



**ANNUAL SAFETY
PERFORMANCE REPORT**

2018/19



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1. INTRODUCTION & CONTEXT

1.1. Purpose of the Document

This Annual Safety Report details SPT's Health and Safety performance for the financial year 2018/19 (i.e. April 2018 to March 2019). The report compares this year's performance with previous years to identify continuous improvement across all areas.

1.2. Scope of Coverage

The report details the overall Health & Safety performance of SPT and includes information against the Key Performance Indicators and targets set out in the individual Bus Stations and Subway Annual Safety Plans for 2018/19.

1.3. Context and Overview of 2018/19 Activities

SPT have undertaken a wide range of activities over the year within Corporate, Subway and Bus, which are detailed in the SPT Annual report: <http://www.spt.co.uk/corporate/about/annualreport/>. The following is an overview of the specific areas of Health & Safety related activities.

Subway

This year continued to see the delivery of a high level of availability and reliability for passengers through considerable efforts by operations and engineering/maintenance teams to ensure a safe station and infrastructure environment and in maintaining the existing fleet of rolling stock.

As part of the Subway Modernisation programme, SPT continues to work with the joint venture team of Hitachi Rail STS/Stadler to ensure safe delivery of the new trains, signalling and other associated systems.

This will bring about considerable change to the Subway, all of which is governed through our Safety Verification Scheme as part of overall Authorisation and Certification under ROGS¹ from ORR².

Subway Modernisation continued to present challenges in the daily tasks of operating a safe environment for staff, members of the public, and contractors. This included track access possession control and managing the day-to-day interface between SPT and contractors for construction works within a live operational environment. Station refurbishments have continued which enhance customer experience and has improved safety and security performance throughout the system. Improved lighting, upgrade to escalators, tactile tiles and improved wayfinding measures, lifts for persons of reduced mobility, signage, upgrade of fire protection systems, communication, sumps and pumps,

¹ Rail and Other Guided Systems Regulations 2006

² Office of Road and Rail: enforcing authority for Subway

Corporate

To ensure continuous improvement of corporate safety, a review of safety related documentation and processes has been undertaken to ensure that the safety of staff, visitors and contractors is maintained to the highest standards at all times. As part of the internal audit programme, audits were undertaken against statutory inspection and maintenance requirements that identified opportunities for improvement. Refresher training for fire wardens was undertaken to ensure evacuation provisions in the event of an emergency.

Bus Stations

SPT continued to provide a clean, safe and attractive environment for both staff, members of the public and passengers when using Bus Station Facilities.

Refurbishment works to Buchanan Bus Station commenced within the year, which will offer improved facilities for employees, increase commercial opportunities for the station and improve safety and security with the relocation of the luggage storage facility. These works have been planned to minimise disruption to passengers and to ensure safety standards are maintained throughout the works. To date these works have been undertaken in safe manner with SPT working closely with the onsite contractors with no non-reportable or reportable accidents.

Communication has been improved following a revamped staff safety brief and the formation of a Safety Reps committee meeting, increasing the opportunity for communication on safety related matters.

There has been an increase in the provision of Safety related training sessions to Bus staff, which resulted in safety awareness being raised. Additional competence assessors and verifier posts have been introduced ensuring high standards of safe working practices for the regulator staff are maintained.

1.4. Overview of the Management of Safety

SPT manages safety by applying a systematic and structured approach including the development and implementation of policies and procedures comprising of Health and Safety Policies, Safety Management Systems, Safety Plans, Operational Procedures, Rules and Regulations and Risk Management. In addition, the following inspections are undertaken to evaluate the effectiveness of the safety arrangements:

- Scheduled and ad hoc safety inspections of SPT and Contractor sites and work activities
- Internal Audit programme undertaken by the Health and Safety team
- Daily safety inspections by staff across all operational areas within SPT
- Continual review of risks and mitigations through the dynamic risk assessment process

The effectiveness of these arrangements is subject to regular management review including:

- Annual Safety Performance to our Partnership Board Committee (this report)
- 4 weekly period health & safety reports to the Strategy Group
- 4 weekly period health and safety meetings with senior management
- 4 weekly period Subway health and safety committee meetings
- 4 weekly period Bus Health and Safety Representative meetings
- Change Management Review Panel meetings

Allocation of adequate resources with the required competence is deployed within SPT to support and monitor the safety of our operations.

SPT acknowledges the importance of Health and Safety and communicates this through initial and on-going involvement of staff, which includes:

- New Employee Induction
- 4 weekly period Safety Brief
- Safety Flashes and Bulletins used to share specific time sensitive information
- Toolbox Talks
- Workshops and training sessions held on specific topics

SPT has established consultation processes, to review and comment on safety plans, policies and procedures. These documents are then communicated to staff through their line managers.

1.5. Measurement of Safety Performance

Reviewing performance demonstrates top-level commitment by management and is a requirement of SPT safety management arrangements.

The purpose of measuring health and safety performance is to provide information on the progress and current status of the strategies, processes and activities used by SPT to control risks and implement improvements to health and safety where required. This gives SPT assurance that health and safety has been given suitable priority and that the obligations imposed under legislation have been met.

Targets have been set for key risks within departmental annual safety plans as identified during the management review process. This resulted in the development of action plans for each target to reduce risk levels and ensure continual improvement of safety performance.

A focused approach is used to identify whether targets, which have been established, and actions implemented have resulted in an improvement in safety performance.

Safety performance is monitored at various levels throughout all SPT departments. Measurement and review of safety performance within SPT is undertaken by various means:

- Comparison of reported events against previous statistical data,
- Continual monitoring of progress against agreed safety KPI's,
- Analysis of accident data to identify emerging trends
- Monitoring and review of safety related documents and processes to ensure their effectiveness and areas that require improvement.

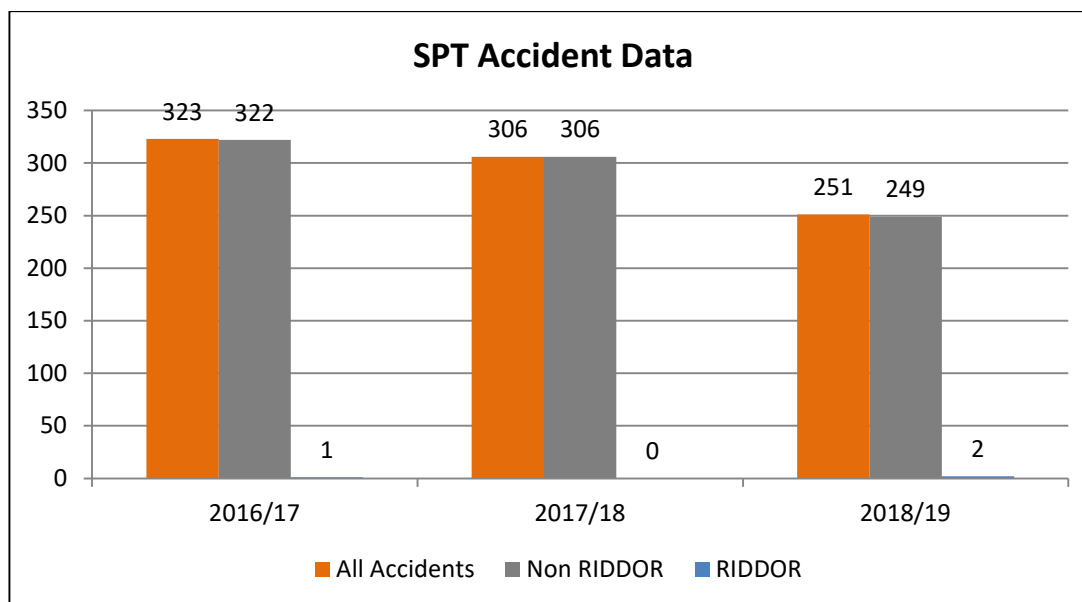
The key areas under analysis are reportable and non-reportable events involving staff, passengers, contractors and infrastructure. Specific Key Performance Indicators will also be reported for each department.

The 2018/19 performance has been used to influence targets for the 2019/20 Key Safety Performance Indicators (KPI's) contained within the relevant departments Annual Safety Plans. (Safety Plans contained with Appendix "A" of document).

2. SAFETY PERFORMANCE

Details of accident statistics for the year 2018/19 are broken down into the following groups Employee, Member of the Public and Contractors. Specifics for each group are included below.

2.1. All Accidents



The reporting period identified a continuing decreasing trend in all accidents. This decrease can be attributed to a number of factors, which are detailed within section 3 of this document.

Two (2) RIDDOR³ Reportable events occurred during this period, relating to employees with an increase in working days lost due to employee accidents. All accidents are fully investigated to establish full facts and learn lessons if appropriate.

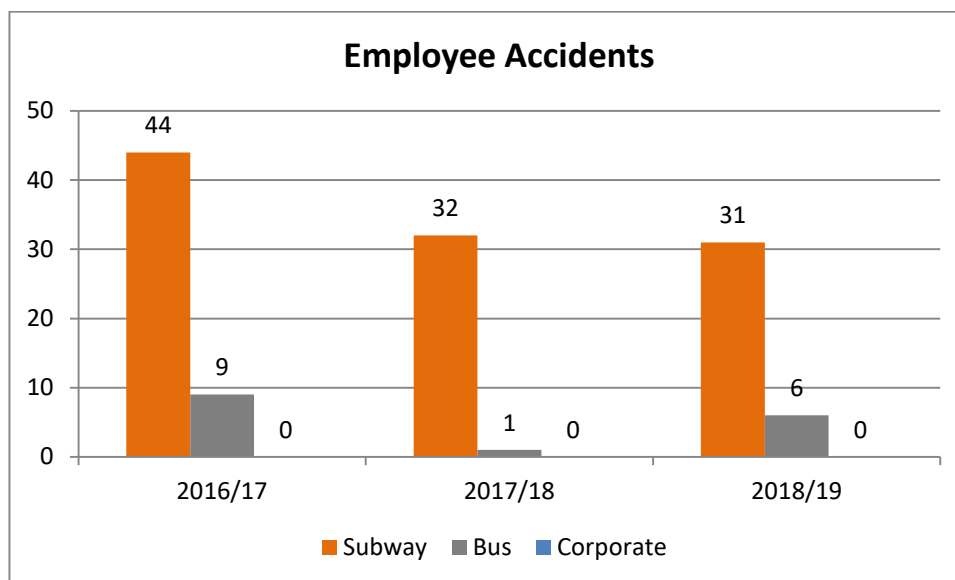
There were no RIDDOR reportable events recorded for members of the public, passengers or visitors.

³ RIDDOR, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

2.2. Employee Performance

Employee Health & Safety Accidents across the SPT organisation are illustrated below:

All Employee Accidents



The chart demonstrates a continuing downward trend for the reporting period for employee accidents within Subway. Bus employee accidents have increased for the reporting period.

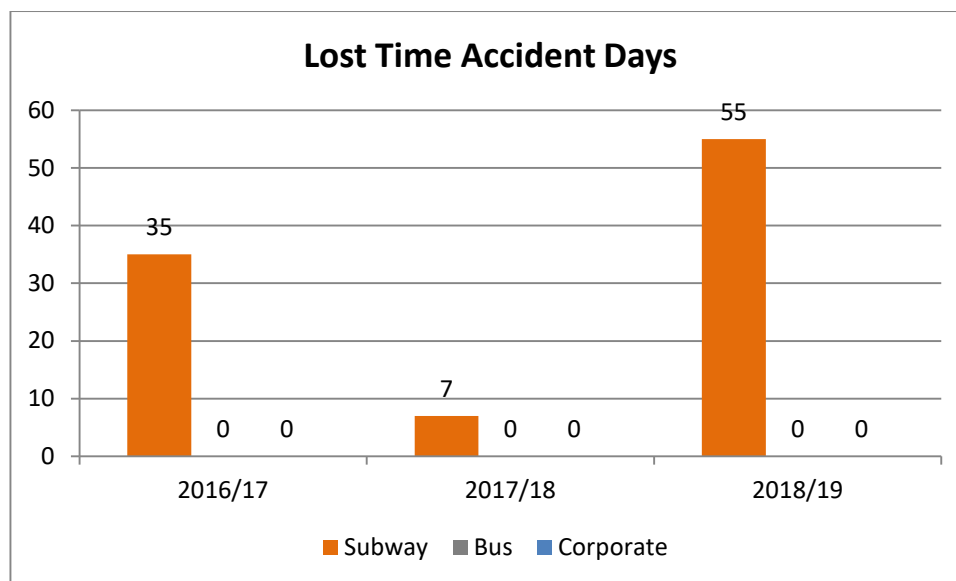
Three (3) events related to employees involved in minor road traffic accidents whilst driving SPT vehicles. No injuries were recorded and drivers were reassessed.

Two (2) employees fell when walking within the bus stations, although no defect could be attributed to the falls.

One (1) further employee was scalded by hot water which resulted in the hot water temperature being reduced.

There have been no accidents recorded at 131 St Vincent Street, the main administration centre.

Lost Time Accident Days



Lost time days for 2018/19 have significantly increased to 55 compared to 7 days for the previous period. Although this is an increase, it should be noted that lost time days recorded related to 3 separate events compared to 1 event the previous year.

Subway employees accounted for all of the total days lost. Despite an increase in bus employee accidents, none have resulted in working days lost.

2.3. Passenger & Members of Public Performance

Statistics relating to Passenger & Members of Public events across the organisation for 2018/19 are compared with the previous two years' performance. Within the reporting period, there have been no events, which required to be notified to the regulatory bodies under the RIDDOR Regulations 2013.

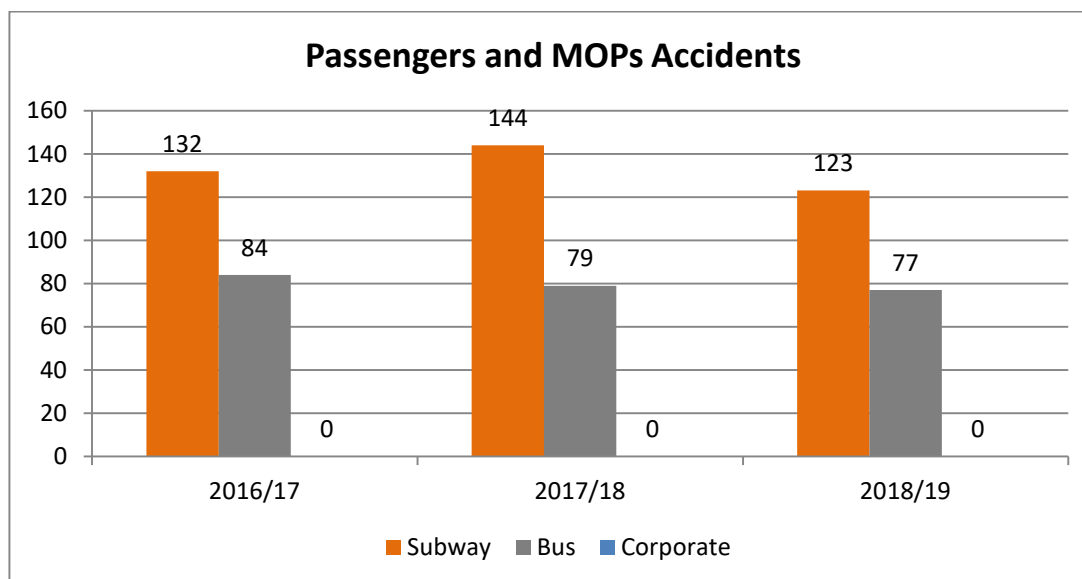
The success of the safety performance could be attributed to the continuation of effective inspection regimes, defect reporting/rectification, passenger awareness campaigns and overall staff intervention.

All Passenger and Member of Public Accidents

SPT had approximately 28 million passengers travelling through all premises during the reporting period with 123 accidents reported.

These passengers are split as follows: approximately 13 million passengers within Subway premises accounting for 46 accidents; and 15 million passengers within Bus premises with 77 accidents reported.

When this is taken into context, the amount of events occurring has an accident frequency of 1 event for every 225,000 passengers.



SPT's continued drive to improve performance is supported by looking to identify trends and improvements on current mitigation strategies including robust inspection regimes of all public areas within SPT premises by front line staff, coupled with a culture of reporting all events and prompt remedial actions where required. The chart shows a year on year decrease of accidents involving Passengers and Members of the Public compared to the previous year. Specifically:

- accidents recorded for both Subway & Bus Operations decreased in the reporting period; and
- there were no reported accidents at 131 St Vincent Street offices.

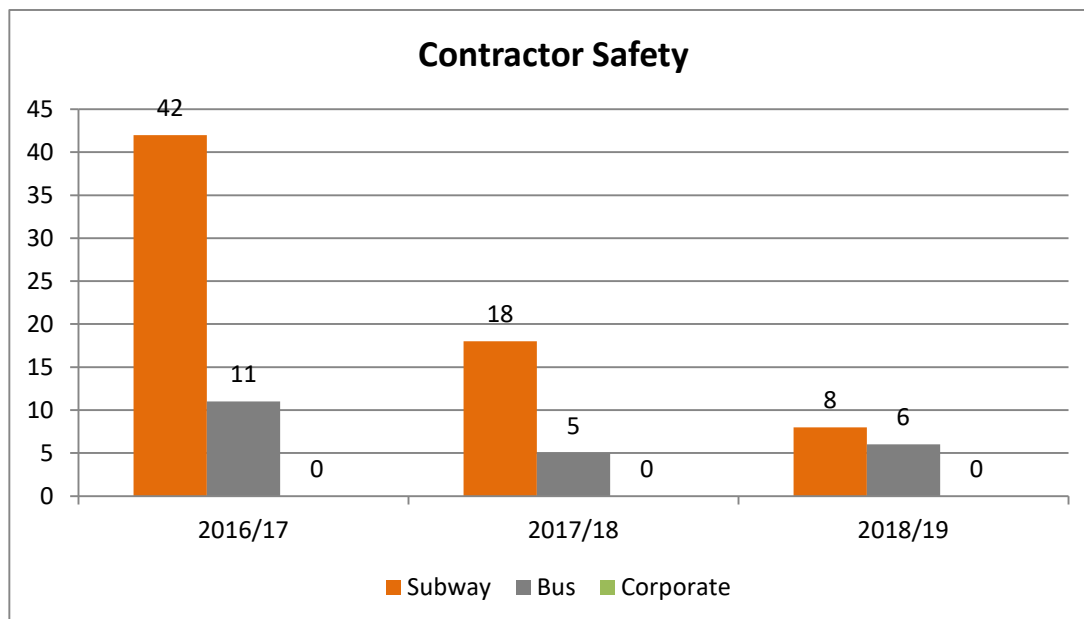
2.4. Contractor Performance

SPT recognises it has duties with regard to the management of contractor safety who undertake work within SPT premises and sites, and as such has developed procedures and process that control the operations of contractors while working on SPT premises.

For the reporting period, 2018/19 there were no RIDDOR reportable events relating to contractors across all departments.

Contractor activities have increased during this period with the continuation of the modernisation project and refurbishment works being undertaken at Buchanan Bus Station. Significantly, this increased activity has had been undertaken without an adverse impact on the number of reported events.

Contractor Non – RIDDOR Accidents

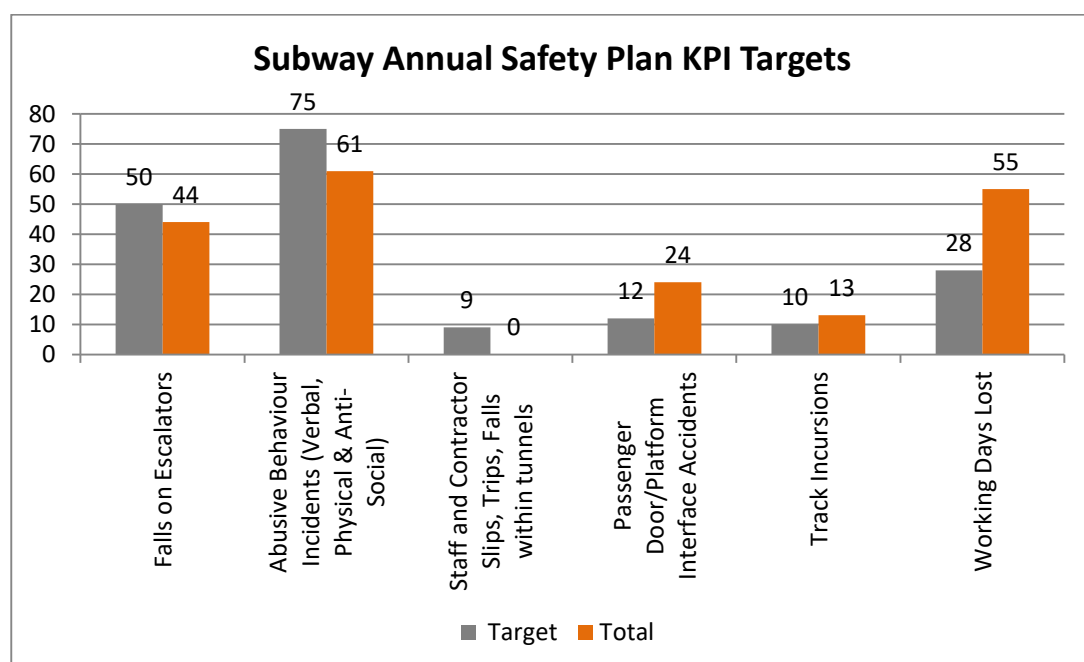


SPT will continue to record all events reported and challenge the respective contractors to ensure that robust investigation to identify root causes is undertaken and that the implementation of suitable and sufficient corrective actions and control measures are adopted to prevent reoccurrence. Health and Safety remains an agenda item for all contractor meetings, to ensure that contractors deploy the same high standards to works on SPT sites.

3. DETAILED OPERATIONAL ANALYSIS

3.1. Subway

The annual subway safety plan 2018/19 set out 6 key Health and Safety aims and objectives for Subway, which were supported by high level strategies, and specific action plans. Performance against these targets is detailed below, with further information available within the plan.



Falls on Escalators

Objective 1 - Reduce the number of passenger falls on escalators

The safety performance saw a reduction in escalator falls reported during 2018/19. The KPI set against last year's performance has been achieved. The strategies adopted were:

- To increase passenger hazard awareness
- Maintain a safe environment within the stations.
- Improvements to public announcement messages and display board messages and improved signage
- Staff training which promoted early intervention with passengers

All of these strategies have contributed to reducing the number of accidents and led to a demonstrable improvement in safety performance surrounding escalator use.

Abusive Behaviour

Objective 2 - Reduce the number of incidents of anti-social behaviour and abuse

There has been a reduction in reports of anti-social behaviour and abuse. There has been a decrease in antisocial behaviour reports but an increase in verbal abuse towards staff, which demonstrates this is an area that requires continued focus. The strategies for improving antisocial behaviour and reducing verbal/physical abuse towards staff focused on proactive communications, staff training and awareness.

Subway Operations continue to work closely with British Transport Police (BTP) to target antisocial behaviour, particularly at football events and by targeted BTP patrols. Regular review meetings with BTP have continued providing the opportunity to share information and develop strategies.

A new initiative introduced in January 2019 providing body cameras to SPT employees has been received positively by employees and proven effective in de-escalating difficult situations and assisting BTP in actively pursuing offenders.

Given the nature of subway operations and frequent contact with members of the public, this is expected to remain an area of focus to ensure a safer passenger and working environment for employees.

SPT continues to have a Zero Tolerance approach towards unacceptable behaviours.

Staff and Contractor Slips, Trips and Falls (STF) in Tunnels

Objective 3 - Reduce the number of occurrences of slip, trip and fall accidents within the tunnel environment

The number of contractor works activities has decreased, although SPT maintenance staff activities have continued. There were been no reported events of slips, trips and falls accidents within the tunnel environment during the period.

This will remain an area of focus for SPT, as contractor activities relating to the new rolling stock and control system works will significantly increase in the upcoming financial year.

Passenger Door/Platform Interface

Objective 4 - Reduce the risk of train/platform interface accidents and incidents

The target set for this year has not been achieved. A Management Review earlier in the year identified the projected trend demonstrated the likelihood of an increase in this type of event. Early intervention through specific public announcements by drivers, reminding passengers to mind the gap when alighting and improved signage within the trains and stations continued. Analysis of these events, indicate customer behaviour is a significant contributory factor. This is an area which SPT will continue to focus on in the next financial year with the aim of reducing the current levels and demonstrating improvements to passenger safety.

Track Incursions

Objective 5 - Prevent illegal incursion onto the track from station platforms by passengers during operational hours

Track incursions by passengers reported during this financial year has exceeded the target set. It is recognised that a small minority of passengers do not understand the risk to themselves when they access the track during operational hours. A continued focus this year was on improving passenger hazard awareness, which was supported by staff intervention and increased BTP presence. The hazard warnings on the third rail will be refreshed to make them more visible to people standing on the platform.

Working Days Lost

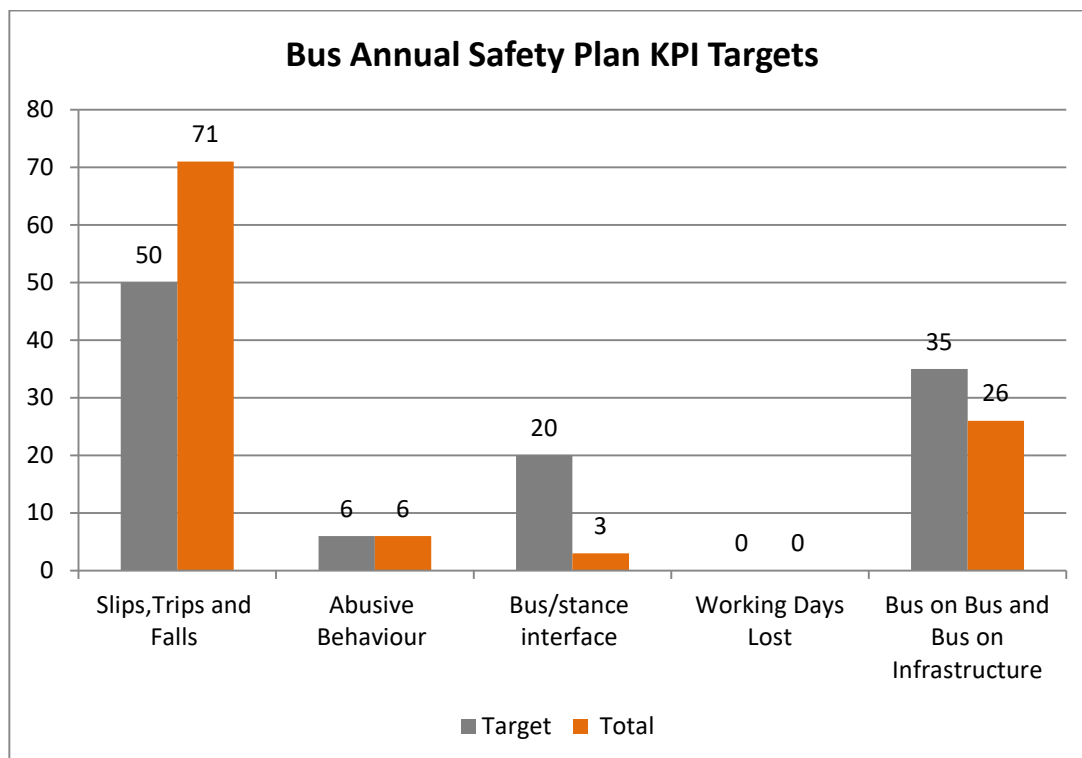
Objective 6 - Reduce the number of work days lost due to occupational health issues relating to workplace accidents.

The number of workdays lost during this reporting period, was higher than expected with a total of 55 days lost against a target of 32 days. This increase was from 3 events, all of which related to musculoskeletal injuries. This resulted in a review of methods of working and risk assessments, which was briefed to staff through the issue of an internal safety flash.

The review of trends will continue to be monitored, with staff absence managed through the departmental absence management meetings.

3.2. Bus

The annual safety plan 2018/19 set out 5 key Health and Safety aims and objectives for Bus, which was supported by high-level strategies, and specific action plans. This section reports on these targets.



Slips, Trips and Falls

Objective 1 - Reduce the number of passenger accidents and incidents within stations in particular, accidents relating to slips, trips and falls

The number of accidents reported this year has increased when compared against the target. Slips, trips and falls continue to be the largest cause of accidents within the bus stations and the target for this year has not been achieved. Analysis of these events identified customer behaviour as the significant contributing factor in STF events within bus stations, with the principle cause relating to mobility issues, intoxication and passenger's inattention or behaviour. No pattern was identified in relation to SPT bus infrastructure.

The permanent recessed mat-wells installed in the previous reporting year have resulted in a decrease in slips, trips and falls at the concourse entrances. This has demonstrated the effectiveness of the implemented intervention.

The intended outcome for this aim was to reduce the number of slips, trips and falls within bus stations and this will remain a target area for 2019/20.

Antisocial Behaviour

Objective 2 - Reduce the number of incidents of anti-social behaviour and abuse

Reports of antisocial behaviour and verbal abuse towards our operational, customer facing staff has reduced during this reporting period compared to the previous year and while the KPI set has been achieved, SPT continues to have a zero tolerance approach towards unacceptable behaviours and this remains an area of focus within the Bus Stations.

All Bus Stations have security guards on site and their quick intervention supports SPT staff when dealing with this type of behaviour. Staff have been actively encouraged to report instances of verbal or physical abuse through the in house reporting tool, axiom.

Bus Stance/Interface

Objective 3 - Reduce the risk of bus/stance interface accidents and incidents

This target was achieved with only 3 events reported against the target set for 2018/19.

Staff intervention coupled with regular inspection, improved stance visibility and prompt resolution of identified issues will continue to maintain the highest standards to provide a safe and secure environment within SPT premises for all staff, passengers, members of the public, visitors and contractors.

Working Days Lost

Objective 4 - Reduce the number of work days lost due to Workplace accidents

Although there was an increase in employee accidents during this reporting period, no working days were lost. This is a trend, which has continued over two reporting periods.

4. Look Ahead

Look Ahead for the year ahead (2019/20)

SPT has carried out an evaluation of the previous year's statistics including the KPI's described in the annual safety plan for Bus and Subway. This enables SPT to develop the annual safety plans taking account of trends and analysis for the next financial year for individual departments. The plans identify improvement strategies designed to aid the departments to manage and improve safety performance.

These plans (attached at Appendix A) identify areas of focus and describe the safety aims and objectives along with specific strategies and action plans for achieving the targeted performance.

SPT remains committed to ensuring that it actively promotes and practices the highest standards of Health and Safety within all its operations and sites to ensure that staff, passengers, and members of the public can deliver and access services safely.



APPENDIX A

SUBWAY SAFETY PLAN 2019-2020

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BUS STATION SAFETY PLAN 2019-2020