



Our work to ensure a safe, sustainable transport network for London

Safety, health and environment annual report 2023/24



MAYOR OF LONDON



TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

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About this report

Evaluating our work to improve safety, health and environment outcomes in 2023/24

Throughout the report, 'our customers' refers to direct users of our services. 'Our colleagues' includes directly employed staff as well as people working in our supply chain. For both groups, we use data collected directly from our operational businesses.

Some assault data comes from both our own internal reporting systems and from the police. The incidents of people tragically taking their own lives on our public transport network are not included in the data we report on customer injuries.

Unless otherwise stated, 'streets' refers to all of London's roads, including those for which London borough councils are the relevant highway and traffic authorities. 'Our roads' refers to the TfL Road Network, the roads we directly manage.

Where we report safety data for streets, we use data collected by the Metropolitan Police Service (MPS) and the City of London Police, in line with Government requirements. All road safety data is provisional and subject to review and assurance, with the final data published annually in line with Department for Transport (DfT) requirements.

Reporting period

Most data covers the financial year from 1 April 2023 to 31 March 2024. Some data is provisional and is subject to change.



Our report sets out how we are making travel in London safer



Commissioner's foreword

Working to make London safer, healthier and greener

As Commissioner of Transport for London (TfL), I know that safe, reliable and sustainable transport is the absolute foundation of the service that we provide to London. It's what our customers expect and it's what my colleagues and I are proud to deliver.

In the last year we have implemented a wide range of programmes to make travel safer for our customers, our colleagues and for road users across London.

Alongside this, our positive impacts on London's environment and our response to the challenges of climate change are all core to the work we do, both directly as an organisation and through our collaboration with other members of the Greater London Authority (GLA) family and London's boroughs. Responding to these challenges is central to my vision of TfL as a strong, green heartbeat for London.

I can make no apology for being ambitious for London and the role of TfL in meeting the city's needs. Although we have made progress, we must continue to challenge ourselves to do better, and we have set ourselves highly ambitious targets.

'We have implemented a wide range of programmes to make travel safer for our customers, our colleagues and for road users'

It is essential that we keep a focus across the whole organisation on our safety, health and environment (SHE) performance and what we are delivering to make London safer, healthier and greener. We must continue to develop, innovate and learn. I'm therefore very pleased to introduce this report which sets out exactly how we have worked towards this in the last financial year.

Andy Lord
Commissioner, Transport for London

Chief Safety, Health and Environment Officer's foreword

Delivering strategies to achieve our ambitious targets

The Mayor and TfL have set out challenging ambitions to improve our safety, health and environmental performance on behalf of our customers, our colleagues and of London. We have set ourselves demanding targets to make demonstrable progress by 2030 and work towards our 2041 outcomes set out in the Mayor's Transport Strategy.

While these objectives are extremely stretching, they are central to the long-term sustainability of the city and to making London a safe, secure, accessible, inclusive, green, clean and attractive city in which everyone can thrive.

As I look back on the last year, I am pleased with much that we have achieved. This includes a seven per cent reduction in fatal and serious customer injuries compared to 2022/23 and, by the end of 2023, the lowest number of road fatalities recorded outside of the pandemic lockdown year (2021).

Although this is welcome progress, we are falling short in some areas. Too many lives continue to be changed or lost among people using transport in London. We must learn from these incidents and take all possible steps to prevent recurrence.

In last year's report, we described how we were transitioning away from being a city emerging from the pandemic. We set out longer-term objectives for improving our resilience to climate change and our stewardship of London's environment.

In the year since, we have continued to move forward in achieving our strategies and examples are included in this report.

Most significantly among our environmental initiatives has been the expansion of the Ultra Low Emission Zone (ULEZ). Monitoring shows that there are already measurable improvements to the London's air quality, to the benefit of everyone.

While I am pleased that we have made progress in the last year, there is no room for complacency. We must continue to deliver, adapt and innovate so that we play our part in making London better for all.



Lilli Matson
Chief Safety, Health and Environment Officer



Key events from 2023/24

Some of our milestones and highlights from the past year



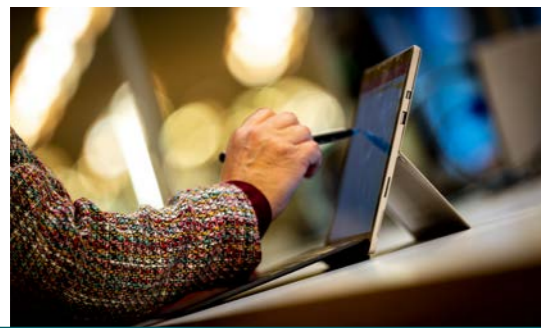
April 2023

Launched a third cohort of Reset Health, supporting colleagues with diabetes, pre-diabetes or obesity



May 2023

Awarded Zest a contract for 39 new electric vehicle charging bays across 24 locations by the end of 2024



June 2023

Completed a three-year project to update our online system to support colleagues with SHE compliance



July 2023

Extended the ULEZ scrappage scheme to make financial support available to even more Londoners



August 2023

Expanded ULEZ London-wide, ensuring five million more Londoners can breathe cleaner air



September 2023

Held a summit to highlight initiatives we have delivered towards our Vision Zero road safety action plan



October 2023

Worked with stakeholders to look at opportunities to address inequalities in exposure to road danger



November 2023

Launched a campaign as part of our road safety initiatives to encourage drivers to comply with speed limits



December 2023

Awarded Outstanding Occupational Health Team 2023 by the Society of Occupational Medicine



January 2024

Made body-worn video cameras part of our essential kit for frontline customer-facing colleagues



February 2024

Celebrated our suppliers' safety and environmental initiatives at our Zero Harm Conference and Awards



March 2024

Published our Green Infrastructure and Biodiversity Plan, setting out our plans for a greener, healthier city



Our performance

Our progress towards achieving the long-term goals of the Mayor's Transport Strategy

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We set ourselves stretching targets for our safety performance

Our scorecard

We use our performance scorecard to hold ourselves accountable on a range of measures

Measure	2023/24 standard target	2023/24 actual
People killed or seriously injured in road traffic collisions	3,541	3,722
People killed or seriously injured in or by a London Bus	225	275
Customers killed or seriously injured	201	204
Colleagues killed or seriously injured	22	18*

■ Floor target achieved
 ■ Not achieved

* This measure is automatically not achieved due to a colleague fatality

Performance summary

We are making progress in improving safety for transport and road users but we must do more

Safety continues to be our top priority. This year, we saw a seven per cent reduction in customers killed or seriously injured compared to 2022/23. Although this was an improved result, 196 customers were seriously injured and tragically, eight were killed, meaning we just missed our standard target but achieved our floor target.

In 2023/24, we recorded 17 serious injuries to our colleagues delivering TfL services. In addition, very sadly, a subcontractor to one of our suppliers was killed in a road traffic collision while working. Therefore, while numerically this target was met and 22 per cent lower than last year, it is automatically recorded as not achieved.

In 2023, 95 people were killed on London's roads, which was the lowest number ever recorded outside of the pandemic year 2021. In addition, 3,615 serious injuries

were experienced (revised from the 3,614 published in our press release as a result of a late reported serious injury). Together this achieved our floor target but not our standard target. We work closely with our partners, London Councils (representing the London boroughs and the City of London, who manage 95 per cent of London's roads) and the Metropolitan Police Service, to progress towards our joint Vision Zero ambition of eliminating all deaths and serious injuries on our network by 2041.

Overall, the number of people killed or seriously injured on streets in 2023 are 30 per cent and 24 per cent, respectively, lower than in the baseline period of 2010-14. This demonstrates that while London has made positive progress, there is continued need for focus by all partners on our Vision Zero ambitions.

30%

reduction in road users killed on London streets in 2023 compared to 2010-14 baseline

24%

reduction in road users seriously injured in 2023 compared to 2010-14 baseline



We are delivering year-on-year improvements in performance



Safety

Our continuing work towards improving safety for our customers and our colleagues

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Keeping our roads safe

We are challenging ourselves to accelerate the reduction of deaths and injuries on our roads

Every death or serious injury on our streets is devastating, bringing heartache and tragedy to all those involved. Vision Zero challenges us to think differently about the safety of our streets and how we design our road system.

Our stretching target is to reduce the number of people killed or seriously injured on London’s roads by 70 per cent by 2030 compared to our 2010-14 baseline.

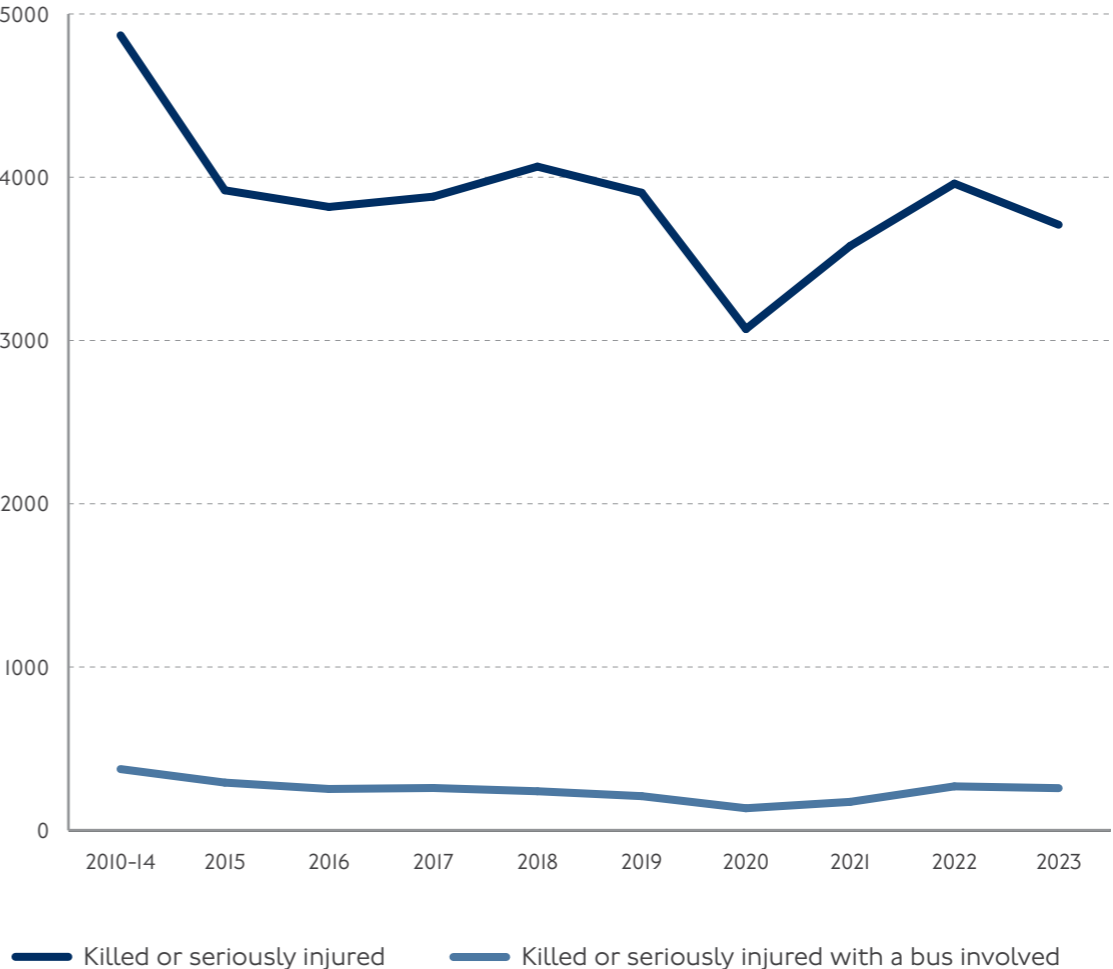
Our provisional 2023 data shows a 24 per cent reduction in the number of people killed or seriously injured against the 2010-14 baseline, and a six per cent reduction compared to 2022. While London is outperforming other UK regions, we are not yet on track to meet our long term target and we need to accelerate the rate of reduction.

To address this challenge, we are implementing an evidence-led programme of activity, delivered through a safe system approach.

The number of people killed or seriously injured in collisions involving London buses in 2023 was 31 per cent lower than our 2010-14 baseline, compared to an overall reduction across all transport modes of 24 per cent. Our new Bus Safety Strategy, launched in autumn 2023, provides continued focus on our ambitious commitments to improve bus safety.

Our continued commitment to Vision Zero was recognised in December 2023 at the Prince Michael International Road Safety Awards. We received four awards for London’s Direct Vision Standard, our Bus Safety Standard, fitting intelligent speed assistance on our support vehicles and for See.Sense2 for its Proof of Concept for Vision Zero. We were also awarded the 2023 Premier Award at the ceremony for impressive investment and commitment to our Vision Zero ambition.

People killed or seriously injured on London’s roads (annual totals since 2010-14 baseline)



Tackling speed

The most significant cause of road danger

Speed is the single most important factor in the likelihood and severity of a collision, with half of all fatalities on London's roads having speed as a factor. Roads policing and effective enforcement of speed limits is critical to preventing this devastating road death and harm.

As part of London's Vision Zero plan, TfL and the police agreed to work together to build capacity to enforce up to one million speeding offences per year by the end of 2024/25. Our shared aim is that this level of enforcement will provide a more effective deterrent to speeding and improve compliance with speed limits.

In 2023/24, the police enforced over 800,000 speeding offences through a combination of on-street policing and safety cameras. This is five times higher than the number of offences enforced before the Vision Zero plan was first launched.



Lowering speed limits

Research¹ has demonstrated that lowering speed limits delivers positive safety benefits with little to no impact on overall journey times.

We completed the second phase of our safe speeds programme in March 2024. We have now delivered 20mph speed limits on 264km of our roads, meeting the commitment made in the Vision Zero action plan progress report ahead of target. There is now a 20mph speed limit on 52 per cent of London's roads.

In December 2023, we completed our largest speed limit reduction to date, which included 73km of our roads. The

speed limit was reduced to 30mph on A4180 Ruislip Road in Ealing, and a 20mph speed limit was introduced on some roads in Greenwich, Lewisham, Wandsworth and Merton, as well as all remaining routes on our roads in Southwark and Lambeth. In March 2024, we reduced the speed limit on a further 34km of roads in Greenwich, Merton, Newham, Richmond, Sutton and Wandsworth.

In February 2024, we began work to introduce a 20mph speed limit on the A117 in Newham and the Woolwich Ferry Approach Road in Greenwich.

¹ Source: Road safety performance, TfL Safety, Sustainability and Human Resource panel, September 2023

Educating road users on the dangers

In July 2023, we launched an educational campaign to explain to road users why we are lowering speed limits to 20mph on our roads, highlighting the positive outcomes the programme has already achieved.

Evaluation of this campaign has indicated that 47 per cent of Londoners claimed to have changed their travel behaviour as a result. The latest tracker data is showing positive results with 65 per cent agreeing 'I need to think more about how fast I am driving on the road'.

We have also targeted localised communications to inform residents and businesses of speed limit changes in their area.



Making junctions safer

Since April 2017, we have been working to improve safety at junctions for people walking, cycling and riding motorcycles. To date the Safer Junctions programme has delivered improvements at 45 of the 73 junctions identified as being the highest risk, most recently the junction of Holloway Road and Drayton Park junction in Islington.

Design work is continuing for the remaining 28 locations, with improvements implemented under experimental orders at several locations.

Following consultation, construction is due to start in autumn 2024 on improvements at the north and

south sides of Battersea Bridge, including new pedestrian crossings, bus lanes, cycle signals and a section of protected cycle track. This will complement improvements made in 2021.

In January 2024, we started engagement on improvements at Seven Sisters Road/Woodberry Grove and the Holland Park roundabout, which is part of the next phase of the Cycleway 34 scheme. We have committed to public engagement on potential changes to 10 locations by the end of 2024, and have achieved this at six locations.



Road Safety Local Schemes programme

Design work has continued on a further 40 schemes across London at locations where we have identified road safety concerns. Detailed design started in January 2024 for road danger reduction improvements at the junction of King's Cross Road and Pentonville Road. We have completed construction at five locations so far in 2023/24, including:

- A10 Edmonton County School, improving entrance and exit movements
- A4 Bath Road by the Compass Centre, improving a pedestrian crossing and reducing the speed limit from 50mph to 40mph
- The junction of A205 and Lancaster Avenue, improving a pedestrian crossing
- Grosvenor Place in Westminster, installing a new pedestrian crossing
- Palatine Road in Hackney, improving a pedestrian crossing

Making London's streets healthier and safer

The Healthy Streets Local Schemes programme delivered new and improved crossings at four locations in 2023/24: A23 Kennington Road/Kennington Lane, A24 Clapham Common South Side junction with Cavendish Road, A503 Camden Road and A205 Brownhill Road/Torridon Road.

Pre-construction enabling work began at Lambeth Bridge in November 2023, with construction due to take place in 2024/25. The project will see the roundabouts at either end of the bridge replaced with signalised junctions and dedicated cycle facilities. The project also involves the provision of hostile vehicle mitigation on the bridge as well as essential structural maintenance and renewal work.



Connecting more Londoners with the Cycleway network

In June 2023, we published our Cycling Action Plan 2. The plan highlights the potential of cycling and sets out a comprehensive delivery plan to broaden the appeal of cycling to a wider range of Londoners, including those groups currently under-represented.

Road danger remains the primary barrier to cycling across all groups but disproportionately affects some under-represented groups, including women. Expanding the Cycleway network and reducing the dominance of motorised traffic is essential for cycling to become an attractive option for all Londoners.

We have set an ambitious new target for 40 per cent of Londoners to live within 400 metres of the strategic cycle network by 2030. We have made good progress in 2023/24, launching 20 new Cycleway routes, connecting over 600,000 Londoners to the network.

Working with London borough councils, we have quadrupled the network from 90km in 2016 to over 360km by March 2024. As of March 2024, a quarter of Londoners lived within 400 metres of the network.

Our plan to make buses safer

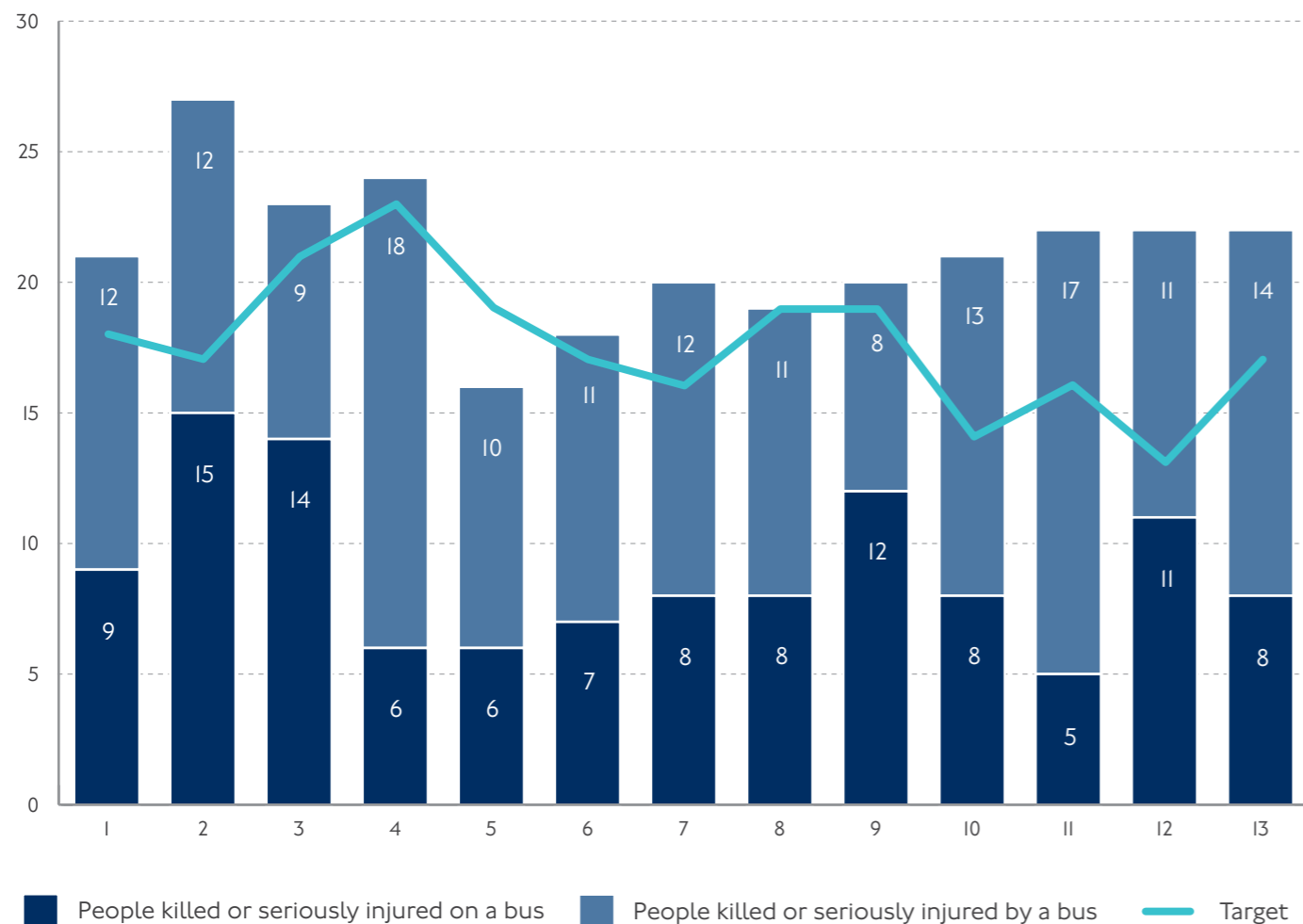
In September 2023, we published our new Bus Safety Strategy. This sets out actions we will take to eliminate fatalities involving a bus by 2030 and serious injuries by 2041. The strategy identifies our safety priorities, what we and bus operators are doing and what more needs to be done to ensure that buses remain the safest way to travel on London's roads.

Commitments include continuing our trial of fatigue detection technology on buses, and working with the London Fire Brigade

and other stakeholders to identify measures to tackle the risks posed by bus fires.

We launched a Bus Safety Innovation Challenge in July 2023 focused on reducing slips, trips and falls, which are the main cause of injuries to bus customers. We are working with operators and suppliers to trial innovations such as audible safety messaging, new lighting positions, and the 'ding ding' sound from original Routemaster buses indicating the bus is about to depart.

People killed or seriously injured on or by a London bus in 2023/24 (total per period)



Setting new standards in bus design

More than 1,500 of our buses now meet our Bus Safety Standard. This number will increase as older vehicles are replaced with new zero-emission buses. In addition, we are continuing to retrofit safety technologies to the existing fleet.

Around 4,000 buses now have intelligent speed assistance, which uses GPS and geo-mapping to ensure the vehicle speed is within the speed limit. We have also fitted 1,460 buses with an acoustic vehicle alerting system, which alerts other road users to the presence of quieter electric buses. We are currently upgrading this to a new system that adjusts the sound levels to the environment, increasing the volume in busy areas and lowering in quiet areas.

4,000
buses fitted with intelligent speed assistance

We have also fitted 1,506 buses with a camera monitoring system that replaces wing mirrors to reduce blind spots and improve the driver's field of vision.

Direct Vision Standard

In 2019, the Mayor launched the world leading Direct Vision Standard (DVS) and Heavy Goods Vehicle (HGV) safety permit scheme, tackling road danger by eliminating HGV blind spots.

Initial analysis shows a 35 per cent reduction in the number of people killed or seriously injured by an HGV when walking, cycling and motorcycling in 2023/24, compared to the pre-pandemic average. If we focus solely on the number of people killed, the reduction is 62 per cent.

This year, we achieved formal approval for our new Progressive Safe System. This raises the minimum DVS standard to three stars and sets new requirements for HGVs rated zero, one and two stars from 28 October 2024. We have confirmed a grace period to give operators time to ensure their vehicles comply with the new requirements.

Throughout autumn and winter 2023, our focus has been on supporting the road haulage sector to be ready for the new requirements. The first safety permits that incorporate the new Progressive Safe System will be issued from the end of June 2024.



We have made significant improvements to HGV safety in London



We are improving road safety through our supply chain

Fleet Operator Recognition Scheme

The Fleet Operator Recognition Scheme (FORS) is a voluntary accreditation scheme for operators to demonstrate best practice in safety, efficiency and environmental protection.

As part of this initiative, we deliver a safe urban driving training course for HGV drivers to increase their awareness of the risks to people walking, cycling and motorcycling. This year 52,522 HGV drivers have attended training.

As part of our commitment to improve road safety through our supply chain, we have updated our procurement rules

so that from April 2024 we will specify FORS Gold level for supplier contracts worth more than £1m, and Silver for those worth less than this.

We have also reviewed and revised the FORS standard, with a new version published in May 2024 for implementation in January 2025. This included new environmental requirements, requiring operators to calculate and record their tailpipe emissions, commencing the transition to using cleaner vehicles, along with some changes to the driver training standards.

The London e-scooter trial

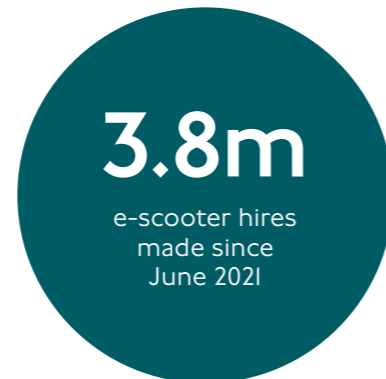
In September 2023, we launched the second phase of our London e-scooter rental trial, working with operators Dott, Lime and Voi. In April 2024, Dott withdrew from the trial due to financial pressures.

The trial will build on previous success by gathering more data to inform policy on rental e-scooters and trialling further innovations, including new technology to improve parking compliance and audible vehicle alerts.

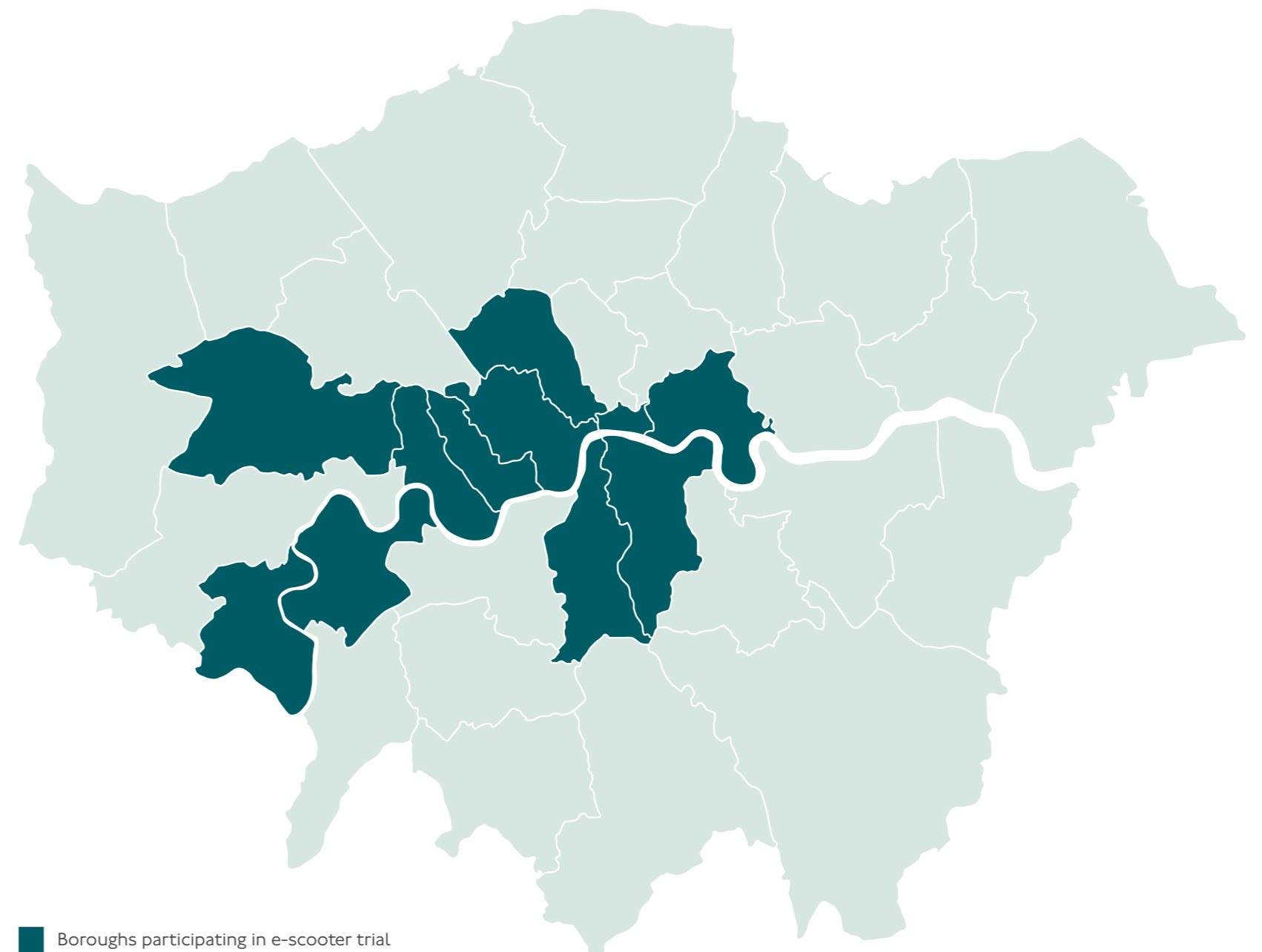
In February 2024, we published a report on our findings from the first phase of the trial (June 2021 to September 2023). The evidence demonstrates that rental e-scooters have good safety records, are space-efficient, are zero-emission, and are managed in a way to minimise clutter on footways. Rental e-scooters can support public transport and active travel by providing an alternative to the private car for short journeys.

We will continue to make the case for the Government to create a new category of low-speed, zero-emission vehicles that would provide for the legalisation of e-scooters.

In November 2023, the Government announced that rental e-scooter trials could be extended by another two years to 31 May 2026.



Boroughs participating in the e-scooter trial



Ten London boroughs are taking part in the trial:

Camden, City of London, Ealing, Hammersmith and Fulham, Kensington and Chelsea, Lambeth, Richmond upon Thames, Southwark, Tower Hamlets and Westminster. (Source: TfL)

Working to improve e-bike rental services

Unlike the e-scooter trial, which allows us to set standards and limit vehicle and operator numbers, but not determine the geography of the scheme, rental e-bike services are unregulated. This means we and the Mayor of London have no control over how these services are run. In most cases, the operators enter into individual agreements with boroughs to manage services.

In partnership with other cities through the Urban Transport Group, we will continue to state the case for cities being given the powers to properly manage rental e-bike services. This would enable us to improve safety, ensure parking is better controlled and improve the customer experience.

In the meantime, we and London Councils are working closely with London borough councils to explore a single approach to managing rental e-bike and e-scooter services, to improve parking and increase the sustainability of these services.



Safety Improvements in our fleet

We are continuing work to make our fleet of cars and vans safer. At the end of 2023/24, 360 of approximately 900 vehicles had intelligent speed assistance fitted and this technology is now required in all new vehicles entering our fleet.

Additionally, all new vehicles entering our fleet must meet a safety standard based on the European New Car Assessment Programme. Vans are required to meet Gold or Platinum standard, while cars are required to achieve five stars, with a minimum 70 per cent Safety Assist and Vulnerable Road User score. We intend to promote this procurement standard more widely to other organisations to improve vehicle safety standards in London.

Taxi and private hire vehicle safety

New licensing requirements came into effect in April 2023 for private hire drivers. Any new applicants for a private hire driver's licence are required to pass an English language speaking and listening test and the safety, equality and regulatory understanding (SERU) requirement assessment. Those who were licensed or applied before April 2023 also need to satisfy these requirements.

In 2020, the Department for Transport set out new safety standards for taxi and private hire vehicles. Although we are already compliant with the majority of these standards, in spring 2023 we consulted on further proposals. Following the consultation, new regulations were made in November 2023, the majority of which come into force in July 2024.





Improving safety for motorcycle delivery riders

While people riding motorcycles account for only 2.7 per cent of the distance travelled by vehicles in London, they make up 26 per cent of those killed or seriously injured. We have been working with the meal and grocery delivery industry and other stakeholders to reduce this number.

In September 2023, we launched our Meal and Grocery Delivery Motorcycle Road Safety Charter, setting out 10 road safety principles. Five of the key companies in the meal and grocery delivery industry have signed up to the charter and committed to making improvements to reduce motorcycle casualties.

Improvements to motorcycle basic training

Current compulsory basic training enables people as young as 17 to ride motorcycles after one day of training and without a theory test. We believe that improving this training has the potential to greatly reduce road danger for everyone.

In July 2023, we wrote to the Government to call for change. The letter was co-signed by stakeholders including road safety charities, motorcycle stakeholder groups and other transport authorities. We will continue to push for action to improve training standards.



Cycle training

We have worked closely with London boroughs to provide cycle training to school children and adults, giving them the skills and confidence to cycle. In 2023/24, more than 30,000 children were trained to Bikeability level 2 along with over 11,000 adults attending cycle training sessions.

Over 15,000 other cycle training sessions also took place, including Balance bike, Learn to ride, Family, Adapted cycle and Dr Bike cycle training.



TfL Travel for Life

Many London schools are making significant progress in shifting pupils' travel habits to walking and cycling. They have been supported for the past 16 years by TfL's education programmes, which relaunched in September 2023 under a new brand, TfL Travel for Life.

TfL Travel for Life brings together several different educational programmes and is delivered in partnership with the London Transport Museum and all London boroughs.

Nearly half of London's 3,313 schools have been accredited, with 617 awarded gold accreditation as a result of achieving a six per cent reduction in car use or over 90 per cent of their children walking and cycling to school. Keeping the same engaging content and adding cohesive branding, an easier online process and a dedicated support team, will help us reach our target of 1,000 gold-accredited schools by the end of the 2024/25 academic year.





Police education and enforcement

We continue to fund and work closely with the Metropolitan Police Roads and Transport Policing Command and the City of London Police to reduce road danger through a wide range of policing activity.

Roads policing teams are deployed across London to deal with criminal and antisocial road user behaviour, focused on priority offences such as speed, mobile phone offences and drink and drug driving. In addition, specialist road safety teams undertake focused engagement and enforcement activity on high-risk road user groups including cyclists, motorcycles and commercial vehicles.

These teams regularly undertake large scale policing operations to tackle key sources of road danger. One example is Operation Drive Insured, which ran between 20-26 November 2023. The operation involved stop sites in key locations and proactive patrols in vehicles equipped with automatic numberplate recognition cameras. Over 400 uninsured vehicles were seized by the police.

Enforcement data is publicly accessible on our website through the Vision Zero enforcement dashboard.

Inequalities report and dashboard publication

Following on from our Inequalities in road danger in London report in April 2023, we have embarked on a programme of engagement with boroughs and stakeholders to discuss the findings.

We have also developed an Inequalities in road danger dashboard, publicly available on our website, where users can interrogate the casualty data.

We will continue to analyse the causes of inequalities in road safety and work with public health and borough stakeholders to help target future road safety programmes.



Victim support partnership trial

In September 2023, we brought together road safety charities, policing partners, the emergency services, London councillors, MPs and London Assembly members for the third Vision Zero summit, five years on from the publication of the Vision Zero action plan.

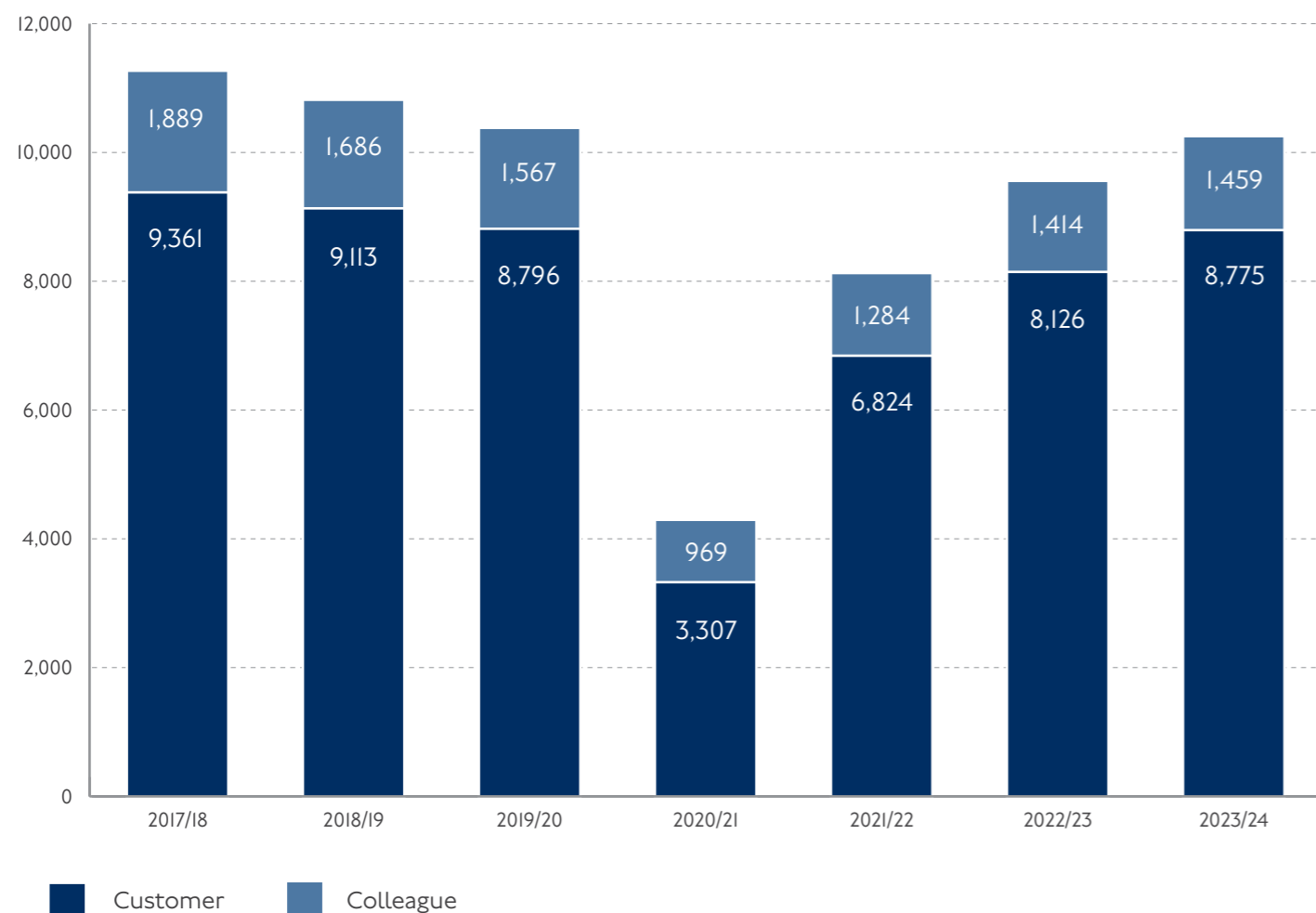
At the summit, we announced a pilot scheme to significantly improve support for victims of the most serious road traffic collisions in London. The service includes support from road safety charities, including caseworkers recruited by Brake and longer-term aftercare support provided by RoadPeace. The service was launched as a one-year pilot scheme in November 2023.

So far, approximately 60 people have been or are currently, in the care of the service. Brake and RoadPeace have reported positive feedback from those supported.

Safer public transport

Tackling the causes of injury to customers travelling on our network

Customer and colleague injuries (all severities) since 2017/18



To achieve the Mayor’s ambition of eliminating all deaths and serious injuries on London’s transport network by 2041, we are prioritising action on those risks that lead to the greatest number of injuries and harm. We are also working to improve controls and operational processes that prevent harm from occurring. We continue to record fewer injuries among customers and colleagues than before the pandemic.

The majority of fatal or serious injuries to customers this year (70 per cent) have been due to slips, trips and falls, including this being a factor in two fatalities. Among other causes, incidents at the platform-train interface and people taken ill make up eight per cent and five per cent respectively.

However, millions of journeys are made safely every day due to the safety policies and procedures in place across our network.

8,775

customer injuries (all severities) reported in 2023/24

1,459

colleague injuries (all severities) reported in 2023/24

204

customers killed or seriously injured on public transport in 2023/24, down 7% on 2022/23

61%

of customer deaths or serious injuries occurred on London Underground (compared to 50% in 2022/23)

28%

of serious injuries or fatalities to customers were on or involving a bus (compared to 40% in 2022/23)

Customer fatalities on our public transport network

We take every incident on our network seriously and we are very sorry to report that there were eight customer fatalities on our public transport services in 2023/24. Six of these occurred on London Underground services, one on London Overground and one on a bus.

Tragically, there were also two fatalities to people not travelling on our services but involving our buses – one at Walthamstow bus station in December 2023, the second at Victoria bus station in January 2024. These fatalities are recorded in our road safety statistics.

These incidents are subject to investigations by relevant bodies, including the Rail Accident Investigation Branch, the Metropolitan Police Service, the British Transport Police and the Office of Rail and Road. We will work closely with these bodies to understand the circumstances and causes of these incidents.

We will review the findings of any investigations and are committed to doing everything we can to prevent incidents recurring.

Two of the six fatalities on London Underground occurred when members of the public gained unauthorised access to the track at Elephant & Castle sidings and near East Acton station. We take trespass on our network very seriously and continue to focus on controls to reduce the likelihood of it happening again.

All fatalities on our public transport network, whether to customers using our services or members of the public, are shocking and incredibly sad. Our thoughts remain with the families and friends of those who have lost their lives in these tragic incidents. As well as taking action to prevent their recurrence, we offer support to families and others involved through outreach and the support of the Sarah Hope Line.

We take every incident on our network very seriously. All incidents are subject to investigations by the relevant bodies. We will review the findings of these investigations and are committed to doing everything we can to prevent them recurring. Our thoughts remain with the families and friends of those who have lost their lives in these tragedies

Colleague fatalities on our network

Tragically, on 15 October, a contractor working on behalf of JC Decaux was fatally injured. While putting up posters in a bus shelter on the A4020 Uxbridge Road, he was hit by a vehicle that had collided with a stationary van. Sadly, he died as a result of his injuries. Our deep sympathies go out to his families and friends.

In June 2023, an inquest was held into the tragic death in 2019 of Christian Tuvi, a self-employed contractor working for Cleshar Contract services. Mr Tuvi was fatally injured when cleaning a moving walkway at Waterloo station. The inquest took place before a jury, who concluded that Mr Tuvi died of an accident and gave a narrative conclusion as to the circumstances of his death.

A prevention of future deaths report was issued by the Coroner to the Department for Transport and the Office of Rail and Road. This report raised concerns regarding the lack of assurance that lessons from the incident had been learnt unless the redesigned improved system of work for cleaners is implemented with appropriate training and leadership in a permanent, sustainable contracting system.

We wrote to the coroner in September 2023 outlining what changes our cleaning contractors had introduced to prevent any future risk. The Office of Rail and Road investigation is ongoing.

Sandilands tram tragedy

On Wednesday 9 November 2016, a tram overturned as it approached the Sandilands stop in Croydon. Seven people were killed and 62 injured, 19 of them seriously. TfL and Tram Operations Limited (TOL) were prosecuted by the Office of Rail and Road for an offence under the Health and Safety at Work Act 1974 in connection with the tragedy. TfL and TOL pleaded guilty at the earliest opportunity and in July we were sentenced. Following a three-day hearing, TfL was fined £10m and TOL was fined £4m.

We will always be truly sorry for what happened and will never forget those who died, nor those who were hurt and impacted by this incredibly tragic incident.

The Commissioner, Chief Safety Health and Environment Officer and Chief Operating Officer were in court for sentencing. We apologised to the families and heard from those who were injured and the families of those who died and the devastating impact the accident has had on their lives. We will always be truly sorry for what happened and the Commissioner subsequently wrote to all families impacted.

After the tragedy, we made significant and sustained safety improvements on the tram network. Nevertheless, following this sentence, we have committed to further actions to improve systemic, organisational and cultural safety at TfL, and further strengthen our strategic safety risk management approach.

Our key focus has been ensuring we have the firm foundations in place to empower our colleagues to manage risk out of our operations as far as reasonably practicable. We will ensure the basic processes, tools, skills and supporting materials are as effective as possible, combined with a growing strength in our SHE culture. This means we will be able to lead, innovate and change as safely and efficiently as possible moving forwards.

The memory of the events of Sandilands continues to serve as a constant reminder of the need to put safety at the heart of everything we do, and our thoughts remain with those involved in the tragedy and their friends and family.

External safety and legal investigations

The Rail Accident Investigation Branch (RAIB) has considered three incidents during the year. The customer fatality at Stratford station on 26 December 2023; the occurrence of two trap-and-drag incidents on the London Underground in spring 2023 at Chalk Farm and Archway stations; and the uncontrolled evacuation of a Northern line train at Clapham Common station on 5 May 2023.

The reports by the RAIB on these last two incidents were published in spring 2024, while the third investigation is ongoing.

We are in the process of responding to the Office of Rail and Road on the recommendations made and working to ensure that actions are implemented as quickly as possible.



Injuries at the platform-train interface

We have been working hard to understand and reduce the risks of injuries at the platform-train interface, such as being caught between the train and the platform or being struck by a train. We are developing a comprehensive, risk-based plan looking at what infrastructure improvements we can deliver. We also have ongoing campaigns encouraging safe behaviour in customers.

Following a successful trial at Willesden Green London Underground station, we are rolling out SMART station technology

to a further five platforms. This is a system designed to better alert station colleagues in the event of an incident.

We are also approaching metros and other rail operators in the UK and worldwide to share and learn approaches to risk management. Mitigations that will have the greatest impact, such as those that physically reduce the gap, are likely to take time to test, develop and implement. In the shorter term, we will continue our focus on customer and colleague behaviours and procedures.

Safety improvements at bus stations

Following the death of a pedestrian at Victoria bus station in August 2021, we initiated a programme to review the design and configuration of crossing points across our bus stations.

In late 2023, we made improvements at Victoria bus station, building new islands with raised kerbs, extending the bus stop platforms with tactile paving for enhanced accessibility, and installing a new footway extension on Terminus Place.

Following the fatality at Walthamstow bus station in December 2023, we have been working with the Health and Safety Executive and have made safety improvements to crossings within the bus station. We will monitor the effectiveness of these measures with plans to make them permanent later this year.

We are also conducting a more holistic review of our bus stations to explore how we can improve their design and layout to make them safe and appealing places for everyone.



Defibrillators on our network

This year, working with the GLA, London Ambulance Service and the NHS, we completed our project to provide defibrillators for public use across the entire London Underground and London Overground network, and other parts of our network.

Access to defibrillators significantly improves the chances of survival for individuals experiencing sudden cardiac arrest, enabling life-saving interventions when every second counts. As well as written instructions, defibrillator cabinets display a QR code which takes you to a video that shows you how to perform CPR and use the defibrillator.

By investing in state-of-the-art defibrillator technology and equipping the public with the necessary information to use them effectively, we set a precedent for other transportation networks worldwide.



Making safety checks easier for colleagues

In 2023/24, we completed the process of digitising operational inspections and checks into our Safety Culture app. This makes it easier for colleagues to carry out checks and report faults. It also makes it easier to monitor checks and ensure that faults and issues identified are being addressed in a timely manner.

Fatigue management programme

In 2023/24, we launched a new initiative to support the health and wellbeing of our night and shift-working colleagues. Known as the Night Club, it brings sleep experts into the workplace to inform colleagues with evidence-based sleep health information during their shifts. The sessions focused on improving diet, exercise, sleep hygiene, mental health, and understanding of chronotypes and sleep. The sessions were well received, reaching over 450 colleagues across a range of roles, from control centres to engineering depots to Dial-a-Ride.

We have also worked to continually promote fatigue management across the organisation, with over 9,700 fatigue training courses completed over the course of the year.



Escalator safety focus

On the London Underground, we have been focusing on areas where there is the greatest risk of slips, trips and falls, including escalators. We have refreshed plans for stations that see the most incidents, with interventions including posters, public announcements and using travel ambassadors to support regular staff.

Our campaigns target high-risk periods and locations when we know there are increases in alcohol related incidents. During school holidays, when more children use the network, we display our 'Keep Kids' Feet Clear of Edge' poster and play regular announcements to raise awareness of children's safe use of escalators.

We continue to work with Network Rail, train operating companies and escalator manufacturers to develop an industry-wide approach to this issue.

Safety on our Capital projects

We're continuing to do everything we can to reduce injuries to our workforce

Our Capital projects include major upgrades and enhancements to our network, such as the Piccadilly line upgrade, improvements to Old Street Roundabout and the delivering the new Silvertown Tunnel.

This year, we recorded 22 injuries to colleagues working on Capital projects, 49 per cent down on 2022/23. This included five lost time injuries, which caused a colleague to be absent for one or more shifts. While we are proud of this safety performance, no element of complacency can be allowed to enter our approach.

Over the past five years, injuries have declined by 80 per cent, demonstrating our continued progress towards zero harm. Our performance compares favourably to similar organisations and our accident frequency rates remain significantly below the sector average.

This year, the most common causes of injury related to poor communication, inadequate safe systems of work and asset conditions. Sadly, a significant proportion also related to vandalism, and work-related violence and aggression from members of the public towards our colleagues. We consider this in more detail in the Security section on page 31.

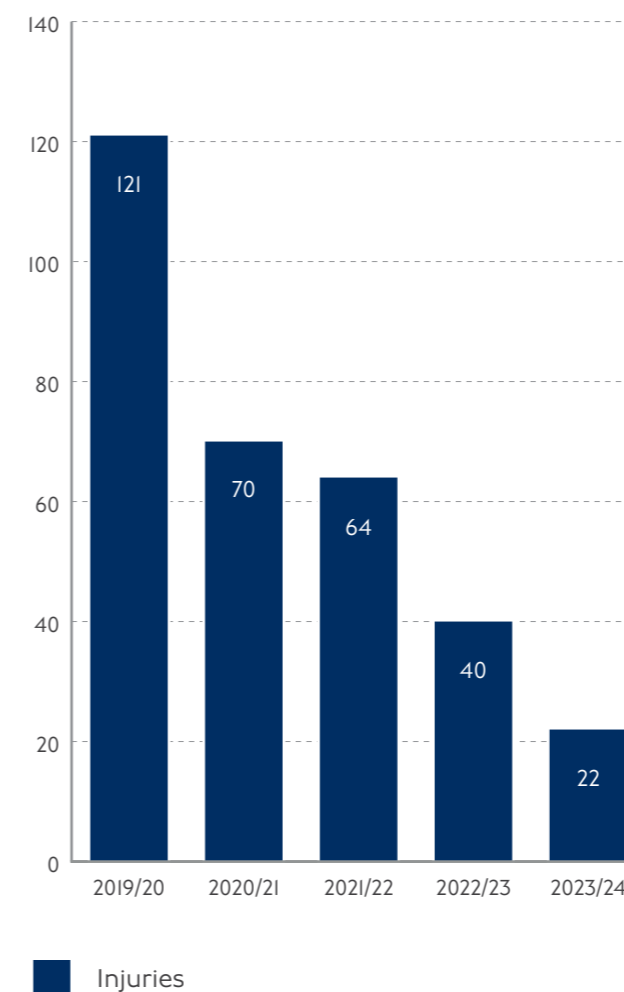
Improving our Capital SHE performance

This year, we completed the SHE culture assessment across our Capital and Engineering teams. This provided colleagues with an opportunity to have their say on our SHE culture and identify areas for improvement.

We have also established a specialist team to drive improvements to our approach to environment in Capital. Alongside quarterly initiatives, the team has launched a plan setting out a range of actions needed to reduce adverse environmental impacts in Capital projects. This includes the creation of carbon baselines, ensuring all projects have an environmental evaluation, while actively seeking opportunities to reduce our carbon footprint.

None of this is possible without our colleagues understanding the need for action, which we are addressing through our carbon literacy course and green upskilling training plan.

Capital workforce injuries (annual totals)



22

total injuries to colleagues working on Capital projects in 2023/24

49%

reduction in injuries to colleagues compared to 2022/23

80%

reduction in injuries over the past five years

Learn, engage, go out

Since the pandemic, fewer people are visiting our project sites. While the majority of people in Capital do not have a site-based role, there is much they can learn from seeing our project work at first-hand, particularly in the management of SHE risks.

This year, the Learn, engage, go out (LEGO) initiative provided revised guidance for Capital colleagues visiting sites and included a programme of guided visits to develop learning and confidence, enabling them to effectively influence better SHE outcomes.

New requirements for suppliers

As the majority of our Capital projects are delivered in partnership with the supply chain, it is important that we clearly communicate our SHE requirements to our suppliers. This year, we published an updated set of requirements for engineering and construction contracts. This will ensure that contracts meet our SHE strategic objectives and ensure we achieve excellent SHE performance from our suppliers.

Zero Harm Conference and Awards

In February 2024, we held the Zero Harm Conference at City Hall. This included an awards ceremony to recognise our suppliers and delivery partners who demonstrated innovations or working practices that improved safety and reduced environmental impacts in Capital projects, or supported the wellbeing and mental health of their site teams.

We were joined by our suppliers from across the UK who shared the incredible work they are doing, which includes reducing carbon in their construction, reducing nitrogen oxides in the

atmosphere, supporting the wellbeing of their people, avoiding buried services, managing silica on site and generally building higher standards of SHE into their everyday practices. It further encouraged an open culture of sharing and learning and the opportunity for TfL and supply chain partners to learn from and inspire each other.

At its core, Zero Harm is focused on ensuring everyone goes home safe and healthy every day, without impacting the environment. Following presentations by the finalists, attendees voted on their preferences.

The category winners were:

- Outstanding SHE Innovation: **Taylor Woodrow (robotic cutting technology)**
- Outstanding Safety Initiative: **Morgan Sindall (protecting people)**
- Outstanding Health Initiative: **Morgan Sindall (healthy hearts and minds)**
- Outstanding Environmental Initiative: **Morgan Sindall (Old Street roundabout)**
- Outstanding Carbon Reduction 2023 Initiative: **Hayley Rail (oil filtration project)**



Improving our SHE culture

To improve our safety, health and environmental performance, we must establish a positive and proactive SHE culture

This means ensuring SHE is at the heart of everything we do, so that colleagues feel responsible and enabled to improve the way we operate.

This year, we have continued to deliver our SHE culture programme with a focus on culture assessments, leadership and 'Just and Fair'.

Helping colleagues with their SHE responsibilities

In June 2023, we completed and launched a refresh of our internal online system to support colleagues in fulfilling their safety, health and environment accountabilities and responsibilities at work. The system has been well received by colleagues and partners, with nearly 100,000 page views to date. The new site is more user-friendly, helping our workforce make the right decisions to keep themselves and our customers safe.

At the heart of good SHE performance is clarity on accountabilities. During the year, we carried out an exercise to document and, where necessary, clarify safety accountabilities for all Chief Officers and Directors. This information is now available in our online system to provide everyone with the tools they need to manage safety.

SHE training delivery

This year, we have focused colleague SHE training on core risk areas including fatigue, fire and mental health, with over 48,000 courses taken across our workforce. In the coming year, we will develop new training requirements and ongoing colleague engagement.



Just and Fair

The Just and Fair workstream aims to build an environment where colleagues feel fairly treated and are comfortable raising suggestions or sharing mistakes when things go wrong. This is a critical part of building a more positive and proactive SHE culture, increasing our opportunities to learn as an organisation and drive improvements in our SHE performance.

This year, we launched a new process and tool to support incident investigation, ensuring that colleagues are treated fairly, consistently and transparently when they have been involved in an incident.



SHE leadership

This year, to improve how we record senior leaders' engagement with frontline colleagues, we have developed a new digital tool to capture leadership engagement tours. Since the last report, we have recorded 189 tours by our senior leaders.

As part of equipping our leaders with the right training, skills and knowledge, we have launched a new e-learning course, to help leaders understand how they can make these tours a positive experience.

Over the next 12 months, we will review the SHE leadership data from several sources to ensure we continuously improve our standards, support materials and approaches.

Culture assessments

In 2023/24, we started rolling out assessments to enable teams to build targeted plans to improve safety, health and environment culture across the organisation.

The assessment was made available to 6,300 colleagues across nine business areas. There are five levels of cultural maturity in the assessment, from 1 (Minimum) to 5 (Enlightened). Early results demonstrate that TfL is in level 3 (Structured) with some differences between the various teams assessed. This means our current baseline indicates a sound foundation to our SHE culture but with plenty of scope for improvement over the next two to three years before the next assessment is carried out.

Over the next year, we will continue to rollout assessments to other teams across the organisation, with a focus on customer operations.



Security

Our vital work to combat crime and antisocial behaviour against our colleagues and customers

-
- 32 Tackling work-related violence and aggression

 - 34 Progress against the WVA action plan

 - 35 Tackling violence against women and girls

Tackling work-related violence and aggression

Violence and aggression towards our colleagues is unacceptable. Concerted action is under way to tackle it

Our Work-related violence and aggression strategy sets out our commitments to our colleagues and key activity we will undertake to eliminate violence and aggression and support colleagues who experience it. This year we made significant progress on a number of our key commitments to keeping our colleagues safe.

Incidents of work-related violence and aggression

There were 10,568 reported incidents of work-related violence and aggression (WVA) last year. This is a 5.6 per cent increase from the previous year.

- 45 per cent reported by colleagues working on London Underground
- 44 per cent reported by colleagues working on the bus network
- 11 per cent reported by colleagues working on the Elizabeth Line, Rail and Sponsored Services, Compliance

Policing Operations and Security staff and contract workers

We believe the work we carried out last year to raise the profile of WVA, encourage reporting and improve confidence to report will have contributed to the increase in reported incidents.

Across rail modes, 117 work-related violence with injury offences were reported to the police, up from 75 offences in 2022/23.

It is currently not possible to provide a 12-month summary of incidents on the bus network reported to police due to a change in the crime recording system. We are working with the Metropolitan Police Service to resolve these data issues as quickly as possible.





Solved rate for work-related violence and aggression offences investigated by the police

Between September 2022 and August 2023, the solved rate across rail modes for work-related violence, sexual and public order-related offences was 17 per cent. (By comparison, the solve rate for violence, sexual and public order offences committed against members of the public on all rail modes for the same time period was nine per cent.) We are working with police to increase the solved rate for offences. Making body worn video cameras part of the essential kit for our frontline, customer-facing colleagues is an important part of this.

The percentage of staff willing to support a police investigation between September 2022 and August 2023 (on rail modes only) was 70 per cent for violence, public order and sexual recorded offences.

Insight into triggers of work-related violence and aggression

Last year, 1,709 physical incidents were reported by colleagues, up from 293 in 2022/23. Despite this increase, the number of incidents started to fall towards the end of 2023/24. We are closely monitoring this to understand if the fall is linked to our roll out of body-worn video cameras as essential kit for our frontline colleagues.

Fare evasion and ticket disputes continue to be the most common trigger for WVA accounting for 45 per cent of all incidents. However, there was a rise of three per cent in the proportion of incidents triggered by

a customer behaving in an aggressive or antisocial manner from the previous year. We have issued new guidance for all staff on 'working staff to stay safe' when dealing with aggressive customers and are rolling out new conflict management training for those most at risk, while the longer-term training needs assessment is undertaken.

In 2023/2024 8.3 per cent of WVA incidents included a hate crime element, 9.5 per cent involved an intoxicated customer and 3.6 per cent involved a person sleeping rough or a beggar. These are similar levels to last year.



WVA relating to ULEZ

This year, our ULEZ suppliers have had to deal with an increase in confrontational incidents. To address this, we have provided guidance to support colleagues in managing the risks from violence and aggression. The guidance provides a range of options to enable managers to consult with their team and consider appropriate action to take. This complements other existing support such as our Urban Safety course.

We are working with police to help prevent and investigate threatening behaviour and assaults on our colleagues.



Progress against the WVA action plan

Our initiatives are making a meaningful difference to the safety and security of our workforce

Conflict management training

In March 2024, we launched a new programme of conflict management training. This provides colleagues with knowledge and skills including positive interactions to reduce the risks of WVA and de-escalation skills.

The one-year programme focuses on the most at-risk colleagues working across London Underground, Buses and River Services. We are targeting up to 2,000 colleagues in the 25 locations with the highest levels of reported incidents, while we work on a TfL-wide long-term approach.

Body-worn video cameras

In January 2024, body-worn video cameras became part of our essential kit for operational colleagues working in a customer-facing environment. These cameras are a proven deterrent against WVA. They reduce the risk of an incident occurring and when an incident does occur, they provide evidence more likely to lead to positive judicial outcomes.

More enforcement officers

Our Transport Support and Enforcement officers play a key role in tackling WVA by dealing with the triggers of anti-social behaviour, WVA and enforcing TfL byelaws. Officers work across all TfL modes to support colleagues against work-related violence and aggression. In 2023/24, on London Underground they made 22,180 interventions, reporting 5,033 individuals for prosecution (67 per cent for gateline-related offences, 2.5 per cent for unacceptable behaviour). They have made 16,000 network visits across all modes including on buses.

We have recruited more enforcement officers, including our first night team of 15 officers to complement policing activity on our night services. The team began operations in January 2024 and to date have made 200 network visits and 2,646 interventions with 563 individuals reported for prosecution (87 per cent for gateline-related offences).



22,180

interventions by TfL enforcement officers in 2023/24

Tackling violence against women and girls

Targeted actions and strategies to ensure that women and girls are safe, and feel safe, on our network, giving them confidence to travel



We have continued our work to end violence against women and girls when travelling in London. We have focused on tackling sexual offences and harassment and improving women's and girls' confidence to travel.

There is a comprehensive programme of activity in place spanning communications, education and engagement, training, data and technology, policy, and infrastructure improvements.

We have worked with the British Transport Police and the Metropolitan Police Roads and Transport Policing Command to provide targeted

operations, visibility, and reassurance across our public networks and in taxi and private hire vehicles.

Led by data and feedback from customers and colleagues, we target our patrols and interventions at known hotspots for incidents.

We have continued our rollout of sexual harassment training for our frontline customer-facing staff, launched a trial of CCTV at bus shelters, raised awareness and encouraged bystander intervention through our communications campaigns. We have also partnered with the Mayor's Office for Policing and Crime to trial women's safety audits to

better understand what more is needed to keep women and girls safe, and feeling safe, in their local area.

We have undertaken extensive customer research with women and girls covering their experiences, perceptions and expectations of travelling on our network to keep them safe and secure. This will inform our future programme of activity.

We continue to work closely with the Mayor's Office for Policing and Crime and the Night Czar to help deliver on the Mayor's strategy to end violence against women and girls and London's Women's Night Safety Charter.



Health

Ensuring our people enjoy good physical and mental health in the workplace is a key ambition

37 Our health performance

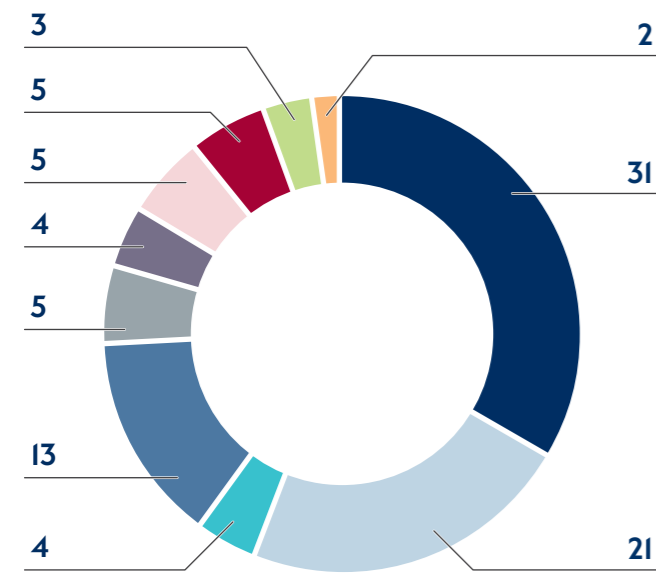
38 Our wellbeing initiatives

40 A healthier workforce

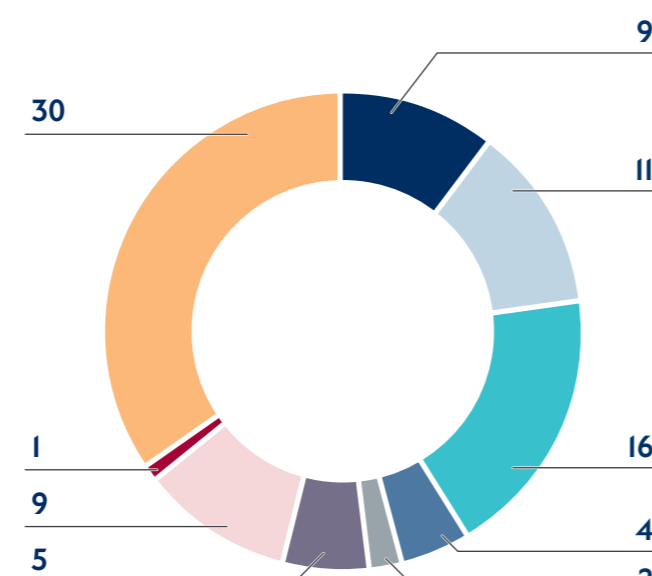
Our health performance

Working to understand and support the health and wellbeing needs of our people

Top causes of absence due to illness (% of total)
Long-term



Short-term



- Mental health
- Musculo-skeletal
- Covid-19
- Accidents and assaults
- Other
- Neurological
- Gastrointestinal
- Heart diseases
- Cancers and carcinogens
- Coughs and colds

Long-term colleague absence continues to be most commonly as a result of musculo-skeletal and mental health conditions. This is consistent with previous (non-Covid) years and is in line with patterns experienced in other companies. The figures also demonstrate the impact of work-related violence and aggression on our colleagues and the importance of the programme, described in this report, to address it.

Medical assistance programme

We know that prolonged absence from work due to sickness can cause stress and mental health problems. The longer someone is off, the less likely they are to return to work.

Some colleagues are able to use our private medical insurance system. For those who cannot, we also provide a medical assistance programme. This can support eligible colleagues by paying

for treatment and investigations so they can return to work earlier than would otherwise be possible.

This year we have seen an increase in referrals to the programme, which is likely related to long NHS waiting times. Of the 120 referred, 51 met the criteria, and we are gathering more information on a further 17.



Sickness absence

This year 6,400 employees were referred to occupational health, up from 5,800 in 2022/23. The majority of the referrals related to mental health and musculoskeletal issues, which is a common finding across the UK. Cardiovascular problems were the next highest reason for referral, highlighting the importance of the well@tfl health checks, which pick up early risk factors for cardiovascular disease, and our medical assistance programme.

Our wellbeing initiatives

Making TfL a great place to work by prioritising the physical and mental health of our colleagues



Health checks for colleagues

In 2023/24, the Well@tfl team undertook 850 health checks across a number of TfL sites. Apart from informing the individual about their health and steps to support better health, the grouped results also enable us to plan targeted evidence-based initiatives – for example, in areas where there are higher than average levels of smoking.

Support for weight loss and diabetes

This year we have partnered with Roczen to offer 200 free places on a 12-month weight management programme. This supports weight loss and the reversal of conditions such as type-2 diabetes among at-risk colleagues.

In addition, in spring 2024 we secured spaces for up to 250 further colleagues to join a free, three-month health programme, where they receive a personalised 12-week plan. This is the fourth occasion where we have offered colleagues places on the scheme, building on the successes of past participants who are now helping others reach their health goals.

Colleagues who are eligible will receive personalised health plans and dedicated guidance from Roczen's expert doctors, nutritionists and dietitians.

Responding to trauma

Around our network we have a number of trauma support groups. These volunteer groups provide comfort and support following a traumatic incident. They can assist affected colleagues with tasks such as calling their line manager and family members, and give details of resources that can help. The Wellbeing team have collaborated with the trauma support groups to discuss their future training and plans to enhance the support they provide. This will include the introduction of trauma risk management, an evidence-based approach that is used widely by emergency services and other rail companies.



Our new occupational health department

In March 2024, the Commissioner officially opened the new occupational health department on Borough High Street. The central location next to London Bridge station makes it easy to reach for colleagues, while the design includes 'well building' features such as plants, Graphenstone paint which absorbs carbon dioxide, and recycled materials. It is a welcoming space for colleagues who need medicals and are sometimes nervous.

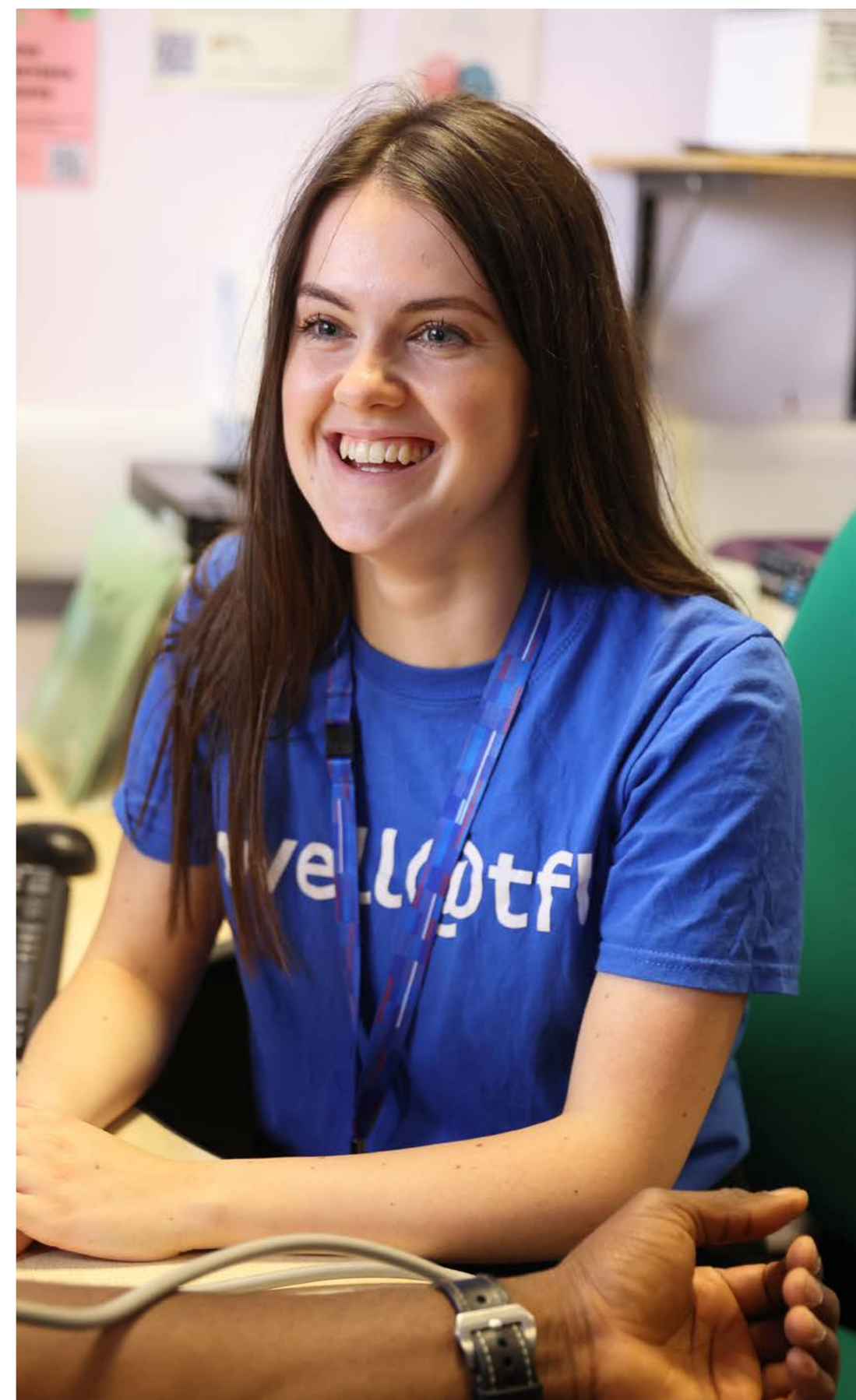
Health surveillance

We are committed to protecting colleagues from health risks at work. One of the ways we do this is through our health surveillance scheme, which monitors colleagues who might be exposed to certain risks, such as chemicals or noise. This helps early identification of ill health caused by work.

The Occupational Health team have focused on periodic skin screenings, with over 15,500 screenings conducted and upwards of 450 referrals since June 2022. Fortunately, so far, no referrals have identified reportable skin conditions and screenings have been moved from monthly to every three months.

The wider SHE team has been working to increase participation in health surveillance among teams whose people are potentially exposed to skin and respiratory risks. We identified single points of contact to upskill them on the legal requirements and empower them to ensure participation. During Quarter 3, we focused on teams exposed to noise risks.

We have also established a satellite clinic at our Acton railway engineering workshop to make it easier for colleagues to undertake health surveillance medicals.



A healthier workforce

Our health programmes are making a difference for our people

Awards for our occupational health team

In December 2023, we were awarded Outstanding Occupational Health Team 2023 at the Society of Occupational Medicine Awards. The award cited our 'exemplary dedication to inclusivity' and projects that 'instigate a cultural shift towards greater health awareness, and proactively identify and prevent health conditions'.

We have also been shortlisted in the 2024 Inside Out Awards, which celebrate good mental health and the organisations and individuals who champion it. We have been shortlisted in the Physical Wellbeing Initiative of The Year category, recognising the work we have been doing in association

with Roczen, and the Most Innovative Initiative to Engage Colleagues category for the well@tfl health checks. The winners will be announced in June 2024.





Environment

Our work to deliver the goals of a cleaner, healthier and more sustainable London

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- 43 Tackling the climate emergency
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- 49 Delivering our Climate Change Adaption Plan
- 50 Improving air quality
- 53 Green infrastructure
- 54 Sustainable resources
- 55 Best environmental practices
- 57 Making it happen

Delivering for the environment

We continue to launch initiatives to drive progress towards our long-term environmental targets

In 2023/24, we have achieved significant progress against our Corporate Environment Plan. To address the climate emergency, we continue to drive decarbonisation initiatives across the business to support London in achieving net-zero carbon by 2030.

We have taken major steps to improve air quality in London, extending the Ultra Low Emission Zone (ULEZ) and developing an air quality programme to reduce Tube dust through increased cleaning and monitoring, research and innovation.

We have made progress on adapting our network and London for the impacts of climate change in line with our Climate Change Adaptation Plan.

As part of our efforts to restore London's biodiversity, we have doubled our wildflower verges and published our first Green Infrastructure and Biodiversity Plan.

Other achievements, which we describe in more detail throughout this section, include delivering carbon literacy training to more than 4,000 colleagues.

Environment metrics at the end of 2023/24

Theme	Measure	2019/20	2020/21	2021/22	2022/23	2023/24
Climate Emergency	Operational carbon emissions (thousand tonnes per annum)	1,040	862	832	813	821
Air Quality	Percentage of bus fleet that is zero emission	3.5%	5.4%	8.9%	10.8%	15.8%
Air Quality	Percentage of support vehicles** that are zero emission	2.6%	2.5%	2.3%	2.3%	2.2%***
Sustainable resources	Percentage of commercial and industrial waste recycled	42%	40%	47%	49%	49%*
Green Infrastructure	Number of trees on our road network	24,234	24,103	24,581	24,795	25,031

* Results for 2023/24 are provisional and subject to change

** Support vehicles include cars, vans, and HGVs

*** This percentage has decreased due to five zero-emission vehicles being returned on lease expiry. We aim for all support fleet cars to be zero-emission capable by 31 December 2024 and for all remaining existing support vehicles to be zero-emission by 2030.

Tackling the climate emergency

Taking action to reduce our impact on London's environment

We are working towards zero carbon emissions across all our activities, supporting London to become a net-zero carbon city, and adapting our network and London to be ready for the impacts of climate change



Evaluating our carbon emissions

Total operational carbon emissions for 2023/24 were 821 kilotonnes of carbon dioxide equivalent (CO₂e), a slight increase on 2022/23. This is due to a seven per cent increase in the carbon intensity of the UK's electricity that we consume through the grid. Despite this, our carbon emissions have increased by less than 1.5 per cent. This reflects the reductions we continue to make, particularly through zero-emission buses.

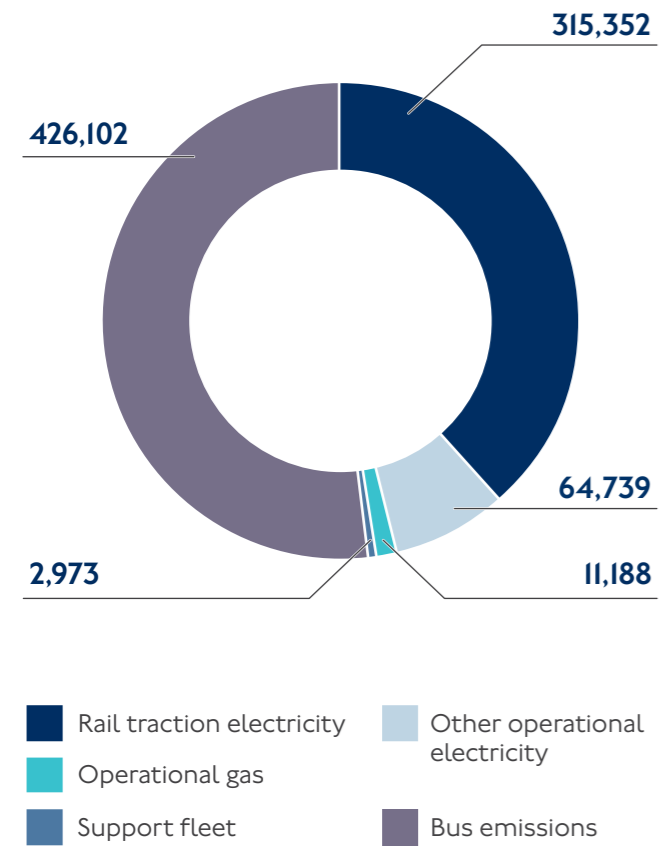
In previous reports, we have included some scope 3 emissions, which are indirect emissions from our supply chain such as bus operations or rail franchises. We will continue to report on emissions from our operations but are also now aligning our reporting to the Greenhouse Gas Protocol and including other indirect emissions.

We have calculated a baseline of scope 3 emissions for 2022/23 of approximately 1.2 million tonnes of CO₂e. There are significant challenges in accurately reporting these emissions and we continue to look for opportunities to improve data quality and reporting from across our supply chain partners. We aim to report more comprehensive scope 1, 2 and 3 carbon emissions from 2024/25 onwards. In 2023/24, we committed to setting science-based targets for emissions. External validation of targets will continue, with validated targets for all scopes from 2024/25.

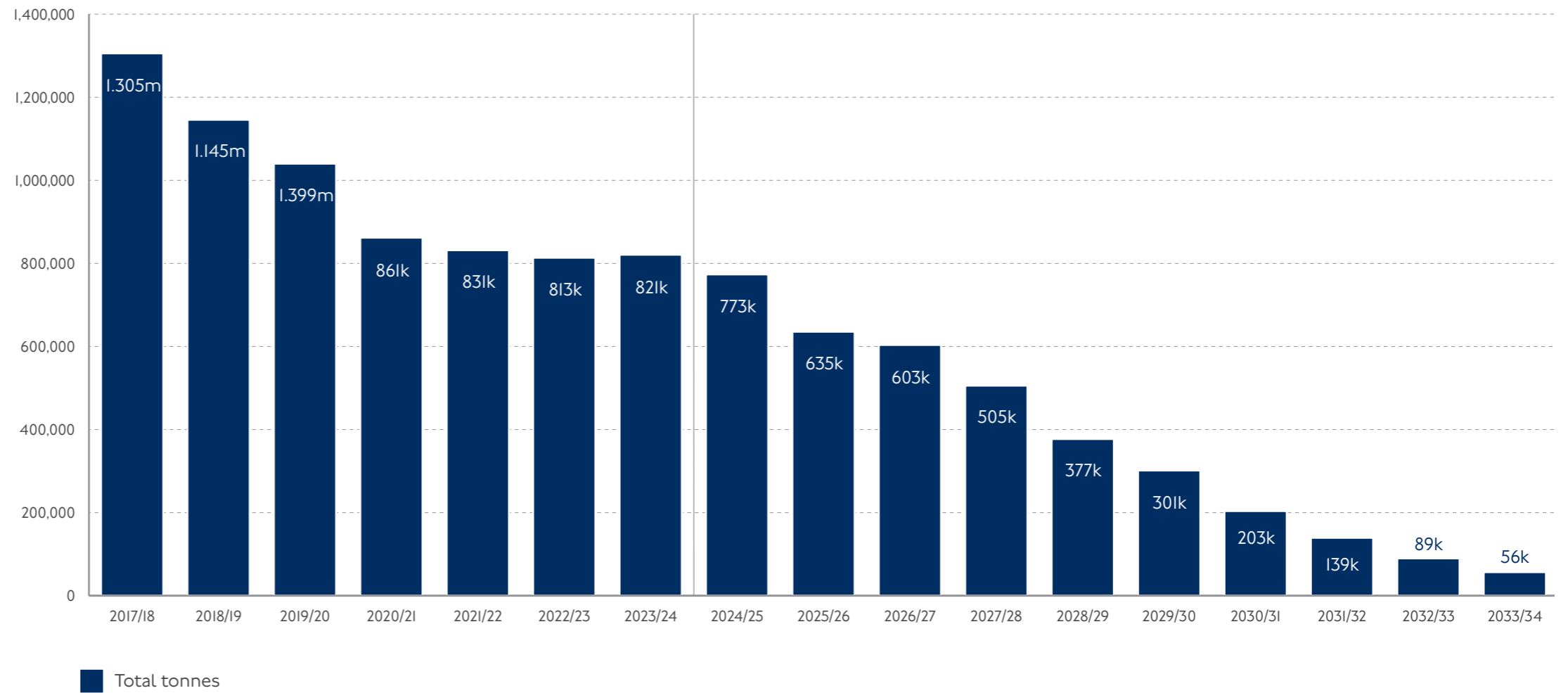
Overview of our carbon emissions

Scope	Emissions (tonnes of CO ₂ e)	Reporting year	Main emissions sources
1	13,846	2023/24	Gas supplies to our buildings, vehicle fleets
2	336,732	2023/24	Directly purchased electricity
3 – outsourced transport services	470,269	2023/24	Energy used by operators of our bus and rail services
3 – other indirect emissions	704,795 (estimated)	2022/23	Other purchased goods and services, Capital projects, upstream energy use impacts

Carbon emissions by energy type in 2023/24 (total tonnes CO₂e)



Total annual operational carbon emissions (historic and forecast)



Transitioning to renewable energy

Our approach to finding more sustainable ways to deliver our operations

Solar panels on cable cars

Bringing renewables even closer to our network, in November 2023, we installed 89 solar panels on the IFS Cloud cable car terminals. These are expected to produce up to 34 megawatt hours of energy per year. Any excess energy generated from the South Terminal in Greenwich will be fed back into the National Grid.



Procuring renewable energy from the grid

In February 2023, we launched our first power purchase agreement procurement. This aims to procure approximately 10 per cent of our required electricity from renewable energy sources and encourages the market to invest in increasing new renewable energy generation connected to the national grid. We are now in negotiation with potential providers and plan to have a contract in place by September 2024.

Our long-term target is for 100 per cent of electricity we use to come from renewable sources by 2030.

Generating electricity on our network

As London's largest consumer of electricity, we are looking for a partner to develop solar energy-generating projects on the London Underground network. This project has the potential to guarantee zero-carbon energy as well as offering potential financial benefits. We hope to have a shortlist of prospective partners by early 2025.

Our network has the potential to accommodate approximately 64 megawatts of locally generated energy, which is around five per cent of our annual base load.



Transitioning to LED lighting

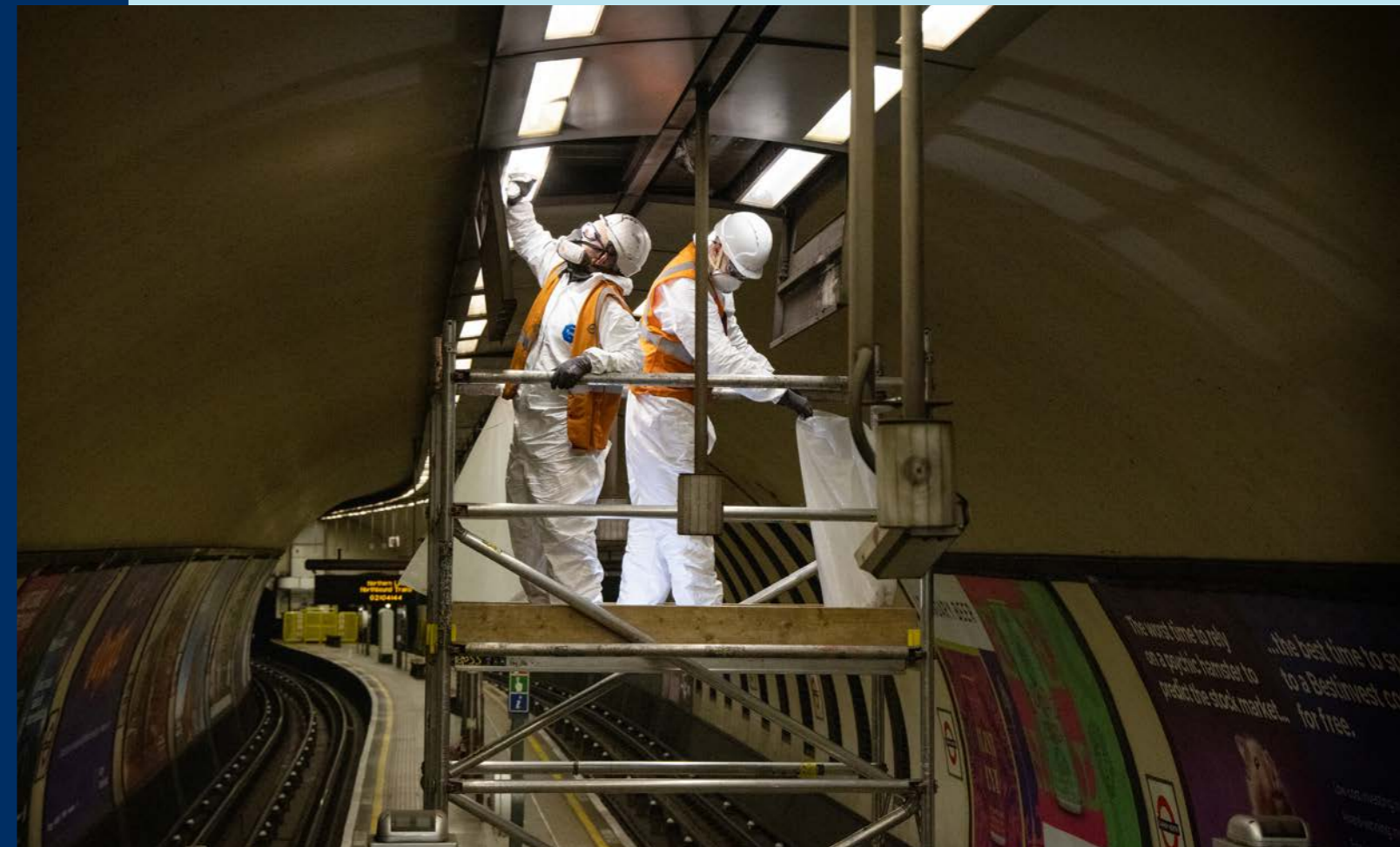
Converting lighting on our network to LED is creating brighter, safer, more energy efficient spaces across our network. LED lighting provides approximately 10 per cent more light compared to fluorescent bulbs, and uses around 57 per cent less energy, as well as lasting six times longer on average. We have now converted over 95 per cent of our 12,100 bus shelters across London to LED, with the remaining shelters due to be converted in the first quarter of 2024/25. Converting our bus shelters alone has the potential to save 1,000 tonnes of carbon emissions annually.

On the London Underground, more than 40 per cent of our stations have been fitted with LED lighting, including major stations like Oxford Circus, which was completed in October 2023, as well as our depots in Hainault and Ruislip. We are aiming to complete a further 16 stations in 2024/25 including King's Cross St Pancras. We will upgrade lighting to LED in our train fleet as part of planned refurbishment and all new trains (such as those being introduced to the Piccadilly line and DLR) will be fitted with LED lighting among other energy-efficient features.

Capturing energy from waste heat

Our Waste Heat project looks at how we can capture heat created on the London Underground to heat buildings and provide hot water. London Underground operations provide a constant and reliable source of heat, which is mostly released into the air. Capturing waste heat would enable local buildings, including private homes and schools, to move away from fossil fuel-powered heating systems and lower the carbon footprint of the buildings' operations.

We are focused on delivering an initial ventilation shaft site at Sessions House in Borough. The next steps will involve identifying an appropriate energy supplier and work with them to shape this project around the forthcoming heat zoning regulations in London.



Financing our green initiatives

Working with partners and the GLA to deliver our environmental commitments

A new partner for decarbonisation

We have recently appointed a service provider partner through the GLA's Retrofit Accelerator Workplaces framework on an initial five-year contract with the option to extend. They will help to support the design and delivery of our projects funded through the Public Sector Decarbonisation Scheme, and other heat decarbonisation and retrofit projects across the TfL and Places for London estates.

Green Finance Fund

We have accessed around £34m of reduced-cost borrowing through the Mayor's Green Finance Fund to finance four projects:

- Accelerate the roll-out of LED lighting, increasing energy efficient lighting columns on our roads from around 54 to over 70 per cent in the next two years
- Upgrading all lighting to LED in small London Underground stations by no later than 2031
- Install new energy efficient heating and cooling system and new solar electricity panels for the staff welfare building at Neasden depot
- Upgrade building fabric at our office on Buckingham Palace Road, dramatically increasing the efficiency of the building



Funding for decarbonisation

We have successfully secured £16.3m of grant funding from the Department for Energy Security and Net Zero through two Public Sector Decarbonisation Schemes: one for two operational sites (£2.3m) and one for six of our head office buildings (£14m). This funding will be used for improvements that reduce our reliance on fossil fuels, including heat pumps, solar panels, LED lighting, improved glazing and wall insulation.

Achieving our net zero goals by 2030

In February 2024, we launched a Net Zero Matrix team to support and accelerate delivery of our net zero commitments. The team will manage set-up, delivery and oversight of specific programmes and projects with the primary objective to reduce our operational carbon emissions to net zero by 2030. The team is made up of colleagues from across TfL, including SHE, Capital, Investment Delivery Planning, Commercial and Finance.



Expanding the scope of our Climate Budget

In November 2023, we submitted our Climate Budget to the GLA for 2024/25. It includes measures funded through our Business Plan that support reduction of operational carbon emissions, as well as increased climate resilience and adaptation measures. Non-funded measures are also included. This year the submission also included measures that support reduction of greenhouse gas emissions, climate resilience and adaptation in parts of the city outside the TfL estate and fleet.

Carbon Literacy Project



Carbon literacy training

The Carbon literacy training programme remains a high priority. We exceeded our scorecard target to train 3,000 colleagues in 2023/24, with more than 4,000 people trained as of 31 March. In February, we received bronze accreditation from the Carbon Literacy Project for training our senior leadership including our Commissioner, Chief Officers and their direct reports. These accomplishments were made possible by a network of 75 volunteer trainers and nearly 20 volunteer coordinators from across our organisation.

The programme will continue into 2024/25 and we are planning to achieve silver accreditation from the Carbon Literacy Project before the end of the financial year.

Delivering our Climate Change Adaptation Plan

Our collaborative approach to mitigating the impacts of climate change across London

We are continuing to adapt our systems to reduce the impacts of climate change and ensure we are resilient in the face of more extreme and frequent weather events across London.

We completed an assessment of the climate risks for three case study sites: King's Cross, Stratford and South Harrow. Our report found that surface water flooding and extreme heat were the greatest risks and set out a series of recommendations to improve our ability to respond to these risks.

We are looking at including weather hazards in our incident reporting systems. This would help us to better understand the impact of severe weather on our operations, assess likely future impacts and influence business planning.

Since climate hazards do not respect administrative or operational boundaries, we are collaborating with stakeholders on climate change adaptation, including the development of London's first surface water flooding strategy.

We hosted a workshop with all London boroughs, and another with infrastructure sectors such as power, water, and communications, to identify actions we can take together to mitigate climate risks that affect us all. We will report on our findings to the Department for Environment, Food and Rural Affairs at the end of 2024.

We led development of the International Public Transport Association Union (UITP) climate change adaptation framework. This sets out seven clear stages that public transport organisations should follow, including cases studies to show how organisations across the world are adapting to climate change.

Sustainable drainage systems

Sustainable drainage systems (SuDS) mimic natural features to help manage surface water drainage in cities. We are working to support the Mayor's target of 50,000 additional square metres of SuDS every year on London's roads. In 2023/24, we delivered almost 8,000 square metres of SuDS at Old Street and Tolworth roundabouts,

exceeding our annual target of 5,000 square metres. We aim to deliver 9,000 square metres in 2024/25.

In addition, we provide funding to boroughs for the delivery of their local improvement plans, which may include increased greening and reallocation of road space, such as installation of SuDS.



Improving air quality

Our work to deliver health benefits for all Londoners

We are improving air quality in London through operating the Ultra Low Emission Zone (ULEZ) and shifting our own fleet to zero emission, as well as the vehicles under our control. In the London Underground, we are improving air quality through cleaning, monitoring and researching.

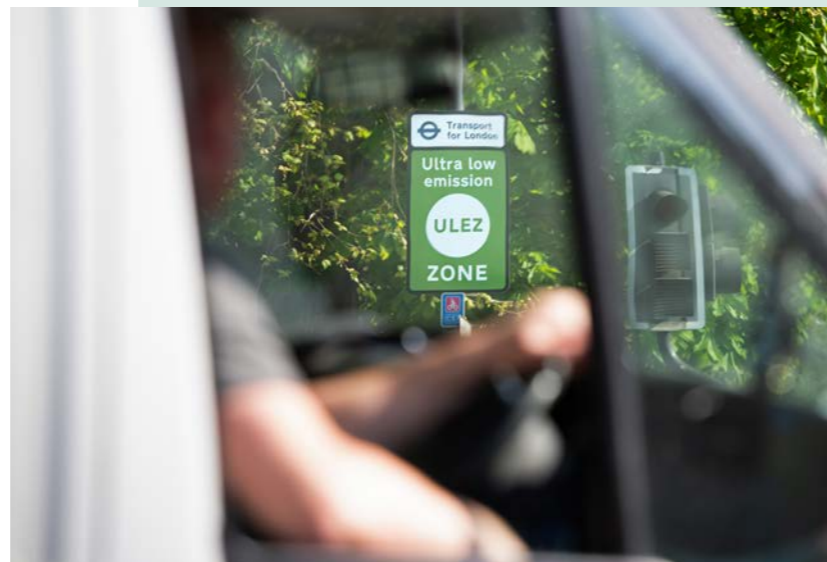
This report includes data and information available as of 31 March 2024. The six-month report with the most current information on ULEZ expansion and the latest scrappage scheme factsheet will be published in July 2024.

Expanding the Ultra Low Emission Zone

We successfully expanded ULEZ London-wide on 29 August 2023, ensuring five million more Londoners can breathe cleaner air.

The first month report, published in October 2023, showed that the scheme has been effective at reducing the proportion and number of older, more-polluting vehicles on London's roads. On an average day, 95 per cent of vehicles driving in London now meet ULEZ standards, up from 39 per cent in February 2017.

Preliminary analysis of the impact on air quality will be published in a six month report in July 2024, with a full-year report due in 2025.



50k

scrappage scheme applications approved by 31 March 2024, worth over £173 million

Improving the scrappage scheme

The total scrappage fund increased to £160m in August 2023 and to £210m in February 2024, in recognition of the continued high demand for the scheme and importance of the scheme in supporting Londoners to switch to cleaner, greener modes of transport. As of 31 March 2024, 50,507 applications had been approved and more than £173 million had been committed.

In March 2024, the Mayor expanded the scheme to give applicants the option to donate non-compliant vehicles to Ukraine, via a trusted partner, for humanitarian purposes. Those who choose to donate their vehicle receive the same level of grant payment that is available to those who choose to scrap their vehicle.

We also secured offers from over 30 partners to further help Londoners save money and use greener, cleaner forms of transport. These include money off hire and subscription services for bikes, e-bikes, cargo bikes and e-scooters, and discounts on car clubs. Over 2,000 of these offers had been redeemed by March 2024.

Additionally, we offered a set of temporary exemptions to support disabled people, community transport minibuses, people using wheelchair accessible vehicles, and businesses and charities with new compliant vehicles or retrofit solutions on order. As of 31 March 2024, over 6,800 applications for a grace period had been approved.



Providing more charging points for electric vehicles

We continue to work alongside London boroughs and the private sector to deliver public charge points, enabling high mileage user groups, such as taxi and private hire vehicle and commercial vehicle drivers to switch to zero-emission vehicles.

During 2023, we awarded three contracts to Zest to deliver rapid electric vehicle charge points across 126 bays on our roads. By the end of autumn 2024, we and Zest aim to complete installing 39 rapid charging bays at 24 different sites in south and southwest London, including outer London borough councils such as Sutton

and Bromley, with the remainder to be installed by summer 2025. We are assessing suitable sites for a second delivery phase, including sites across our and wider GLA group land.

In November 2023, we started looking for a partner to deliver electric vehicle charging hubs across London on our land, starting with five sites in Hillingdon, Ealing, Newham and Haringey. Each site will deliver a minimum of six publicly accessible ultra-rapid charging bays, including at least one bay for those with increased accessibility needs. We expect to announce our partner later this year.



Zero-emission support vehicles

We are undertaking a programme to convert our operational support fleet of approximately 1,000 vehicles to become zero-emission. We aim to phase out all cars in our support fleet which are not zero-emission capable by the end of the 2024/25 financial year, and we aim for all remaining existing support fleet vehicles to be zero-emission by 2030. This programme will also involve the installation of charging infrastructure at our operational sites.



Zero-emission buses and taxis

London has the largest zero-emission bus fleet in western Europe. As of the end of March 2024, there were 1,418 zero-emission buses in circulation, approximately 16 per cent of our bus fleet. The Mayor recently committed to London having a fully zero-emission bus fleet by 2030, brought forward from the previous target of 2034, subject to funding.

In addition, London's iconic black cabs have reached a major milestone with more than 50 per cent now being zero-emission capable (ZEC), with the number totalling more than 7,970. New licences granted to private hire vehicles require that they are ZEC.

Improving air quality on the Tube

Improving air quality on the London Underground network is a key priority. The latest independent monitoring shows that dust levels in Tube stations have decreased by 19 per cent since 2020, and in driver's cabs by 27 per cent since 2019.

We are increasing our annual dust cleaning budget on the network by a third, to £2 million per year, and allocating further funding for trials and innovation to improve air quality. We have recently launched a pilot of air filtration systems at Baker Street station.

We have commissioned research to help better understand potential health impacts related to air quality on the Tube, this includes two studies with Imperial College London looking at short-term and historic trends related to staff sickness absence.

The short-term study was published in March 2024. It showed there was no evidence that exposure to dust causes sickness absence but stated that further research is needed. We continue to work with Imperial College London on a longer-term study and supporting other researchers by providing access to our network.



Reducing emissions from non-road mobile machinery

In line with the Mayor's objectives to mitigate air pollution in London, we now include non-road mobile machinery (NRMM) emissions requirements in our supplier contracts. These require that all our suppliers and their subcontractors use NRMM with progressively tightening emissions standards. The long-term goal is for all NRMM to be zero-emission by the end of 2040.

Suppliers and in-house teams log relevant details on the GLA group NRMM register so the GLA can monitor compliance with emissions standards.

Our suppliers are adopting best practice approaches to comply with emissions standards. For example, zero-emission battery-powered and electric equipment has been used on our Old Street and Surrey Quays station upgrade projects.

Green infrastructure

We are protecting and enhancing our green infrastructure, improving biodiversity and habitats across our estate



Wildflower verges

In spring 2023 we delivered an additional 74,000 square metres of wildflower verges. This took the total of wildflower verges across our road network to almost 130,000 square metres, equivalent to 18 football pitches. We will double this to 260,000 square metres in 2024.

Our wildflower verges are helping supply nectar and other food resources, plus shelter for wildlife including bees, butterflies, birds and small mammals. The scheme is helping boost biodiversity in our grass verges and is proving a success story with rarer species such as the brown hairstreak butterfly spotted along the A40 and pyramidal orchids on the A21.

Our Green Infrastructure and Biodiversity Plan

We are one of London's largest landowners, with almost a third of our land covered by vegetation, supporting more than 1,000 animal species and 700 plant species. Many of these species are legally protected and their habitats must be preserved.

In March 2024, we published our first Green Infrastructure and Biodiversity Plan, which captures in one place our

relevant targets, legal requirements and policy commitments, and strategic actions we will take to deliver against these.

Key targets include a net gain in biodiversity across our estate by 2030, increasing tree canopy cover across TfL by 10 per cent by 2050, and further reducing or eliminating the use of pesticides where possible.

Increasing tree canopy cover

We will publish a tree canopy cover plan by March 2025, which will show how we can meet our commitment to increasing tree canopy cover across our estate by 10 per cent by 2050.

Our 2023/24 street tree planting programme saw a net increase of 236 street trees, which takes us to a total of 25,031 street trees, meeting the street tree planting target of the Mayor's Transport Strategy of a one per cent annual increase since 2016.

Our biodiversity ambitions

Biodiversity Net Gain requirements of the Environment Act 2021 have become law for our major projects from February 2024, and small sites from April 2024. We have established a steering group to look at cost-effective ways to meet the 10 per cent minimum biodiversity net gain on projects required by law.

This includes developing a habitat bank, so that on sites where net gain is not possible, we can offset this with biodiversity units on other sites on our land. This could even be a source of future revenue (for example, if surplus units are sold to third parties).

We have conducted ecology surveys of key trackside sites and wildflower verges to understand their potential to deliver biodiversity units. We have appointed a partner who will update our biodiversity baseline map in 2024, so we can identify future locations for biodiversity units and assess any changes in biodiversity across our estate.

Sustainable resources

We use resources and materials sustainably, thinking of a material's carbon across its lifecycle and minimising waste

Recycling personal protective equipment

We have commenced a six-month trial scheme to recycle personal protective equipment (PPE). Working with our PPE provider Hayley Rail, and clothing and textile disposal specialists Avena Group, we have installed a dedicated recycling bin for PPE items at our Stratford office. They will be collected by Avena and either recycled into alternative materials such as soundboards, insulation or geotextiles, or converted into pellets for refuse-derived fuel. Avena have estimated that the equivalent of 40,404kg of carbon dioxide and 3,120 litres of water per annum could be saved with this scheme, compared to the general waste disposal of PPE.



New uniforms contract

We have awarded our new uniforms contract to Cooneen at Work Ltd. Sustainability has been at the heart of the process, with our tender document requiring all participants to comply with our responsible procurement policy and environmental requirements.

We prioritised participants that could contribute to the Mayor's ambitious targets on climate change and achieving net-zero carbon by 2030, as well as our Corporate Environment Plan, use low-impact, robust materials, and fabrics that are more easily recycled.

To prevent waste, current uniforms will be used up to the end of their working life before being replaced by the new uniforms and recycled as a priority.

Train gearbox oil recycling

Following a global shortage of the gearbox oil we use for some of our train lines, we collaborated with our suppliers and other partners to investigate recycling train gearbox oil. For the past two years, we have carried filtration trials which indicate that the oil maintains its high quality even after 10,000km of use and can be effectively recycled.

The results are underpinned by rigorous oil analysis and debris examination, ensuring the recycled oil meets operational standards. We estimate that this initiative has the potential to save approximately 67 tonnes of CO2 per gearbox overhaul cycle, equivalent to taking 134 cars off the road.

We are now looking to expand this approach to other operational areas and assets such as lifts and escalators, and share best practice with other organisations.

New kiosks

Our new station kiosks cut their embodied carbon emissions by 25 per cent by replacing steel with lower-carbon aluminium and using resources more efficiently. Following a successful trial at Shoreditch station, the new kiosks are being rolled out across the transport network.



Best environmental practices

We go beyond minimum obligations to apply environmental and sustainability best practices

Sustainability reporting and disclosures

This year we will be including new reporting and disclosures into our annual report to provide greater transparency around our responses to climate change-related risks. Alongside Taskforce for Climate-related financial disclosures, we will also include Taskforce for Nature-related financial disclosures for the first time. This framework outlines the importance of nature's health and resilience for societies, economies, business and finance.

Improving how we evaluate environmental impact

We have recently upgraded our environmental evaluation tool, which we use to identify and manage environmental risks and opportunities throughout the project lifecycle. The new tool incorporates recent legislative changes, such as biodiversity net gain, as well as changes to reflect our better understanding of specific risk areas such as climate change adaptation. The user-friendly digital tool guides our colleagues through the process step by step.

Old Street roundabout

Work at Old Street roundabout is almost complete. The project introduced new segregated cycle lanes and pedestrian crossings, a new public space and a new station entrance with a green roof. During construction the project used equipment powered by electricity instead of diesel, saving 200 litres of diesel over a four-month period, saving money and reducing carbon emissions and air pollution. Air quality has been further improved by installing a novel paving material that converts nitrous oxides into oxygen and nitrates.

The paving also uses permeable grout to allow excess rainwater to be released to the general drainage system more slowly, and three rainwater gardens to help reduce the risk of flooding. We estimate that the project overall achieved a biodiversity net gain of 46 per cent. We also saved 46 tonnes of carbon by constructing the roof above the retail units with lightweight fill material rather than standard concrete.



Surrey Quays station upgrade

Surrey Quays Station upgrade cut its embodied carbon emissions by 50 per cent compared with its initial design target. It achieved this by implementing the PAS 2080 standard, which sets guidance to reduce supply chain emissions in the design of new infrastructure.



50%

lower carbon emissions compared to the initial design target

Eliminating harmful substances on the Tube

On 7 October 2019 we received a notice from the Environment Agency in relation to equipment containing polychlorinated biphenyls (PCBs) on the London Underground network. The notice required the phase out and removal of all assets containing PCBs by the end of 2023. London Underground has implemented a removal plan and work continues to remove the PCBs as soon as possible. We are liaising closely with the Environment Agency.

Recognising higher standards in construction

Our Pre-Construction Beacon award assesses projects before the construction phase in a range of criteria. The aim is to raise standards at the design stage, when future improvements for safety, health, sustainability and environment can be maximised.

The second project to be submitted for consideration was the redevelopment of Colindale London Underground station, which is being rebuilt to increase capacity and to become step-free.

Such a major change to a station also presents the opportunity to consider a reduction of carbon emissions and increased sustainability in the construction phase, and throughout the operating life of the station. The Colindale project team achieved a Gold award. Of particular note were their efforts to minimise environmental impacts and attain a high degree of sustainability.

Making it happen

Embedding environmental objectives in everything we do as an organisation

We are making environment and sustainability a core part of TfL culture, advocated by leaders and championed in every team, incorporated into contracts and delivered through procurement.

Responsible procurement

This year, we have made considerable progress towards making our procurement process fairer and more sustainable. To support delivery of our commitments:

- We are now using the Social Value Portal, including dedicating at least 10 per cent of the evaluation scoring criteria to social value and responsible procurement for all applicable new procurement strategies
- We are diversifying our supply chain, including reserving over £200k of under-threshold contracts for small and medium-sized businesses in 2023/24
- We are including requirements in contracts to enhance diversity and skills in London's transport and infrastructure sector, supporting over 4,200 apprenticeship starts since 2016
- Twenty-five of our suppliers are accredited to the Mayor's Good Work Standard, contributing to embedding fair and inclusive employment practices
- All suppliers of new contracts worth over £5m are now required to produce a carbon reduction plan

More information on these and other initiatives can be found in the 2023/24 GLA Group Responsible Procurement Progress Report.



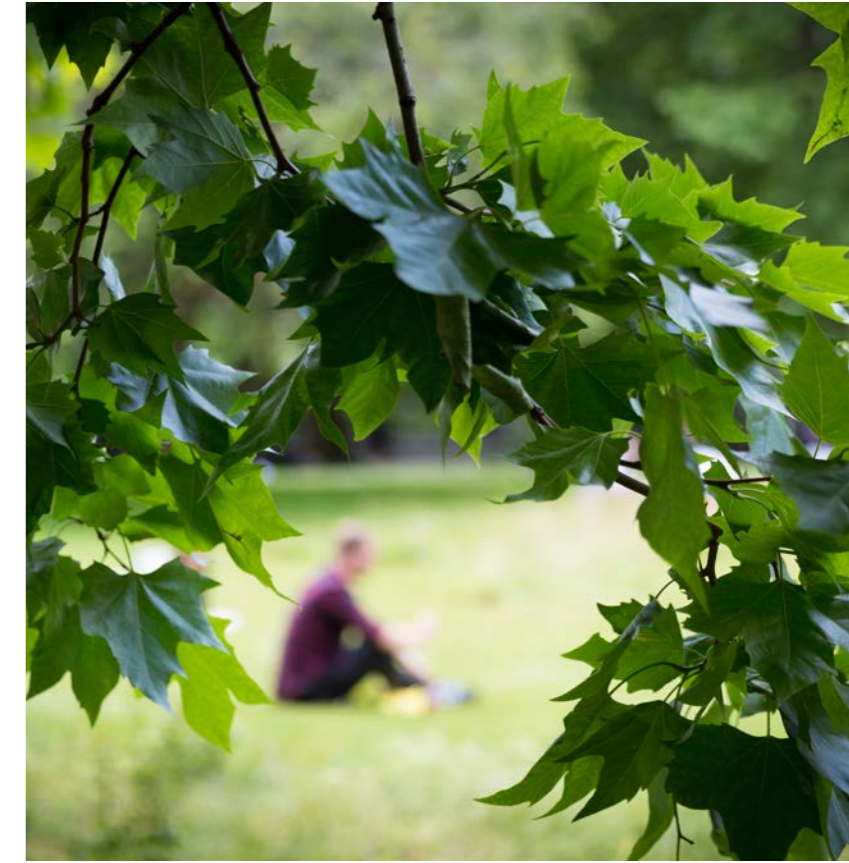
Giving a voice to young Londoners

Established in 2009 and currently consisting of 30 volunteers aged 16 to 25, our Youth Panel plays an important role in helping create a transport network that works for young people in London. After a year of exploring the connections between environmental sustainability and equity, diversity and inclusion with interviews, workshops, research and public hearings, the Youth Panel published its Tomorrow's TfL report in October. The report describes their vision for the future and contains a set of nine policy recommendations for how we could improve the environmental sustainability of our network and operations. We will be responding to these recommendations in 2024/25.



Sustainability awareness programme

During the year we delivered a series of training sessions focused on leadership in sustainability. This gives our business leaders a deeper understanding of sustainability and how it impacts the work of their teams. To further support business leaders to share their knowledge with their teams, we launched a toolkit which will help managers talk to their team about sustainability.



Sustainability summit

In September 2023, we welcomed colleagues to our first Sustainability summit at City Hall. The aim was to raise awareness about sustainability, how it relates to the work we are already doing to improve the environment, people's lives and the economy, and what each of us can do to go further. Speakers from across the organisation provided insight and tools colleagues can use to help make our organisation more sustainable.

About us

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport. We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners' and helping to create a safer, fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made by walking, cycling or using public transport by 2041. To make this a reality, we prioritise safety, sustainability, health and the quality of people's experience in everything we do.

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, Elizabeth line, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the IFS Cloud Cable Car.

We manage the city's red route strategic roads and are responsible for the maintenance, management and operation of more than 6,000 sets of traffic lights across the capital. The London boroughs are responsible for all the remaining roads within their boundaries. The experience, reliability and accessibility of our services are fundamental to Londoners' quality of life. Safety remains our number one priority and we continue to work tirelessly to improve safety across the network for both colleagues and customers.

Our vision is to be a strong, green heartbeat for London. We are investing in green infrastructure, improving walking and cycling, reducing carbon emissions, and making the city's air cleaner. The Ultra Low Emission Zone, and fleets of increasingly environmentally friendly and zero-emission buses, are helping to tackle London's toxic air. We are also improving public transport options, particularly in outer London, to ensure that more people can choose public transport or active travel over using their vehicles.

That is why we are introducing the outer London Superloop bus network, providing express bus routes circling the entire capital, connecting outer London town centres, railway stations, hospitals and transport hubs.

We have constructed many of London's most significant infrastructure projects in recent years, using transport to unlock economic growth and improve connectivity. This includes major projects like the extension of the Northern line to Battersea Power Station and Nine Elms in south London, as well as the completion of the London Overground extension to Barking Riverside and the Bank station upgrade.

The Elizabeth line, which opened in 2022, has quickly become one of the country's most popular railways, adding 10 per cent to central London's rail capacity and supporting new jobs, homes and economic growth. We also use our own land to provide thousands of new affordable

homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means using information, data and technology to make services intuitive and easy to use and doing all we can to make streets and transport services accessible and safe to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day. None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. By working together, we are creating brighter journeys and a better city.

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