

# Customer, Sustainability and Operations Panel



**Date:** 28 November 2024

**Item:** Matters Arising and Actions List

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## **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 Appendix 1 sets out the progress against actions agreed at the first meeting of the Panel on 2 October 2024 and 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 the meeting of the Customer, Sustainability and Operations Panel and the previous meetings of the former Customer Service and Operational Performance Panel

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