



Important considerations to assist with SAFETY CRITICAL COMMUNICATIONS at your worksite.



THREE-WAY COMMUNICATION

1 The Sender gets the attention of the Receiver and states the message clearly and concisely.

- Wherever practical, all communications are face to face.
- Use names and positions, ensure you get full attention.

2 The Receiver repeats back the message in paraphrased form, which helps the Sender know if the Receiver fully understands the message.

- During this exchange, the Receiver should repeat all equipment-related information exactly as spoken by the Sender, or asks for clarification, confirmation, or repetition of the message.

3 The Sender informs the Receiver whether the message is properly understood, or corrects the Receiver and repeats the message.

- If corrected, the Receiver acknowledges the corrected message, again repeating it back to the Sender in paraphrased form.

WHEN TO USE THREE-WAY COMMUNICATION

- Safety critical assignment instructions including operation or alteration of facility equipment or performance of task steps;
- Communicating condition of equipment or important values of parameters or indicators.

BEST PRACTICE:

- Clarify all acronyms, measurements and values (eg. metric vs imperial);
- Avoid attempting to communicate multiple actions;
- Always use specific or standard terms, never slang or dialect terms.