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Companywide	Management Control Procedure	For Additional Info: <a href="http://EDMS">http://EDMS</a>	Effective Date: 07/31/12
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Manual: 9 - Operations

**USE TYPE 3**

Change Number: 336837

\*The current revision can be verified on EDMS.

## 1. PURPOSE

This chapter provides the minimum standards for ensuring reliable and effective communications.

## 2. SCOPE

This chapter applies to operations and activities where consequences of miscommunication can lead to unacceptable risk to personnel, the public, or the environment. Communications include oral (face-to-face), telephone, radio, public address (page) announcements, personal pagers, *sound powered phones* (see def.), and special forms such as horns, lights, and bells.

## 3. RESPONSIBILITIES/PREREQUISITES

### 3.1 Responsibilities

Performer	Responsibilities
All Operations personnel	Observe requirements for communications.

### 3.2 Prerequisites

None

## 4. INSTRUCTIONS

### 4.1 Emergency Communications System

**NOTE:** *The emergency communications system is an essential communications element that is administratively controlled to retain its effectiveness and should be used only by authorized personnel.*

**NOTE:** *Use of the emergency communications system for paging personnel and for unnecessary announcements is discouraged. Telephones or other point-to-point communications should be used instead.*

4.1.1 Operations personnel: Use the *emergency communications system* (see def.) to promptly convey information to personnel in the event of emergencies or occurrences.

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- 4.1.2 Make announcements of abnormal or emergency conditions at least twice.
- 4.1.3 Use the emergency communications system to establish communication with an individual or a location when contact is important to the conduct of operations or to protect personnel.

**NOTE:** *The emergency communications system may be used to advise personnel during drills, exercises, and surveillance tests.*

- 4.1.4 Minimize non-essential usage when the emergency and public address systems are the same.

**NOTE:** *Flashing lights, personal pagers that vibrate, and persons dedicated to notifications are examples of alternate methods of alerting personnel.*

- 4.1.5 When personnel are working in areas where the emergency communications system cannot be heard or is not available, use alternate methods of alerting these personnel.

**NOTE:** *The emergency communications system should have the capability of overriding users of the public address system.*

- 4.1.6 Test the emergency communications system periodically to ensure it is functional, including a check of all facility areas to make certain that facility personnel can be alerted to emergency conditions.

## 4.2 Public Address System

**NOTE:** *Excessive use of the public address system for personnel or unnecessary announcements should be avoided. Excessive use can reduce the impact of important announcements and can be distracting. Telephones or other point-to-point communications should be used whenever practical.*

- 4.2.1 Cognizant manager or supervisor: Administratively control the public address system to ensure it retains its effectiveness.
- 4.2.2 Consider dedicating certain paging system channels to specific groups or specific functions (for example, a dedicated channel for routine operations or a dedicated channel for use only in emergencies).

## 4.3 Contacting Operations Personnel

- 4.3.1 Cognizant manager or supervisor: Implement methods to ensure that control area personnel can quickly contact on-shift operators or supervisors.

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4.3.1.1 Give special consideration to contacting operators in high-noise areas where a page may not be heard.

4.3.1.2 Provide a distinction between routine and emergency notifications.

#### **4.4 Radios**

**NOTE:** *Portable radios are not used in areas where electronic interference with equipment may result.*

4.4.1 Operations personnel: Use radios where appropriate to provide mobile point-to-point communications.

4.4.2 Cognizant manager or supervisor: Provide instructions (preferably in writing) regarding available radio frequencies (channels) and postings.

4.4.3 Cognizant manager or supervisor: Delineate areas where radio use is prohibited.

**NOTE:** *Radio communications equipment used in normal operations may also be used for emergency communications.*

4.4.4 Give consideration, where appropriate, to dedicating certain radio channels to specific groups or functions (for example, a dedicated channel for security or a dedicated channel employed for integrated surveillance tests).

4.4.5 Operations personnel: Test radio communications before conducting any critical procedure or activity that requires the use of radio communications or whenever operability is questionable.

#### **4.5 Abbreviations and Acronyms**

**NOTE:** *Both written and spoken terms for abbreviations and acronyms should be described in an approved list.*

4.5.1 Operations personnel: Use only abbreviations and acronyms obtained from an approved list in facility communications.

#### **4.6 Oral Instructions and Informational Communications**

4.6.1 Operations personnel: Use verbal communications that are clear and concise.

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- 4.6.2 Repeat instructions involving the operation of equipment to the extent necessary for the sender to ensure the instructions are correctly understood.
- 4.6.3 Ensure the sender and intended recipient are readily identifiable in all communications.

## 5. RECORDS

None

## 6. DEFINITIONS

*Emergency Communications.* Urgent messages transmitted during an emergency situation concerning the operation of the facility.

*Emergency Communications Systems.* Communication systems that are used only for emergencies and drills.

*Sound-Powered Phone.* A party line or dedicated line providing communications between two or more specific stations without the need for external power.

## 7. REFERENCES

DOE Order 422.1, "Conduct of Operations"

## 8. APPENDICES

Appendix A, Procedure Basis

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## APPENDIX A

### Procedure Basis

Step	Basis	Source	Citation
4.1	Provision of communications systems for emergency and normal operations	DOE Order 422.1	Attachment 2, Appendix A, 2.d.(1)
4.2, 4.4	Administrative control of communications equipment, including authorization to use the public address system and allowable locations and purposes for radio use	DOE Order 422.1	Attachment 2, Appendix A, 2.d.(2)
4.3	Methods for control areas to contact operators and supervisors	DOE Order 422.1	Attachment 2, Appendix A, 2.d.(3)
4.5	Use of abbreviations and acronyms	DOE Order 422.1	Attachment 2, Appendix A, 2.d.(4)
4.6	Use of oral instructions and communications, including use of repeat-backs and sender/receiver identifications	DOE Order 422.1	Attachment 2, Appendix A, 2.d.(5)