

- ii) be answered immediately.

5.4 Recording of safety critical conversations

5.4.1 All radio or telephonic conversations between safety-critical personnel shall be recorded.

These recordings assist in:-

- Supervision and monitoring adherence of personnel to communication protocols;
- Assessing the quality of conversations in terms of background noise etc;
- Assessing the audibility of conversations;
- Identifying communication training needs; and
- Occurrence investigations

5.5 Principles

5.5.1 When issuing VSCC, the principle of ABC-P shall be adhered to as described below:



5.5.2 The following shall be applied to achieve the principle of ABC-P:

- a. Speak at an acceptable pace, tone and pitch to ensure hearing and understanding by the intended receiver or receivers
- b. Not being interrupted by others
- c. Be precise in your descriptions (for example: locations, obstructions)
- d. Use acceptable language (Do not use slang or informal language)