



# **2022 SH&E Management System Review**

**Audit and Risk Management Committee  
June 1, 2023**

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Chief Safety Officer  
Safety & Environment Department**

# SAFETY COMMITMENT

- The TTC's goal is to eliminate all injuries and occupational illnesses and to minimize our impact on the environment
- The TTC manages and mitigates SH&E risks in a systematic and consistent manner through the SH&E Management System
- The annual review evaluates the SH&E Management System to ensure its continued suitability, adequacy and effectiveness
- 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)**

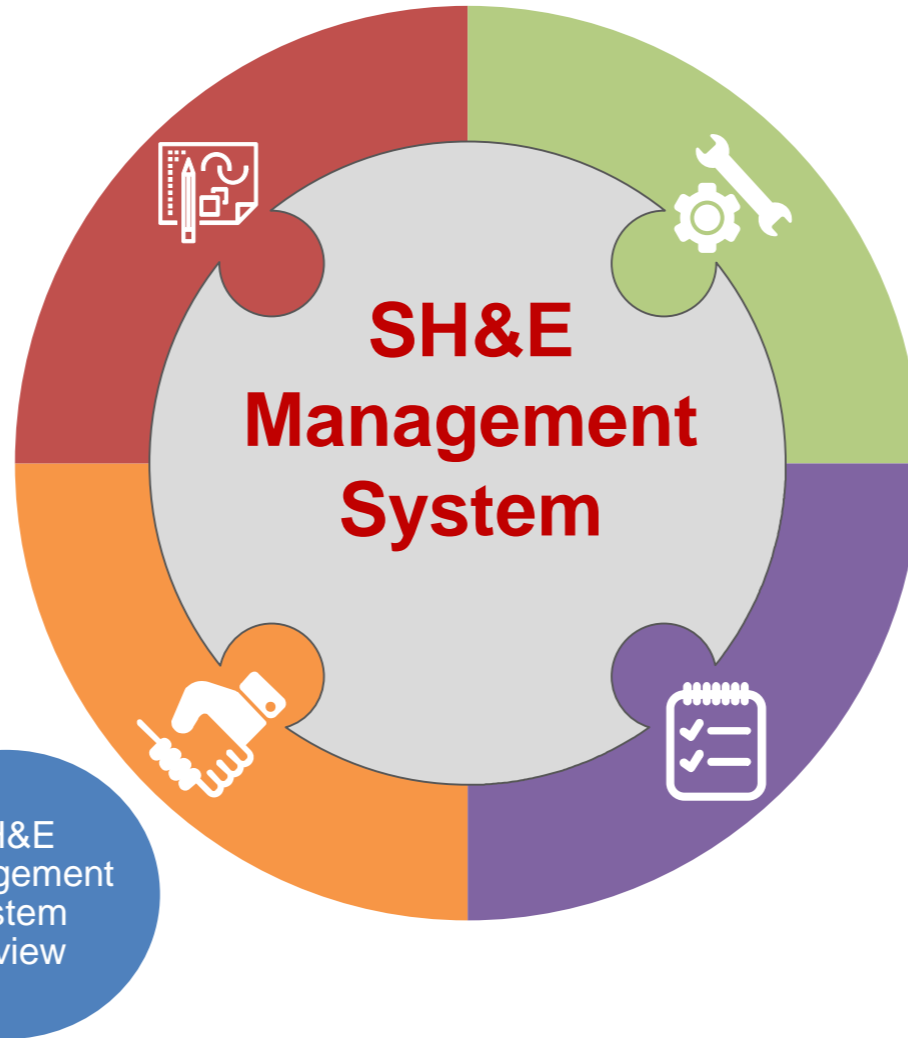
Set rules, policies, procedures and expectations **(HOW)**

## 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

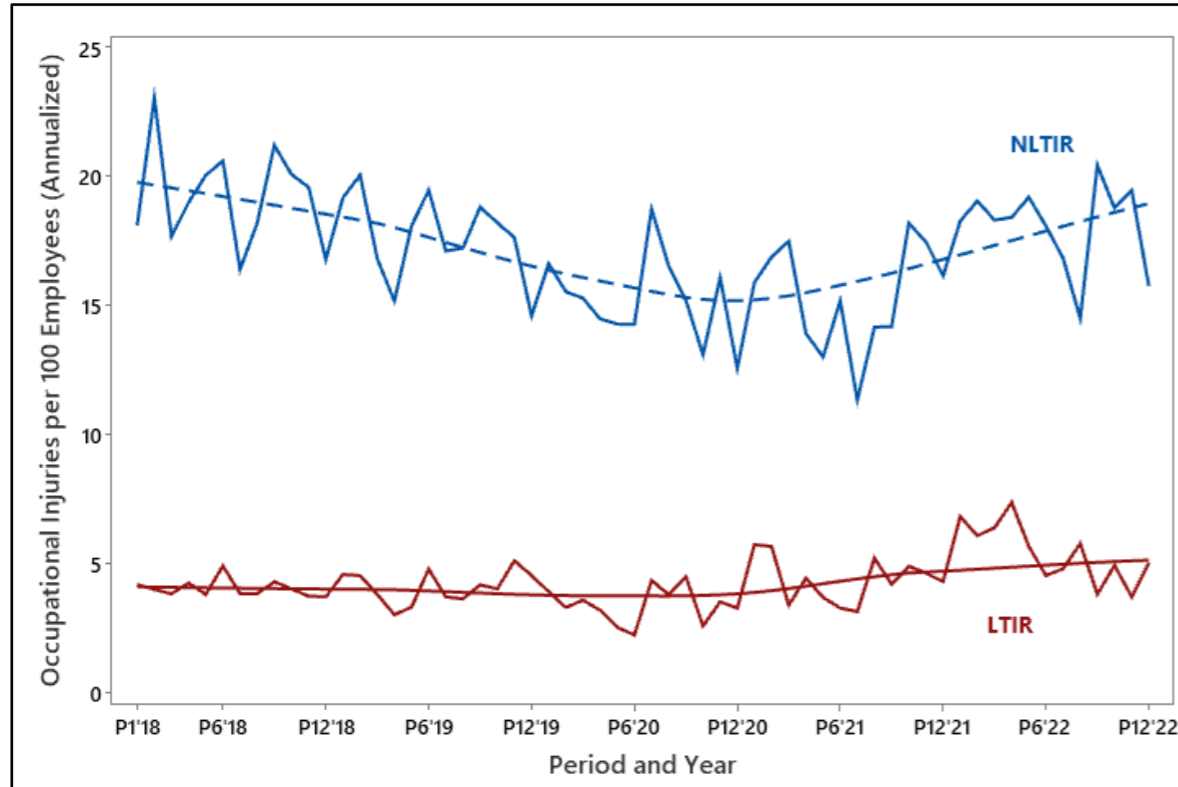
## CHECK

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

Investigate Incidents and Near Misses

# OCCUPATIONAL HEALTH AND SAFETY

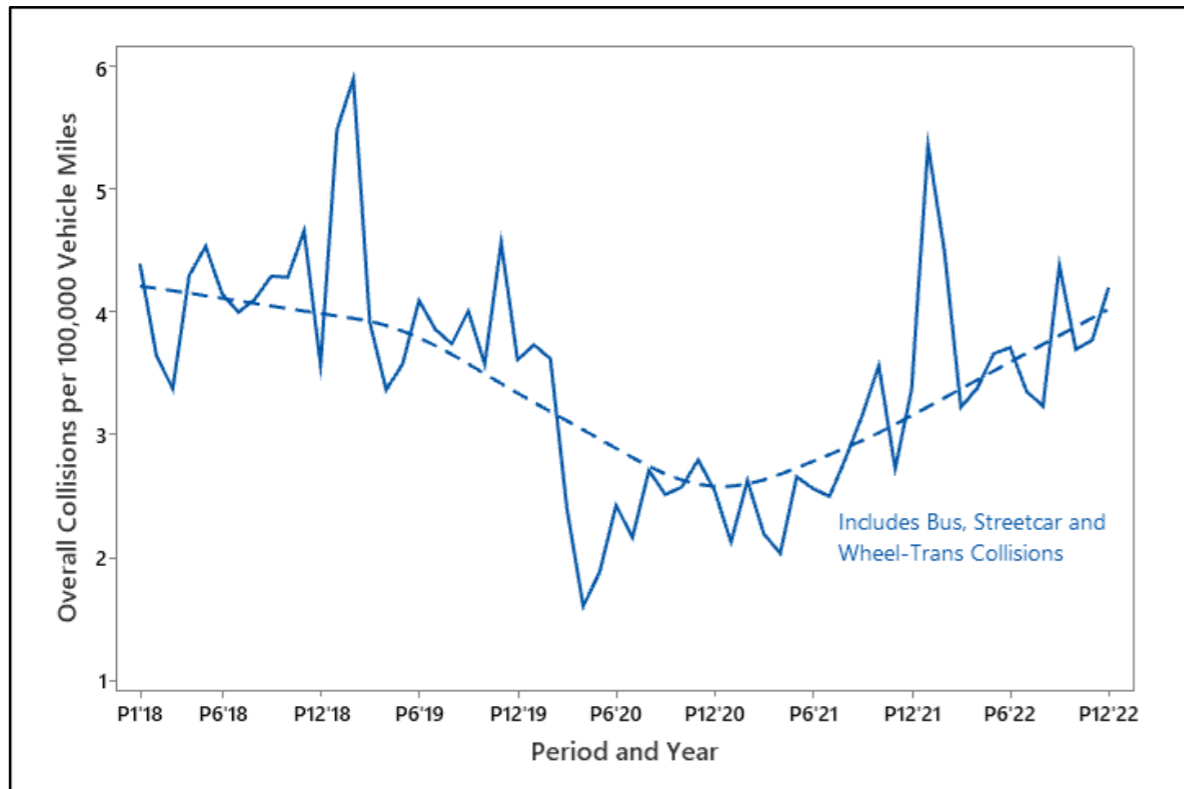
Lost Time and No Lost Time Injury Rates (P1 2018 to P12 2022)



- Over the **five-year period**, there is an **upward trend** in the LTIR, driven by an upward trend in **Biological Exposure**
- Over the two-year period, there is an upward trend in the NLTIR, driven by an upward trend in **Acute Emotional Event, Assault, Collision** and **Struck Against**
- Actions include:
  - Establishing a suicide prevention program and action plan
  - Providing suicide awareness training to frontline staff
  - Initiating a psychological health and safety project
  - Establishing an assault prevention action plan

# CUSTOMER AND PUBLIC HEALTH AND SAFETY

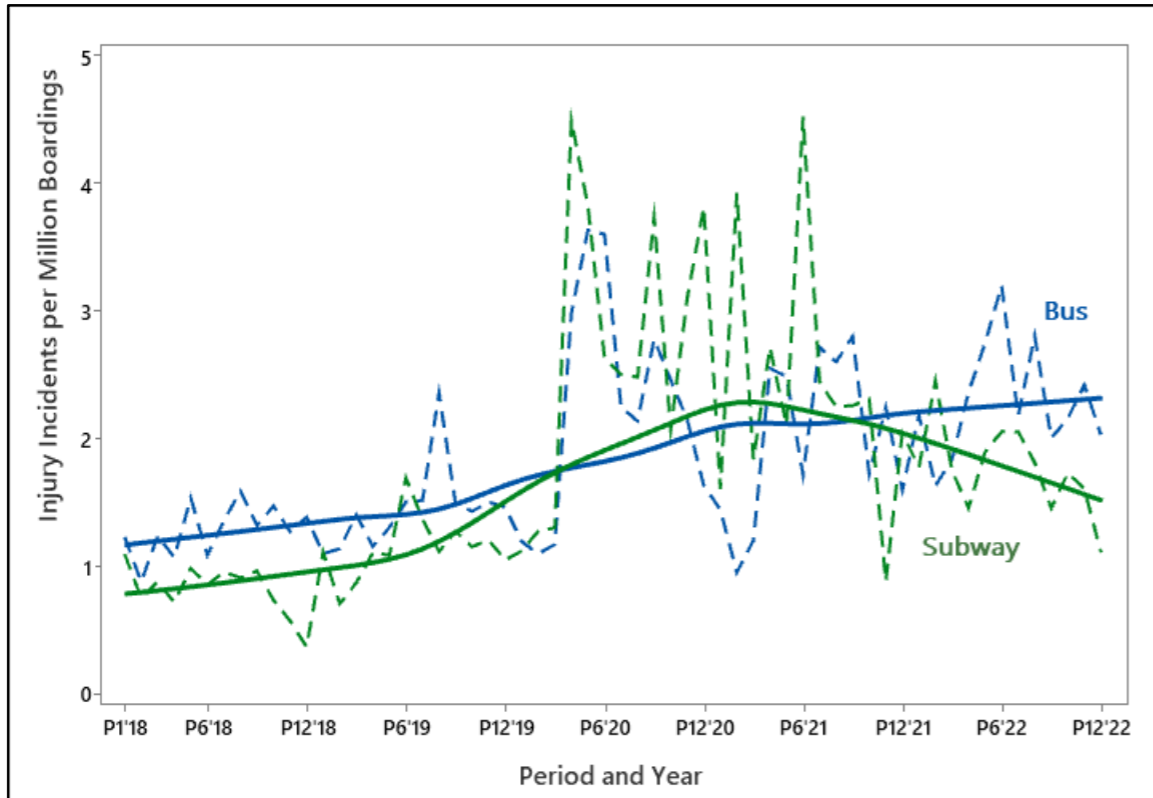
Surface Collision Rates (P1 2018 to P12 2022)



- Over the **two-year period**, there is an **upward trend** in the bus (total, preventable and not preventable) and streetcar (total and not preventable) collision rates
- Actions include:
  - Establishing a Traffic Safety Committee
  - Delivering face-to-face safety talks
  - Conducting audits to assess compliance with rules and regulations
  - Supporting technological and engineering solutions
  - Collaborating with the City of Toronto and other partners

# CUSTOMER AND PUBLIC HEALTH AND SAFETY (2)

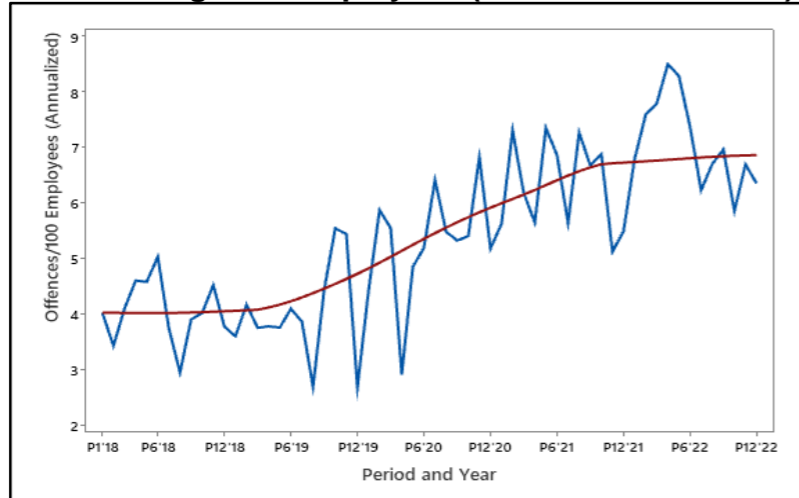
Customer Injury Incident Rate (P1 2018 to P12 2022)



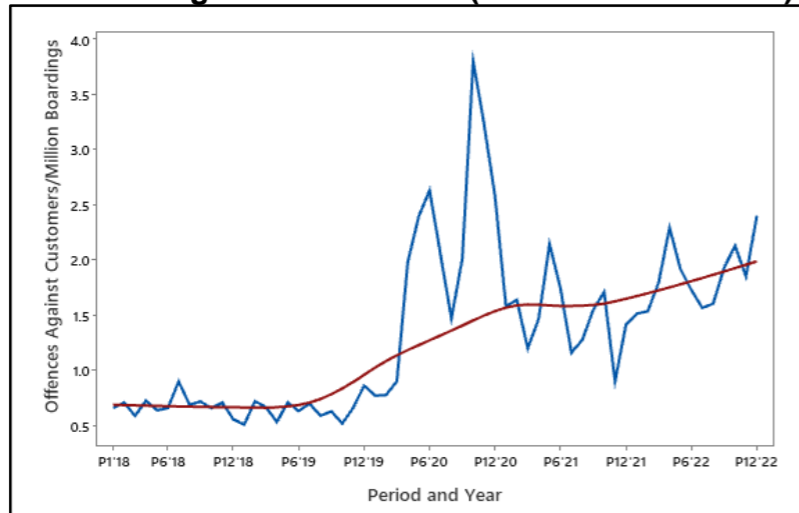
- Over the **five-year period**, there is an **upward trend** in the bus, subway station-related and subway vehicle-related CIIR
- The upward trends are due to the significant drop in ridership over the pandemic period
- Actions include:
  - Promoting customer safety messages through social media

# SECURITY

Offences against Employees (P1 2018 to P12 2022)



Offences against Customers (P1 2018 to P12 2022)



- Over the **five-year period**, there is an **upward trend** in Offences against Employees
- Over the **five-year and two-year period**, there is an **upward trend** in Offences against Customers
- Actions include:
  - Creating an assault prevention action plan
  - Establishing a Joint Labour Management Committee
  - Providing frontline and community support through increasing presence in the transit system
  - Partnering with external agencies to provide outreach and supports to individuals in need



# 2022 ACCOMPLISHMENTS

## OCCUPATIONAL SAFETY

- ✓ Onboarded seven departments into Safety Connect
- ✓ Configured HIRA tool in Safety Connect and deployed e-learning
- ✓ Completed PH&S organizational review and report
- ✓ Completed fatigue survey and risk assessment report
- ✓ Developed LRT Safety Management Plan
- ✓ Obtained COR Certification for ECE Group

## BUSINESS CONTINUITY AND RESILIENCE

- ✓ Established new BCR section
- ✓ Approved Corporate Standard and developed Corporate Program

## HYGIENE/ENVIRONMENT

- ✓ Completed Phase Three of Radon Study (surface properties)
- ✓ Delivered back care training to three high-risk areas
- ✓ Identified successes from consolidated hazardous waste contract

## FIRE SAFETY AND EMERGENCY PLANNING

- ✓ Completed Fire Code audits and fire drills
- ✓ Finalized Fire Safety Plan updates
- ✓ Hired two new Sr. Emergency Management Planners
- ✓ Conducted severe weather tabletop exercise





# REGULATORY OVERSIGHT

- Regulatory agencies attend TTC facilities to monitor legislative compliance, respond to complaints and follow-up on incidents
- During the review period, there were 89 occupational health and safety incidents resulting in a regulatory agency interaction
- There were 11 non-compliance orders received, all of which 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

- Continue to improve and strengthen controls to manage occupational injury and illness risk

## Goal 3

- Ensure compliance with applicable safety and environmental legislation, appropriate industry practices and standards and TTC policies and requirements

## Goal 4

- Continue to improve and strengthen Environmental Management

## Goal 5

- Continue to improve and strengthen Customer Safety

## Goal 6

- Continue to improve and strengthen planning, response, and recovery capabilities to mitigate the impacts of emergencies and disruptions

## Goal 7

- Improve Contractor Safety Management to enable a consistent approach across the TTC

## Goal 8

- Continue to improve and strengthen community safety and security on the transit system



# | 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 and Environment Management System, identifying priority safety, health and environment issues, and developing the TTC's safety, health and environment goals and objectives as described in this report.
- 2) Forward this report to the TTC Board for information.



