

Date: 27 November 2024

Item: Matters Arising and Actions List

This paper will be considered in public

1 Summary

- 1.1 This paper informs the Committee of progress against actions agreed at previous meetings and any use of delegated authority via Chair's Action since the last meeting. There has been no use of Chair's Action. An update is also provided on how the Board is being kept informed of the ongoing cyber incident.
- 1.2 Appendix 1 sets out the progress against actions agreed at previous meetings.

2 Recommendation

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

3 Cyber Security

- 3.1 With support from the National Cyber Security Centre and the National Crime Agency, on Sunday 1 September some suspicious activity was identified on our systems and we took action to limit access. Although some limited customer data was accessed (and around 5,000 customers consequently contacted as a precautionary measure and to offer support and guidance), the measures taken to protect our systems have had impacts on some customers.
- 3.2 The Board has been kept updated on the impact of the incident and the measures we have been taking, through five confidential briefings, including one following the meeting of the Committee on 18 September 2024. The Commissioner's Report to the Board included an update for the meeting on 16 October and a further update will be provided to the meeting of the Board on 4 December 2024.
- 3.3 The Safety and Security Panel will consider an update at its meeting on 2 December 2024. The financial impact to-date will be reported to the meeting of the Finance Committee on 18 December 2024. The Board will continue to be briefed as appropriate.

List of appendices to this report:

Appendix 1: Actions List

List of Background Papers:

Minutes of previous meetings of the Audit and Assurance Committee

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