

Golden Rules of Safety

Safety cannot be taken for granted

Schiphol wants to be a safe place for everyone, passengers, visitors and workers alike. Safety is not something we can take for granted, however, which is why we formulated the Golden Rules of Safety. The Golden Rule of Safety in this brochure focuses on calling each other to account for unsafe behaviour.

Safety at work starts with you, but it is always a shared responsibility. At Schiphol, we work with people and for people. Which also means that we help one another and keep an eye on each other, particularly where safety is involved. If you feel that someone should devote more attention to safety at work, tell them so. This will help them stay safe and ensure that they do not endanger their surroundings. Our Golden Rule of Safety is therefore:

I speak out about unsafe working practices

Speaking out

True professionals hold one another accountable for their behaviour and accept that others do the same for them. Schiphol wants everyone who sees an unsafe situation to take a time-out and to temporarily halt the work to discuss the situation, so everyone can go back to work safely.

These are the principles on which our work is based:

- **I take responsibility for my own safety and that of others**
It is important for me to act as a role model. Of course I want to stay healthy. If I take this responsibility, I expect others to do the same.
- **I discuss safe behaviour with my colleagues**
Everyone has their own way of looking at things. The same is true where it concerns safety. Something that I consider to be safe practice may be seen as unsafe by someone else. And we can talk about this. That is how we keep each other alert.
- **I value my colleagues challenging my unsafe behaviour**
It is sometimes easy to underestimate the risks involved in the everyday work situation. Whenever I see this happening I talk to my colleagues, so I appreciate it when they challenge my own behaviour.
- **I act immediately in an unsafe situation**
When I see an unsafe situation at work, I immediately stop working and alert the person who is responsible. If other people are involved, we jointly ensure one another's safety and the safety of our surroundings.

see next page >

I speak out about unsafe working practices Golden Rules of Safety

January 2024 Amsterdam Schiphol Airport



Do you have any tips or comments on how this toolbox can be improved? Or would you like to share your opinion with us? We would like to hear from you via:

safe_office@schiphol.nl

Schiphol

- **I discuss safety issues with my superior or an expert**

Sometimes we do not manage to resolve the matter between us. To avoid ending up in a 'he said, she said' discussion, we consult our supervisor or an expert. Supervisors must remain alert with regard to safety at all times. Discussing safety issues increases mutual awareness; such dialogue allows us to take our shared responsibility.

Time-Out

I speak out about unsafe working practices.

1. Interrupt operations.
2. Introduce yourself. Explain who you are and what you do.
3. Discuss the unsafe situation and resolve it (together).
4. Get back to work and stay alert to safety.

Safety starts with you but you do not keep it to yourself. Take a time-out to discuss (un)safe situations. We ask everyone to do this, whether you work at Schiphol as a main contractor or a subcontractor. While we can be critical of others, we are also open to receiving feedback. A time-out is a way to 'synchronise watches' and continue operations in a safe manner. It helps us help one another and keep each other alert. Always treat others with respect and don't forget to offer compliments for a job well done. Pats on the back are allowed too. And file an unsafe situation (MOS) report after talking to anyone about an unsafe situation or action.



TIPS:

- Be alert at all times!
- If in doubt, don't start the work.
- Consult with your manager or supervisor.
- Help one another where necessary.
- Hold one another accountable for unsafe behaviour.
- Appreciate it when someone talks to you about your safety behaviour.