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Level 3

Monitoring of Spoken Safety Communications

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Issue record

Issue	Date	Comments
1	December 2010	First Issue produced to formalise the process for monitoring Spoken Safety Critical Communications

Compliance

This Network Rail standard is mandatory and shall be complied with by Network Rail and its contractors if applicable from 05/03/2011.

When this standard is implemented, it is permissible for all projects that have formally completed GRIP Stage 4 to continue to comply with the Issue of any relevant Network Rail Standards current when GRIP Stage 4 was reached and not to comply with requirements contained herein, unless the designated Standard Owner has stipulated otherwise in the accompanying Briefing Note.

Reference documentation

NR/L2/OPS/037 Management of Spoken Safety Communications
NR/L3/OCS/041/3-08 Voice Recording Checks – Messages Concerning Safety

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1 Purpose

This procedure supports the Network Rail level 2 standard on the Management of Spoken Safety Communications and defines the process within Network Rail Infrastructure Maintenance for monitoring and assessment of spoken safety critical communications by staff possessing current Sentinel competencies of a level above basic Personal Track Safety (PTS).

2 Scope

This standard details the arrangements for monitoring and assessment of spoken safety critical communications in Infrastructure Maintenance.

The standard specifies the frequencies for assessments, arrangements for recording assessment outputs and the process for the following types of monitoring:

- Voice recordings extracted from current electronic systems in use – pro-actively targeted at known times when staff will be in communication with Signal Boxes and/or Control Centres.
- Outputs from O&CS lead Route Communications Review Group (CRG) joint safety critical communications monitoring session.
- Voice recordings assessed as a result of a post-incident investigation.
- Work place observation and assessments whilst staff are engaged in safety critical communication – these may be undertaken in conjunction with Planned General Inspections (PGSI) or similar.
- As part of simulated conversations conducted in conjunction with the Assessment in the Line (AiTL) competency review.

3 Procedure

3.1 Frequency of Proactive communications monitoring

3.1.1

Section Managers shall have arrangements in place to monitor staff on the quality of their safety communications at least once every three years. Monitoring shall be undertaken by the Section Manager or their immediate deputies.

NOTE Safety communication monitoring delivered in conformance with this standard is additional and supplementary to AiTL Safety Critical Communications competence modules and the associated underpinning knowledge tests.

3.1.2

For personnel in a Delivery Unit (DU)/Route in a role of Section Manager and above that are required to be monitored, the following arrangements shall apply;

- Section Manager to Assistant Functional Maintenance Engineer – Functional Maintenance Engineer delivers monitoring.
- Functional Maintenance Engineer and all other support DU personnel – Infrastructure Maintenance Engineer delivers monitoring
