

SMS Optimised Practice/Good Practice Submission

ANSP	LVNL	Date of submission	24 th September 2023
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SoE Study Area	13.3 Safety Communication		
OP/GP title	Sharing serious ATC related incidents on website		
In use since	2015		
ANSPs using this practice	Not known		

In 2014, the Eurocontrol Just Culture annual conference was held at LVNL, Schiphol. At that conference, LVNL presented an analysis of how the organisation communicated to the external world over the past decades and how it wanted to set a further step in communicating to the general public, as part of a broad-spectrum Safety Culture and Just Culture approach.

One of the steps in this approach is the publication of all our serious incidents on our public website. This has been achieved and LVNL's serious incidents are since listed on our public website, see <https://en.lvnl.nl/safety-management.html>. Since January 2014 seventy reports about serious / major incidents have been published. For 2023, so far only two safety events, over 2022 it were three safety events.

- 19 juli 2023 Verlies van afstand Schiphol
- 5 juni 2023 Voorval tijdens push-back Schiphol
- 15 oktober 2022 Verlies van afstand Schiphol
- 27 juni 2022 Verlies van afstand Schiphol

This initiative, independent from any publications by the official national Accident Investigation Board, was generally very well received by local and international press and hailed as example that all organisations like LVNL (e.g. rail, energy) in The Netherlands should follow. International organisations like Eurocontrol have repeatedly pointed at the example for other ANSPs to follow.

It is known that since this initiative, also PRORAIL, the organisation for the railways infrastructures, has followed the example and publishes investigation reports of their more significant safety events.

The register on the public website is still maintained and updated and is e.g. used by the prosecution's office to check and verify that reported incidents are actually followed up, increasing the trust in the effectiveness of our safety management system, ultimately resulting in a stand-off attitude in case of incidents that have not resulted into damage to goods or persons. We have sometimes questions from the Dutch Accident Investigation Board that are initiated by our publications on our website.

After almost ten years in operations, the principle of publishing serious and major safety events on our website is a well accepted practice with our controller community, with positive feedback from them. Also their awareness of serious / major incidents and the public consequences has been raised, assisting in an improved safety culture.

As a bonus, incidents that we publish ourselves tend to receive no or very limited media attention, as the 'source' itself reveals the data, which makes the event much less attractive for media outlets to 'reveal' themselves.

By submitting this document, your organisation is willing for the proposed Optimised or Good Practice to be shared with other ANSPs.

For Optimised Practices, this document should be sent together with the SoE in SMS questionnaire, to: soe_2021@eurocontrol.int by **31st July 2021 at the latest**.

Submissions for consideration as Good Practices may be sent by the above date. They may also be identified during the survey interview sessions with the survey team, following which a Good Practice submission document will be requested.