

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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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)

FRANCE



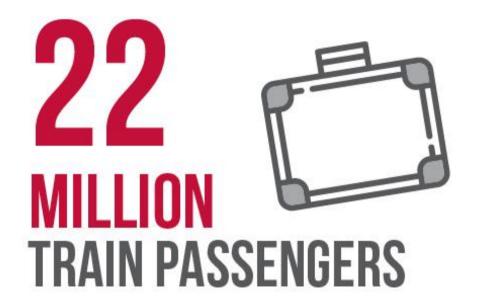
• Cultural diversity:

• Luxemburgish residents: 347.402

• Percentage of foreign residents: 47,4%

GERMANY







EVOLUTION OF CONSOLIDATED TURNOVER (IN MILLIONS EUR)

 2022
 1.073,4

 2021
 1.001,7

 2020
 915,9





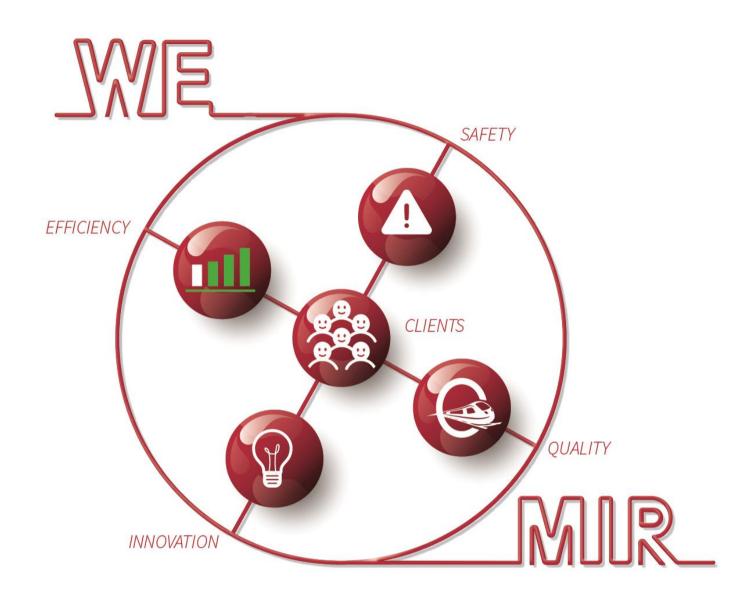
EVOLUTION OF CONSOLIDATED NET RESULT (IN MILLIONS EUR)

 2022
 13,0

 2021
 20,9

 2020
 4,6









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

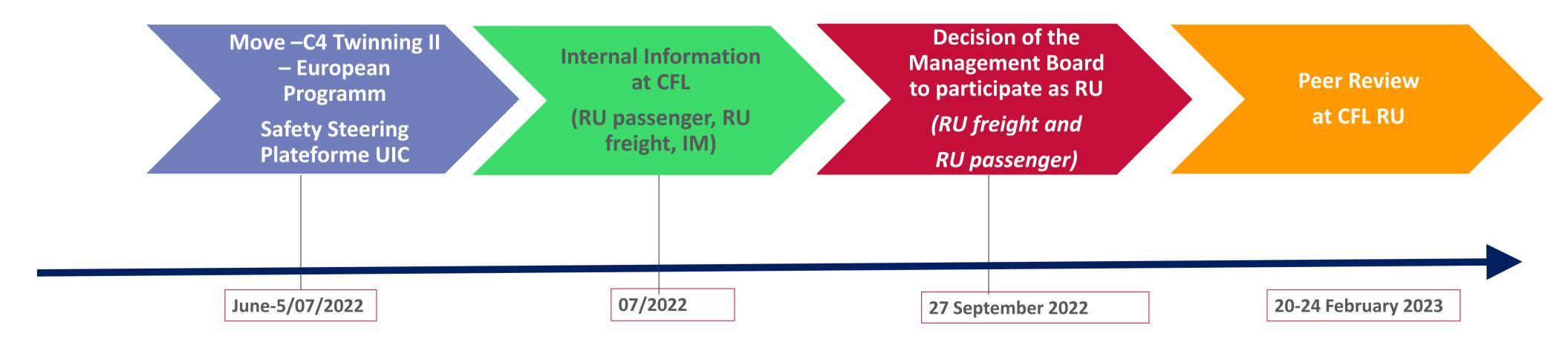






The decision was made within 7 months to participate as CFL RU

Was it seen as an opportunity or as a burden?







European Railway Safety Culture Model 2.0: Components

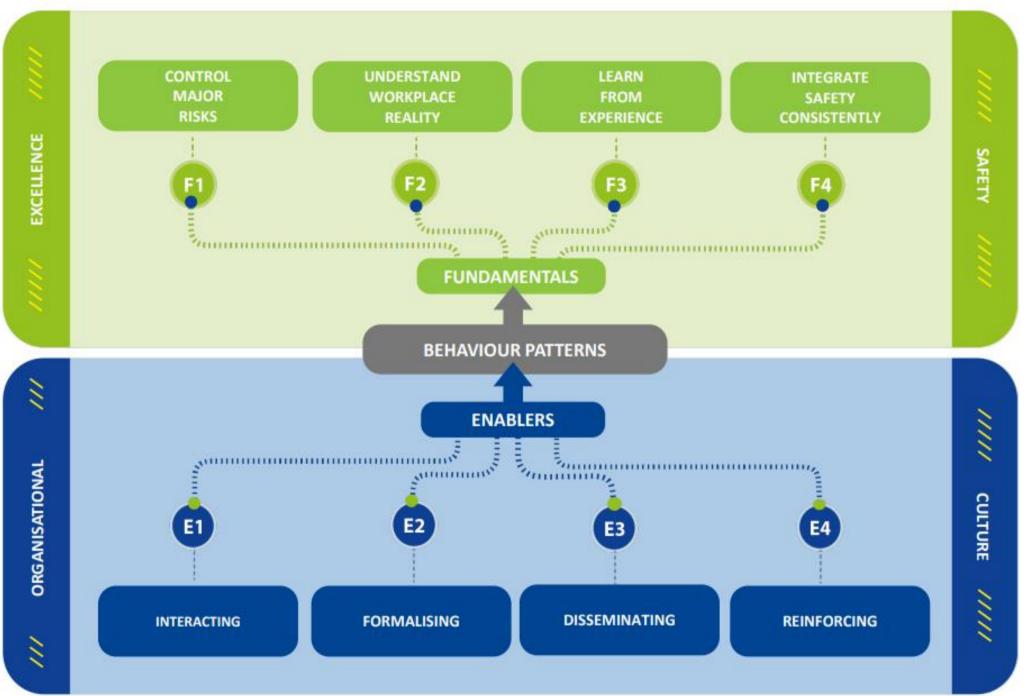
KICK OFF:

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 strengths and areas of improvment of the safety culture system of CFL on basis of the ERA Safety Culture Model

Next accidents? and MAGIC HAND





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





Railway Safety Fundamentals

STRENGHT AREA FOR IMPROVEMENT F1.3

Questioning attitude

Individuals at all levels avoid complacency, challenge assumptions, encourage and consider opposing views.

Resilience

The capability to operate

safely under unexpected

situations is developed.

Risk awareness

Individuals at all levels are

aware of major risks and

understand their personal

contribution to safety.

CONTROL

MAJOR

RISKS

F1.2

F1.1

Reporting F2.3

Routine and abnormal deviations are recognised and reported. Measures to identify and mitigate organisational silence are implemented,

(ERA-SCS) F2.2 System complexity

The organisation recognises that its technologies and systems are complex and can fail in unpredictable ways.

(ERA-SCS)

Working conditions

The organisation recognises that working conditions, such as time pressure, workload and fatigue influence safe behaviours.

> **UNDERSTAND WORKPLACE** REALITY

> > F2

Learning from F3.3 others

The organisation actively seeks learning opportunities.

F3.2 Improvement

Safety related feedback is perceived as an opportunity to improve performance and is acted upon.

F3.1 Analysis

Reporting is systematically analysed to identify those factors that allow organisational learning and improvement.

> **LEARN** FROM **EXPERIENCE**

> > F3

(ERA-SCS)

Individuals at all levels are convinced that safety and operations go hand in hand.

F4.3 Decision making

Resource F4.2 allocation

Safety is a primary consideration in the allocation of resources.

Safety vision F4.1

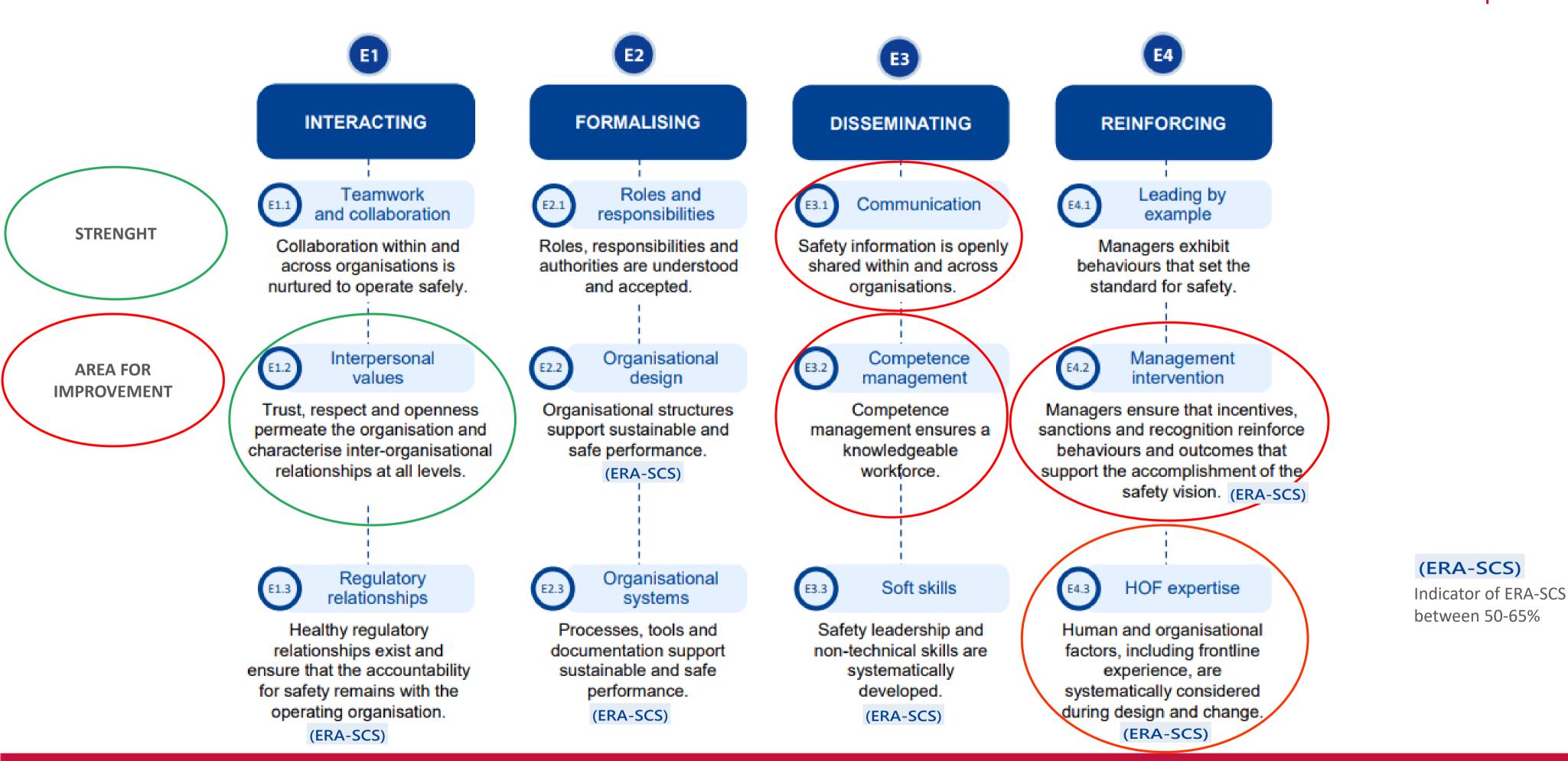
The organisation develops and implements a safety vision to support the achievement of business objectives.

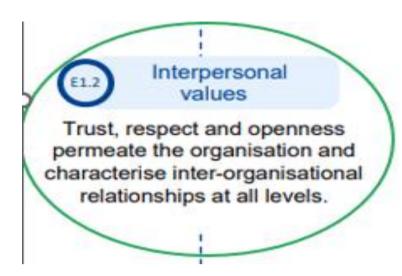
> INTEGRATE SAFETY CONSISTENTLY

(ERA-SCS)

Indicator of ERA-SCS between 50-65%







Trust, respect and openness permeate the organization and characterize interorganisational relationships at all levels.

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





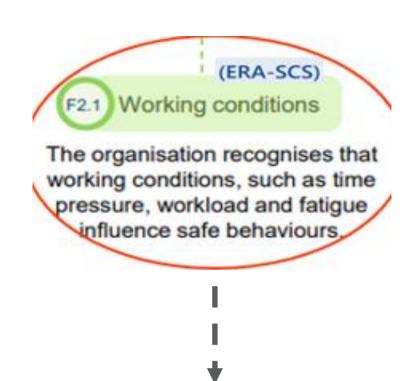
The commitment of CFL to engage in the peer-review-process, by invitation of external specialist, demonstrates a willingness to improve the safety culture of the organisation through the medium of learning from others. Strength of CFL



CORE2: Cooperation, Openess, 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.







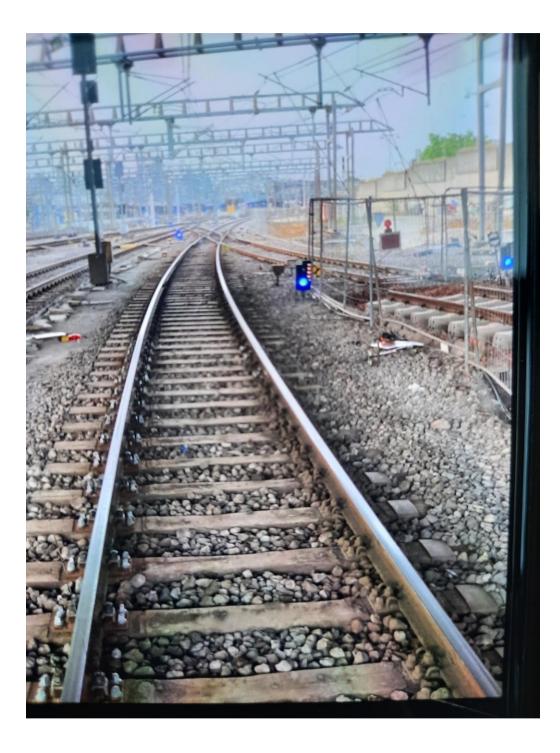


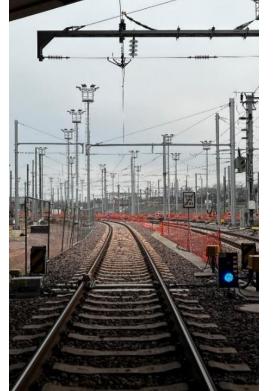
Examples for improvement



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

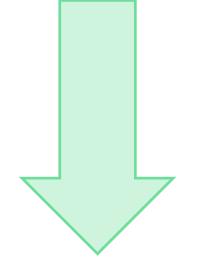
Passenger Train drivers do not receive sufficient familiarization training with shunting activities. This is increasing the potential of SPAD risks. Training for passenger drivers in shunting locations should be risk based and aligned to the frequency.











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





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



Safety Dialogue Extension Projet Reporting

Risk Prevention



Safety Day CFL







Safety Board 26th October 2023

Leadership Training

Debriefing and Workshops

PEER Review

Februray 2023

Februray 2023

ERA Safety Climate Survey

April- June 2023

April-June 2023

Safety Culture Maturity Evaluation by DuPont experts

September-November 2023

Safety Railmap

Action Plan

Outcome of workshops







THANKS YOU FOR YOUR ATTENTION!



QUESTIONS?