

## COMMUNICATIONS

### 1.0 Objective

The objective of this surveillance is to evaluate the effectiveness of a the laboratory's implementation of communications policies. This surveillance provides a basis for verifying that communications are effective during normal and abnormal conditions and are in compliance with DOE requirements and best practices.

### 2.0 References

2.1 DOE 5480.19, *Conduct of Operations Requirements for DOE Facilities*

2.2 DOE-STD-1031-92, *Guide to Good Practices for Communications*

### 3.0 Surveillance Activities

The Facility Representative or Environmental, Safety, and Health Support Specialist evaluates the laboratory's communications practices both internal and external to the control area. This surveillance may be conducted during a normal walkthrough, observation of a laboratory drill, or during any activity that will allow the Facility Representative or Environmental, Safety, and Health Support Specialist to observe communications practices at various locations at the laboratory.

**Surveillance Guideline  
 COMMUNICATIONS**

Surveillance No.: \_\_\_\_\_

Facility: \_\_\_\_\_

Date Completed: \_\_\_\_\_

|   | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|---|------------|-----------|------------|
| 1. Is an audible alarm signal used in conjunction with the public address system or other communications equipment to warn personnel of an abnormal or emergency condition? | _____      | _____     | _____      |
| 2. Are announcements of abnormal or emergency conditions made twice?  | _____      | _____     | _____      |
| 3. Is the public address system used only to make important announcements to plant personnel?   | _____      | _____     | _____      |
| 4. Are facility telephones and other point-to-point communication channels used in lieu of the public address system whenever practical?                                    | _____      | _____     | _____      |
| 5. Are communications clear and concise?  | _____      | _____     | _____      |
| 6. Are the sender and receiver of communications readily identifiable?  | _____      | _____     | _____      |
| 7. Are approved facility nomenclature, acronyms, and abbreviations used?  | _____      | _____     | _____      |
| 8. Are instructions repeated by the receiver to the extent necessary for the sender to ensure that the instructions are correctly understood?                               | _____      | _____     | _____      |
| 9. Is the completion of important tasks communicated to the sender?   | _____      | _____     | _____      |
| 10. Are face-to-face communications formal and within   | p          | r         | e          |



**Surveillance Guideline  
COMMUNICATIONS**

NOTES/COMMENTS:

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PERSONNEL CONTACTED: \_\_\_\_\_

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**Surveillance Guideline  
COMMUNICATIONS**

**IF MORE SPACE IS NEEDED FOR FINDINGS, OBSERVATIONS, AND FOLLOWUP  
ITEMS - USE ADDITIONAL SHEETS**

**FINDINGS:**

Finding No.: \_\_\_\_\_

Description: \_\_\_\_\_

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\_\_\_\_\_

Finding No.: \_\_\_\_\_

Description: \_\_\_\_\_

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Finding No.: \_\_\_\_\_

Description: \_\_\_\_\_

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**OBSERVATIONS:**

Observation No.: \_\_\_\_\_

Description: \_\_\_\_\_

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\_\_\_\_\_

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Observation No.: \_\_\_\_\_

Description: \_\_\_\_\_

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Observation No.: \_\_\_\_\_

Description: \_\_\_\_\_

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**FOLLOWUP ITEMS:**

Followup Item No.: \_\_\_\_\_

Description: \_\_\_\_\_

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Followup Item No.: \_\_\_\_\_

Description: \_\_\_\_\_

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Followup Item No.: \_\_\_\_\_

Description: \_\_\_\_\_

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**Surveillance Guideline  
COMMUNICATIONS**

LABORATORY MANAGEMENT DEBRIEFED AND RESULTS: \_\_\_\_\_

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Facility Representative or  
Environmental, Safety, and Health Support Specialist