

4. Verbal Safety-Critical Communication Requirements

4.1 Risk Management

- 4.1.1 Operators shall identify all activities that require VSCC under normal, degraded, abnormal and emergency situations.
- 4.1.2 The operators shall develop processes and procedures to ensure that risks related to VSCC are identified and effective control measures are developed and implemented.
- 4.1.3 The operator shall ensure that the implementation of control measures shall not result in additional risks which require further mitigation.
- 4.1.4 When VSCC is used under abnormal or degraded mode of train operations, the railway operators shall ensure that the risks associated with the equipments and tools used in VSCC are adequately identified and mitigated.
- 4.1.5 The functional tools used and method of working shall be appropriate for the mode of working.
- 4.1.6 When VSCC is used under abnormal or degraded mode, the operator shall develop processes and procedures to stipulate and manage reasonable time frames for the use of VSCC under abnormal or degraded mode of train operation.
- 4.1.7 Operators shall ensure VSCC risk assessments are effective and communicated to all relevant structures within the organization

4.2 Regulatory and Compliance Review

The operator shall develop processes and procedures to identify and ensure compliance with the published regulatory requirements related to VSCC rules and operating requirements.

4.3 Interoperability, interfaces and intrafaces

- 4.3.1 The operator shall develop processes and procedures to implement and manage VSCC at interfaces and intrafaces in accordance with the applicable requirements of SMS requirements, SANS 3000-2-6 and inline with this protocol, including:
 - 4.3.1.1 the implementation of proper VSCC handover processes where two or more operators are interfacing;