

Date: 2 October 2024

Item 4: Matters Arising and Actions List

This paper will be considered in public

1 Summary

- 1.1 This is a new Panel, which subsumed the remit of the former Customer Service and Operational Performance Panel and the sustainability elements of the former Safety, Sustainability and Human Resources Panel.
- 1.2 The only outstanding action from the former Safety, Sustainability and Human Resources Panel, which falls within the remit of this Panel, relates to a request for the next Enterprise Risk Update - Environment Including Climate Adaptation (ER03) to include further information on metrics and performance indicators. This is on the forward plan for this Panel for the first meeting of the 2025/26 meeting cycle.
- 1.3 Appendix 1 sets out the progress against actions agreed at previous meetings of the former Customer Service and Operational Performance Panel.

2 Recommendation

- 2.1 **The Panel is asked to note the Actions List.**

List of appendices to this report:

Appendix 1: Actions List

List of Background Papers:

Minutes of previous meetings of the former Customer Service and Operational Performance Panel

Contact Officer: Andrea Clarke, General Counsel
Email: AndreaClarke@tfl.gov.uk