

communication in accordance with the applicable requirements of SANS 3000-1 and SANS 3000-2-5.

#### **4.5.4 Communication requirements for safe railway operations**

4.5.4.1 All the information necessary to ensure VSCC amongst safety critical and safety related personnel shall be set out in appropriate documents, including:

- i) the assurance that safety critical messages are stated clearly, unambiguously, structured and in a formalized manner;
- ii) the assurance that messages are repeated back and there is common understanding through a process of handshaking;
- iii) the authorization, instruction or other information provided shall not be acted upon until the handshaking is complete;
- iv) where handshaking cannot be completed, the instruction and/or authorization shall be terminated; and
- v) for open system channels, information shall be communicated to all relevant and affected parties.

### **5. Verbal Safety-Critical Communication protocol outline**

#### **5.1 Structure and responsibility**

5.1.1 The operator shall:

5.1.1.1 Develop and implement processes and procedures to ensure compliance to applicable VSCC standards and processes.

5.1.1.2 Ensure that all safety related personnel take responsibility for how they communicate at work, taking into consideration the following:

- i) compliance with the guidance provided in this protocol;
- ii) adherence to communication protocols under normal, abnormal, emergency and any unusual scenarios;
- iii) recognition that situations faced under pressure will still require clear and structured communications;