



**ERA
SAFETY DAYS
2023**

**Tallin
20-22 September 2023**



Hosting a safety culture peer review: opportunity or burden ?

by CFL
Chemins de Fer Luxembourgeois



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*Head of passenger train operations
of CFL Group since 2020*

BELGIUM

- Population : 660.809
- Active Population (LU) : 309.181 (May 2023)
 - Nbr of commuters: 227.651
- Unemployment rate : 5,0%
- Surface: 2,586 km²
 - (length. max. 82 km, width max. 58 km)
- Luxembourg: open, agile, reliable
 - (political stability: few/no strikes)

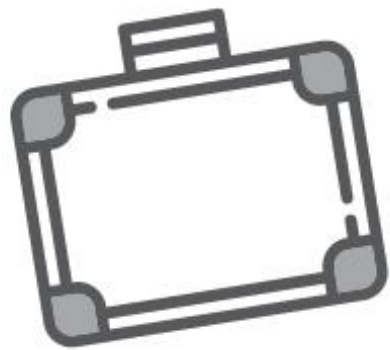


- Cultural diversity :
 - Luxemburgish residents : 347.402
 - Percentage of foreign residents : 47,4%

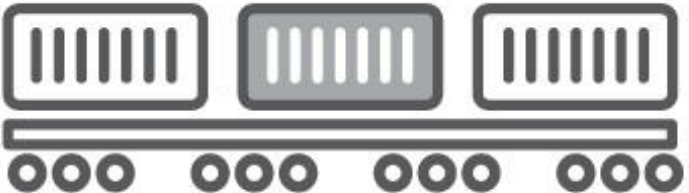
FRANCE

GERMANY

22
MILLION
TRAIN PASSENGERS



2.438 MILLION
OF TONS-KM OF
GOODS TRANSPORTED



4.966
CO-WORKERS



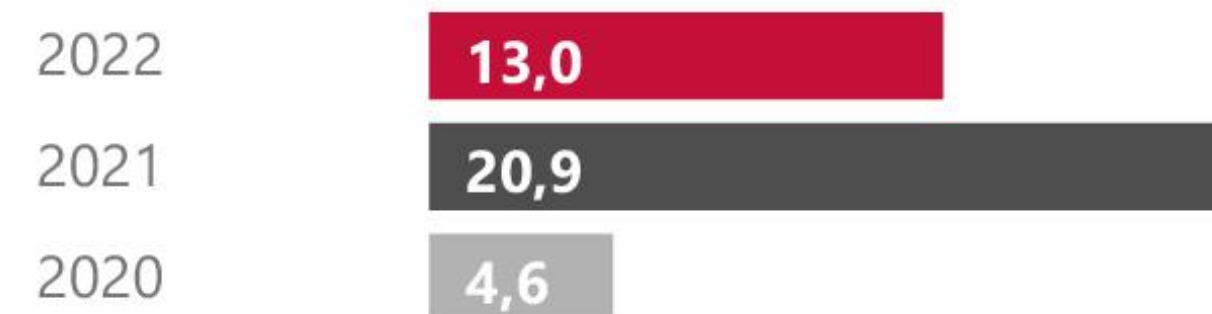
211.540
HANDLINGS ON TERMINAL



EVOLUTION OF CONSOLIDATED TURNOVER
(IN MILLIONS EUR)

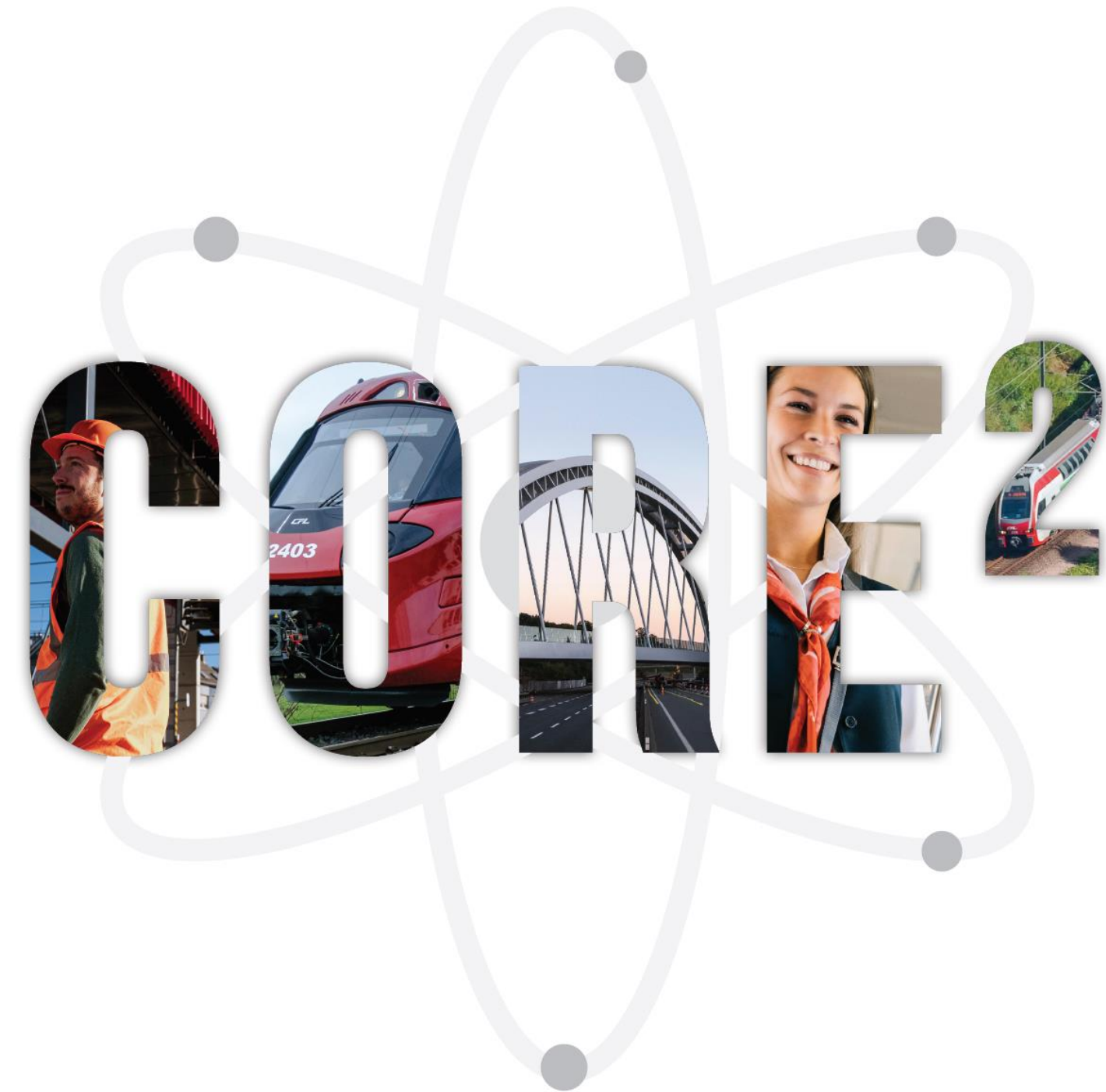


EVOLUTION OF CONSOLIDATED NET RESULT
(IN MILLIONS EUR)





A strategy entirely focused on customer needs and expectations

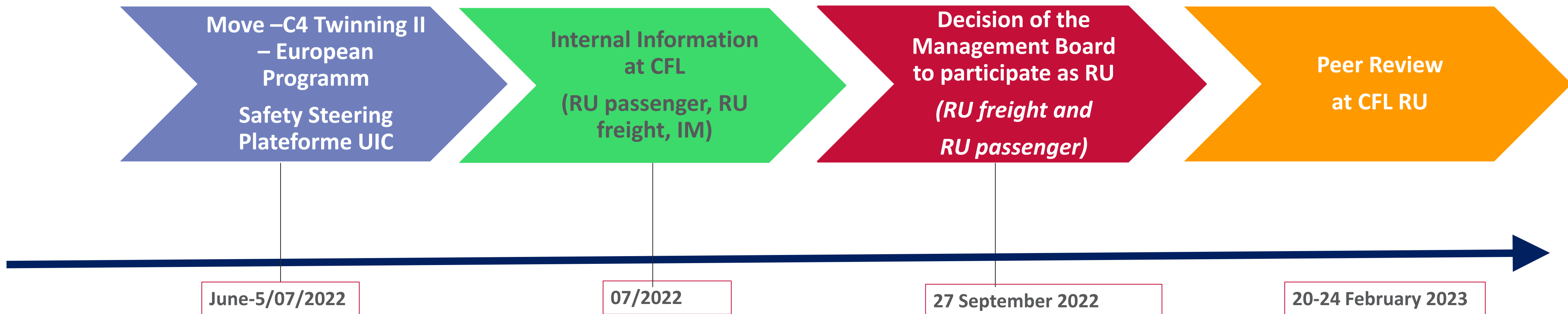


Cooperation, Openness, Respect, Excellence, Exemplarity
Shared values to continue to improve our day-to-day services



The decision was made within 7 months to participate as CFL RU

Was it seen as an opportunity or as a burden ?



KICK OFF :

The participants of CFL could chose the strenghts and areas of improvement of the safety culture system of CFL on basis of the ERA Safety Culture Model, they judged as good or need for improvement

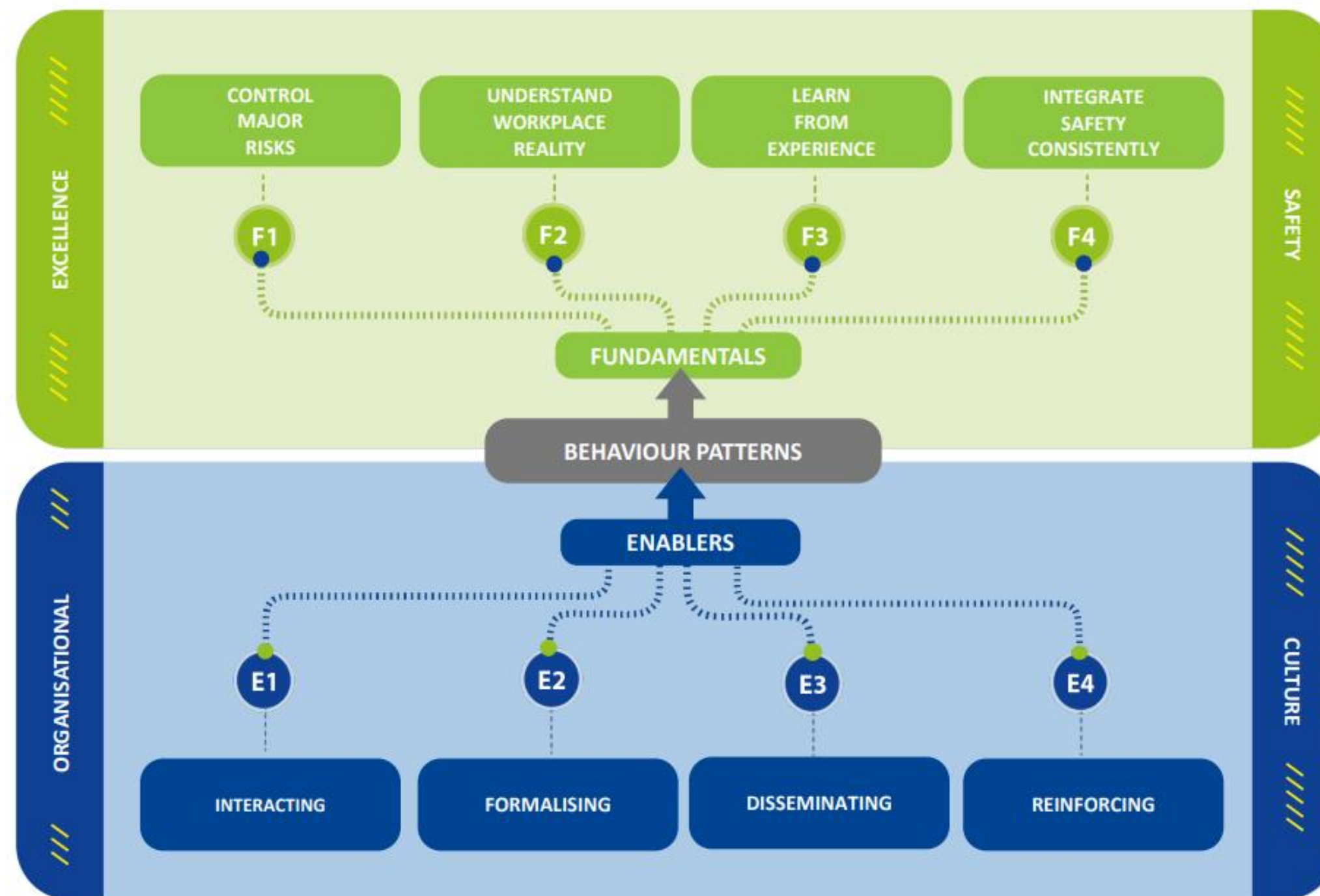
CLOSING SESSION:

The reviews presented the strenghts and areas of improvement of the safety culture system of CFL on basis of the ERA Safety Culture Model

Next accidents ? and MAGIC HAND



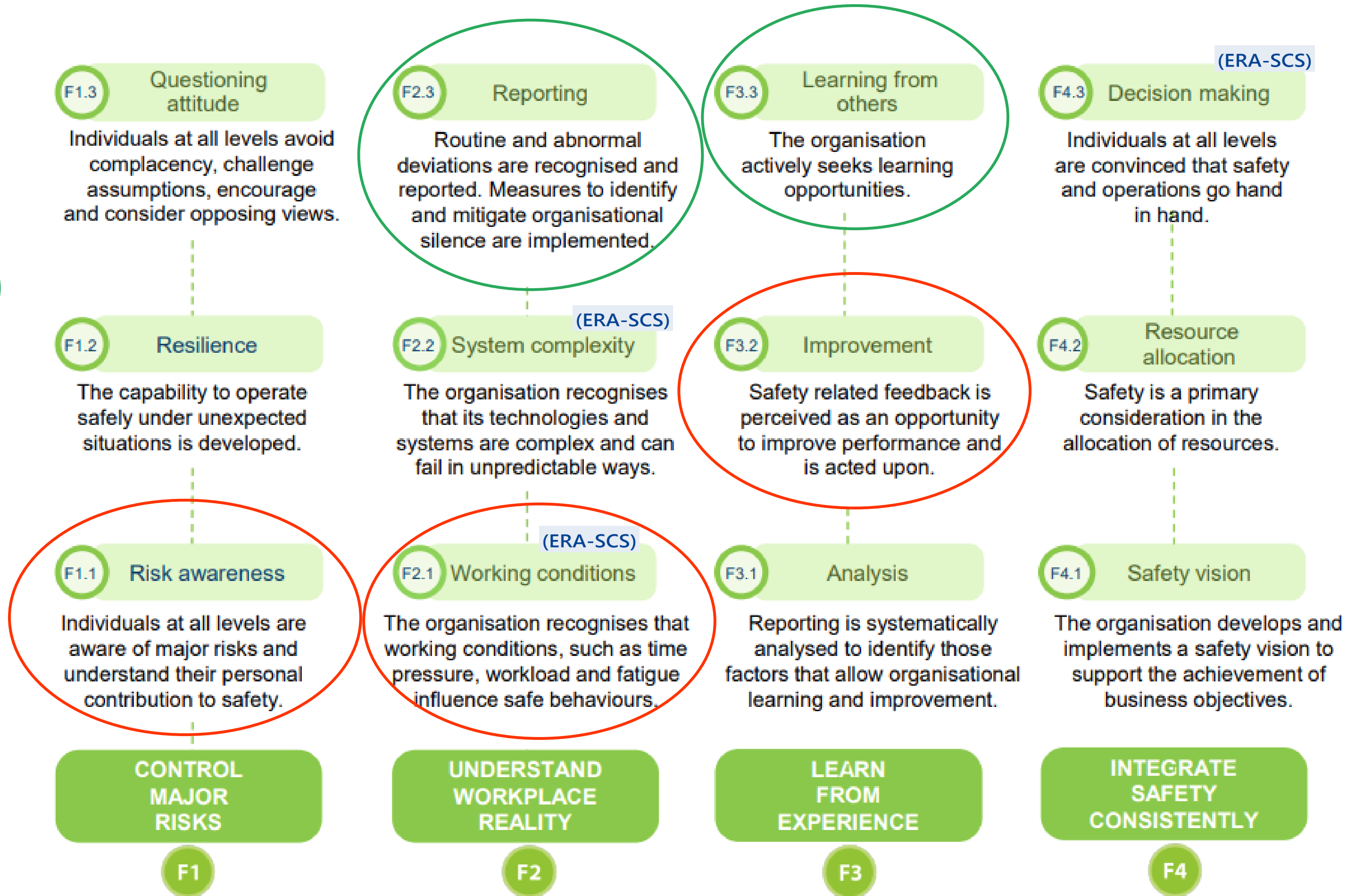
European Railway Safety Culture Model 2.0: Components



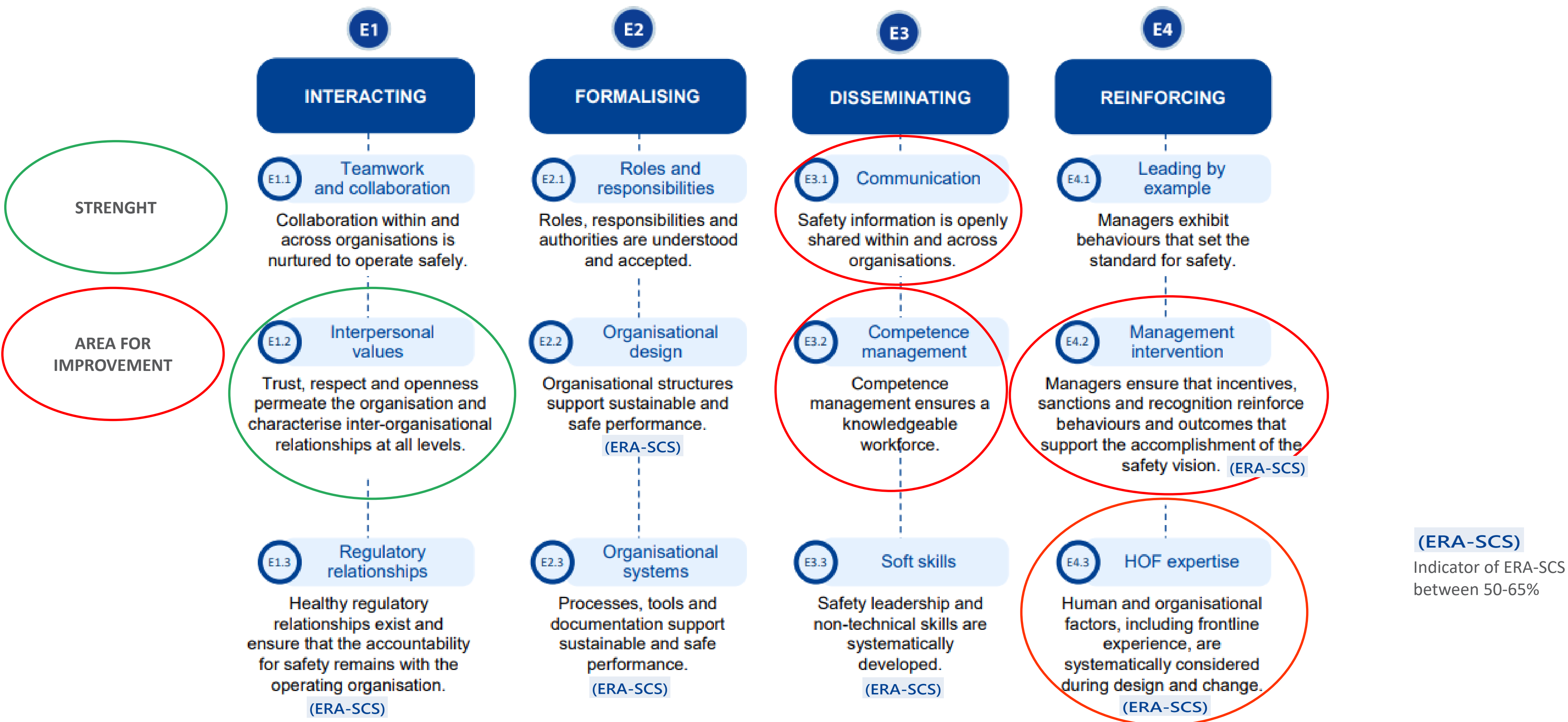
In general, CFL GROUP have a very well-structured robust operation and rule-based system in place with clear roles and responsibilities. CFL GROUP has an open and inquisitive approach to learning from others.

c.f. conclusion of the report





(ERA-SCS)
Indicator of ERA-SCS between 50-65%



E1.2 Interpersonal values

Trust, respect and openness permeate the organisation and characterise inter-organisational relationships at all levels.

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The interviewed persons said that it is easy to communicate about all topics (delay, problems, objectives, ...) with their bosses. The relationship to the TOP management seems to be based on trust and respect. The relationship to the TOP management seems to be based on trust and respect



F3.3 Learning from others

The organisation actively seeks learning opportunities.

The commitment of CFL to engage in the peer-review-process, by invitation of external specialist, demonstrates a willingness to improve the safety culture of the organisation through the medium of learning from others. **Strength of CFL**



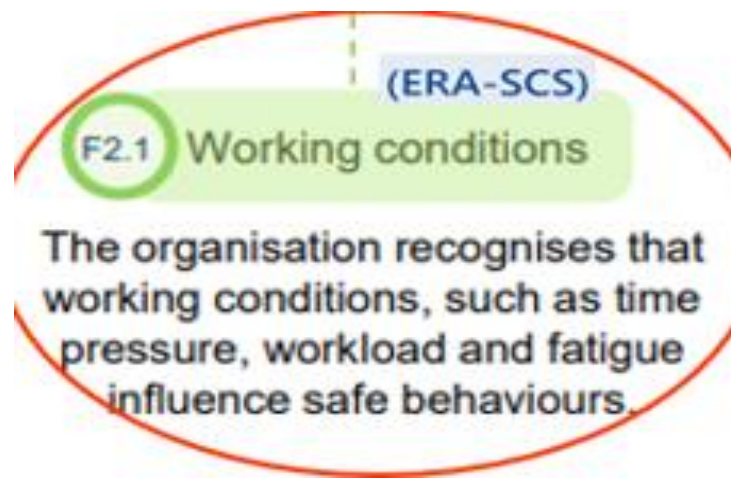
WWW.WEARECFL.LU

#WEARECFL

MEET THE FAMILY

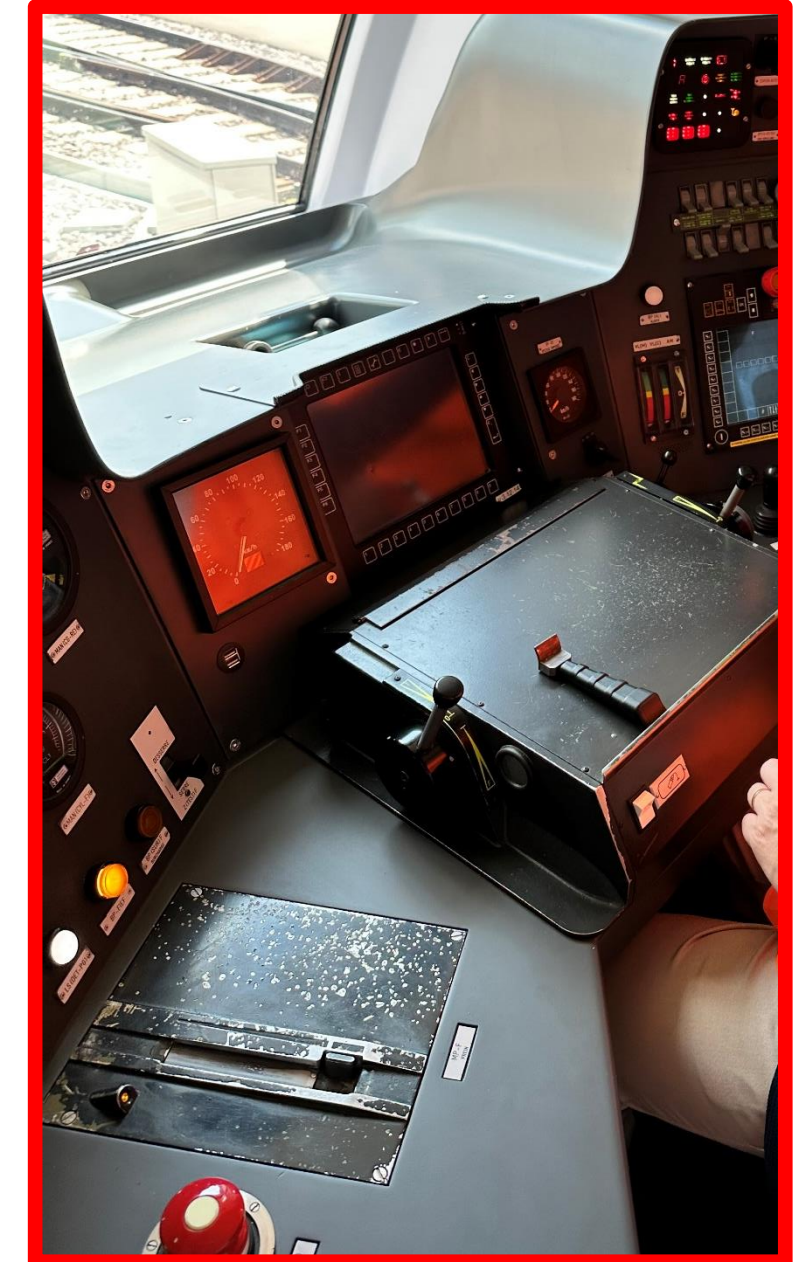
CORE2: Cooperation, Openness, Respect, Excellence, Exemplarity

Examples for improvement

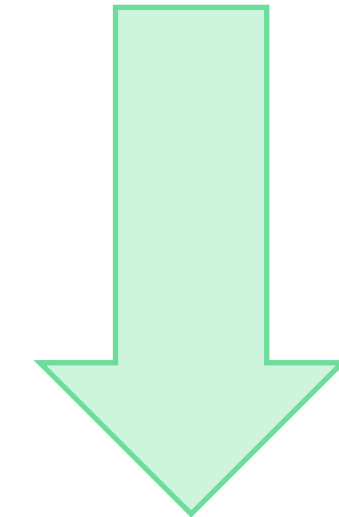
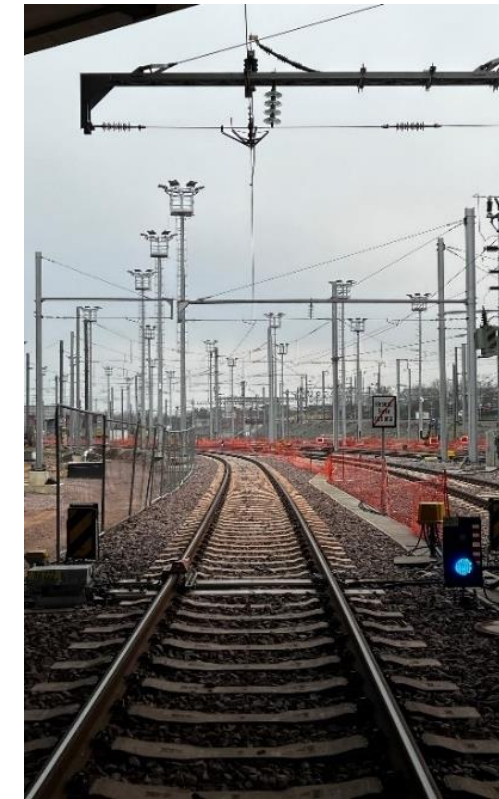
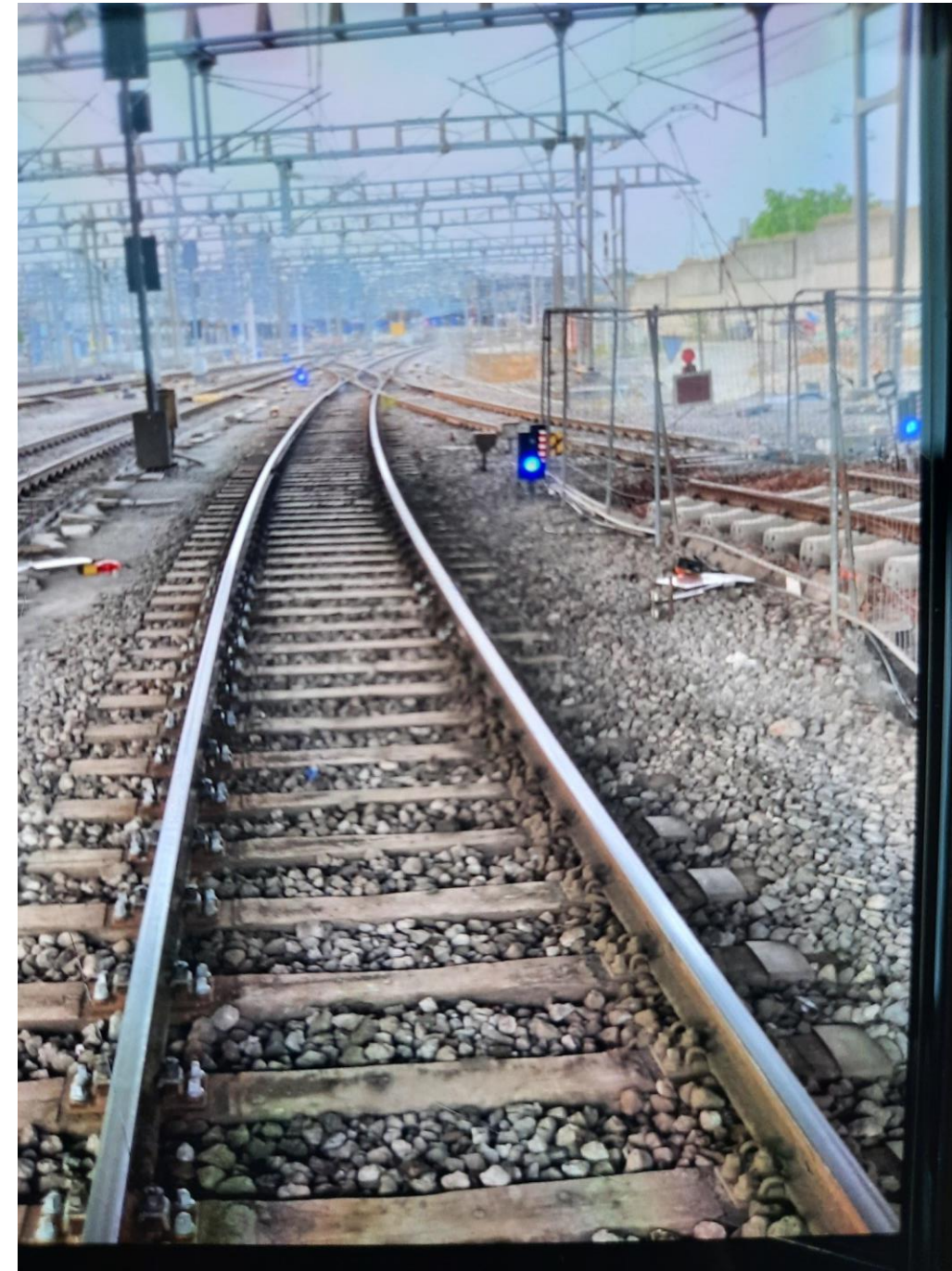


The organization recognizes that working conditions, such as time pressure, workload and fatigue influence safe behaviors.

Faults reported in driving cabs pertinent to the environment (blinds, Hvac and seats) are not fixed. It was reported that a train was refurbished except the driving cab.



Examples for improvement



- Analysis done in 2022
- Specific action plan implemented in 2023

Competence management- ensure a knowledgeable workforce. The organization has a competence management system, targeting all staff, that reflects the requirements of operations and contributes to the railway safety fundamentals.

Passenger Train drivers do not receive sufficient familiarization training with shunting activities. This is increasing the potential of SPAD risks. Training for passenger drivers in shunting locations should be risk based and aligned to the frequency.

Projets in 2023 to reinforce and evaluate the Safety Culture at CFL



Safety Board
 23th March 2023
 Benchmarking
 Aviation reporting in Safety:
 Actions to be done



Risk Prevention
 Safety Dialogue
 Extension Projet
 Reporting



Safety Day CFL



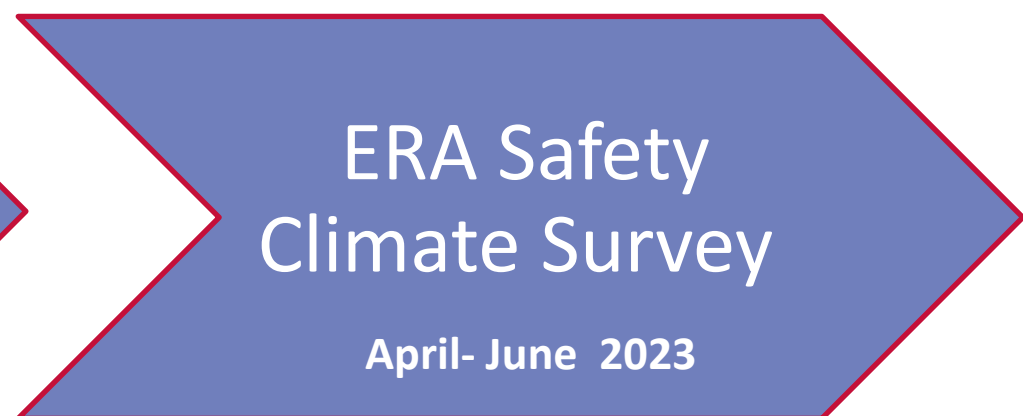
Leadership Training



Safety Board
 26th October 2023
 Debriefing and Workshops



February 2023



April-June 2023

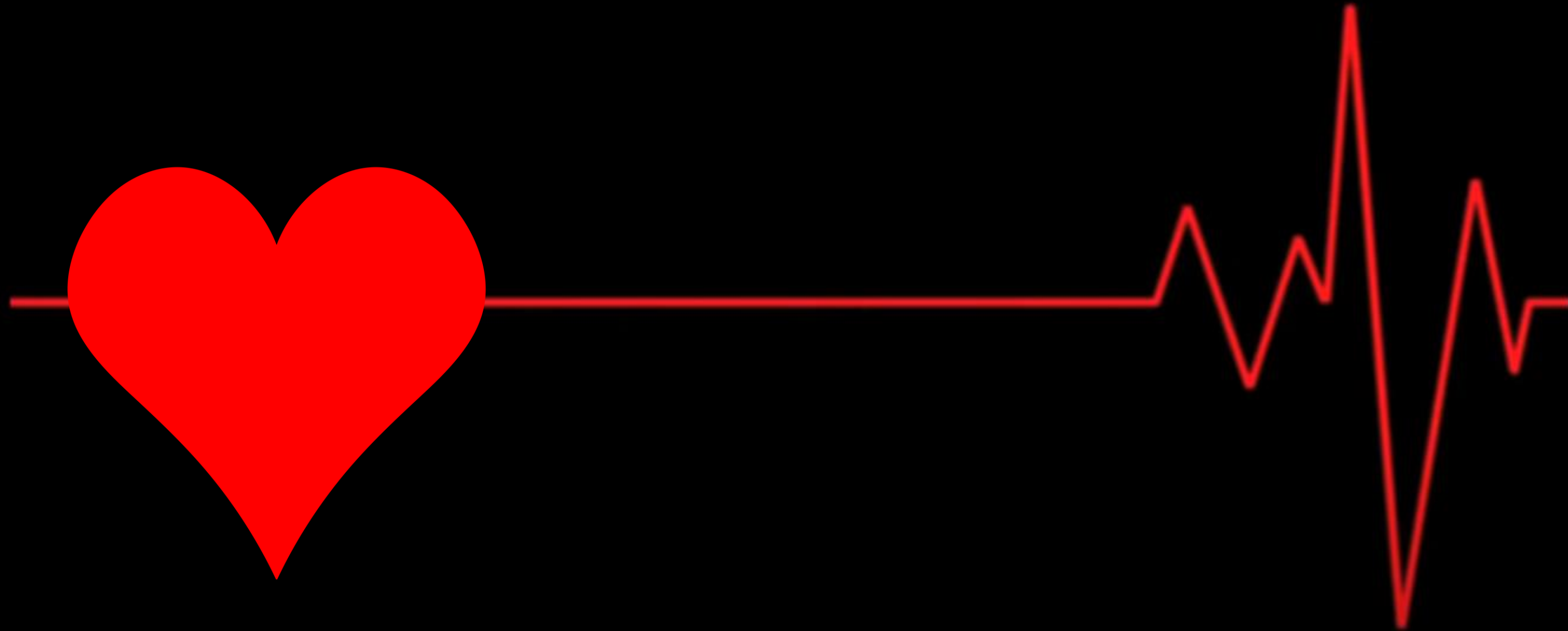


September-November 2023

Safety Railmap
Action Plan
Outcome of workshops



Safety Culture = Heart of the organization and we have to continue to work on staying safe every day



THANKS YOU FOR YOUR ATTENTION!



QUESTIONS ?