

# HSE-Procedure

## Reporting, registering and investigating undesirable events

## Objective

This document sets out the procedure for reporting, registering and investigating accidents, near-accidents, incidents and both actually and potentially unsafe and undesirable situations or events.

More specifically, the procedure:

- helps us to continually improve our performance in terms of safety;
- forms the basis for individual and collective learning;
- meets and enforces our statutory obligations;
- serves as a condition for the analysis and investigation of accidents and incidents.

## Owner

Director of Safety, Security and Environment

## Basic principles

This procedure is grounded in legislation and in Schiphol policy, which is set out in documents including the Schiphol Regulations, Arbo-MS and the 12 Golden Rules of Safety.

## Schedule

The update below includes a revised version of the process schedule.

## Definitions

The table below contains the background information to this procedure.

Subject	Details
<b>SILS</b>	<i>The Schiphol Incident Learning System (SILS), provided by the Health, Safety &amp; Environment (HSE) Office, registers all reports of accidents, near-accidents, incidents and unsafe or undesirable events. The reports are submitted by persons employed by Schiphol and third parties. The system generates information that can be used to make recommendations and analyse trends, but it does not suggest a way to resolve individual reports.</i>
<b>MOS form</b>	<i>Employees can use the Dangerous Situation Report form (Melding Onveilige Situatie, MOS) to report undesirable situations relating to air safety, general safety, health and safety, the environment and security.</i>
<b>Industrial accidents form</b>	<i>The SNBV reporting form for accidents, which is available on the website, or the relevant company's own accident reporting form.</i>
<b>Incident</b>	<i>An undesirable event resulting in potential damage and/or injury.</i>
<b>Undesirable event</b>	<i>Incidents/violations relating to the environment and to safety.</i>



<b>Accident at work</b>	<i>An unwelcome, sudden occurrence involving an employee in connection with the performance of work, which almost immediately results in negative health consequences. Accidents whilst commuting are not treated as accidents at work.</i>
<b>Near-accident</b>	<i>An unwelcome, sudden occurrence involving an employee in connection with the performance of work, which does not immediately result in negative health consequences but which could have had such consequences under slightly different circumstances.</i>
<b>Accident causing absence from work</b>	<i>An accident resulting in the employee's absence from his or her next shift. Only these are included in the HSE report.</i>
<b>Investigating team</b>	<i>A team assembled under the authority of Schiphol Incident Investigation and supplemented where necessary by contractors or stakeholders.</i>
<b>I-SZW notifiable accident</b>	<i>An accident at work that causes death, injury that can reasonably be judged to be permanent, or admission to hospital.</i>
<b>Safety alert</b>	<i>A newsletter to promptly provide stakeholders with information about potentially high-risk situations.</i>
<b>Control Centre</b>	<i>Records all information from the report and processes that information in SILS for Terminal and Landside-related reports.</i>
<b>Airside Operations</b>	<i>Records all information from the report and processes that information in SILS for Airside-related reports.</i>
<b>Scope of application</b>	<i>Accidents, near-accidents, incidents and reports of unsafe and undesirable events that take place within the Airport Area.  The procedure applies to everyone working in the Airport Area.</i>

## Conditions

<b>Subject</b>	<b>Details</b>
<b>24/7 availability</b>	<i>The Control Centre and Airside Operations are available to receive reports 24 hours a day, seven days a week. The Control Centre receives reports for Terminal/Landside; Airside Operations receives Airside reports.</i>
<b>Registration</b>	<i>Data is registered in SILS for reports submitted:</i> <ul style="list-style-type: none"> <li>- to the Control Centre or Airside Operations</li> <li>- using an MOS form</li> <li>- using an industrial accidents form</li> </ul>
<b>Information</b>	<i>Persons employed by SNVB and contractors must provide the investigator with all information relevant to the investigation.</i>
<b>Reporting accidents at work to I-SZW</b>	<i>By telephone: 0800-5151 in cases of death or life-threatening injury; Electronic report on the website <a href="http://www.inspectieszw.nl">www.inspectieszw.nl</a> for notifiable accidents not involving life-threatening injuries.</i>

# Responsibilities

Who	Responsibilities
Employee / third party	<ul style="list-style-type: none"> <li>- Identify the incident</li> <li>- Take direct action; challenge the originator or alert the relevant authorities               <ul style="list-style-type: none"> <li>▪ In serious/acute situations: alert Control Centre/ Airside Operations on 020-601 2222</li> <li>▪ If the situation is not serious/acute, report it to:                   <ul style="list-style-type: none"> <li>» 020-601 2555 (Terminal, Baggage area and Landside)</li> <li>» 020-601 2116 (Airside)</li> <li>» MOS form</li> </ul> </li> </ul> </li> <li>- Report the incident to your immediate supervisor</li> </ul>
Supervisor	<ul style="list-style-type: none"> <li>- Determine the gravity of the situation</li> <li>- Take direct action: challenge the originator and alert the relevant authorities               <ul style="list-style-type: none"> <li>▪ In serious/acute situations: alert Control Centre/ Airside Operations on 020-601 2222</li> <li>▪ If the situation is not serious/acute, report it to:                   <ul style="list-style-type: none"> <li>» 020-601 2555 (Terminal, Baggage area and Landside)</li> <li>» 020-601 2116 (Airside)</li> <li>» SILS</li> <li>» MOS form</li> </ul> </li> </ul> </li> <li>- If there has been an accident, send the industrial accidents form to <a href="mailto:arbeidsongevallen@schiphol.nl">arbeidsongevallen@schiphol.nl</a> (SNBV employees should also send it to HR).</li> <li>- Evaluation and informing stakeholders of conclusions</li> </ul>
Contractor / employer	<p>The contractor / employer is responsible for reporting notifiable accidents to the Inspectorate SZW.</p> <p>In the case of a notifiable accident, the following actions must also be taken:</p> <ul style="list-style-type: none"> <li>▪ Administer first aid until Schiphol emergency services arrive;</li> <li>▪ Resolve unsafe situations immediately or make the area safe;</li> <li>▪ Cordon off the accident site;</li> <li>▪ Do not permit unauthorised employees to enter the accident site;</li> <li>▪ Immediately identify witnesses and take their contact details;</li> <li>▪ Collect relevant evidence, including:               <ul style="list-style-type: none"> <li>» photographs;</li> <li>» inspection documents relating to the tasks in question;</li> <li>» tools;</li> <li>» equipment.</li> </ul> </li> <li>▪ Inform the Client of a notifiable accident within one hour.</li> </ul> <p>Other incidents must be reported to the Client within 24 hours.</p>
Client SNBV = Project Manager, Service Manager, Project Leader	<ul style="list-style-type: none"> <li>- Record accidents in the monthly reports</li> <li>- Record accidents in the project evaluation</li> <li>- Calculate IF factor for each project</li> <li>- Accidents: submit the contractor's form and report to the HSE Office</li> <li>- Report accidents to the MT</li> </ul>

<b>Control Centre</b>	<ul style="list-style-type: none"> <li>- Register the incident in SILS</li> <li>- In the case of a serious accident, the Control Centre informs the Health &amp; Safety Officer (prevention officer) or, outside office hours, the Passenger / Aircraft Flow Manager</li> </ul>
<b>Airside Operations</b>	<ul style="list-style-type: none"> <li>- Report to authorities by telephone</li> <li>- Deploy Authority Officer</li> </ul>
<b>Passenger / Aircraft Flow Manager</b>	<p><i>In the case of serious accidents (outside office hours):</i></p> <ul style="list-style-type: none"> <li>- Collect the necessary information</li> <li>- Inform the regulatory body – Government – if the person affected is an employee of SNBV, a third party under supervision (trainees and temporary staff) or a passenger.</li> <li>- Assist supervisor</li> <li>- By e-mail: inform Health &amp; Safety Officer (prevention officer)</li> </ul>
<b>Aircraft / Passenger Authority Officer</b>	<p><i>Registration and reporting:</i></p> <ul style="list-style-type: none"> <li>- Register the incident in SILS</li> <li>- Inform the reporter of progress</li> </ul>
<b>HSE-Office</b>	<p><b>Classification and analysis:</b></p> <ul style="list-style-type: none"> <li>- Classify the type of events and incidents in SILS</li> <li>- Analyse the gravity of the event</li> <li>- If necessary, initiate an e-mail Safety Alert</li> </ul> <p><b>Incident investigation:</b></p> <ul style="list-style-type: none"> <li>- Set up the incident investigation and report on results in accordance with the 'Incident Investigation protocol'</li> <li>- Draft quarterly reports including trends in incidents and analyses of these trends</li> <li>- Inform the risk owner</li> </ul> <p><b>Environmental incidents and violations:</b></p> <p><i>Violation committed by an individual:</i></p> <ul style="list-style-type: none"> <li>- Draft letter of sanction to employer</li> <li>- Meet with persistent offenders if necessary</li> </ul> <p><i>Violation committed by a company:</i></p> <ul style="list-style-type: none"> <li>- Hold periodic meetings with companies that are active at Schiphol to increase HSE awareness and reduce incidence of reports</li> </ul> <p><b>General:</b></p> <ul style="list-style-type: none"> <li>- Draft quarterly reports and trends and analyses of these trends</li> <li>- Inform the risk owner and process owner</li> </ul> <p><b>Fire Safety and Environment Inspections:</b></p> <ul style="list-style-type: none"> <li>- Carry out periodic inspections (and, if necessary, repeat inspections) based on a risk analysis</li> <li>- Identify and report undesirable events and register them in SILS</li> </ul> <p><b>Arbo (Health &amp; Safety Officer / prevention officer):</b></p> <ul style="list-style-type: none"> <li>- In the case of serious accidents (during office hours): <ul style="list-style-type: none"> <li>▪ Collect the necessary information</li> <li>▪ Inform Government (SNBV employees)</li> <li>▪ Let employer know whether or not Inspectorate SZW has been informed</li> <li>▪ Assist supervisor</li> </ul> </li> </ul>
<b>Risk owner and process owner</b>	<ul style="list-style-type: none"> <li>- Implement the control measures and recommendations</li> <li>- If necessary, adjust the control measures (in coordination with HSE Office) <ul style="list-style-type: none"> <li>• Take responsibility for evaluations</li> <li>• Monitoring is carried out by the ORSC and ARSC (OPS and ASM Safety Risk Committee)</li> </ul> </li> </ul>

# Procedure for reporting, registering and investigating incidents

Phase	Acute	Non-acute
<b>1. Identify accident or incident</b>	<p><i>Take direct action:</i></p> <ul style="list-style-type: none"> <li>- Alert the authorities on <b>020 601 2222</b></li> </ul>	<ul style="list-style-type: none"> <li>- Report the incident by calling <b>020-601 2555</b> (Terminal, Baggage area and Landside) or <b>020-601 2116</b> (Airside)</li> <li>- Report to supervisor</li> </ul>
<b>2. If there is an identifiable originator (e.g. in the case of environmental violations)</b>	<ul style="list-style-type: none"> <li>- Ensure that the originator is reported to <i>FMP/FMA/ Operations Team Manager</i></li> </ul>	
<b>3. Registration</b>	<p><b>Access to SILS:</b></p> <ul style="list-style-type: none"> <li>- Register the incident in SILS</li> </ul> <p><b>No access to SILS:</b></p> <ul style="list-style-type: none"> <li>- Use the MOS form or an industrial accidents form (intranet or <a href="http://www.schiphol.nl/en/operations/page/safety/">www.schiphol.nl/en/operations/page/safety/</a>)</li> <li>- Report the incident by telephone to the Control Centre or Airside Operations</li> </ul>	
<b>4. Processing reports within HSE Office</b>	<p><b>If an MOS form or industrial accidents form is used:</b></p> <ul style="list-style-type: none"> <li>- Classify the report</li> <li>- Register the incident in SILS</li> <li>- Analyse the incident</li> <li>- Share progress with the reporter</li> </ul> <p><b>In the case of an undesirable event / incident:</b></p> <ul style="list-style-type: none"> <li>- Classify the report</li> <li>- Analyse the incident</li> <li>- If necessary, investigate the incident (in consultation/collaboration \ with the safety specialist)</li> <li>- If necessary, impose a sanction</li> <li>- If necessary, send a letter to the relevant supervisor</li> </ul>	
<b>5. Evaluation</b>	<ul style="list-style-type: none"> <li>- ORC (OPS Risk Committee) en ASRC (ASM Risk Committee) conduct an evaluation both within the team and organisation-wide.</li> <li>- If multiple organisations are involved, they are evaluated jointly.</li> <li>- Incident investigation findings and recommendations following from analyses are shared widely within and (where applicable) outside the organisation.</li> </ul>	