



12 September 2023

Dr Andrew Harris  
HM Senior Coroner  
London Inner South HM Coroners Court  
1 Tennis Street  
Southwark  
London  
SE1 1YD

  
Chief Operating Officer

Transport for London  
Palestra  
1 97 Blackfriars Road  
London  
SE1 8NJ

Dear Dr Harris,

## **Death of Christian Tuvi at Waterloo station on 18 September 2019: Prevention of Future Deaths (PFD) report**

Following your inquest into the tragic death of Christian Tuvi, which took place between 5-16 June 2023, you issued a Prevention of Future Deaths (PFD) report addressed to the Secretary of State for Transport and the Office of Rail and Road (ORR). Your concerns related to the arrangements for training of inching activities on escalators and moving walks on the London Underground (LU) network, in particular clarity on responsibilities.

I am aware that the Secretary of State for Transport has responded to you and noted that we would write to you with details of the arrangements we have put in place with our contractors to ensure that your concerns have been fully resolved. We have also been in regular discussions with the ORR about this issue and have given them assurance that we have addressed and resolved this issue. I have set out the steps we have taken below.

You will remember that KONE plc (KONE) agreed at the inquest that training of their staff, or any suppliers who work for them, was their responsibility.

In light of the report, we have discussed the training of inching activities with KONE. KONE has informed us that, having considered the relevant work arrangements, they have decided, in consultation with Cleshar Contract Services Ltd (Cleshar), to continue permanently with the current temporary working arrangements i.e. KONE engineers will undertake all inching activities on LU's moving walks and escalators, which they are contracted to maintain and clean, so Cleshar operatives can clean the machines. KONE engineers are assessed and deemed competent against the National Vocational Qualification (NVQ) Level 3 for escalator maintenance which includes inching. KONE consider that this is a clear and safe way forward to ensure that they meet their responsibility for the cleaning of these assets.


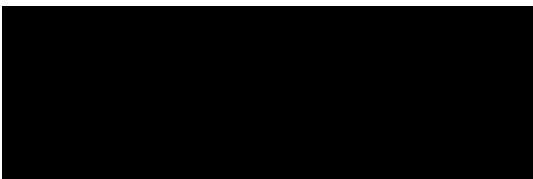
We are currently working with KONE to ensure that their Safe Systems of Work, as well as Cleshar's, have been updated to reflect these new arrangements. We want to ensure that, given the two parties are involved in an intrusive clean, the Safe Systems of Work are clear on who is always in control of the machine. We plan to complete this review with KONE by 29 September 2023.

Thank you for your report and I hope that my response addresses the important concerns that it raises on escalator maintenance and training responsibilities.

I am grateful for the opportunity to update you and have copied my response to the ORR.

If you have any further questions, please do not hesitate to contact me.

Yours sincerely



Chief Operating Officer  
Transport for London

cc:

, HM Deputy Chief Inspector of Railways, Office of Rail and Road.

, Commissioner for Transport, TfL.

, Chief Safety Health & Environment Officer, TfL.

, Principal Lawyer, TfL.