

TRANSPORT FOR LONDON

SAFETY, HEALTH AND ENVIRONMENT ASSURANCE COMMITTEE

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

**DATE: 7 OCTOBER 2010**

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**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 reports.

**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.

**3 INFORMATION**

3.1 The Quarter 1 2010/11 Health, Safety and Environment Performance report for each Mode is attached as follows:

|            |  |
|------------|--|
| Appendix 1 | London Underground                         |
| Appendix 2 | Surface Transport                          |
| Appendix 3 | London Rail                                |
| Appendix 4 | Crossrail                                  |
| Appendix 5 | Corporate Directorates                     |
| Appendix 6 | Health and Safety performance data summary |

**4 RECOMMENDATION**

4.1 The Committee is asked to NOTE the reports.

**5 CONTACT**

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**LONDON UNDERGROUND QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT**

**1 SUMMARY**

**What went well**

- 1.1 Projects in the Safety, Environment and climate change impact programme and the Health Improvement Plans are all progressing on target.
- 1.2 All safety, environment and health performance indicators remained stable or improving with the exception of work related violence and confirmed fires, which are addressed below.
- 1.3 The recycling targets for commercial and industrial waste (60 per cent) and construction and demolition waste (75 per cent) were exceeded. Sixty four per cent of all commercial and industrial waste collected and 91 per cent of construction and demolition waste collected was recycled. Decommissioning of Victoria line trains commenced and achieved a recycling rate of 88 per cent in the quarter.
- 1.4 The long term improving trend in the percentage of staff taking time off due to stress, anxiety and depression continued.
- 1.5 No regulatory notices were received from the London Fire and Emergency Planning Authority (LFEPA) in the quarter as improved compliance with the revised Fire Precautions (Subsurface railway stations) (England) Regulations 2009 was achieved.

**Areas for improvement**

- 1.6 The Coroner's Office reported a verdict of accidental death with respect to a customer fatality at Harrow and Wealdstone on 20 August 2009. The time between major incidents (TBMI) metric has been updated to reflect this. The TBMI was 310 days at the end of Quarter 1 2010/11 (prior to this verdict it was 571 days).
- 1.7 An improvement notice was received from the Office of Rail Regulation (ORR). This requires London Underground (LU) to address weaknesses within its safety verification process to satisfy fully the requirements of regulations 4(1)(a) and 4(2)(a) of the Railways and Other Guided Transport Systems (Safety) Regulations 2006. Progress against an action plan agreed with ORR is to programme.
- 1.8 The number of track related fires increased (by around 10 per period) as a result of the dry weather during Quarter 1. An enhanced vegetation management programme is in place to mitigate further incidents.

- 1.9 Quarter 1 figures for work-related violence increased by 19 per cent (73 incidents) to 461 compared with the first quarter of 2009/10. The current economic climate may be a contributing factor. Renewed focus is being given to the implementation of the work related violence action plan by the Chief Operating Officer's (COO) top team.

### **Significant plans for the next quarter**

- 1.10 A new public announcement noise complaint investigation process will be trialled and rolled out in Quarter 2.
- 1.11 Revised guidance agreed with LFEPA reconfirming the requirements for undertaking and recording of station evacuations and fire drills will be issued to minimise the chances of receiving Enforcement Notices.

## **2 PROGRESS AGAINST HSE PLAN**

- 2.1 The LU Executive Committee receives updates on progress against actions in the Safety, Environment and climate change impact programme and the Health Improvement Plans every four weeks. All objectives planned for 2010/11 are progressing to programme. The following items are of note in Quarter 1:
- (a) twelve health fairs were held across LU. Good attendance and feedback continues for these health promotion events;
  - (b) following a review of the main tools available for the analysis of safety culture, LU decided to use the Health and Safety Laboratory's (HSL's) tool, as it provides best value for money; and
  - (c) the revised, rationalised, procedure for compliance with the Construction (Design and Management) Regulations has been implemented and is reflected in the revised project management framework.

## **3 STATUS OF HSE MANAGEMENT SYSTEM**

- 3.1 The audit team monitors compliance with LU's Health, Safety and Environmental Management System (HSEMS). The audit programme for 2010/11 is progressing to programme. There were no safety critical adverse findings in Quarter 1.

## **4 HSE PERFORMANCE**

### **Health**

- 4.1 There were 37,161 working days lost to sickness absence in Quarter 1, representing an average of 2.12 days per employee. This data now includes the Chief Maintenance Officer's (CMO) directorate. For comparison, in the previous quarter and in the same quarter last year, there were 2.3 days absence per employee (both data sets exclude CMO). The top three categories of sickness absence in Quarter 1 were gastrointestinal; coughs and colds; and musculoskeletal.

| Days lost          | Q1 2010/11 | Q4 2009/10 | Q1 200/10 |
|--------------------|------------|------------|-----------|
| Sickness absence   | 37,161     | 29,981     | 29,633    |
| Average / employee | 2.1        | 2.3        | 2.3       |

- 4.2 There was a decrease (14 per cent) in the average number of working days lost per period as a result of back pain, with an average of 824 working days lost (0.34 per cent) per period this quarter compared to 957 days lost in Quarter 1 2009/10. On average, 118 employees (0.81 per cent of staff) were absent per period in Quarter 1 2010/11. These data include CMO employees.
- 4.3 There was a slight decrease (two per cent) in the average number of days of non attendance due to stress, anxiety and depression this quarter, 1,404 per period (0.58 per cent of working days), compared to an average of 1,432 days per period (0.64 per cent of working days) in Quarter 1 2009/10. The long term trend remains stable.

### Safety

- 4.4 There were no accidental, medical or crime-related customer fatalities and no employee fatalities in Quarter 1 2010/11.
- 4.5 The number of customer major injuries in Quarter 1 was 35 (0.13 per million customer journeys). For comparison, there were 31 customer injuries in the previous quarter (0.12 per million customer journeys) and 29 in the same quarter last year.

|                                  | Q1 2010/110 | Q4 2009/10 | Q1 2009/10 |
|----------------------------------|-------------|------------|------------|
| Customer major injuries          | 35          | 31         | 29         |
| Rate / million customer journeys | 0.13        | 0.12       | 0.11       |

- 4.6 There were two employee major injuries in Quarter 1, a rate of 0.11 per 1,000 employees. From Quarter 1 2010/11, injury data for former Metronet employees are included in this measure for the first time.

|                         | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|-------------------------|------------|------------|------------|
| Employee major injuries | 2          | 0          | 2          |
| Rate / 1000 employees   | 0.11       | 0.00       | 0.14       |

- 4.7 There were 112 physical assaults on employees in Quarter 1. For comparison, there were 120 physical assaults on employees in the previous quarter.
- 4.8 There were 191 verbal assaults on employees in Quarter 1 and 158 threats. This compares to 157 verbal assaults and 132 threats in the previous quarter.

|                            | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|----------------------------|------------|------------|------------|
| Employee physical assaults | 112        | 120        | 92         |
| Threat to employee         | 158        | 107        | 132        |
| Employee verbal abuse      | 191        | 228        | 157        |
| <b>TOTALS</b>              | <b>461</b> | <b>455</b> | <b>381</b> |
| Rate/1000 employees*       | 40.03      | 41.25      | 22.41      |

*\*number of employees only includes Chief Operating Officer's employees*

- 4.9 Progress on actions in the 2010/11 Work-related Violence Action Plan are on target. This includes enhanced communications to the public to reinforce LU's commitment to preventing work-related violence and follow up with enforcement action when an incident takes place and a revised training and briefing programme for LU employees.
- 4.10 During Quarter 1, 176 staff work related crime incidents were reported to the British Transport Police (BTP); 105 of these were assaults on LU staff. In 48 cases, the alleged assailant has been identified. To date, of the 105 assaults, 25 (24 per cent) resulted in a successful prosecution, 14 (13.3 per cent) are still in the judicial process, awaiting a court hearing and nine (8.6 per cent) are still under investigation. The Workplace Violence Unit (WVU) continues to assist the BTP investigating officers by taking statements from victims/witnesses and/or producing CCTV evidence for use in court. The WVU also supports victims and/or witnesses who are required to attend court to give evidence.
- 4.11 The trend in the number of signals passed at danger (SPADs) remains stable. There were 160 SPADs in total (all categories) during Quarter 1, of which 132 (82 per cent) were Category A (driver error) and 28 (18 per cent) were Category B (26 due to signal equipment malfunction or train equipment and two to Service Control).
- 4.12 There were 153 Platform Train Interface (PTI) incidents reported during Quarter 1. The trend remains stable. One hundred and ten were person caught in/struck by doors, 26 were persons falling between the train and platform gap, 13 were contact between person and train and four were falls from platforms.
- 4.13 There were 130 tests for drugs and alcohol in the quarter, 71 unannounced, one for cause, 49 routine monitoring and nine post incident tests. There was no positive Drug or Alcohol result during the quarter.

## **5 ENVIRONMENT**

### **Carbon and energy management**

- 5.1 Energy consumption in Quarter 1 2010/11 was similar to the same quarter in 2009/10. Normalised CO<sub>2</sub>/passenger kilometres reduced by four per cent due to a five per cent increase in passenger kilometres for less than a 0.5 per cent increase in total energy consumption.

|   | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|---|------------|------------|------------|
| Total electricity consumption (MWh)                           | 269,747    | 289,486    | 268,418    |
| Total Traction Electricity (MWh)                              | 222,973    | 233,285    | 224,879    |
| Traction Energy Efficiency (MWh / million passenger journeys) | 857        | 939        | 903        |
| Total CO <sub>2</sub> (tonnes)                                | 145,799    | 156,467    | 145,480    |
| Normalised CO <sub>2</sub> (g/passenger km)                   | 70.0       | 79.3       | 73.1       |

5.2 The fall in energy consumption from Quarter 4 2009/10 to Quarter 1 2010/11 is primarily due to seasonal effects.

5.3 A number of energy related actions were delivered in Quarter 1 including:

- (a) the conceptual designs for low carbon technology implementation at Golders Green and Leicester Square stations;
- (b) the Climate Change Strategy Team (CCST) made a presentation to the judging panel for the Environmental Excellence category at the National Rail Awards. LU's achievement of the Carbon Trust Standard has been nominated;
- (c) in support of the Mayor's request to sign up to the UK wide 10:10 commitment, 10 LU stations have pledged to reduce their carbon emissions by 10 per cent in 2010; and
- (d) the annual Energy Station Challenge awards were held in April at Millbank Tower. The Northern Line won line of the year and Tooting Broadway the station of the year award.

### Recycling and waste management

|   | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|---|------------|------------|------------|
| Commercial and Industrial Waste (tonnes)              | 3,068      | 3,171      | 2,711      |
| Commercial and Industrial Waste Recycled (tonnes)     | 1,955      | 1,484      | 1,497      |
| Commercial and Industrial Waste Recycled (per cent)   | 64         | 47         | 55         |
| Construction and Demolition Waste (tonnes)            | 53,079     | 29,080     | 22,187     |
| Construction and Demolition Waste Recycled (tonnes)   | 48,493     | 22,839     | 15,297     |
| Construction and Demolition Waste Recycled (per cent) | 91         | 79         | 69         |

5.4 The amount of commercial and industrial waste collected in Quarter 1 (3,068 tonnes) was lower than that collected in Quarter 4 2009/10 (3,171 tonnes). The improved recycling rate is primarily as a result of a larger proportion of

BCV/SSR station and depot waste being taken directly to a material recycling facility where a large proportion (over 90 per cent) can be recycled. These changes were implemented as a result of a new cleaning and waste management contract for BCV/SSR beginning from Period 2 of 2010/11.

- 5.5 The amount of Construction and Demolition (C&D) waste generated in Quarter 1 was higher than the previous quarter. 91 per cent of C&D waste was recycled in Quarter 1. This exceeded the 2010/11 recycling target for Construction and Demolition waste (75 per cent).

## **6 MAJOR INCIDENTS**

- 6.1 There were no major incidents in the quarter.

**SURFACE TRANSPORT QUARTERLY HEALTH, SAFETY AND ENVIRONMENT  
REPORT**

**1 SUMMARY**

**What went well**

- 1.1 Barclays Cycle Superhighways pilot routes 3 and 7 were launched in July 2010. The Cycle Superhighways will improve conditions for commuters who currently cycle and encourage more people to cycle to and from work.
- 1.2 37 convex “trixi” mirrors will be installed on the Barclays Cycle Superhighways pilot routes, with 31 already in place prior to the launch of the scheme. This follows the Department for Transport’s (DfT) approval for a limited trial of the installation of the mirrors on traffic signals at a junction of the Cycle Superhighways pilot routes. This will enable drivers of heavy goods vehicles to see along the full length of their vehicles when making left turns – a movement known to be responsible for serious cycling accidents. The outcome will be used to make an application to the DfT for widespread use of “trixi” mirrors on the Cycle Superhighways 10-routes programme.
- 1.3 An independent referral panel for difficult and sensitive cases connected with taxi or private hire drivers’ licence applications was established. This follows a review of a high profile case where TfL became aware of a Knowledge candidate who had been convicted of manslaughter. The panel met for the first time in April 2010 and will be used by TfL to refer difficult and sensitive cases for an independent decision, review and advice on whether to issue a taxi or private hire driver’s licence in specific circumstances.
- 1.4 Following discussions with the private vehicle hire trade and equipment manufacturers, guidance was issued on the fitting of driver safety partitions to private hire vehicles to provide a physical barrier between the driver and rear seat passengers. The guidance places the onus on the vehicle owner to ensure that the fitting of the barrier meets vehicle specifications.
- 1.5 The Barclays Cycle Hire Scheme was launched in July 2010 with 5,000 bicycles available for hire from docking stations in Central London. Docking stations comprise secure, centrally controlled docking points and smart-key technology to provide users with quick and convenient access to a bicycle. The scheme has been designed to cater for short trips.

## **Areas for improvement**

- 1.6 A programme is underway to deliver Mechanical and Electrical Principal Inspections (M&E PIs) for Fore Street, Upper Thames Street and Rotherhithe, George Green, Green Man and Eastway tunnels. This follows a delay in establishing a procurement process in 2009/10. In keeping with good practice for all Transport for London Road Network (TLRN) tunnels, M&E PIs will routinely be undertaken and will be overseen as part of the governance process.

## **Significant plans for next quarter**

- 1.7 The Road Safety Plan which covers a ten year period up to 2010 is being revised to include new targets. Consultation with key stakeholders is planned for autumn 2010.
- 1.8 HSE elements of the Framework Agreement between TfL and bus companies for contracted bus services will be revised to take into account recent developments and requirements such as the scope of the annual assurance audit, environmental requirements and major incident investigations.
- 1.9 Structural engineering work continues with the “New Bus for London” following the contract award to Wrightbus in 2009 for its design and development. While compliance with relevant regulatory requirements for design, construction and use is sought, the unique nature of the bus means that a number of additional safety features and measures will need to be introduced and assessed, including the role of the conductor and the operation of the open rear platform.

Plans for future quarters include:

- (a) assessment of preliminary analysis of mock up;
  - (b) joint work with bus operating companies to establish procedures and operational risk assessments on conductor’s role and interaction with driver; and
  - (c) the development of a detailed safety assessment action plan.
- 1.10 A Streets contractor started a two month trial of lorry side sensors which alert drivers to cyclists they would not otherwise have seen in close proximity to the vehicle (the left side). Feedback on the trial so far has been positive with drivers reporting greater awareness of other road users, particularly cyclists. The outcome of the trial will be reviewed and, if necessary, recommendations made to the other contractors and consideration given to inclusion of those recommendations in future contract requirements.

- 1.11 The Integrated Impact Assessment for the Low Emission Zone (LEZ) Phase 3 deferral was published in May 2010 with consultation running through to July 2010. The Initial Impact Assessment states that, while deferral of LEZ Phase 3 would still achieve most of the expected benefits, albeit a little later, TfL estimates that deferral to January 2012 will result in some loss of emissions reduction benefits. The cost of compliance for vehicle operators, however, will reduce as a result of deferral due to the natural turnover of vehicles.

## **2 PROGRESS AGAINST HSE PLAN**

### **Priority 1: Road casualty reduction**

- 2.1 The Mayor released figures which show that the capital is beating its road safety targets and is confident that the continued investment in road safety this year will further reduce casualties. Current figures show “Killed or Seriously Injured” (KSIs) are now 52 per cent below the 1994/98 average (the baseline) compared with the target of 50 per cent by the end of 2010.
- 2.2 In 2009, 184 people were killed on London’s roads, ten per cent less than in 2008. 2009 was the first year in which fatalities had fallen below 200 in London since recent records began in the 1970s. KSIs fell to 3,227 in the same period, eight per cent fewer than in 2008. ‘All casualties’ were 27,979, 0.6 per cent lower than in 2008.
- 2.3 Thirteen cyclists died on London’s roads in 2009, a reduction of 13 per cent when compared with 2008. In total, there were 3,669 recorded cyclists injured in 2009, 14.6 per cent more than in 2008.
- 2.4 Objectives of the Cycle Safety Action Plan which seeks to reduce cycling casualties are being met. Key achievements include:
- (a) launch of cycle safety and HGV campaign in July 2010 – warning cyclists of lorry blind spots;
  - (b) trial of the “trixi” mirrors (see 1.2 above);
  - (c) launch of Freight Transport Association and TfL Memorandum of Understanding on cycling – with the aim to reduce deliveries at peak hours;
  - (d) trialling of a Certificate of Professional Competence (CPC) course for Freight Operators through the Freight Operator Recognition membership scheme to raise awareness and improve cycle safety; and
  - (e) renewed emphasis on reducing KSIs on London’s roads through targeted enforcement against careless and/or dangerous behaviour.
- 2.5 As part of the continuing commitment to address the casualty inequality on London roads, a DVD entitled ‘Be Smart’ was produced and distributed to support the project. The DVD is specifically aimed at the under five age group.

- 2.6 A new 'motorcycle in bus lanes' experimental scheme came into effect in July 2010 and will run for 18 months. The trial will seek to improve motorcycle compliance with speed limits and ensure better road safety awareness for all road users through marketing and media campaigns.
- 2.7 On street trials of pedestrian countdown signals have started at eight junctions in London. The scheme seeks to provide pedestrians with more information during the "blackout" phase by showing a countdown of how long is left to cross the road safely. This should make pedestrians feel safer by reducing any uncertainty they may have when crossing the road.

### **Priority 2: Safety of highways and the TLRN (including tunnels)**

- 2.8 Seven of the 13 actions issued by Internal Audit following the audit of the risk identification and mitigation processes in place for the 13 road tunnels managed/operated by TfL were closed. A programme of work to close the remaining actions continues.

### **Priority 3: Health and safety of staff and contractors**

- 2.9 Modal/directorate Health and Safety objectives for 2010/11 have been agreed by respective safety governance meetings except Better Routes and Places, which is working to ensure its objectives are more focused.
- 2.10 There is better coordination of Health and Safety training across Surface Transport following the appointment of a Safety Co-ordination manager. With more training courses delivered using in-house resource, there are cost savings. Courses delivered using in-house resource include an accredited British Safety Council level 1 "Working Safely" course.
- 2.11 Workshops on the Code of Practice on the safe mooring of boats at TfL piers will be led by the Port of London Authority following a trial by London River Services which will continue to facilitate the events. The workshops are aimed at the crews of boat operators and will assist in raising awareness of the Code and sharing best practice.

### **Priority 4: Safety and security of the public transport network and its users**

- 2.12 The 2010/11 bus operators' safety assurance audit programme will commence in September 2010. Most operators have provided written action plans following the 2009/10 audits and these will be monitored during the 2010/11 audit programme.
- 2.13 As part of the work to implement a maximum restriction on the acceleration rate for London's buses, a range of testing in simulated service conditions was undertaken on one manufacturer's double deck bus. This has resulted in a reduced standard acceleration rate setting for all new buses of this type. Similar tests are planned for other manufacturers' products with priority given to double deck buses.

- 2.14 The annual assurance audit programme for London Buses Limited has been revised to reflect better the needs of Dial-a-Ride following the transfer of East Thames Buses to the private sector. As part of the 2010/11 programme, which has commenced, all seven depots will be individually audited.

### 3 STATUS OF HSE MANAGEMENT SYSTEM

- 3.1 Briefing sessions to support the roll out of the HSE management system for public transport modes were delivered during the quarter.
- 3.2 An audit programme for Surface Transport HSE management systems is being developed.
- 3.3 Preparatory work for the Royal Society for the Prevention of Accidents audit of London Streets HSE management systems in September 2010 has continued.

### 4 HEALTH AND SAFETY PERFORMANCE

#### Health

- 4.1 There were 7,254 working days lost due to sickness absence in Quarter 1, representing an average of 2.05 per employee. For comparison, the previous quarter's average was 1.92 days per employee and the corresponding quarter of last year was 2.37. The top three categories of sickness absence were musculoskeletal, gastrointestinal and mental health.

| Days lost        | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|------------------|------------|------------|------------|
| Sickness absence | 7,254      | 6,860      | 9,599      |
| Average/employee | 2.05       | 1.92       | 2.37       |

#### Safety

- 4.2 The number of accidental customer major injuries in Quarter 1 was 204 (0.38 per million customer journeys). For comparison, there were 192 accidental customer major injuries in the previous quarter (0.29 per million customer journeys) and 223 (0.39 per million customer journeys) in the same quarter last year.

|  | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|--|------------|------------|------------|
| Customer major injuries                | 204        | 192        | 223        |
| Rate/10 <sup>6</sup> customer journeys | 0.38       | 0.29       | 0.39       |

- 4.3 There were two accidental employee major injuries in Quarter 1. For comparison, there were no employee major injuries in the previous quarter and three in the same quarter last year.

|                         | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|-------------------------|------------|------------|------------|
| Employee major injuries | 2          | 0          | 3          |
| Rate / 1000 employees   | 0.51       | 0.00       | 0.65       |

- 4.4 There were 22 physical assaults on employees in Quarter 1. For comparison, there were 30 physical assaults on employees in the previous quarter and 33 in the same quarter last year. There were two reported verbal assaults on employees in Quarter 1. For comparison, there was one verbal assault on an employee in the previous quarter and two in the same quarter last year. There was no threat with offensive weapons in Quarter 1, none in the previous quarter and two in the corresponding quarter of last year.

|  | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|--|------------|------------|------------|
| Employee physical assaults                         | 22         | 30         | 33         |
| Employee verbal assaults                           | 2          | 1          | 15         |
| Employee threatened with offensive weapon assaults | 0          | 0          | 2          |
| Rate / 1000 employees                              | 6.15       | 8.74       | 10.81      |

- 4.5 There were 104 physical assaults on contractors (mainly bus drivers) in Quarter 1. For comparison, there were 75 physical assaults on contractors in the previous quarter and, in the corresponding quarter of last year, there were 115 physical assaults.

### **Crime and disorder**

- 4.6 In June 2010, the Mayor announced official bus related crime figures for 2009/10, these showed that crime on London's bus network is at its lowest level in six years. In 2009/10, there were over 2,000 fewer offences than the previous year, a reduction of eight per cent. Violence against the person fell by around 10 per cent, robbery fell by eight per cent and criminal damage fell by almost 37 per cent.
- 4.7 There were 11 crimes per million passenger journeys on the bus network in 2009/10, almost half that reported in 2005/6. This reduction builds on an 18 per cent reduction in the previous year. Quarter 1 figures for 2010/11 show a 4.3 per cent reduction on the same period last year.
- 4.8 Between 1 January 2009 and 30 July 2010, 1,323 incidents were notified to the workplace violence unit (WVU). All of these were reported to and 'owned' by local borough police, but the WVU provides full support on investigations. The WVU has dealt with 494 cases with 174 cases ongoing. To date, 214 cases have received judicial disposals (such as charged, summonsed, cautioned etc).

- 4.9 The Safer Transport Command Cab Enforcement Unit made 1,321 arrests for touting between 1 August 2008 and 31 March 2010. This has led to 375 Magistrates' Court convictions involving licensed Private Hire drivers to date. Of these drivers, 254 have had their Private Hire driver's licence revoked with the remaining still being processed. Their fitness to hold a licence will be re-assessed by TfL if and when they reapply.

## 5 ENVIRONMENT PERFORMANCE

### CO<sub>2</sub> emissions

- 5.1 CO<sub>2</sub> emissions for 2010/11 will be reported as part of the annual reporting round against TfL's environmental key performance indicators and targets.

### Waste and recycled materials

- 5.2 The Highway Maintenance and Works Contractors (HMWCs) recycled and reused 97.3 per cent and 96.9 per cent of excavated and non excavated materials respectively in Quarter 1 against targets of 97 and 95 per cent for 2010/11.
- 5.3 The HMWCs procured 12.9 per cent of recycled and green material in Quarter 1. Revised targets for the procurement of recycled and green materials are being developed.

| <b>HMWC waste and recycled materials</b>                                    | Q1<br>2010/11                | Q4<br>2009/10                 | Q1<br>2009/10                |
|---|------------------------------|-------------------------------|------------------------------|
| Excavated waste recycled and reused – per cent (tonnes of total volume)     | 97.3<br>(9,916 of<br>10,192) | 96.5<br>(34,422 of<br>35,677) | 99.9<br>(5,161 of<br>5,166)  |
| Non-excavated waste recycled and reused – per cent (tonnes of total volume) | 96.9<br>(513 of 530)         | 98.0<br>(935 of 955)          | 95.9<br>(747 of 779)         |
| Recycled and green material procured – per cent (tonnes of total volume)    | 12.9<br>(2,090 of<br>16,206) | 11.7<br>(4,189 of<br>35,842)  | 27.2<br>(2,925 of<br>10,753) |

- 5.4 In Quarter 1, the Traffic Control Equipment Maintenance and related Services (TCMS) contractors recycled 52 per cent of generated waste.

| <b>TCMS waste and recycled materials</b>           | Q1<br>2010/11        | Q4<br>2009/10          | Q1<br>2009/2010             |
|--|----------------------|------------------------|-----------------------------|
| Waste recycled – per cent (tonnes of total volume) | 52<br>(11.1 of 22.1) | 65<br>(10.35 of 15.93) | (monitoring<br>not started) |

- 5.5 In Quarter 1, 3.41 tonnes of office waste were recycled across bus stations. The increase is due to the fact that data is now being received from all four regions. In the same period, 5.05 tonnes of office waste were recycled at Dial-a-Ride depots.

| <b>Recycled waste (tonnes)</b> | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|--------------------------------|------------|------------|------------|
| London Buses office waste      | 3.41       | 1.3        | 0.76       |
| DaR office waste               | 5.05       | 5.95       | 4.2        |

### **Built environment**

- 5.6 All guardrail assessments have been completed and 60km have been identified for removal. By the end of Quarter 4 2009/10, 54.7km had been removed, in excess of the year end target of 40.9km. A total of 63.4km has been removed since the programme commenced.

|  | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|--|------------|------------|------------|
| Pedestrian guardrail removed from TLRN (m) | 13,288     | 11,018     | 1,140      |

### **Natural environment**

- 5.7 Tree planting and removal figures are presented annually.
- 5.8 Compensation of £31,500 for tree damage has been received from a statutory undertaker using the tree valuation system adopted by TfL and many local authorities as a basis. Their subcontractors damaged two trees while carrying out works on the A23 Brighton Road in August 2009. Both trees had to be felled as the damage to their roots had left them in a dangerous condition. The compensation sum will be used to fund landscape improvements in the vicinity of the lost trees.
- 5.9 The same approach will be used to secure compensation from other third parties who damage trees and other elements of the 'green estate', including TfL trees lost to development.

## **6 MAJOR INCIDENTS**

- 6.1 There were three fatalities involving buses on the London network in Quarter 1. They included a cyclist who collided with a Route 390 bus in April at Oxford Street, W1, a passenger who later died from her injuries after falling while attempting to board a Route 307 bus at East Barnet Road, and a pedestrian who died from injuries sustained in a collision with a Route 266 bus in April at Cricklewood Broadway, NW2. The incidents are under investigation.

- 6.2 A vehicle fire near the southbound exit portal of Rotherhithe Tunnel in May caused the tunnel to be closed. There were no reported injuries and no trapped vehicles. TfL's on-call structural engineer inspected the tunnel for major structural damage and found none.
- 6.3 Investigations into three previously reported fatalities involving buses were concluded. They include two pedestrian fatalities where respective coroner's hearings concluded that the deceased "died as a result of an accident" with a route D7 bus in October 2009 and an "accidental death" in an incident with a route 176 in August 2009. The investigation into an incident where a passenger of a Route 212 bus fell down the stairs in June 2009 was closed with the coroner recording that the deceased "fell while intoxicated with alcohol, exacerbated by myocardial infarction". None of the three investigations attributed blame to the drivers or the buses involved, and the Coroner made no recommendations for TfL or the bus operating companies.

## LONDON RAIL QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

### 1 SUMMARY

#### What went well

- 1.1 London Overground Services commenced on the East London Railway between Dalston Junction and New Cross and New Cross Gate in April 2010. Full operation of Overground services from Dalston Junction to West Croydon and Crystal Palace commenced on 23 May 2010. Customer feedback on the service has been good.
- 1.2 The East London Railway multi agency 'live' emergency planning exercise – Exercise Vanguard – took place in May 2010. This allowed the emergency services, London Overground Rail Operations Limited (LOROL), Network Rail and TfL staff to practise their emergency responses to a 'real' incident. A review of the exercise has taken place and a number of actions have been identified to help improve the planning of these types of complex exercises in the future and to ensure better customer support and service recovery in the event of such a major incident.
- 1.3 The main works contractor on the East London Line has worked over 1,504,700 hours without a reportable accident.
- 1.4 On Docklands Light Railway (DLR), the main works on the Stratford International Extension and the three car project have progressed well and both projects maintained a good safety performance through the last quarter. There have been no Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) reportable accidents and the minor accident rate was very low.
- 1.5 The DLR Safety Performance Index (an approach which brings agreed lead and lag indicators into a balanced formula) has generated the highest overall score since its inception a year ago.
- 1.6 London Tramlink has completed a series of risk workshops. The results are being used to produce a detailed risk model for Tramlink operations, which will then be aligned with models largely completed in DLR and underway in London Overground to create a comparable model.
- 1.7 In the quarter, LOROL has been developing innovative solutions on environmental matters. To address environmental nuisance, hawks have been deployed to disperse and control pigeons. At some stations, there has been improved collection, separation and disposal of customer waste and to reduce infrastructure damage, a new environmentally acceptable weed killer has been introduced which eradicates Japanese Knotweed.

## **Areas for improvement**

- 1.8 There have been four Category 'A' (driver error) Signals Passed at Danger (SPADs) incidents on the new East London Railway since its opening. Each has been subject to rigorous investigation and action plans have been put in place to ensure better performance in the future. A detailed independent review of driver training has also taken place and a high level SPAD Review Group has been established. None of these four incidents put employees or customers at risk.
- 1.9 There have been a number of graffiti and stone throwing incidents on the core section of the East London Railway. London Overground and Network Rail staff have been working closely with the British Transport Police (BTP) to combat these problems.

## **Significant plans for the next quarter**

- 1.10 On the Stratford International Extension, the majority of the remaining work involves installation of communications and power equipment. Although in practice these are usually low risk activities, it is important that the project maintains its focus on safety performance. A programme of monitoring activities with both DLR Project safety and the Skanska Volker Rail Joint Venture contractors' safety team will be arranged to monitor performance.
- 1.11 The second year tram track replacement project is programmed for Quarter 2. This involves suspending part of the tramway for 10 days and carrying out track replacement at three separate sites. The works have been carefully planned to ensure the safety of pedestrians, road users and tram passengers.
- 1.12 Careful environmental and safety planning will be taking place in preparation for the building works of the new Tramlink office situated in the Tramlink depot in Croydon. The depot is on an old rail depot site and careful ground contamination controls will be instituted.
- 1.13 An audit of the DLR safety management system is planned for the next quarter.
- 1.14 On DLR, work will commence on the development of a new office and control centre. This project will ensure increased operational safety and performance on the DLR.
- 1.15 London Rail will be consolidating the work from a number of Climate Adaptation workshops to ensure that climate change risks and mitigations are accurately recorded in risk registers. This will form part of the TfL response to Defra. The information will also be used to develop a programme that will help prioritise system strengthening against weather related conditions over the next 18 months.
- 1.16 LOROL is on target to achieve its objective of environmental standard ISO 14001 accreditation. Within the next quarter, work to develop further

environmental performance reporting as part of the management system is planned. The objective is to achieve accreditation by the end of 2010.

- 1.17 In the next quarter, the London Rail Energy Improvement Group will hold its first meeting. The initial aim of the group will be to produce an energy reduction plan and to develop a more detailed carbon model to enable further planned reductions.

## **2 PROGRESS AGAINST HSE PLAN**

- 2.1 The overall London Rail HSE improvement plan commenced during Quarter 4 2009/10. The plan is monitored over the calendar year and on a quarterly basis. All modes report that they have made good progress to the half year targets.

## **3 STATUS OF HSE MANAGEMENT SYSTEM(S)**

- 3.1 The DLR and London Overground have established safety management systems in place. The system in London Tramlink is being revised in the light of necessary changes, with the aim of full implementation this calendar year.

## **4 HEALTH AND SAFETY PERFORMANCE**

### **Health**

- 4.1 There were 108 working days lost due to sickness absence in Quarter 1 by employees of London Rail. This represented an average of 0.52 days per employee. For comparison, in the previous quarter there were 168 days lost equating to 0.79 days absence per employee and in the same quarter last year there were 164 days lost, equating to 0.71 days absence per employee. The top three categories of sickness absence in Quarter 1 were gastrointestinal, mental health and coughs and colds. Overall absenteeism rates remain low.

| Days lost         | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|-------------------|------------|------------|------------|
| Sickness absence  | 108        | 168        | 164        |
| Average/employees | 0.52       | 0.79       | 0.71       |

### **Safety**

- 4.2 There were no employee major injuries this quarter.
- 4.3 There were no accidental customer major injuries for London Overground in Quarter 1 (in 10 million journeys). For comparison, there were two accidental customer major injuries in the previous quarter and none in the same quarter last year.

| London Overground              | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|--------------------------------|------------|------------|------------|
| Customer major injuries        | 0          | 2          | 0          |
| Rate/million customer journeys | 0          | 0.18       | 0          |

- 4.4 There were no TfL employee assaults this quarter on London Overground. The number of LOROL employees who suffered workplace physical and verbal assaults in Quarter 1 was six and 12 respectively. For comparison, there were five and 13 in the previous quarter. Most assaults are associated with service disruptions and revenue collection. LOROL is working with BTP to address these issues.

| LOROL               | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|---------------------|------------|------------|------------|
| Physical assaults   | 6          | 5          | 4          |
| Verbal assaults     | 12         | 13         | 6          |
| Rate/1000 employees | 16         | 16         | 11.7       |

- 4.5 There was one accidental customer major injury on DLR in Quarter 1 (0.06 per million customer journeys). For comparison, there were two accidental customer major injuries in the previous quarter and none in the same quarter last year.

| DLR                            | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|--------------------------------|------------|------------|------------|
| Customer major injuries        | 1          | 2          | 0          |
| Rate/million customer journeys | 0.06       | 0.10       | 0          |

- 4.6 There were no TfL employee assaults this quarter on DLR. On the DLR, the way in which assaults are recorded has been modified. From the start of Quarter 1, assaults were recorded as verbal and physical. This now aligns with the other London Rail modes. The number of employees of DLR's franchisee Serco, who suffered workplace assaults in Quarter 1, was six and 29, for physical and verbal assaults respectively. While not directly comparable with the numbers quoted in the previous quarter, the overall rates are almost the same. All assault incidents continue to be reviewed by the Assaults Working Group. The majority are directly related to revenue protection issues. The BTP is working with Serco to address these issues.

| DLR*                | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|---------------------|------------|------------|------------|
| Physical assaults   | 6          | 0          | 0          |
| Verbal assaults     | 29         | 39         | 15         |
| Rate/1000 employees | 56         | 58         | 24         |

\*Prior to Q1 2010/11 assaults were recorded as major and minor (minor included verbal and pushing etc)

- 4.7 There were no accidental customer major injuries for London Tramlink in Quarter 1 (6.6 million customer journeys). For comparison, there was one accidental major customer injury in the previous quarter and none in the same quarter last year.

| Tramlink                       | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|--------------------------------|------------|------------|------------|
| Customer major injuries        | 0          | 1          | 0          |
| Rate/million customer journeys | 0          | 0.12       | 0          |

- 4.8 In London Tramlink, there were no TfL employee assaults this quarter. The number of workforce physical and verbal assaults in Quarter 1 for the contractor Tram Operations Limited (TOL) was three and 13 respectively. For comparison, there were six and seven respectively in the previous quarter and two and 13 in the same quarter last year. The gradual reduction in overall assaults has stopped and levels have risen to almost the same as last year. All of the physical assaults were minor and involved pushing or spitting. The trend is being carefully monitored and TOL is working with the BTP to address these issues.

| TOL                   | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|-----------------------|------------|------------|------------|
| Physical assaults     | 3          | 6          | 2          |
| Verbal assaults       | 13         | 7          | 13         |
| Rate / 1000 employees | 99         | 80         | 93         |

- 4.9 On London Overground Infrastructure, there were no contractor RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reportable accidents during the quarter. The cumulative contractor accident rate was 0.06 per 100,000 hours worked.
- 4.10 On DLR Major Projects, there were no contractor RIDDOR accidents in Quarter 1. The cumulative contractor accident rate was 0.19 per 100,000 hours worked at the end of the quarter. This is a decrease from 0.29 at the end of the last quarter.

## 5 ENVIRONMENT PERFORMANCE

### Carbon and energy management/Carbon emissions

- 5.1 CO<sub>2</sub> emissions for Quarter 1 are set out below. Relatively stable emission rates have continued. The apparent decrease since the last quarter is a result of an additional reporting period in Quarter 4. London Rail is looking at how energy use can be reduced but, with a significant increase in services and rolling stock later this year, this will be a significant challenge. London Rail's aim is to establish the current baseline performance and then set improvement targets.

|  | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|--|------------|------------|------------|
| Total CO <sub>2</sub> (Tonnes)               | 12,628     | 16,562     | 12,726     |
| Normalised CO <sub>2</sub> (g/passengers km) | 55.18      | 60.50      | 60.1       |

## **Waste Management**

- 5.2 The approach to waste management continues to develop with good performance against the general trends for the sector. On customer produced wastes, which the waste contractors pick up during station and rolling stock cleaning, LOROL and Serco increased levels of recycling. The waste reuse from offices is also improving.
- 5.3 As mentioned earlier in the report, the next quarter will see the start of construction for new offices at the London Tramlink depot. Part of these works will ensure that waste management at the depot is reviewed and that new, organised facilities are put in place.
- 5.4 The new bins and the on-train rubbish collection, and other initiatives at the depots and the LOROL head office, have resulted in a massive increase in recycling on the Overground. The percentage of commercial waste recycled increased from three per cent in 2008/09 to 49 per cent in 2009/10. LOROL has set a target of recycling 60 per cent of station waste by December 2012. At the end of Quarter 1, the figure was just over 41 per cent.
- 5.5 At the end of Quarter 1, Serco had increased the total amount of commercial waste recycled from 31 per cent in the previous year to 35 per cent. The target is to reduce waste to landfill by five per cent. By far the greatest quantity of recycled waste is paper – and in the last quarter almost 47 tonnes was recycled.
- 5.6 The most significant construction phase of the East London Line Project is now complete. The main works contractor has continued to achieve very low levels of waste to landfill. Against a target of 80 per cent, Birse Metro has recycled 96 per cent of demolition waste and 97 per cent of all waste removed from site has been recycled (over 9,300 tonnes).

## **6 MAJOR INCIDENTS**

- 6.1 There were no major incidents in the quarter.

## CROSSRAIL QUARTERLY SAFETY, HEALTH AND ENVIRONMENT REPORT

### 1 SUMMARY

#### What went well

- 1.1 The Occupational Health Steering Group was established involving representatives from the pre-approved occupational health providers, TfL and the Programme Delivery Partner. On the recommendation of the Steering Group, Crossrail (CRL) has adopted the Construction Better Health Standards for occupational health surveillance.
- 1.2 Following a sustained campaign, reporting of near miss reports has improved enabling investigations to be completed, lessons to be learnt and corrective action implemented.
- 1.3 The key performance indicator module of RIVO (a web-based modular software) went “live” enabling contractors to record their monitoring data direct into the database from site.
- 1.4 An Environmental Management System management review (EMR) took place in April 2010. The review demonstrated that good progress is being made in all objectives with targets proceeding to plan.
- 1.5 An environmental staff awareness campaign was completed with good attendance across all topic areas. Further sessions were held in June 2010. The environmental training plan for specific responsibilities is progressing well with the completion of client project manager and facilities training.
- 1.6 Good progress has been made in relation to activities with partner organisations. Business support activities were undertaken with Network Rail to ensure its Environment Management System (EMS) is aligned with CRL’s to deliver the EMR. An audit of Crossrail Central’s EMS was undertaken. The allocation of responsibilities for compliance with the EMR between CRL and Canary Wharf Group was completed.

#### Areas for improvement

- 1.7 An onsite review of the CRL behavioural safety programme “Target Zero, A State of Mind” identified that the principles of the programme are not being clearly communicated to the workforce. A 12 week action plan to address this is being implemented.
- 1.8 Further work will be undertaken on preparing environmental information for external publication. Environmental fact sheets and a detailed document on environmental requirements (which will form volume 2 of the Health, Safety

## **Significant plans for the next quarter**

- 1.9 The leadership in action workshops for supervisors and managers will be finalised and launched.
- 1.10 A series of hazard identification workshops to develop further the CRL strategic risk register will be conducted.
- 1.11 The Health, Safety and Environment Standard, Contractors and Industry Partners and details of Construction Better Health standards and Target Zero – A State of Mind, will be updated.
- 1.12 The occupational health standard will be implemented including the Construction Better Health requirements.
- 1.13 A workshop on environmental objectives and targets will be held, involving programme partners and other major projects.
- 1.14 An environmental vision and charter will be developed to provide the basis for environmental communications in the programme.

## **2 PROGRESS AGAINST HEALTH AND SAFETY PLAN**

- 2.1 Good progress is being made on the implementation of the action plans developed to achieve the objectives contained within the annual Health and Safety Improvement Plan. Progress on one of the actions is slightly behind schedule but action has been taken to address this.

## **3 STATUS OF HEALTH AND SAFETY MANAGEMENT SYSTEM**

- 3.1 The first Health, Safety and Security Management system review meeting took place, with some minor recommendations for improvement made.

## **4 HEALTH AND SAFETY PERFORMANCE**

### **Health**

- 4.1 There were 436 working days lost due to sickness absence in Quarter 1 which represents an average of 1.49 days per employee. The top two categories of sickness absence in the Quarter 1 were 'other' and mental health.

| Days lost        | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|------------------|------------|------------|------------|
| Sickness absence | 436        | 382        | 323        |
| Average/employee | 1.49       | 1.34       | 1.40       |

## Safety

4.2 There were no employee major injuries in CRL in Quarter 1.

|                         | Q1 2010/11 | Q4 2009/10 | Q12009/10 |
|-------------------------|------------|------------|-----------|
| Employee major injuries | 0          | 0          | 0         |
| Rate/1000 employees     | 0          | 0          | 0         |

4.3 There were two contractor major injuries in Quarter 1. For comparison there were none in the previous quarter and none in the same quarter last year.

|                                | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|--------------------------------|------------|------------|------------|
| Contractor major injuries      | 2          | 0          | 0          |
| Rate/1000 contractor employees | 1.16       | 0          | 0          |

To avoid duplication, London Underground's major injuries associated with the Crossrail Programme are not included.

4.4 There were no physical and verbal assaults to employees in Quarter 1. For comparison, there were none in the previous quarter and none in the same quarter last year.

## 5 ENVIRONMENT PERFORMANCE

### Carbon and Energy Management

| Construction activities            | Quarter 1 2010/11 |
|------------------------------------|-------------------|
| Site electricity consumption (kWh) | 15,937            |
| Site fuel consumption (litres)     | 28,066            |
| Total CO <sub>2</sub> (tonnes)     | 84                |

| Office activities                    | Quarter 1 2010/11 |
|--------------------------------------|-------------------|
| Office electricity consumption (kWh) | 423,033           |
| Total CO <sub>2</sub> (tonnes)       | 227               |

5.1 Crossrail has now initiated quarterly reporting in relation to construction activities. The main sources of energy use on site were electricity and diesel and there was also some use of gasoil for site offices. Electricity use for site works was minimal due to only a small number of sites using mains power. Mains power was used at Tottenham Court Road and Paddington Integrated Project, although due to restrictions with collecting meter readings the data was not available for this quarter.

5.2 During the quarter, CRL's office electricity consumption in the offices at Canada

Square was 423,033kWh. The energy consumption data for the two floors occupied at Pier Walk is included in the TfL Head Office report, because sub-metering for the building is not available. There are plans for sub-metering to be introduced within the building to enable energy consumption records to be reported separately.

### **Recycling and Waste Management**

5.3 Data for construction and demolition waste is provided for the first time this quarter.

| <b>Construction Activities</b>                                      | <b>Quarter 1 2010/11</b> |
|---|--------------------------|
| Construction and Demolition Waste (tonnes)                          | 1,272                    |
| Construction and Demolition Waste Recovered (tonnes)                | 1,095                    |
| Construction and Demolition Waste Recovered this quarter (per cent) | 86                       |
| Cumulative Construction and Demolition Waste Recovered (per cent)   | 92                       |

5.4 Site activities for the quarter were focussed on demolition. CRL has set a target to recover at least 90 per cent of Construction and Demolition waste and aiming for 95 per cent. This target is consistent with the TfL group-wide target. 1,272 tonnes of Construction and Demolition waste were recorded over the quarter and 86 per cent of this was recovered. The cumulative Construction and Demolition waste recovery rate for CRL is 92 per cent.

5.5 The majority of the Construction and Demolition waste for the quarter resulted from demolition at Bond Street and Tottenham Court Road (only data for April and May was available for inclusion in this report). During this time, internal strip-out was being undertaken that is more difficult to reuse or recycle which is why the target was not achieved.

### **Site Inspections**

5.6 During the quarter, CRL planned and carried out 19 environmental site inspections; these inspections identified four non-conformances, 50 observations and six areas of good practice.

## **6 MAJOR INCIDENTS**

6.1 There were no major incidents in Quarter 1.

## CORPORATE DIRECTORATES QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

### 1 SUMMARY

#### What went well

- 1.1 Work continued to take forward the Group HSE deliverable to improve further sickness absence. Support was provided in revising existing 'fit note' guidance to line managers and information arising from the Quarter 4 wellbeing event was shared with TfL Occupational Health.
- 1.2 As part of preliminary work ahead of construction of the gate line at London Underground's Olympic gateway, Stratford Station, a pre-construction health and safety plan, safety arrangements across the supply chain, organisation charts and competencies, audit plans and a design risk assessment have been prepared.
- 1.3 A training needs analysis was completed with Prestige senior managers and project managers to confirm HSE competency requirements prior to the start of the Future Ticketing Agreement.
- 1.4 Following the successful Combined Heat and Power accreditation of the plant at Palestra, Group Property and Facilities has secured £20,000 of Climate Change Levy (CCL) rebates, along with significant CCL exemptions on future gas consumption, worth an additional £20,000 per annum.
- 1.5 Group Property and Facilities has awarded the catering contract for Head Office canteens to Baxter Storey who was the applicant with the strongest environmental credentials. The contract contains a number of sustainability criteria, including: a move to fully recyclable or biodegradable packaging, strong sustainable sourcing requirements and monitored key performance indicators with financial penalties for under-performance or non-compliance.

#### Areas for improvement

- 1.6 There is a need to align available HSE training for managers in the Corporate Directorates with the requirements of the TfL Group HSE Competency Framework. An improved approach to training will be developed and implemented during 2010/11.

#### Significant plans for the next quarter

- 1.7 Group HSE and TfL Occupational Health will analyse Corporate Directorate sickness absence patterns to identify ways in which management of sickness absence can be improved.
- 1.8 Further work will take place to review and update the Corporate HSEMS to take account of organisational change.

- 1.9 A cross-modal review of procurement pre-qualification questionnaires (PQQs) will be completed and work completed with Group Procurement to ensure the analysis of HSE-related risk is strengthened.
- 1.10 Prestige PFI Senior managers and project managers will attend Construction Design Management training under an existing TfL Surface Transport call-off contract.
- 1.11 A joint TfL-Cubic Transportation Systems review will be undertaken of the existing LU customer station assistant training requirements as it relates to the operation of Prestige PFI assets.
- 1.12 Group Property and Facilities is currently finalising an agreement with EDF for the sale of surplus electricity generated by the combined heat and power plant at Palestra. Electricity generated outside peak demand hours will be sold to EDF, along with the relevant levy exemption certificates. The contract is worth £30,000 per annum to TfL and should be finalised within the coming quarter.
- 1.13 Group Property and Facilities will focus on measures to meet TfL's commitment to the 10:10 campaign. A launch of an engagement campaign and energy audits of the offices pledged to meet the campaign target are planned.

## **2 PROGRESS AGAINST HSE PLAN**

- 2.1 Corporate Directorate HSE Management System.
  - (a) Improved joint working arrangements with Group Procurement now allow sharing of procurement strategies and enable timely HSE intervention and support. Existing HSE-specific questions within PQQs will be reviewed and strengthened as necessary.
  - (b) Agreement was reached with Group HR on HSE input during the planning and implementation stages of organisational change. HR Business Partners will be issuing HSE guidance to business sponsors of change as part of advice given out during the process.
- 2.2 Specific areas of risk:
  - (a) work within HR and Group Facilities on home and neighbourhood working continues;
  - (b) the scale of private car use on company business within Corporate Directorates has been reviewed. New guidance will be issued for the benefit of managers who approve mileage claims; and
  - (c) work continues with the London Fire Brigade and LU to reach agreement on fire risk assessment requirements for travel information centres sited within stations.

### **3 STATUS OF HSE MANAGEMENT SYSTEM(S)**

- 3.1 A management review of the Group HSEMS has been completed. In the light of this and organisational changes in the Corporate Directorates, the Corporate Directorates HSEMS requires updating, and this will be completed during Quarter 3, 2010/11.

### **4 HEALTH AND SAFETY PERFORMANCE**

#### **Health**

- 4.1 There were 3,982 working days lost to sickness absence in Quarter 1, representing an average of 1.6 days per employee. For comparison, in the previous quarter there was 3,792 days lost equating to 1.8 days absence per employee and in the same quarter last year there was 3,848 days lost, equating to 1.7 days absence per employee. The top three categories of sickness absence in Quarter 1 were, gastrointestinal, coughs and colds and musculoskeletal disorders.

| Days lost         | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|-------------------|------------|------------|------------|
| Sickness absence  | 3,982      | 3,792      | 3,848      |
| Average/employees | 1.6        | 1.8        | 1.7        |

#### **Safety**

- 4.2 There were no accidental customer major injuries and no physical assaults on employees during Quarter 1, however, there was one employee major accidental injury. For comparison, there were no accidental customer injuries, physical assaults or employee major injuries during the previous quarter or during the same quarter last year. The Corporate Directorates consists mainly of non-operational staff. Periodic workplace assessments and the implementation of adequate controls help maintain a low risk environment.
- 4.3 The reported employee accidental injury occurred in March 2010 and generated an over-three day sickness absence under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 during the quarter.

### **5 ENVIRONMENT PERFORMANCE**

#### **Carbon Emissions**

- 5.1 The target for CO<sub>2</sub> emissions in head office buildings was met this quarter. Emissions were three per cent below the target for Quarter 1 and broadly in line with 2008/09 emissions. Under the RE:FIT programme (previously known as the Building Efficiency Efficient programme), ongoing property care works and the environmental improvement programme are all contributing to efficiency improvement works across the head office estate.

| CO <sub>2</sub> kg/m <sup>2</sup> | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|-----------------------------------|------------|------------|------------|
| Target                            | 30.5       | 40.4       | 31.4       |
| Emissions                         | 29.6       | 42.2       | 29.1       |

### Water Consumption

- 5.2 The water consumption target for Quarter 1 for the head office buildings was met. Consumption now stands at 1.48m<sup>3</sup>/person, which is 10 per cent lower than the target level and four per cent down on 2008/09 consumption. The continued roll-out of water saving devices at TfL's head offices and an internal environmental awareness campaign are helping to reduce consumption.

| Water use (m <sup>3</sup> /person) | Q1 2010/11 | Q4 2009/10 | Q1 2009/10 |
|------------------------------------|------------|------------|------------|
| Target                             | 1.65       | 1.44       | 1.74       |
| Performance                        | 1.48       | 1.59       | 1.54       |

## 6 MAJOR INCIDENTS

- 6.1 There were no major incidents in the quarter.

## APPENDIX 6

### QUARTER 1 2010/11 HEALTH AND SAFETY - DATA SUMMARY\*

LU – London Underground; ST – Surface Transport; LR – London Rail;  
 CD – Corporate Directorates; CRL – Crossrail; DLR – Docklands Light Railway;  
 LOROL – London Overground.  
 n/a - not available

#### Health

|     | Sickness absence days lost |               |              | Average days lost/employee |               |               |
|-----|----------------------------|---------------|--------------|----------------------------|---------------|---------------|
|     | Q1<br>2010/11              | Q4<br>2009/10 | Q1<br>200/10 | Q1<br>2010/11              | Q4<br>2009/10 | Q1<br>2009/10 |
| LU  | 37,161                     | 29,981        | 29,633       | 2.1                        | 2.3           | 2.3           |
| ST  | 7,254                      | 6,860         | 9,599        | 2.1                        | 1.9           | 2.4           |
| LR  | 108                        | 168           | 164          | 0.5                        | 0.8           | 0.71          |
| CRL | 436                        | 382           | 323          | 1.5                        | 1.3           | 1.4           |
| CD  | 3,982                      | 3,792         | 3,848        | 1.6                        | 1.8           | 1.7           |

#### Employee major injuries

|     | Employee major injuries |               |              | Rate/1000 employees |               |               |
|-----|-------------------------|---------------|--------------|---------------------|---------------|---------------|
|     | Q1<br>2010/11           | Q4<br>2009/10 | Q1<br>200/10 | Q1<br>2010/11       | Q4<br>2009/10 | Q1<br>2009/10 |
| LU* | 2                       | 0             | 2            | 0.11                | 0             | 0.14          |
| ST  | 2                       | 0             | 3            | 0.51                | 0             | 0.65          |
| LR  | 0                       | 0             | 0            | 0                   | 0             | 0             |
| CRL | 0                       | 0             | 0            | 0                   | 0             | 0             |
| CD  | 0                       | 0             | 0            | 0                   | 0             | 0             |

#### Employee assaults (Total)

|     | Employee assaults |               |              | Rate/1000 employees |               |               |
|-----|-------------------|---------------|--------------|---------------------|---------------|---------------|
|     | Q1<br>2010/11     | Q4<br>2009/10 | Q1<br>200/10 | Q1<br>2010/11       | Q4<br>2009/10 | Q1<br>2009/10 |
| LU* | 303               | 348           | 249          | 26.31               | 31.55         | 22.41         |
| ST  | 24                | 31            | 48           | 6.15                | 8.74          | 11.88         |
| LR  | 0                 | 0             | 0            | 0                   | 0             | 0             |
| CRL | 0                 | 0             | 0            | 0                   | 0             | 0             |
| CD  | 0                 | 0             | 0            | 0                   | 0             | 0             |

### Customer Major Injuries

| Customer major injuries |               |               |              | Rate/10 <sup>6</sup> customer journeys |               |               |
|-------------------------|---------------|---------------|--------------|--|---------------|---------------|
|                         | Q1<br>2010/11 | Q4<br>2009/10 | Q1<br>200/10 | Q1<br>2010/11                          | Q4<br>2009/10 | Q1<br>2009/10 |
| LU                      | 35            | 31            | 29           | 0.13                                   | 0.12          | 0.11          |
| ST                      | 204           | 192           | 223          | 0.38                                   | 0.29          | 0.39          |
| DLR                     | 1             | 2             | 0            | 0.06                                   | 0.10          | 0             |
| LOROL                   | 0             | 2             | 0            | 0                                      | 0.18          | 0             |
| TRAM                    | 0             | 1             | 0            | 0                                      | 0.12          | 0             |

### Contractor Staff Assaults (Total)

| Contractor staff assaults |               |               |              | Rate/1000 staff |               |               |
|---------------------------|---------------|---------------|--------------|-----------------|---------------|---------------|
|                           | Q1<br>2010/11 | Q4<br>2009/10 | Q1<br>200/10 | Q1<br>2010/11   | Q4<br>2009/10 | Q1<br>2009/10 |
| BUSES                     | 104           | 75            | 115          | n/a             | n/a           | n/a           |
| LOROL                     | 18            | 18            | 10           | 16              | 16            | 11.70         |
| DLR                       | 35            | 39            | 15           | 56              | 58            | 24            |
| TOL                       | 16            | 13            | 15           | 99              | 80            | 93            |