



National  
Operational  
Guidance

## Control measure

**Effective communications**



**NFCC**  
National Fire  
Chiefs Council

Developed and maintained by the NFCC

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## Contents

Control measure - Effective communications ..... 3



## Control measure - Effective communications

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### Control measure knowledge

Incident commanders should establish resilient telecommunications arrangements and carry out regular testing to confirm that contact has not been lost with crews operating in subsurface environments and infrastructure.

For incidents, particularly in older infrastructure, it may be appropriate to mobilise or request an attendance to more than one location. This will assist where:

- There is limited or no smoke ventilation or fire stopping
- There is limited or no effective communication system

The incident commander will need to consider establishing and maintaining:

- Communications with the tunnel operator
- Communications with fire control
- Using UHF radios, assign channels, and agree on call signs
- Communications with other agencies
- Communications within the subsurface environment

### Strategic actions

Fire and rescue services should:

- Ensure that they have resilient telecommunication arrangements for any subsurface environments and infrastructure identified as risks within their service area

### Tactical actions

Incident commanders should:

- Establish and regularly monitor the effectiveness of communications with personnel operating in subsurface environments