



**ANNUAL SAFETY  
PERFORMANCE REPORT**

**2016/17**



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## CONTENTS

<b>1 INTRODUCTION .....</b>	<b>4</b>
1.1 Purpose of the Document.....	4
1.2 Safety Objectives .....	4
1.3 Scope of Coverage .....	4
1.4 Overview of 2016/17 Activities .....	5
1.5 Management of Safety .....	6
1.6 Measurement of Safety Performance.....	6
<b>2 SAFETY OVERVIEW.....</b>	<b>7</b>
<b>3 WORKFORCE SAFETY .....</b>	<b>8</b>
3.1 All Accidents & Incidents.....	8
3.2 Lost Time Accident Days.....	8
3.3 RIDDOR Accidents & Incidents.....	9
3.4 Non-RIDDOR Accidents & Incidents .....	9
<b>4 PASSENGER &amp; MEMBERS OF PUBLIC.....</b>	<b>10</b>
4.1 All Accidents .....	10
4.2 RIDDOR.....	11
4.3 Non-RIDDOR .....	11
<b>5 CONTRACTOR SAFETY .....</b>	<b>12</b>
5.1 Non – RIDDOR Accidents & Incidents.....	12
<b>6 DEPARTMENTAL KEY AREAS ANALYSIS.....</b>	<b>13</b>
6.1 Subway.....	13
6.2 Bus .....	15
<b>7 2017/18 TARGET SETTING.....</b>	<b>16</b>
<b>8 CONCLUSIONS .....</b>	<b>16</b>

## 1 INTRODUCTION

### 1.1 Purpose of the Document

As an employer and service provider, SPT is focused on ensuring that the health and safety of its customers, staff and contractors is embedded in the culture of the organisation.

This Annual Safety Report covers the period April 2016 to March 2017. Its purpose is to report Health & Safety performance for the 2016/17 period and, where appropriate, compare performance against the previous two years.

Where the report highlights emerging or underlying trends, this will allow SPT's management teams to formulate safety plans for the forthcoming year April 2017 to March 2018, targeting specific areas for improvement as well as providing the necessary information to determine our policy approach and identify training needs.

### 1.2 Safety Objectives

SPT's safety objectives are defined within the Corporate Health and Safety Policy and are as follows:

- i) Ensure that adequate resources are made available to ensure compliance with all of SPT's statutory Health & Safety duties and to allow for the development of a positive safety culture within SPT.
- ii) Prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities.
- iii) Implement emergency procedures – evacuation in case of fire or other significant incident.
- iv) Provide employees with such information, instruction and training to ensure they have the required competencies necessary to enable them to work without risk to the health and safety of themselves and others.
- v) Maintain safe and healthy working conditions, provide and correctly maintain plant, equipment and machinery, and ensure safe storage/use of substances.
- vi) Encourage employees to discuss and raise issues of a health and safety concern with their immediate manager and/or senior management.
- vii) Maintain existing safety controls and continually re-evaluate and, where appropriate, improve these to ensure the public can use SPT's services safely.
- viii) Ensure that visitors, tenants, contractors, sub-contractors and consultants who may be visiting or occupying SPT's premises or property conform to as a minimum, SPT's Health & Safety working practices and standards.
- ix) Ensure that suitable measures are in place to reduce and ultimately eradicate verbal and physical abuse towards our employees.

### 1.3 Scope of Coverage

The report encompasses all areas of SPT activity: Corporate including the 131 St Vincent Street office; Bus and Subway Operations; and makes reference to external contractor performance as required. Although reporting on the overall Health & Safety performance of SPT, where necessary it may include reporting of specific departments, the use of contractors within these areas for planned maintenance activities, for current modernisation and other associated improvement works.

## **1.4 Overview of 2016/17 Activities**

SPT have undertaken a wide range of activities over the previous year within Corporate, Subway and Bus. The following is an overview of the specific areas of Health & Safety related activities.

### **Corporate**

Following the move from Consort House in February 2016, SPT underwent a period of settling in of staff to the new offices at 131 St Vincent Street. To ensure safety, the updating of and implementation of specific safety related documentation and processes was undertaken to ensure that the safety of staff, visitors and contractors was maintained to the highest standards at all times. This included revision of evacuation procedures, refresher training for fire wardens/ first aiders and risk assessments.

### **Bus**

The financial year of 2016/17 was, on the whole, a continuation of our normal day to day operational activities of the bus operators' areas which continued to provide a clean, safe and attractive environment for both staff, members of the public and passengers when using our facilities. The improvement of the competence assessment management process for regulating staff (those managing a significant number of bus movements in our bus stations) has ensured continuous improvement in staff safety behaviour and performance.

The reduction in passenger numbers using bus services had a material effect on the total number of bus movements in our facilities, which resulted in SPT undertaking a review of staffing requirements without reduction to the levels of safe operation. This was undertaken through consultation with staff and an assessment was completed to ensure that bus station facilities still maintained the highest standard of safety for staff and bus station users. Passenger recession also resulted in the removal and/or reduction of operational services provided by travel centres at some locations.

There was also a reconfiguration of the office areas within Buchanan Bus Station resulting in an open plan floor plate arrangement and upgraded Comms system with UPS back up. Staff welfare facilities were also upgraded in this location to provide improved working environmental conditions, and in all cases these moves prompted a re-evaluation of all Health & Safety procedures and protocols to ensure compliance.

### **Subway**

The financial year 2016/17 was a significant year in the Subway history, which saw normal train operations suspended for a 39-day period during July-August to facilitate the ramps and turnouts renewal work. The sheer scale of this programme resulted in a massive increase of the numbers of contracts on our site with utilisation of heavy plant and equipment not normally experienced in our more routine maintenance activities.

The day to day operations continued to see the delivery of a high level of availability and reliability for our passengers through considerable efforts by our engineering and maintenance teams in maintaining an ageing fleet. At the beginning of 2016/17, and as part of the Subway Modernisation programme, SPT awarded the contract for the supply of the new trains, signalling and other

associated system improvements to a joint venture team comprising Ansaldo/Stadler. This will bring about considerable change to the subway, all of which is governed through our Safety Verification Scheme.

Subway Modernisation continued to bring other permanent change to the Subway system through further station refurbishments, completion of our escalator replacements programme, completion of the in-tunnel pumping station upgrades, on-going improvements to the tunnel lining and a continuation of the re-rail improvement programme. All of this presented challenges to possession management (accessing the tunnel environment without train operations) and managing construction works within a live operational environment.

## 1.5 Management of Safety

SPT manages safety by applying a systematic and documented approach. This includes the production and implementation of documentation such as H & S Policies, Safety Management Systems, Safety Plans, Operational Procedures, Rules and Regulations and Risk Assessments.

The effectiveness of these arrangements are subject to regular management review including

- Monthly health & safety reports to the Strategy Group.
- Regular safety meetings with senior management.
- Monthly subway safety committee meetings.
- Daily safety inspections by staff across all operational areas within SPT.
- Scheduled and ad hoc safety inspections and audits by the Health and Safety team.
- Safety workshops focusing on key risk areas for improvement.
- Dynamic risk assessment process.

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

## 1.6 Measurement of Safety Performance

The primary 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 to health and safety.

Measurement and review of safety performance within SPT is undertaken by various means, ranging from comparison of reported accident totals against previous statistical data, continual monitoring of progress against set safety KPI's, interrogation of accident databases to identify emerging trends and monitoring and review of safety related documentation and processes to ensure their effectiveness and areas that require improvement.

The key areas under analysis are; reportable and non-reportable accidents and incidents involving staff, passengers, contractors and infrastructure. Specific key area types will also be compared for each department.

This year's performance is used to set targets for the 2017/18 Key Safety Performance Indicators (KPI's) contained within the relevant departments Annual Safety Plans.

## 2 SAFETY OVERVIEW

This section includes all reported Accidents & Incidents (A&I's) across the SPT organisation for the years 2016/17 with comparison to the previous two years.

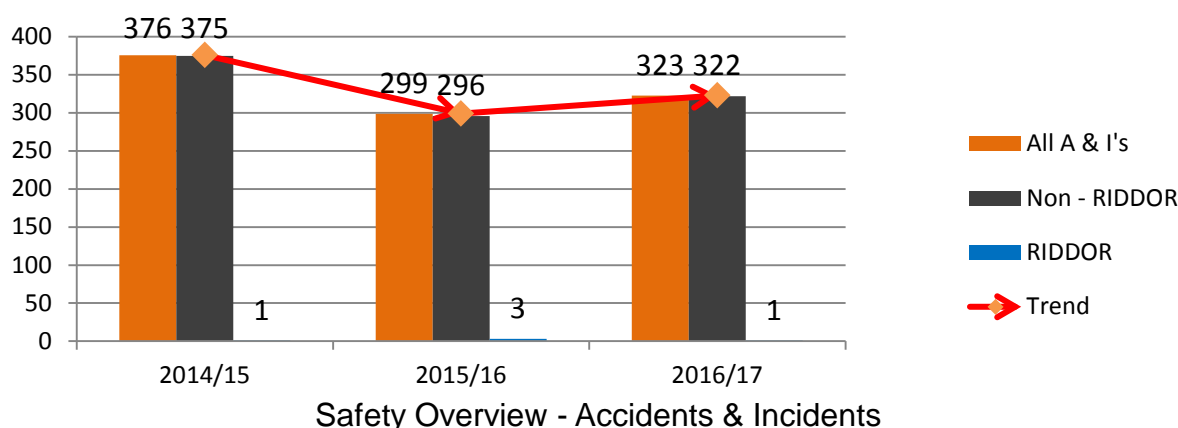
The data is also broken down into RIDDOR (1) and Non RIDDOR (2) categories. This incorporates data from SPT Corporate, Bus, Subway and all Contractors utilised across the organisation.

In the reporting period for 2016/17 there was an increase of reported events of 8% against last year. This increase can be attributed to a number of factors occurring within the reporting period.

Whilst never wishing to see any increase in the number of Health & Safety events reported, in this year we saw the introduction of the new online reporting portal within SPT's Axiom electronic system. With the ease and simplicity of recording events via Axiom, there was a renewed drive to encourage all staff to report all accidents and incidents. This has ensured more accurate and prompt recording and reporting of accidents.

There have been small increases in some of the event categories both for Subway and Bus in relation to anti-social behaviour, slips, trips and falls and verbal abuse towards staff. These areas have been identified within the relevant departmental safety plans for the coming year and have specific control strategies identified to seek reduction in the occurrence of these events.

There have not been any identified trends in relation to the root cause of these increases in relation to processes or environment factors. The performance of the reporting process remains under review to ensure that the system is capturing the appropriate accidents, incidents and near misses.

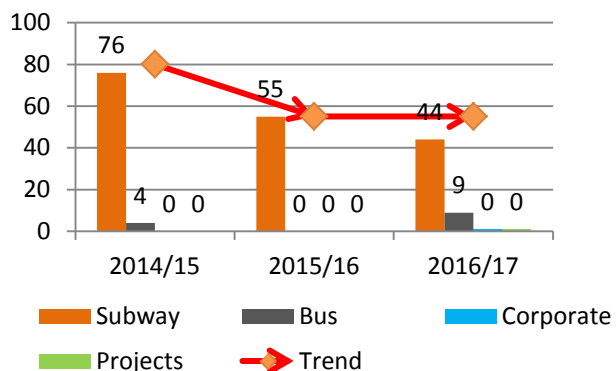


- 1 RIDDOR - is the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. These Regulations require employers, the self-employed and those in control of premises to report specified workplace incidents.
- 2 Non-RIDDOR - Report is required only when the accident is work-related and it results in an injury of a type which meets the specific requirements detailed within the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

### 3 WORKFORCE SAFETY

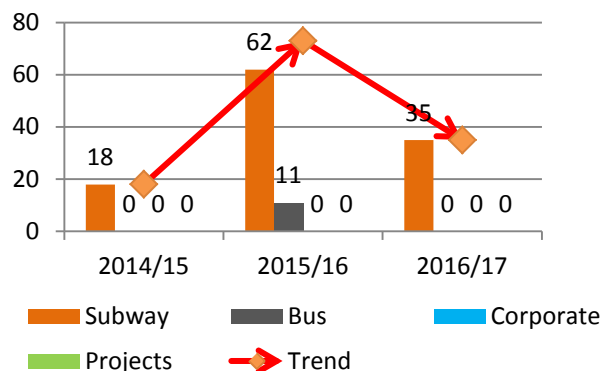
This section contains the statistics for employees across the SPT organisation to illustrate trends.

#### 3.1 All Accidents & Incidents



- The chart shows an overall downwards trend for employee accidents and incidents across SPT.
- Bus Operation employee reported accidents and incidents increased to 9 for the reporting period 2016/17 with Subway employees events dropping to 44.
- There have been no accidents recorded at Head Office or within the Projects departments in SPT.

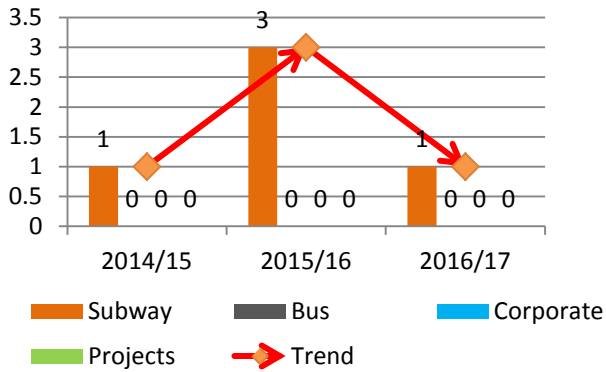
#### 3.2 Lost Time Accident Days



- SPT had an average of 550 employees over the year which equates to 121,000 work days or 1,020,366 available hours per annum. (Work days based on 550 employees working an average of 5 days per week over 44 weeks in the year.)
- Therefore the days lost in 2016/17 equates to 0.0003% of working days available.
- Subway departments accounted for all 35 days of the total days lost, whilst Bus, Projects and Corporate recorded zero days lost.

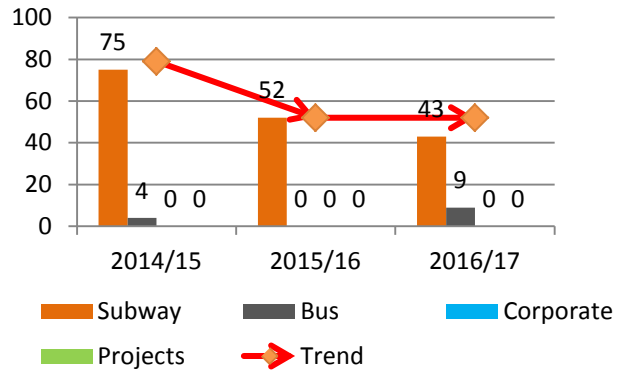


### 3.3 RIDDOR Accidents & Incidents



- Employee accident & incidents have decreased by two on the previous year.
- The one reported event related to a fall within the tunnel environment by a Subway Engineering and Maintenance team member resulting in an over 7 days absence due to a ankle strain.

### 3.4 Non-RIDDOR Accidents & Incidents



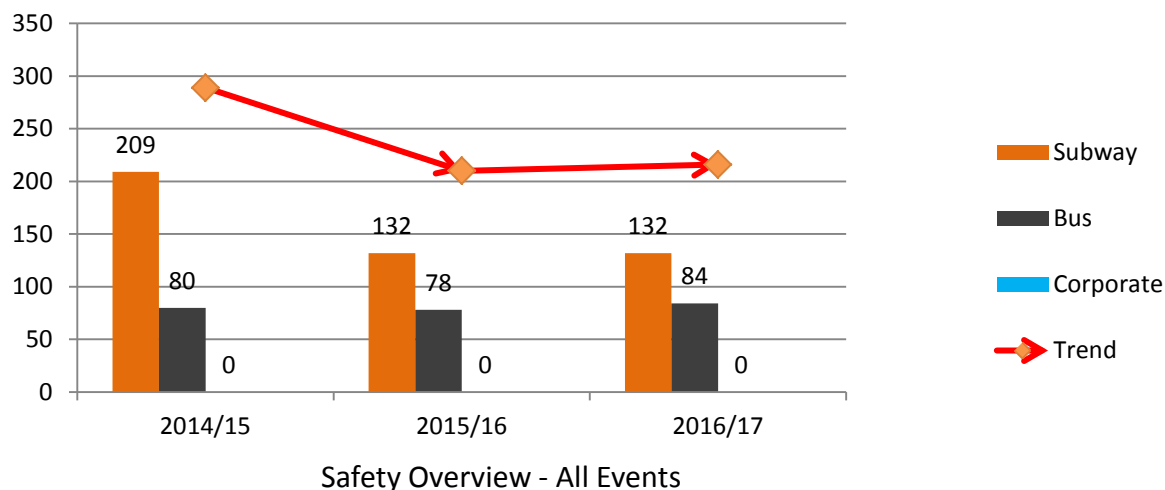
- Employee Non – RIDDOR accidents & incidents have continued to decrease for Subway across the reporting period. With an increase recorded for Bus Operations staff.
- The overall recorded instances have remained static for the financial year 2016/17.
- Although Subway continues to record the highest figures in regards to A&I's, there is a significant downward trend in this area.
- The approximate staff breakdown for the separate departments was as follows:-

Subway – 258  
Bus – 167  
Corporate – 86  
Projects – 31

## 4 PASSENGER & MEMBERS OF PUBLIC

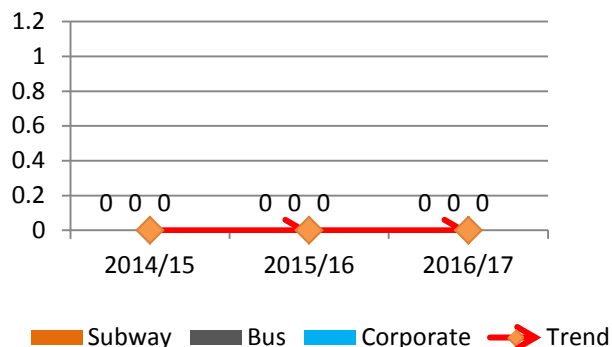
This section contains the statistics for Passenger & Members of Public across the SPT organisation for 2016/17 and comparison to the previous two years.

### 4.1 All Accidents



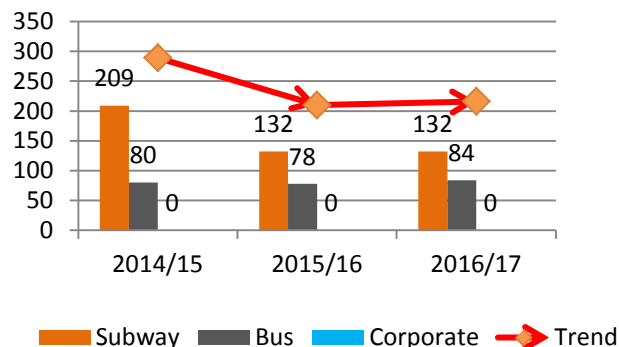
- The chart shows a slight increase in the 2016/17 reporting period in relation to Passenger / Members of Public accidents.
- Subway Operations accidents remained static for the period with a slight increase recorded for Bus Operations.
- Bus Operations has shown a small increase in the period from the previous year. On review of the accident categories there are not identifiable trends associated with the increase recorded. The introduction of the on-line Axiom reporting system may be contributory to the increase and better capture of events. This remains under review and where specific trends or areas emerge, these will be addressed by implementing relevant actions plans.
- There were no reported accidents over the reporting period for SPT staff at corporate sites including 131 St Vincent Street offices.

## 4.2 RIDDOR



- There have been no RIDDOR reportable events in this period or for the previous 2 years.
- This can be attributed to continuation of effective inspection regimes, defect reporting and overall staff awareness coupled with changes to RIDDOR in criteria for reportable events which became effective in October 2013.

## 4.3 Non-RIDDOR



- We have recorded a small increase between 2015/16 to 2016/17, This has been recorded under Bus Operations area.
- Contributory to the increase may have been better reporting mechanisms through the Axiom A & I reporting process with no specific areas requiring intervention. We also continue to raise staff safety awareness through an on-going process of refresher training.
- Our continued drive to improve our performance will be supported by continually 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 strong reporting and prompt remedial actions where required.

## 5 CONTRACTOR SAFETY

### SPT Overview

SPT employs contractors within our subway, bus and corporate facilities to undertake works of a varied and specialist nature. We recognise our duties in regards to the management of contractor safety while undertaking these works and as such we have developed procedures and process that control the operations of contractors while working on SPT premises.

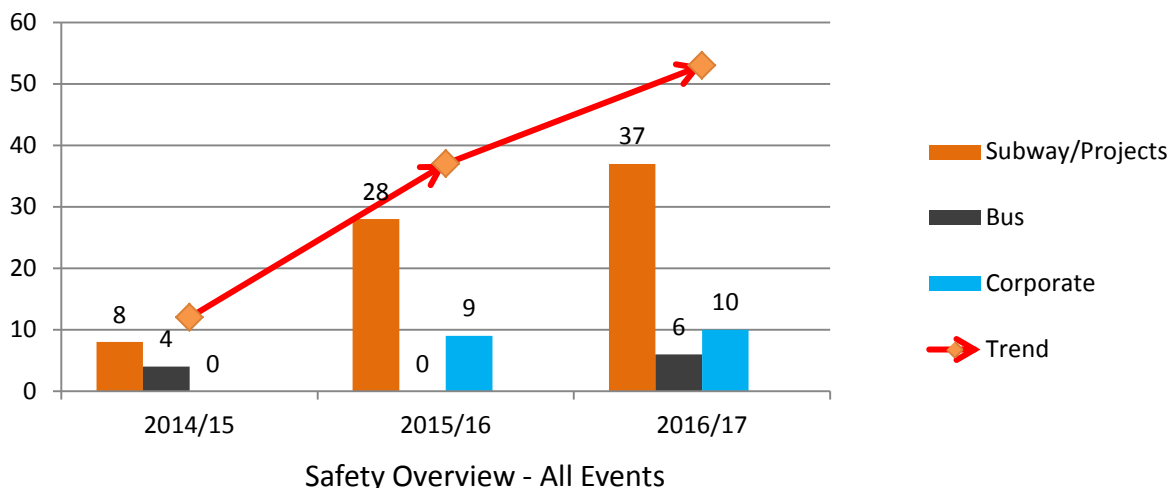
We have a robust procedure in place to ensure that we are compliant with our duties as defined within the Construction (Design and Management) Regulations 2015 (CDM). This covers the duty holder roles that SPT may be required to undertaken such as Client, Designer or Contractor and clearly defines the specific processes and actions required of these roles. We closely monitor contractor works within SPT premises and initially this is by means of reviewing documentation such as construction phase health and safety plans, methodology documents and risk assessments before work commences. Feedback comments are issued where applicable and only once these comments have been adequately addressed are works allowed to commence.

On commencement of works on site we undertake regular inspections, audits on safety management arrangements in regards to methodology and risk control measures. We also require contractors to report all accidents and incidents directly to SPT.

For the reporting period 2016/17 there have been 3 RIDDOR reportable events relating to our employed contractors across all departments. Two of the noted events relate to our modernisation contractors and the third, in relation to labour resource support for internal modernisation teams.

Contractors are required to undertake their own RIDDOR reporting processes while working within SPT premises and assets. We monitor this to ensure that these reportable events have been reported to the relevant Regulatory Authority in the specified timescales as described within the RIDDOR Regulations 2013.

### 5.1 Non – RIDDOR Accidents & Incidents



With the significant increase in contractor activities and personnel utilised to undertake works on behalf of SPT within the year, there is a direct correlation between these increased manning levels and the increased accidents and incidents reports. SPT have not accepted this to be an inevitable consequence and continue to challenge our contractors on their safety performance including review of safety management systems and arrangements and work practices.

We will continue record these and challenge with the respective contractor to ensure that robust investigation identifying root causes are undertaken and that implementation of suitable and sufficient corrective actions and control measures are adopted to prevent reoccurrence.

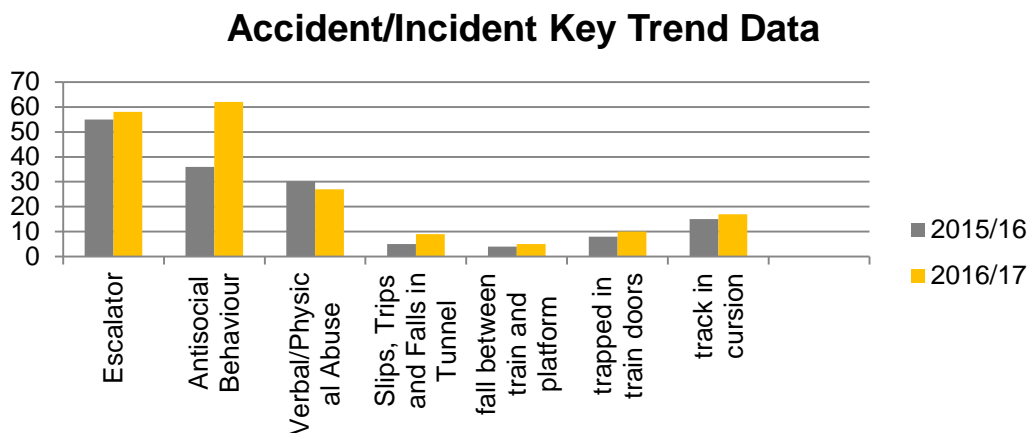
## 6 DEPARTMENTAL KEY AREAS ANALYSIS

To give context to the number of accidents and incidents by means of comparison, across the functional areas covered by this report SPT interacts with members of the public approximately 28 million times annually.

These interactions are split as follows; with around 13 million passengers within Subway premises and around 15 million passengers within Bus premises.

### 6.1 Subway

A detailed review of the safety performance for the year 2016/17 was undertaken by the Subway Senior Management Team and SPT's Health and Safety Manager. The result of this review identified increasing trends and areas of limited change in some of the statistics, with key areas identified in the graph and commentary below.



### People on Trains & In Stations

Our day to day operational key safety risk areas are associated with 2 trends observed from previous years:

- Passengers & Public: Accidents on escalators remain the most common accident type among our passengers (i.e. slips, trips and falls)
- Workforce: Anti-social behaviour and verbal/physical abuse remain a prevalent concern towards the safety of our operational, customer facing staff, particularly during football events

### **Working in or about the System**

Construction and maintenance activity in the system (particularly on track within the tunnels) has seen numbers of both internal staff and construction workers increase year on year. With the significant amount of in tunnel activity undertaken last year, the key safety risks were:

- **Workforce:** Slips, trips and falls within the tunnel system are on the increase with a direct correlation to the increased workforce (both internal and agency maintenance staff and external contractors) within the system. There does appear to be two main contributing factors to this – awareness of the existing system hazards (external workforce) and maintaining focus and acknowledgement of the existing hazards observed within works methodology and execution (internal and external workforce).

### **Train Operations**

With respect to the train operations there are 2 key train/platform interface risks that have increased slightly.

- **Passengers & Public:** there was an increase over the past year in the following types of Accidents and Incidents involving:
  - trapping of clothing and person within doors
  - passenger slips in the gap between train door and platform

### **Trespass**

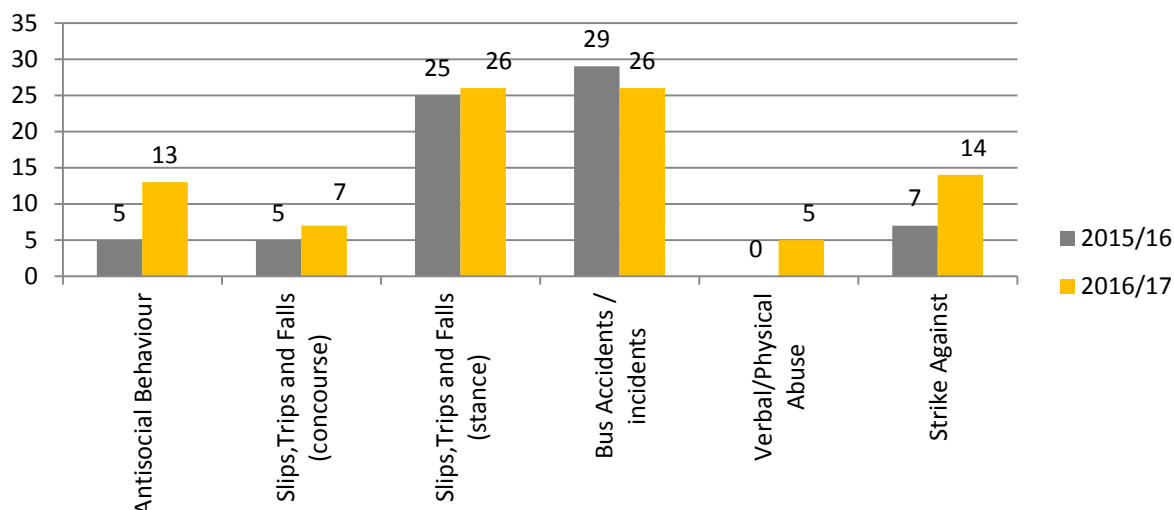
Whilst illegal access outwith operational hours is not showing concern, trespass onto the line within stations during operational hours is a key concern based on the evidence from last year:

- **Passengers & Public:** Incidents involving passengers stepping down onto track to retrieve lost property is increasing but so far without any bodily harm being recorded. However, distraction (from portable devices), a lack of hazard awareness amongst our passengers and the effects of alcohol all are contributory factors in this incident type.

## 6.2 Bus

A detailed review of the safety performance for the year 2016/17 was undertaken with Bus Station Management Team and SPT's Health and Safety Manager. The result of this review identified increasing trends and areas of limited change in some of the statistics, with key areas identified in the graph and commentary below.

### Key Accident/Incident Trend Data



### People in Stations

Our day to day operational key safety risk areas are associated with trends observed from previous years:

- **Passengers & Public:** Accidents slips, trips and falls remain the most common accident type among our passengers (i.e. slips, trips and falls). There has not been any significant increase in these types of event.  
There has been an increase in events relating to strike against incident. This is in relation to passenger behaviours, i.e. running and inattention when moving around the station confines.
- **Workforce:** Anti-social behaviour and verbal/physical abuse remain a prevalent concern towards the safety of our operational, customer facing staff.

### Bus Accidents/Incidents

Accidents and incidents in relation to bus on bus and bus on infrastructure collisions have decreased from the previous year; this may be reflected due to our ongoing engagement and consultation with bus operators. SPT will continue to meet regularly to discuss improvements which could potentially reduce these types of events further

Accidents reported involving members of the public within bus concourse areas has increased slightly during the last year. Approximately 50% of the events are attributed to intoxication of person involved. The inspection regime is robust in these areas and deals with spillages and incidences of inclement weather in a timeous manner.

Overall SPT's management and the health & safety team work collaboratively in monitoring all accident types to identify any emerging trends. This allows implementation of additional control measures and strategies, where required, to ensure that every effort is made to minimise risk to As Low As Reasonably Practicable (ALARP).

## **7 2017/18 TARGET SETTING**

SPT has carried out an evaluation of the previous years statistics and as an organisation has set out individual departmental safety plans to manage and improve our safety performance. These plans identify our anticipated areas of focus and describe the safety aims and objectives along with specific strategies and action plans for achieving the targeted performance.

To monitor the effectiveness of these strategies and action plans management reviews will be continually undertaken in relation to progress against planned performance levels and where required will implement additional controls to ensure that the targets are met and that we continue to seek improvement across the organisation in relation to safety.

SPT has deployed a number of strategies aimed at ensuring that staff take ownership of their areas with the aim of identifying areas for improvement and instilling a strong safety culture.

This cultural approach, coupled with regular inspection 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 and contractors.

## **8 CONCLUSIONS**

Recognising that for the scale of our organisation, the level of incidents and accidents remains relatively low, we are not complacent and will report on each year's performance with a view to maintaining vigilance and make improvements where required.

The figures demonstrate improvement in a number of areas particularly in hazard management in both Bus and Subway operations. Our safety management strategy is based on a systematic process of identifying hazards, evaluating risks, and the monitoring and reviewing of control measures introduced to reduce risks to As Low As Reasonably Practicable (ALARP).

The primary focus is ensuring that SPT provides a safe environment for all. There are however reputational and financial benefits to be accrued from this approach with regard to staff costs, insurances and claims management.

For employees we will continue to identify and implement regimes, both physical and administrative to prevent accidents and cases of work-related ill health by managing health and safety risks in the workplace. This will be achieved by targeted welfare campaigns, increasing staff & manager awareness & targeted management training.

This will be achieved by consultation with internal stakeholders and external agencies to ensure that we identify and utilise industry best practice and new and emerging technologies where possible.





Further improvement will be achieved by continuing to embed a positive culture with each individual accepting the responsibility for their own safety and that of colleagues, our customers and contractors. By promoting ownership, eradicating hazards where possible, managing risk and tackling ill health causes better and by keeping up with legislative change to ensure compliance and minimise accidents and incidents.

Work will continue towards identifying and implementing best practice and we will strive to always improve our safety performance. Our goal is to continually seek ways to mitigate the risks to as low as reasonably practicable, so that that staff, contractors, visitors and those who use our transport systems and infrastructure feel safe within the services owned and operated by SPT.