



‘Together We’re Safer’ Supplier Forum – Summary

22 June 2015

Safety Supplier Forum summary – 22 June 2015

Purpose

- To ensure all suppliers understand the part they, and London Underground (LU) and London Rail (LR) play in improving safety performance
- To clearly establish the reality of our safety performance on site – *what it is like for those on the front line*
- To share good practice, and improvements made since the last LU/LR Supplier forum
- Establish our collective safety improvement agenda, focusing on people and behaviours
- To agree our “Together We’re Safer” commitments – empowering us and our supply chain to innovate around these to improve safety performance on site

Our Agreed Commitments

1. We will proactively encourage and engage in dialogue with the people doing the work on the ground, learning from the current practices to manage their and our future performance
2. To improve HSE performance we will all develop, drive and embed the right behaviours in our own organisation and those that work with us
3. We will work collaboratively to create a just culture
4. All accidents and incidents are preventable. Together, we will make LU/LR projects the safest in the industry



Key Points - The year ahead and upcoming challenges



Mike Brown
Managing Director
London Underground & London Rail

Rail & Underground Priorities

1. Reliability & Safety
2. Capacity from the *current* network
3. Capacity from *growing* the network
4. Transforming customer service

Underpinned by:

Efficiency People Technology

What we have achieved

Reliability improvement of 30 per cent achieved 12 months early

Passenger demand increase of 18 per cent in last four years

Customer satisfaction at all time high of 84



London Overground
238 per cent increase in passenger journeys since 2007 – 25 per cent capacity increase

Capacity from the current network

Victoria line

- New signalling and new trains
- 34 trains per hour at busiest times
- 21 per cent increase in capacity

Jubilee line

- 33 per cent more capacity
- 2,500 more customers per hour
- 30 trains per hour at busiest times

Northern line

- 20 per cent more capacity
- 11,000 more customers per hour
- Up to 30 trains per hour at busiest times

Things to come

Victoria station

- Existing ticket hall size doubled new ticket hall added
- 9 new escalators and 7 new lifts
- Improved connections and step-free access

Our next lines for modernisation:

Circle

Hammersmith & City

District

Metropolitan

Capacity from growing the network

Expanding Rail Services

Gospel Oak to Barking Riverside

New Tube for London

Piccadilly line – 60 per cent capacity increase with new trains and signalling



Crossrail: fully open by 2019



Northern Line Extension

Customer service transformation: Fit for the Future Stations

Challenges

Raising Demand

London population projected to reach 10m by 2030
1.6m New Londoners
0.6m New jobs

Funding

Increasingly covering our operating costs from fares and other income

We need your support to make our case for future funding to continue to grow our network

What's next?

2015 Spending Review
2016 Mayoral elections



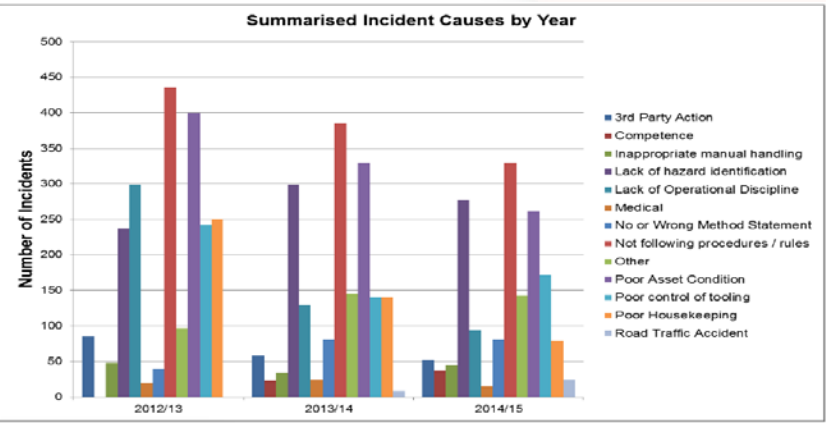
Key Points – Where are we?



Jill Collis
TfL HSE Director

Focus on Safety

Accidents and incidents are reducing but there is still an opportunity for further focus on safety



'The challenge that remains for us all is that we must identify the root cause of why our teams do not follow safety procedures at times'

The TfL commitment to improve road safety

<p>Context & Risk</p> <p>To improve the safety of the most vulnerable road users, TfL must employ the safest lorries and vans</p>	<p>It's not an option</p> <p>Since 2012, TfL contracts incorporate Work Related Road Risk (WRRR) requirements</p>
<p>Proactive approach</p> <p>TfL is proactively managing compliance across its supply chain</p>	<p>Help is available</p> <p>Toolkit, roadshows, Onelink site and a dedicated Road Risk Team</p>

Help and support is available

Email: tflworkrelatedroadrisk@tfl.gov.uk

Web: <http://www.fors-online.org.uk/cms/contractors/>
<https://www.youtube.com/watch?v=WZdFGBBPu3l&feature=youtu.be>



Working Together

Collaboration

Knowledge Sharing

Consistency



One Team Approach



Key Points – Safety Focus – Operations



Steve Griffiths
Chief Operating Officer
London Underground

*“Need to share
best practices
across all sectors”*

Our Purpose

- Deliver Excellence in Operations
- Ensure safe, secure and compliant operations
- Deliver great customer service
- Enabled through our people and our partners



Safety Matters



- Clear Safety Management System
- Strong governance framework - top to bottom
- Robust KPI's and leading indicators
- Safety Plan identifying current and future risks
- Culture, the toughest one to crack

Safety Culture

- Open - Trusted - 'Just' Culture
- Creating an environment of continuous learning
- Led from the top, exists from within
- No hierarchy in safety, no contractual barriers, commercial pressure cannot exist
- Behaviours, attitudes and personal responsibility are key

'Talk Safety - Do Safety'



Further Resources

Click on the links below to access the video/ audio from the Safety Supplier Forum.

1. [Opening doodle animation](#)
2. [Morgan Sindall - case study](#)
3. [Utilities - case study](#)
4. [Beacon - case study](#)
5. [Soundscape - This is our reality](#)
6. [Soundscape - If there is one thing we could change](#)

