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C-A OPERATIONS PROCEDURES MANUAL

2.12 Communications Practices

Text Pages 2 through 4

Hand Processed Changes

<u>HPC No.</u>	<u>Date</u>	<u>Page Nos.</u>	<u>Initials</u>
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Collider-Accelerator Department Chairman Date

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## **2.12 Communications Practices**

### **1. Purpose**

Communications shall be highly reliable in providing accurate transmission of information within the facility. This document describes the C-A program for audible communications as well as the various forums for effective internal and external communications within the C-A Department.

### **2. Guidelines for Audible Communications**

Since accurate communications are essential for the safe and efficient operation of facilities, guidance in the use of the various forms of audible communication is necessary. This includes repeating back instructions to ensure the accurate transmission and receipt of verbal instructions. Standardized terminology and the use of a phonetic alphabet are other means of ensuring that verbal communications are understood.

#### **2.1. Public Address System**

Excessive use of the public address system for paging of personnel and unnecessary announcements should be avoided because excessive use can reduce the impact of important announcements and can be distracting. Facility telephones and other point-to-point communications channels should be used in lieu of the public address system whenever practical. Consideration is given to dedicating paging system channels to specific functions, (e.g., a dedicated channel for routine operations or a dedicated channel used only for emergencies).

#### **2.2 Contacting Operators**

Radios are used to ensure that control areas can quickly contact on-shift operators or supervisors. To avoid operator confusion, distinction should be made between a routine and emergency notifications.

#### **2.3 Radios**

Portable radios are an effective means of providing mobile point-to-point communications and are used for this purpose. However, radio usage should not be allowed in areas where electronic interference with plant equipment may result. Consideration is given to dedicating certain radio channels to specific groups or functions (e.g., a channel F1 for operations).

## **2.4 Oral Instructions and Informational Communications.**

Oral instructions should be clear and concise. In all communications, the sender and intended receiver should be readily identifiable. Instructions involving the operation of equipment should be repeated by the receiver to the extent necessary for the sender to ensure the instructions are correctly understood.

## **3. Forums for Effective Communication**

### **3.1 Internal Communication**

Effective communication strategies within the C-A Department require mechanisms for information to flow from top-down and bottom-up.

#### **3.1.1 C-A Weekly Time Meeting**

The Weekly Time Meeting is a department-wide review of weekly operations in the C-A Complex. Reviews of machine operations, machine efficiencies and downtime, status of experiments and ESHQ issues are reviewed at this time. It is also a time for major functions within the C-A Department to highlight accomplishments and to register concerns.

#### **3.1.2 Weekly Planning Meetings**

The primary means of communication for the C-A Department groups is the schedule of weekly planning meetings. During structured meetings, involving appropriate personnel, work is planned and evaluated, concerns of safety, equipment, hazards and environment are addressed, and resources are allocated.

#### **3.1.3 C-A Web Pages**

Various Group within the C-A Department communicate information through their group's Web Page. Access to technical and non-technical information from these groups can be found through the C-A Web Page: [www.ags.bnl.gov](http://www.ags.bnl.gov). In addition to these Web pages is the C-A Department's on-line [newsletter](#). The [Newsletter](#) is a forum by which the Department Chair, as well as other Department Heads, can communicate mission, values, future direction and status of operations within the C-A Department.

### **3.1.4 Memos and E-Mail**

Memos and e-mail are used to communicate Department policy and tasks that require action by employees. Effective communication requires that all C-A employees assure that communication is clear and understandable. The policy requirements and the tasks that need to be accomplished as well as the means (as required) and time frame in which they are to be accomplished shall be clearly understood.

### **3.1.5 WOSH Committee**

The WOSH Committee members and Committee Chair shall serve as a communications mechanism to and from C-A groups and C-A management. The WOSH Committee is responsible for receiving, documenting and responding appropriately to worker communications related to OSH.

## **3.2 External Communications**

Effective external communications are essential to assure that the policies of the Laboratory as well as those of the Department are maintained to the highest standard. External communications may include communications to the following: regulators, DOE-BHG, suppliers, customers, civic groups, elected officials, general public, and the media.

### **3.2.1 CCTS**

The primary means for official communications to these groups is through the Laboratory's Correspondence and Commitment Tracking System. The Department Chairman of the Collider-Accelerator Department shall appoint an individual responsible for the maintenance of this system within the department.

### **3.2.2 C-A Web Pages**

Communications which are informational in nature may be posted on the C-A Web site : [www.ags.bnl.gov](http://www.ags.bnl.gov). Non-secure areas of the C-A Web site are a means by which outside organizations may obtain information regarding C-A Operations.