

Date: 15 October 2014

Item 6: Quarterly Health, Safety and Environment Performance Report

This paper will be considered in public

1 Summary

1.1 This paper informs the Panel about key elements of performance in Quarter 1 of 2014/15 across TfL.

2 Recommendation

2.1 **The Panel is asked to note the Report.**

List of appendices to this report:

Appendix 1: London Underground and London Rail Performance Report
Appendix 2: Surface Transport Performance Report
Appendix 3: Crossrail Performance Report
Appendix 4: Statistical Appendix

List of Background Papers:

None

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Rail and Underground

Quarterly Health, Safety and Environment Report

1 Summary

What went well

- 1.1 health, safety and environment performance indicators are made up from a suite of leading and lagging indicators. Some of these are simple outcome measures and others precursors in the major accident risk models. During the quarter these have remained stable or are improving, with the exception of those noted below.
- 1.2 The Rail and Underground Supplier Safety Forum – Together we're Safer successfully brought leaders from Rail, Underground and their associated supply chains together to learn from each other. Innovative methods of working aimed at improving working practices and health and safety were showcased and connections made for further sharing of good practice.
- 1.3 The number of signals passed at danger on LU has reduced (from an average of 46 per period to 40 per period) contributing factors are an improving performance on the District and Metropolitan lines and conversion of the Northern line to a full Transmission Based Train Control (TBTC) signalling system.
- 1.4 The majority of objects dropped onto the LU railway are mobile phones. The track retrieval device is now being piloted and results show it successfully, safely and quickly assists in the recovery of these items, without the track having to be accessed.
- 1.5 The rate of LU/LR customer significant injuries remains stable. These incidents were formerly classified as customer major incidents, however the regulatory definition was revised and this metric has also changed in line with the regulatory measure. Slips, trips and falls continue to be the main cause at 90 per cent of incidents. All significant customer injuries are investigated to identify root causes and identify mitigating measures. Customer safety awareness campaigns continue to run across the LU/LR network aimed at reducing rushing, and late boarding/alighting of trains and taking care on escalators. The locations of these campaigns are also being reviewed to ensure maximum effectiveness.

- 1.6 The LU Capital Programmes directorate lost time injury (LTI) rate continued to fall this quarter and is down to 0.28 from 0.42 LTIs/100,000 hrs over the past year. All but two programmes have a downward trend. Contributions to this reduction include the reduction in the number of safety related work streams, to focus on a smaller number of key items; holding an event looking at arrangements to deliver good HSE performance for STAKE delivery model contractors, who are smaller and tend to have less developed HSE management systems; focusing on improving hazard perception and identification through further training and coaching. Overall improvements in the safety culture are being pursued through increase staff and supplier engagement via HSE Forums and Site Person in Charge Forums. Although the trends are improving further work is required as they remain above our overall aim of (0.2 LTI/100,000 hrs)
- 1.7 No major issues were raised by the Office of Rail Regulation (ORR) or affected parties on the Rail for London Safety Authorisation resubmission. ORR provided positive feedback on the submission.
- 1.8 The new Pudding Mill Lane station on Docklands Light Railway (DLR) opened successfully. There are some snagging elements with lighting, CCTV and signage to be completed by the Crossrail Team. Positive customer feedback has been received
- 1.9 The ORR conducted a successful safety tour of the DLR depot at Beckton Depot shed extension works. A number of observations were made, all of a minor nature. Beckton Depot shed extension works continue to progress well, with no specific safety issues.
- 1.10 The ORR also conducted a successful safety visit to Willesden Train Maintenance Depot and C-Sidings worksite for the London Overground Capacity Improvement Project (LOCIP) and visits to East London Line and North London Line stations. No significant issues were raised and positive feedback was received.
- 1.11 The LOCIP Behavioural Safety Strategy continues to embed across the supply chain. At New Cross Gate Depot, supplier C Spencer has adopted a weekly safety award which has resulted in improved safe behaviours and awareness across the workforce. Other suppliers across LOCIP have subsequently adopted similar initiatives.
- 1.12 DLR's work towards adopting Sentinel (the Network Rail competency card system) progressed well. The quarter saw the first two Sentinel cards issued in the DLR. DLR is also making good progress towards accreditation to National Skills Academy in Railway Engineering (NSARE) to enable DLR to deliver the industry common induction. Overall progress is on track to deliver Sentinel for the start of the new Franchise as planned.
- 1.13 Contractor assaults on the DLR (which includes Serco's staff and contractors) have been decreasing over recent periods. Specific conflict avoidance training for staff identified by the Assaults Working Group has been carried out by the BTP and this has had a positive effect .
- 1.14 Although outside the quarter, LOROL won the National Rail Awards safety award for their station delivery group which has delivered the lowest passenger injury rate in the UK.

- 1.15 ITV made a short piece broadcast in July about tunnel dust, It highlighted that although dust is a nuisance it is highly unlikely to be harmful to health and LU is active in keeping levels as low as possible. The TfL Press Office organised the filming of a similar piece which has been distributed on social media and has been well received.
- 1.16 LU recycled and recovered 99 per cent of station and depot waste. This is over and above the 2014/15 recycling target of 96 per cent. LU recycled 75 per cent of hazardous waste which is close to the 77 per cent achieved in 2013/14. The Construction and Demolition recycling rate was 95 per cent. This is a significant raise to the rate for the same quarter in 2013/14 which was 88 per cent.
- 1.17 Work is progressing on assessing the potential of using the under-utilised space within Greenwich Power Station for low carbon energy generation. A detailed feasibility study of the site to give the type of generation, the size, the costs and the practicalities of installing new generation was commissioned. LU has also been working closely with the Royal Borough of Greenwich and the GLA to develop a heat network to connect to any new generation; this would improve the environmental impact of the project and provide low cost heating to local residents. Initial outputs from the feasibility work have indicated that a 6MW plant could be supported immediately at Greenwich, increasing to 30MW by 2035.
- 1.18 LU's 2014/15 "Noise & Vibration complaints - works" target is 0.65 complaints per 100,000 hours worked. The noise complaint rate this quarter is 0.24 complaints per 100,000 hours worked. This is significantly lower than the target and Quarter 1 rate of 0.67 in 2013/14.
- 1.19 Health improvement activities included continuation of the Step it Up (a physical activity health promotion campaign) pilot in LU head office buildings, with 500 employees signing up, in addition to 350 employees completing a 10,000 steps/day for 100 days challenge. The overall key message is to undertake 150 minutes of exercise per week. The theme this quarter was to "Get Active, Outdoors, at Work". Led walks, a bootcamp and a running course for absolute beginners were held.
- 1.20 An out reach programme was held in TfL buildings during mental health awareness week. This received very positive feedback. It focussed on anxiety, with team members discussing with staff how anxiety can impact and how it can be addressed.

Areas for improvement

- 1.21 The increase in the number of LU Platform Train Interface (PTI) incidents is continuing overall. The majority of incidents continue to be as a result of persons caught in train doors as they board or alight the trains. Customer awareness campaigns and PA announcements aimed at reducing rushing continue. The number of falls between the train and platform increased due to the changing P TI profile on the sub-surface railway as a result of the legislative requirement to introduce new level access rolling stock. Short term mitigations continue to be implemented, with a longer term programme of additional mitigation measures such as gap fillers and different methods of highlighting the PTI also in place or being trialled.
- 1.22 The percentage days lost as a result of sickness absence in LU remained consistent, however there was a rise in the percentage of days lost as a result of musculoskeletal absence with LU operations and a reduction in the percentage of days lost as a result of mental health absence. The LU Occupation Health team continues to work with LU Operational managers to manage sickness absence and facilitate return to work. The level of sickness in LR remained consistent.
- 1.23 Liaison with the Forestry Commission to eradicate the Oak Processionary Moth (OPM) continues. Regular site visits are undertaken by the LU Track Teams and works are completed on SSL, BCV and JNP lines. One Regulatory Notice was received for OPM at Maxwell House.
- 1.24 There were four employee and five contractor major injuries in the quarter across LR/LU. Go Look See Investigations are scheduled where the incident is reviewed and action taken to prevent reoccurrence.
- 1.25 The number of LTI attributable to LU reduced in the quarter. The majority were as a result of work-related violence or witnessing a traumatic incident. Support from the Occupational Health department is provided and actions to mitigate incidents are as described above.
- 1.26 The number of near hit investigations (those that did not cause an injury) closed out within 28 days was below target in the maintenance area of the LU's Chief Operating Officers directorate. The close out of these incidents is being tracked.
- 1.27 Although the overall, long term, trend in the number of signals passed at danger on LU remains stable there was a reduction in the quarter due to improving performance on the District and Metropolitan lines and the conversion to full Transmission Based Train Control (TBTC), enabling automatic train operation on the Northern line.
- 1.28 There was a confirmed positive 'Post Incident' drugs test. A company disciplinary hearing will reconvene with their decision next quarter. There was a positive alcohol 'For Cause' test. A disciplinary hearing is scheduled for next quarter.

- 1.29 Hazard brake applications on Trams remain at a relatively consistent high rate. Most incidents are related to members of the public inadvertently walking into the path of a tram or vehicles misjudging their position or jumping red lights. To reduce the potential affects of hazard braking tram drivers are being trained in the 'Smith' programme of defensive driving. An advertising campaign to highlight the presence of trams has been developed. 'Red light' jumpers are being targeted by the police and CCTV evidence (including registration plate details) is being collated to pass to police and bus companies.
- 1.30 A Control of Pollution Act Section [62] notice (control of noise in street) was issued following works on the platforms of Royal Victoria.

Key deliverables in the next quarter

- 1.31 The focus for the next two quarters on DLR is on the mobilisation of the new Franchise, Keolis-Amey Docklands, and the handback of the current Franchisee from a safety, security and environmental perspective. A key activity is ensuring the new Franchisee achieves its Safety Authorisation and Certification from the ORR.
- 1.32 The trial of new guidance material and coaching arrangements for Safety Tours and Planned General Inspections is being well received and will be completed next quarter. This is aimed at improving the quality of observations found.
- 1.33 The benchmarking exercise undertaken by LU into how other organisations (rail and non rail) manage common safety incidents such as slips, trips and falls will commence.
- 1.34 London Tramlink had identified a trend in wrong side door openings occurrences since the introduction of new trams. Designs for improving the driver controls have been agreed with the manufacturers of Stadler trams. Work on improving the position of buttons should start in the next quarter and will help reduce the occurrences of wrong side door openings.
- 1.35 The Access All Areas event will take place showcasing some of the most advanced technology in the world being developed to help disabled and older people use the TfL network more. It will feature full-scale L U station mock-ups, 'talking bollards' to help blind and visually-impaired people, safe street-crossing devices, wheelchair design breakthrough, and a raft of other innovations.
- 1.36 The trial of the stress reduction group for managers was successfully completed. The programme will be offered for managers in the next quarter.
- 1.37 The night clinic pilot program running in the LU Chief Operating Officers directorate will be complete.
- 1.38 TfL's revised tender under the RE:FIT framework (delivering energy efficiencies across a range of TfL buildings) was issued in May. Response to the tender was positive, TfL will appoint a supplier in the next quarter, who will then work with TfL to develop a series of investment grade proposals for short payback energy conservation measures, at buildings including head offices, train crew buildings and bus garages.

- 1.39 Discussions continue with the third party energy generators in London looking to supply low carbon energy directly to TfL.
- 1.40 Funding has been agreed for the feasibility and specification work looking at a system to capture the waste warm water from the Platform Air Handling Unit at Green Park and utilise it for heating and hot water service for a third party in the local area. The plan is to develop the opportunity at Green Park as a demonstrator site for waste heat utilisation and provide LU with the commercial model that can be adapted for future developments, as more of these cooling systems are installed across the network.

2 Major Incidents

- 2.1 There were no major incidents on LU in the quarter.
- 2.2 An Enforcement Notice was received from the London Fire and Emergency Planning Authority (LFEPA) for Vauxhall Underground station. This was in relation to the Fire Plan of the station premises whilst construction was being undertaken was not suitable for use by fire fighters. Corrective action was undertaken and the Notice confirmed as complied with.
- 2.3 An Enforcement Notice was received from the LFEPA for Kings Cross Underground station. This was in relation to an emergency exit from the station being fastened by a padlock. Corrective action was undertaken and the Notice confirmed as complied with.

Surface Transport

Quarterly Health, Safety and Environment Report

1 Summary

What went well

Transport User and Road Safety

- 1.1 A review of the first eight weeks of the introduction of cash-free bus operation has shown that the initiative has gone smoothly. There were very few reported cases of potentially vulnerable passengers who only had cash available being refused travel. The smooth launch of the initiative is partly due to the work undertaken to support bus drivers on this significant development. For instance, outputs from workshop events with representatives from vulnerable groups and bus operators to review the procedure on dealing with vulnerable passengers were included in the revised “Big Red Book”. This was re-issued to all 24,500 bus drivers in June before cash-free operation commenced on 6 July. TfL also contacted stakeholder representatives of ‘vulnerable’ passengers including those representing people with learning difficulties before cash-free operation commenced and encouraged the use of the Travel Support Card as a way for drivers to identify those vulnerable people with hidden disabilities.
- 1.2 TfL will also be holding a final workshop with representatives from vulnerable groups and bus operators on 13 October to review the implementation of cash-free operation and to ascertain if there are any concerns they have and, if necessary, if there are any additional mitigation measures that should be considered.
- 1.3 Provisional data for quarter 2 of 2014/15 shows that the number of people killed or seriously injured (KSI) on London’s roads was 40.9 per cent below the 2005-2009 baseline and the lowest level of KSIs on record for quarter 2. The full year forecast for 2014/15 is a reduction in KSIs of 40.3 per cent from the baseline, compared to a full year target reduction of 35.1 per. TfL’s long term target is a 40 per cent reduction in KSIs from the baseline by 2020, and therefore full year performance indicates that in the short term this will be achieved in 2014/15. However future increases in traffic on London’s roads, the number of journeys cycled and walked, and increases in London’s population, mean that sustaining a yearly 40 per cent reduction in KSIs to 2020 remains an ambitious challenge.
- 1.4 A new “Share the Road” television campaign encouraging greater empathy between road users was launched. This campaign is intended to make a significant contribution to changing road user behaviour in London.

- 1.5 Over a rolling 13 periods, 99.2 per cent of Category One defects on the TfL road network were made safe within 24 hours compared with a target of 98 per cent.
- 1.6 TfL commenced a trial of optical and radar technology on buses in collaboration with two providers and bus operators. The trial will provide proof of concept for an early identification of a vulnerable road user (VRU) on potential collision course with a bus. The Transport Research Laboratory will undertake data analysis for the trial and produce a report on overall performance of the systems.

Enforcement, Safety and Security

- 1.7 The Commercial Vehicle Unit and Industrial HGV Task Force (IHTF) continue to work to combat the threat of non-compliant and dangerous commercial vehicles by undertaking heavily targeted roadside enforcement activities. Since the beginning of operations the IHTF have stopped over 3,000 vehicles and identified a satisfactory stop rate of 27 per cent. This means that 73 per cent of vehicles stopped by the IHTF were found to be non-compliant. However, due to the targeted nature of the team this figure must not be seen as being representative of the wider London freight population. HGVs make over 2.5 million km of journeys on London's roads every day. TfL is working with DVSA and the MPS to better identify compliance rates amongst the wider freight population.

Operational Health and Safety

- 1.8 The 2014/15 assurance audit programme commenced. As part of the programme which includes all bus operators, over 350 checking activities will be undertaken with significant ones forming part of the TfL Integrated Audit Plan.
- 1.9 At the end of quarter 1, a total of 5,559 working days were lost to employee sickness, equivalent to an average of 1.74 per employee which is a sharp decline from 2.83 in the previous quarter and the corresponding quarter of 2013/14 when the average was 1.78.

Transport Accessibility

- 1.10 The number of bus stops which are fully accessible increased from 75 per cent in the previous quarter to 78 per cent; the figure for TfL Road Network is 90 per cent. As part of the Bus Stop Accessibility programme, £18m is being invested across London to make 95 per cent of bus stops fully accessible by the end of 2016.
- 1.11 Bus route 38 was converted to the New Routemaster vehicles in the quarter which means there are now 226 of these buses available for service. TfL is committed to converting two further routes by the end of quarter three and in the process increase the number of these buses to 335. These buses offer enhanced accessibility.

Environment

- 1.12 The London Low Emission Zone (LEZ) Phase 4 sees 96.3 per cent of HGVs, buses and coaches compliant compared with a target of 92 per cent. The London Low Emission Zone (LEZ) Phase 3 sees 99 per cent of larger vans and minibuses compliant compared with a target of 95 per cent.
- 1.13 A project to trial all-electric single-deck buses in London has seen the number of electric buses increased from two to six following the deployment of four Optare MetroCity vehicles on route H98. A further two Optare electric buses are scheduled to come into service on route 312 in quarter three.
- 1.14 Funding was secured from the European Commission to assess the potential of four range-extended diesel-electric double-deck hybrid buses and high-power wireless induction charging infrastructure. Three buses will be introduced onto route 69 from the middle of 2015.

Areas for improvement

- 1.15 The number of public transport passengers (mainly buses) reporting injuries which require hospital attendance (including as a precaution) increased slightly from 0.35 incidents per million passenger journeys to 0.37. A total of 310 incidents were recorded in the quarter mostly due to bus passenger falls. A bus safety campaign aimed at reducing falls on the buses was restarted in August 2014 using roadside locations and visible information materials inside buses.
- 1.16 The Mobility Aid Recognition Scheme enables users of suitable mobility scooters to access the bus service. In quarter one, 22 Mobility Aid Recognition Cards were issued, TfL plans to use targeted promotion of the scheme in the coming quarters to further increase take up of the scheme.

Key deliverables in the next quarter

Transport User Safety and Road Safety

- 1.17 Provisional road safety casualty statistics for quarter 2 (April to June) of 2014 will be published in November 2014. Finalised casualty figures for 2014 are scheduled for publication in spring 2015.
- 1.18 On 11 July, TfL hosted a joint road safety conference with the London Road Safety Council entitled Safer Streets: Our Shared Journey. The successful conference included presentations from Stephen Hammond MP, Deputy Mayor for Transport Isabel Dedring and Managing Director of Surface Transport at TfL, Leon Daniels.
- 1.19 The 11th July event also marked the publication date of the final Pedestrian Safety Action Plan (PSAP). The PSAP was made available for public comment on 31 March, for a period of six weeks. Having received over 100 comments on the draft document, TfL reflected these views into the final version before launching the document.
- 1.20 The draft Cycle Safety Action Plan was released for wider public review and feedback in June. Following the closure of the review period, TfL is considering the feedback prior to publication later this year.

- 1.21 Following the collection and verification of speed limit information across London, a digital speed limit map was published on the TfL website in July 2014, making the full speed limit dataset available to developers and mapping providers. GPS device manufacturers are being encouraged to take full advantage of this resource, which will help to improve road safety in the Capital. This is part of TfL's open approach to data provision, to ensure easier access to the latest information on collisions and casualties in London.
- 1.22 In July 2014, TfL introduced 20mph speed limits on two corridors on the TLRN in the City of London. The two corridors – incorporating both London Bridge and Blackfriars Bridge – have been introduced on an 18 month trial basis.
- 1.23 A collaborative work with bus operators on the identification and sharing of best practice in relation to avoiding conflicts with VRUs will be continued. TfL is working towards producing new bus driver training materials associated with VRUs which will be included in the driver Certificate of Professional Competence (CPC) for 2014/15.

Transport Accessibility

- 1.24 Work on the Bus Stops Accessibility programme will continue up to 2016/17 with every Borough now having a programme of improving accessibility with the exception of the City of London, where on their roads, every bus stop is fully accessible.
- 1.25 The All Aboard video which provides accessibility training resource for the London's bus drivers continue to be rolled out across the bus network as part of driver CPC training programme. The initiative was developed in partnership with Transport for All and Age UK London and includes a workbook designed to give bus drivers a greater understanding of the needs of their older and disabled customers based on the personal experience of participants. TfL's monitoring of the rollout shows that by the end of quarter one, 41 per cent of drivers had participated in the training. An evaluation of the impact of the training will take place in quarter four by when most drivers will have participated in the training.

2 Major incidents

- 2.12 A pedestrian was fatally injured in a road traffic collision with a route 137 bus on Oxford Street, W1, on June 10. The operator is investigating the claim that the pedestrian stepped into the path of the bus which was progressing normally.
- 2.13 A driver of a private car was fatally injured in a road traffic collision with a route N38 on Lea Bridge Road, E5, on June 4. The investigation continues but the CCTV footage shows the car was on the wrong side of the road at the time of the incident.

2.14 The investigation of the previously reported fatal incident where a route 29 bus collided with a female pedestrian in December 2012 on Charing Cross Road, WC2, revealed that she stepped into the road while looking in the opposite direction. The female was visiting London with her family at the time of the incident. No recommendations were made by the coroner.

Crossrail Quarterly Health, Safety and Environment Report

1 Summary

What went well

- 1.1 There was good progress against our Health and Safety Objectives for 2014/15.
- 1.2 The second phase of Health and Safety Performance Index (HSPI2) was successfully implemented in Period 1, in collaboration and consultation with Crossrail Contractors.
In Period 3, 16 contracts out of 18 (89 per cent) achieved an HSPI score of 2.00 (scale of 0 to 3 with 1.0 reflecting contractual compliance) or above, meeting our associated corporate objective of 85 per cent.
A full review of the HSPI measures is currently underway to ensure that contracts remain challenged to maintain high levels of health and safety performance.
- 1.3 The RIDDOR Major Injury Accident Frequency Rate (AFR) at the end of period 3, was 0.11 this is an improvement of 21 per cent on the end of year (Period 13) rate of 0.14.
- 1.4 The RIDDOR (including 3+ day lost time case) AFR was 0.31, at the end of period 3 . This equated to a 6 per cent reduction on the Period 13 (2013/2014) rate of 0.33. The corporate objective for 2014/15, is a reduction of 40 per cent (target rate of 0.20).

- 1.5 The Lost Time Case (LTC) was 0.45, at the end of Period 3 . This equated to an 8 per cent reduction on the Period 13 (2013/2014) rate of 0.49. The corporate objective for 2014/15 is a reduction of 40 per cent (target rate of 0.30).
- 1.6 Stepping Up Week is a Health and Safety focus week, which provides Crossrail and its contractors with an opportunity to reflect on performance and drive forward targeted improvements. The last of these took place from 28th April-2nd May 2014. There were 37 allocated 'Target Zero (TZ) Leaders' in place to coordinate these targeted initiatives, at over 40 sites / locations across the programme. Following Stepping Up Week;
- There was a 38 per cent increase in near miss, observation and good practice reporting on Crossrail
 - 94.8 per cent of TZ Leaders agree that Stepping Up Week is a positive initiative and should lead to improvements
 - 95 per cent of TZ Leaders agree that the Leadership Messages and support were a success
 - 89.5 per cent of TZ Leaders are taking forward initiatives as a regular occurrence
- 1.7 Cycle 5 of the Gateway Assessment Scheme was completed in the period. All contracts achieved at least 'foundation status' or above which is the minimum standard for contractual compliance. C405 Paddington (CSJV) were the only contract to achieve overall inspiration status, having achieved 'inspiration' across 3 Target Zero Pillars. The Gateway Assessment scheme encourages continuous improvement, innovation and sharing of health and safety ideas across the programme.
- 1.8 In preparation for the change in scope of deliverables that will begin next year with the Systemwide and Mechanical, Electrical and Public Health (MEP) contracts beginning, work has begun to review the relevance of the current 'Golden Rules'. This review will identify if any changes are required to match the changing risk profile of the project, as well as consider how best to embed these with contractors that are new to the project.
- 1.9 The programme of Occupational Health Audits to ensure Contractor compliance with Crossrail Occupational Health and Wellbeing Standards continues. Six contractors were audited during the quarter, resulting in a total of 28 CARs and 11 Observations. Frequently occurring CARs covered membership of Constructing Better Health (CBH) by Principal Contractors & Suppliers, uploading of individuals' occupational health data onto the CHAT2 employee database and Occupational Health Providers not having obtained Safe Effective Quality Occupational Health (SEQOHS) accreditation. Some CARs from the quarter 1 Occupational Health audits remain open, with one of these overdue.

- 1.10 The Fatigue Research collaboration with TfL continues, with data gathered on two Crossrail contracts. The first cycle report is expected in the second quarter of 2014/15.
- 1.11 Dust and Diesel engine exhaust emissions (DEEE) research commenced in the tunnelling environment.
- 1.12 Nineteen H&S Audits were carried out during the quarter, in accordance with the Health and Safety Assurance audit schedule. No audits were overdue. Audit topics in the past quarter included management of plant & equipment, pressure systems, confined space working, lifting operations and lifting equipment, working at height, permits to work and electrical safety. The audits resulted in a total of 21 CARs and 23 Observations. Recurring CARs included instances of pressure systems equipment not subject to annual inspections, some confined space entry permits not correctly closed out, examples of items of lifting equipment not included on the Asset Register and "Permits to Isolate Electrical Systems" not consistently used before isolations are taken. All CARs are either closed out or are on target for closure by their due dates.
- 1.13 The programme of assurance assessments, (previously referred to as Surveillance Checks) continued in the quarter. The remaining Assurance Assessments against BS6164 "Code of Practice for Health & Safety in Tunnelling in the Construction Industry" were completed. A programme of assurance assessments on CSCS & CPCS Cards was undertaken across nine Contractors. The main findings included site operatives being unable to produce their CSCS / CPCS cards, a small number of expired competencies, lack of supervisors' checks to verify their site operatives' competencies were in date and a lack of management of competencies approaching expiry to arrange refresher training.
- 1.14 Two desktop emergency exercises were completed in Quarter 1. These were selected with the project teams to simulate significant unplanned incidents and formulate appropriate response arrangements. The programme of emergency exercises has now been completed, however further exercises are being planned for later in the year.
- 1.15 CDM verification activities have been carried out on organisations acting on behalf of Crossrail as CDM Elected Clients. Work has been carried out with Canary Wharf Group and Thames Water, and submissions from Network Rail and London Underground are due imminently. No issues were identified
- 1.16 The Frontline Leadership Programme (FLP) continues to recruit supervisors and appropriate mentors from the Principal Contractor population to improve their leadership skills. A target of an additional 100 individuals has been set for this year and the current forecast is that this objective will be achieved.
- 1.17 Crossrail's Integrated Management System - Management Review took place on the 16 May 2014. The review covered reporting periods 1 to 13 (April 2013 to March 2014). The effectiveness of the Integration Management System was

discussed and continues to be suitable, effective and adequate for the needs of the Programme.

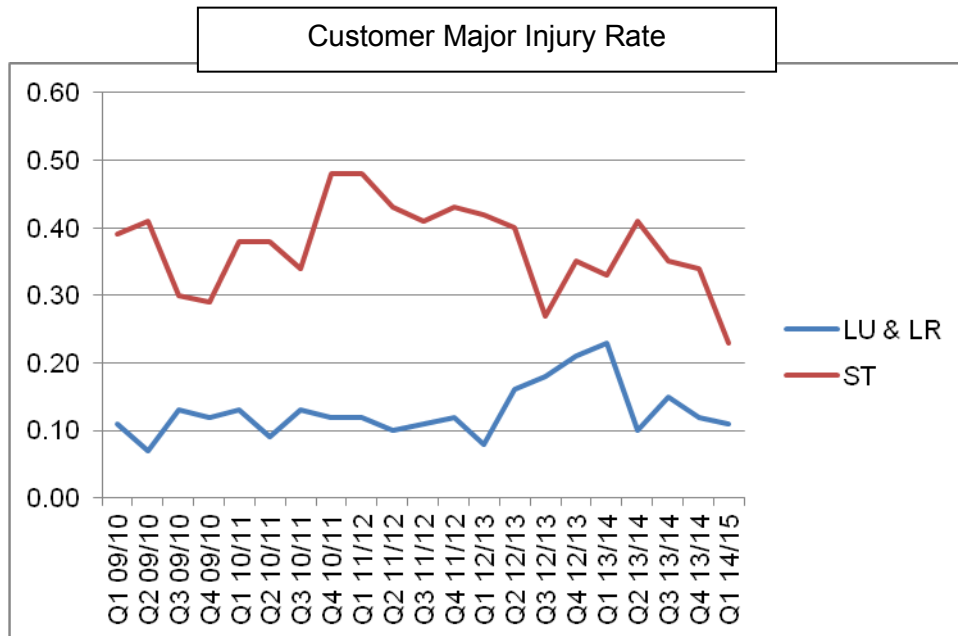
- 1.18 LRQA conducted their 3rd Surveillance audit from 31 March – 03 April 2014 and confirmed continued certification to ISO 9001:2008, ISO 14001:2004 and BS OHSAS 18001:2007. One minor non-conformity was identified in relation to corrective action management and the closure evidence for non-conformances. This has subsequently been closed out. The 4th Surveillance audit is scheduled for October 2014.
- 1.19 The six monthly visit by external auditors for Crossrail's Management Systems took place. There were no findings against the EMS.
- 1.20 Crossrail was highly commended at the Environment and Energy Awards for the Green Line Environmental Recognition Scheme.
- 1.21 Crossrail launched its Annual Sustainability Report and held the annual sustainability awards. The awards celebrated contractor achievements in environmental, social and economic performance. There will be a focus on improving the robustness of construction energy reporting. Working sessions will be held with contractors to encourage them to adopt the models developed by Crossrail, to help ensure consistency of approach and outcome. Further work on the model will also be undertaken to quantify the energy reduction initiatives that have been implemented.
- 1.22 The Crossrail 'Have Your Say' survey will be rolled out across the programme. This survey provides all who work on Crossrail the opportunity to tell us about health & safety in their work environment, allows us to measure the current safety climate, compare it with the results from last year and helps target safety initiatives where improvements are needed.
- 1.23 The Fatigue research will be completed and further monitoring will be undertaken as part of the Dust and Diesel exhaust emissions research.
- 1.24 Supplier performance appraisals will be conducted in Q2, to assess contractor environmental performance across a range of environmental issues. Contractors will be scored as either non-compliant, compliant, beyond expectations or world class.

1 Major Incidents

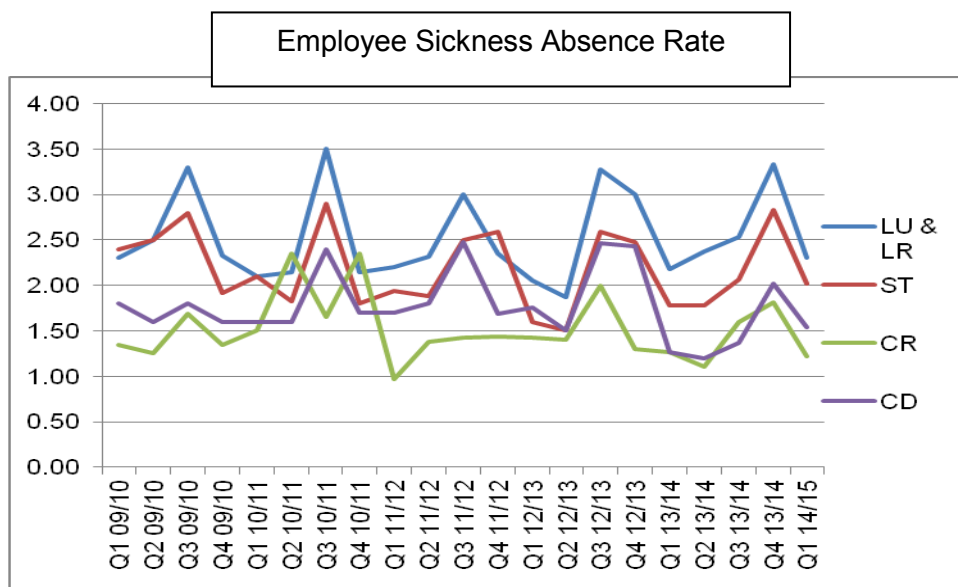
- 2.15 There were no major incidents in Q1.

Statistical Appendix

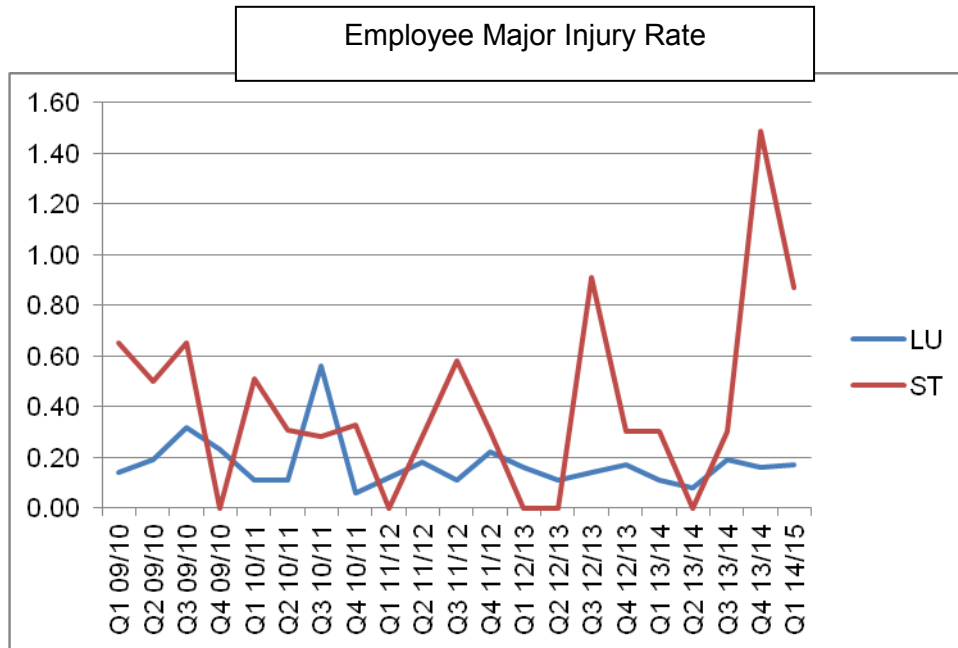
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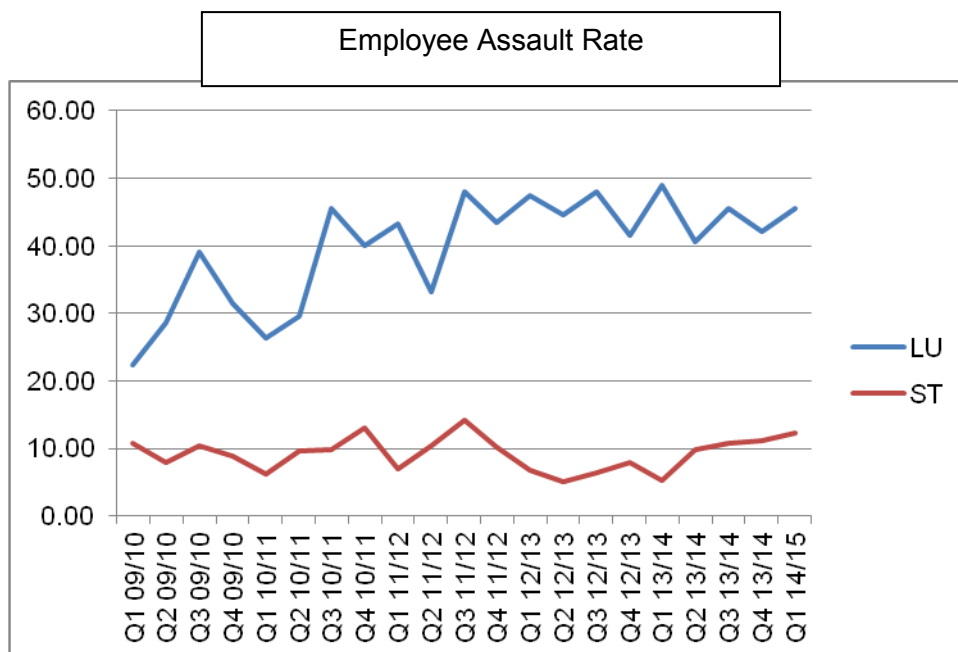
This chart provides the rates for Customer Major Injuries in Rail and Underground and Surface Transport, per million customer journeys. Customer Major Injuries on LU/LR and ST have continued to fall this quarter; slips, trips and falls continue to be the most significant element, and these are the focus of specific improvement actions, as part of the Safety Improvement Plans for 2014/5..



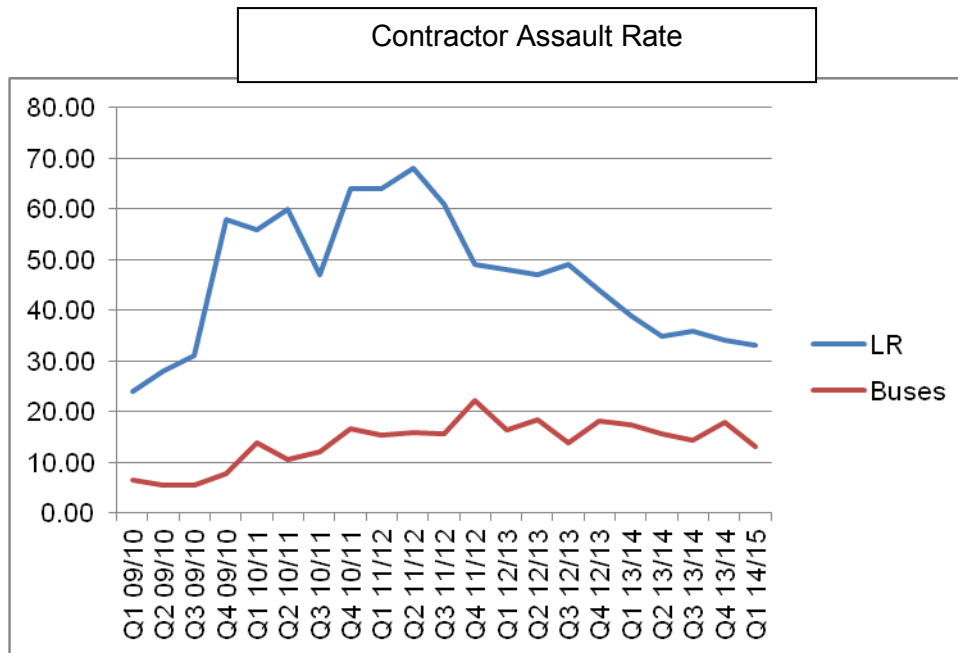
This chart provides the details of sickness absence per 1000 employees. As has been the case for a number of years there is clear seasonal pattern. The rates within the 4 businesses show a relatively consistent rank order too. The most common causes of staff sickness absence were Coughs and Colds, Gastrointestinal and Musculoskeletal.



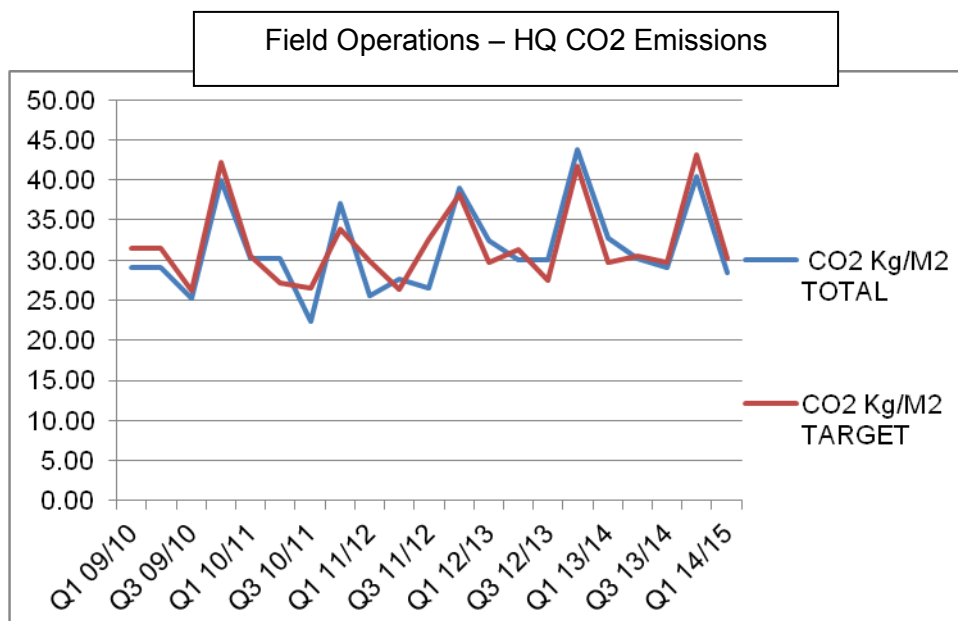
This chart provides the rate of major Injuries per 1000 employees. This is a rate per quarter, and is not a moving average. As can be seen where there are no Major Injuries in a quarter there is a zero rate. As the employee numbers are smaller in ST, there is a greater volatility. The previous quarter saw a particular rise in ST, but there was no particular set of circumstances and while the rate remains high this quarter has significantly dropped; the position continues to be closely monitored.



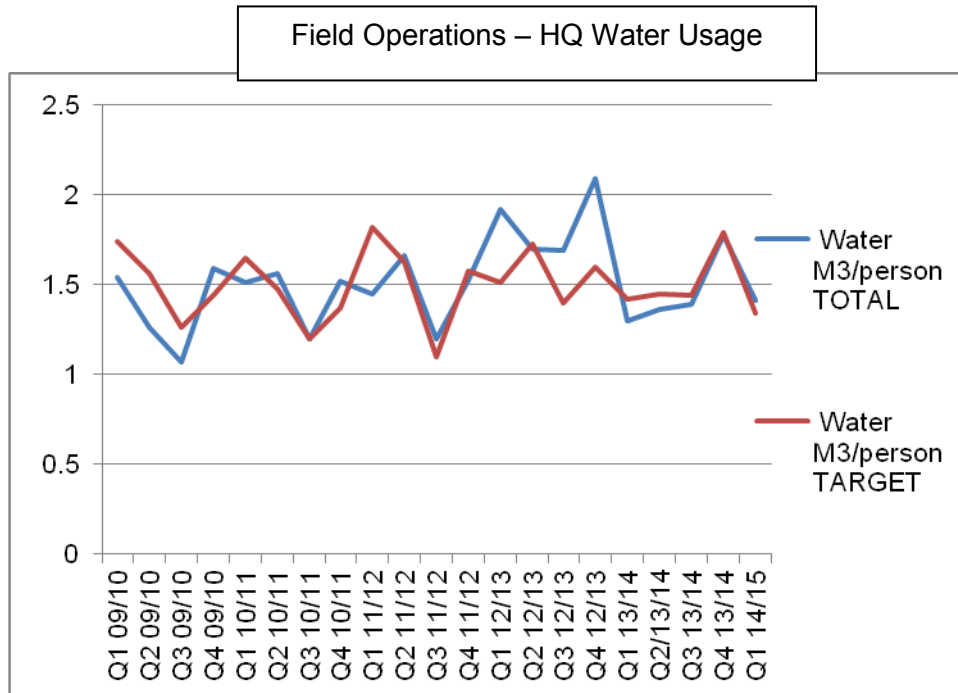
This chart shows employee assault rates per 1000 staff, for Surface Transport and London Underground. The main difference in the rates is explained by a significantly higher rate reporting of verbal assaults in LU. The more recent trend for LU and ST has shown a small rising trend.



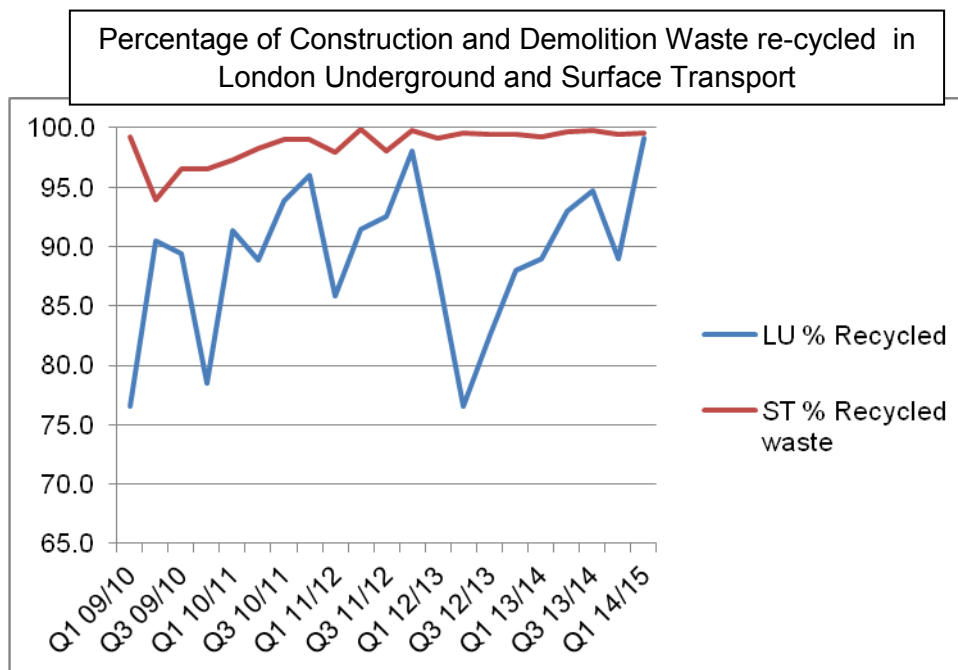
This chart shows the rates for Assaults (both physical and verbal) per 1000 Contractors. These staff are primarily those in London Rail (with those involved in revenue protection a significant proportion) and London Buses (primarily the Bus Operators), where most customer facing staff are contractor staff. The reporting of verbal assaults is known to be much higher in London Rail businesses, than it is in Surface Transport. Both rates continue to fall.



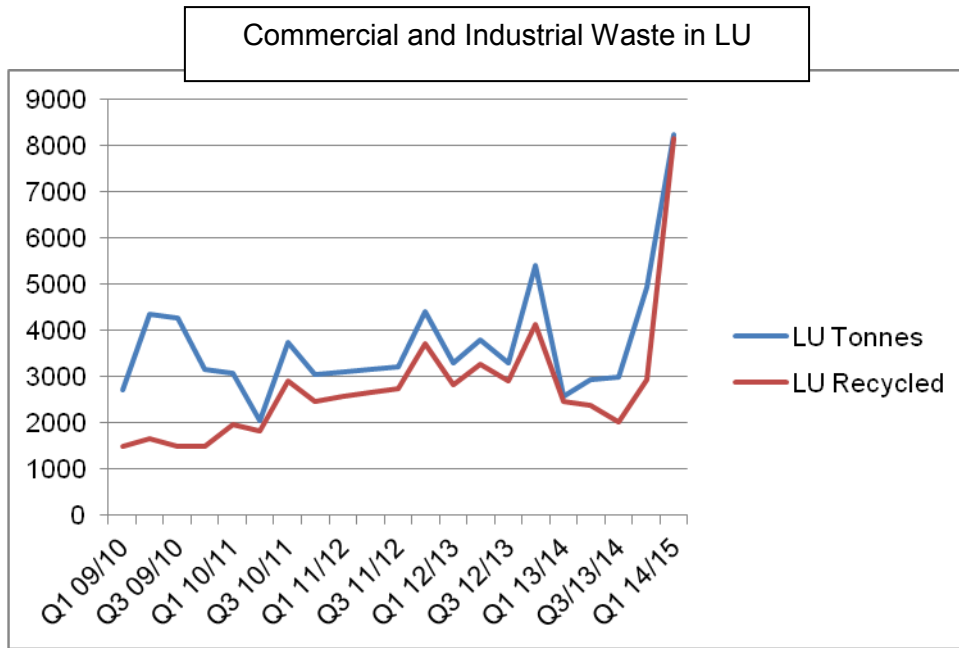
This chart shows the carbon emissions at the HQ buildings that make up the TfL estate, and over which we have direct control. They are measured in Kg of CO2 per square metre. As might be expected there is a clear seasonal trend. The targets are also shown, and for the fourth quarter running the actual emissions were below target.



This chart shows the water usage measured in cubic metres measured against the numbers of persons in the various TfL HQ buildings over which we have control. The targets which have been set are also shown, and in the quarter actual water use per person was slightly above the target



This chart shows the percentage of construction and demolition waste recycled in London Underground and Surface Transport. The amount can vary significantly depending on the nature of the work undertaken in the quarter, so the rate of recycling has been provided. Recycling rates in LU have significantly raised this quarter.



This chart shows the tonnage of Commercial and Industrial waste produced and recycled and reused in London Underground in Tonnes. LU has produced significant increases in past two quarters, and this quarter the percentage recycled has significantly improved.