



Transport for London

Serving a population of 7.5 million and with an estimated 4.7 million people working in the Capital each day, Transport for London's job is to manage the vital public transport services on which they depend.

Overview

These include the buses, London Underground, Docklands Light Railway, Croydon Tramlink and, since 2007, London Overground train services. TfL is also responsible for London River Services, Victoria Coach Station and the London Transport Museum.

On London's streets, TfL manages a 580km network of main roads and all of the Capital's 6,000 traffic lights as well as the Congestion Charging scheme. It also regulates taxis and the private hire trade.

In support of the Mayor's aims to encourage cycling and walking in the Capital, the first Barclays Cycle Superhighways and Barclays Cycle Hire have been introduced within the past year.

TfL has done a great deal to embed responsible procurement in its purchasing policies and practices in recent years and is committed to implementing responsible procurement in all relevant procurement activity.

TfL is a recognised leader in responsible procurement, having achieved Level 5 (the highest level) in the Government's Sustainable Procurement flexible framework.

In 2009, TfL won the 'Measurement and Results' category, and were highly commended in the 'Engaging Suppliers' category, at the Mayor of London's Green Procurement Code Awards.

As part of the Mayor's commitment to open up GLA group contract opportunities, TfL endeavours to publish all relevant procurement opportunities on CompeteFor. This enables London's small and diverse businesses visibility of upcoming TfL tenders and the chance to form consortiums in order to bid for larger pieces of work they may not have ordinarily been able to tender for.

TfL has implemented the London Living Wage. To date more than 1,300 people have benefited from this.

TfL is also focusing its efforts on the carbon agenda and, in conjunction with the CRPT, has published carbon reduction guidance and contract clauses for use by procurement staff to implement in their tender process and documents where relevant.

TfL by numbers

- About 24 million journeys made every day on the transport network
- 580km of main roads and 6,000 traffic lights managed by TfL
- 8,000 buses in London
- 4 million Underground journeys every day
- A record 1.1 billion passengers used the Tube in 2009
- 8% rise in bicycle journeys in London in 2009 – 45,000 extra a day

Case study

Transport for London: Good food on the march

It's not just armies that march on their stomachs. At TfL, up to 8,700 head office workers and 11,500 London Underground staff need feeding every day.

The task of 'refuelling' many of the people who keep London on the move has, since June this year, been the responsibility of two catering contractors. Between them they provide staff-restaurant catering at 25 Tube rail depots and other sites as well as at five head-office buildings around the Capital.

Sustainability features heavily in the two contracts, in keeping with Mayoral requirements

and the Government's Public Sector Food Procurement Initiative.

TfL stipulated that all food waste should be composted and all other waste recycled. All disposable packaging has to be made from recyclable material and all used cooking oil is collected and converted for use in vehicles.

Utilities are metered at each site and the suppliers have key performance indicators for reducing water and energy use. And under the terms of the contracts, plans are being drawn up to reduce the number of deliveries and ensure they take place outside peak periods. Suppliers



At least 50 per cent of products used must be sourced locally

also have to be registered with the Freight Operator Recognition Scheme.

Health and animal welfare requirements also featured strongly in the contract requirements. For example, all eggs must be free range and fairly traded products have to be supplied wherever possible. Products certified as animal welfare-friendly must also be used where available.

Neither cooking oils containing trans fats nor artificially hardened fats are allowed. Nor do fish from the Marine Stewardship Council's list of 'fish to avoid' appear on the menu. Wherever

possible, menus do show the origin, seasonality and certification of dishes. In addition, a minimum of half of all products used must be sourced locally or at least be British – and there's a strong emphasis on exceeding this level.

Features such as waste recycling may have been governmental and mayoral requirements, but TfL had good reason to demand them too on cost-efficiency grounds. Over the period of the contracts, it expects to save waste disposal costs.

In some instances, too, official requirement has been perfectly in step with employee opinion, with staff feedback showing a clear preference for the use of fairly traded goods.



All eggs are free range

The contracts, which are for five years, also specified skills and training levels under what is now the Skills for Life programme. In fact, says Nigel Hall, TfL's Contracts Manager Facilities Operations, the hospitality and catering industry has long treated development training as a 'core deliverable'.

'Companies in this industry already tend to be supportive of training and developing their own staff, for good economic reasons, so this was not a particular issue where these contracts were concerned,' he says.

Good Food on the Public Plate

The arrangements are working well, he adds – so much so that TfL received an award at the 2010 Good Food on the Public Plate Awards, the public-sector awards scheme in London which promotes sustainable catering.



At least 50 per cent of products used must be sourced locally

