults in Quarter 3 was one major and 12 minor respectively. For comparison, there were zero and six in the previous quarter and three and 11 in the same quarter last year.

	Q3 2008/09	Q2 2008/09	Q3 2007/08
Franchisee major assaults	1	0	3
Franchisee minor assaults	12	6	11
Rate/1000 employees	23.2	10.8	26.02

- 4.7 The number of accidental customer major injuries for London Tramlink in Quarter 3 was zero. For comparison, there were no accidental customer injuries in the previous Quarter. Historic data regarding customer injuries is not currently available, but we are trying to recover this with the cooperation of Tram Operations Limited (TOL).

	Q3 2008/09	Q2 2008/09	Q3 2007/08
Customer major injuries	0	0	-
Rate/10 ⁶ customer journeys	-	-	-

- 4.8 There were no TfL employee assaults this Quarter. The number of workforce physical and verbal assaults in Quarter 3 for our contractor TOL on London Tramlink was five and seven respectively. For comparison, there were five and three respectively in the previous Quarter. Historic data regarding assaults is not currently available, but as above we are trying to recover it.

	Q3 2008/09	Q2 2008/09	Q3 2007/08
Contractor physical assaults	5	5	-
Contractor verbal assaults	7	3	-
Rate/1000 employees	74.5	49.6	-

- 4.9 On London Overground Infrastructure, there were no contractor RIDDOR accidents during the Quarter. The cumulative contractor accident rate was 0.28 per 100,000 hours worked. Overall performance was better than the benchmark rate of 0.59.
- 4.10 On DLR Major Projects, there were six contractor RIDDOR accidents in Quarter 3. The cumulative contractor accident rate was 0.57 per 100,000 hours worked at the end of the Quarter and was more than the benchmark rate of 0.55.

Environment

- 4.11 The monthly Sustainability Review meetings with LOROL have been continuing. LOROL have prepared an Environment Framework which commits them to making significant environmental improvements in the short term. They have also committed to improving rapidly the quality of their environmental reporting to gain a better understanding of electricity, gas and water use on the Overground network.
- 4.12 Following London Overground Infrastructure's success in gaining an 'Excellent' rating in the Civil Engineering Environmental Quality Assessment and Award Scheme (CEEQUAL) for the Outline Design, the main works contractor is working with TfL to collate evidence to enable an application for the Full Project award.
- 4.13 LOROL are progressing well with their plans for implementing regenerative braking on the new Class 378 units. Regenerative braking will be possible across the majority of the North London Line between Stratford and Acton Wells by March 2009. The East London Line core section will be fully capable, and the

route between New Cross Gate and West Croydon has recently been made capable for regenerative braking. Problems of implementing the scheme on the Watford DC route remain and LOROL will continue to work with London Underground to find a solution acceptable to both parties.

- 4.14 Progress is being made on the pilot project to install super capacitors on the DLR network. DLR representatives recently visited the operator of the tram system in Cologne, Germany, where the technology has been in use for around five years. This demonstrated that the system can work successfully and should be feasible on the DLR. Due to the high cost of piloting the technology at the original proposed location (Royal Mint Street Junction), an alternative site has now been identified at Beckton. Whilst the energy savings made at this location are likely to be smaller, the trial is much more affordable and will still demonstrate whether the technology is appropriate for roll out to the rest of the DLR network. The procurement process for the trial will begin shortly.

Major Incidents

- 4.15 At West Ham (Docklands Light Railway Package 6 works) on 3 December, an employee of Lorclon, a sub contractor to the Skanska/Grantrail Joint Venture, suffered fatal injuries. He was standing in an area adjacent to an excavator when he was struck by the excavator bucket which had become detached from the “quick hitch” assembly. The British Transport Police and the Health and Safety Executive are jointly investigating and the Joint Venture are undertaking their own investigation with a representative from DLRL acting as an observer. The Joint Venture report is due to be issued in the first quarter of 2009.
- 4.16 As an immediate follow up to this incident, DLRL has issued a communication to its Principal Contractors outlining the known facts of the incident and seeking assurance on a number of proactive steps that are expected to be taken with regards to the use of quick release devices and the provision of safe areas around lifting operations. A copy of that communication has also been sent for information to the other Modes in TfL and to Network Rail.

CROSSRAIL QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 The resumption of site works has been successfully achieved following the incident at Hanover Square in February 2008. Initial site set up and mobilisation at three Principal Contractor sites went well. A representative from Westminster City Council commented on the professionalism of site activity including traffic management arrangements at a number of Paddington sites.
- 1.2 Development and implementation of the Site HSE Induction for Crossrail staff who are required to attend construction sites has been well received. The site induction provides an overview of site access arrangements and Crossrail's expectations regarding Zero Accidents and site behaviour.
- 1.3 An Initial Contractor engagement forum was held with senior representatives of our main contractors. These sessions will be held regularly to share best practice and develop initiatives that can be implemented across the project.
- 1.4 Crossrail has established a group of Environmental Champions, in consultation with TfL, and is coordinating their work through an environmental liaison group.
- 1.5 Procurement of new Programme Partner, Project Delivery Partner, framework design consultants and framework enabling works contractors has been undertaken during this quarter. HSE requirements and responsible procurement requirements have been incorporated within the procurement process.

Areas for improvement

- 1.6 Although the Behaviour Based safety initiative has been successfully implemented on the ground investigation and trial trench work sites, the level of observations being completed does not provide an adequate level of data to determine improvement actions. Arrangements are being made to improve the data collection process and increase the number of observations undertaken. Work is being undertaken to extend the programme to include environmental issues.

Significant plans for the next quarter

- 1.7 Crossrail's new Safety Director joined in February.
- 1.8 A Health and Safety working group to support the Utility Steering Group (USG) in developing and sharing best practice with regard to the management of buried services (involving members of the Companies represented on the USG), and a programme involving Safety Directors of relevant companies to drive a safe working culture down through contractors and subcontractors, will be set up.
- 1.9 Key HSE documentation to support organisational change with the appointment

of the new Programme Partner, Project Delivery Partner and framework design consultants will be prepared.

- 1.10 HSE requirements will be incorporated into contract documentation and HSE arrangements for the commencement of enabling works in 2009.

2 PROGRESS AGAINST HSE PLAN

- 2.1 Work has continued with the delivery of actions identified in the 2008/09 Safety Improvement plan and there are no significant issues to report.

3 STATUS OF HSE MANAGEMENT SYSTEM(S)

- 3.1 The TfL HSE Policy Statement has been endorsed and adopted for the Crossrail Programme. A revised project specific policy statement is being developed to take account of the TfL policy and to set the policy for the construction activities.
- 3.2 The Environmental Management system and the Crossrail Safety Management System are being reviewed to ensure TfL requirements are incorporated, to accommodate organisational change and to prepare for commencement of enabling works.

4 HSE PERFORMANCE

Health

- 4.1 Detailed information about sickness absences is not available this quarter. However, we are not aware of any material issues.

Safety

- 4.2 There were no employee or Contractor RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reportable injuries during the period.
- 4.3 There were no significant incidents associated with Crossrail work activities during the period.

Environment

- 4.4 There were no significant environmental incidents reported during the period.

CORPORATE DIRECTORATES QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 Commitments under the Prestige 2008/09 audit programme were met with audits of the Prestige 'footprint' within three bus garages and one London Underground station. (Prestige is a long term PFI contract for delivery of ticketing services).
- 1.2 The TfL Group HSE Competence Framework for managers has been fully aligned with TfL's existing HR Competency Framework and existing training and development programmes in the modes are being mapped to it to identify gaps.
- 1.3 Following Group HSE input to finalise structures covering consultation with safety representatives, Employee Relations secured general acceptance of the consultation proposals from the trades unions.

Areas for improvement

- 1.4 The layout and presentation of information within relevant HSE pages posted on the intranet needs to be updated to reflect recent organisational change.

Significant plans for the next quarter

- 1.5 The Group HSE management system is to be reviewed following legislative and organisational changes. Work is underway to discuss proposals on the structure and the detail required to ensure that the system continues to meet appropriate standards.
- 1.6 Agreement will be finalised with recognised trades unions on the role of safety representatives and the optimal methodology for implementing agreed HSE consultation structures.
- 1.7 A report arising from the audit undertaken at Prestige PFI partner, EDS will be agreed with the auditee.

2 PROGRESS AGAINST HSE PLAN

2.1 Corporate Directorates HSE Management System

- a) The Standard, Display Screen Equipment risk assessment, is being updated to incorporate further developments arising from use of the online system.

2.2 Specific areas of risk

- b) The Dseasy programme continues its roll-out to programme. Work was completed within Oyster Card, one of TfL's key contact centre environments,

and also at the Smarter Travel Unit.

- c) The manual handling risk assessment programme addressed key functions within the Lost Property Office. Risk assessments are now ready for line management endorsement and trade union safety representative consultation.
- d) As part of the continuing drive to address the needs of vulnerable persons, input was made to Group Equality and Inclusion-led work on implementing a process to meet reasonable adjustment requests.
- e) Electrical safety issues arising from the delivery of Prestige on London Underground are being addressed with London Underground's Station, Civil and Power Engineering department.

3 STATUS OF HSE MANAGEMENT SYSTEM(S)

- 3.1 Work to realign the Corporate Directorate's HSE Management System to ongoing changes in organisational structure continues.
- 3.2 All the agreed recommendations of the independent audit of the Corporate Directorates and the TfL Group management systems that was completed in Quarter 4 2008 have been implemented. HSE items that require monitoring have been incorporated into risk assessments and audit frameworks to ensure continuous improvement.

4 HSE PERFORMANCE

Health

- 4.1 There were 4858 working days lost to sickness absence in Quarter 3, representing an average of 2 days per employee. For comparison, in the previous quarter there were 1.5 days absence per employee and in the same quarter last year 2.2 days absence per employee.

Days lost	Q3 2008/09	Q2 2008/09	Q3 2007/08
Sickness absence	4858	3384	4252
Average / employee	2.2	1.5	2.2

- 4.2 The top three sickness absence categories were (in descending order) coughs and colds, mental health and musculoskeletal disorders.

Safety

- 4.3 There were no accidental customer major injuries, employee major accidental injuries or any physical assaults on employees during Quarter 3, during the previous quarter or during the same quarter last year. The Corporate directorates consist mainly of non operational staff and periodic workplace assessments and the implementation of adequate controls help to maintain this relatively low risk environment.

Environment

- 4.4 The Climate Change Fund Approvals Group met and approved funding for two new programmes comprising feasibility work on traction energy efficiency options for London Underground line upgrades and for a 100kw wind turbine on the site of the new bus garage at West Ham.
- 4.5 TfL appeared before the London Assembly Environment Committee to provide evidence on progress and plans with respect to environmental sustainability. The discussion focused on waste outside of homes and offices, with particular attention being given to the good work being done on the Underground.
- 4.6 Work continues to coordinate a pan-TfL programme to agree common environmental requirements at key stages of the procurement process, such as pre-qualification questionnaire, invitation to tender, contract terms and conditions. The final output will be standard wording for common environmental requirements that can be shared across the organisation.
- 4.7 TfL's response to the London Assembly and Functional Bodies Consultation Draft of the London Climate Change Adaptation Strategy was prepared and submitted. The draft Strategy represents an important step forward in identifying and tackling the wide-ranging risks associated with climate change.
- 4.8 Work to develop sustainability case studies and an appraisal tool continued. Support was also given to the Mayor's Transport Strategy working groups and to the development of a sustainability appraisal for it.

Major incidents

- 4.9 There were no major incidents.