



# Integral Safety Management System at Schiphol

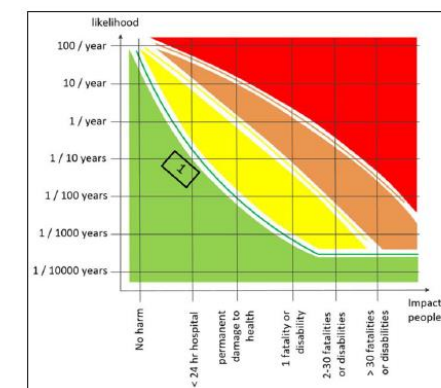
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# Main challenges to set-up an Integral Safety Management System

## Do's

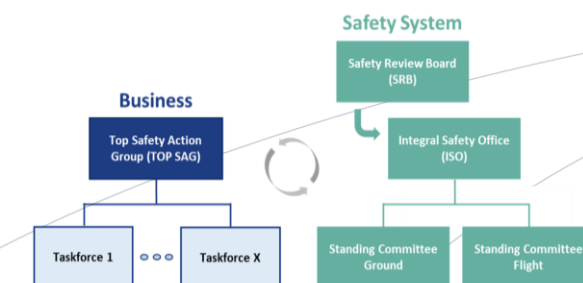
- Involve the nominated persons
- Establish a joint safety office
- Focus on risk assessment
  - There is no competition on safety
  - Mitigations are the outcome of a joint process
- Incorporate operational expertise at all levels
- Work according to ICAO Annex 19 / Doc 9859



Common risk matrix

## Don'ts

- Don't take over individual safety responsibilities
- Don't allow other entities (government, unions) at the table
- Don't allow replacements
- Don't fall into the trap of bureaucracy



Governance structure

# Examples of joint risk mitigations



Reduce runway incursions



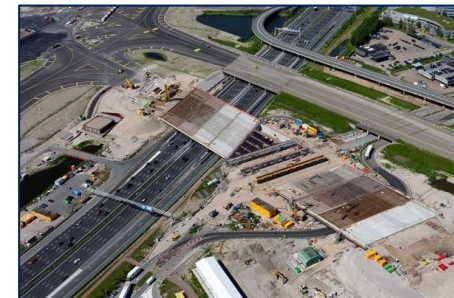
Online pushback procedures



Reduce staff deviations



Adverse weather procedure



New independent taxiway



# Teamwork: the Dutch ‘Polder model’



- Polder model = keeping our feet dry by:
- pragmatic recognition of pluriformity
  - co-operation despite different interests



**easyJet**

**Schiphol**  
Amsterdam Airport

**LVNL**

**KLM**

**GTS**  
aircraft refuelling

**swissport**

# Foster a just safety culture

*We can't manage what we don't know*

*We can't co-operate if we can't discuss freely*

For mandatory reporting, the EU 376 provides adequate protection

NON DISCLOSURE AGREEMENT		
Confidentiality Agreement NDA ISMS v2.2		
<u>Version management</u>		
Name	Date	Change
Confidentiality Agreement NDA ISMS SIGNED m.u.v. corendon_v0.9	17-11-2020	15 out of 16 parties signed NDA Paragraph 5, words striked through (because not existing): 'beyond what is mentioned in Appendix 1 and'
Confidentiality Agreement NDA ISMS SIGNED all v.1.0	4-12-2020	All 16 parties signed NDA Paragraph 5, striked through words 'beyond what is mentioned in Appendix 1 and' deleted
Confidentiality Agreement NDA ISMS v2.0	12-1-2021	Viggo and Axiocom added to NDA: 18 parties
Confidentiality Agreement NDA ISMS v2.1	13-1-2021	TUI Airlines Belgium added to NDA: 19 parties
Confidentiality Agreement NDA ISMS v2.2	10-3-2022	Asito, Lufthansa TMI and Kluh added to NDA: 22 parties

At Schiphol we established a non-disclosure agreement for information sharing within ISMS

- Free data exchange for the sector-wide safety dashboard
- Transparency about safety concerns and trends
- Joint incident investigation irrespective the compensation of damages

This requires Chinese Walls between safety departments and legal / claims departments

*Regulatory protection of shared safety information is necessary*

# Future challenges

- Labour market
- Geopolitical situation
- Sustainability
- COVID-19
- ...



*These factors induce new operational dependencies and possibly increased interface risks, which need to be addressed in an integral way*





Thank you for your attention  
Any questions?