



Q4 2020 to Q3 2021 SH&E Management System Review

**Audit and Risk Management Committee
June 9, 2022**

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PURPOSE

- A review of the TTC's SH&E Management System is conducted on an annual basis
- It evaluates the SH&E Management System to ensure its continued suitability, adequacy and effectiveness
- The current review assessed the period between Q4 2020 to Q3 2021
- TTC Board members are considered directors of a corporation and should be aware of the SH&E Management System and its performance

SH&E MANAGEMENT SYSTEM

PLAN

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

Establish responsibility and accountability **(WHO)**

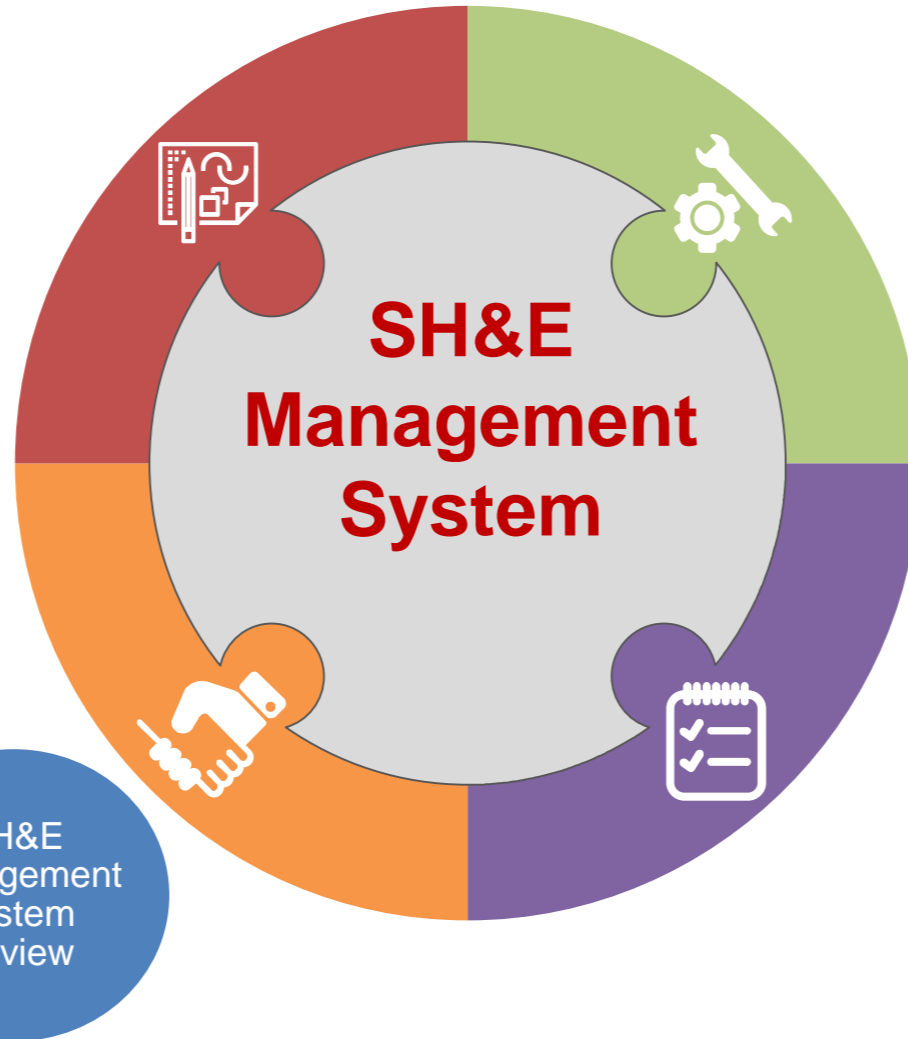
Set rules, policies, procedures and expectations **(HOW)**

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

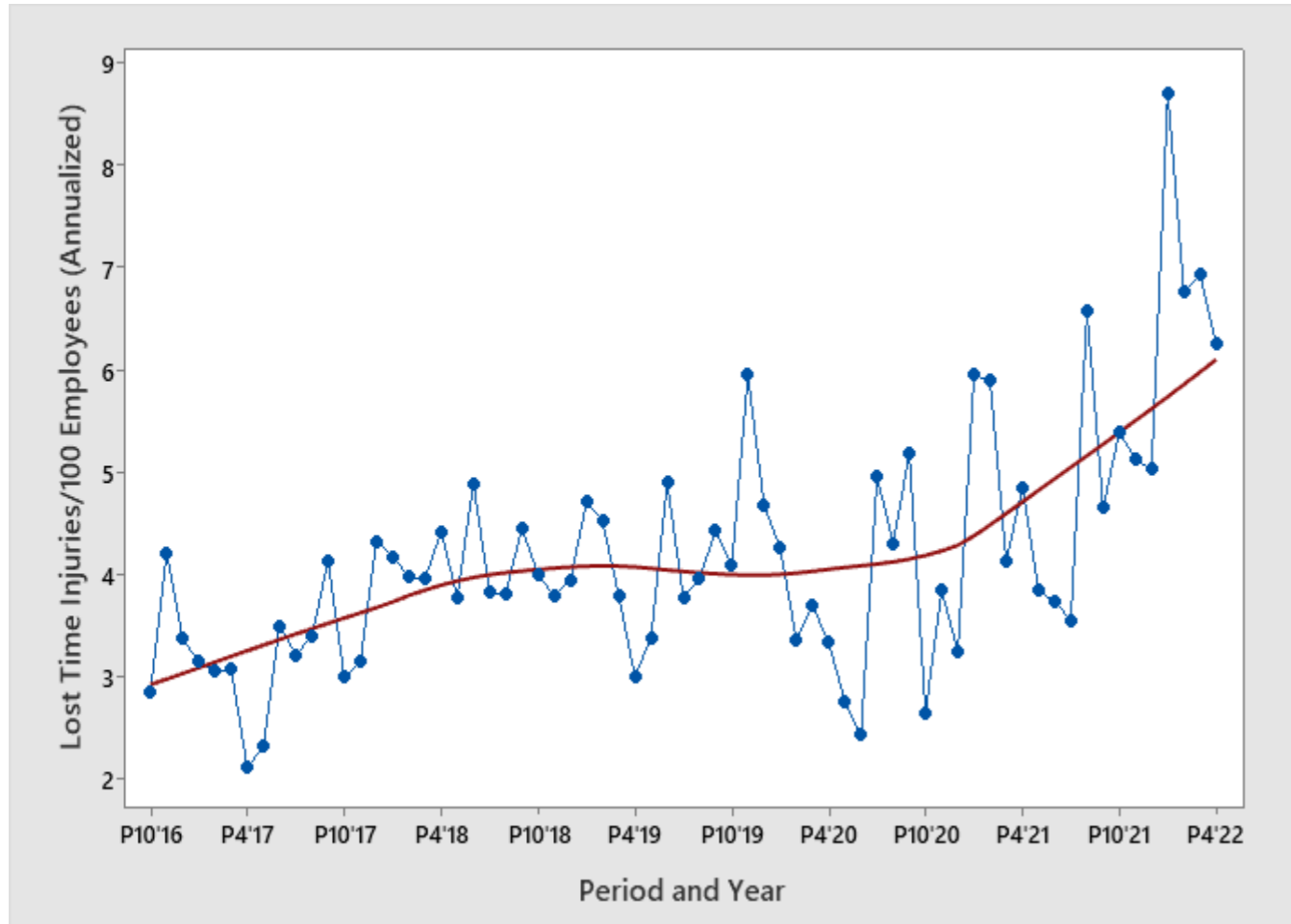
Investigate Incidents and Near Misses

COVID-19 PANDEMIC

- The COVID-19 pandemic continued to impact TTC ridership and traffic volume, which impacted customer injury rates and collision rates during the review period
- It also placed additional demands on available resources and impacted implementation of projects and initiatives
- Throughout the pandemic, the TTC continued to implement control measures to protect the health and safety of employees, customers and the public

OCCUPATIONAL HEALTH AND SAFETY

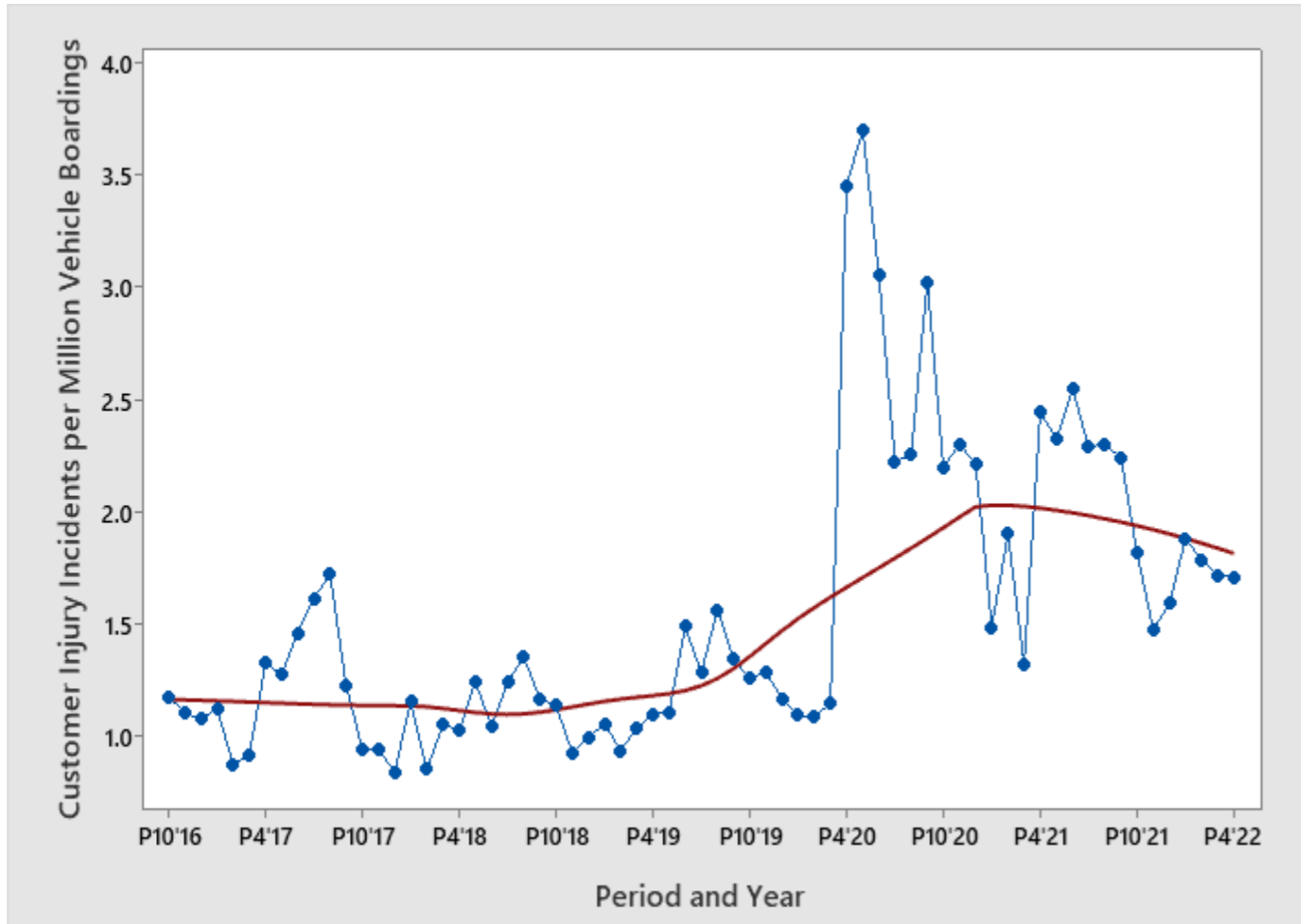
Lost Time Injury Rate (Periods 10/2016 to 4/2022)



- Over the **five-year period**, there is an **upward trend** in the LTIR, driven by an upward trend in emotional trauma injuries
- **AEE** and **Assault** injury events are contributing towards the upward trend in emotional trauma injuries
- Actions include:
 - Establishing a suicide prevention program and action plan
 - Initiating a psychological health and safety project
 - Establishing an assault prevention action plan

CUSTOMER AND PUBLIC HEALTH AND SAFETY

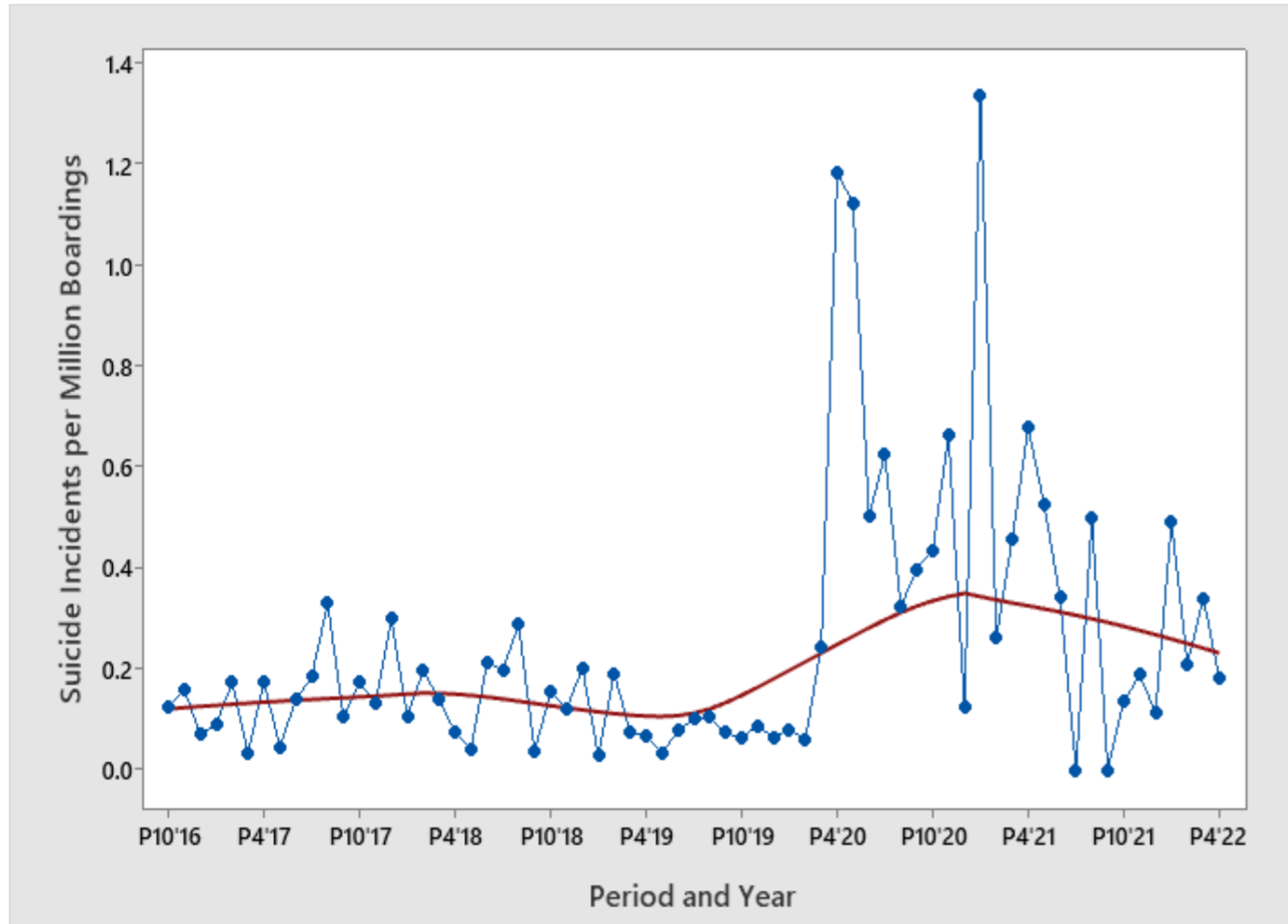
Customer Injury Incident Rate (Periods 10/2016 to 4/2022)



- Over the **five-year period** there is an **upward trend** in the customer injury incident rate, driven by an upward trend in the bus, subway station-related and subway vehicle-related injury rates
- Over the **two-year period**, there is an **upward trend** in the subway station-related customer injury rate
- Actions include:
 - Safety messaging to promote reminders about slips, trips and falls, pedestrian safety and safety on board vehicles

SUICIDE ATTEMPTS RATE

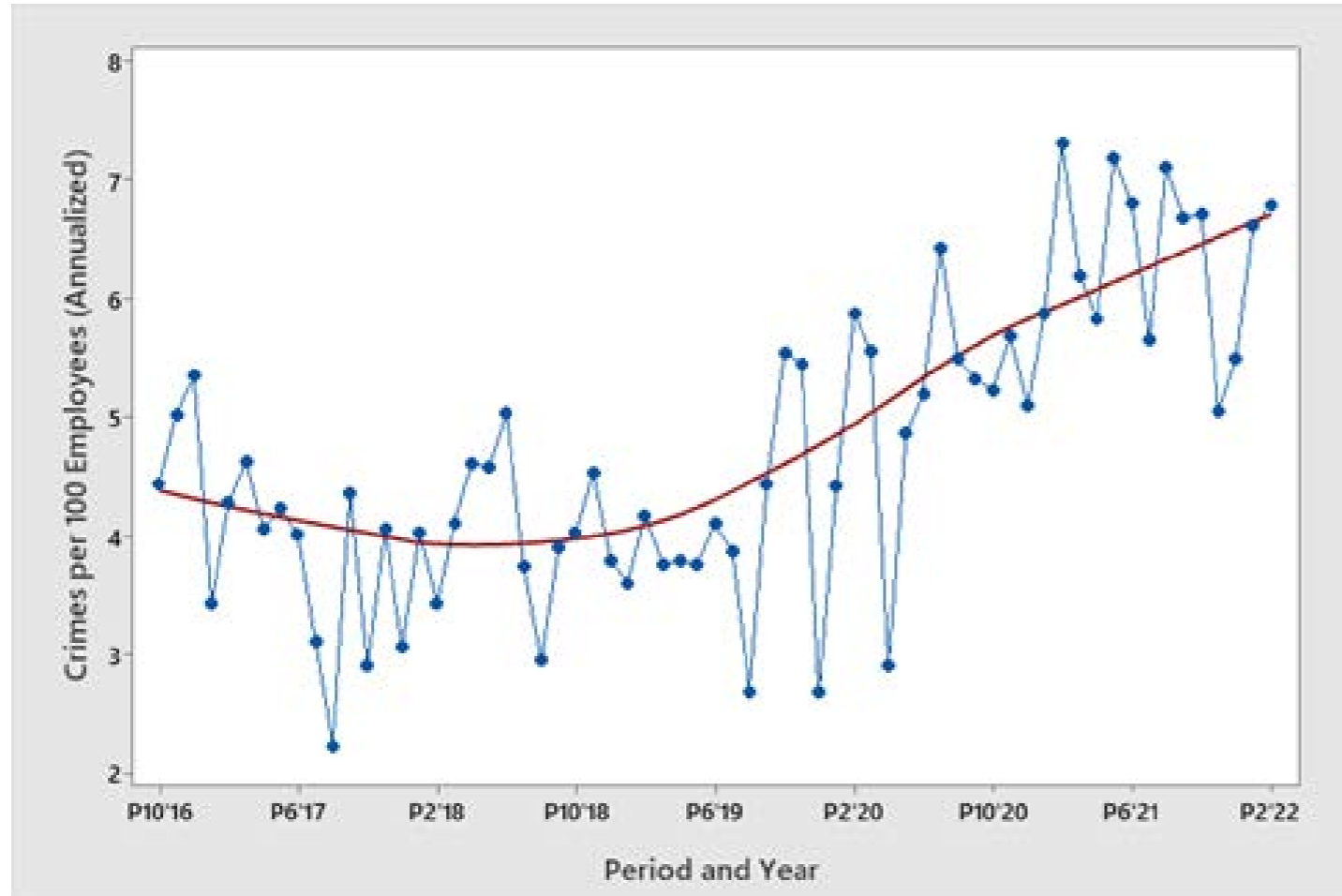
Suicide Attempts Rate (Periods 10/2016 to 4/2022)



- Over the **five-year period**, there is an **upward trend** in the suicide attempts rate (includes fatalities)
- Actions include:
 - Suicide prevention program and action plan
 - Studying feasibility of platform edge doors
 - Training improvements

SECURITY

Crimes Against Employees (Periods 10/2016 to 2/2022)



Over the **five-year period**, there is an **upward trend** in:

- Crimes against customers
- Crimes against employees
- Unauthorized at track level (UAT)

Over the **two-year period**, there is an **upward trend** in crimes against employees and UAT

Actions include:

- Assault prevention action plan
- Frontline and community support



SH&E PROJECTS AND INITIATIVES

Area	Project/Initiative	
Occupational Health and Safety	<ul style="list-style-type: none"> • Safety Connect Software • Management of Hazards and Risks • Psychological Health and Safety 	<ul style="list-style-type: none"> • Operational Rules Oversight • Fitness for Duty • Assault Prevention
Customer and Public Safety	<ul style="list-style-type: none"> • Suicide Prevention • Traffic Safety • Naloxone Program 	
Occupational Hygiene and Environment	<ul style="list-style-type: none"> • Subway Air Quality • Radon Study 	<ul style="list-style-type: none"> • Waste Management • Spills Program • Idling Control
Fire and Life Safety	<ul style="list-style-type: none"> • Fire code audits, fire drills, fire safety plans • TFS training • Fire access routes 	
Emergency Management / Business Continuity	<ul style="list-style-type: none"> • Business continuity strategies • Emergency exercises 	



KEY PROGRAM HIGHLIGHTS

- **Assault Prevention Action Plan**

- Action plan developed to address increasing trends in assaults
- Established programs and initiatives include:
 - Specialized training program focusing on de-escalation
 - Joint labour-management committee
 - Customer and employee safety campaigns
 - Community partnerships through Streets to Homes, FOCUS Tables, SafeTO

- **Business Continuity and Emergency Management**

- Assistance to corporate groups to develop business continuity strategies
- Business Continuity section to expand throughout 2022
- Draft corporate standard developed and undergoing review

KEY PROGRAM HIGHLIGHTS (2)

- **Naloxone Program**
 - Program underway with Special Constables
 - Expansion to other customer-facing groups under review
 - Draft corporate program developed
- **Track Level Safety Observation Program**
 - Observations continued during night shifts to monitor work zone compliance
 - Two additional Track Level Safety Officers were hired (four total)
 - Observations included monitoring compliance with COVID-19 control measures

REGULATORY OVERSIGHT

- Regulatory agencies attend TTC facilities to monitor legislative compliance, respond to complaints and follow-up on incidents
- During this review period, occupational health and safety incidents resulting in a regulatory agency interaction increased from 77 to 147
- The largest increases were due to **Safety Complaints** and **Section 52 Notices** from COVID-related concerns and occupational illness
- All orders issued to the TTC have been complied with and are closed



SH&E GOALS

Goal 1

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

Goal 2

- Reduce the frequency of lost time injuries at the TTC

Goal 3

- TTC Systematically manage occupational safety hazards with serious injury potential

Goal 4

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

Goal 5

- Ensure compliance with all applicable environmental laws and regulations

Goal 6

- Continuous improvement of Traffic Safety

Goal 7

- Continuous improvement of Track Level Safety

Goal 8

- Continuous improvement of Fire and Life Safety

Goal 9

- Ensure the SH&E Management System is functioning effectively

SHORT-TERM OBJECTIVES

Goal	Objective
1	<ul style="list-style-type: none">• Communicate updates to Corporate Standard – PPE• Incorporate LRT Operations into SH&E Management System• Develop framework for emergency management/business continuity
2	<ul style="list-style-type: none">• Implement Employee Assault Prevention Action Plan
5	<ul style="list-style-type: none">• Implement Waste Management Program• Implement Subsurface Contaminant Management Program• Implement Idling Control Procedure
7	<ul style="list-style-type: none">• Develop Rule Book Oversight Groups
8	<ul style="list-style-type: none">• Implement fire equipment management software• Update Fire Safety Program



| 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 TTC's safety, health, and environment goals and objectives as described in this report.
- 2) Forward this report to the TTC Board for information.

