
Changes to legislation: There are currently no known outstanding effects for the Commission Decision of 14 November 2012 concerning the technical specification for interoperability relating to the 'operation and traffic management' subsystem of the rail system in the European Union and amending Decision 2007/756/EC (notified under document C(2012) 8075) (Text with EEA relevance) (2012/757/EU), Safety-related communications methodology. (See end of Document for details)

[^{F1}ANNEX I

Textual Amendments

- F1** Substituted by [Commission Regulation \(EU\) 2015/995 of 8 June 2015 amending Decision 2012/757/EU concerning the technical specification for interoperability relating to the 'operation and traffic management' subsystem of the rail system in the European Union \(Text with EEA relevance\)](#).

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Appendix C

Safety-related communications methodology

1. SCOPE AND PURPOSE
 - 1.1 This Appendix sets out the rules for safety-related communications, between train crew, mainly the train driver, and signaller, in particular to define its structure and methodology. Safety-related communication has priority over all other communication.
2. COMMUNICATIONS STRUCTURE
 - 2.1 The voice transmission of safety-related messages shall be short and clear without abbreviation. In particular it shall cover the following points to ensure it is understood and the necessary action can be undertaken, whoever is giving the message shall:
 - give their exact location,
 - state the task they are carrying out and information on the action that is needed,
 - make sure the message is received and repeated back as required,
 - if necessary, correct a mistake that has been made in the message,
 - if necessary, let the person know how they can be contacted.
 - 2.2 Emergency messages are intended to give urgent operational instructions that are directly linked with the safety of the railway. For such messages the repetition of the message can be omitted.
3. COMMUNICATION METHODOLOGY
 - 3.1 Drivers shall identify themselves by the train running number and the location. Signallers shall identify themselves by the control area or the location of the signal box.
 - 3.2 For communication between signallers and drivers it is the signallers' responsibility to ensure that they are talking to the driver within their control area. This is critical when communication is taking place in areas where communications boundaries overlap. This principle shall apply even after an interruption during transmission.
 - 3.3 The following messages shall be used for this purpose by the different parties.
 - by the signaller:
 - Train running number
 - this is (control area/location of the signal box)
 - by the driver:
 - this is train running number at (location)
4. COMMUNICATION RULES
 - 4.1 In order that safety-related communication is correctly understood, whatever the communication mean is used, the following rules must be adopted:
 - 4.2 The International Phonetic Alphabet shall be used:
 - to identify letters of the alphabet,
 - to spell words and location names that are difficult to say, or may be misunderstood,
 - in case of interference on the radio or phone,
 - when quoting the identity of signals or points.

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A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whisky
X	X-ray
Y	Yankee
Z	Zulu

4.3 The numbers shall be spoken digit by digit:

0	= Zero
1	= One
2	= Two
3	= Three
4	= Four
5	= Five
6	= Six
7	= Seven
8	= Eight
9	= Nine

5. TERMS (GENERAL)

Standard terminology to be used in the communication procedure

5.1 Speech transmission procedure

5.1.1 Term transferring the opportunity to speak to the opposite party:

over

5.2 Message receiving procedure

5.2.1 Upon receiving a direct message

Term confirming that the sent message has been received:

received

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5.2.2 Term used to have the message repeated in the event of poor reception or misunderstanding

say again (+ speak slowly)

5.2.3 Upon receipt of a message that has been read back

Terms used to ascertain whether a read-back message exactly matches the sent message:

correct

5.2.4 or not:

error (+ I say again)

5.3 Communications breaking procedure

5.3.1 If the message has ended:

out

5.3.2 If break is temporary and the connection is not broken

Term used to keep the other party waiting:

wait

5.3.3 Term used to tell the other party that the communication might be broken but should be resumed later on:

I call again

6. WRITTEN ORDERS

6.1 A written order must only be issued when the train is at a standstill and shall be attributed with a unique identification or authorisation number provided by the signaller.

6.2 A written order takes precedence over the related indications provided by trackside signals and/or the DMI except when a lower permitted speed or a lower release speed than the maximum speed prescribed in the written order is applicable.

6.3 A written order should be issued as close as practicable to the affected area.

6.4 A written order must only be issued when the driver has identified the train running number and the location of the train / shunting movement.

6.5 A written order must state the following as a minimum:

- from where it was issued (signal box ...),
- at what time and date it was issued,
- to which train / shunting movement it refers,
- where that train / shunting movement is located,
- at which location it applies,
- clear, precise, unambiguous instructions,
- unique identification or an authorisation number.

6.6 A written order may be transmitted:

- physically on paper, or

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- as verbal instructions to the driver to write down, or
 - other safe methods of communication to meet the abovementioned requirements.
- 6.7 When the driver receives a written order the driver shall check that this written order refers to his train/shunting movement and its current location.
- 6.8 A written order that has been issued can only be revoked by a new written order explicitly referring to the previous one.
7. TERMS (WRITTEN ORDERS)
Standard terminology to be used in the communication procedure
Cancelling a written order
- 7.1 Term used to cancel the written order procedure underway:
cancel procedure
- 7.2 If the message is then subsequently to be resumed, the procedure shall be repeated from the start.
Error during transmission
- 7.3 When a transmission error is discovered by the sender, the sender must request cancellation by sending the following procedure message:
error (+ prepare new form)
or:
error + I say again
and then send the initial message again.
Error during read-back
- 7.4 When the sender discovers an error whilst the message is being read back, the sender shall send the following procedure messages:
error + I say again
and send the initial message again.
Misunderstanding
- 7.5 If one of the parties does not fully understand a message he must ask the other party to repeat the message by using the following text:
say again (+ speak slowly)
8. BOOK OF FORMS
- 8.1 The infrastructure manager is responsible for drawing up the Book of Forms and the forms themselves in its operating language.
- 8.2 All the forms to be used shall be assembled in a document or a computer medium called the Book of Forms.
- 8.3 In order to identify the forms, a unique code word or number relating to the procedure shall be developed.
- 8.4 This Book of Forms shall be used by both the driver and the staff authorising the movement of trains. The Book used by the driver and the Book used by the staff authorising the movement of trains shall be structured and numbered in the same way.

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- 8.5 The Book of Forms shall comprise two parts.
- 8.5.1 The first part contains at least the following items:
- an index of written order forms,
 - a list of situations to which each form applies,
 - the table containing the international phonetic alphabet.
- 8.5.2 The second part contains the forms themselves. These must be collected by the RU and given to the driver.
9. GLOSSARY OF RAILWAY TERMINOLOGY
- 9.1 The railway undertaking shall produce a glossary of railway terminology for each network over which its trains operate. It shall supply the terms in regular use in the language chosen by the railway undertaking and in the 'operating' language of the infrastructure manager(s) whose infrastructure the railway undertaking operates on.
- 9.2 The glossary shall be composed of two parts:
- a listing of terms by subject matter,
 - a listing of the terms in alphabetical order.]

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