SOP: Communication Procedures and Radio Etiquette

This SOP defines **communication procedures and radio etiquette** to ensure clear, concise, and professional communication within the organization. It covers proper use of radio equipment, standardized language and codes, transmission protocols, message prioritization, listening skills, call signs, and handling of emergencies. The goal is to enhance teamwork, prevent misunderstandings, and maintain operational efficiency through effective communication practices.

1. Purpose

To establish standardized procedures and etiquette for using radio communication systems, ensuring clarity, professionalism, and operational effectiveness.

2. Scope

This SOP applies to all personnel authorized to use radio communication equipment during operations or within the organization's facilities.

3. Definitions

- **Call Sign:** Unique identifier assigned to each radio user or unit.
- **Transmission:** Sending a message via radio.
- **Code Words:** Approved phrases or words used to represent specific messages.

4. Responsibilities

- **Supervisors:** Ensure staff compliance and provide relevant training.
- **Personnel:** Adhere to procedures and maintain professionalism.

5. Procedures

5.1 Radio Equipment Use

- Carry out pre-use checks (battery, volume, channel, antenna).
- Report any malfunctioning equipment to a supervisor immediately.
- Do not use radios for personal conversations.

5.2 Standardized Language & Codes

- Use clear, plain language or authorized codes/phoenetics.
- Avoid slang, jargon, or ambiguous phrases.
- Use official 10-codes if applicable (see table below).

Code	Meaning
10-4	Acknowledged/Message received
10-9	Repeat message
10-20	Location
10-33	Emergency, all units stand by

5.3 Transmission Protocol

- Listen briefly before transmitting to ensure the channel is clear.
- Press the transmit button, wait 1 second, and then speak.
- Speak slowly, clearly, and at a moderate volume.
- Keep transmissions short and to the point.
- Release the button after speaking.
- End messages with "Over" (message complete, response expected) or "Out" (no further replies expected).

5.4 Message Prioritization

- Emergency messages have top priority; state "Priority" or "Emergency" before the message.
- Routine operational messages are secondary.

5.5 Listening & Acknowledgment

- Actively listen before transmitting.
- Acknowledge receipt of messages ("Copy" or "10-4").

5.6 Call Signs

- Use assigned call signs at the beginning and end of each transmission.
- Identify both sender and intended recipient: *[Recipient Call Sign], this is [Your Call Sign]*.

5.7 Emergencies

- Transmit the word "Emergency" three times, followed by your message.
- All other radio traffic must cease until the emergency is resolved.
- Follow established emergency protocols.

6. Training

All users must receive training on radio equipment, systems, and communication protocols before using radios operationally.

7. Enforcement

Non-compliance with these procedures may result in disciplinary action, up to and including revocation of radio privileges.

8. Revision & Review

This SOP will be reviewed annually and updated as necessary.