

Agenda

Meeting: Customer, Sustainability and Operations Panel

Date: Thursday 28 November 2024

Time: 13:00

Place: Trustee Meeting Room, 8th Floor, Palestra, 197 Blackfriars Road, London, SE1 8NJ

Members

Marie Pye (Chair)
Sara Turnbull (Vice-Chair)
Councillor Ross Garrod
Tanya Joseph

Arthur Kay
Keith Richards OBE
Omid Shiraji

Copies of the papers and any attachments are available on [tfl.gov.uk How We Are Governed](https://tfl.gov.uk/How-We-Are-Governed).

This meeting will be open to the public and webcast live on [TfL YouTube channel](#), except for where exempt information is being discussed as noted on the agenda.

There is access for disabled people and induction loops are available. A guide for the press and public on attending and reporting meetings of local government bodies, including the use of film, photography, social media and other means is available on www.london.gov.uk/sites/default/files/Openness-in-Meetings.pdf.

Further Information

If you have questions, would like further information about the meeting or require special facilities please contact: Zoe Manzoor, Secretariat Officer; Email: [v ZoeManzoor@tfl.gov.uk](mailto:ZoeManzoor@tfl.gov.uk).

For media enquiries please contact the TfL Press Office; telephone: 0343 222 4141; email: PressOffice@tfl.gov.uk

Andrea Clarke, General Counsel
Wednesday 20 November 2024

Agenda
Customer, Sustainability and Operations Panel
Thursday 28 November 2024

1 Apologies for Absence and Chair's Announcements

2 Declarations of Interests

Head of Secretariat

Members are reminded that any interests in any matter under discussion must be declared at the start of the meeting, or at the commencement of the item of business.

Members must not take part in any discussion or decision on such matter and, depending on the nature of the interest, may be asked to leave the room during the discussion.

3 Minutes of the Meeting of the Customer Sustainability and Operations Panel held on 2 October 2024 (Pages 1 - 6)

Head of Secretariat

The Panel is asked to approve the minutes of the meeting of the Panel held on 2 October 2024 and authorise the Chair to sign them.

4 Matters Arising and Actions List (Pages 7 - 16)

Head of Secretariat

The Panel is asked to note the updated actions list.

5 TfL Corporate Environment Plan - Operations (Pages 17 - 26)

Chief Operating Officer

The Panel is asked to note the paper.

6 Assisted Transport Services Update (Pages 27 - 36)

Chief Operating Officer

The Panel is asked to note the paper.

- 7 TfL Action to Identify and Manage Physical Climate Risks**
(Pages 37 - 40)
- Chief Safety, Health and Environment Officer
- The Panel is asked to note the paper.**
- 8 Customer, Sustainability and Operations Report - Quarter 2 2024/25** (Pages 41 - 90)
- Chief Customer and Strategy Officer, Chief Operating Officer and Chief Safety, Health and Environment Officer
- The Panel is asked to note the paper.**
- 9 Risk and Assurance Report Quarter 2 2024/25** (Pages 91 - 96)
- Director of Risk and Assurance
- The Panel is asked to note paper and the exempt supplementary information on Part 2 of the agenda.**
- 10 Members' Suggestions for Future Discussion Items** (Pages 97 - 100)
- Head of Secretariat
- The Panel is asked to note the forward plan and is invited to raise any suggestions for future discussion items.**
- 11 Any Other Business the Chair Considers Urgent**
- The Chair will state the reason for urgency of any item taken.**
- 12 Date of Next Meeting**
- Thursday 13 March 2025 at 10.30am

13 Exclusion of Press and Public

The Panel is recommended to agree to exclude the press and public from the meeting, in accordance with paragraphs 3 and 7 of Schedule 12A to the Local Government Act 1972 (as amended), in order to consider the following items of business.

Agenda Part 2

14 Risk and Assurance Report Quarter 2 2024/25 (Pages 101 - 102)

Exempt supplementary information relating to the item on Part 1 of the agenda.