



# European Rail Safety Forum

Managing Safety Culture To Meet Passenger Growth

January 26-27, 2016 | London | UK

Using Human Factors, Behaviour Management  
Techniques & Innovative Technologies To  
Improve Safety At The Platform Train Interface,  
Transform Your Risk Culture &  
Safely Grow Passenger Numbers

**PLUS!**

2 INTERACTIVE PRE-EVENT  
WORKSHOPS ON  
MONDAY 25 JANUARY 2016

A: Preventing Accidents At The  
Platform Train Interface & In The Station

B: Embedding The Right Safety  
Culture Within All Levels Of  
Your Organisation

A Pan-European Speaker Line-up Will Share Innovative  
And Actionable Rail Safety Initiatives That You Can  
Implement Within Your Own Organisation, Enabling You To:

Insights From Over 20  
Leading Rail Safety Experts

- **Prevent accidents at the PTI** through optimal communication strategies that engage the public and influence passenger behaviour
- **Reduce crowding** through building infrastructure that is designed around the specific risk-profile of your stations
- Build **human factors** into your safety planning, to design systems that optimise the capabilities and mitigate the limitations of your workforce
- **Integrate a culture of behavioural safety** into all levels of your organisation, and engage employees to make safety a priority
- Manage the practical challenges of **transitioning to ERTMS**, and fully exploit the safety opportunity it brings
- Develop a robust and agile **CMS and workforce competence** that meet your business' needs and can adapt to growing demand
- **Safely implement changes** across your company, and engage employees to embrace new systems
- **Implement an occupational health and safety** programme that safeguards your workforce's wellbeing



**Pierre Messulam**  
Deputy CEO  
SNCF Mass Transit Operations



**Michael Rueffer**  
Head of Operations, Rail  
Verkehrsgesellschaft Frankfurt (VGF)



**Simon Ward**  
Head of Safety, Quality & Environment  
London Overground Rail Operation



**Oriol Juncadella i Fortuny**  
Operations Director  
FCG Operadora



**Thierry Guinard**  
Safety & Environment Director  
Keolis



**Joe Murphy**  
Head of Health & Safety – Area South  
High Speed Two



**Christoffer Forslind**  
Project Manager, Station Safety  
MTR Stockholm





## What makes the European Rail Safety Forum Unique:

- A truly **pan-European speaker line-up and audience profile** – the forum will bring together the collective experience of rail safety experts from a wide array of European rail operators. The sharing of best practice will expose participants to new and different ideas, which will enable them to fundamentally improve the way that safety is managed within their organisations.
- Focus on **passenger safety** – with an awareness of rising passenger numbers as the biggest challenge facing rail operators today, the agenda will address the various implications for safety. Speakers will propose a number of actionable solutions, supported by the use of innovative strategies and cutting edge technologies.
- Focus on **transforming safety cultures** – people are an integral and vital part of any rail operation. The forum will discuss various tried and tested techniques that operators can employ to create a culture within which all employees prioritise safety, challenge unsafe behaviour and embrace new safety procedures.

“A thought-provoking event that gave me a number of new ideas to take away”

**Eurostar**

“Well organised ... comprehensive content for you to take back to your business”

**MTR**

“A great conference that sparked many interesting discussions”

**Unipart Rail**

“An excellent congress - very relevant to my company's development.”

**Alstom Transport**

## Pre-Forum Workshops On Monday 25th January, 2016

### Workshop A, 9:30am - 12pm

#### Preventing Accidents At The Platform-Train Interface & In The Station

*This in-depth session will reveal the most innovative strategies you can employ, and the most cost-effective upgrades you can make to your station and trains, to increase passenger safety. Through a mixture of presentation, interactive discussions and worked examples, you will learn:*

- How to analyse the way passengers utilise your stations, and draw up a risk profile of your operations, to identify the most relevant solutions for your company
- Options for redesigning your stations and/or trains to deal with passengers in a safe way
- How your customer mix, and the areas you serve, impact your PTI
- Innovative solutions to get passengers on and off trains more quickly, and without incident
- New techniques and strategies to provide extra help to vulnerable people at the PTI and in the station
- The role of human factors analysis in designing a PTI and station concourse that minimises passenger error
- How to make optimal use of social media and other communication strategies, to engage the public and get your safety message across

You will leave the workshop knowing the most effective improvements you can make to your infrastructure, and new ways you can communicate with passengers. The lessons learned will enable you to eradicate pinch points, optimise the flow of passengers through your facilities, and drive down the number of accidents at the PTI and in the station.

### Workshop B, 1pm - 3:30pm

#### Embedding The Right Safety Culture Within All Levels Of Your Organisation

**Iain Ferguson, Head of Safety & Environment, Virgin Trains East Coast**

*This session will give you an opportunity to explore, in depth, how you can create a culture that coaches effective and efficient safety within your organisation. Topics include:*

- Creating a management framework capable of delivering the right culture
- Inspiring and enabling your people to deliver safely
- Ensuring that everyone knows the part they play
- Knowing if your initiatives are working

Throughout the workshop you will gain new tips on how to ensure that every single employee in your company is working safely at all times.

## 08.50 Chairman's Welcome

**Iain Ferguson**, *Head of Safety & Environment, Virgin Trains East Coast*

### PREVENTING ACCIDENTS AT THE PTI

Influence passenger behaviour through improved signage and optimal communication methods, and improve your station infrastructure, to get passengers on and off trains more safely

### KEYNOTE SESSION: LEADING CULTURAL CHANGE

#### 09.00 Transforming Your Risk Culture & Safety Governance To Grow Passenger Numbers

- Big-picture strategies – how the rail industry can work together to safely meet the demands of future growth
- Implementing safety policy and governance at a pan-European group level, and ensuring this feeds through to improved safety within all areas of the business
- Developing safety cultures within different countries – engaging local workforces while also according with European-wide safety regulations
- Stakeholders clearly collaborating on each other's roadmap and end goal, to ensure that safety standards, culture and behaviours are aligned
- Encouraging employees (train drivers, signallers, executives) to work collectively to improve safety levels

**Thierry Guinard**, *Safety & Environment Director, Keolis*

#### 09.30 Question & Answer Session

### ENCOURAGING SAFE PASSENGER BEHAVIOUR

#### 09.40 Influencing Passengers' Behaviour To Minimise PTI Incidents

- Optimal communication strategies and media – how best to engage the public about the risks on the platform edge
- Using Twitter and other social media to get your safety message across
- Understanding your customer mix, and the areas you serve, and how this impacts your PTI
- Tackling passenger behaviour at station level – drawing up a risk profile of each station, to make your messaging more targeted
- Developing a company-wide policy in relation to certain risk factors at the PTI (e.g. alcohol)
- Using human factors analysis to design a PTI that reduces passenger error
- Taking a coordinated approach – how the rail industry can work together to influence passenger behaviour at the PTI

**Stevyn Walder**, *Performance Manager, Transport for London*

#### 10.10 Networking Break

### ENSURING SAFE ACCESSIBILITY FOR ALL

#### 10.40 Helping Vulnerable People To Stay Safe At The PTI & In The Station

- Safely accommodating all kinds of passengers on your network (wheelchair users, visually impaired, elderly, etc.)
- Keeping up with the changing travel habits of vulnerable people
- Setting a company-wide policy for wheelchair use on escalators – what should be banned, and what is permissible?
- Ways to encourage passengers with buggies or large luggage to use lifts
- Writing and implementing a company-wide policy on dealing with drunk passengers

**Javier Benito**, *Safety & Security Manager, Euskotrenbideak-Ferrocarriles Vascos*

#### 11.00 Networking Break

### IMPROVING SAFETY AT THE PTI

#### 11.40 Learning From Accidents To Make Your Platform-Train Interface Safer

- Identifying the PTI risks inherent in your operations, including:
  - Train design
  - Infrastructure design
  - Train dispatch processes
- Recommended improvements to infrastructure design and train design, which can minimise accidents at the PTI

**Richard Harrington**, *Inspector of Rail Accidents, Rail Accident Investigation Branch (RAIB)*

#### 12.10 Question & Answer Session

#### 12.20 Networking Lunch

### LEADING SAFETY TECHNOLOGIES

#### 1.30 Innovative Technologies To Maintain High Safety Levels On The Train & In the Station

- Keeping up-to-date with constantly evolving technologies to improve safety
- Identifying which technologies will deliver the greatest safety improvements, given the specific risk profile of your operations
- Implementation of moving block systems
- Introducing modern rolling stock to old-fashioned rail networks – overcoming incompatibility issues
- Real-time IT systems - using real-time info (about customers, the track, and the trains) to improve safety
- Assessing the effectiveness of personal track worker protection / anti-collision systems
- Driver assistance systems
- Trams for drive on sight service

**Michael Ruffer**, *Head of Operations, Rail, Verkehrsgesellschaft Frankfurt (VGF)*

#### 2.00 Question & Answer Session

### EFFECTIVE CROWD MANAGEMENT TO DRIVE UP SAFETY LEVELS

Improve how you design and manage your stations, to smooth the flow of passengers and reduce congestion-related accidents

### GUIDING PASSENGERS SAFELY THROUGH THE STATION

#### 2.10 Accident Prevention Through Effectively Communicating With Passengers

- Knowing how passenger flows and the station infrastructure impact your safety levels
- Using human factors analysis to know which routes passengers will take, and to highlight where you should modify signage and audible warnings
- Listening to your passengers' needs, so you can install the facilities that will help them move safely through the ticket gates and down escalators
- Equipping your employees with the skills and competence to interact with passengers
- Communicating with passengers through various media, including social media
- Analysing accident statistics, to better understand what changes can be made to staff routines, need for passenger communication and the station infrastructure

**Christoffer Forslind**, *Project Manager, Station Safety, MTR Stockholm*

#### 2.40 Question & Answer Session

### ERADICATING PINCH POINTS & ACCIDENT HOT SPOTS

#### 2.50 Designing & Managing Your Station To Reduce Crowding & Accidents

- Analysing peak time flows and how your passengers utilise the station
- Using accident statistics – looking at hot spots to see where improvements to passenger circulation space will have the greatest impact on safety
- Identifying the locations where there is most scope to make effective changes to your infrastructure
- Assessing each station in low-level detail and using tactics that relate to each station's specific risk profile
- Managing sudden influxes of crowds during major events, disruptions, overrunning engineering works, etc.
- Finding cost-effective ways to improve your safety in design
- Ensuring that safety upgrades to your infrastructure can accommodate future changes and future passenger growth

**Simon Ward**, *Head of Safety, Quality & Environment, London Overground Rail Operations*

#### 3.20 Question & Answer Session

#### 3.30 Networking Break

### CROWD MANAGEMENT TECHNOLOGIES

#### 4.00 Comparing The Benefits Of Different Cutting-Edge Crowd Management Technologies

- Safety by design – How HS2 is reducing future risk now
- Treating health like safety – managing occupational health at the same level as safety
- Collaborative working – how collaboration between management and workers is informing the delivery of a safe and reliable railway

**Joe Murphy**, *Head of Health & Safety – Area South, High Speed Two*

#### 5.10 Question & Answer Session

### ENSURING SAFETY OF CONTRACTORS

#### 5.20 Panel: Working Collaboratively With Suppliers To Achieve A Consistent Safety Standard on Your Projects

- Breaking down barriers and sharing best practice between operators and contractors
- Coordinating each organisations' safety management systems, to make it easier for people on the ground
- Ensuring consistency between method statements and best practice to drive safety

**Joe Murphy**, *Head of Health & Safety – Area South, High Speed Two*

**Geoff Brison**, *Project Manager ERTMS, Great Western Railway*

#### 5.50 Question & Answer Session

#### 6.00 Chairman's Summary & Close Of Day One

### Networking Drinks Reception



### 08.50 Chairman's Welcome

#### BUILDING HUMAN FACTORS INTO YOUR SAFETY PLANNING

Recognise the capabilities and limitations of your employees, and the needs of your passengers, and design your systems with this in mind, to reduce the chance of human error

#### HUMAN FACTORS FOR RAIL SAFETY

##### 09.00 Using Human Factors To Drive Safety On The Railways

- Recognising what may lead your employees to make errors (e.g. distractions, heavy workload, stress, etc.), and integrating these factors into your safety procedures
- Understanding the capabilities and limitations of your workforce, and designing your systems, tasks and jobs around these

**John Ole Kanton**, *Discipline Manager, Traffic Safety, NSB Gjøvikbanen*

##### 09.30 Question & Answer Session

#### PREVENTING EMPLOYEE ERRORS

##### 09.40 Using A Human Factors Approach To Improve Reliability & Safety Performance

- Understanding how a human factors approach can improve reliability and safety performance within your company
- Building a human factors approach into your strategies, and the way your leadership and workforce thinks
- Designing systems without single points of failure - building in different layers, and making a judgement about when you have done enough

**Oriol Juncadella i Fortuny**, *Operations Director, FCG Operadora (Ferrocarrils de la Generalitat de Catalunya)*

##### 10.10 Question & Answer Session

#### SAFELY MANAGING CHANGE

Ensure that all changes are integrated into your organisation in a safe manner, and encourage employees to embrace new safety measures and processes

#### INTEGRATING CHANGES SAFELY INTO YOUR COMPANY

##### 10.20 Implementing A Structured, Company-Wide Approach To Changes

- Integrating changes safely into the wider system
- Overcoming cultural challenges - encouraging your employees to embrace change and actively follow new processes
- Methods to keep employees engaged when implementing new safety measures and systems
- Identifying and tackling the risks of introducing new systems and new organisational structures
- Technical challenges - following procedures correctly when introducing new safety software systems and technologies
- Ensuring you remain compliant with standards when making any changes

**Frazer Scott**, *Safety Process Manager, Govia Thameslink Railway*

##### 10.50 Question & Answer Session

##### 11.00 Networking Break

#### SAFELY TRANSITIONING TO ERTMS

##### 11.30 Managing Cultural Change For ERTMS Implementation

- Making the transition, from an operational safety perspective
- Ensuring staff competency and training
- Managing the practical challenges of running

trains on two different operating systems - how to effectively and safely overlay ERTMS with conventional signalling systems

- Exploiting both the safety opportunity that ERTMS offers, as well as the performance and capacity benefits
- Insights into what preparations operators are making
- Lessons learned from other countries where two signalling systems have been used
- Encouraging employees to embrace and utilise the new system

**Geoff Brison**, *Project Manager ERTMS, Great Western Railway*

##### 12.00 Question & Answer Session

#### SAFELY TRANSITIONING TO ERTMS

##### 12.10 Implementing ERTMS Within A Mass Transit Operation

- Why SNCF developed a CBTC derived system (Nexteo) based on an EVC architecture
- ERTMS in mass transit - pros and cons
- Nexteo general features
- Deployment strategy, track side and on board
- ATS and ETCS

**Pierre Messulam**, *Deputy CEO, SNCF Mass Transit Operations*

##### 12.40 Question & Answer Session

##### 12.50 Networking Lunch

#### TAKING CARE OF YOUR WORKFORCE

Employ an occupational health and safety programme to safeguard your employees, and create an environment of behavioural safety through all levels of your organisation

#### BUILDING A ROBUST & FLEXIBLE CMS

##### 1.50 Designing A Competence Management System (CMS) That Is Aligned With The Risk-Profile Of Your Business

- Installing a CMS that is related to the specific risk profile of your organisation
- Running a robust and flexible CMS - ensuring your system can meet the daily demands of the railway and adapt to future changes
- Maintaining competence at the required level, while avoiding high levels of bureaucracy
- Generating a cost-benefit analysis on new systems, to get provisions for skills development and ensure a sustained improvement in safety
- Making clear links between safety risks and controls, and what competence needs to be held

**Kay Doyle**, *Head of Infrastructure Safety, Iarnrod Eireann*

##### 2.20 Question & Answer Session

#### ENSURING EMPLOYEE HEALTH & SAFETY

##### 2.30 Occupational Health & Safety - Ensuring The Psychological & Physical Wellbeing Of Your Workforce

- Deploying a wellbeing programme that takes care of your employees and supports your safety management system
- Making sure your employees are in a sound physical and mental state to work
- Giving employees advice about how their lifestyle can affect their work, so they understand their responsibilities
- Strategies to mitigate the risk of occupational illness from hazards and stress

**Germano Boni**, *Operations Manager, InRail*

##### 3.10 Networking Reception

#### CULTURE CHANGE MANAGEMENT

##### 3.40 Panel: Integrating A Culture Of Behavioural Safety Into Your Organisation

- Creating an environment of behavioural safety - engaging your workforce to make safety a priority, challenge unsafe behaviour, and follow rules and procedures
- Training employees at all levels of the company about the latest developments in safety culture and systems
- Ensuring that when employees aren't mindful, their colleagues are looking after them
- Removing the obstacles for employees at a tactical decision-making level to maintain their own safety (e.g. allowing employees to stop any activity they feel is unsafe)
- Collaborating regularly with groundworkers, maintenance engineers, drivers, fitters, etc., to get engagement through all levels of the company
- Creating a culture of safety coaches - up-skilling employees to take ownership of safety programmes, audits, incident investigations, etc.

#### Panellists:

**Thierry Guinard**, *Safety & Environment Director, Keolis*

**Andrew Edwards**, *Head of Safety & Environment, East Midlands Trains*

**David Mulhall**, *Head of Safety, First TransPennine Express*

**Dr. Stephanie Fitzgerald**, *Health & Wellbeing Specialist, RSSB*

#### KEEPING EMPLOYEES SAFE & HEALTHY

##### 4.20 Managing The Safety Implications Of A Fatigued & Ageing Workforce

- How fatigue affects workers' behaviour
- Understanding the degree to which fatigue is a factor in accidents
- How many hours people should work, and what shift patterns are most suitable
- Examining the most effective strategies and controls on employee's working time, to overcome fatigue
- Ways to keep your older employees healthy and in work, without introducing a risk to themselves and to the public
- Best practice from around Europe and from other industries that have an ageing workforce
- Monitoring a person's ability to work safely, without being intrusive - employing technologies such as sensors that monitor eye moment to measure levels of fatigue, etc.

**David Simpson**, *Production & Safety Director, Serco Caledonian Sleeper*

##### 4.20 Question & Answer Session

##### 5.00 Chairman's Summary & Close Of Conference

# Yes

## I would like to register the delegate(s) below for the 2 day conference and/or workshops European Rail Safety Forum 2016

### Details PLEASE USE CAPITALS - PHOTOCOPY FOR MULTIPLE DELEGATES

#### Delegate 1

Mr  Dr  Miss  Ms  Mrs  Other:

Name \_\_\_\_\_  
Position \_\_\_\_\_  
Organisation \_\_\_\_\_  
Email \_\_\_\_\_  
Telephone \_\_\_\_\_

#### Delegate 2

Mr  Dr  Miss  Ms  Mrs  Other:

Name \_\_\_\_\_  
Position \_\_\_\_\_  
Organisation \_\_\_\_\_  
Email \_\_\_\_\_  
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Address For Invoice Purposes \_\_\_\_\_

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	Super Early Booking Discount	Early Booking Discount	Standard Rate
	Book And Pay By Friday 20 <sup>th</sup> November	Book And Pay By Friday 11 <sup>th</sup> December	
<b>Full Package</b> (forum plus two workshops)	<input type="checkbox"/> £1,398 GBP (+VAT) <b>SAVING £200</b>	<input type="checkbox"/> £1,498 GBP (+VAT) <b>SAVING £100</b>	<input type="checkbox"/> £1,598 GBP (+VAT)
<b>Forum + Workshop A</b>	<input type="checkbox"/> £1,198 GBP (+VAT) <b>SAVING £200</b>	<input type="checkbox"/> £1,298 GBP (+VAT) <b>SAVING £100</b>	<input type="checkbox"/> £1,398 GBP (+VAT)
<b>Forum + Workshop B</b>	<input type="checkbox"/> £1,198 GBP (+VAT) <b>SAVING £200</b>	<input type="checkbox"/> £1,298 GBP (+VAT) <b>SAVING £100</b>	<input type="checkbox"/> £1,398 GBP (+VAT)
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#### Enquiries And More Information

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