



Cultural Rapprochement – the European Dimension

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UIC

Introduction – the issues

- **Market opening – challenges and benefits**
- **Easier traffic flow**
- **Many more languages, cultures, philosophies**
- **How to bring these together?**



Challenges and Opportunities for Rail Safety

Which language?

- **Airline experience – only one**
- **Used for spacing and regulation**
- **Voice important to them**
- **We have signals**
- **Which language would we choose?**



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Which language?

- **Accept our differences**
- **Concentrate on running the railway**
- **Important during system degradation**
- **Effective communication is key**



Challenges and Opportunities for Rail Safety

Bridging the Gap

- **Structured communications discipline**
- **“All singing from the same hymn sheet”**
- **Define the parameters – work together**



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Bridging the Gap

- **Language central to this**
- **UIC Lexique**
- **Provides a ‘common hymn book’!**



Challenges and Opportunities for Rail Safety



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Case Study

- **The Eurostar experience**
- **There have always been international trains, but**
- **Short distances, changing locos and drivers**
- **Seamless journeys the goal**



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Eurostar Experience

- **Ground staff speak their own language**
- **Drivers required to speak another one**
- **Would we find enough bilingual ones?**



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Eurostar Experience

- **Don't be over-ambitious**
- **Concentrate on incident management**
- **Limit requirements to 'need to know'**
- **Phonetic alphabet, numbering protocol**
- **Pre-printed forms**



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UK Research

- **Using Eurostar experience**
- **Using a protocol reduces risk, improves performance, costs pegged**
- **90% of incidents have miscommunication as a factor**
- **Figures are subjective**



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- **Communications is usually only a factor, rarely the prime cause**
- **Not difficult to see the potential**



The Potential

- **Miscommunication between a signaller and a worksite foreman:**
 - **Service disruption**
 - **Incident team call out**
 - **Breakdown/recovery**
 - **Repairs**
 - **Investigation – management time**



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***“Careless talk costs
money, or even lives”***



What is being done?

- **EC Directives**
- **Technical Standards for Interoperability**
- **High level target system**
- **Seamless cross border working**
- **Communications protocol**



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The UIC role

- **Supporting industry initiatives**
- **Understanding risks associated with communications**
- **human factors issues**
- **Assessment tools**
- **Safety objectives – www.uic.asso.fr**



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What can we all do?

- **A communications protocol would be a significant step-change**
- **Development of guidelines**
- **Create a cultural change framework**



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The Guidelines

- **Selection of recruits**
- **Development of joint training with other staff**
- **Ensure training brings out the importance of communications**
- **Training must also bring out risks of mis-communication**
- **Monitoring and assessment**



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The Guidelines

- **Joint performance indicators**
- **Supporting tools – scripts, forms, checklists**
- **Widespread understanding from boardroom to frontline**
- **Awareness campaigns**
- **Fit-for-purpose hardware**
- **Incident investigation and follow up**



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Culture Change Model

Selection

Rules and Protocols

Competence

Awareness

Assurance

Equipment

Leadership

Investigation



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- **Working on the competence assessment criteria**
- **From which will come:**
 - *Promotion of tools discovered*
 - *Identify other research*



The Guidelines

- ***Good practice guides***
- ***Work with the ERA***
- ***UIC Safety Database***
- ***GSM-R***



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Conclusions

- **Not all these will be suitable**
- **Clear that potential exists**
- **Success rests largely with the people**
- **No magic wand**
- **Rapprochement through mutual understanding**



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Conclusions

A

B

C

Accurate

Brief

Clear



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