



Every first Monday
of November
is EROs' Day

"BEFORE 112 IS THE ERO"

Issue
2016



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Sylvester Bennema, Managing Director Crisicom

A lustrum! This year, Emergency Response Officers Day (ERO's Day) is being held for the fifth consecutive year. This is what you hope for when you start such a grand initiative together. When it becomes a reality, all you can say is thank you very much to the ones that, in most cases from 2012 onwards, have participated in this Day and to the Partners and Business Sponsors who continue to make this day possible. We have enough plans left for Days to come, so on to the second lustrum!

Like every year, EROs' Day 2016 has a theme. The theme is in line with where EROs' Day stands for: awareness, appreciation, and support. Our target audience is the non-ERO. We try to make them realise how valuable EROs are. For the company, for every colleague and for every visitor, client or patient. We ask appreciation and support for their commitment. Support can be expressed as support for the ERO in what he/she is doing or is involved in, but also by your own efforts. Thinking about – your own – safety and health within the company. That was last year's theme: '1, 2, 3... Action! How safe are you?'. This was very well received throughout participating organisations. For that reason, all information remains available on the website, so new participants can use this too.

'Voor 112 is er de BHV!' (Literally translated 'Prior to the arrival of 911 there is the ERO.') That is the theme for 2016. Here too, awareness, appreciation and support are important. In the first minutes after 112 has been contacted, the ERO acts as a first response unit. In practice, these moments show it is crucial for the ERO to be trained and practiced. After all, an important task rests on their shoulders! You won't make it with just the certificate in your pocket. This is also much appreciated by professionals. Luckily, we often read about a starting fire that is extinguished by an ERO so the fire fighters can return to their station without having to deploy. EROs deserve the support of everyone. Also outside of the company. Many EROs have already registered as civilian rescuers. ERO is a 24/7 job!

Figurehead Chief of Police Erik Akerboom

How great is it that specifically from the professionals, through Chief of Police Erik Akerboom, comes such a wonderful statement which relates to Emergency Response! As the organisers of EROs' Day, and I believe I speak for all EROs in the Netherlands, we are delighted with the wonderful words he uses to also describe the EROs in his organisation. Because the police- obviously- also has EROs! Erik Akerboom calls it an honour to succeed Prof. Mr. Pieter van Vollenhoven as figurehead. We in turn feel honoured with his support.

On behalf of the organisers, Partners, and Business Sponsors of EROs' Day, I wish you all a good, pleasant, and festive Day.

“Before 112 is the ERO”

Chief of Police figurehead Emergency Response Officers (EROs)

The Netherlands - During the first minutes before professional help arrives, EROs often play a crucial role. Both within companies and at street incidents. The annual EROs' Day draws attention to this. Chief of Police Erik Akerboom is the new figurehead of this initiative.



Emergency Response Officers: 24/7 available to lend a helping hand

Following in the footsteps of Prof. mr. Pieter van Vollenhoven is a considerable honour for me. For years he acted as proud figurehead of EROs in our country. It is with great pleasure I assume this task from him. As Chief of Police, proud of over eight thousand EROs in my organisation, for me that is a given.

Employers are legally obliged to implement an ERO-organisation. That is not the reason why the police takes this matter seriously. Making sure the working environment is safe and healthy, is an ambition which goes without saying within our police force. Our colleagues are faced with enough danger as it is. With full risk of permanent health damage.

The police provides help to those who need it. Always and everywhere. 24 hours a day.

Because of this we experience time and again up close how useful and necessary EROs are. Their proximity, alertness and effectiveness prevent a lot of misery and often forms the difference between life and death. Not only during their working hours. EROs also leap into action on the street, should the need arise. You do not provide help just because of the law but from the heart and with common sense.

We can not emphasise the importance of an ERO often and loudly enough. Therefore I fully support on behalf of 65.000 colleagues the Day of the ERO. An excellent moment to reflect together upon the meaning of ERO. A wonderful initiative to show society how important it can be to have people in the immediate vicinity on call to offer a helping hand.

Because in every company and every organisation something can happen to anybody. Always and everywhere. We as the police know all about that.

Erik Akerboom, Chief of Police

Prof. Mr. Pieter van Vollenhoven has been the figurehead of the national Emergency Response Officers' (ERO) Day for the last four years. Chief of Police Erik Akerboom has now assumed this task: 'This I experience as a great honour. I am proud of the around eight thousand police-EROs. It therefore goes without saying that I gladly assume this position. Ensuring a safe and healthy working environment is a self-evident ambition within our corps. EROs form an essential contribution to this.'

Difference between life and death

Akerboom considers EROs' Day to be a wonderful initiative and an excellent opportunity to consider the significance of Dutch EROs: 'The police work day and night. Because of that, we experience time and time again the deployment and necessity of EROs. Their proximity, alertness and effectiveness prevent much misery and can often mean the difference between life and death. Not only during office hours. In emergency situations, EROs also help out on the street. You do not provide aid because of the law, but rather from the heart and with common sense'

Appreciation

The fifth EROs Day takes place on Monday 7th November and carries the theme "Before 112 (911) there's the ERO." We feel honoured that our Chief of Police is our new figurehead', says Sylvester Bennema on behalf of the organisation behind EROs' Day. 'To make colleagues - and everyone else as Erik Akerboom mentions - realise who the EROs dedicate themselves to, in the first minutes before professional aid arrives. This places a great responsibility on the shoulders of the EROs. The fact that the Chief of Police emphasises this and expresses his appreciation, we are obviously delighted with that.'

More information can be found on the website of EROs' Day.
Bron: Politie.nl

We can not
emphasise enough
the importance of
the ERO

Here, beauty and safety go hand in hand

Keune Haircosmetics

Roy Levinson, QSHE coordinator, Safety Expert, Head of ERO

Keune Haircosmetics. May sound German, Austrian, or even Swiss? Neither of these. It is a pure Dutch family business, located in a hypermodern company building in Soest. In the last century, in January 1922 Jan Keune founded the company in Amsterdam. After door-to-door sales of perm liquids, five years later the production shifted to the so-called 'warm' perm. A product revolution for hairdressers at that time. In 2016, the managing board of the current organisation consists of the gentlemen Keune Senior and two 'juniors' of the third generation. The choice of words of Roy Levinson, QHSE-Coordinator and Head of ERO, is striking. "Director Operations is 'my Keune'.

"I've been working here for almost two years. Apart from QHSE-coordinator, I am also Head of ERO. In total, the ERO-organisation consists of 20 people. Besides me, there are two Interim Heads of ERO (Head TD and Head Studio) and another 17 EROs, of which three are First-Aid Officers including myself. One of the first jobs I tackled at Keune was providing more publicity to the ERO-organisation among other colleagues. The goal was to really promote the emergency response officers. I displayed posters with all the faces and names on it, next to the newly introduced internal alarm number."

The company has been growing rapidly over the last years. At the start of this stormy growth, environment was top-of-mind with the previous QHSE-Coordinator. "The environment, as weird as this might sound, needs less attention; it is simply a part of our business process. My focus in addition to quality is mainly on safety with respect to production, obviously our colleagues, and all visitors Keune welcomes during the year." The interviewer for the EROs' Day magazine asks: "You mean the hairdressers that are trained in your salon?" "Yes, as an example. However, also the many suppliers and busses full of visitors that Keune receives, during weekdays but also in the evening and on weekends. That is a major concern, as should be clear." Roy continues: "For all these visitors, the company is an amazing experience. After all, this is where the entire production takes place, with the exception of the spray cans; that is done somewhere else using different manufacturing guidelines. From the initial idea, the testing in our elaborate laboratory, the packaging design, branding, production: in short, everything! For these people their visit is an amazing experience. However, they are a huge risk for us. They are the most 'intangible' to put it simply. In their enthusiasm, visitors want to see everything up close; they get practically on top of things. Of course, that is not possible. Specifically for visitors, a safety instruction video has been developed. Immediately after welcoming, this film is showed in the theatre. The tours have been organised more strictly, among other things by adding a second guide to the group. A kind of sweeper. Keeping everyone together and involved. Within Keune there is always a lot going on. Sometimes it sounds like a dovecote in here!" Roy laughs. "Luckily, there is also a high sense of awareness among colleagues for the wellbeing of our visitors. The other day, I was asked a question about the simplest thing, if we could also serve soup. We all know what can happen to a big pan of hot soup. Not only a potential risk for our guests, but also for our colleagues. That's wonderful, that everyone thinks more and more about safety in general."

The theatre was mentioned before. The beautiful building, built in 1995, 20.000 m2 large and almost reminiscent of a luxury hotel-everything in company black with silver and lots of glass and stainless steel-, consists of, apart from an office space, a salon,

laboratory, production hall, a kind of 'in-between-storage-hall', the final storage hall, plus a real theatre including a catwalk. "This is where new products, new trends, colours, etc. are presented. With help of recording techniques, hands, fingers, all the used techniques so to speak, are captured in close-up to see if everything happens correctly." Roy explains. Keune Headquarters in Soest employs 185 people. Apart from that, Keune has multiple offices around the world- all with the same look and feel and thus a black building- with dozens of employees. From Soest, professional hairdressers, our international educators, travel the entire world for the introduction of new products and instructions on new techniques.

Een van de Plaatsvervangend Hoofden BHV is Editha Kocks, One of the Interim Heads of ERO is Editha Knocks, Head Studio. During the tour, we run into her in the laboratory. "Everyone in the salon is an ERO. That ensures that, if we host events in the evening and weekends and receive visitors, EROs are always present. That's a necessity with so many people." She explains that hairdressers and salon specialists from 71(!) countries have already found their way to the building in Soest. Ah, that explains why the evacuation plans in the theatre are in English.

The tour is impressive. Cauldrons of 10.000 kgs/liters of colouring liquids reach for the roof like enormous shiny capsules. Many a supplier of packaging materials would be jealous of the warehouse where shelves high and wide are stocked with boxes of flasks, jars, tubes, and cartons. A moving bright-blue light on the ground heralds the approaching forklift. "All our forklifts are equipped with this. Naturally, again in view of safety."

In the production hall, the flasks and jars are meanwhile zipping by. Watched by Roy and the interviewer of EROs' Day magazine, at a safe distance, between the yellow lines. Before entering the hall, we put on protective white coats, a hairnet, and washed our hands which subsequently also got disinfected. "Product safety is also part

Safety instruction video is obligatory for all visitors

of my job. These kinds of protocols are part of that. Of course, no bacteria may enter the products, product safety is paramount!” according to Roy.

“By the way, did you have any difficulties finding our address? Not every navigation system recognises the address.” Roy describes a serious situation for the close family business. “An employee was unwell. We fall under the region Amersfoort and maybe the letters on our building aren’t big enough, I don’t know. Anyway, because of the navigation issue the ambulance couldn’t immediately find us. The fact that every second counts quickly became apparent, also within our organisation. Sometimes an incident is the cause for (even) stricter guidelines and procedures”. Roy concludes.

Safety and health on the (work)floor is a hot item within Keune, the EROs’ Day confirms. New and temporary employees immediately get acquainted with the safety aspects. For this, good consultation with the HR-department is important. “That already starts from the first moment they are invited, when they set their first proverbial foot in the building. Or better still, at the entrance. You have to know: Keune Senior is present every day at 8:30 sharp. The first thing he does is order the marble at the entrance to be cleaned. A clean floor is also part of the brand Keune. Of course, a sign with ‘Caution, wet floor’ is placed!” declares Roy for completeness. Here, beauty and safety go hand in hand.

Other initiatives



Resuscitation or a serious accident has major, if not enormous impact on the civilian first-aid worker and is experienced as a momentous event. After deployment, the civilian first-aid worker often doesn’t know what happens with the patient and is left with questions. On the other hand, the patient and/or family often want to get in contact with the person who provided first-aid. The patient wants to thank the first-aid worker or the next of kin wants to know what happened.

Hart4ALL biedt (burger)hulpverleners, patiënten en Hart4ALL offers (civilian) first-aiders, patients, and their next of kin the opportunity to voluntarily get in contact with each other. For that, the ambulance personnel at the scene give a Hart4ALL click band to both the patient and the first-aid worker. With the code on the band (around the wrist or ankle) the first-aid worker and the patient or family can log in on the website of the Hart4ALL Foundation. If both the patient and the first-aid worker want to contact each other, Hart4ALL facilitates a match. Now, Hart4ALL also offers the civilian first-aid workers the possibility of contacting each other. This can help them with processing the momentous event and ensure their willingness to offer a helping hand another time.

More information on www.hart4all.nl



HART 4 ALL



On the online platform ‘Goede BHV Praktijken’ you can provide and obtain active input in order to learn with and from each other how best to implement ERO within your organisation.

Save lives in your neighbourhood



Irene Nelissen
Signed up at De Uithof, Utrecht

Every day, 35 people in the Netherlands die of a cardiac arrest. Young, elderly, male, female: it can happen to anyone. Most of the victims are located in or around the house. These are people you can save if you have followed a CPR training and are in the vicinity. That is why there is a system that can summon you. With one message.

Are you able to perform CPR?
Then sign up now at hartstichting.nl

Any questions? The Dutch Heart Foundation gladly answers them via zesminutenzone@hartstichting.nl





Sylvester Bennema,
Managing Director Crisicom



“For years, Crisicom focuses on educating, training, and rehearsing a competent ERO. Someone who knows what to do during an emergency, and does it without thinking. Acts with confidence, is sure about his abilities and actions. But are we fully aware of it? What do we expect from an ERO during an emergency? After all, it is not trivial what EROs can be faced with. It is especially this, the awareness, we want to advertise to not only our ERO colleagues, but also to policy- and decision makers. With this, you support your ERO and eventually your ERO does the same for you. Economic developments, as well as ‘The New Way of Working’, require involvement with and support of the ERO-organisation. Emergency Response, or more broadly; a safe and healthy workplace, is something you do together, something that pertains to us all and which we should be aware of. That is why Crisicom has taken the initiative for EROs’ Day. A yearly recurring campaign on the first Monday of November. Crisicom stands for the education and training of competent, deployable EROs. That is what we are committed to. Will you join us?”



Rob Brakenhoff,
COO Sandd



“At Sandd, the subject of Safety & Health at Work is paramount and has an integral place on the agenda. Safety & Health at Work is seen in different aspects of our business processes and culture. Sandd ensures a healthy and safe working environment. The correct organisation and execution of Emergency Response plays an important part in this. Everyone within Sandd is aware of that and supports our EROs. Our partnership with EROs’ Day allows us to focus together on the importance of EROs, and creates an annual occasion to express our appreciation of our EROs.”

Testimonials

“Emergency Response affects us all”

“We believe it is important to increase and improve the attention for company Emergency Response in the Netherlands. That there will be greater appreciation and support for the dedication of EROs. Not only in times of action, but throughout the entire year, when the knowledge- and skill-level are maintained through education and training. As Meeùs is the guide for her customers, so too are EROs the guides for their colleagues. They help them prevent emergency situations, they lead the way and are ready to offer adequate help. However, that is not always visible. This is why Meeùs happily supports this initiative and places the EROs of the Netherlands in the spotlight.”



Coen Mom,
Chairman of the Board of Unirobe Meeùs Group

“Quinton Brandveiligheid BV has been actively educating EROs since 1996. It is impossible to imagine any company whatsoever without EROs. The Working Conditions Act states that companies are obliged to take effective precautions in the area of Emergency Response. Every employer should be prepared for accidents, fires, and evacuations within the company. The employer appoints one or multiple employees that fulfil the role of ERO. Often, we do not realise who the EROs are and which tasks they perform. EROs are employees who, in addition to their daily work, also act as EROs during emergency situations. They do this for their colleagues, but also for all visitors within the company. All EROs in the Netherlands deserve to be placed in the spotlight. They deserve respect and appreciation. Quinton Brandveiligheid BV is therefore proud to support the wonderful initiative of EROs’ Day.”



Anton den Hollander,
On behalf of the management of
Quinton Brandveiligheid b.v.





Commitment is very important

Police force

Ankie Westra, Head of Emergency Response Unit The Hague, in the presence of Frans van Manen, Head Financial and Facility Services, Role in relation to ERO: Project Leader and Roland van As, Policy Employee Business Continuity Management, Role in relation to ERO: Subproject Leader.

‘Haarlemmerolie’. With this Dutch saying Frans van Manen and Roland van As describe the involvement of Ankie. Ankie has been involved with the police for 34 years. “I was still young, when I joined the police,” she smiles. She is ‘part-time fulltime’ Head of ERO; working part-time with no other tasks besides ERO-responsibilities. And within the police, that is pretty unique. In most cases the colleagues are Head of ERO in addition to their regular function.

‘How did you become Head of ERO? “I started at the Emergency Control Centre (ECC), at 911 (112) and after that started working in the facility services. The reason for moving to facility services was serious.” Ankie explains that she was working at Headquarters at the time. She had a nightshift at the ECC when, during Christmas, a fire started in a detainment centre. “Two detainees were killed during that fire, plus two fire fighters. That had a major impact on me!” At our table we see Ankie still remembers every detail. “Shortly thereafter, I started working at facility services. At the time everything that had to do with emergency response, had to be improved and everyone working in the detainment centre had to be trained as ERO. Anyway, everything had to be organised. That is where I came in.”

Subsequently, Ankie was asked to also organise the emergency response for the Headquarters of former Korps Haaglanden. During this time Korps Holland Midden was added. Together, this now forms the Unit The Hague. And how many EROs do we have in Unit The Hague? “1086”. Ah, right. And how is the ERO organised? Ankie explains: “Within the unit there are currently 42 buildings. The coordinators ERO supervise everything within their building, such as whether they have enough ERO’s, that they are trained and that there are evacuation drills. I confer with these coordinators and occupy myself with the (pre)conditions surrounding the ERO-organisation.” Roland adds: “Ankie stands her ground, knows what she is talking about, and has everything under control and oversees the full picture. As she already mentioned: there are also units where the Head of ERO has to do the tasks in addition to their own function, which is not always easy in practice. Everyone who reads this article will be familiar with the reorganisation occurring within the police force. Internally, there is a lot going on.” Frans further adds: “In addition, the police – very logical to us - are focused on the outside, on external emergency response. Because many people change positions within the organisation, across the country throughout the units, the ERO responsibilities – in addition to their daily tasks- are often difficult to combine. This asks a lot from an ERO. We – from the Project management ERO - seek attention for the fact that we focus on the outside which is logical, however we need to raise awareness for colleagues internally. We shouldn’t only be ‘Vigilant and in service’ to the outside world, but also internally to our own colleagues and to the police in general.”

EROs’ Day at the Unit The Hague, what does the Day look like? “On EROs’ Day we will ask extra attention for our EROs through an evacuation drill. The contents of the promotion packets, such as posters, we will use to recruit new EROs. I have extra flyers being printed. Yes, we give it a lot of attention internally! I know that this is also the case at other units. EROs’ Day is about awareness, appreciation, and support of and

for ERO colleagues. How is this in the police force? Ankie: “When I started with the ERO-organisation, I first went to all the bureau Chiefs. I knew I had to inform them well on what was on the agenda and what was expected of them. I had to create support and commitment. I receive support from management and know from Heads of ERO at other organisations that I can count myself lucky with that. You really need that top-down support! This, the management commitment, plus the mutual cooperation is vital!” In practice, it shows that within the police force, just like in other organisations, not everyone immediately responds to an emergency signal. The ongoing phone call takes priority over active involvement in the drill. EROs Day asks Ankie how she deals with that. “You can’t do anything but be consistently firm. This just has to happen. It is vital for your own safety, right? It is not always clear, even within the police force, who is the true beneficiary of these drills. Yes, that may sound strange, in emergency responders that are so focused on helping and rescuing. This may be stating it a bit black-and-white. Look, in my position I always go for 100%, as do the ERO coordinators. So what I’m sketching now is luckily not something that occurs often. But still... and that is why EROs’ Day is so good: the awareness, that is something the non-EROs could consider more. Whether you work in the police force or not.”

Research shows that a third of the work related absence is caused by work-stress (Source: campagne.arboineuropa.nl ‘Herken de druppel’). Does an ERO at the police have a lot of deployments, are there a lot of incidents, maybe also induced by the stress caused by the job and maybe the reorganisation? “No, that is not so bad actually, sporadically a reanimation.”

“We also have to be ‘Vigilant and in service’ to our own colleagues.”

How do you explain that, within such a large organisation? “Prevention. We all very much aim on prevention. No obstacles, no cables on the floor, everything tidied up, and taking direct action when things do go differently. And otherwise, I take action.” The two

gentlemen at the table start laughing. You'd better stay on Ankie's good side, then safety will also be fine. Ankie by no means feels uncomfortable with this. And rightly so, the gentlemen confirm. "Ankie will take care of it." "To get back to the prevention," Ankie continues unperturbed. "One colleague became a diabetes-patient. So I checked what extra measures should be taken right away. And because a different colleague developed a muscular disease, an evacuation-chair was installed. I also check the personal matters such as: do you want all your colleagues to know? Who may know, and who may not? Upon agreement, we then informed the direct colleagues and involved them. Preventively."

Towards the end, Ankie is surprised by what apparently is the most difficult question of the conversation. It is quiet, she obviously needs to think about this question. Where previously the answers came quickly and without hesitation, it now remains quiet. She looks at the two gentlemen as if she hopes they will provide some suggestions. They look at her with a big smile. "Where my motivation comes from...", Ankie repeats the question. "Uh, I just like to organise things and to be involved with people. I know that I am caring and very involved. And then the safety, that is like an extension of myself. Maybe it evolved that way, after what happened all those years ago." Ankie nods her head and concludes – also - to herself: "Yes, that safety is well organised for everyone, that is most important to me." Ankie nods her head and concludes – also - to herself: "Yes, that safety is well organised for everyone, that is most important to me."

“EROs’ Day also for the recruitment of new EROs.”

ERO sandwich

“How’s it goating?”

Monday 7th November, EROs’ Day, we stop and think about what could happen to us and our surroundings. At the same time, we realise that in case of emergency we can count on our ERO-colleagues. But why don’t we realize this every day, stop and think about it more?

On this Day, we definitely want to think about the inner human being. After all, that also deserves our attention.

Contest

This year there has been a contest for an ERO sandwich recipe. Out of all the submissions, the judges chose the recipe of sandwich ‘How’s it goating?’ from Tim Horsten. Tim works as a chef in Roermond at the RCG care centre of Proteion.

Thank you Tim, we will feast on November 7!



Ingredients

- * Goats cheese
- * Pine kernels, roasted
- * Cherry tomatoes
- * Flower honey
- * Gua bao roll (is a steamed roll, or optionally a soft roll)
- * Green Pesto
- * Piccalilli

Green Pesto:

- * 200g arugula
- * 200g Gran Padano Parmesan
- * 200g unroasted pine kernels
- * Garlic
- * Honey
- * Pepper and salt, to taste

Piccalilli:

- * 1 jar pickled onions, drained
- * 1 cucumber
- * 1 tbsp mustard
- * 1 tbsp sugar
- * 75 ml honey-mustard dressing
- * Chopped parsley

Preparation

- * Take Gau bao rolls from the freezer
- * Steam for 3 minutes in the oven
- * Open rolls and place 2 thin slices of goats cheese (+/- 50 g)
- * Put a little honey on it and bake in the oven for 3 minutes at 200 degrees on a wire rac (not a tray!)
- * Prepare some arugula with the dressing (fluid from the Piccalilli, see above)
- * Pine kernels on top, Piccalilli around it and place the roll on top
- * Add 1 spoon of Pesto to the goats cheese on the roll
- * Garnish with cherry tomatoes

Enjoy!





Marius Veenfliet,
Managing Director IVM



"A safe and healthy working environment. At IVM we see this as a right for everyone. By educating and training employees, IVM helps to increase the safety in organisations. In our eyes, awareness and taking the right actions are the foundation for safety on the work floor. Thereby, a well trained ERO is essential. It's not the rules that make the workplace safer, it's the people that work there!"

During EROs' Day, people therefore take the centre stage. The EROs. Involved and responsible people with a strong sense for safety. IVM applauds this great initiative and gladly joins as a Partner of EROs' Day again this year!"



Maarten Top,
Managing Director B2C



"As an energy company at the heart of society, we place great value in a safe working environment. Our employees have the right to a pleasant and safe workplace because it adds to their job satisfaction and their health."

Our HSE-policy (health, safety and environment) helps us as an employer to create this work environment. It is an integral part of our company policy, where special attention is given to our colleagues that are dedicated EROs. We offer them the possibility to follow a training for licenced ERO and allow them to keep their ERO-knowledge up-to-date. The EROs are colleagues that I can trust when there is an emergency, their commitment is crucial for my safety."

EROs' Day is aimed at both aid-givers and receivers and makes companies more aware of the importance of good Emergency Response and how employees can contribute to this. This is of vital importance to us, and a good reason to support this 'Day'."

Testimonials

"EROs are human beings with a great sense of responsibility towards safety"



Ton Baas,
Managing Director VBZ



The Association for Bakery- and Confectionary Industry (VBZ) with over a 125 affiliated companies, supports EROs' Day because we believe it is a good initiative to place EROs in the spotlight. Often, we do not realize what the ERO does; an ERO performs his tasks for the common good. Yet, the ERO is not always popular because his or her job is not always directly visible for their colleagues. That is why we support EROs' Day as a demonstration of our appreciation for the very special commitment of EROs who perform their mission under all circumstances!"

"RDW supports this initiative wholeheartedly. There can never be too much attention for safety of people- employees on the one hand, and the often altruistic commitment of EROs on the other. By drawing attention to this in such a manner, the understanding that it is everyone's responsibility to act this way and the benefits of it will grow."



Peter Spaan,
Unitmanager Facility
Services MO



We don't know
who we have inside

Utrecht University

Monique Wienia, Expert on Safety and Environment (HVK), Corporate Real Estate & Campus

Marga Geelen, Health & Safety service coordinator, Head of ERO Centre area, Housing & Services Centre area (H&S), Faculty of Social Sciences

We are on our way to the area where the interview will take place. The Bestuursgebouw houses the ERO/first aid instruction rooms. An alarm sounds increasingly clear as we walk through the hallways. “Yeah, someone thought to take a shortcut through an emergency exit,” sigh Monique and Marga. “Better inform the reception.” It turns out the alarm had already been reported by a colleague from the catering, who happened to be in the Bestuursgebouw. Great help and involvement.



ftr. Marga Geelen, Monique Wienia

The three of us sit down in the instruction room. The interviewer of the EROs’ Day establishes that, walking to the Administration building and a parking area, the university campus is really big. The facts and figures: 7 faculties, 6700 staff members, 30.000 students, spread over the Utrecht Science Park (USP), the University College and Binnenstadscampus Universiteitskwartier. How many EROs does the University of Utrecht (UU) have? It turns out to be around 800. The ERO-organisation consists of facilities (110), supporting (350), scientific (195) staff and students (145). The UU’s website mentions there are 122 student organisations: 56 study organisations and 66 others (sport, art, culture). Exactly, 122...

Several board members from the seven study organisations of the faculty of Social Sciences are participating in an ERO-training. Marga: “That is good, because they often meet at times when there are no EROs present. The associations must have EROs. Their articles oblige this. One of the associations was so excited that all board members wanted to follow the training. We have therefore approved this positive idea, provided they remained EROs for three years. This also allows them to be deployed by the faculties during, for instance, study-events. On an administrative level it is all very intensive!” says Marga seriously.

Monique: “To come back to the scientific and supporting staff: it is not the case that there is unwillingness among teachers, on the contrary. However, most of the time they teach classes or do research. Their capacity to follow the yearly mandatory recurrence-training is inhibited by their schedule. Those recurrences are very important to the UU.

How do students themselves, in their student rooms, actually deal with safety? “There are numerous apps in that field, especially for students. Moreover, the UU provides a variety of information on the intranet and student websites. With students, it is sometimes just a simple mistake of leaving a pizza in the microwave for 10 minutes instead of in the oven, which triggers the smoke alarm. Or putting plugs in a distributing-plug and then in a connector socket. There is an end to that, obviously. Furthermore, the usual most common incidents happen: getting unwell, slipping, cutting and falling. Marga: “Just this morning I had a typical first-aid incident. Student had eaten too little, the heat, stress from the exams... so she fainted. Also, during such an incident the internal alarm number 4444 is immediately dialled. Everything always goes through the control room, they alert the ERO.” Marga continues: “I usually talk about our response officers, so in a broader sense. Not only about EROs, about company response officers, otherwise a first-aid officer doesn’t get sufficient recognition within my cluster.”

The word is out: cluster. Marga, as a Health & Safety service coordinator, is one of the ten Head EROs, responsible for a cluster of multiple buildings within the UU. That is why she often bikes back and forth between buildings and- if it happens- between incidents that happen on the immense campus in Utrecht. For completeness: we are talking about the centre area of De Uithof. This part of the university campus is located in De Uithof, a neighbourhood east of Utrecht, better known as the Utrecht Science Park. Apart from the university, the USP also houses the University Medical Center Utrecht, the Hogeschool Utrecht and a number of research institutes, research companies and student accommodation. Another list of facts and figures: 2500 studentrooms , 80 companies, 22.000 daily employees and 50.000 students on a surface area of 300 hectare. A place where, just as in all other villages and cities in the Netherlands, incidents and calamities happen. The complete ERO-organisation is split in geographical clusters. Marga: “Within my organisation, I am responsible for the centre area of De Uithof, including this Bestuursgebouw.” Monique: “I have a workplace in the Bestuursgebouw since Corporate Real Estate & Campus is housed there. I am involved in the ERO-organisation on a policy level, for instance as president of the ERO Platform.”

Safety and health, yes, that costs money. An accident does too. However, now you can still choose what to spend it on.

In the UU, prevention is priority. The new batch of freshmen of Social Sciences immediately receive information about the internal alarm number and are shown instruction clips. The faculty director values safety highly. ERO at the UU is a real custom job, and the risk inventory and evaluation (RI&E) is leading. Monique: “As you already mentioned: this place is big and extremely diverse. In the faculty of Veterinary medicine, we have horses, cows, etc. In ‘Bèta’ like chemistry, they research and educate using hazardous materials in fume hoods. Completely different risk factors, obviously. A splash in the eye, a kick from a horse, a leaking disposal vat or something

tips over. Not remotely comparable to the office environment in this Bestuursgebouw.

In total, the UU has seven different ‘companies’, those immense faculties, each with their own audience. On top of those seven, there are the University Service Departments such as the University Library, University Museum, cultural centre Parnassos, the world-renowned Academie gebouw (the ceremonial and representative heart of the UU) and the supporting Facility Service Centre (FSC). The security department of the FSC is very important for ERO. The reporting of a calamity reaches the control room, which in turn alerts the ERO. The specialists and collaborators of security provide support for the ERO in the handling of a calamity, and manage the contact with emergency services. With them, the ERO-training, refreshment courses, and realistic drills are in good hands.

Complicated. Throughout the interview, that is the feeling that remains about the total ERO-organisation. “Sometimes, it is very complicated”, confirms Monique. “The monumental buildings in the city centre, with their characteristic stairs, ceilings, obstacles and wooden floors, from the 14th and 18th century for example, demand creativity. How do you turn that into a beautiful and safe education building? You can imagine we sometimes require high standards for the fire alarm system.”

“In a ceremonial building like the historic Academiegebouw, there are lectures, graduation ceremonies with grandmothers and –fathers in attendance... Everything here is customised work, every building.” Monique continues: “If you take the library on the other hand, that building is open almost 24 hours a day during exam periods. During the day, everyone can walk in- and out, including non-students. So, we don’t know who we have inside. There are buildings that can house 3000 people. Therefore, you will have to work together.” It immediately paints a picture for EROs’ Day, no doubt these are extremely difficult buildings for an ERO-organisation. With justified pride the last evacuation drills of the Bestuursgebouw are cited. 12 minutes to empty the entire building. “Nice that everyone cooperates. That gets you up and running quickly again. Also, it provides us with good evaluation points, which is important!”

“That is still my ideal picture, my dream if you will. That everyone, nobody excluded, feels that commitment and shows it. That on the first day, when students and employees enter here, they immediately sign a Code of Conduct, the rules of engagement of the UU. If an alarm goes off, then immediately go!” She laughs: “Maybe that’s an idealistic picture, with so many people, so many young people, all together. But I can dream, right? Together, we could make it so much easier for ourselves.”

Marga: “The UU has been participating in the EROs’ Day from year one. However, it is not just about this one day. It’s about all colleagues realising: I won’t turn my back on you, also in a figurative manner of speaking. It’s a serious training which deserves respect. This should be realised, however that is a slow step-by-step process. The success comes through repetition.” The ladies look at each other. Both nod. “The day a large crane fell on an education building is an image still fresh in the minds of everyone. A scenario that had been rehearsed only half a year before. You actually doubt it will ever happen, but then it does. That has a large impact on everyone and then the realisation is definitely present.” Marga shows her arm, goose bumps. “There is also a lot of (re)building being done here. Then I certainly make comments to a third party, a contractor, if anything is amiss with safety, permits, Health & Safety, etc. Sometimes it’s viewed as nagging, until despite everything, someone falls off a scaffolding. I can still see that in my mind’s eye.” She shakes her head. “You only get one chance to do it right.”

Monique: “Everyone wants it to be taken care of, but nobody wants to do it.” There, that is a nice sentence which exactly formulates what the EROs’ Day is about. It is taken for granted that help is offered in a case of emergency. People don’t realise this has to be organised, trained and rehearsed. “Safety has to be into the mind, or in our case, be forced in the minds of students. If you experience that safety as part of the organisation, you take that home. Not only the students, but also all employees within the UU and all visitors and guests that visit the UU daily. Students who are also ERO therefore have a social function. At least those who are response officers are used to thinking about safety already. They can pass on that torch.”

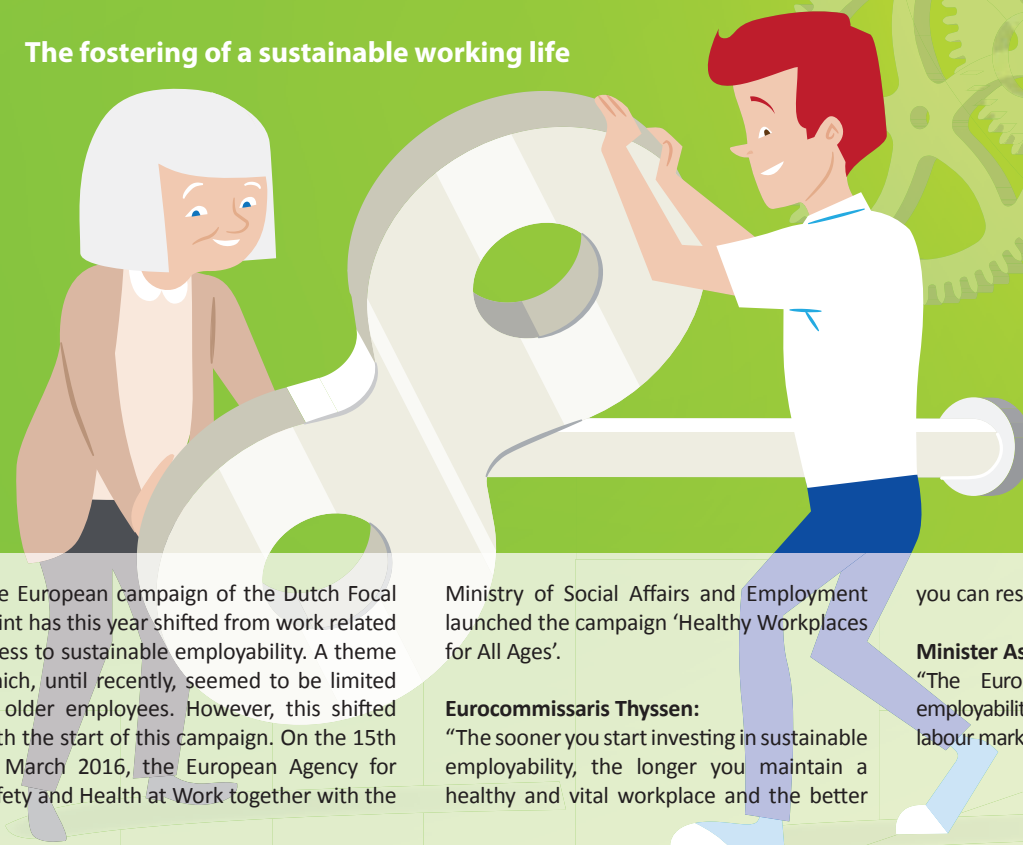
Wow, and what follows is a kind of beautiful advertisement for the EROs’ Day, which Monique doesn’t even realise at the time she says it.

“Actually, every director should enable everyone to leave in the same state as they got in, or better, because that is what the Health & Safety law states: The employer cares for the safety and health of the employees, with regard to all work related aspects. If anything should happen, it doesn’t matter what, you have to be able to continue the business process. Yes, that costs money. An accident does too. However, now you can still choose what to spend it on.”

Working safely and soundly, that affects everyone. Good for you and your business.

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The European campaign of the Dutch Focal Point has this year shifted from work related stress to sustainable employability. A theme which, until recently, seemed to be limited to older employees. However, this shifted with the start of this campaign. On the 15th of March 2016, the European Agency for Safety and Health at Work together with the

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ERO of the year 2015

ERO of the year 2015: Maurice Linders,
Cooperating Chief Finishing Department at MGG Netherlands BV in Tegelen

“The entire company- all people of the Tegelen establishment where I work and those in Bergen- received cake the next day.” On the phone is Maurice Linders from Tegelen, ERO of the year 2015. Wow. Two consecutive days with cake. They are doing well at MMG, all that attention for the honorary title of ERO of the year. The previous day, the award and cheques for Maurice and the Heart Association were presented during a festive ceremony. Also during that celebration there was cake, and the traditional pies of Limburg were not absent. What reactions did you receive after the election, from colleagues? “It was all new to them. Of course they know ERO and they know of the nomination, but other than that it is rather unknown.” You mean

emergency response? “Oh no, certainly not. As EROs we are very active. And I don’t mean through deployment! We are always highly visible; we initiate a lot. Such as routine checks of the fire alarms, emergency exits etcetera. But colleagues thought it was an internal nomination, so when they heard it was a nátionaal nomination... That was completely new to them.” And, totally amazing, right? “Yeah, that is pretty funny. The reaction was ‘Nice, congratulations, and you win just like that?’” Maurice laughs wholeheartedly. “The next question was: ‘But why you?’ Then I explained, with the reason for the nomination. Subsequently, I got the reaction ‘That’s just part of the job, right?’”

Left: Ad Geluk, ERO of the year 2014, hands over the annual award to Maurice Linders.

Looking back, and forward to the next election

MGG is very focused on safety and health on the work floor. If an external company provides services for the technical department, the activities will first be evaluated, in order to assess which possible hazards could be lurking around the corner. After that, permit is provided. At the given time, the team leader present checks if everything is done correctly. “We continually evaluate: could it be safer, are we doing it well enough?”

Did the election impact you or the ERO organisation?” Unfortunately, there have been a couple of ERO deployments, no big ones. It doesn’t feel any different. Everything is well organised, and also runs smoothly in the weekends. Personally, I have received many positive reactions. Colleagues that you run into two weeks later still congratulate you. Very nice!” Did the election yield any media-attention? “During the reception there was a newspaper journalist present and it was mentioned on cable television. L1 couldn’t come because they were already busy with a report on EROs’ Day.” Has the election changed anything in how you view your function of ERO? “No, not really.” Maurice’s answer sounds very down-to-earth. “From the first moment I have enjoyed being ERO with great interest and focus. No, nothing has changed.” Maurice seems to almost say sorry...

Monday the 7th of November, would you mind blocking that date in your agenda? So they know at MGG that in the afternoon you will be somewhere in the country to pass on the Exchange Award to your successor? “Duly noted. I will make sure of that. Luckily it will be different to ‘my’ ceremony.” How so? “I don’t really like being in the spotlights. I really did not look forward to it, but it wasn’t so bad after all. After the ceremony I was contacted by the Heart Association.” Maurice had handed the second cheque of € 1000,- to the representative of the Heart Association. Any tips for the successor? “It is a real honour, and if I reflect on it, it was a nice afternoon and the period that followed. I’ve had so many positive reactions” And for us, the EROs’ Day organisers? “EROs’ Day should receive even more interest.” Will do, Maurice. Promised.





**‘Together responsible for
Healthy & Safe employment.
ERO, it’s just part of the job’**

Sandd

*Marieke Smit, Policy advisor Healthy & Safe Employment
Jan Dekker, Manager Facility Business and Head of ERO*

Our interview takes place at the headquarters of Sandd, one of the Partners of EROs’ Day. At the table are Marieke Smit, Policy advisor of Healthy & Safe Employment and Jan Dekker, Manager Facility Business and Head of ERO. From the large modern office in Apeldoorn they manage everything in the field of Health & Safety (including Emergency Response) for Sandd.

What does the ERO-organisation of this partner look like?

Marieke says: “Safety and health are structurally brought to the attention of everyone. We use several communication channels to reach all our deliverers throughout the country.” How does Sandd work, how are the logistics and organisation set up? Marieke: “The organisational structure was changed in April 2015. For us, this was a logical moment to move the responsibilities of healthy and safe employment closer to the work floor, namely at the Sites. “Uh, Site?” Jan explains the structure: “In Apeldoorn, Sandd has a central sorting hall and the headquarters where we are now. Furthermore, we have divided the Netherlands into two areas: North and South. Located within these areas, spread throughout the Netherlands, are distribution centres, or Sites. The Site-manager is responsible for everything that goes on at the Site. “The Site-managers are crucial discussion partners for us. We communicate with them, and they take care of the further distribution of news, protocols etc.” Marieke adds. This approach seems to work excellently. Where previously headquarters was responsible for healthy and safe employment, it is now much closer to the people working at the locations. “My position has a lot to do with relationship management,” nods Marieke. “Providing connections with the right people. By talking to managers around the country, watching and thinking with them, and hearing personally what is going on.”

Too many EROs

The ERO-organisation consists of a Head of ERO (Jan Dekker) a substitute Head of ERO, team leaders, and the EROs. Jan: “Per Site

there are three team leaders, who functionally take charge of for instance an evacuation at their location. The number of team leaders and EROs is determined based on the complexity of the building and the presence of employees throughout the week. At the different departments (Sorting, Transport and Delivery) employees are present at different hours. The Emergency Response is well organised and amply staffed. How does that relate to the amount of deployments? “Luckily, we have never had a large-scale emergency,” smiles Jan restrainedly (call it pride). “Obviously we had minor incidents, such as a crate on the foot, but luckily never a major one.” Even so, there are a lot of employees working simultaneously in the large central sorting hall, where the sorting machine and a large number of sorting systems are located. Pallets full of packed printed materials, which after being sorted are ready to be transported throughout the country for delivery. Jan explains: “Sandd knows Health & Safety Plus and Legislation Plus. What

**“Safety of our
employees is
paramount”**

Everyone is responsible for their own safety AND the safety of colleagues

does that mean? We have modern buildings, some of which are newly built. They obviously meet construction codes. However, on top of the legislative demands, we take extra measures to ensure the wellbeing of our employees and limiting risks. For instance, at several buildings an extra escape route has been put in place over and above the requirement of the construction codes. We choose to pre-emptively take extra precautions. Both at policy level and operationally, we place safety and health very high on the agenda. We want to leave nothing to chance, and will do everything within our power to prevent a calamity. After completion of a building, within 3 months there is a 'Risico Inventarisatie & Evaluatie' (RI&E) and soon after an evacuation drill. Everyone has to know their escape route from their new workplace. Safety of our employees is paramount!"

Evacuation belongs to everyone

These evacuations, do they run smoothly, without belligerent colleagues? Both nod affirmatively and Jan explains: "It does not happen that colleagues are belligerent. However, last time there was a visitor, who was working in our building. He didn't want to leave immediately. We then address his employer: we cannot accept this." Marieke continues: "Our position is that everyone is responsible for their own safety AND for the safety of colleagues. That is our culture. It is the common denominator of everything we do together. The rules are reasonable and fair and meant for everyone's safety. The familiarisation programme for new employees always includes (own) safety and Emergency Response. An evacuation drill is not to tease, but to help and to place responsibility on everyone. At Sandd, there are also people working with other nationalities than Dutch. "It doesn't matter which language you speak. As soon as the 'slow-whoop' is heard, everyone knows to leave the area. Language or age doesn't matter. It is all about how we work together.", according to Marieke.

Always stay alert and ready

The culture, of which safety is a part, is continuously improved and (constantly) remains an integral topic of conversation. Jan: "We keep analysing the processes. Moreover, we organise pitches. We created a special area for this on the work floor, where you can easily walk in and out, and can easily share your thoughts with people, including thoughts about safety and health on the work floor." He continues: "An emergency affects everyone. An employer facilitates prevention in terms of policy, organisation, means, and continuous vigilance. Despite the fact that Sandd has had almost no emergencies, you have to continuously be vigilant. Always be alert and ready. Emergency response: it is not a liability, just common practice.

Emergency Response is not to tease but to protect

Initiator and organiser:



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