

Toolbox

Challenge

Schiphol wants to be a safe place for everyone. It makes no difference if you are here as a passenger, a visitor or to do your work. However, safety cannot be taken for granted. That is why we have prepared the Golden Rules of Safety. The rule below relates to calling each other to account for unsafe behaviour.

Working safely starts with yourself, but it is always a shared responsibility. At Schiphol, we work with people, for people. That means we help each other and keep each other alert. Especially when it comes to safety. Challenge your colleagues or others if you see them working in an unsafe way. This will help prevent them running a risk, and perhaps endangering their surroundings, too. That is why our Golden Rule of Safety is:

Challenge

True professionals call each other to account for their own behaviour and that of others. Working together is always more effective than running risks and turning a blind eye to danger.

Schiphol wants everyone who sees an unsafe situation to take a time-out and to discuss the situation. Everyone can then go back to work, in safety.

The following rules apply:

- **I take responsibility for my own safety and that of others.**
I recognise the importance of setting a good example.
Of course I want to stay healthy. I take responsibility for my own health and I expect others to do the same.
- **I discuss safe behaviour with my colleagues**
everyone has his or her own way of looking at things. The same applies to safety. Something I consider safe practice may be seen as unsafe by someone else. These are important subjects that should be discussed. 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 challenge my colleagues, so I don't mind if they approach me about my behaviour.
- **I act immediately in an unsafe situation**
When I see an unsafe situation at work, I immediately stop my work and warn the person directly responsible. If other people are involved, we work together to ensure each other's safety and the safety of the environment.

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Do you have any hints or remarks to make this a better toolbox? Or do you want to share your opinion with us? We like to hear from you via:
safe_office@schiphol.nl.

- **I discuss safety issues with my supervisor, or an expert**

You and your colleagues will not always agree on everything. To avoid ending up in a 'he said, she said' discussion, we consult our supervisor or an expert. Supervisors must remain alert to the importance of safety. Discussing safety issues increases mutual awareness. If everyone is aware of the issues, we can live up to our shared responsibility.

Time-Out

I challenge unsafe working practice.

1. Briefly stop work
2. Introduce yourself. Explain who you are and what you do.
3. Discuss the situation and make the necessary changes.
4. Go back to work, safely.

Safety starts with yourself, but do not keep it to yourself. Take a time-out to discuss an (un) safe situation. This applies to absolutely everyone. Whether you work at Schiphol as a main contractor or a subcontractor. We can be critical, but we are also open to feedback. A time-out is a way to 'synchronise watches'. It helps us help each other, and keep each other alert. Always treat others with respect and don't forget to give a compliment for a job well done. Pats on the back are allowed too.



TIPS:

- Always stay alert!
- Always ask when in doubt
- Interrupt work if necessary

www.schiphol.nl/veiligheid