

ANNEX VIII

MINIMUM REQUIREMENTS FOR VERBAL COMMUNICATION

1. **Intrinsic features**

- 1.1. Verbal communication between a speaker or emitter and one or more hearers is to take the form of (sometimes coded) short texts, phrases, groups of words and/or individual words.
- 1.2. Spoken messages are to be as short, simple and clear as possible; the verbal skills of the speaker and the hearing abilities of the hearer(s) must be such as to ensure reliable verbal communication.
- 1.3. Verbal communication is direct (by means of the human voice) or indirect (by means of a human or artificial voice which is broadcast by whatever means is appropriate).

2. **Specific rules governing use**

- 2.1. The persons involved must have a good knowledge of the language used so that they are able to pronounce and understand the spoken message correctly and consequently behave in a way which is appropriate to health and /or safety.
- 2.2. If verbal communication is used instead of — or together with — gestures, code words should be used such as:

— start	to indicate the start of a command
— stop	to interrupt or end a movement
— end	to stop the operation
— raise	to have a load raised
— lower	to have a load lowered
— forwards	to be coordinated with the corresponding hand signals
— backwards	
— right	
— left	
— danger	for an emergency stop
— quickly	to speed up a movement for safety reasons.