

OPERATIONS DEPARTMENT INSTRUCTION

N2-ODI-1.06
Rev. 02

VERBAL COMMUNICATIONS

Approved: *J. [Signature]*

FOR INFORMATION ONLY

1.0 INTRODUCTION AND PURPOSE

1.1 This instruction is provided to establish, maintain and promote the Operations Department policy on accepted verbal communication. Effective communications is an essential element in the safe and efficient operation of Nine Mile Point Unit #2. Due to the complexity of plant evolutions and the need for procedural compliance, it is required that there be effective communications among operations personnel.

1.2 Verbal communications are used to direct an action, request information and give information. It is important, therefore, that verbal communications be made clearly and concisely to ensure they are understood correctly. Imprecise or misunderstood communications result in error, PERSONNEL ERROR. The standards set forth in this instruction describe good verbal communication needed to foster excellence in operations.

1.3 This instruction will describe the standards of good verbal communication to use normal day to day power plant operations, and the additional requirements imposed when communicating verbally during off-normal and emergency events.

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2.0 POLICY

Communications by all Operations personnel (Plant, Radwaste, Fire, Reactor Engineering) shall be conducted in accordance with the requirements set forth in this Operations Department Instruction.

3.0 GENERAL INSTRUCTION

3.1 Verbal Communication shall be performed using a serious and professional manner. Jokes, slang terms and profanity shall not be employed during the use of verbal communication.

3.2 When face-to-face communication is not possible, the following communications devices shall be used (the order of preference will be based on circumstances):

1. Sound powered head sets
2. In-plant telephones
3. PA system (hear-here)
4. Hand-held radios

3.3 The use of radios in certain areas of the plant is forbidden. These areas are so noted by conspicuously placed placards. Use of radios in these areas may result in unexpected transients including reactor scram.

3.3.1 The following is a list of areas where radio communications is not allowed:

- Relay Room
- Turbine Front Standard (T.B. 306')
- Reactor Feedwater Pump Area (T.B. 250')
- Electric Tunnels
- Auxiliary Boiler Panel (Aux. Boiler Bldg. 261')
- Clean-up Filter/Demin Control Panel (Rx. Bldg. 328')
- CRD HCU Areas (Rx. Bldg. 261')

These areas have all been posted with caution signs.

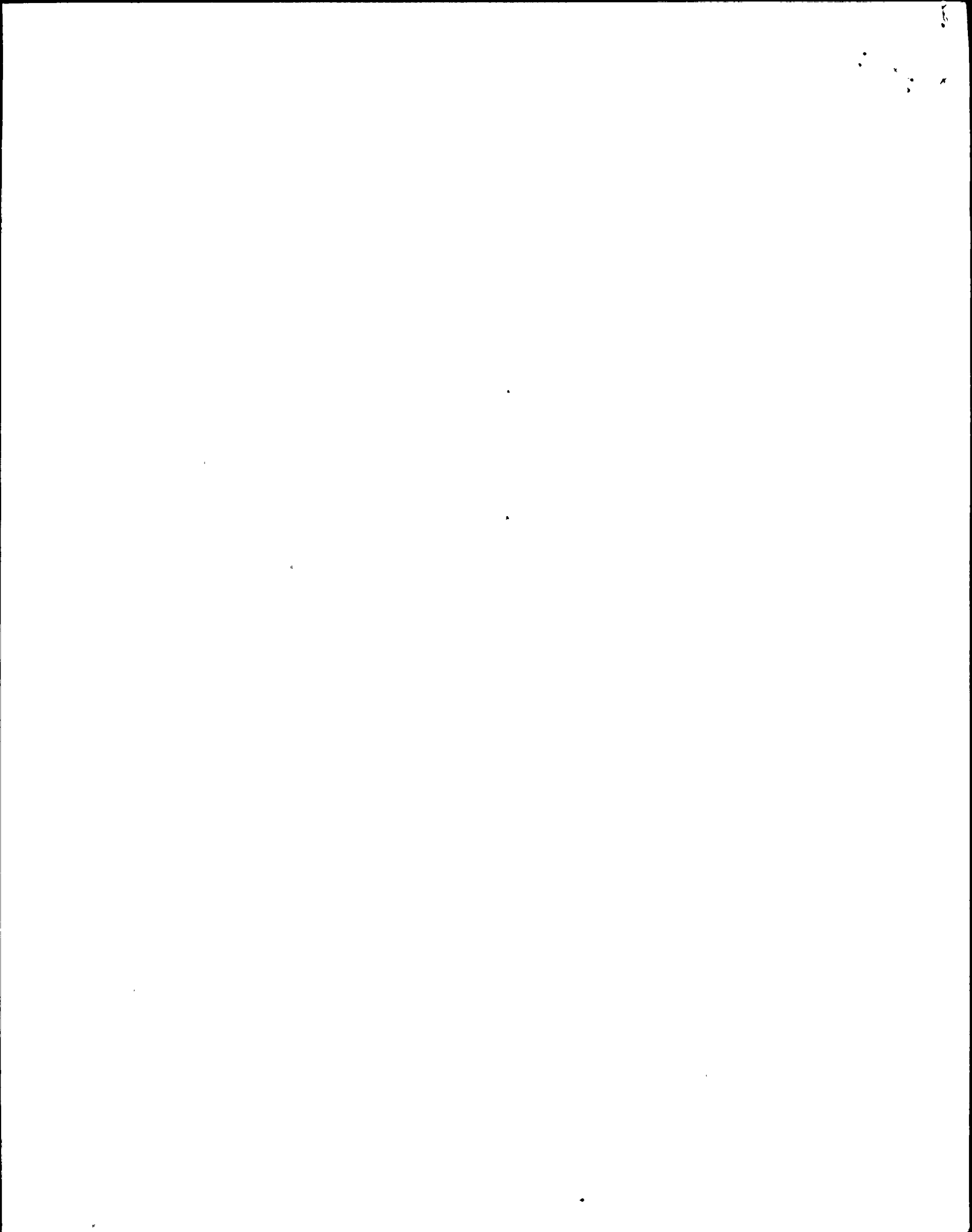
3.3.2 All personnel who use radios/beepers must be keenly aware of these areas and exercise extreme caution in their use.

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- 3.3.3 Control Room radio transmissions shall be minimized. The paging system and powered headsets are to be used to the extent possible. When radios are required, they shall be used only in the CSO console area, and if required in the back panel area, in the main walkway, away from operating panels.

4.0 VERBAL COMMUNICATION - NORMAL OPERATIONS

- 4.1 During normal power plant operation, verbal communications, take the guise of operating instructions. These instructions are used to direct the operation of plant equipment and systems.
- 4.2 The following requirements apply when giving and receiving direction to operate plant equipment or communicating information on plant parameters:
- 4.2.1 Direction shall be given using clear, concise expressions.
- 4.2.2 Avoid using words that sound alike (i.e., Avoid words such as "increase" and "decrease", instead use the words "raise" and "lower"). Use of such words due to reading of procedures or other written instructions is acceptable.
- 4.3.3 Speak distinctly and deliberately.
- 4.3.4 Avoid multiple actions in a verbal instruction. It is preferred to give several short directions which occur upon the completion of the preceding task.
- 4.3.5 Identify the person to whom direction is given.
- 4.3.6 Use the noun name or equipment piece number when referring to components (use both where necessary to avoid confusion). When communicating equipment numbers that include individual letters, the phonetic alphabet shall be used in conjunction with the normally used letter to avoid confusion.
- Example: "Start the SWP*PIB, Bravo Pump.
Note that the designation B could be mistakenly interpreted as D by the receiver.
- The phonetic alphabet is not required when referring to commonly used acronyms such as CRD, RHR, etc.
- 4.3.7 Verbal directions shall be acknowledged by the recipient. Acknowledgment shall be accomplished by repeating or paraphrasing the directions. This ensures that the directions are correctly understood.
- 4.3.8 A communication shall not be considered complete until the recipient has acknowledged to the sender via repeat back. If acknowledgment is not received, the sender shall repeat the instruction and ask that the recipient provide acknowledgment via repeat back.



- 4.3.9 The recipient of an instruction shall acknowledge the instruction via repeat back PRIOR to performing the action described in the instruction. This REPEAT BACK PRIOR TO ACTION step will provide the opportunity to verify the desired action will be performed.
- 4.3.10 Upon completion of the action, or, at important points in the evolution, the person performing the action shall report back to the person who gave the direction that the exact action was taken, and if applicable, the results of the action. The person who originally gave the direction shall acknowledge receipt of the report.
- 4.3.11 Standard power plant terminology shall be employed when using verbal communications. The use of slang is prohibited. An expression employing slang can be easily misunderstood by the recipient resulting in an error.
- 4.3.12 In general, when giving verbal communications, the following information should be included:

The name of the person who is to perform the action or receive the information

What is to be done and, if time permits, why

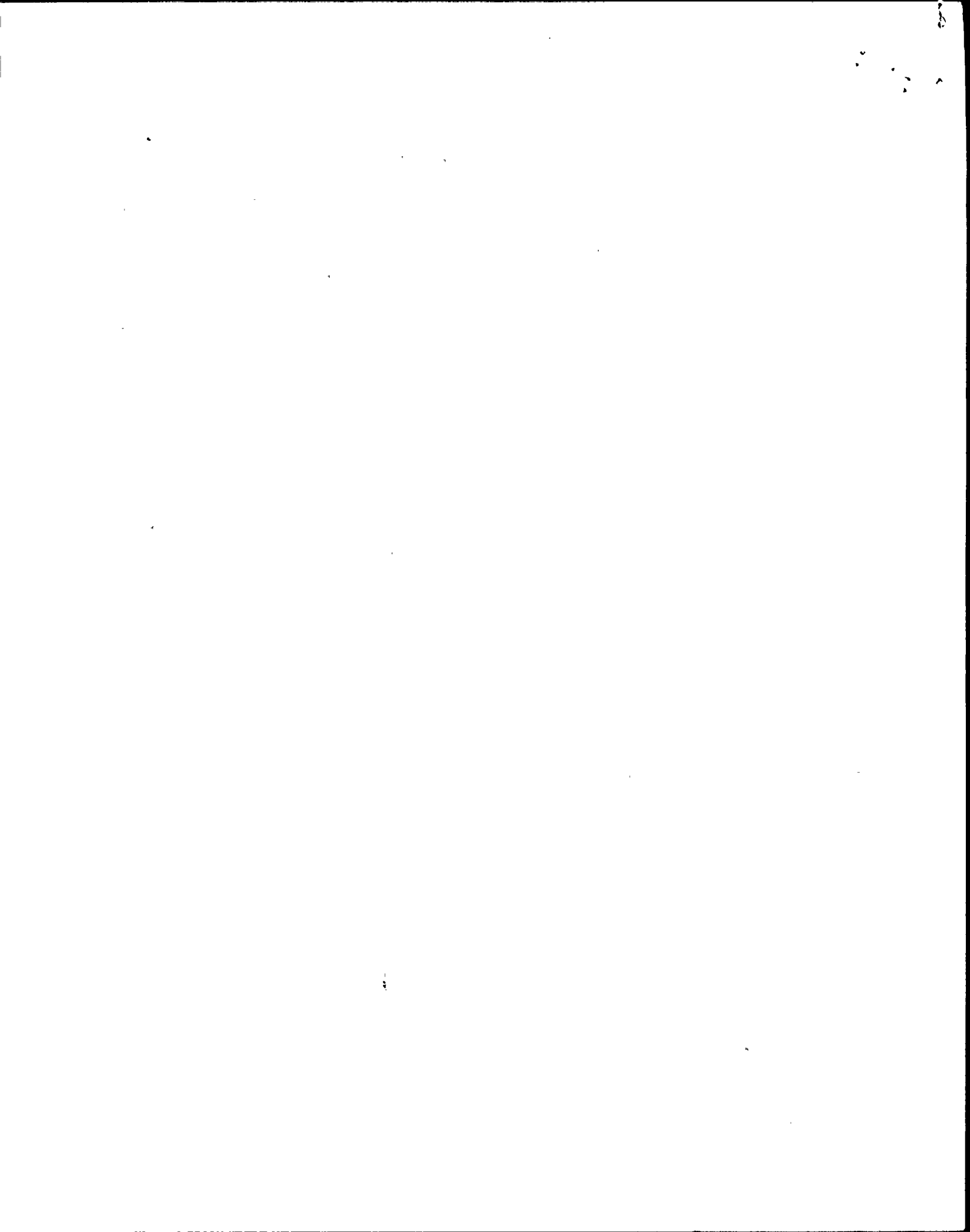
When the task is to be performed (if not immediately)

If applicable, what procedure is to be used

Any additional communications required (e.g. when to report back)

5.0 VERBAL COMMUNICATIONS - EMERGENCY OPERATIONS

- 5.1 Emergency operations shall be those events requiring entry into the EOP's and/or the EPP's.
- 5.2 Use of good verbal communications during emergency conditions will allow the personnel involved the best possible opportunity to cope with the event and mitigate or terminate its consequences on the safety of the plant.
- 5.3 The following requirements are to be used when giving and receiving instructions during emergency operations.
- 5.3.1 The requirements given in Section 4.0 of this instruction shall be used.
- 5.3.2 All indications that do not appear to make sense must be communicated to the SSS.
- 5.3.3 Operators must not talk simultaneously to the SSS, but must interrupt the SSS when critical information must be transmitted immediately (e.g., when an EOP entry or action condition is observed, a reactor scram is imminent, etc.).



- 5.3.4 Operators must challenge orders that they do not understand, or orders they feel could lead to further degraded plant conditions.
- 5.3.5 Operators must provide critical plant parameter data, without being prompted, that is vital to the SSS's implementation of the EOP's. Operators must ensure that this information is received and understood by the SSS. This is accomplished by repeating the SSS's name and the information until the SSS acknowledge receipt of the information.
- 5.3.6 The SSS will ensure his instructions were heard by requiring repeat backs. Repeat backs must be given PRIOR to taking action in order to ensure a clear understanding of the intended action.
- 5.3.7 Verbal communications must be given in a loud and clear voice and unambiguous language.
- 5.3.8 All instructions shall be given to an operator by name.
- 5.3.9 When relying important plant parameters to the SSS, the operator must give the value of the parameter and if available, its present trend.
- 5.3.10 Whenever plant status has changed drastically, or, when entry into a contingency EOP is required or anticipated, the SSS will provide a verbal update to all Control Room personnel involved in the event.
 - a. The updates should include the following information:
 - 1. Previous plant status and course of action.
 - 2. Present, or new, plant status and course of action.
 - 3. Actions required by each individual involved.
 - b. Prior to giving an update all annunciators should be silenced.

6.0 FORMAT FOR GOOD VERBAL COMMUNICATIONS

6.1 Directions and Orders

- 6.1.1 Directions concerning operation of components should be in the following format:

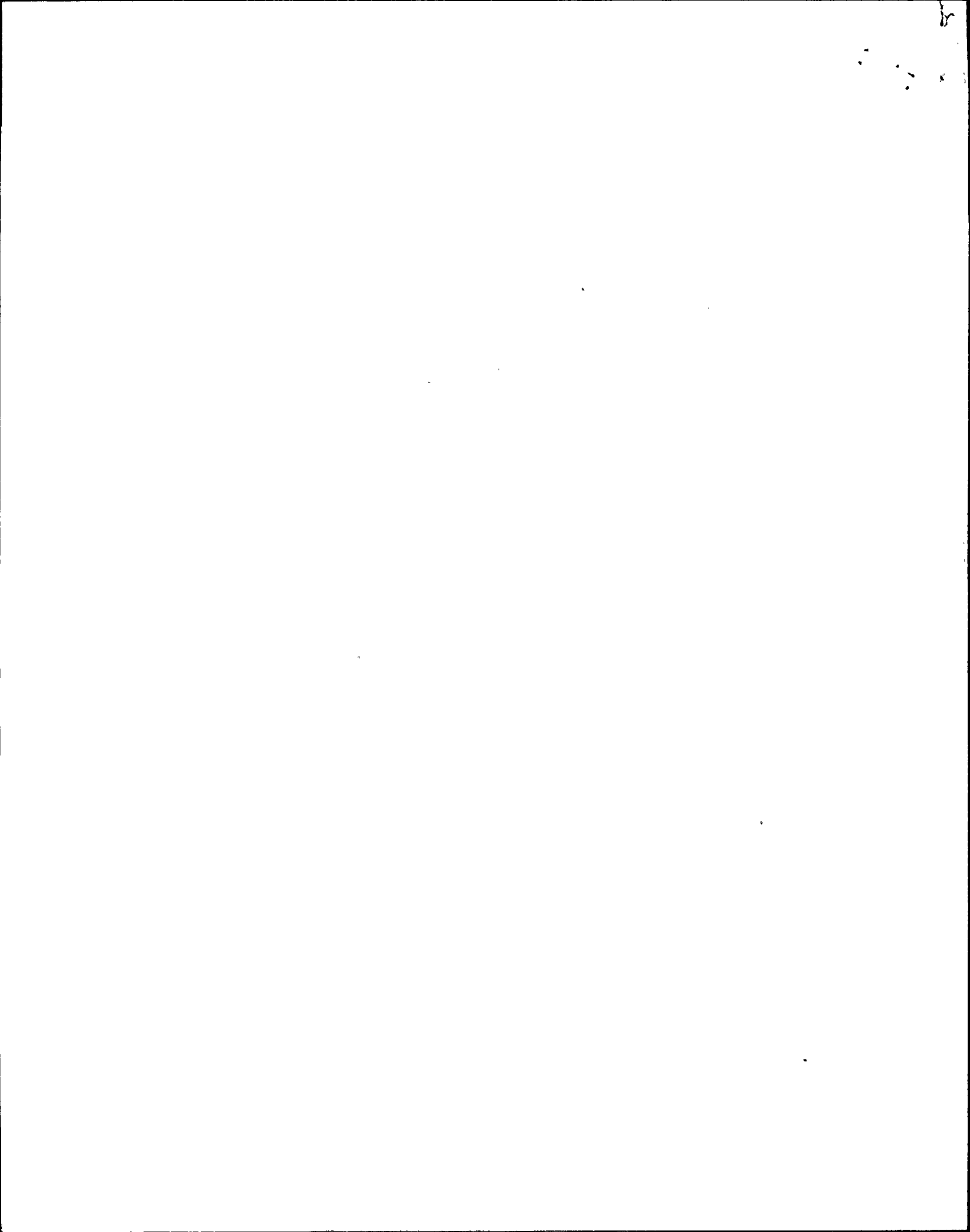
"Receiver, Action, System, Component."

Example: Bill, start FWS-PIB, BRAVO pump.

- 6.1.2 Directions concerning operations of system into certain modes, should be in the following format:

"Receiver, Action, System, Evolution or Mode"

Example: Bill, start RHS*PIB, BRAVO pump, in suppression pool cooling mode.



6.1.3 Directions concerning control of plant parameters shall include an appropriate band of control:

Example: Bill, start FWS-PIB, BRAVO Pump and maintain Reactor Water Level between 178.3 in and 187.3 in.

Directions for immediate reports do not require a repeat back:

Example: SSS - Bill, report Reactor Vessel pressure
CSO - Bob, Reactor Vessel pressure is 950 pounds and steady

6.2 Reports

6.2.1 All reports should be given in the Format:

"Receiver, description of item, condition"

Example: Bill, RHS*PIB Pump is in suppression pool cooling mode.

6.2.2 All reports shall be repeated back by the intended receiver.

Example: E - "Division I Diesel Generator is Running:
CSO - "Division I D-G is Running:

6.2.3 For reports during emergency situations when many reports may be received in a short time, the supervisor is allowed to acknowledge reports with "I Understand" or "Acknowledged", etc.

6.2.4 For non face-to-face communications, repeat backs shall be made for all reports and directions.

Example: CSO - Bob, this is the CSO, start GTS*FNIA Alpha fan.
E - Start GTS*FNIA, Alpha fan.

6.3 Complete Communication

Communications shall be completed by sender and receiver.

Example: SSS - Dave, Initiate Standby Liquid Control"
CSO - "Initiate Standby Liquid Control" or
"Understand, Initiate Standby Liquid Control" or
"Initiate Standby Liquid control, Aye."
CSO - TAKES ACTION
CSO - "Standby Liquid Control has been Initiated"
SSS - "Acknowledged" or "I Understand" or "Standby Liquid
has been initiated"

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