



Government Gazette Staatskoerant

REPUBLIC OF SOUTH AFRICA
REPUBLIEK VAN SUID AFRIKA

Regulation Gazette

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AIDS HELPLINE: 0800-0123-22 Prevention is the cure

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government
printing

Department:
Government Printing Works
REPUBLIC OF SOUTH AFRICA

HIGH ALERT: SCAM WARNING!!!

TO ALL SUPPLIERS AND SERVICE PROVIDERS OF THE GOVERNMENT PRINTING WORKS

It has come to the attention of the *GOVERNMENT PRINTING WORKS* that there are certain unscrupulous companies and individuals who are defrauding unsuspecting businesses disguised as representatives of the *Government Printing Works (GPW)*.

The scam involves the fraudsters using the letterhead of *GPW* to send out fake tender bids to companies and requests to supply equipment and goods.

Although the contact person's name on the letter may be of an existing official, the contact details on the letter are not the same as the *Government Printing Works*. When searching on the Internet for the address of the company that has sent the fake tender document, the address does not exist.

The banking details are in a private name and not company name. Government will never ask you to deposit any funds for any business transaction. *GPW* has alerted the relevant law enforcement authorities to investigate this scam to protect legitimate businesses as well as the name of the organisation.

Example of e-mails these fraudsters are using:

PROCUREMENT@GPW-GOV.ORG

Should you suspect that you are a victim of a scam, you must urgently contact the police and inform the *GPW*.

GPW has an official email with the domain as @gpw.gov.za

Government e-mails DO NOT have org in their e-mail addresses. All of these fraudsters also use the same or very similar telephone numbers. Although such number with an area code 012 looks like a landline, it is not fixed to any property.

GPW will never send you an e-mail asking you to supply equipment and goods without a purchase/order number. *GPW* does not procure goods for another level of Government. The organisation will not be liable for actions that result in companies or individuals being resultant victims of such a scam.

Government Printing Works gives businesses the opportunity to supply goods and services through RFQ / Tendering process. In order to be eligible to bid to provide goods and services, suppliers must be registered on the National Treasury's Central Supplier Database (CSD). To be registered, they must meet all current legislative requirements (e.g. have a valid tax clearance certificate and be in good standing with the South African Revenue Services - SARS).

The tender process is managed through the Supply Chain Management (SCM) system of the department. SCM is highly regulated to minimise the risk of fraud, and to meet objectives which include value for money, open and effective competition, equitability, accountability, fair dealing, transparency and an ethical approach. Relevant legislation, regulations, policies, guidelines and instructions can be found on the tender's website.

Fake Tenders

National Treasury's CSD has launched the Government Order Scam campaign to combat fraudulent requests for quotes (RFQs). Such fraudulent requests have resulted in innocent companies losing money. We work hard at preventing and fighting fraud, but criminal activity is always a risk.

How tender scams work

There are many types of tender scams. Here are some of the more frequent scenarios:

Fraudsters use what appears to be government department stationery with fictitious logos and contact details to send a fake RFQ to a company to invite it to urgently supply goods. Shortly after the company has submitted its quote, it receives notification that it has won the tender. The company delivers the goods to someone who poses as an official or at a fake site. The Department has no idea of this transaction made in its name. The company is then never paid and suffers a loss.

OR

Fraudsters use what appears to be government department stationery with fictitious logos and contact details to send a fake RFQ to Company A to invite it to urgently supply goods. Typically, the tender specification is so unique that only Company B (a fictitious company created by the fraudster) can supply the goods in question.

Shortly after Company A has submitted its quote it receives notification that it has won the tender. Company A orders the goods and pays a deposit to the fictitious Company B. Once Company B receives the money, it disappears. Company A's money is stolen in the process.

Protect yourself from being scammed

- If you are registered on the supplier databases and you receive a request to tender or quote that seems to be from a government department, contact the department to confirm that the request is legitimate. Do not use the contact details on the tender document as these might be fraudulent.
- Compare tender details with those that appear in the Tender Bulletin, available online at www.gpwonline.co.za
- Make sure you familiarise yourself with how government procures goods and services. Visit the tender website for more information on how to tender.
- If you are uncomfortable about the request received, consider visiting the government department and/or the place of delivery and/or the service provider from whom you will be sourcing the goods.
- In the unlikely event that you are asked for a deposit to make a bid, contact the SCM unit of the department in question to ask whether this is in fact correct.

Any incidents of corruption, fraud, theft and misuse of government property in the *Government Printing Works* can be reported to:

Supply Chain Management: Ms. Anna Marie Du Toit, Tel. (012) 748 6292.
Email: Annamarie.DuToit@gpw.gov.za

Marketing and Stakeholder Relations: Ms Bonakele Mbhele, at Tel. (012) 748 6193.
Email: Bonakele.Mbhele@gpw.gov.za

Security Services: Mr Daniel Legoabe, at tel. (012) 748 6176.
Email: Daniel.Legoabe@gpw.gov.za

Closing times for **ORDINARY WEEKLY** **GOVERNMENT GAZETTE** **2021**

*The closing time is **15:00** sharp on the following days:*

- **24 December 2020**, Thursday for the issue of Thursday **31 December 2020**
- **31 December 2020**, Thursday for the issue of Friday **08 January 2021**
- **08 January**, Friday for the issue of Friday **15 January 2021**
- **15 January**, Friday for the issue of Friday **22 January 2021**
- **22 January**, Friday for the issue of Friday **29 January 2021**
- **29 January**, Friday for the issue of Friday **05 February 2021**
- **05 February**, Friday for the issue of Friday **12 February 2021**
- **12 February**, Friday for the issue of Friday **19 February 2021**
- **19 February**, Friday for the issue of Friday **26 February 2021**
- **26 February**, Friday for the issue of Friday **05 March 2021**
- **05 March**, Friday for the issue of Friday **12 March 2021**
- **12 March**, Friday for the issue of Friday **19 March 2021**
- **18 March**, Thursday for the issue of Friday **26 March 2021**
- **25 March**, Thursday for the issue of Thursday **01 April 2021**
- **31 March**, Wednesday for the issue of Friday **09 April 2021**
- **09 April**, Friday for the issue of Friday **16 April 2021**
- **16 April**, Friday for the issue of Friday **23 April 2021**
- **22 April**, Thursday for the issue of Friday **30 April 2021**
- **30 April**, Friday for the issue of Friday **07 May 2021**
- **07 May**, Friday for the issue of Friday **14 May 2021**
- **14 May**, Friday for the issue of Friday **21 May 2021**
- **21 May**, Friday for the issue of Friday **28 May 2021**
- **28 May**, Friday for the issue of Friday **04 June 2021**
- **04 June**, Friday for the issue of Friday **11 June 2021**
- **10 June**, Thursday for the issue of Friday **18 June 2021**
- **18 June**, Friday for the issue of Friday **25 June 2021**
- **25 June**, Friday for the issue of Friday **02 July 2021**
- **02 July**, Friday for the issue of Friday **09 July 2021**
- **09 July**, Friday for the issue of Friday **16 July 2021**
- **16 July**, Friday for the issue of Friday **23 July 2021**
- **23 July**, Friday for the issue of Friday **30 July 2021**
- **30 July**, Friday for the issue of Friday **06 August 2021**
- **05 August**, Thursday for the issue of Friday **13 August 2021**
- **13 August**, Friday for the issue of Friday **20 August 2021**
- **20 August**, Friday for the issue of Friday **27 August 2021**
- **27 August**, Friday for the issue of Friday **03 September 2021**
- **03 September**, Friday for the issue of Friday **10 September 2021**
- **10 September**, Friday for the issue of Friday **17 September 2021**
- **16 September**, Thursday for the issue of Thursday **23 September 2021**
- **23 September**, Thursday for the issue of Friday **01 October 2021**
- **01 October**, Friday for the issue of Friday **08 October 2021**
- **08 October**, Friday for the issue of Friday **15 October 2021**
- **15 October**, Friday for the issue of Friday **22 October 2021**
- **22 October**, Friday for the issue of Friday **29 October 2021**
- **29 October**, Friday for the issue of Friday **05 November 2021**
- **05 November**, Friday for the issue of Friday **12 November 2021**
- **12 November**, Friday for the issue of Friday **19 November 2021**
- **19 November**, Friday for the issue of Friday **26 November 2021**
- **26 November**, Friday for the issue of Friday **03 December 2021**
- **03 December**, Friday for the issue of Friday **10 December 2021**
- **09 December**, Thursday for the issue of Friday **17 December 2021**
- **17 December**, Friday for the issue of Friday **24 December 2021**
- **23 December**, Thursday for the issue of Friday **31 December 2021**

LIST OF TARIFF RATES FOR PUBLICATION OF NOTICES

COMMENCEMENT: 1 APRIL 2018

NATIONAL AND PROVINCIAL

Notice sizes for National, Provincial & Tender gazettes 1/4, 2/4, 3/4, 4/4 per page. Notices submitted will be charged at R1008.80 per full page, pro-rated based on the above categories.

Pricing for National, Provincial - Variable Priced Notices		
Notice Type	Page Space	New Price (R)
Ordinary National, Provincial	1/4 - Quarter Page	252.20
Ordinary National, Provincial	2/4 - Half Page	504.40
Ordinary National, Provincial	3/4 - Three Quarter Page	756.60
Ordinary National, Provincial	4/4 - Full Page	1008.80

EXTRA-ORDINARY

All Extra-ordinary National and Provincial gazette notices are non-standard notices and attract a variable price based on the number of pages submitted.

The pricing structure for National and Provincial notices which are submitted as **Extra ordinary submissions** will be charged at **R3026.32** per page.

GOVERNMENT PRINTING WORKS - BUSINESS RULES

The **Government Printing Works (GPW)** has established rules for submitting notices in line with its electronic notice processing system, which requires the use of electronic *Adobe Forms*. Please ensure that you adhere to these guidelines when completing and submitting your notice submission.

CLOSING TIMES FOR ACCEPTANCE OF NOTICES

1. The *Government Gazette* and *Government Tender Bulletin* are weekly publications that are published on Fridays and the closing time for the acceptance of notices is strictly applied according to the scheduled time for each gazette.
2. Please refer to the Submission Notice Deadline schedule in the table below. This schedule is also published online on the Government Printing works website www.gpwonline.co.za

All re-submissions will be subject to the standard cut-off times.

All notices received after the closing time will be rejected.

Government Gazette Type	Publication Frequency	Publication Date	Submission Deadline	Cancellations Deadline
National Gazette	Weekly	Friday	Friday 15h00 for next Friday	Tuesday, 15h00 - 3 working days prior to publication
Regulation Gazette	Weekly	Friday	Friday 15h00 for next Friday	Tuesday, 15h00 - 3 working days prior to publication
Petrol Price Gazette	Monthly	Tuesday before 1st Wednesday of the month	One day before publication	1 working day prior to publication
Road Carrier Permits	Weekly	Friday	Thursday 15h00 for next Friday	3 working days prior to publication
Unclaimed Monies (Justice, Labour or Lawyers)	January / September 2 per year	Last Friday	One week before publication	3 working days prior to publication
Parliament (Acts, White Paper, Green Paper)	As required	Any day of the week	None	3 working days prior to publication
Manuals	Bi- Monthly	2nd and last Thursday of the month	One week before publication	3 working days prior to publication
State of Budget (National Treasury)	Monthly	30th or last Friday of the month	One week before publication	3 working days prior to publication
<i>Extraordinary Gazettes</i>	As required	Any day of the week	<i>Before 10h00 on publication date</i>	<i>Before 10h00 on publication date</i>
Legal Gazettes A, B and C	Weekly	Friday	One week before publication	Tuesday, 15h00 - 3 working days prior to publication
Tender Bulletin	Weekly	Friday	Friday 15h00 for next Friday	Tuesday, 15h00 - 3 working days prior to publication
Gauteng	Weekly	Wednesday	Two weeks before publication	3 days after submission deadline
Eastern Cape	Weekly	Monday	One week before publication	3 working days prior to publication
Northern Cape	Weekly	Monday	One week before publication	3 working days prior to publication
North West	Weekly	Tuesday	One week before publication	3 working days prior to publication
KwaZulu-Natal	Weekly	Thursday	One week before publication	3 working days prior to publication
Limpopo	Weekly	Friday	One week before publication	3 working days prior to publication
Mpumalanga	Weekly	Friday	One week before publication	3 working days prior to publication

GOVERNMENT PRINTING WORKS - BUSINESS RULES

Government Gazette Type	Publication Frequency	Publication Date	Submission Deadline	Cancellations Deadline
Gauteng Liquor License Gazette	Monthly	Wednesday before the First Friday of the month	Two weeks before publication	3 working days after submission deadline
Northern Cape Liquor License Gazette	Monthly	First Friday of the month	Two weeks before publication	3 working days after submission deadline
National Liquor License Gazette	Monthly	First Friday of the month	Two weeks before publication	3 working days after submission deadline
Mpumalanga Liquor License Gazette	Bi-Monthly	Second & Fourth Friday	One week before publication	3 working days prior to publication

EXTRAORDINARY GAZETTES

3. *Extraordinary Gazettes* can have only one publication date. If multiple publications of an *Extraordinary Gazette* are required, a separate Z95/Z95Prov *Adobe* Forms for each publication date must be submitted.

NOTICE SUBMISSION PROCESS

4. Download the latest *Adobe* form, for the relevant notice to be placed, from the **Government Printing Works** website www.gpwonline.co.za.
5. The *Adobe* form needs to be completed electronically using *Adobe Acrobat / Acrobat Reader*. Only electronically completed *Adobe* forms will be accepted. No printed, handwritten and/or scanned *Adobe* forms will be accepted.
6. The completed electronic *Adobe* form has to be submitted via email to submit.egazette@gpw.gov.za. The form needs to be submitted in its original electronic *Adobe* format to enable the system to extract the completed information from the form for placement in the publication.
7. Every notice submitted **must** be accompanied by an official **GPW** quotation. This must be obtained from the *eGazette* Contact Centre.
8. Each notice submission should be sent as a single email. The email **must** contain **all documentation relating to a particular notice submission**.
 - 8.1. Each of the following documents must be attached to the email as a separate attachment:
 - 8.1.1. An electronically completed *Adobe* form, specific to the type of notice that is to be placed.
 - 8.1.1.1. For *National Government Gazette* or *Provincial Gazette* notices, the notices must be accompanied by an electronic Z95 or Z95Prov *Adobe* form
 - 8.1.1.2. The notice content (body copy) **MUST** be a separate attachment.
 - 8.1.2. A copy of the official **Government Printing Works** quotation you received for your notice. (*Please see Quotation section below for further details*)
 - 8.1.3. A valid and legible Proof of Payment / Purchase Order: **Government Printing Works** account customer must include a copy of their Purchase Order. **Non-Government Printing Works** account customer needs to submit the proof of payment for the notice
 - 8.1.4. Where separate notice content is applicable (Z95, Z95 Prov and TForm 3, it should **also** be attached as a separate attachment. (*Please see the Copy Section below, for the specifications*).
 - 8.1.5. Any additional notice information if applicable.

GOVERNMENT PRINTING WORKS - BUSINESS RULES

9. The electronic *Adobe* form will be taken as the primary source for the notice information to be published. Instructions that are on the email body or covering letter that contradicts the notice form content will not be considered. The information submitted on the electronic *Adobe* form will be published as-is.
10. To avoid duplicated publication of the same notice and double billing, Please submit your notice **ONLY ONCE**.
11. Notices brought to **GPW** by "walk-in" customers on electronic media can only be submitted in *Adobe* electronic form format. All "walk-in" customers with notices that are not on electronic *Adobe* forms will be routed to the Contact Centre where they will be assisted to complete the forms in the required format.
12. Should a customer submit a bulk submission of hard copy notices delivered by a messenger on behalf of any organisation e.g. newspaper publisher, the messenger will be referred back to the sender as the submission does not adhere to the submission rules.

QUOTATIONS

13. Quotations are valid until the next tariff change.
 - 13.1. **Take note:** **GPW's** annual tariff increase takes place on **1 April** therefore any quotations issued, accepted and submitted for publication up to **31 March** will keep the old tariff. For notices to be published from 1 April, a quotation must be obtained from **GPW** with the new tariffs. Where a tariff increase is implemented during the year, **GPW** endeavours to provide customers with 30 days' notice of such changes.
14. Each quotation has a unique number.
15. Form Content notices must be emailed to the *eGazette* Contact Centre for a quotation.
 - 15.1. The *Adobe* form supplied is uploaded by the Contact Centre Agent and the system automatically calculates the cost of your notice based on the layout/format of the content supplied.
 - 15.2. It is critical that these *Adobe* Forms are completed correctly and adhere to the guidelines as stipulated by **GPW**.
16. **APPLICABLE ONLY TO GPW ACCOUNT HOLDERS:**
 - 16.1. **GPW** Account Customers must provide a valid **GPW** account number to obtain a quotation.
 - 16.2. Accounts for **GPW** account customers **must** be active with sufficient credit to transact with **GPW** to submit notices.
 - 16.2.1. If you are unsure about or need to resolve the status of your account, please contact the **GPW** Finance Department prior to submitting your notices. (If the account status is not resolved prior to submission of your notice, the notice will be failed during the process).
17. **APPLICABLE ONLY TO CASH CUSTOMERS:**
 - 17.1. Cash customers doing **bulk payments** must use a **single email address** in order to use the **same proof of payment** for submitting multiple notices.
18. The responsibility lies with you, the customer, to ensure that the payment made for your notice(s) to be published is sufficient to cover the cost of the notice(s).
19. Each quotation will be associated with one proof of payment / purchase order / cash receipt.
 - 19.1. This means that **the quotation number can only be used once to make a payment.**

GOVERNMENT PRINTING WORKS - BUSINESS RULES**COPY (SEPARATE NOTICE CONTENT DOCUMENT)**

20. Where the copy is part of a separate attachment document for Z95, Z95Prov and TForm03
- 20.1. Copy of notices must be supplied in a separate document and may not constitute part of any covering letter, purchase order, proof of payment or other attached documents.
- The content document should contain only one notice. (You may include the different translations of the same notice in the same document).
- 20.2. The notice should be set on an A4 page, with margins and fonts set as follows:
- Page size = A4 Portrait with page margins: Top = 40mm, LH/RH = 16mm, Bottom = 40mm;
Use font size: Arial or Helvetica 10pt with 11pt line spacing;
- Page size = A4 Landscape with page margins: Top = 16mm, LH/RH = 40mm, Bottom = 16mm;
Use font size: Arial or Helvetica 10pt with 11pt line spacing;

CANCELLATIONS

21. Cancellation of notice submissions are accepted by **GPW** according to the deadlines stated in the table above in point 2. Non-compliance to these deadlines will result in your request being failed. Please pay special attention to the different deadlines for each gazette. Please note that any notices cancelled after the cancellation deadline will be published and charged at full cost.
22. Requests for cancellation must be sent by the original sender of the notice and must be accompanied by the relevant notice reference number (N-) in the email body.

AMENDMENTS TO NOTICES

23. With effect from 01 October 2015, **GPW** will not longer accept amendments to notices. The cancellation process will need to be followed according to the deadline and a new notice submitted thereafter for the next available publication date.

REJECTIONS

24. All notices not meeting the submission rules will be rejected to the customer to be corrected and resubmitted. Assistance will be available through the Contact Centre should help be required when completing the forms. (012-748 6200 or email info.egazette@gpw.gov.za). Reasons for rejections include the following:
- 24.1. Incorrectly completed forms and notices submitted in the wrong format, will be rejected.
- 24.2. Any notice submissions not on the correct *Adobe* electronic form, will be rejected.
- 24.3. Any notice submissions not accompanied by the proof of payment / purchase order will be rejected and the notice will not be processed.
- 24.4. Any submissions or re-submissions that miss the submission cut-off times will be rejected to the customer. The Notice needs to be re-submitted with a new publication date.

GOVERNMENT PRINTING WORKS - BUSINESS RULES**APPROVAL OF NOTICES**

25. Any notices other than legal notices are subject to the approval of the Government Printer, who may refuse acceptance or further publication of any notice.
26. No amendments will be accepted in respect to separate notice content that was sent with a Z95 or Z95Prov notice submissions. The copy of notice in layout format (previously known as proof-out) is only provided where requested, for Advertiser to see the notice in final Gazette layout. Should they find that the information submitted was incorrect, they should request for a notice cancellation and resubmit the corrected notice, subject to standard submission deadlines. The cancellation is also subject to the stages in the publishing process, i.e. If cancellation is received when production (printing process) has commenced, then the notice cannot be cancelled.

GOVERNMENT PRINTER INDEMNIFIED AGAINST LIABILITY

27. The Government Printer will assume no liability in respect of—
 - 27.1. any delay in the publication of a notice or publication of such notice on any date other than that stipulated by the advertiser;
 - 27.2. erroneous classification of a notice, or the placement of such notice in any section or under any heading other than the section or heading stipulated by the advertiser;
 - 27.3. any editing, revision, omission, typographical errors or errors resulting from faint or indistinct copy.

LIABILITY OF ADVERTISER

28. Advertisers will be held liable for any compensation and costs arising from any action which may be instituted against the Government Printer in consequence of the publication of any notice.

CUSTOMER INQUIRIES

Many of our customers request immediate feedback/confirmation of notice placement in the gazette from our Contact Centre once they have submitted their notice – While **GPW** deems it one of their highest priorities and responsibilities to provide customers with this requested feedback and the best service at all times, we are only able to do so once we have started processing your notice submission.

GPW has a 2-working day turnaround time for processing notices received according to the business rules and deadline submissions.

Please keep this in mind when making inquiries about your notice submission at the Contact Centre.

29. Requests for information, quotations and inquiries must be sent to the Contact Centre ONLY.
30. Requests for Quotations (RFQs) should be received by the Contact Centre at least **2 working days** before the submission deadline for that specific publication.

GOVERNMENT PRINTING WORKS - BUSINESS RULES

PAYMENT OF COST

31. The Request for Quotation for placement of the notice should be sent to the Gazette Contact Centre as indicated above, prior to submission of notice for advertising.
32. Payment should then be made, or Purchase Order prepared based on the received quotation, prior to the submission of the notice for advertising as these documents i.e. proof of payment or Purchase order will be required as part of the notice submission, as indicated earlier.
33. Every proof of payment must have a valid **GPW** quotation number as a reference on the proof of payment document.
34. Where there is any doubt about the cost of publication of a notice, and in the case of copy, an enquiry, accompanied by the relevant copy, should be addressed to the Gazette Contact Centre, **Government Printing Works**, Private Bag X85, Pretoria, 0001 email: info.egazette@gpw.gov.za before publication.
35. Overpayment resulting from miscalculation on the part of the advertiser of the cost of publication of a notice will not be refunded, unless the advertiser furnishes adequate reasons why such miscalculation occurred. In the event of underpayments, the difference will be recovered from the advertiser, and future notice(s) will not be published until such time as the full cost of such publication has been duly paid in cash or electronic funds transfer into the **Government Printing Works** banking account.
36. In the event of a notice being cancelled, a refund will be made only if no cost regarding the placing of the notice has been incurred by the **Government Printing Works**.
37. The **Government Printing Works** reserves the right to levy an additional charge in cases where notices, the cost of which has been calculated in accordance with the List of Fixed Tariff Rates, are subsequently found to be excessively lengthy or to contain overmuch or complicated tabulation.

PROOF OF PUBLICATION

38. Copies of any of the *Government Gazette* or *Provincial Gazette* can be downloaded from the **Government Printing Works** website www.gpwnonline.co.za free of charge, should a proof of publication be required.
39. Printed copies may be ordered from the Publications department at the ruling price. The **Government Printing Works** will assume no liability for any failure to post or for any delay in despatching of such *Government Gazette(s)*

GOVERNMENT PRINTING WORKS CONTACT INFORMATION

Physical Address:

Government Printing Works
149 Bosman Street
Pretoria

Postal Address:

Private Bag X85
Pretoria
0001

GPW Banking Details:

Bank: ABSA Bosman Street
Account No.: 405 7114 016
Branch Code: 632-005

For Gazette and Notice submissions: Gazette Submissions:

For queries and quotations, contact: Gazette Contact Centre:

E-mail: submit.egazette@gpw.gov.za

E-mail: info.egazette@gpw.gov.za

Tel: 012-748 6200

Contact person for subscribers: Mrs M. Toka:

E-mail: subscriptions@gpw.gov.za

Tel: 012-748-6066 / 6060 / 6058

Fax: 012-323-9574

GOVERNMENT NOTICES • GOEWERMENTSKENNISGEWINGS

DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT

NO. R. 1647

31 December 2021



**INFORMATION
REGULATOR
(SOUTH AFRICA)**

*Ensuring protection of your personal information
and effective access to information*

Address: 27 Stiemens Street, 4th Floor
JD House Building, Braamfontein,
Johannesburg, 2017

Tel: 010 023 5214

Fax: 0865003351

E-mail: POPIACompliance@infoeregulator.org.za

20 December 2021

**NOTICE IN TERMS OF SECTION 61(2) OF THE PROTECTION OF PERSONAL
INFORMATION ACT NO 4 OF 2013 (POPIA) CODE OF CONDUCT: THE BANKING
ASSOCIATION SOUTH AFRICA (BASA)**

1. In terms of the provisions of section 61 (2) of POPIA, the Information Regulator (Regulator) gives notice that the Regulator is in receipt of a code of conduct from the Banking Association South Africa (BASA) that deals with how personal information will be processed in the banking sector.
2. The purpose of the code of conduct is to-
 - 2.1. promote appropriate practices by members of BASA governing the processing of personal information in terms of POPIA;
 - 2.2. encourage the establishment of appropriate agreements between members of BASA and third parties, regulating the processing of personal information as required by POPIA and dictated by good business practice; and
 - 2.3. to establish procedures for members of BASA to be guided in their interpretation of principally POPIA, but also other laws or practices governing the processing of personal information, allowing for complaints against banks to be considered and remedial action, where appropriate, to be taken.
3. The code of conduct governs-
 - 3.1. the processing of personal information (including consumers information) by banks that are members of BASA in compliance with POPIA and Banks Act, 94 of 1990.

Adv. FDP Tlakula (Chairperson), Adv. LC Stroom Nzama (Full-time Member), Adv. JC Weapond (Full-time Member), Ms AR Tilley (Part-time Member), Mr. M Gwala (Part-time Member)

- 3.2. where appropriate, agreements that may need to be concluded between members of BASA and third parties promoting, and to the extent possible ensuring that personal information is processed in compliance with POPIA; and
 - 3.3. the enforcement by BASA of the provisions of the code of conduct.
4. Affected persons are invited to submit written comments to the Regulator email address: POPIACompliance@info regulator.org.za. within fourteen (14) days after publication of the notice in the Government Gazette. A copy of the code of conduct will be made available on the Regulator's website, alternatively, a request for a copy of the code may be made by addressing correspondence to email address: POPIACompliance@info regulator.org.za.

SOUTH AFRICAN REVENUE SERVICE

NO. R. 1648

31 December 2021

GENERAL EXPLANATORY NOTE:

[] Words that are between square brackets and in bold typeface, indicate deletions from the existing rules

_____ Words that are underlined with a solid line, indicate insertions in the existing rules

CUSTOMS AND EXCISE ACT, 1964**AMENDMENT OF RULES**

Under sections 75 and 120 of the Customs and Excise Act, 1964 (Act No. 91 of 1964), the rules published in Government Notice R.1874 of 8 December 1995, are herewith amended to the extent set out in the Schedule hereto with effect from 1 January 2022.

**INTIKHAB SHAIK****ACTING COMMISSIONER FOR THE SOUTH AFRICAN REVENUE SERVICE****SCHEDULE****Amendment of rule 75.00**

Rule 75.00 is hereby amended by the substitution of the following heading and rule:

Registration of rebate users affected by amendments of items, tariff headings or subheadings in Schedule No. 3 or 4 effective from 1 January [2017] 2022

- 75.00 From 1 January **[2017]** 2022, a rebate user shall be regarded as being registered to receive imported goods classifiable within an amended item or tariff heading or subheading shown in the column for “Version **[2017]** 2022 (HS **[2017]** 2022)” if such rebate user is, immediately prior to that date, registered under any item of Schedule No. 3 or 4 to receive imported goods classifiable within the corresponding item or tariff heading or subheading for “Version **[2016]** 2021 (HS **[2012]** 2017)” listed in the correlation table on the SARS website.

SOUTH AFRICAN REVENUE SERVICE

NO. R. 1649

31 December 2021

CUSTOMS AND EXCISE ACT, 1964.
IMPOSITION OF PROVISIONAL PAYMENT (PP/159)

In terms of section 57A of the Customs and Excise Act, 1964, a provisional payment in relation to anti-dumping duty is amended, with retrospective effect from 17 December 2021 up to and including 14 June 2022, to the extent and on the goods set out in the Schedule hereto.

FRANZ TOMASEK
 HEAD: LEGISLATIVE POLICY TAX, CUSTOMS AND EXCISE

SCHEDULE

By the deletion of the following:

Subheading	Description	Provisional Payment	Imported from or originating in
0207.14.97	Thighs, exported by Agroaracá Indústria De Alimentos LTDA, Agrosul Agroavícola Industrial S.A., Aurora Cooperativa Central Aurora Alimentos, COPACOL - Cooperativa Agroindustrial Consolata and Zanchetta Alimentos Ltda	30.5%	Brazil
0207.14.97	Thighs, exported by Avivar Alimentos Ltda.	13%	Brazil
0207.14.97	Thighs, exported by C.Vale - Cooperativa Agroindustrial	22%	Brazil
0207.14.97	Thighs, exported by Jaguafrangos Indústria E Comércio De Alimentos Ltda	48%	Brazil
0207.14.97	Thighs, exported by Rio Branco Alimentos S/A	10%	Brazil
0207.14.97	Thighs, exported by Seara Alimentos Ltda	6%	Brazil
0207.14.97	Thighs, originating in or imported from Brazil (excluding that exported by Agroaracá Indústria De Alimentos LTDA, Agrosul Agroavícola Industrial S.A., Aurora Cooperativa Central Aurora Alimentos, COPACOL - Cooperativa Agroindustrial Consolata, Zanchetta Alimentos Ltda, Avivar Alimentos Ltda., C.Vale - Cooperativa Agroindustrial, Jaguafrangos Indústria E Comércio De Alimentos Ltda, Rio Branco Alimentos S/A and Seara Alimentos Ltda)	265.1%	Brazil
0207.14.98	Drumsticks, exported by Agroaracá Indústria De Alimentos LTDA, Agrosul Agroavícola Industrial S.A., Aurora Cooperativa Central Aurora Alimentos, COPACOL - Cooperativa Agroindustrial Consolata and Zanchetta Alimentos Ltda	30.5%	Brazil
0207.14.98	Drumsticks, exported by Avivar Alimentos Ltda.	13%	Brazil
0207.14.98	Drumsticks, exported by C.Vale - Cooperativa Agroindustrial	22%	Brazil
0207.14.98	Drumsticks, exported by Jaguafrangos Indústria E Comércio De Alimentos Ltda	48%	Brazil
0207.14.98	Drumsticks, exported by Rio Branco Alimentos S/A	10%	Brazil
0207.14.98	Drumsticks, exported by Seara Alimentos Ltda	6%	Brazil

0207.14.98	Drumsticks, originating in or imported from Brazil (excluding that exported by Agroaraçá Indústria De Alimentos LTDA, Agrosul Agroavícola Industrial S.A., Aurora Cooperativa Central Aurora Alimentos, COPACOL - Cooperativa Agroindustrial Consolata, Zanchetta Alimentos Ltda., Avivar Alimentos Ltda., C. Vale - Cooperativa Agroindustrial, Jaguafangos Indústria E Comércio De Alimentos Ltda, Rio Branco Alimentos S/A and Seara Alimentos Ltda)	265.1%	Brazil
0207.14.99	Other, exported by Agroaraçá Indústria De Alimentos LTDA, Agrosul Agroavícola Industrial S.A., Aurora Cooperativa Central Aurora Alimentos, COPACOL - Cooperativa Agroindustrial Consolata and Zanchetta Alimentos Ltda	30.5%	Brazil
0207.14.99	Other	158.42%	Ireland
0207.14.99	Other, exported by Animex Foods Sp. Z O.O.	5%	Poland
0207.14.99	Other, exported by Drobimex Sp. Z O.O.	9%	Poland
0207.14.99	Other, originating in or imported from Poland (excluding that exported by Animex Foods Sp. Z O.O., Drobimex Sp. Z O.O. and Plukon Sieradz Sp. Z O.O)	96.9%	Poland
0207.14.93	Leg quarters, exported by Distribuciones Avícolas Vázquez S.A.	16%	Spain
0207.14.93	Leg quarters, exported by An Avicola Melida S.L.	3%	Spain
0207.14.93	Leg quarters, exported by UVE SA.	4%	Spain
0207.14.93	Leg quarters, exported by Grupo Vall Companys: Avicola Sanchez SL, Avicola De Lleida SAU, Avicola De Galicia, S.A.U., Dolz España, S.L., Escorxador D'Aus Torrent I Fills S.L.	26%	Spain
0207.14.93	Leg quarters, originating in or imported from Spain (excluding that exported from Distribuciones Avícolas Vázquez S.A., An Avicola Melida S.L., UVE SA., Grupo Vall Companys: Avicola Sanchez SL, Avicola De Lleida SAU, Avicola De Galicia, S.A.U., Dolz España, S.L., Escorxador D'Aus Torrent I Fills S.L.)	85.8%	Spain

SUID-AFRIKAANSE INKOMSTEDIENS

NO. R. 1649

31 Desember 2021

DOEANE- EN AKSYNSWET, 1964.
OPLEGGING VAN VOORLOPIGE BETALING (VB/159)

Kragtens artikel 57A van die Doeane- en Aksynswet, 1964, word 'n voorlopige betaling met betrekking tot teen-stortingreg, met terugwerkende kran vanaf 17 Desember 2021 tot en met 14 Junie 2022, in die mate en op die goedere in die Bylae hierby aangeleë.

FRANZ TOMASEK
HOOF: WETGEWENDE BELEID BELASTING, DOEANE- EN AKSYNS

BYLAE

Deur die skraping van die volgende:

Subpos	Beskrywing	Voorlopige betaling	Ingevoer vanaf of afkomstig van
0207 14.97	Dye, uitgevoer deur Agroaracá Indústria De Alimentos LTDA, Agrosul Agroavícola Industrial S.A., Aurora Cooperativa Central Aurora Alimentos, COPACOL - Cooperativa Agroindustrial Consolata en Zanchetta Alimentos Ltda	30.5%	Brasilië
0207 14.97	Dye, uitgevoer deur Avivar Alimentos Ltda	13%	Brasilië
0207 14.97	Dye, uitgevoer deur C.Vale - Cooperativa Agroindustrial	22%	Brasilië
0207 14.97	Dye, uitgevoer deur Jaguafrangos Indústria E Comércio De Alimentos Ltda	48%	Brasilië
0207 14.97	Dye, uitgevoer deur Rio Branco Alimentos S/A	10%	Brasilië
0207 14.97	Dye, uitgevoer deur Seara Alimentos Ltda	6%	Brasilië
0207 14.97	Dye, ingevoer vanaf of afkomstig van Brasilië (uitgesonderd daardie uitgevoer deur Agroaracá Indústria De Alimentos LTDA, Agrosul Agroavícola Industrial S.A., Aurora Cooperativa Central Aurora Alimentos, COPACOL - Cooperativa Agroindustrial Consolata, Zanchetta Alimentos Ltda, Avivar Alimentos Ltda., C.Vale - Cooperativa Agroindustrial, Jaguafrangos Indústria E Comércio De Alimentos Ltda, Rio Branco Alimentos S/A en Seara Alimentos Ltda)	265.1%	Brasilië
0207 14.98	Boudjies, uitgevoer deur Agroaracá Indústria De Alimentos LTDA, Agrosul Agroavícola Industrial S.A., Aurora Cooperativa Central Aurora Alimentos, COPACOL - Cooperativa Agroindustrial Consolata en Zanchetta Alimentos Ltda	30.5%	Brasilië
0207 14.98	Boudjies, uitgevoer deur Avivar Alimentos Ltda	13%	Brasilië
0207 14.98	Boudjies, uitgevoer deur C.Vale - Cooperativa Agroindustrial	22%	Brasilië
0207 14.98	Boudjies, uitgevoer deur Jaguafrangos Indústria E Comércio De Alimentos Ltda	48%	Brasilië

0207.14.98	Boudjies, uitvoer deur Rio Branco Alimentos S/A		10%	Brasië
0207.14.98	Boudjies, uitvoer deur Seara Alimentos Ltda		6%	Brasië
0207.14.99	Ander		158.42%	Ierland
0207.14.99	Ander, uitvoer deur Animex Foods Sp. Z.O.O.		5%	Pole
0207.14.99	Ander, uitvoer deur Drobimex Sp. Z.O.O.		9%	Pole
0207.14.99	Ander, ingevoer vanaf of afkomstig van Pole (uitgesonderd daardie uitvoer deur Animex Foods Sp. Z.O.O., Drobimex Sp. Z.O.O. en Plukon Sieradz Sp. Z.O.O.)		96.9%	Pole
0207.14.93	Been kwarte, uitvoer deur Distribuciones Avícolas Vázquez S.A.		16%	Spanje
0207.14.93	Been kwarte, uitvoer deur, An Avicola Melida S.L.		3%	Spanje
0207.14.93	Been kwarte, uitvoer deur, UVE SA.		4%	Spanje
0207.14.93	Been kwarte, uitvoer deur Grupo Vall Companys: Avicola Sanchez SL, Avicola De Lleida SAU, Avicola De Galicia, S.A.U., Dolz España, S.L., Escorador D'Aus Torrent I Fills S.L.		26%	Spanje
0207.14.93	Been kwarte, ingevoer vanaf of afkomstig van Spanje (uitgesonderd daardie uitvoer deur Distribuciones Avícolas Vázquez S.A., An Avicola Melida S.L., UVE SA., Grupo Vall Companys: Avicola Sanchez SL, Avicola De Lleida SAU, Avicola De Galicia, S.A.U., Dolz España, S.L., Escorador D'Aus Torrent I Fills S.L.)		85.8%	Spanje

DEPARTMENT OF TRANSPORT

NO. R. 1650

31 December 2021

RAILWAY SAFETY REGULATOR

NOTIFICATION OF THE PUBLICATION OF THE DRAFT VERBAL SAFETY
CRITICAL COMMUNICATION STANDARD FOR PUBLIC COMMENTS

I, Mmuso Selaledi, acting Chief Executive Officer of the Railway Safety Regulator (RSR), hereby, in terms of the Railway Safety Regulator Act No. 16 of 2002, as amended ("the Act"), publish for comments the draft Verbal Safety Critical Communication Standard.

Interested and affected Railway Stakeholders are hereby invited to submit their written comments within 60 days from the date of publication of this Standard in the Government Gazette, for consideration by the RSR in the development and finalisation of this Standard.

After finalisation, this Standard will apply to all Operators as defined in terms of the Act.

The RSR is confident that this Standard will contribute to achieving the Act's objectives, namely safe railway operations.

Written comments are to be addressed to Mrs M Makwela, E-mail: matselanyanem@rsr.org.za, Tel: (087) 284 6596 or Mr R Ntshingila, E-mail: reginald.ntshingila@rsr.org.za, Tel: (087) 284 6628.

Signed at Waterfall on this 13th day of Dec 2021



Digitally signed by
Mmuso Selaledi
Date: 2021.12.13
18:59:22 +02'00'

Mmuso Selaledi

Acting Chief Executive Officer: Railway Safety Regulator



RSR 00-2-5-1:2021

Edition 1.0

REGULATOR STANDARD

RAILWAY SAFETY MANAGEMENT

Part 2-5-1: Verbal Safety Critical Communication

RSR 00-2-5-1:2021

Edition 1.0

REGULATOR STANDARD

Railway Safety Management

Part 2-5-1: Railway Operations – Verbal Safety Critical Communication

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Regulator Standards are updated by amendment or revision. Users of Regulator Standards should ensure that they possess and are using the latest amendments or editions.

This Regulator Standard was researched and developed by the *Railway Safety Regulator's Standards Technical Committee* (TC RSR-001) and the *Working Group on Verbal Safety Critical Communications* (WG RSR 00-2-5-1).

The RSR logo is a trademark of the Railway Safety Regulator.

Edition 1.0: December 2021

Published by:

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RSR 00-2-5-1:2021

Edition 1.0

REGULATOR STANDARD

Railway Safety Management

Part 2-5-1: Railway Operations – Verbal Safety Critical Communication

NOTE: It is essential that this standards document is read together with the South African National Standards, SANS 3000-1 and SANS 3000-2-5.

Table of changes

Edition and version number	Date	Scope
1.0	2021.12.15	First published edition

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The Railway Safety Regulator wishes to acknowledge the invaluable assistance of the following organizations during the preparation of this document:

ALSTOM

Bombela Operating Company (Pty) Ltd (BOC)

Heritage Railway Association of Southern Africa (HRASA)

IMPALA Platinum

Passenger Rail Agency of South Africa (PRASA)

Transnet Group (Pty) Ltd

TRAXTION SHEL TAM

Foreword

This Regulator Standard was developed and approved by the Railway Safety Regulator's *Technical Committee for the Development of Regulator Standards for Railway Safety* (TC RSR-001), in accordance with the *National Railway Safety Regulator Act* (NRSRA) (Act No. 16, 2002), the *Safety Standards Development Regulations, 2006* and the *RSR Procedure for the Development of Regulator Standards*.

This document extends and augments the *SANS 3000* series of standards pertaining to railway safety that are published by the South African Bureau of Standards (SABS) on behalf of the Railway Safety Regulator and, in particular, Technical requirements for engineering and operational standards Operational principles for safe movement on rail, the Railway Safety Regulator Standards, and the Standards for Transport of dangerous goods by rail

The *SANS 3000* series of standards presently consists of the following parts, under the general title of *Railway Safety Management*:

SANS 3000-1:2016 – Part 1: General.

SANS 3000-2-1:2017 – Part 2-1: Requirements for systemic engineering and operational safety standards - Electrical distribution and overhead traction systems

SANS 3000-2-2:2016 – Part 2-2: Requirements for systemic engineering and operational standards: Track and civil infrastructure.

SANS 3000-2-2-1:2012 – Part 2-2-1: Technical requirements for engineering and operational standards – Track, civil and electrical infrastructure – Level crossings.

SANS 3000-2-3:2017 – Part 2-3: Requirements for systemic engineering and operational safety standards - Rolling Stock

SANS 3000-2-4:2013 – Part 2-4: Technical requirements for engineering and operational standards – Train authorization and control, and telecommunications.

SANS 3000-2-5:2013 – Part 2-5: Technical requirements for engineering and operational standards – Operational principles for safe movement on rail.

SANS 3000-2-6:2013 – Part 2-6: Technical requirements for engineering and operational standards – Interoperability, and interface and intraface management.

SANS 3000-4:2011 – Part 4: Human factors management.

The RSR 00 series of standards presently consists of the following parts, under the general title of Railway Safety Management:

RSR 00-2-3-1:2016 – Part 2-3-1: Requirements for systemic engineering and operational safety standards – Rolling stock – Wheels, axles and bearings.

RSR 00-2-7:2016 – Part 2-7: Requirements for systemic engineering and operational safety standards – Railway Stations.

RSR 00-3:2016 – Part 3: Occurrence management.

RSR 00-4-1:2016 – Part 4-1: Human factors management – Fatigue management.

The standard on the Transportation of dangerous goods by rail is the following:

SANS 10405:2014 - Transport of dangerous goods by rail.

Where reference is made to a specific published date, version or edition of a document that version of the document shall apply. Where reference is made to a document without specifying a date, version or edition, it should be assumed that the latest published version shall apply.

Reference is made in this document in clause 3.1.12 to the “relevant national Legislation”. In South Africa and for the purpose of this document, this shall mean the “Railway Safety Regulator” (RSR) as established in terms of *National Railway Safety Regulator Act as amended* (NRSRA) (Act No. 16 of 2002).

Annexure A is provided for information only.

Introduction

This document has been developed primarily with a view to achieving uniform and seamless verbal safety critical communication (VSCC) within the railway operations in South Africa. The railway industry in South Africa has seen itself conducting operational activities including verbal communication under normal, abnormal, and degraded modes of working, and during emergency situations. Non-adherence to VSCC has contributed to numerous railway occurrences, including collisions and signals passed at danger (SPADS).

VSCC therefore is a crucial component of safe railway operations, and consequently non-adherence to it may contribute to occurrences.

This standard outlines the minimum requirements for the management of VSCC, including the framework to be implemented for safety related personnel in the execution of their operational activities. It seeks to explain the level of VSCCs required for safety related personnel within the railway industry in South Africa.

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1. Purpose and Scope

1.1. Purpose

- 1.1.1. This standard provide a communication framework for effective VSCCs during railway operations.
- 1.1.2. To clarify what safety verbal critical communication within railway operations is, the procedure for using it and to ensure safe and seamless railway operations.
- 1.1.3. To contribute to the reduction of railway occurrences attributable to communication errors
- 1.1.4. To provide a standardised approach to VSCC within the railway operations in South Africa.

1.2. Scope

- 1.2.1. This standard describes the VSCC requirements and approach applicable to safe railway operations
- 1.2.2. The standard amplifies and augments communication requirements outlined in SANS 3000-2-5
- 1.2.3. The standard is applicable to all railway operations, applicable technologies, processes, procedures, rules , systems, sub-systems, or components that form part of a railway system.
- 1.2.4. It is designed for use by railway safety related personnel (safety critical personnel included) when they communicate verbally during the execution of their operational duties that relates to safe movement of trains, regardless of the technology that is being used.

2. Normative References

- 2.1. The following referenced documents are indispensable for the understanding and application of this standard. For undated references, the latest edition of the referenced document (including any amendments) shall apply:
 - SANS 3000-1: Railway safety management – Part 1: General.
 - SANS 3000-2-4:2013 – Part 2-4: Technical requirements for engineering and operational standards – Train authorization and control, and telecommunications.
 - SANS 3000-2-5:2013 – Part 2-5: Technical requirements for engineering and operational standards – Operational principles for safe movement on rail.
 - SANS 3000-4: Railway safety management – Human factors management.

- 2.2. Information on current, valid national (SANS) and international standards (ISO) can be obtained from the South African Bureau of Standards (SABS), Standards Division. Website: <https://www.sabs.co.za/>.
- 2.3. Information on current, valid Regulator Standards can be obtained from the Railway Safety Regulator, South Africa. Website: <http://rsr.org.za/>.

3. Definition of Terms & Abbreviations

3.1. Definitions

3.1.1 abnormal working

deviation from the train's normal working on a portion of the network that may or may not impact on the service capacity

3.1.2 accountability

obligation or willingness, which cannot be shared, to accept ultimate responsibility or to account for one's actions

3.1.3 authorization

official permission or approval granted for the movement of rolling stock, i.e. train or shunt movement

3.1.4 competent

having the qualification, knowledge, skills, attitudes and capabilities required to function successfully, effectively and efficiently in a given job

3.1.5 communication

the act or process of using words, sounds, signs, or behaviours to express or exchange information or to express your ideas, thoughts, feelings, etc., to someone else. : a message that is given to someone : a letter, telephone call, etc. communications : the ways of sending information to people by using technology.

3.1.6 communication barriers

obstacles in a workplace that prevent effective exchange of ideas or thoughts. Such barriers include, Status differences, gender differences, cultural differences, prejudices, the organizational environment and linguistic barriers

3.1.7 degraded mode

any deviation from the primary mode of train movement on a portion of the network, including the condition of the rolling stock and railway infrastructure elements, which impact on service capacity, but which are still safe

3.1.8 digital Migration

migrating services from analogue to digital technology

3.1.9 emergency

serious, unexpected and potentially dangerous situation that requires immediate action

3.1.10 handshaking

exchange of information between an individual, group or device (or any combination of these) such that the sender and receiver(s) are in agreement that the information received is identical to that sent and that the interpretation of the information by the receiver(s) is the same as that intended by the sender

3.1.11 infrastructure (railway infrastructure)

physical elements constituting the network comprised of the track, civil infrastructure, electrical infrastructure, train authorization and control, and telecommunication infrastructure.

3.1.12 interoperability

ability of network, train and station operators to allow the safe and uninterrupted movement of rolling stock (at interfaces and intrafaces), between and on different networks as defined in the relevant national legislation (see foreword) to accomplish the required levels of safety(passengers, freight, public and the environment) and performance for those operations

3.1.13 interface

area, point, or location, either physical or organizational, where the activities or assets of two (or both) or more railway operators or a railway operator and another organization meet, and where the activities or assets interact (or both) or have the potential to affect one another (or both)

3.1.14 intraface

area, point, or location, either physical or organizational, where the activities assets (or both) of two or more functional disciplines within a railway operator meet, and where the activities or assets or both interact or have the potential to affect one another

3.1.15 responsibility

ability to act or decide on one's own and to explain such actions or decisions when asked

3.1.16 safety-critical work

functions and activities directly related to the authorization and control of rolling stock movements, and to the execution of the movement of rolling stock, including the direct supervision of persons undertaking these functions and activities

3.1.17 safety-related work

functions and activities that have an impact on safe railway operations, either directly (safety-critical work) or indirectly, including the certification of systems, subsystems or components for introduction as new or modified technologies for a network, train or station operation (or a combination thereof), or the maintenance of systems, subsystems or components which constitute a network, train or station operation (or a combination thereof), including the direct supervision of persons undertaking these functions and activities

3.1.18 phonetic alphabet

is a set of symbols or codes used to show what a speech sound or letter sounds like.

3.1.19 risk

exposure to the chance of injury or loss expressed in terms of likelihood (probability) and severity

3.1.20 risk management

process of identification of hazards, their quantification in terms of severity and likelihood (probability), the development of a plan/s to tolerate the risk, or transfer the risk, or treat the risk to reduce it to acceptable levels with the necessary controls (ALARP), or terminate the risk, and thereafter to monitor the residual risk to ensure it remains tolerable

3.1.21 railway system

integration of technologies, statutory, environmental and business requirements, and human factors, designed for the safe transportation of people and freight and which is commercially and environmentally sustainable and includes where relevant projects, products, policies, processes, procedures and assets

3.1.22 technology

created capability or capacity (or both) relating to systems (including subsystems and components), processes, and procedures applicable to network, train and station operators, as well as other interested and affected parties in the railway industry

3.1.23 telecommunication system

wired or wireless electronic communication system for either voice or data used directly or in support of a train authorization and control system, or for the provision of information related to train movements

3.1.24 train authorization and control system

system which provides a means to safely regulate the movement of trains on a railway through the use of appropriate technology and appropriate numbers of competent persons in safety related positions

3.1.25 verification

testing and evaluation of the system, subsystem or component to assure compliance with its specification or other requirements

3.2. Abbreviations

ALARP:	As low as reasonably practicable
GOI:	General operating instructions
RSR:	Railway safety regulator
SOP:	Standard operating procedures
SPAD:	Signal passed at danger
TAC&T:	Train authorization and control, and telecommunication
TWR:	Train working rules
VSCC:	Verbal Safety Critical Communication
WG:	Working group

4. Verbal Safety-Critical Communication Requirements

4.1. Risk Management

- 4.1.1. Operators shall identify all activities that require VSCC under normal, degraded, abnormal and emergency situations.
- 4.1.2. The operators shall develop processes and procedures to ensure that risks related to VSCC are identified and effective control measures are developed and implemented.
- 4.1.3. The operator shall ensure that the implementation of control measures shall not result in additional risks which require further mitigation.
- 4.1.4. When VSCC is used under abnormal or degraded mode of train operations, the railway operators shall ensure that the risks associated with the equipment and tools used in VSCC are adequately identified and mitigated.
- 4.1.5. The functional tools used and method of working shall be appropriate for the mode of working.
- 4.1.6. The operator shall develop processes and procedures to **stipulate and manage reasonable time** frames for the use of VSCC under abnormal or degraded mode of train operation.
- 4.1.7. Operators shall ensure VSCC risk assessments are effective and communicated to all relevant structures within the organization

4.2. Regulatory and Compliance Review

The operator shall develop and implement processes and procedures to identify and ensure compliance with the published regulatory requirements related to VSCC rules and operating requirements.

4.3. Interoperability, interfaces and intrafaces

- 4.3.1. The operator shall develop and implement processes and procedures to manage VSCC at interfaces and intrafaces in accordance with the applicable requirements of SMS requirements, SANS 3000-2-6 and in line with this standard, including:

4.3.1.1. the implementation of proper VSCC handover processes where two or more operators are interfacing;

4.3.1.2. assurance that the language and equipment supporting or used for VSCC are aligned, interoperable and functional.

4.4. Verbal Safety-Critical Communication Requirements for Railway Safety-Related Personnel

4.4.1. Applicability

4.4.1.1. Safety related personnel include but not limited to:

- i) persons involved with the execution of the movement of rolling stock, including the direct supervision of persons undertaking these functions and activities;
- ii) persons involved with the authorization and control of rolling stock movements, including the direct supervision of persons undertaking these functions and activities;
- iii) persons involved with the declaration of rolling stock as service worthy, including the direct supervision of persons undertaking these functions and activities; and
- iv) persons involved in the maintenance of railway infrastructure, when conducting activities that impact safe movement of trains, including the direct supervision of persons undertaking these functions and activities.
- v) Persons involved in the construction of railway infrastructure, when conducting activities that impact safe movement of trains, including the direct supervision of persons undertaking these functions and activities

4.4.1.2. Effective VSCC shall take cognisance of the following:

- i) availability, functionality and/or effectiveness of the system, tool and/or equipment used;
- ii) Train Working Rules and/or General Operating Instructions;
- iii) Standard Operating Procedures;
- iv) description of the line and the relevant line-side equipment associated with route;
- v) timetables or scheduling; and
- vi) any other relevant documentation to be developed.

4.5. Competencies requirements to support VSCC in railway operations

4.5.1. Competencies

4.5.1.1. The operator shall establish, develop or adopt, document, implement and maintain policies, processes and procedures to ensure competencies of employees undertaking safety related work in accordance with the applicable requirements of SANS 3000-4, including:

- i) education and training of employees undertaking safety related work that involve VSCC;
- ii) training and development shall be a dynamic and risk-driven process, focusing on specific communication requirements of a particular job/task/ activity;
- iii) requirements of applicable legislation and standards, including those specified in this document;
- iv) roles and responsibilities of employees involved in VSCC; and
- v) systems, tools and/or equipment used in VSCC.

4.5.2. Supervision

4.5.2.1. The operator shall develop processes and procedures for conducting VSCC supervision in accordance with the applicable requirements of SANS 3000-4, including:

- i) task observations with immediate feedback and corrective action in case of any transgressions related to VSCC;
- ii) real-time observation and/or listening of VSCC messages and provision of feedback to enhance safe railway performances. Playback of recorded VSCC conversations and corrective action where applicable to monitor compliance; and
- iii) provision of positive feedback where it is deserved, to motivate and promote safe railway operations;

Note: Safety briefings and symposiums shall also be utilised to discuss VSCC requirements,

4.5.3. Language Policy

- 4.5.3.1. The operator shall develop or adopt, document, implement and maintain a formal language policy which shall make provision for VSCC.
- 4.5.3.2. The language policy shall take into consideration the medium of communication, including written, electronic, verbal (oral), audible or physical (visible) communication in accordance with the applicable requirements of SANS 3000-1, SANS 3000-2-4 and SANS 3000-2-5.

4.5.4. Communication requirements for safe railway operations

- 4.5.4.1. All the information necessary to ensure VSCC amongst safety critical and safety related personnel shall be set out in appropriate documents, including:
- i) the assurance that safety critical messages are stated clearly, unambiguously, structured and in a formalized manner;
 - ii) the assurance that messages are repeated back and there is common understanding through a process of handshaking;
 - iii) the authorization, instruction or other information provided shall not be acted upon until the handshaking is complete;
 - iv) where handshaking cannot be completed, the instruction and/or authorization shall be terminated; and
 - v) for open system channels, information shall be communicated to all relevant and affected parties.

4.6. Structure and responsibility

4.6.1. The operator shall:

- 4.6.1.1. Develop and implement processes and procedures to ensure compliance to applicable VSCC standards and processes.
- 4.6.1.2. Ensure that all safety related personnel take responsibility for how they communicate at work, taking into consideration the following:
- i) compliance with the guidance provided in this standard;

- ii) adherence to communication standards under normal, abnormal, emergency and any unusual scenarios;
- iii) recognition that situations faced under pressure will still require clear and structured communications;
- iv) communicating properly under all situations;
- v) Note: If good communication practice is well established, it is less likely to collapse under abnormal situations;
- vi) allowing reasonable time to think what to say. This will save time even when tempted to speak fast. Slow the communication pace down, speak slowly and clearly to allow more thinking time and analysis;
- vii) staying calm and focused on the facts;
- viii) listening carefully to what is being communicated;
- ix) confirming understanding of the message received, by repeating what has been communicated; and
- x) Note: This will clarify any actions that will aid decision-making and help to remember what is required to be done.
- xi) ensuring compliance to VSCC continuously for safe railway operations

4.6.1.3. The operator shall ensure that the VSCC has a four-part structure including opening, information, actions and confirmations (refer to the Annexure A). This practice enhances clear communication and aids memory of important elements of a safety-critical conversation.

4.7. Safety emphasis for VSCC communication within railway operations

4.7.1. The employees undertaking VSCC shall ensure the following:

- a) messages are clear and unambiguous;
- b) VSCC has a common structure and a professional tone;
- c) communication is relayed through short, well-structured messages which are easy to understand;
- d) communicating by speaking in natural rhythm, using normal tone, dividing message into phases and speaking at a rate slightly slower than used in normal conversation;
- e) the recipient repeats back the message to ensure it is clearly understood;
- f) give priority to emergency messages, safe working and other railway voice communications;

- g) use the correct identification when initiating or acknowledging safety related instruction; and
- h) no false, irrelevant messages or information shall be communicated; and
- i) standard radio terms are used when operating with radios or telephones;

4.8. VSCC Communication during Emergency Situations

- 4.8.1. Reporting of emergency situations as detailed in the relevant railway operator processes and procedures shall be reported in accordance with this standard,
- 4.8.2. An emergency call shall have absolute priority over all other transmissions. Employees using the channel must immediately cease any transmission, which may interfere with the emergency call unless they are also dealing with an emergency.
- 4.8.3. The employee initiating the call must say the word "EMERGENCY" three times. The call shall be repeated at intervals until an answer is received. The intervals between repetitions of an emergency call must be sufficiently long to allow time for the person, who has received the message, to reply.
- 4.8.4. As soon as the emergency call is responded to, the employee initiating the call shall identify himself/herself and state exactly where he or the train is, also the nature of distress and the kind of assistance required.
- 4.8.5. Procedure to be followed in Emergency situations
- 4.8.6. The following shall apply:
 - a) To transmit an emergency message :
 - i) say "Emergency, Emergency, Emergency";
 - ii) Identify yourself;
 - iii) state identification and location;
 - iv) state nature of the emergency; then
 - v) state type of assistance required.
 - b) Emergency messages shall:
 - i) be given priority over other transmissions; and

- ii) be answered immediately.

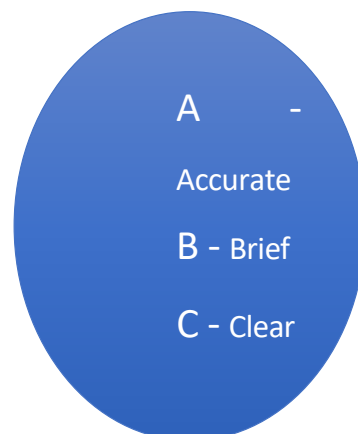
4.9. Recording of safety critical conversations

4.9.1. All verbal radio or telephonic conversations between safety-critical personnel shall be recorded. These recordings assist in:-

- Supervision and monitoring adherence of personnel to communication standards;
- Assessing the quality of conversations in terms of background noise etc;
- Assessing the audibility of conversations;
- Identifying communication training needs; and
- Occurrence investigations

4.10. VSCC Principles

4.10.1. When issuing VSCC, the principle of ABC-P shall be adhered to as described below:



4.10.2. The following shall be applied to achieve the principle of ABC-P:

- a) Speak at an acceptable pace, tone and pitch to ensure hearing and understanding by the intended receiver or receivers
- b) Not being interrupted by others
- c) Be precise in your descriptions (for example: locations, obstructions)
- d) Use acceptable language (Do not use slang or informal language)
- e) Plan what you are going to say before you say it – think about structure
- f) Repeat back what has been said

4.11. The phonetic alphabet

4.11.1. The phonetic alphabet shall be used when transmitting location or equipment identifiers such as the prefix of the signal, points (turnouts) locations, kilometre points, etc. The key words have been carefully chosen so that they clearly represent each letter and don't sound at all like each other (**e.g. proceed to signal RSR 1234 – this should read as follows – proceed to signal Romeo Sierra Romeo 1234**).

4.11.2. Where required, the phonetic alphabet must be used to pronounce any letter to avoid possible confusion. The phonetic alphabet, word used and its pronunciation is as follows:

A	Alpha: AL-fah	N	November No VEM ber
B	Bravo: BRAH-voh	O	Oscar: OSS-cah
C	Charlie: CHAR-lee	P	Papa: pah PAH
D	Delta: DELL-tah	Q	Quebec: key-BECK
E	Echo: ECK-oh	R	Romeo: ROW-me-oh
F	Foxtrot: FOX-trot	S	Sierra: see-AIR-RAH
G	Golf: GOLF	T	Tango: TANG-go
H	:hoh-TELL	U	Uniform: YOU-nee-form
I	India: IN-DEE-ah	V	Victor: VIC-tah
J	Juliet: JEW-lee-ETT	W	Whiskey: WISS-key
K	Kilo: KEY-loh	X	X ray: ECHS-RAY
L	Lima: LEE-mah	Y	Yankee: YANK-key
M	Mike: MIKE	Z	Zulu: ZOO-loo

4.12. Numbers

4.12.1. Standard spoken figures shall be pronounced in individual digits when relaying VSCC messages as described in clause 4.11.2 above, to avoid possible confusion. (for example, proceed to signal RSR 01234 – should be relayed as follows – **proceed to signal Romeo Sierra Romeo Zero, ONE, TWO, THREE, FOUR**).

4.12.2. Spoken figures shall be as follows:

0	ZERO
1	ONE
2	TWO
3	THREE
4	FOUR
5	FIVE
6	SIX
7	SEVEN
8	EIGHT
9	NINE
Decimal	POINT
Point	

Note: The number “0” shall always be pronounced as “Zero”.

4.13. Standard Radio Terms

4.13.1. When using radios or other equipment provided for operational communications, standard radio terms shall be used as follows:

TERM	MEANING
Receiving	- I (called party) acknowledge your call, proceed with message
Message received	- I have received your message and I understand it.
Over	- I have finished speaking and I am waiting for your reply.
Out	- My transmission has been completed.
Correct	- You are correct or what you have transmitted is correct.
Negative	- No, or permission is not granted, or there is an error in your read back

Stand-by	- Wait, I will be back soon
Please repeat	-Repeat all, or the specified part, of this message exactly as youreceived it.
Repeat	- I repeat all, or the specified part, of your last transmission
Say again	- Please repeat your last message
Loud and clear	- every word is understood.

4.13.2. Definitions for shunting movements when using SHUNT RADIOS/WALKIE-TALKIES

- | | | |
|----------------------|---|---|
| Pull forward | - | to indicate that a hauling movement must be performed. |
| Push backward | - | to indicate that a propelling movement must be performed. |
| Pull slowly forward | - | to indicate that a hauling movement must be performed slowly. |
| Push slowly backward | - | to indicate that a propelling movement must be performed slowly. |
| Hokaai | - | to request a driver by means of a radio/walkie-talkie to stop. |
| Couple | - | to indicate to the driver to move back cautiously to couple or uncouple wagons. |

(The word "stop" must not be used since it can be mistaken for the word "skop".)

4.14. Transmission technique

- 4.14.1. The efficient use of radios depends on the speech and articulation (the way words are pronounced) of the user. Speak all words plainly and clearly. Avoid any tendency to shout, to accent syllables artificially (in an unnatural way), or talk too rapidly (fast). Keep the rate constant neither fast nor slow. Remember in all cases the person receiving the message must write it down. Preserve the rhythm of ordinary conversation. Separate words that they do not run together.

The following words and phrases shall be used:

- REPEAT** - Let me know that you have received and understood the message.
- CORRECT** - Your version is correct.
- OVER** - My transmission is ended and I expect a response from you.
- CONTINUE** - Proceed with your message.
- OVER AND OUT** - The transmission is ended and no response is expected.

Note: Slang expressions shall not be used.

5. General VSCC Communication Requirements

5.1. General

It shall always be remembered that safety critical communication is formal communication and shall not fall into a chatty conversational style. Personnel shall know how to use the communication equipment provided.

5.2. Cell Phones and other wireless (radio) train authorisation systems

5.2.1. The use of cellphones or any wireless (radio) train authorisation systems including open channel radio authorities, shall only be considered, on condition that such systems are safe, taking into account the following:

- (i) The use of cell phone shall not be used as the primary means of VSCC and shall be restricted to be a secondary form of communication.
- (ii) The cell phones shall be used when the primary mode of mission critical communication has failed.
- (iii) The use of conventional cell phones for safety critical communication introduces significant operational risks and shall be avoided or prohibited. Embedded cell phone technology on the other hand may be used where applicable (e.g. train control systems)

5.2.2. Risks associated with use of permitted cellphones shall be considered adequately and mitigated, taking into account the disadvantages of full duplex (FD) audio

transmission (e.g. cell phones) as compared to half duplex (HD) audio transmission (e.g. two-way radios / walkie-talkies), namely;

- (i) Concurrent transmission in a single time/frequency channel in the case of FD;
- (ii) Use of different time slots and/or frequency subbands in the case of HD;
- (iii) Cancellation of possible Self Interference (SI) in the case of FD;
- (iv) Minimisation and risk mitigation of End-to-End (E-to-E) delays, especially in the case of HD;
- (v) Minimisation and risk mitigation of Link Reliability (LR) in both cases.

- 5.2.3. the risk factors listed in 5.2.2 above, amongst others, may have a negative impact on effective and seamless VSCC and therefore, VSCC rules shall also apply in the use of cellphones (where such use is permitted).

5.3. Communication skills

- 5.3.1. Communication skills refers to the underpinning competencies necessary for good communications. These include but not limited to:

- (i) Listening and questioning
- (ii) Working with people
- (iii) Assertiveness
- (iv) Challenging
- (v) Considering others' needs

6. Communication barriers

- 6.1. Operators shall ensure that barriers to effective VSCC in the workplace are eliminated and where elimination is not practical or possible, the barriers should be reduced to ALARP.

- 6.2. Where the barriers are reduced to ALARP, the resultant risks should be identified and adequately mitigated.
- 6.3. There are various barriers to effective VSCCs. Barriers arise from three main sources: environmental conditions; the nature and quality of the equipment you are using; and the way in which you speak.

6.3.1. Environmental barriers

6.3.1.2 For communication, noise is the key environmental barrier, including the following:

- a. Noise from the weather or outdoor environment
- b. Background noise either from the interior or exterior

6.3.1.3 Noise not only makes it harder to hear what is being said, it can also lead to:

- a. Rushed speech
- b. Shouted messages
- c. Simply giving up on communicating altogether

6.3.1.4 Personnel shall, If possible, find a dry, quiet location from which to communicate and always make sure they are in a position of safety to follow the communications structure and standards

6.3.2. Equipment barriers

6.3.2.1 Analog and digital communication equipment have a potential to cause barriers due to the gaps in the overall coverage. This can be due to design , theft or vandalism. Both technologies are susceptible to the following:

- a. Transmission noise
- b. Interference
- c. Drop-out
- d. Theft and vandalism leading to high outage time.
- e. Obsolescence leading to a shortage of spare equipment

6.3.2.2 Digital Migration might lead to operators utilising different communication systems while sharing the same network which would impact safe interoperability at interfaces.

6.3.2.3 Operators sharing the same network shall ensure interoperability between the various communication networks which they use. This will mitigate any barriers





that might arise from incompatible communications systems being used by different operators sharing the same network.

6.3.3. Linguistic barriers

6.3.3.1 Linguistic refers to the way we speak and the language that we use. To communicate clearly, personnel undertaking safety-related and safety critical work shall avoid using:

- a. Vague language
- b. Jargon

ANNEX A (Informative): VSCC Four-Part Structure

	Opening	<p>The opening of a safety critical message should contain the following two pieces of information:</p> <p>This is who I am</p> <p>This is where I am</p> <p>Who I am</p> <ul style="list-style-type: none"> • State your role • It may also be necessary to state your name • This is to ensure the person who you are talking to knows exactly who you are <p>Where I am</p> <ul style="list-style-type: none"> • This should be a simple description of where you are • Identify your exact location that is recognisable to both parties, for example access points, level crossing, station, or platform. • If discussing overhead line equipment, you will need to give the structure number found on the stanchion.
	Information	<p>Information should always come before any actions are given. This:</p> <ul style="list-style-type: none"> • provides context • ensures the actions are fresh in everyone's mind • allows the actions to be agreed and then repeated back. <p>The information we provide must be concise and relevant. Where long messages or instructions are being given, it is better to break them down into manageable chunks.</p>
	Actions	<p>Actions are an essential part of the communication contract. Note:</p> <ul style="list-style-type: none"> • They can be passed in both directions. • They should be definitive, for example. "You must..." Definitive language in unambiguous and helps event misunderstanding. • The instruction 'Do nothing until...' is a valid action. People are often tempted to 'jump in' before it is safe to do so. This instruction makes it clear that an action should not take place until a certain condition is met, for example: remain at a stand until a Signaller instructs you to move.
	Confirmation	<p>To confirm that all parties have the same understanding of the communication, the person with Lead Responsibility must ask for a 'repeat back'.</p> <p>This is a crucial step in making sure the arrangements have been fully understood by both parties. It provides the opportunity to identify any misinformation, misunderstandings, or omissions.</p> <p>The process of repeating back a message (saying it out loud and in our own words) also helps us to process the information more deeply. And</p>

		<p>makes it more likely that we will remember what has been said when the communication has ended.</p> <p>A repeat back means:</p> <ul style="list-style-type: none">• Repeating back the message we have been given and our understanding of what is required of us, so that any misunderstandings can be corrected.• Asking for a 'repeat back' at the end of a safety critical message if we are the person with Lead Responsibility, and if the other party has not already repeated their understanding of the message back to us.
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