

<div><div>P</div><div>PROFESSIONAL</div><div>FUTURE THINKING</div><div>WE FIND SOLUTIONS WE EMBRACE EXCELLENCE WE THINK BOLD</div></div>	<div>I WILL ENSURE...</div> <div><ul style="list-style-type: none"><li>I understand that Rail Safety Worker Duties are Safety Critical</li><li>It is my responsibility to apply strict communication protocol</li><li>I identify non-compliant communications and do something about it</li><li>I give my full attention to those I am communicating with</li><li>I take a positive approach to people I am communicating with</li><li>I do not put workers and public at risk with bad communications</li></ul></div>
<div><div>A</div><div>ACCURATE</div><div>NO HARM</div><div>WE TAKE CARE WE LOOK OUT FOR EACH OTHER WE FIND SAFE WAYS</div></div>	<div>I WILL ENSURE...</div> <div><ul style="list-style-type: none"><li>I make positive contact with recipients of communications</li><li>I stay focused on the facts</li><li>I actively listen and clarify the message when required</li><li>I do not engage in small talk or conversation off task</li><li>I apply rule book phraseology to ensure clarity</li><li>I use the phonetic alphabet when identifying railway assets</li></ul></div>
<div><div>C</div><div>CLEAR</div><div>ACTIVE ENGAGEMENT</div><div>WE TAKE INITIATIVE WE PAY ATTENTION WE RESPECT ONE ANOTHER</div></div>	<div>I WILL ENSURE...</div> <div><ul style="list-style-type: none"><li>I only speak when I have something relevant to say</li><li>I use standard terms and phraseology to ensure clarity</li><li>I speak at a pace that is clearly understood by the receiver</li><li>I use a clear and direct tone</li><li>I use approved acronyms</li><li>I agree on the meaning before acting upon</li></ul></div>
<div><div>C</div><div>CONCISE</div><div>RESULTS</div><div>WE SET AND MEASURE GOALS WE RECOGNISE PERFORMANCE WE FOCUS ON SUCCESS</div></div>	<div>I WILL ENSURE...</div> <div><ul style="list-style-type: none"><li>Clear, brief and unambiguous communications</li><li>I ask for readback of communications when required</li><li>I do not use jargon or slang terms in my communications</li><li>I do not engage in casual communication</li><li>I teach myself to stop using terms that are non-compliant</li><li>I use active listening during communications</li></ul></div>