

**Date:** 16 November 2022

**Item:** TfL Sustainability Report and Corporate Environment Plan Progress Report

---

## This paper will be considered in public

### 1 Summary

- 1.1 In September 2021, we published our first ever Sustainability Report and Corporate Environment Plan (CEP), in order to outline our approach to sustainability and environment to our customers, staff and suppliers.
- 1.2 The Sustainability Report is structured around the three pillars of sustainability (society, environment, and economy) and the CEP provides more detail on our plans and ambitions for the environment pillar.
- 1.3 This paper provides an update on key metrics one year after publication and our ongoing progress against key sustainability themes and our CEP. Section 6 of the report highlights work to implement the CEP by TfL Operations Office and Section 7 highlights work to implement the CEP in our Capital Office. A summary of our efforts to embed and improve our approach sustainability within TfL is provided in Section 9.

#### Key points

- 1.4 Society
  - (a) **Safe:** We have published our Vision Zero Action Progress Report introducing new and updated measures to help ensure we continue to work towards our target of eliminating deaths and serious injuries from London's roads. We have progressed actions set out in our work-related violence and aggression strategy, including recruitment of Transport Support Enforcement Officers. We continue to make good progress with our programme of activities to end violence against women and girls, while also looking at what more we can do;
  - (b) **Inclusive:** In November 2021, we published our equalities objectives setting out our commitments on equality. It has 13 objectives which are underpinned by the way we treats our customers, supports our people and works with partners. Over half of all stations (>50 per cent) on our network are now step-free; and
  - (c) **Healthy:** We continue to roll out our Well@TfL programme to support our colleagues in improving their health. We have successfully rolled out Health Surveillance for exposure to skin and respiratory hazards within the workplace.

## 1.5 Environment

- (a) **Decarbonisation:** We have continued to introduce zero emission buses as we aim to reach a fully zero emission fleet. We launched our first tender for renewable energy Power Purchase Agreements. We have identified opportunities to improve energy efficiency and reduce carbon emissions from our building estate and we are working to develop an ongoing pipeline of funded projects to progress this. We continue to improve our understanding of infrastructure and wider supply chain carbon emissions and build the tools and capability needed for reduction;
- (b) **Adapting to climate change:** Extreme rainfall and heat events in 2021 and this year have highlighted the degree of risk climate change poses to London's transport network. Our asset climate risk assessment provides the most detailed picture to date on the potential impacts of the changing climate, but we have much to do to embed adaptation across our business processes. This will be set out in our forthcoming Adaptation Plan;
- (c) **Green infrastructure and Biodiversity:** We have continued to increase street tree numbers and have successfully delivered Sustainable Drainage Systems (SuDS) on the network. We have developed an initial pan-TfL Natural Capital Account for the organisation, detailing the value to TfL and Londoners of TfL's green estate. We are working to develop tools to embed and maintain the Natural Capital Account within our processes and decision making, which will be described in our forthcoming Green Infrastructure and Biodiversity Plan that will be published next year; and
- (d) **Air Quality:** Expansion of the Ultra Low Emission Zone (ULEZ) in October 2021 to cover the area within the North and South Circular roads has had a transformative effect on air quality. Levels of nitrogen dioxide in the zone are 20 per cent lower than they would have been without the expansion and this is in addition to the step change in better air quality delivered by the original central London ULEZ. In May 2022, TfL launched a consultation on proposals to further expand the Ultra Low Emission Zone (ULEZ), to cover almost the whole of the capital.

## 1.6 Economy

- (a) **Financial Stability:** Our 2022/23 Budget sets the trajectory to achieve financial sustainability from April 2023. This year will be the last year we require extraordinary Government revenue support due to the pandemic as we return to financial sustainability.
- (b) **Responsible Procurement:** We have approved the GLA Group Responsible Procurement Implementation Plan, committing TfL to further ambitions, targets and reporting metrics to demonstrate delivery of the Mayor's Responsible Procurement Policy; and
- (c) **Security Risk Management:** We are continuing to progress our Security Improvement Programmes across the organisation and are delivering

the Security Governance and Culture programme. We have a pan TfL security scorecard to measure our progress to achieving 'competent' security maturity. defined as a consistent approach to security.

- 1.7 Significant progress has been made across TfL's sustainability objectives in the last year, despite our current financial constraints. However, more action is still required across the organisation to meet our environmental and sustainability challenges, particularly around embedding decarbonisation and climate change adaptation requirements in TfL's activities.
- 1.8 This paper was prepared and published for the meeting scheduled for 14 September 2022, which was cancelled as it fell within the period of public mourning of the death of Queen Elizabeth II.

## 2 Recommendation

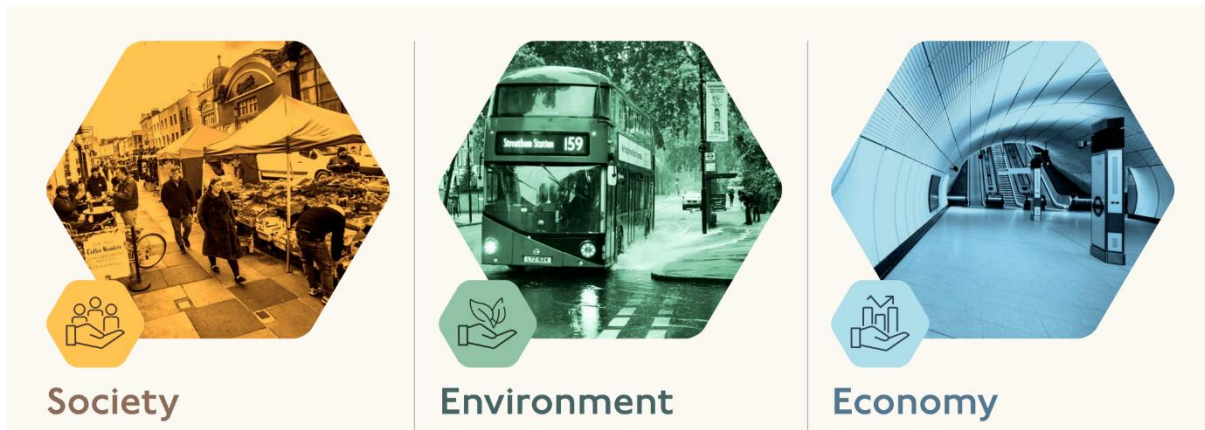
- 2.1 **The Panel is asked to note the paper.**

## 3 Background

- 3.1 The TfL Sustainability report published in 2021 reported the social, environmental and economic outcomes TfL delivers as an organisation. It provides an account of work to date, including key metrics to measure performance.
- 3.2 The Corporate Environment Plan (CEP) published in 2021 sets out TfL's future approach to improving its organisational performance. It is a forward-looking plan with a focus on the environment strand of sustainability, providing more detail on our ambition, targets and plans.

### **Sustainability Report**

- 3.3 The 2021 report acted as a baseline to help us understand our progress against our strategy, commitments and priorities. We used the Global Reporting Initiative (GRI) Sustainability Reporting standards to guide the development of the report. The voluntary GRI standards help translate the UN Sustainable Development Goals down to an organisational level. We intend to strengthen future iterations of our Sustainability Report and ultimately work towards a GRI compliant report.
- 3.4 The 2021 Sustainability report and this 2022 update is structured around the three pillars of sustainability:
  - (a) **Society** - Caring about our colleagues, customers and communities through safe, healthy and accessible transport services;
  - (b) **Environment** – Operating in a sustainable way, to protect and regenerate the natural world; and
  - (c) **Economy** – Being financially sustainable to provide a resilient and good quality of life for all.



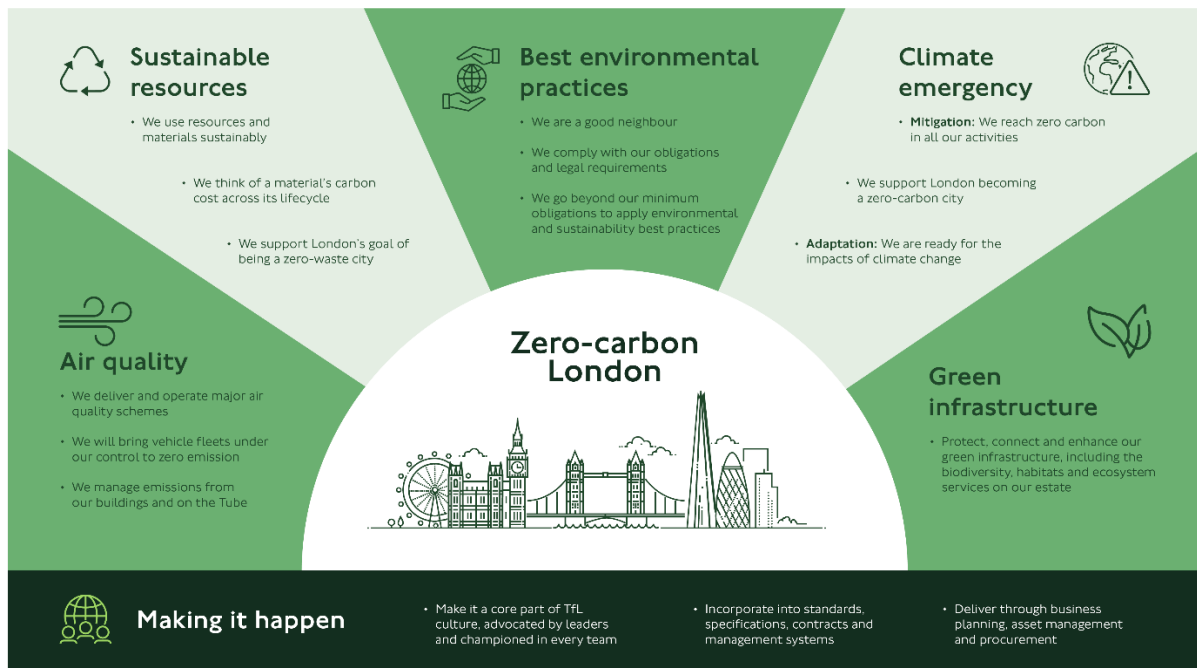
- 3.5 We have increased reporting on our sustainability performance through the TfL Annual Report. Our 2021/22 report includes our first reporting of climate-related risks and opportunities to the organisation under the Taskforce for Climate-Related Financial Disclosures (TCFD) framework.
- 3.6 The Mayor's Budget Guidance 2023-24<sup>1</sup>, issued in July, included a requirement for 'Climate Budgeting' for the first time. London's first climate budget will focus on the Greater London Authority Group operational emissions (scope 1 and 2); however, this focus may broaden beyond the Group in the future. Ultimately, the ambition of the London Climate Budget is to cover all actions reducing Greenhouse Gas (GHG) emissions in London (both within its boundaries and from the goods and services it consumes) and the measures supporting London's adaptation to climate change.
- 3.7 We will report annually to the panel on our progress and performance against our Sustainability Report metrics and will publish new versions of the report itself on a regular, but not necessarily annual, basis.
- 3.8 The landscape of sustainability reporting standards and frameworks is complex and fast evolving. It is particularly noteworthy that the International Financial Reporting Standards (IFRS) Foundation has established the International Sustainability Standards Board (ISSB)<sup>2</sup> and are working to establish a comprehensive global baseline of sustainability disclosures. The new baseline is building upon existing sustainability disclosure standards, including those of the Task Force on Climate-related Financial Disclosures (TCFD), the Climate Disclosure Standards Board (CDSB), SASB Standards, Integrated Reporting, the World Economic Forum and the Global Reporting Initiative (GRI). We will keep the ISSB's work under review to inform our approach to future sustainability reporting and disclosures.

<sup>1</sup> [https://www.london.gov.uk/sites/default/files/mayors\\_budget\\_guidance\\_2023-24.pdf](https://www.london.gov.uk/sites/default/files/mayors_budget_guidance_2023-24.pdf)

<sup>2</sup> IFRS Foundation merged with the Climate Disclosure Standards Board (CDSB) and the Value Reporting Foundation (VRF). The VRF was a global non-profit organisation, itself formed from the merger of the Sustainability Accounting Standards Board (SASB) Foundation and the International Integrated Reporting Council (IIRC).

## Corporate Environment Plan (CEP)

- 3.9 Our CEP sets out our environmental ambition and how we will achieve this through our operations, maintenance and construction activities. It forms the detailed environmental pillar of our sustainable development approach.
- 3.10 CEP framework and ambitions are structured around five environmental themes: Climate Emergency, Air Quality, Green Infrastructure, Sustainable Resources and Best Environmental Practices.



- 3.11 Our CEP is underpinned by actions required to “Make it happen”. This includes the need to:
- make it a core part of TfL culture, advocated by leaders and championed in every team;
  - incorporate into standards, specifications, contracts and management systems; and
  - deliver through business planning, asset management and procurement.
- 3.12 A summary of our work to achieve the above is covered in section 9 of this paper on ‘Embedding sustainability at TfL’. The following sections of this paper provide an update on progress on ongoing work against each of the Sustainability Report and CEP themes.

## 4 Society

4.1 Themes under this pillar include:

- **Safe:** Safety is our top priority. Our Vision Zero ambition aims to eliminate deaths and serious injuries on our transport networks, construction and operational sites.
- **Inclusive:** We strive to have an accessible and inclusive workplace and transport network.
- **Healthy:** Enabling more cycling and walking will support a healthier, more inclusive London. We want a healthy and happy workforce.
- **Thriving:** We encourage the connectivity among people, trade and culture, celebrating London's unique identity.

### Safe

- 4.2 **Vision Zero Action Plan:** In 2021, we published our Vision Zero action plan progress report. Vision Zero is our fundamental belief that no death or serious injury on London's transport network is acceptable or inevitable, firmly positioned at the heart of the Mayor's Transport Strategy.
- 4.3 The safety of London's streets has long been a focus for us, the boroughs and the police. In 2018, we published our first Vision Zero action plan, which set out how we will eliminate deaths and serious injuries from London's streets by 2041. Three years on, we refreshed the action plan. In doing so, we highlighted the significant achievements made to date, shared new insight and understanding, and outlined new priorities and challenges for Vision Zero over the new Mayoral term.
- 4.4 **Bus Safety:** TfL has committed to producing a Bus Safety Programme Strategy that will set out the approach to achieving Vision Zero for buses, the alignment with Vision Zero as a whole and the role played by the specific projects in TfL's investment programme. The development of this strategy is at an advanced stage and bus driver engagement sessions and stakeholder workshops have already been undertaken.
- 4.5 **Work-related Violence and Aggression:** The safety of our workforce is a priority, and we are committed to preventing violence and aggression on our network by tackling the causes and providing support to those who experience it. Our work-related violence and aggression strategy was approved by the Safety, Sustainability and HR Panel in June 2021. In it, we outline our actions around this work.
- 4.6 Our Transport Support Enforcement Officers, who work closely with the British Transport Police, are trained and equipped to deal with the triggers of work-related violence and aggression through engagement, enforcement and problem-solving. We recruited a total of 90 officers by the end of 2021/22 and we aim to increase this to 135 by the end of 2022/23.

- 4.7 Fare evasion remains the biggest trigger for this type of violence. We are recruiting 60 new Revenue Control Officers as part of our strategy to help tackle fare evasion on the London Underground network. There are 27 fully trained officers working across our network and we started training the additional officers in July 2022.
- 4.8 We have just approved plans to double the size of our work-related violence and aggression (WVA) team with new, dedicated staff working on WVA Prevention Activity to tackle the causes of WVA and one pan-TfL Support and Investigations Team who will support colleagues who experience WVA and provide assistance to the police forces investigating those crimes.
- 4.9 Ensuring our staff have up to date safety equipment is an essential part of our strategy. All our frontline customer services staff have access to body worn video cameras and we are now rolling these out to other groups of staff, and we plan to roll out additional body-worn cameras, following a successful initial roll out. Emergency communication devices are also being provided for staff where there is an operational need.
- 4.10 **Violence against women and girls:** We continue to make good progress with our programme of activities to end violence against women and girls, while also looking at what more we can do. On 15 June 2022, the Mayor published his strategy for tackling violence against women and girls. We are proud to have been involved in its development and will work with the Mayor's Office for Policing and Crime and other partners to deliver on it. Additionally, on 4 July 2022, the British Transport Police (BTP) released the first edition of their new mobile reporting app, 'Railway Guardian', making it easier for customers to report crime and access support. It also provides customers with information on what to do if they see sexual harassment on trains or at stations. We have collaborated with them on the design and continue to work closely on integrating this platform into other apps and tools.
- 4.11 The delivery of our 'zero tolerance to sexual harassment' training to frontline customer-facing transport staff continues. Our 500 enforcement officers have been trained, and training programmes have launched for staff that work in our bus and Tube stations. This training is supported by a comprehensive internal communications plan to raise awareness and provide guidance to staff. Sexual harassment will also be covered in the new diversity and inclusion training being rolled out to all our bus drivers starting later this year.
- 4.12 We continue to run our communications campaign across our networks that reinforces our zero tolerance of sexual harassment. The primary aim of the campaign is to send a strong message to offenders that sexual harassment behaviours are wrong, harmful and not tolerated on our network. We want to encourage those who experience any form of sexual harassment on our rail network to report it and to reassure that those reports will be believed and handled sensitively, and to that end, we have seen an increase of 74 per cent in the reporting of sexual harassment behaviours. There were 1,363 reports of sexual harassment made between October 2021, when the campaign launched, and the end of April 2022. This is up from 575 reported offences in the same period the year before.

## Inclusive

- 4.13 **Equalities Objectives:** In November 2021, we published our equalities objectives setting out our commitments on equality. It has 13 objectives which are underpinned by the way TfL treats its customers, supports its people and works with partners. The customer focused objectives relate to affordability (fares and road charging), customer information, safety, customer service, inclusive infrastructure, stakeholder and community engagement, improving the health of all Londoners and embedding inclusion and equality into decision making. TfL's objectives for supporting its workforce relate to workforce representation, fairer internal opportunities, skills development and creating an inclusive culture. Its final objective is to work with partners, suppliers and the wider industry to have inclusion as a core value.
- 4.14 **Trans and Non-Binary Guidance:** We recently published our Trans and Non-Binary guidance 'Creating Inclusive workplaces for trans and non-binary colleagues' and a set of Conversation Cards. These resources help to support colleagues who identify as Trans or Non-Binary, along with their line managers and other colleagues, consider some of the challenges that may require support on their unique journey. The new guidance is supported by changes to our process and systems that will unlock barriers previously faced by colleagues. With this new resource, we aim to help colleagues navigate a clear path through some of the cultural, legal and technical steps to ensure that at least our working environments are truly inclusive. Every individual's journey and approach to their gender identity and expression will be unique, but by familiarising ourselves with this guidance we can each play our part in creating a shared understanding of what it means to be trans and non-binary inclusive at TfL.
- 4.15 **Pay Gap Reports:** Earlier this year we published our Gender, Ethnicity and Disability pay gap reports for 2021. It was the first year that we have published our Disability pay gap and this is as per a Mayoral commitment. We know that people with disabilities face many barriers towards, and within, employment. To successfully target barriers from within our organisation, we know that we need to be guided by what our data is telling us. Later this year we will publish our new four year pay gap action plan which sets out the steps we will take to help reduce our pay gaps for women, Black, Asian and minority ethnic and disabled colleagues as referenced in our three pay gap reports.
- 4.16 **Employee Network Groups:** Last Autumn, following a recruitment campaign, we announced the names of our new Chairs and Vice Chairs for our Staff Network Groups. Our Staff Network Groups (SNG) are part of the wider Employee Network Groups that also include Special Interest Groups. SNGs play a key role in creating a diverse and inclusive workplace where differences are celebrated and our colleagues can share, learn and be inspired. We're very excited to welcome the new Chairs and Vice Chairs onboard. They'll help us create an environment where a deep sense of pride and belonging is embedded into everything we do.
- 4.17 **Anti-Racism:** On 9 June 2022, we held a hybrid event on the topic of Anti-Racism. Colleagues from across the organisation came together for this event, that aimed to shine a spotlight on our Anti-Racism Leadership Charter



(ARLC) and hear more about its mission to erase workplace racism. It was a chance to drive the conversation forward, discuss the successes and challenges, and most importantly listen to the hurdles and issues people face at the hands of racism, and hear from a range of voices on what more needs to be done. External speakers [Afua Hirsch](#) and [Nova Reid](#), both respected authors and activists in this space, joined us to discuss what more we can all do to challenge behaviours and create safe spaces to discuss and tackle this important issue. We also heard from internal colleagues, who bravely shared their own moving and personal experiences of racism, as well as giving colleagues the opportunity to raise questions to members of our senior leadership team. As an organisation, we're committed to ensuring racism is a thing of the past for our colleagues here at TfL.

- 4.18 **An Accessible Network for all:** Over half of all stations (>50 per cent) on our network are now step-free. We currently have 92 London Underground stations, 62 London Overground stations and all stations across the Elizabeth line route fully step-free. DLR, Tram and Bus remain fully step-free.
- 4.19 The delivery of the Elizabeth line provides new step-free routes and interchange with other lines, level boarding and wider more spacious trains with plenty of provision for luggage, pushchairs and wheelchairs.
- 4.20 **Inclusive supply chain:** Through the Supply Chain Sustainability School, TfL is co-funding the Fairness Inclusion and Respect programme with other transport clients (HS2, National Highways and Network Rail) to drive Equality, Diversity and Inclusion best practice in the supply chain as well as within the transport client organisations. This includes requesting diversity data from suppliers and collaborating to tackle issues at an industry level. The programme offers free training, workshops and webinars to upskill our suppliers.

## Healthy

- 4.21 **Phase two of Well@TfL Acton pilot project:** The Acton pilot project aimed to help our colleagues to learn more about their health and how they can improve it. The project started with wellbeing checks, including measurements like cholesterol, blood glucose and blood pressure. Participants were then invited for a three-month follow-up call and six-month follow-up appointment. For those that attended the six-month follow-up health checks there was a significant improvement including:
  - (a) an average reduction overall in waist circumference;
  - (b) an average reduction in the mean diastolic and systolic blood pressure recording; and
  - (c) an average reduction in relative risk (the risk of a cardiovascular event) and an increase in the number of individuals who had the recommended relative risk of 1.0 or below.
- 4.22 **Well@TfL Mobile Health Unit:** The Well@TfL health bus has been busy since May and is delivering onsite mobile health checks, health surveillance and periodic medicals. The mobile health bus will provide a convenient and

cost-effective way for employees to receive onsite support on their health and wellbeing, as well as to attend medicals. Since launching the Well@TfL project in August 2021, more than 900 employees have received a mobile health check.

- 4.23 **Health Surveillance:** Health Surveillance for exposure to skin and respiratory hazards within the workplace has been successfully rolled out across TfL with more than 300 people being trained so far to become local skin assessors. Health surveillance programmes help to identify any ill health that may be caused as a result of exposure to these workplace hazards and will continue to be implemented for other risks such as vibration and noise in the coming months.
- 4.24 **Staff absences:** At TfL mental health problems and musculoskeletal problems are the leading cause of long-term sickness absence. This is the same for organisations across the UK. We continue to provide support and treatment options for these conditions and are exploring evidence-based interventions to reduce risk of these conditions. We are now reporting into the Rail Safety and Standards Board (RSSB) pilot health dashboard. Their first report indicates that absence at TfL due to mental health and most musculoskeletal conditions is lower than other reporting organisations (train operating companies).
- 4.25 **Covid-19:** As of 31 March 2022, 105 members of our workforce have sadly lost their lives to Covid-19. Each loss is a personal tragedy to their friends, family and colleagues, and our thoughts are with everyone affected. We lost people from across all areas of the organisation and everyone within the organisation pays tribute to the vital role they played in our fight against the pandemic.
- 4.26 In October 2021, we announced plans to create a memorial in Braham Street Park in Aldgate to commemorate the London transport workers who died from Covid-19 and provide somewhere for their families and friends to visit and remember those they have lost. We are using this opportunity to bring significant improvements to the park while we create the memorial to the transport workers we have lost.
- 4.27 The initial designs were shared with the bereaved families for feedback and we have continued to involve them throughout the design process. Planning permission for the memorial was granted in April 2022 and the memorial is set to open later this year.

## Thriving

- 4.28 **Everyone's Future Counts:** In March 2022 we published Everyone's Future Counts which for the first time brought together all of our employability and young people outreach work which aims to support those who face barriers in education and getting into or returning to work. Even before the pandemic, many groups of people in London faced much higher levels of underemployment and unemployment. Addressing this inequality and other challenges people in our city face is fundamental to who we are as an organisation and the contribution we make to helping London, and the UK, move ahead.

- 4.29 **Education to Work:** has supported 9567 students with 91 per cent of them from under-represented backgrounds. Eighty per cent experienced increased confidence in their employability.
- 4.30 **Ways into Work and Routes back to Work:** has supported 523 participants, with 58 per cent in paid employment within six months of leaving. Eighty-eight per cent experienced increased confidence in their employability.
- 4.31 **Commencing Work:** has seen progress in our representativeness across our intake. Our total intake for 2021-22 was 61 Graduates, 103 Apprentices and 5 Interns. Of that:
- (a) those declaring a disability, we saw an increase of two thirds\*\*\*\*;
  - (b) 38 per cent were individuals from Black, Asian or Minority Ethnicity, compared to 34 per cent last year and surpassing our target of 36 per cent to reflect London’s population; and
  - (c) 33 per cent were women; while this was a decrease from 40 per cent last year, there was a positive trend of women making up 47 per cent of apprentices hired at higher levels 4-6.
- 4.32 Our focus remains to design person-centred interventions to remedy the barriers people face in education and into employment. As a result, two new 12-week programmes for Ways into Work and Routes Back to Work are currently in design and are scheduled to launch at the end of the year. We continue to focus our education to work outreach on those from lower social economic backgrounds and supporting young people impacted by the pandemic.

**Performance metrics: Society**

- 4.33 Table 1 shows an update on our ‘Society’ metrics compared to our first published report in 2021. We continue to evolve and improve on our Sustainability reporting and some of these measures have therefore been updated to align with our most current reporting approaches.

**Table 1**

Theme	Measure	2019/20	2020/21	2021/22
Safe	People killed or seriously injured on our roads (number of injuries)	3,624	2,968*	3,899*
	Customer and workforce injuries on public transport (number of people)	11,167	4,497	8,430

<b>Inclusive</b>	Percentage of TfL employees (based on declarations)			
	Women	23.7% as of 31st Mar 2019	24% as of 31st Mar 2020	24.2% as of 31st Mar 2021
	Black Asian Minority Ethnic	30.5% as of 31st Mar 2019	32.5% as of 31st Mar 2020	32.8% as of 31st Mar 2021
	Disability	Not available	Not available	2.8% as of 31st Mar 2021
	Relative additional journey time using the step-free network (minutes)	8.3	7.3	6.8
<b>Healthy</b>	Number of colleagues who feel there is adequate support in place to help them manage their health, safety and wellbeing	60%	65%	62%
	Number of employees completing the MIND Mental Health Awareness training	406	1,134	2,385
<b>Thriving</b>	Number of people progressing from pre-employment programmes to employment within 12 months	29%	44%	Not currently available
	Percentage of TfL graduate starts (based on declarations)			
	Women	22%	25%**	32%***
	Black Asian Minority Ethnic	53%	30%**	45%***
	Disability	Redacted* ***	Redacted* ***	Redacted* ***
	Percentage of TfL apprentice starts (based on declarations)			
	Women	37%	40%**	33%***
	Black Asian Minority Ethnic	36%	34%**	38%***
	Disability	Redacted* ***	Redacted* ***	Redacted* ***

\* Numbers for 2020/21 and 2021/22 are provisional and subject to change

\*\*starts delayed to Jan/April 2021

\*\*\*started Sept 2021 and Jan/Feb 2022

\*\*\*\* Actual percentages have been redacted in instances of smaller numbers, to protect the identification of individuals in compliance with the General Data Protection Regulation (GDPR)

## 5 Environment

5.1 Themes under this pillar are summarised in our Sustainability Report, but more comprehensively set out in our CEP as follows:

- **Climate Emergency:** We will reduce carbon emissions from our activities and ensure we are ready for the impacts of climate change.
- **Air quality:** We will transform our vehicle fleets to zero emission and support broader efforts to clean London's air.
- **Sustainable resources:** We will design for the circular life cycle of resources and materials, supporting London's goal of being a zero-waste city.
- **Green infrastructure:** We will increasingly protect, connect and enhance our green infrastructure, including the biodiversity, habitats and ecosystems services on our estate.
- **Best environmental practices:** We are a good neighbour. We comply with our obligations and legal requirements. We go beyond our minimum obligations to apply environmental and sustainability best practices.<sup>3</sup>

### Climate Emergency: Decarbonisation

- 5.2 **Tender Launched for First Power Purchase Agreement:** In June we went out to procure our first Power Purchase Agreement, 'PPA Comet'. This tender aims to purchase more than 10 per cent of our required electricity from 'new build' renewable energy sources. The launch of the tender forms part of TfL's long-term strategy to ensure that all the electricity it uses is generated by 100 per cent renewable sources.
- 5.3 **Buildings Decarbonisation:** Over the past nine months we have conducted a baseline assessment of the carbon emissions associated with our buildings, using existing data, supplemented with 40 site visits. We have undertaken initial analysis for how we can simultaneously reduce carbon and operational cost. We estimate that approximately 11-12 per cent of TfL's operational carbon emissions (approximately 105 kilotonnes of CO<sub>2</sub>) are attributable to the activities that we undertake across our estate of approximately 6,000 buildings.
- 5.4 The energy used by our buildings is estimated to currently cost TfL c£65m per year. However, this is set to increase with rising energy costs. London Underground, Tenanted Estate, Bus Operations and Head Office account for 93 per cent of all emissions. We have developed a Buildings Decarbonisation plan, which includes recommendations and key action areas requiring further development.

---

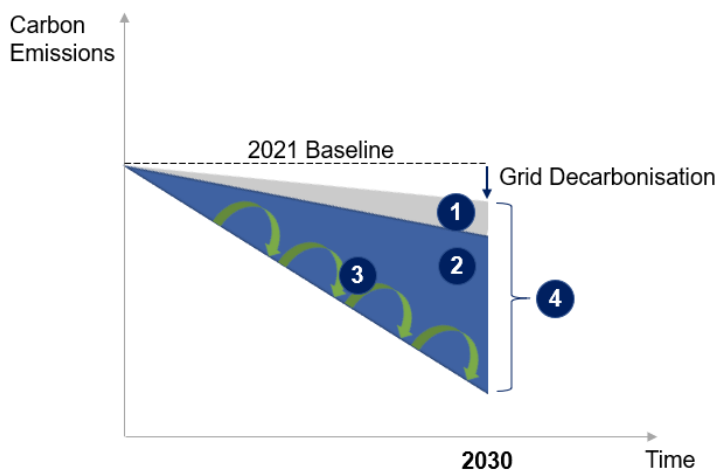
<sup>3</sup> 'Best environmental practices' is not a theme of the Sustainability Report, but is included in the CEP, which is a more comprehensive description of our environment sustainability pillar.

Our buildings decarbonisation plan is structured around four action areas:

#### Our four recommended action areas

- 1 Put in place conditions to **enable carbon reduction to happen as part of BAU**
- 2 Implement specific activities to **accelerate decarbonisation trajectory**
- 3 **Improve data to better target specific decarbonisation activities**
- 4 Ensure the **right delivery model is in place** to coordinate and drive packages forward

#### How they will combine to reduce carbon



5.5 One important action is to conduct detailed site-specific feasibility to improve our understanding of how to decarbonise high priority sites, particularly at complex locations such as depots. In this regard, we have successfully secured grant funding through the Low Carbon Skills Fund (LCSF) to conduct feasibility work and generate Heat Decarbonisation Plans at eight of our operational buildings. This feasibility work will complete by March 2023 and will start to build a pipeline of projects that we will continue to develop and deliver.

5.6 **Carbon Literacy training:** We have developed a one-day carbon literacy course for employees, which is fully accredited by the Carbon Literacy Project. As part of this course, employees make two pledges to reduce carbon. The course is currently being piloted prior to full roll out later in the year. We aim to train 500 employees by April 2023, initially prioritising TfL's Capital Office.

5.7 **Understanding our scope 3 emissions:** Building on an initial GLA-wide scope 3 footprint undertaken in 2021, we are currently undertaking a more detailed emissions assessment of our upstream scope 3 emissions. Assessments of whole lifecycle emissions from our Major Projects (section 7.1) and Technology and Data activities have been undertaken. Our full upstream scope 3 footprint will be used to inform overall emissions reduction targets in this area.

#### Climate Emergency: Adapting to climate change

5.8 **Adaptation Reporting Power:** In April 2022 we published our final submission under the third round of the Adaptation Reporting Power. The report sets out TfL's governance process, strategy for adapting to climate change, main climate risks now and in the future and proposed adaptation measures.

- 5.9 The climate risk assessment conducted for this report demonstrates that all of our assets, operations and services, staff and passengers carry some degree of weather- and future climate-related risk. The assessment identified 333 climate risks using the Met Office's latest climate projections and best professional judgement from a wide range of colleagues across the entire business.
- 5.10 We are also using the climate risk assessment to inform the development of our research programme, as well as internal and external collaborative work, including with the Surface Water Transition Group (who are working to set up a new pan-London Surface Water Strategic Forum), Transport Adaptation Steering Group and Infrastructure Operators Adaptation Forum.
- 5.11 **TfL Adaptation Plan:** TfL's first corporate Adaptation Plan will use the climate risk assessment to set out actions needed to embed adaptation requirements and increase maturity across the business, expanding on the Corporate Environment Plan. The plan includes both business-wide actions to improve governance, improve our evidence base and upskill our people, as well as embedding adaptation requirements within key business processes. The agreed plan will be submitted to the Panel by the end of 2022/23.

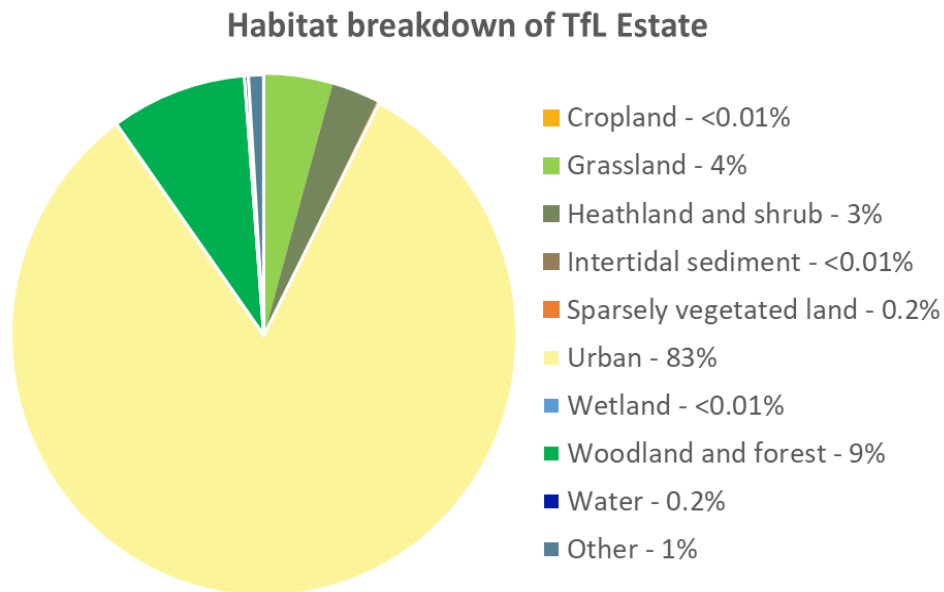
## Air Quality

- 5.12 **Expansion of the Ultra Low Emission Zone (ULEZ):** We expanded the ULEZ in October 2021 to cover the area within the North and South Circular roads. The 'six-month on' report on the expanded ULEZ, published 19 July 2022, shows 94 per cent compliance rate inside the zone. Levels of nitrogen dioxide in the zone are 20 per cent lower than they would have been without the expansion. All monitoring sites along the North and South Circular Roads have seen reductions in NO<sub>2</sub>.
- 5.13 In May 2022, TfL launched a consultation on proposals to further expand the Ultra Low Emission Zone (ULEZ), to cover almost the whole of the capital from 29 August 2023.
- 5.14 The Mayor considered a range of options when deciding the next steps to take in dealing with the 'triple emergency' facing the capital (air pollution, climate change and congestion). In the short-term, if ULEZ is expanded London-wide it will have the biggest effect on air pollution emissions relative to the cost to Londoners as a whole, as well as helping to tackle the climate emergency and traffic congestion.
- 5.15 **Non-Road Mobile Machinery:** We continue to work with the GLA to develop an online portal to monitor compliance with NRMM standards across the GLA group and pilot this on TfL's highways maintenance contracts.

## Green Infrastructure

- 5.16 **Developing TfL's Natural Capital Account:** Natural capital accounting is the process of considering the value of the environment in business decision making and reporting. For the first time, we have assessed our whole estate and carried out a monetary valuation of our natural capital following the Natural Capital Protocol throughout.

- 5.17 Our natural capital assets support significant value to Londoners and global society. They provide numerous, important benefits ranging from air quality, carbon sequestration, biodiversity, visual screening, shading and cooling to mental health and education that have been included in the assessment.
- 5.18 Due to the complex nature of our organisation, we have identified several data gaps that we intend to fill to improve future natural capital accounts, and are working to embed the natural capital approach into business activities, including project delivery, asset strategy and maintenance.



- 5.19 TfL is one of the first transport infrastructure organisations to look at natural capital in this depth, therefore we have great opportunity to show leadership and to share learning with other organisations in the sector.

### **Sustainable Resources**

- 5.20 **Increased and more efficient use of sustainable resources:** Overall recycling levels remain similar to previous years; however, TfL has increased the number of dedicated recycling services to stations and depots which allows for improved recycling and better staff visibility of recycling.
- 5.21 We will continue to monitor the improvements in station recycling performance and look to introduce more recycling facilities where possible.
- 5.22 For example, following a successful trial at Stratford station, we're starting food waste collections at a further two stations working closely with station tenants.
- 5.23 We also continue to collaborate with the ReLondon partnership engaging with Tier 1 suppliers and contractors and small and medium-sized enterprises (SMEs).
- 5.24 Working in partnership with the Transport Infrastructure Efficiency Strategy (TIES) project, we have identified a series of future Circular Economy



benchmarks and metrics that could be used across the industry and have rolled out improved reporting systems for collating information from projects.

### Best environmental practices

- 5.25 **Managing our impact:** As part of the Safety Health and Environment Management System (SHEMS) Improvement Workstream, work is currently underway to review and update our existing Environmental Evaluation process which is used to assess project's environmental risks and opportunities.
- 5.26 TfL is also supporting Defra's efforts to update their noise modelling, which will result in interactive and accurate noise maps that can be used to better target interventions.

### Performance Metrics: Environment

- 5.27 Table 2 shows an update on our 'Environment' metrics compared to our first published report in 2021.

**Table 2**

Theme	Measure	2019/20	2020/21	2021/22
<b>Climate Emergency</b>	Operational carbon emissions (thousand tonnes per annum)	1,040	862	832
	Percentage of bus fleet that are zero emission	3.5%	5.4%	9.2%
<b>Air Quality</b>	Percentage of support vehicles that are zero emission	2.6%	2.5%	2.3%
	Percentage of Commercial and Industrial waste recycled	42%	40%	47%
<b>Sustainable Resources</b>	Percentage of construction, demolition and excavation waste reused	98.2%	99.26%	89.11%*
	Number of trees on our road network	24,234	24,103	24,581
<b>Green Infrastructure</b>				

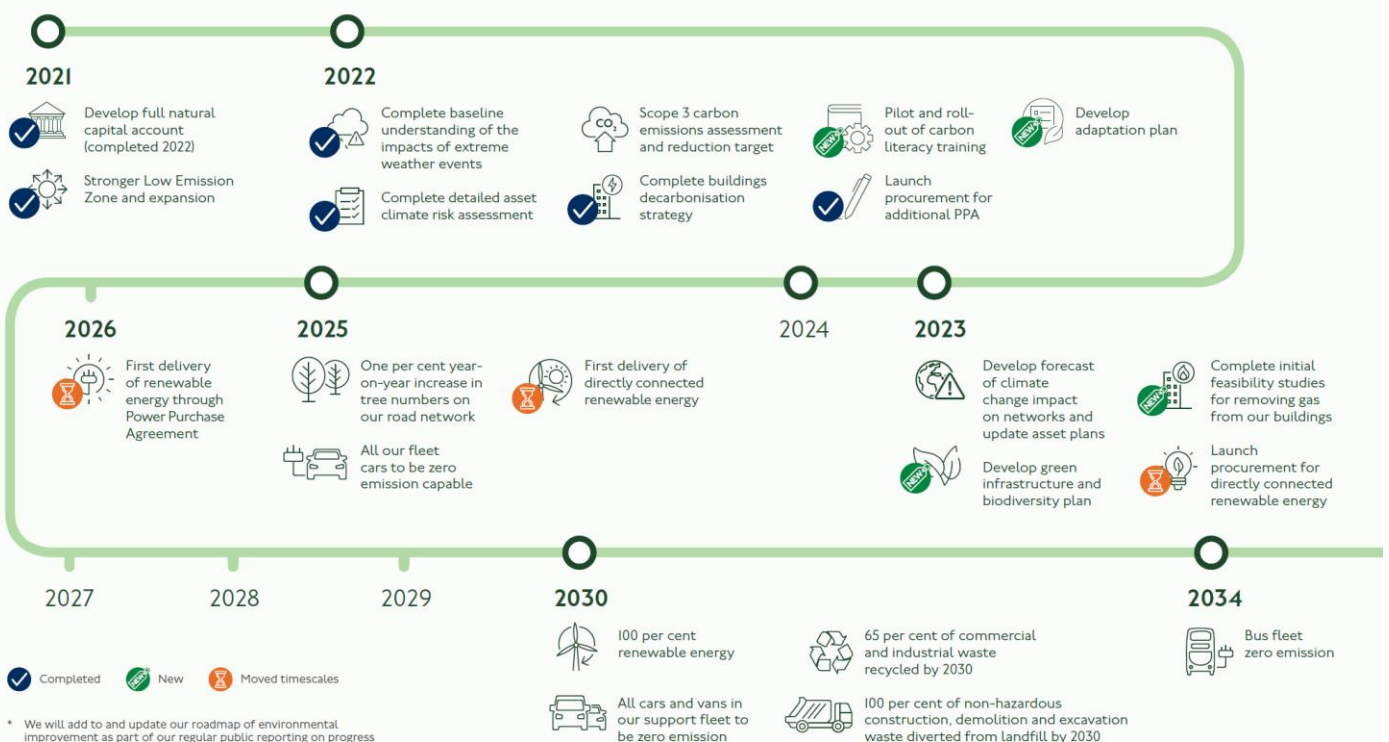
\* Results for 2021/22 are provisional and subject to change

### Update to our Roadmap of environmental improvements

- 5.28 The roadmap below shows an update on our 'Environment' milestones compared to our first published Corporate Environment Plan in 2021.
- 5.29 Some key updates on the roadmap include:
- (a) We have delivered our 2021 milestones with the exception of the launch of procurement of directly connected renewable energy which has been delayed to 2023;

- (b) We have added new 2022 milestones, including strengthening our approach to adapting to the changing climate through the development of a detailed Adaptation Plan, and piloting and rolling out carbon literacy training;
- (c) We have added new 2023 milestones to address our Green Infrastructure and Climate Emergency priorities; and
- (d) We will add to and update our roadmap of environmental improvement as part of our regular public reporting on progress

## Our roadmap of environmental improvements\*



## 6 Implementation of the CEP: Operations

**6.1 Zero emission TfL buses:** We are aiming for 10 per cent of our 9,000 buses to be zero-emission by the end of 2022. As of 31 March 2022, there are more than 800 zero emission buses in our fleet, helping us reduce our reliance on diesel, cut harmful emissions and reduce CO<sub>2</sub> in the capital. The fleet also includes 20 double-deck zero-emission hydrogen fuel-cell buses, launched in June 2021, with technology that helps us reduce emissions and ensures our buses emit nothing except water vapour from their propulsion systems.

6.2 **Piloting wildflower verges on the road network:** Verges have considerable potential for boosting biodiversity and can be cost-effective due to their management requirements. We are piloting wildflower verges at six pilot sites, selected based on vegetation suitability, proximity to residential areas and maintainability and safety considerations. Public perception of ‘untidy’ verges can be a challenge – signage, mowing at the edges close to the road, and better communications have been used and found to help.



A wildflower verge on the A40 in Hillingdon

6.3 **Tree planting:** We remain on track to meet the target of a one per cent year-on-year increase in street tree numbers between 2016 and 2025. In 2021/22 an additional 849 trees were planted, increasing the total number on the network to 24,581.

6.4 **Sustainable Drainage Systems (SuDS):** In November 2021, a raingarden capturing 500m<sup>2</sup> of surface water run-off was installed on the TLRN at Elspeth Road in Wandsworth, as part of our commitment to installing Sustainable Drainage Systems (SuDS) on London’s road network.

6.5 We have agreed £640k of Thames Water funding for the delivery of sustainable drainage (SuDS) projects on TfL’s road network, including outside Edgware Road station, at Tolworth roundabout, Nine Elms Lane and Old Street.

6.6 **Managing Noise from our activities:** Reducing noise on the Underground remains a priority for TfL. We continue to monitor noise levels on the Tube network closely.

6.7 Rail grinding is currently TfL’s principal means of addressing Tube noise. We also continue to carry out other targeted interventions to reduce noise (including removing redundant rail joints, maintaining points and crossings and re-ballasting track, where appropriate to the location) and detailed investigations to understand and address the root cause of noise issues such as rail corrugation.

6.8 We are also investigating alternative engineering solutions to manage Tube noise. For example, TfL has been trialling the replacement of Pandrol Vanguard (PV) track fastenings (which impact in-carriage noise) with alternative Delkor track fastenings between Baker Street and St John’s Wood on the Jubilee line. The next site for installing Delkor is Camden Town to Euston, where work commenced in July 2022.

6.9 **London Underground Air Quality:** The £4.2m tunnel and track cleaning programme continued in 2021/22, Additional training was provided to help improve targeting of the 10,000 metres of air-quality related track cleaning per month which is carried out using Bac-Vacs, shown to the right.

6.10 Financial restraints impacted air quality budgets that were in addition to the £4.2m track cleaning budget. However, funding was secured for research and monitoring, and new sources of funding are being explored for trials of new cleaning techniques.

6.11 We have commissioned two academic studies by independent researchers from Imperial College to look at whether Tube dust has an impact on health. The studies will examine:

- (a) Sickness absence in workers exposed to tunnel dust to evaluate whether staff exposed to LU tunnel dust have higher levels of sickness absence due to respiratory and cardiovascular conditions; and
- (b) Retrospective Cohort Epidemiological study on mortality/morbidity/cancer in LU workers (such as train operators and station staff) exposed to tunnel dust.

6.12 The short-term sickness absence study commenced in 2021. Data collection is in progress and records are being reviewed to determine whether there is any association between employment role, tube dust exposure and absence. The short-term study report is due to be published in 2023, while publication of the long-term report is expected in 2025.

## 7 Implementation of the CEP: Capital

7.1 **Major Projects Carbon Baseline:** In June 2022, we completed the Major Projects Carbon Baseline Report. This is the first time the whole life carbon baseline for all 10 current Major Projects have been modelled in detail, including the scope and carbon hot spots for each. We will be aiming to reduce whole life carbon impacts in the coming years, by management of carbon through the full Project lifecycle in collaboration with our supply chain. We are now working to expand the De-carbonisation Strategy and carbon baseline across our capital investment portfolio in conjunction with the stand-up of the new Capital Directorate.

7.2 **CEEQUAL:** Projects where the estimated total cost exceeds £5m or the contractor's costs exceed £25m must achieve CEEQUAL certification award level of at least 'Very Good', ideally 'Excellent', and BREEAM (Building Research Establishment Environmental Assessment Method) rating level of at least 'Very Good' and ideally 'Excellent'.



A colleague using a 'Bac-Vac' to clean a Tube tunnel

7.3 The Northern line Extension (NLE) project was awarded 'Excellent' Whole Team Award for Civil Engineering Environmental Quality Assessment & Award Scheme (CEEQUAL) in December 2021. This award was achieved by the hard work and commitment of the TfL and Ferrovial Laing O'Rourke teams, with the support from the many suppliers and sub-contractors involved.

## 8 Economy

8.1 Themes under this pillar include:

- **Economic impact:** We will deliver a transport system for London that supports economic development and create more sustainable buildings and homes.
- **Responsible procurement:** We deliver social value and support our supply chain to become greener, fairer and more inclusive.
- **Financial stability:** Reduction on operational expenditure funding support from central government.
- **Security risk management:** We manage existing and emerging security risks and adopt a zero-tolerance approach to any fraud, bribery or corruption committed against us.

### Economic impact

8.2 The pandemic devastated our finances and meant we have had to rely on extraordinary Government funding to fill the gap as ridership significantly declined and our revenues diminished. In total, we have received around £5bn of Government funding over the last two years, on a declining trajectory each year, so that this year will be the last year we require extraordinary Government revenue support due to the pandemic as we return to financial sustainability.

8.3 Our Budget for 2022/23 set out the final step in that path. We had secured £300m from 1 April 2022 to 24 June 2022 with a remaining funding requirement of £900m for the remainder of the financial year to 31 March 2022. The 2022/23 Budget was based on a managed decline scenario which reduced levels of renewals whilst still ensuring safety standards on the network are maintained, and deep service reductions of 18 per cent on buses and 9 per cent on tube and rail services.

8.4 On 30 August we reached an agreement with Government to receive base funding of around £1.2bn until 31 March 2024 and ongoing revenue support should passenger numbers not recover at the rate budgeted, which is crucial at this time of ongoing economic uncertainty. It helps us avoid large-scale cuts to services, and means that we will commit £3.6bn to capital investment over the period, with around £200m of new capital funding from Government beyond previously budgeted sources like business rates, which were devolved to the Mayor in 2017. The agreement also allows us to increase our asset

renewal programme to help ensure our network remains reliable, and means we can restore our Healthy Streets programme, making our roads safer, and more attractive for those walking and cycling.

- 8.5 However, the support offered by Government left an unfunded gap in our budget, which we have been working hard to identify how we will fill. This work has made good progress and we are confident that we will achieve an outcome that allows us to balance our budget and maintain our minimum cash balance. We will need to progress with our plans to further modernise our organisation and make ourselves even more efficient, and we will still face a series of tough choices in the future, but London will move away from the managed decline of the transport network.
- 8.6 Projects like the Elizabeth line, Barking Riverside extension on London Overground and Northern line extension are examples of transformative projects making a big difference. These projects support the regeneration of the entire area with plans for 10,000 new homes, communities and business spaces and adds to the list of innovative projects that places TfL firmly as a strong, green heartbeat for London.

### **Responsible Procurement**

- 8.7 TfL has approved the GLA Group Responsible Procurement Implementation Plan (RPIP), which includes various ambitions and reporting metrics, as well as five key targets. The GLA Group will:
- (a) apply a minimum weighting of 10 per cent of the total tender evaluation score allocated to responsible procurement and social value;
  - (b) create 500 supply-chain apprenticeship starts per annum, with progress towards apprentices reflecting London's diversity;
  - (c) work towards purchasing 20 per cent of goods and services from small and medium-sized enterprises (SMEs), directly or indirectly within the supply chain;
  - (d) double the number of GLA Group suppliers accredited to the Good Work Standard, from 26 to 52; and
  - (e) require every new contract over £5m in value to produce an organisational Carbon Reduction Plan; and we will include evaluation criteria in these tenders to encourage bidders to demonstrate their contribution towards London's ambition of being net-zero by 2030.
- 8.8 The RPIP also commits TfL to further ambitions, targets and reporting metrics to demonstrate delivery of the Mayor's Responsible Procurement Policy. These include, but are not limited to:
- (a) training all Procurement and Commercial staff in Carbon Literacy by the end of the Mayoral term;
  - (b) reporting the number of London Living Wage beneficiaries in the supply chain;

- (c) driving the creation of green skills and employment through procurement activity; and
  - (d) working with medium to high-risk suppliers of modern slavery to ensure they achieve a score of 70 per cent in the Government's Modern Slavery Assessment Tool
- 8.9 TfL is a signatory to the London Anchor Institutions' Charter addressing the five objectives of the London Recovery Board through procurement and recruitment activity. This includes opening contract and job opportunities to micro, small and diverse businesses. A trial to reserve specific contracts for Small & Medium Enterprises is currently underway as well as a review of indemnity insurance and other requirements that create barriers for small and diverse businesses.
- 8.10 The Supplier Skills team delivered its annual supply chain apprenticeship fair in February 2022, connecting suppliers with those looking to enter the transport industry. In person pre-employment programmes recommenced in June 2022, Women into Transport and Engineering is being delivered with Alstom, BAI Communications and ADComms. The team also reported 868 new supply chain apprenticeship starts in 2021/22 (53 per cent from a BAME background and 23 per cent were women).

### **Financial stability**

#### **Financial performance: year-to-date, 2022/23**

- 8.11 Our 2022/23 Budget sets the trajectory to achieve financial sustainability from April 2023: Quarter 1 financial performance for 2022/23 is on track against Budget, with passenger income, other operating income and operating costs close to Budget. .
- 8.12 Our cash balances are expected to average £1.2bn over the remainder of the year, in line with the new funding agreement with government. Passenger journeys continue to recover: The most recent data shows total journeys were 81 per cent of pre-pandemic levels in Period 5 (period ending 20 August 2022), up from 68 per cent at the end of last year. Elizabeth line journeys are 14 million higher than budget following the earlier than expected opening in May 2022. We are still expecting passenger income to be broadly in line with Budget, with average demand of 80 per cent versus pre-pandemic level over the full year.

### **Security risk management**

- 8.13 TfL is a key player in the safety and security of London with the maintenance and operation of a transport network, that employs thousands and transports millions of people. We take a holistic approach to the threats we face, and proactively strengthen our defences by optimising the inter-relationship between physical, personnel and cyber security measures to protect customers and colleagues from hostile and deliberate actions that cause harm. We actively measure our progress to continually improve our security maturity which monitors our critical pathway progress. We have regular

access to threat briefings which informs our planning and decision making to ensure our security defences are robust.

- 8.14 We are continuing to progress our Security Improvement Programmes across our organisation and are delivering the Security Governance and Culture programme, all of which will play a vital role in responding to Security threats across our business. We continue to refresh our understanding and risk management of corporate vulnerabilities, and take on board best practice learning where applicable. For example, we have fully embraced, reviewed and responded to the Lord Harris report. We have a security policy where we commit to all colleagues owning security within their roles, with a focus on requiring colleagues to update / refresh their security knowledge through training and comms plans for the year. We also continue to work towards achieving full compliance with regulatory programmes, and we are in constant engagement with our DfT regulators and rail operators to achieve this.

### Performance Metrics: Economy

- 8.15 Table 3 shows an update on our ‘Economy’ metrics compared to our first published report in 2021.

**Table 3**

Theme	Measure	2019/20	2020/21	2021/22
<b>Economic impact</b>	Number of new homes started on site	1077	178	467
<b>Responsible Procurement</b>	Number of new supply chain apprenticeship starts each year: including BAME and Women	619 (62%, 18%*)	524 (62%, 22%*)	868 (69%, 22%*)
	Number of job starts: including previously workless	1,027 (46%*)	677 (42%*)	1,314 (43%*)
<b>Security Risk Management</b>	Number of colleagues undertaking fraud awareness training	1,828	6,181	4,108

\* Of those who disclosed

## 9 Embedding Sustainability across TfL

- 9.1 Sustainable development is core to our purpose. Our strategies, plans and regular reporting on sustainability performance are centred around the principles of:

- (a) social development;
- (b) improvement of the environment; and
- (c) economic development

- 9.2 We are working to improve the understanding of our colleagues with regards to sustainability and how to apply its principals and contribute toward progress



against our sustainability performance metrics through training, communication, discussion and system improvements.

- 9.3 **Vision and Values:** Our new Vision and Values was created from the ground up with input from thousands of colleagues from every part of TfL. The roadmaps contained in our Vision and Values plan map perfectly with the pillars of sustainability: Colleague and Customer (society pillar), Green (environment pillar) and finance (economy pillar).
- 9.4 This was not by design; this is what emerged from the collaborative and collective process we used to produce the Vision and Values. This suggests that our colleagues, when asked, what their vision for the organisation is, it is a vision of sustainability. Therefore, implementing and strengthening our Vision and Values is key to improving our performance on sustainability.
- 9.5 We are working to embed our Vision and Values, and therefore sustainability, throughout our governance and processes. This includes applying it to the development of our next business plan and the prioritisation of our investment.
- 9.6 To ensure we maintain a particular focus on sustainability, and we are able to drive this agenda with sufficient detail, we have established a Sustainability Sub-Group of the Executive Committee, which is chaired by our Chief Safety, Health and Environment Office and our Chief Capital Officer as the deputy chair. The group, which will meet regularly and include senior representation from across TfL, will be responsible for tracking and driving progress against our environmental ambitions and targets.
- 9.7 **Executive Sustainability Training and Sustainability Summit:** In November 2022, we will be running sustainability training for the TfL Executive Committee. The training will be hosted at a local social enterprise (to be confirmed) with a briefing and workshops sessions run by Will Day, Sustainability Advisor to PricewaterhouseCoopers UK. Will is also a fellow of the University of Cambridge Institute for Sustainability Leadership and previously sat on the UK's Sustainable Development Commission.
- 9.8 Following this, we will explore how to best roll out this training to all of TfL's senior leaders as well as making the key messages, information and tools available to everyone in TfL. This will complement our Carbon Literacy training programme discussed at paragraph 5.6.
- 9.9 To support this, we are also planning a TfL Sustainability Summit in 2023. It will be internally focused, similar to TfL's Anti-Racism Journey event held on 9 June 2022. It will help us to continue to build momentum and strengthen our engagement and understanding amongst TfL colleagues in relation to the issues of sustainability. Importantly, it will encourage our people to have brave conversations about some of the more challenging aspects of sustainability and bring their whole selves to work.
- 9.10 **TfL Youth Panel Exploration:** Over the summer we are supporting the TfL Youth Panel to undertake an 'exploration' into issues of diversity, inclusion and equality and how it interacts with environmental sustainability. The intention is to complete evidence gathering, hearings and research over the

summer and present initial findings to the TfL Executive Committee in the autumn. Following this, a report will be finalised and published.

9.11 The objectives of the exploration are:

- (a) development opportunity for the TfL Youth Panel and TfL staff;
- (b) collation and synthesis of the latest evidence and research in relation to the exploration topic, which can then be used for communication, engagement and upskilling across TfL;
- (c) identification of specific issues in relation to TfL activities, purpose and objectives;
- (d) identification of specific policy recommendations for TfL; and
- (e) promotion of TfL as a forward thinking and attractive purpose-driven organisation.

9.12 **Sustainability Staff Network:** Our Sustainability Staff Network Group continues to go from strength to strength, with over 400 active members and growing. It celebrated its second anniversary on the 16 June 2022. The consensus of the group is that we need to continue to share, learn and support each other, and encourage colleagues to be brave in creating space for conversations about the sometimes-difficult sustainability challenges we face.

9.13 Events run by the TfL Sustainability Network have included presentations and discussions led by TfL experts on London's 2030 Electric Vehicle Infrastructure Strategy, ULEZ, how to be a 'Sustainability Champion', Circular Economy and Responsible Procurement. We also hosted external speakers, including from Regen, who are not-for-profit energy experts and have been working with National Grid ESO to examine the question of decarbonising UK's electricity grid by 2035.

9.14 **Sustainability video:** At the start of London Climate Action week, we launched a 10-minute video on TfL's approach to sustainability. The video was shared internally and across TfL social media (LinkedIn and YouTube). The video describes our sustainability approach set out in TfL's first ever Sustainability Report published last September. It brings to life what we do across all three pillars (social, environment and economy) of sustainability. The video is available on the sustainability page of the TfL website<sup>4</sup>.

---

<sup>4</sup> <https://tfl.gov.uk/sustainability>



- 9.15 We are planning more video content to engage customers, stakeholders and potential job applicants on our sustainability agenda. As part of this we will be working with the TfL Youth Panel to generate engaging ideas and involve them in the development of video content. We are keen to promote TfL as a purpose-driven organisation that puts sustainability at the core of everything it does.
- 9.16 **Green skills talent pipeline:** We know that the green skills sector is rapidly growing and in the future all jobs will have an element of 'green' as we move toward sustainability. TfL needs to ensure it is getting the message out there that we are leading the way on many areas in relation to sustainability, and as well as being a great place to work with lots of opportunities for development, it also has huge scope and ability to deliver for the environment. To help with developing a talent pipeline of potential job applicants, we are in the process of building a micro-site to promote the potential for people joining TfL to work on many aspects of sustainability and to encourage potential future applicants to register their interest so we can proactively contact them as suitable roles are advertised.
- 9.17 We are in the process of retendering for suppliers across all our apprenticeships and we have included a requirement that they all include sustainability as part of the skills, knowledge and experience they provide. In addition, we included some sustainability and corporate social responsibility specific apprenticeships within the tender scope, such as ST0934 Corporate Responsibility and Sustainability Practitioner (Level 4) which will have the broadest appeal across TfL. We are working to set up a new sustainability focused graduate and apprenticeship scheme with new intake starting in September 2023.

## List of Appendices:

None

## List of Background Papers:

TfL Sustainability Report & Corporate Environment Plan:

<https://tfl.gov.uk/sustainability>

Safety, Health and Environment Annual Report: <https://content.tfl.gov.uk/safety-health-and-environment-annual-report-2021-22.pdf>

Expanded Ultra Low Emission Zone: Six Month Report:

[https://www.london.gov.uk/sites/default/files/expanded\\_ultra\\_low\\_emission\\_zone\\_six\\_month\\_report.pdf](https://www.london.gov.uk/sites/default/files/expanded_ultra_low_emission_zone_six_month_report.pdf)

Vision Zero Action Plan: <https://tfl.gov.uk/corporate/safety-and-security/road-safety/vision-zero-for-london>

Workplace Violence and Aggression Plan: <https://content.tfl.gov.uk/sshrp-20210630-agenda-and-papers-public-website.pdf>

Mayor's Violence Against Women and Girls Strategy:

<https://www.london.gov.uk/mopac-publications-0/mayors-violence-against-women-and-girls-strategy>

TfL Adaptation Report Power Submission 2021: <https://tfl.gov.uk/sustainability>

TfL's Equality Objectives: <https://content.tfl.gov.uk/our-equality-objectives-november-2021.pdf>

Contact Officer: Lilli Matson, Chief Safety, Health and Environment Officer  
Email: [LilliMatson@tfl.gov.uk](mailto:LilliMatson@tfl.gov.uk)