

Safety Critical Communications

This information has been prepared to inform Asset Scheduling and Delivery Coordination (ASDC) staff and contractors engaged by ASDC, on the mandatory communication requirements that must be adhered to when discussing all possession related information via recorded phone lines.

Background

There have been 3 recent possession related incidents where ASDC staff have failed to comply with Safety Critical Communication (SCC) protocols.

Non-compliance to NGE 204 – Network Communication contributed to the following 3 incidents:

- 24-06-2020 - Wynyard - Allegation received by the ASDC business unit from a worksite supervisor for track defect removal works at Wynyard, that workers remained on track (including grinding works) after a Local Possession Authority (LPA) was handed back to Network Operations.
- 23-08-2020 – Blacktown - Point clip securing 305A points on the Down Main Line, which was being used to provide protection for Pilot Staff Working (PSW) was incorrectly removed by a contract protection officer. The point clip which should have been removed was securing 305B points Blacktown providing protection for the LPA.
- 17-09-2020 – Redfern – Hi-Rail vehicle was placed on the Down Illawarra line prior to the Possession being authorised.

Requirements

ASDC delivers and manages possessions on behalf of Sydney Trains. With the ever increasing number of stakeholders and contractors accessing possessions on behalf of Transport for NSW, Sydney Metro, and other External Agencies, ASDC staff have to ensure that Possessions are delivered at the highest level of professionalism. This includes the correct delivery of SCC.

In January 2019, ASDC Management directed that all ASDC staff and other Sydney Trains employees and external contractors who work or potentially may be asked to work within a Possession Management Centre or Office were required to undertake the SCC training course.

Records confirm that all ASDC staff have completed the course, however the incidents above and SCC audits prove that not all staff are complying with the SCC protocol.

While working in our Possession Management Centres, satellite offices or carrying out SCC in the field, all staff must carry out all conversation in compliance with:

NGE 204 – Network Communication

- In particular the communications should be; – Clear and concise, use the phonetic alphabet and repeat back to verify understanding.

NPR 721 - Spoken and Written Communications

AMD-ASD-GUI-009 -Possession Management Protocols Guide

The Final Word

Each and every person, whether they are AS&DC staff, other Sydney Trains staff or contractors who work within a Possession Management Centre, Possession Office or working in the field placing protection, must fully comply to Sydney Trains **Safety Critical Communication requirements** at all times. During possessions the PPO and or the Possession Manager should be monitoring and enforcing the use of SCC

Each and every person who manages or works on track in a possession has a responsibility to work in a safe manner and to be aware of, and comply with all applicable rules and procedures.

Network Access Managers and/or delegates as applicable are to please ensure that this Notice is disseminated and to enforce full compliance to the above mentioned procedures and guides.



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Date: 18-09-2020