

BOMBARDIER

Amsterdam, 31 March 2016

Dutch Safety Board
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Attn. R de Wit (Dept. Corporate Affairs)

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Project: EBISwitch2000
Subject: Train Derailment Hilversum
Your Reference: OvV-14502069
Our Reference: Hilversum/BOM/OvV/0001

Dear Mr. de Wit,

In the Dutch Safety Board report about the Hilversum train derailment the following recommendation was made towards Bombardier:

"When supplying railway parts (such as the EBISwitch point machine), provide users with clear, safety related user specifications. Monitor to ensure that these are met in practice and warn users if this is not the case."

You have invited Bombardier to present our viewpoint regarding this recommendation, the purpose of this letter is to do this.

Considering the different aspects of the recommendation:

"When supplying railway parts (such as the EBISwitch point machine), provide users with clear, safety related user specifications."

Providing our customers with such safety related user specifications, in the form of maintenance manuals, is normal practice for Bombardier for the railway products that we supply; with it being our customer's responsibility to distribute the information to their staff, or, sub-contractors that are working with the product.

In the case of EBISwitch for ProRail, generic EBISwitch manuals are issued to ProRail. A ProRail specific version in the generic ProRail maintenance manual format, in Dutch and with ProRail specific additional requirements, is then jointly produced. ProRail is responsible for the deployment of the manual to all parties (end-users) working with the product in the infrastructure that they manage. If Bombardier becomes aware of any improvements or necessary changes to the manuals this information is similarly provided to ProRail and deployed by them according to urgency.



“Monitor to ensure that these are met in practice and warn users if this is not the case.”

Whilst being greatly concerned that users follow the manuals; Bombardier does not consider it practicable to ensure that users follow these manuals at all times and to warn them if this is not the case. Even if users were prepared to accept on-going monitoring from a supplier it is unclear how such supervision could be applied in practice. Bombardier considers that it is the responsibility of the Customer (in this case ProRail) to have adequate processes and assurance procedures to ensure that its staff and/or sub-contractors staff correctly follow all instructions including those deriving from the manuals. Notwithstanding this, Bombardier will always bring to the attention of users any failures to follow manuals that it is directly aware of; and ProRail have chosen to contract Bombardier under an EBISwitch Service Framework Agreement to provide in-service support for EBISwitch in relation to its use in the infrastructure under their management. ProRail's proposal for this service framework agreement is pending, but is expected to include:

- providing a spare parts service;
- operating a 2nd line field service to support & advise ProRail's maintainers in their routine activities;
- providing a 3rd line service to undertake root cause analysis of failures in the installed base; and to develop enhancements as possible/required by ProRail;
- establishing a role for Bombardier in supporting the continual improvement of the maintainer training courses provided by Railifraopleidingen, Amersfoort under a separate arrangement with ProRail;
- the provision of regular contact with stakeholders to gather end-user product feedback and to provide a communication channel regarding upcoming changes & enhancements to the product

Bombardier considers that such a service agreement is a reasonable approach to meeting the spirit of the recommendation and that it can provide a valuable contribution to enhancing the performance of the installed base. Bombardier is fully supportive of ProRail's intention to establish such an arrangement.

We hope that we have adequately informed you

Yours sincerely,



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