



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 limiting inconvenience.

Schiphol aims to provide great service to passengers and airlines, so we are constantly upgrading the airport. This makes the organisation stronger, allowing travellers to reach their objective more efficiently and comfortably. This calls for a programme of major renovation work, and Schiphol continues to operate as usual throughout this work. Passengers are able to use all the facilities, such as shops, restaurants and cafes, and services provided by our airport. They will of course see that we are doing construction work but we endeavour to keep any nuisance to a minimum. Our Golden Rule of Safety is therefore:

I cause as little inconvenience as possible to passengers and visitors

What do we expect from you?

Consider the needs of our passengers during all work. Generating noise and dust are not allowed, nor is shouting at work. We expect you to make every effort to make the passenger experience at Schiphol as pleasant as possible.

Nuisance outside operational hours only

You make our passengers' stay more pleasant by ensuring that any nuisance (for instance due to noise) occurs outside operational hours only. The same holds for transport of heavy materials and activities that generate dust. You must make additional arrangements with Schiphol for such work. Such arrangements are then laid down in the work permits (Operating Permit Request, OVA). It goes without saying that you are expected to stick to these arrangements at all times.

TIPS:

- Be alert at all times!
- If in doubt, don't start the work.
- Consult with your manager or supervisor.



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:

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