Radio Communications Protocol

for the Moorebank Logistics Park IMEX Terminal

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1 PURPOSE

1.1 This procedure defines standards and procedures for the use of hand held radios and radio communications at Moorebank Logistics Park IMEX Terminal for use in shunting, main line operations and general communications.

1.2 Requirements for specific situations and areas are described in the relevant Networks safeworking procedures, and these should remain the official usage protocols for the applicable networks.

2 SCOPE

2.1 The procedures and standards defined in this document apply to the use of radio communications when shunting, during main line operations and for general communications.

2.2 This procedure is to be followed by all users of the IMEX Terminal when communicating using hand held radios.

2.3 All radio communications are to be conducted in accordance with relevant Track Access Provider Rules and Procedures.

2.4 The radio equipment used is to meet the standards required by Track Access Providers and regulatory authorities.

3 RESPONSIBILITIES

3.1 Train Crew Supervisors are to ensure that:

- All employees and contractors have access to approved hand held radios when required

- Hand held radios are maintained in good condition and are at all times, fit for purpose

- Defective hand held radios are to be removed from service and repaired by and authorized repairer

- That the required frequencies are uploaded on the radios

3.2 Train Crew Supervisors and Area Supervisors are to conduct audits to ensure that these procedures are being adhered to and implement follow up action if required.

3.3 The Compliance Officer is responsible for collecting and recording outcomes of audits conducted to check compliance with this procedure and alerting the appropriate managers to non-compliances.

4 DEFINITIONS

Term	Definition
Standard radio procedure	The common radio procedure adopted by all parties that have access to the rail network
Radio Protocols	A system of call signs, pro words and protocol that eliminates confusion, enhances safety and frees up the channel on a multi-user radio network

Term	Definition
Pro words	Words or short phrases that have been given a specific meaning, for example, 'OVER' and 'OUT'. A list of pro words and their meanings is included as an appendix to this document

5 GENERAL PROCEDURES

5.1 Radios and equipment used for communications during rail operations must be tested and checked prior to use.

5.2 Emergency communications must be given priority and must be answered immediately.

5.3 Communications are to be transmitted using a normal tone of voice, but more slowly than the speed at which normal conversation would be conducted.

5.4 All radio communications are to be clear and concise, conveying only relevant information.

5.5 Rude or offensive language and swearing must not be used when communicating information.

5.6 Standard radio terms, pro-words, protocols and the phonetic alphabet are to be used for radio communications, including the correct identification of parties to the communication.

5.7 The competent person controlling shunting movements is to clearly communicate all relevant information to the train driver.

5.8 Time of day is to be communicated using the 24 hour clock.

6 TRANSMITTING AND RECEIVING MESSAGES

6.1 There are five stages in the transmission of a radio message. These are described in the following table.

Stage	Explanation
Listen	Except in emergencies check that the channel is not already in use before commencing transmission
Offer	Identify called party and caller. For example, 'SCT shunt driver this is QLRS ground crew. Over'
Contact	Confirm contact. For example, 'This is SCT Shunt Driver, receiving QLRS Ground Crew, Over'
Exchange messages	Clearly and concisely transmit and exchange information using 'Over' at the end of each message
Signing off	Last party to speak ends with the pro-word 'OUT'. This tells others waiting to use the radio channel that transmissions have ceased

6.2 If a message is not clearly transmitted, received in its entirety or is not understood, immediately ask the sender to transmit the message again. If you are in a safety critical zone (eg; backing towards a dead end) STOP the task and do not re-commence until instructions are clearly understood.

7   EQUIPMENT MALFUNCTIONS / FAILURES

7.1   Equipment malfunctions/failures en-route are to be managed in accordance with the relevant Track Access Provider procedures.

7.2   All instances of radio and communication equipment malfunctions/failures must be reported to the Operator of the Moorebank Logistics Park IMEX Terminal.

APPENDIX 1: PRO-WORDS

Pro-words are words or phrases that have specific meanings. They must be used to ensure that all information communicated is clearly received and understood. Approved pro-words are listed in the following table.

Pro-word	Meaning
Acknowledge	An instruction by the sender that the message must be acknowledged by the receiver
Affirmative	When the response to a query is positive In agreement with the message received
All before	I am referring to everything that I just said
Clear	Your signal quality is excellent, every word is being understood
Correct	You are correct What you have transmitted is correct
Correction	An error has been made
Distorted	Your signal is distorted, words are being missed
Emergency – emergency - emergency	Every station to cease transmission and remain silent until the radio controller advises the channel is again open for traffic
Fading	Your signal fades, continuous reception is unreliable
Figures	Figures or numerals follow
I read back	I am going to repeat all or part of your statement
I say again	I am repeating my transmission or the portion indicated
I spell	I spell the next word(s) phonetically
Loud and clear	Your signal is very strong
Negative	If the response to a query is negative Non-agreement with a message received
Out	This is the end of my message. No answer is expected or required.
Over	I have finished speaking, and I am waiting for a reply
Readable	Your signal quality is satisfactory but a occasional word is being missed
Receiving	I (called party) acknowledge your call – proceed with message
Roger	I have received your last transmission satisfactorily
Say again	Please repeat all of your last transmission or portion indicated
Speak slower	Speak more slowly, it is hard to understand you
Stand by	Wait, I will be back soon

Pro-word	Meaning
This is	The transmission is from the party whose call sign follows
Unreadable	Your signal quality is bad, almost nothing is being understood

APPENDIX 2: PHONETIC ALPHABET

The phonetic alphabet is to be used to transmit letters. This is to avoid confusion of letters are not heard or communicated clearly. The Phonetic Alphabet is shown in the following table.

Letter	Pronunciation	Letter	Pronunciation
A	Alpha (AL fah)	N	November (no VEM ber)
B	Bravo (BRAH VOH)	O	Oscar (OSS cah)
C	Charlie (CHAR lee)	P	Papa (pah PAH)
D	Delta (DELL tah)	Q	Quebec (keh BECK)
E	Echo (ECK oh)	R	Romeo (ROW me oh)
F	Foxtrot (FOKS trot)	S	Sierra (see AIR rah)
G	Golf (GOLF)	T	Tango (TANG go)
H	Hotel (hoh TELL)	U	Uniform (YOU nee form)
I	India (IN dee ah)	V	Victor (VIK tah)
J	Juliet (JEW lee ETT)	W	Whiskey (WISS key)
K	Kilo (KEY loh)	X	X Ray (ECKS RAY)
L	Lima (LEE mah)	Y	Yankee (YANG key)
M	Mike (MIKE)	Z	Zulu (ZOO loo)
0	ZEE row	5	FIVE
1	WUN	6	SIX
2	TOO	7	SEVEN
3	THREE	8	AIT
4	FORr	9	NINE