

Delivering Excellence Through
Innovation & Technology



Why safety critical communication goes wrong (sometimes)

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Dublin

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Delivering Excellence Through Innovation & Technology

- Ricardo is a global engineering, consulting and performance products business that specialises in the transport, energy and scarce resource sectors.
- We offer multi-sector expertise that combines local industry knowledge with international perspectives, coupled with access to world-leading engineering facilities.
- Everything we do, every assignment we undertake, remains committed to the ethos of our founder, Sir Harry Ricardo, who set out in 1915 on a mission to
- **‘maximise efficiency and eliminate waste’.**

Safety critical communication



Railway research on miscommunication

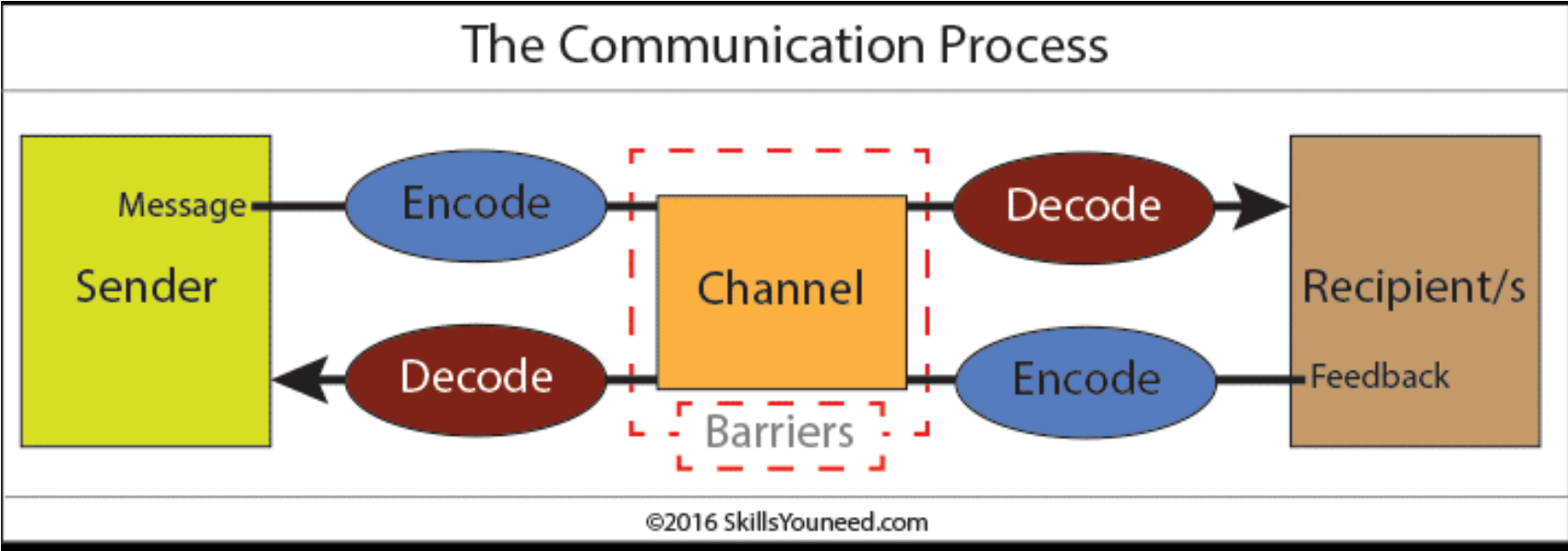
- Major role in 38% of track working incidents
- Major role in 11% of SPAD's
- Minor role in 25% of SPADs

Main errors are:

- Failing to communicate
- Communication of wrong information
- Right information misunderstood

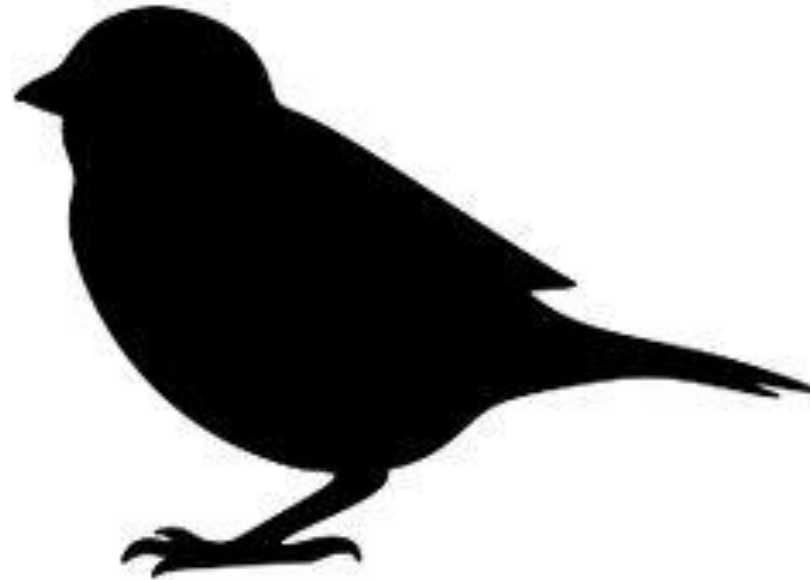
Communication is the exchange of symbolic information that takes place between two humans who are aware of each other's direct or mediated presence. Information is partly aware and partly unaware given, received and interpreted.

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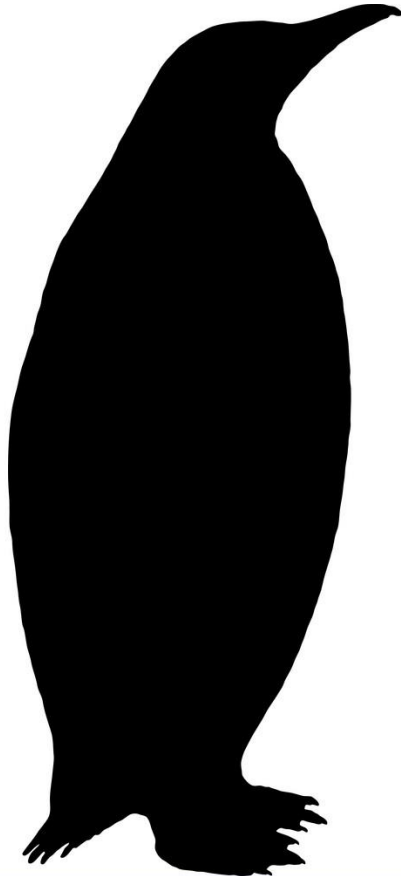


Bird

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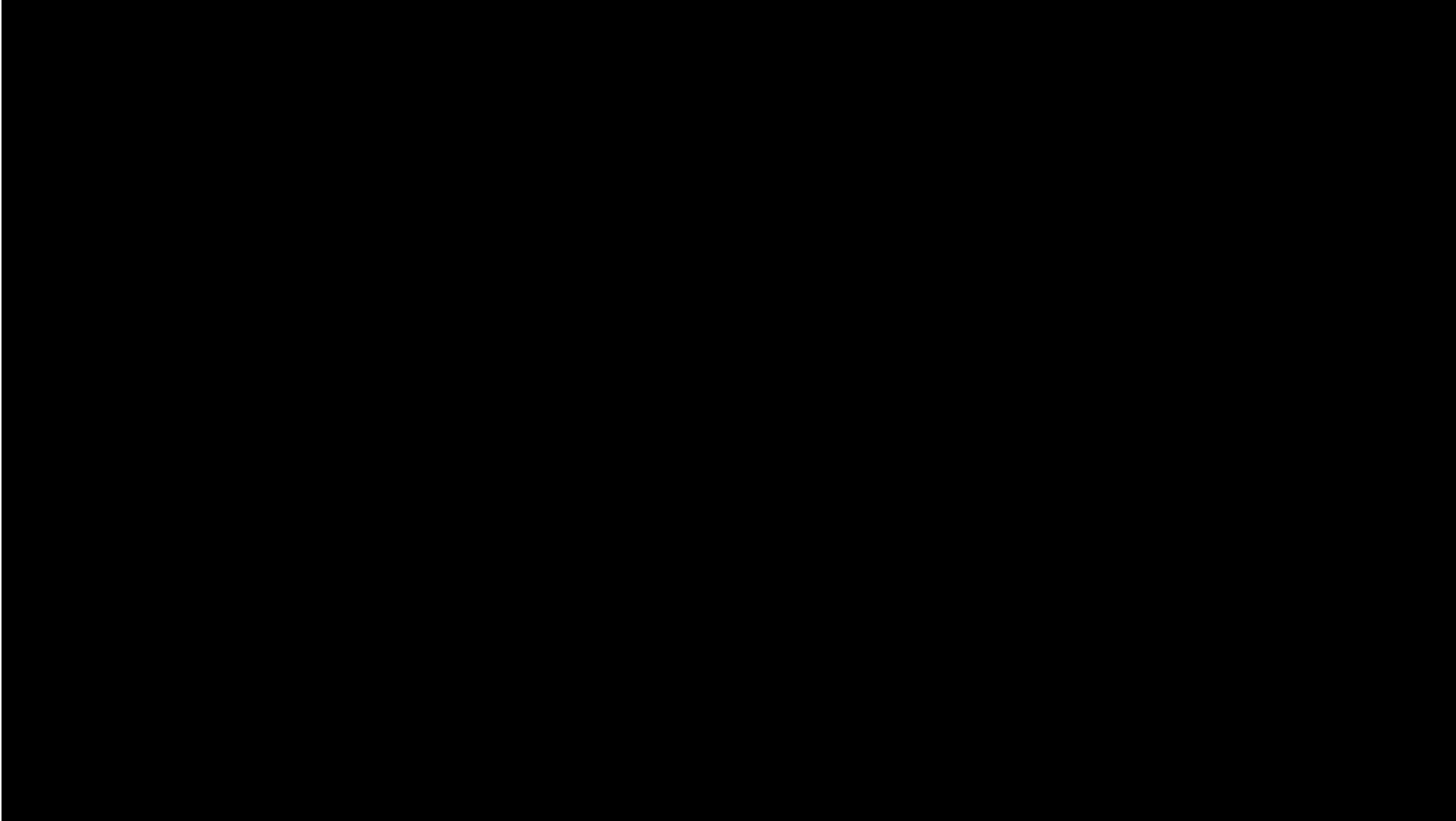
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Safety critical communication



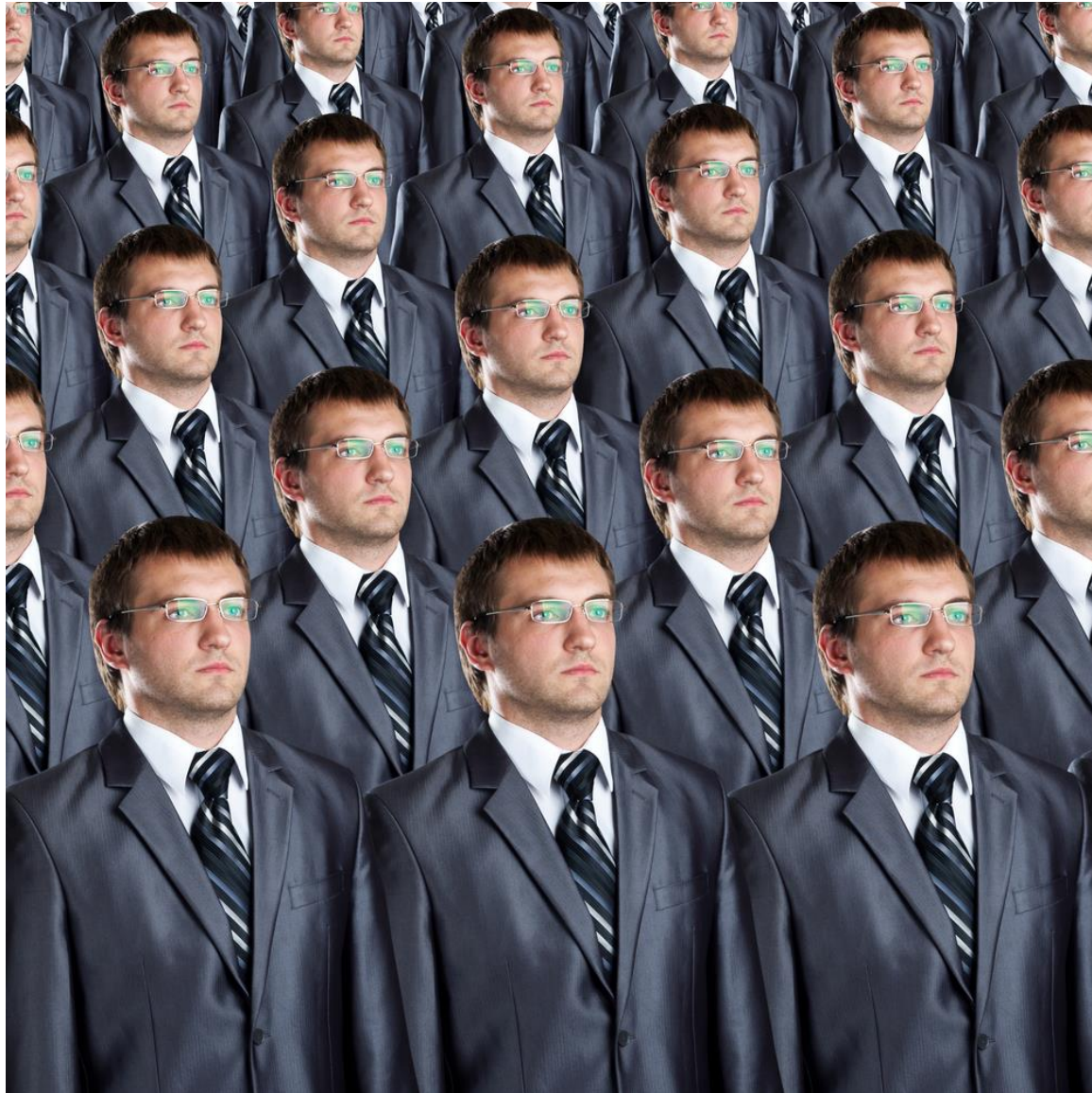
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Killing external noise:

- **Avoid communication in places where there is much noise (ie. passing trains)**
- **Using well maintained and well-functioning communication equipment.**
- **Checking comm's regularly to verify if you are still connected.**
- **Do not talk over someone else. If you hear someone talking over the radio, wait until you hear them stop before chiming in.**
- **Only respond to a call that is for you.**
- **Always check your battery to ensure a good level of energy, and always carry a backup battery.**

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