



# **Q4 2019 to Q3 2020 SH&E Management System Review**

**Audit and Risk Management Committee  
June 3, 2021**

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## **PURPOSE**

- A review of the TTC's SH&E Management System is conducted on an annual basis
- The review assesses Opportunities for Improvement and evaluates how well the SH&E Management System is functioning in meeting TTC's Goals and Objectives
- TTC Board members are considered directors of a corporation and should be aware of the TTC's SH&E Management System and its performance



# SH&E MANAGEMENT SYSTEM

## PLAN

Understand SH&E hazards and risks (**WHAT**)

Establish responsibility and accountability (**WHO**)

Set rules, policies, procedures and expectations (**HOW**)

## ACT

Review SH&E performance

Continually improve the SH&E Management System

SH&E Management System Review



## DO

Educate, train and supervise workers

Implement SH&E standards, programs, and procedures

## CHECK

Audit the SH&E Management System proactively through Supervisor audits, JHSC inspections, Safety Assurance Checks

Investigate Incidents and Near Misses



## COVID-19 PANDEMIC

- On March 17, 2020, Ontario declared a state of emergency and implemented mandatory measures to control the spread of COVID-19
- This resulted in the closure of non-essential businesses, schools and child cares, as well as recommendations to work from home where possible
- These measures had a significant impact on TTC ridership and traffic volume, which impacted customer injury rates and collision rates during the review period
- The TTC continues to implement control measures for the protection of its workers, customers and the public in accordance with public health guidance



# SH&E PROJECTS AND INITIATIVES

Area	Project/Initiative	
SH&E Policy and Process	<ul style="list-style-type: none"> <li>Safety Connect Software</li> <li>Emergency Management / Business Continuity</li> </ul>	<ul style="list-style-type: none"> <li>Operational Rules Oversight</li> <li>Safety Certification Audit</li> </ul>
Occupational Health and Safety	<ul style="list-style-type: none"> <li>Management of Hazards and Risks</li> <li>Track Level Safety</li> </ul>	<ul style="list-style-type: none"> <li>Fire and Life Safety</li> <li>Fitness for Duty</li> </ul>
Customer and Public Safety	<ul style="list-style-type: none"> <li>Suicide Prevention</li> <li>Naloxone Program</li> </ul>	<ul style="list-style-type: none"> <li>Traffic Safety</li> <li>Transit Enforcement</li> </ul>
Occupational Hygiene and Environment	<ul style="list-style-type: none"> <li>Waste Management</li> <li>Spills</li> <li>Idling Control</li> </ul>	<ul style="list-style-type: none"> <li>Subway Air Quality</li> <li>Radon Study</li> </ul>



# TTC EXECUTIVE SAFETY FOCUS AREAS

- During the review period TTC Executive Safety Focus Areas were identified and presented to the Board in December 2020
- The Safety Focus Areas were also integrated into the Annual SHEMS Review Report
- New Opportunities for Improvement were created that align with the Safety Focus Areas



# OPPORTUNITIES FOR IMPROVEMENT

Opportunity for Improvement	Safety Focus Area
Safety communications	<b>Employee Engagement</b>
Operating processes	<b>Process Reviews and Audits</b>
Job descriptions and core competencies	<b>Onboarding and Training</b>
Facility compliance	<b>Process Reviews and Audits</b>



## 2021 – 2022 KEY DELIVERABLES

COMPLETED	IN PROGRESS	ON SCHEDULE
<ul style="list-style-type: none"> <li>Schedule Executive team field visits</li> </ul>	<ul style="list-style-type: none"> <li>Develop communication strategy and engagement plan</li> </ul>	<ul style="list-style-type: none"> <li>Conduct targeted facility audits</li> </ul>
<ul style="list-style-type: none"> <li>Rebrand internal communications</li> </ul>	<ul style="list-style-type: none"> <li>Review structure and safety services</li> </ul>	<ul style="list-style-type: none"> <li>Review safety critical job descriptions / core competencies</li> </ul>
<ul style="list-style-type: none"> <li>Develop field visit action plans</li> </ul>	<ul style="list-style-type: none"> <li>Review current operating practices, policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Review safety critical training programs</li> </ul>
	<ul style="list-style-type: none"> <li>Implement Safety Connect in non-transportation departments</li> </ul>	<ul style="list-style-type: none"> <li>Implement Safety Connect in other departments</li> </ul>
	<ul style="list-style-type: none"> <li>Create team to support night and off-shift operations</li> </ul>	
	<ul style="list-style-type: none"> <li>Issue update on field visit action plans</li> </ul>	





# 2021 – 2023 GOALS & OBJECTIVES

## Goal 1

- Continue to strengthen and improve the effectiveness of the SH&E Management System

## Goal 2

- Systematically manage occupational safety hazards with serious injury potential

## Goal 3

- Update existing SH&E processes, ensure compliance with legislation and best practices

## Goal 4

- Ensure compliance with all applicable environmental laws and regulations

## Goal 5

- Continuous improvement of Traffic Safety

## Goal 6

- Continuous improvement of Track Level Safety

## Goal 7

- Continuous improvement of Fire and Life Safety

## Goal 8

- Ensure the SH&E Management System is functioning effectively

## Goal 9

- Reduce the frequency of lost time injuries at TTC



## | RECOMMENDATIONS

It is recommended that the Audit and Risk Management Committee:

- 1) Approve the approach to continuously improving the effectiveness of the TTC's Safety, Health & Environment Management System, identifying priority safety, health and environment issues, and developing Corporate Safety, Health, and Environment Goals and Objectives as described in this report.
- 2) Forward this report to the TTC Board for information.





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