

## RECOMMENDATIONS

The Mayor of Haarlemmermeer has the final responsibility for safety in the Municipality of Haarlemmermeer including Schiphol Airport. The administration of the Kennemerland Safety Region is responsible for the implementation of emergency assistance in Kennemerland of which the Municipality of Haarlemmermeer is a part.

### **The Dutch Safety Board makes the following recommendations on the basis of its investigation.**

#### RECOMMENDATIONS TO THE ADMINISTRATION OF THE KENNEMERLAND SAFETY REGION:

1. Ensure that the inadequacies mentioned in this report are dealt with quickly and adequately. This recommendation applies, in particular, to the Kennemerland control room and to medical assistance at accidents and disasters (GHOR). It is important that the entrusted tasks are performable and fit in with daily routine.
2. Make binding workable agreements with Schiphol Airport about sharing information with the Kennemerland control room.
3. The approach and take-off routes of Schiphol airport cover four security regions from a geographical perspective. Take the lead in a joint effort of the involved safety regions to draw up one controllable, supraregional crisis plan for the Schiphol airport risk area.

#### RECOMMENDATIONS TO THE MINISTER OF THE INTERIOR AND KINGDOM RELATIONS:

4. Ensure that there are uniform national agreements for medical assistance at major accidents and disasters. The Safety Board believes the following are examples of this:
  - Unequivocal working method for the registration of large numbers of victims;
  - Uniform scaling-up of hospitals in case of supraregional emergency assistance;
  - National coordinated deployment of mobile medical teams;
  - Deployment of the National Ambulance Dispatch Center.
5. Ensure that the Guideline to aircraft accident response procedure at airport sites is amended. Create a uniform and national standard for crisis plans for airport sites and the surrounding areas. The Board also recommends that a 'pilot' be started for the area around Schiphol airport.
6. Victim registration is a daily task performed by emergency services workers with regard to minor accidents. Reconsider the requirement that municipalities register victims at an accident site to fulfil the legally determined responsibility.
7. Ensure that the use of the C2000 network is redefined so that it focuses on large-scale supraregional emergency assistance. Pay particular attention to the following within this context:
  - Reorganizing the multitude of call groups;
  - Harmonising the connection diagrams (for supraregional deployment);
  - User discipline;
  - Introducing communication management.

In addition, define unequivocally who is responsible for implementing immediately the abovementioned measures for the redefinition of the use of C2000 on behalf of the Minister.

RECOMMENDATIONS TO THE MINISTER OF THE INTERIOR AND KINGDOM RELATIONS AND THE MINISTER OF HEALTH,  
WELFARE AND SPORT:

8. Ensure that the medical assistance at accidents and disasters is arranged uniformly where it concerns the supraregional deployment of the mobile medical teams, the deployment of supraregional ambulance services and the release of hospital capacity.
9. Ensure that it is determined what needs to be arranged nationally and regionally. Important basic principles with regard to this are that the involved regional control room(s) is/are relieved but also that the residual coverage of emergency assistance for other regions is safeguarded.