

Adding the human touch to security

LESSONS FROM TFL'S SECURITY PROGRAMME

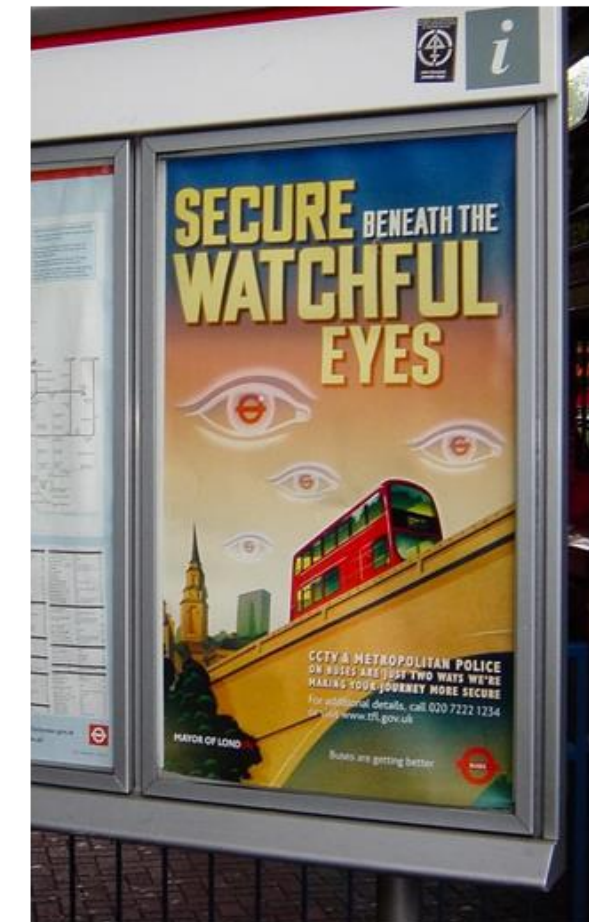
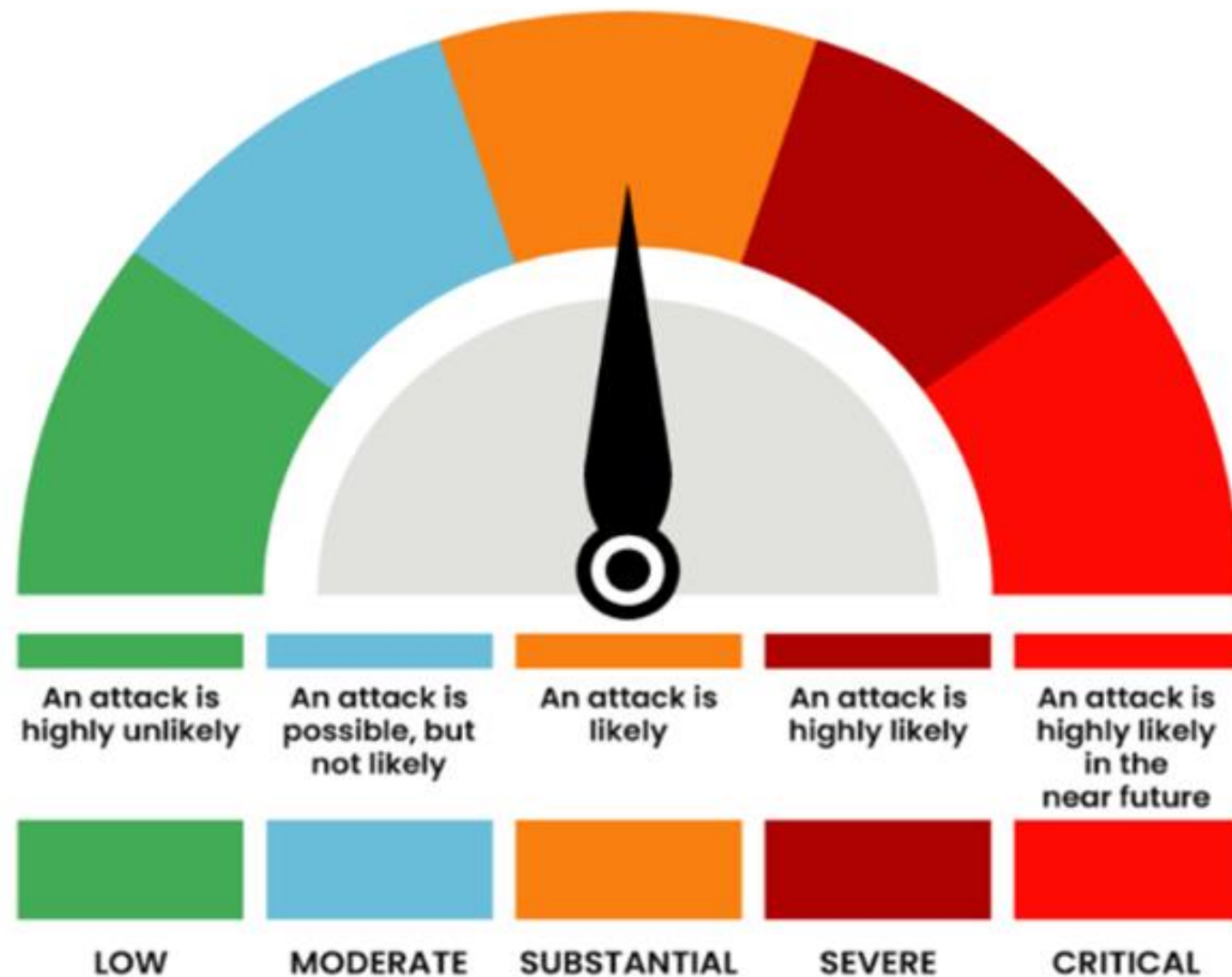
Lisa Marie Cole, lisamariecole@tfl.gov.uk



Why transport security matters?



National UK Threat Level:
SUBSTANTIAL, an attack is likely



Our Security Strategy

Embed security into all our activities to reduce our vulnerabilities, increase our capability to respond to incidents and create a culture where we understand and act to protect ourselves and TfL

Phase 2: Bus Operators

Seven primary Operators running services across London. To support a consistent approach to security, standards are strengthened through updates to frameworks and operational guidance

Phase 4: Coaches

Victoria Coach Station is the largest in the UK- a high traffic, strategically important transport hub with unique operational needs, involves a multi layered approach to the security of passengers, staff and infrastructure

Phase 1: Bus Operations

Bus fleet of 8,500 vehicles across 675 routes with 50 bus stations, 5 million bus journeys made daily. Focus on preventative measures to mitigate risks through engagement, training, testing and exercising

Phase 3: Dial-A-Ride

Fleet of 246 vehicles dedicated to providing door to door transport for Londoners with long term disabilities. Focus on operational control, depot security, staff awareness and secure vehicle handling



Key themes:



Security Culture: Inform & Empower

#1 Raise awareness of the security threat by clearly defining what the threat is and the impact

#2 Make an employee's role and responsibility in prevention clear by highlighting the difference specific behaviours can make

#3 Empower employees to act with confidence by giving the right tools, training and support.
Further learning: www.safe-bus.eu



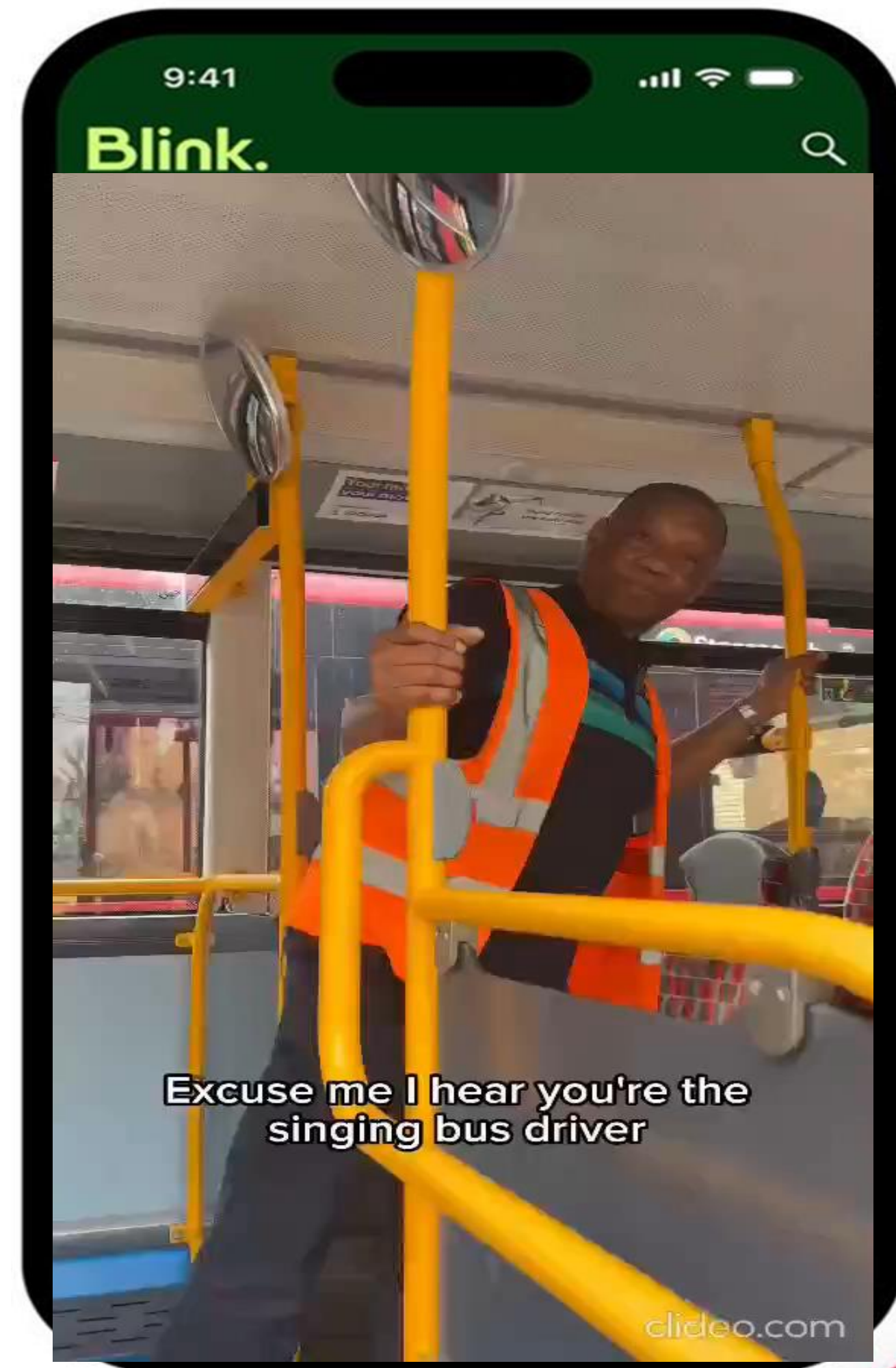
#plottwist Positivity wins!

Reduces fear and resistance as framing security positively avoids creating a sense of panic

Builds a security culture to reinforce that **security is shared responsibility** that everyone can contribute to

Improves retention as if you make someone feel something, they rarely forget it

Fosters trust and authenticity: Tell real and relatable stories with employee involvement to humanise security



Shaping the environment through covert testing:

Gives assurance of **due diligence** by implementing controls

Highlights risks and feeds risks into management processes

Move from awareness into **behaviour change**

Empowers senior leaders to understand, assess, and resolve where applicable to prevents attacks

The payoff: A small controlled test today can prevent a major incident tomorrow!



Utilise 'social proof' to amplify behaviour:

CROS TO THE RESCUE

Operational security in action

“THIS IS PROOF THAT THE WORK WE'RE DOING TO **SUPPORT COLLEAGUES** IS BEARING FRUIT. WITH THIS LEVEL OF VIGILANCE AND REACTION, BUS STATIONS AND, THEREFORE, LONDON AS A WHOLE ARE WITHOUT QUESTION **SAFER PLACES**”

The Crime Reduction and Operational Security (CROS) team does lots of work on crime prevention and security for surface transport. They provide problem-solving expertise to reduce crime, design advice on buildings to discourage offenders, and complete full crime assessments to help mitigate risks posed by crime and disorder, including terrorism. It also provides e-zone courses for colleagues to help them deal with specific network incidents.

Bus Station Controller I [REDACTED], pictured, recalls how CROS training equipped him to deal with a suspicious package incident near Euston station:

"I was alerted by a member of public to a battery pack wrapped in yellow tape with two wires sticking out which had been left by the traffic lights on Eversholt Street. My first reaction was to call an NMCC code red and move the public away from the object. I then rushed to find a Euston security officer and asked him to radio through to the British Transport Police. I also phoned the police who responded within minutes. The officer said it was a good call out as the package definitely didn't seem right."

When checked, the package didn't pose a threat, but it was still the right thing to do to raise the alarm to make sure.

Following the incident, Kamran submitted an incident report and an Antisocial Behaviour Information form.

This is just one of the ways anyone can take responsibility for security. From small actions like wearing your pass in head office buildings to testing our preparedness for incidents, it all helps.

Senior Operations Security and Crime Reduction Lead **John Strutton** says: "This is proof that the work we're doing to support colleagues is bearing fruit. With this level of vigilance and reaction, bus stations and, therefore, London as a whole are, without question, safer places."



Celebrate success to fuel action:

Anand Mistry
Jul 12 • Edited • @0

Seen by 373

Bus Security Programme:

Today, I conducted a Covert Test at **Edgware Bus Station** and I am pleased to say **Shampa** and **Winsome** have **PASSED!** 🟢🟢🟢

Shout out to **Winsome** who is a new joiner and will be undertaking her assessment on Friday! 🙌🙌

Great to see you both championing our Body Worn Video cameras, thank you! 📹

#security #BodyWornCamera #CovertTesting #Passed



Celebrate **Comment** **Share**

👍👍👍 You and 47 others

Key takeaways:

- Clarity of the threat is crucial
- When security feels real, relatable and positive- people care!
- ‘Prevention is better than cure’ – focus on preparedness
- Use social proof to drive behaviour
- Celebrate what you want to see more of!
- Thank you & stay in touch

