

employees undertaking safety related work in accordance with the applicable requirements of SANS 3000-4, including:

- i) education and training of employees undertaking safety related work that involve VSCC;
- ii) training and development shall be a dynamic and risk-driven process, focussing on specific communication requirements of a particular job/task/ activity;
- iii) requirements of applicable legislation and standards, including those specified in this document;
- iv) roles and responsibilities of employees involved in VSCC; and
- v) systems, tools and/or equipment used in VSCC.

#### **4.5.2 Supervision**

4.5.2.1 The operator shall develop processes and procedures for conducting VSCC supervision in accordance with the applicable requirements of SANS 3000-4, including:

- i) task observations with immediate feedback and corrective action in case of any transgressions related to VSCC;
- ii) realtime observation and/or listening of VSCC messages and provision of feedback to enhance safe railway performances. Playback of recorded VSCC conversations and corrective action where applicable to monitor compliance; and
- iii) provision of positive feedback where it is deserved, to motivate and promote safe railway operations;

Note: Safety briefings and symposiums shall also be utilised to discuss VSCC requirements,

#### **4.5.3 Language Policy**

4.5.3.1 The operator shall develop or adopt, document, implement and maintain a formal language policy which shall make provision for VSCC.

4.5.3.2 The language policy shall take into consideration the medium of communication, including written, electronic, verbal (oral), audible or physical (visible)