

Communication Procedures

H.E.A.T Course
Hostile Environment
Awareness Training



Sequences of training

▶ 0815 – 0900 hrs

- ▶ Theory basics

▶ 0915 – 1000 hrs

- ▶ Practical training PART I
- ▶ phrase radio calls
 - ▶ Radio Check
 - ▶ Initial Call
 - ▶ Prowords, phon. Alphabet

▶ 1020 – 1200 hrs

- ▶ Practical training PART II
- ▶ transmitting messages via RC systems
- ▶ usage of RC systems mounted on vehicles
- ▶ RC exercise within barracks



GOALS

- ▶ **To perform a radio call in all situations**
- ▶ **To have a backup in case of an emergency**
- ▶ **To pass the Final exercise on friday**



WARNING

- ▶ **Different backgrounds and mission experience levels**
- ▶ **Very BASIC information about RC in this lecture**
- ▶ **New / Old Information (revision)**
- ▶ **Share knowledge, Ask questions**



AGENDA

- ▶ **RC basics**
- ▶ **Communication security**
- ▶ **Voice Procedure**
- ▶ **Communication during patrol**



RC BASICS

▶ **Most common radios:**

- ▶ HF (High Frequency): 3-30 MHz
- ▶ VHF (Very High Frequency): 30-300 MHz

▶ **VHF:**

- ▶ Range up to ~10km
- ▶ Vulnerable to objects (buildings, hills, forrests)

▶ **HF:**

- ▶ Theoretically wider range as VHF and not that vulnerable to objects
- ▶ But: very much influenced by weather conditions and electronic interference



RC BASICS

- ▶ **Listening before sending**
- ▶ **Don't shout & don't whisper**
- ▶ **Avoid interference if possible**
- ▶ **Maintain a natural rhythm of speech**
- ▶ **Stick to the International Phonetic Alphabet**



RC BASICS

- ▶ **Key factor to effective RC = DISCIPLINE**
 - ▶ Difference to phone calls
 - ▶ Short & precise messages
 - ▶ Usage of standardized procedures

- ▶ **No excessive calling
(importance is decisive!)**

- ▶ **Principle: THINK – PRESS – TALK**

RC BASICS

- ▶ **Speak understandable**
- ▶ **Use standardized wordings**
- ▶ **Precise information**
(the receiver has no eye on the situation!)
- ▶ **Don't block the frequency too long**
(AS LONG AS NECESSARY, BUT AS SHORT AS POSSIBLE!)

COMMUNICATION SECURITY

- ▶ **All measures to deny unauthorized access to own communication (information & equipment)**
- ▶ **Take care about information you transmit via specific communication systems**
- ▶ **No personal information via radio**
- ▶ **Use code names / Call Signs (letters, numbers, places, actions, ...)**
- ▶ **Keep an eye on your equipment / store safely**

VOICE PROCEDURE: BASICS

▶ **CALL FORMAT:**

- ▶ Defined, standardized way how to phrase a radio call
- ▶ Sequences of Callsigns, (pro)words, content, finishing
- ▶ Establishes a system in RC

▶ **PROCEDURE WORDS („Prowords“):**

- ▶ Standardized words/ phrases with special, defined meaning
- ▶ part of transmitting-regulations
- ▶ Easy understanding & usage (simplicity wins!)

VOICE PROCEDURE: BASICS

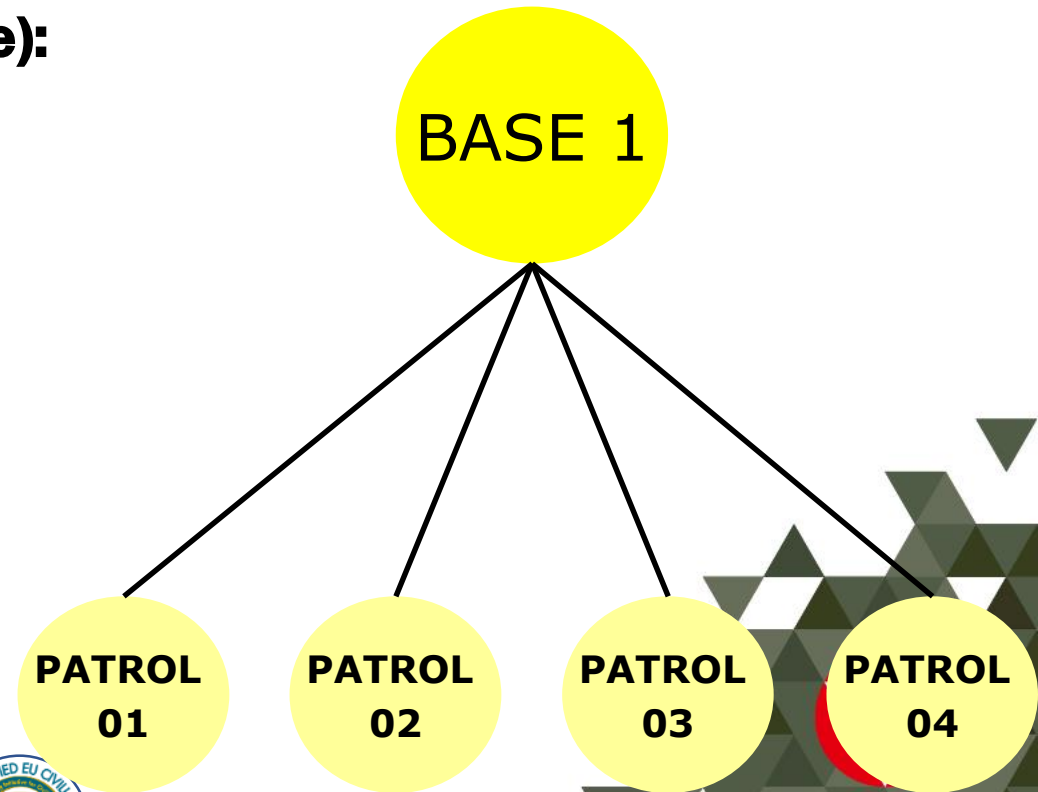
► CALL SIGNS:

- Used instead of real names (ComSec, PersSec)
- Easy & fast identification via radio
- Possibilities:
 - Terms (EAGLE, SHARK, PATROL, ...)
 - Numbers (01, 02, 2-0, ...)
 - Combination (PATROL 02, OP 06, ...)

VOICE PROCEDURE: BASICS

► **RADIO NETWORK (example):**

- **Net Control Station**
(Is aware of your location
the whole time)



► **Substations**

VOICE PROCEDURE: BASICS

CALL FORMAT (Initial Call):

- ▶ Addressee's Call Sign

„PATROL 02“

- ▶ Proword

... this is...

- ▶ Originator's Call Sign

„BASE“

- ▶ Proword (finishing)

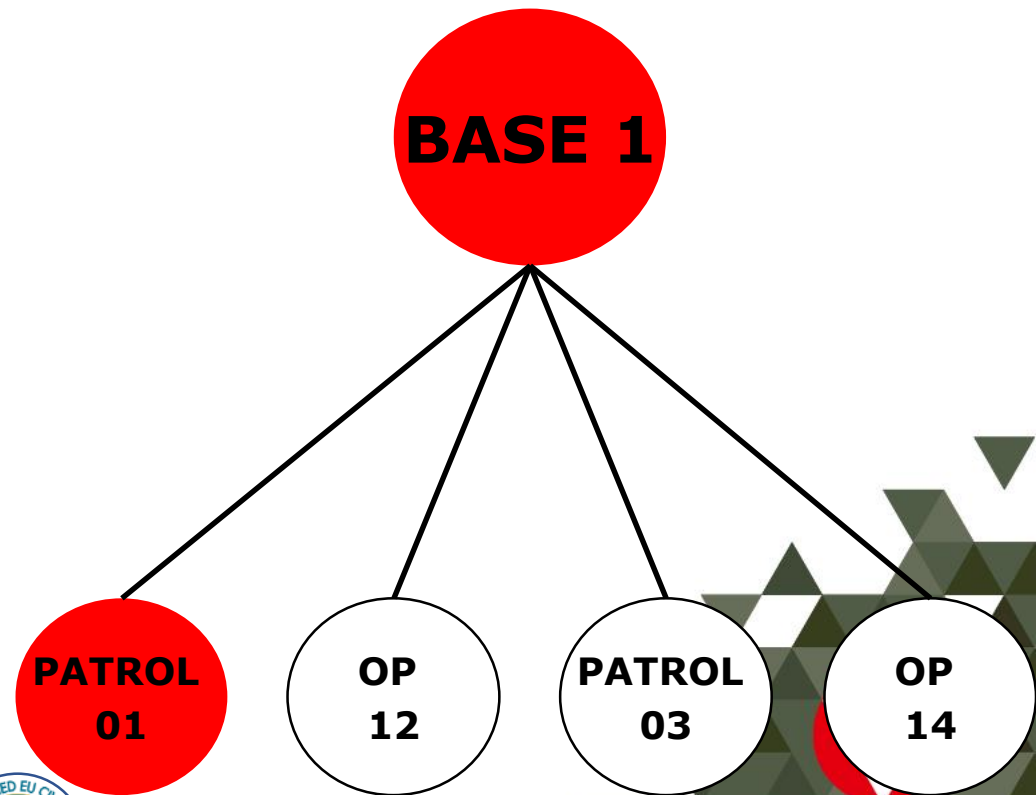
...over

VOICE PROCEDURE: BASICS

► TYPES OF CALLS:

► Single Call

- PATROL 01
- ... this is ...
- BASE 1
- ... over

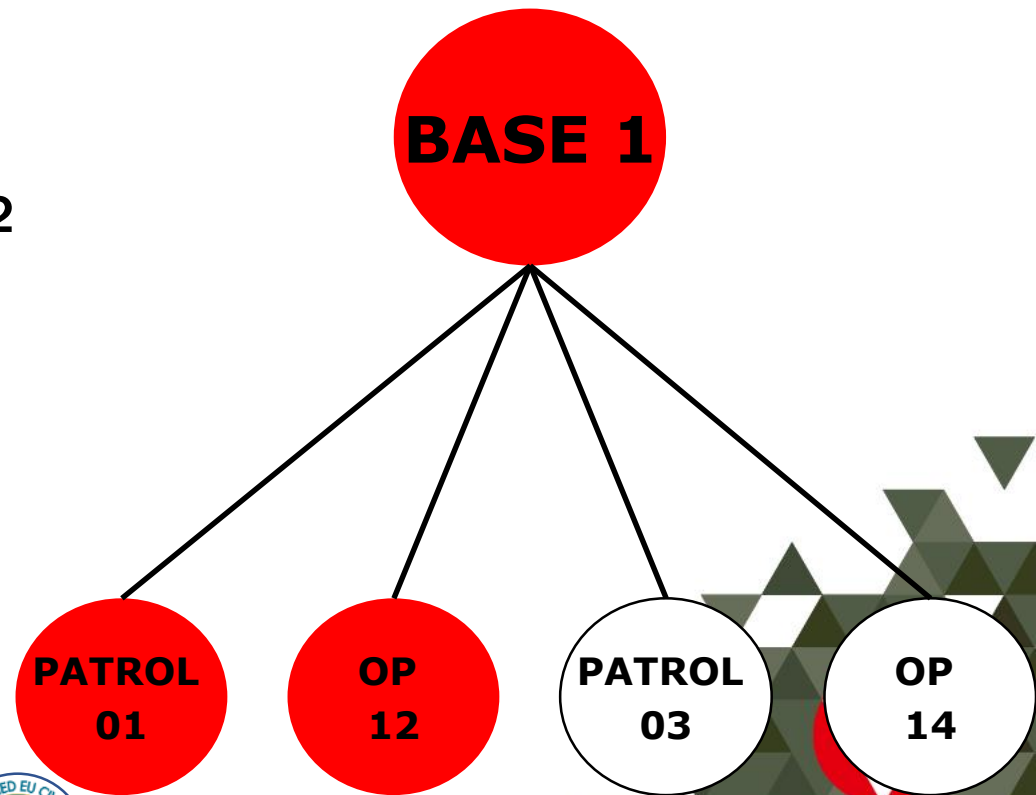


VOICE PROCEDURE: BASICS

► TYPES OF CALLS:

► Multiple Call

- PATROL 01 and OP 12
- ... this is ...
- BASE 1
- ... over

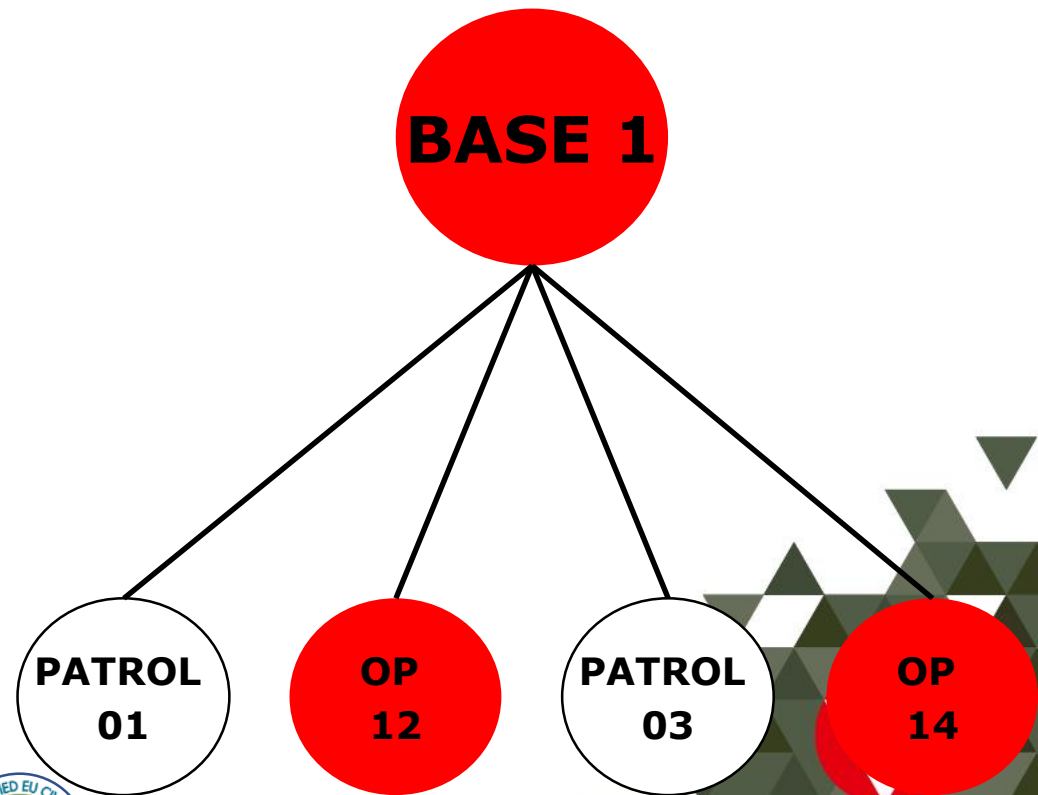


VOICE PROCEDURE: BASICS

► TYPES OF CALLS:

► Collective Call

- (All) OPs
- ... this is ...
- BASE 1
- ... over

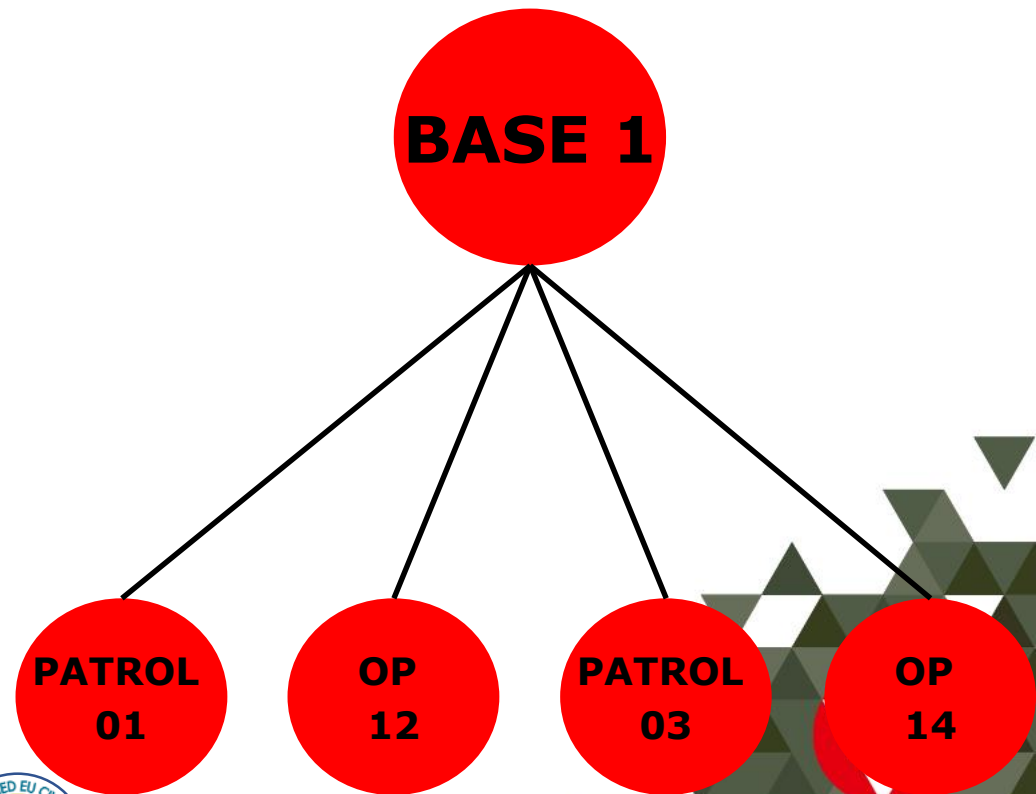


VOICE PROCEDURE: BASICS

► TYPES OF CALLS:

► Net Call

- All stations
- ... this is ...
- BASE 1
- ... over



VOICE PROCEDURE: BASICS

► Finishing Prowords:

- End of my transmission, response is expected
- End of my transmission, no response expected (usually only the NCS uses „out“)
- **NEVER USE: „over and out“**



OVER



OUT

VOICE PROCEDURE: BASICS

Common Prowords:

- ▶ „I understood your message“
- ▶ „Will“ + „Comply“ = „I will follow your orders“
- ▶ „Repeat the message you transmitted right before“
- ▶ „Repeat everything you transmitted after...“
(also with BEFORE)

Roger

Wilco

Say again

...all after

UNSER HEER

VOICE PROCEDURE: BASICS

Common Prowords:

- ▶ „I will spell the before mentioned word/ term“

I SPELL

- ▶ „Don't transmit anything for the next few seconds“
(usually used for taking a look on the map etc.)

WAIT

- ▶ „Foward this message to the following
Call Signs: ...
(no contact to one/ some station(s))

RELAY TO



UNSER HEER

VOICE PROCEDURE: BASICS

- ▶ (follows) Station is about to send a message
→ take notes? Vital information? Complicated?

- ▶ Go ahead! Ready to record

MESSAGE

SEND

VOICE PROCEDURE: BASICS

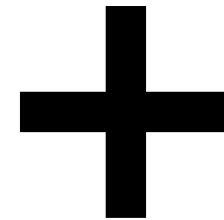
▶ RADIO CHECK

(Usually initiated by Net Control Station or Commander)

- ▶ Are the Radio sets working properly?
- ▶ Is everybody „online“?

- ▶ **Signal strength:**
 - ▶ LOUD
 - ▶ GOOD
 - ▶ WEAK
 - ▶ VERY WEAK
 - ▶ (NOTHING HEARD)

- ▶ **Readability**
 - ▶ CLEAR
 - ▶ READABLE
 - ▶ DISTORTED
 - ▶ WITH INTERFERENCE
 - ▶ NOT READABLE



UNSER HEER

VOICE PROCEDURE: BASICS

RADIO CHECK (Example):

- ▶ Addressee's Call Sign
- ▶ Proword
- ▶ Originator's Call Sign
- ▶ Message
- ▶ Proword (finishing)

„All stations“

... this is...

„BASE“

**„Radio
Check!“**

...over

VOICE PROCEDURE: BASICS

RADIO CHECK (Answer):

- ▶ Addressee's Call Sign
- ▶ Proword
- ▶ Originator's Call Sign
- ▶ Message
- ▶ Proword (finishing)

„BASE“

... this is...

„PATROL 01“

„You are LOUD
and CLEAR“

...over

VOICE PROCEDURE: BASICS

RADIO CHECK (Closure):

- ▶ Addressee's Call Sign
- ▶ Proword
- ▶ Originator's Call Sign
- ▶ Message
- ▶ Proword (finishing)

„All stations“

... this is...

„Base“

„You are all LOUD
and CLEAR“

...out

COMMUNICATION DURING PATROL

- ▶ **Preparation Phase**
- ▶ **Execution Phase**
- ▶ **Post-processing Phase**



COMMUNICATION DURING PATROL

► Preparation Phase

- ▶ **Planning the patrol**
- ▶ **Patrol briefing**
- ▶ **Checks (concerning communications):**
 - ▶ **Equipment**
 - ▶ **Devices (radio, cell phone, SAT, GPS)**
 - ▶ **Accessories (batteries, antennas, cables, ...)**
 - ▶ **Correct assembly/ fitting of parts**
 - ▶ **Coordination**
 - ▶ **Correct frequencies (along with other vehicle, base, other patrols, OPs)**
 - ▶ **Time for first radio check**
 - ▶ **Reporting procedure (how often, when, who, via)**
 - ▶ **Bound by time** (e.g. Every 30min)
 - ▶ **Bound by location** (e.g. RPs, RLs, ...)
 - ▶ **Combination** (every 30min and at every RP, whatever comes first)
 - ▶ **Emergency call** (via which device; how)



COMMUNICATION DURING PATROL

▶ Execution Phase

- ▶ Maintain communication
- ▶ If communication lost → re-establish ASAP by any means
- ▶ Check connection between patrol vehicles from time to time (on Cdr's behalf)

▶ Post-processing Phase

- ▶ Check out from radio before switching off (if agreed by Cdr; information to others)
- ▶ Disassemble if possible/ necessary (antennas, batteries, ...)
- ▶ Store equipment carefully & safely



COMMUNICATION DURING PATROL

- ▶ **One-time calls (before/ after patrol):**
 - ▶ Communication check
 - ▶ Radio
 - ▶ Cell phone
 - ▶ Initial call for start of patrol
 - ▶ Check out

- ▶ **Consecutive calls (while on patrol):**
 - ▶ RP
 - ▶ RL
 - ▶ Incidents

- ▶ **Occasional calls**
 - ▶ Radio check with other vehicle
 - ▶ Emergency calls

INCIDENT REPORTING PROCEDURE (INCREP)

► Incident Reports:

Event = happens in mission area, concerning mission

Incident = affects OSCE operation & safety
(Illegal detention of OSCE Staff, FOM compromised, direct attacks, OSCE casualties etc...)

Assess if information is important at a certain time („critical“ & „time sensitive“)

Some kind of information is only valuable at a certain point of time (→ report immediately!)

After assessment → decision: reported via RC/ phone or in Patrol Report

detailed, accurate, factual (no assumptions!)

Mission HQ will gather info, (via YOU) induce respective measures and inform the Secretariat.

INCIDENT REPORTING PROCEDURE (INCREP)

► Incident Reports:

- Examples of incidents (not exclusive):
 - OSCE casualties resulting from any event;
 - Illegal detention of OSCE staff;
 - Violent acts directed at OSCE staff;
 - A cease-fire violation within the area of an agreed 'window of silence' ;
 - Weapons fired or impacting in the direct vicinity of OSCE, including bullets flying overhead;
 - Direct attack on OSCE premises or equipment, including shooting at any OSCE UAV and vandalizing of OSCE property;
 - OSCE staff stuck in areas of fighting and unable to move to safety;
 - Aggressive behavior towards OSCE by military or armed formations, including weapon pointing;
 - Road traffic accidents involving OSCE personnel and vehicles;
 - Major escalation in military activity that is likely to directly impact on OSCE safety and security;



**AUSTRIAN ARMED
FORCES**
AU





RC Patrol EXE

► Mission preparation for SMM

COMMUNICATION DURING PATROL

- ▶ **4 Teams (A, B, C, D / F, G, H, I)**
- ▶ **Call Signs: (Patrol-Red, Patrol-Blue, Patrol-Green, Patrol-Purple, Zero-Base)**
- ▶ **Reporting Points (RP), events to be reported to Net Control Station (NCS)**
- ▶ **Procedure on encounter: Stop, observe, report – As soon as NCS Acknowledges – continue the patrol**
- ▶ **Average speed 20 – 30 Km/h – „No Race“**
- ▶ **Other patrols are „ghosts“**
- ▶ **Main effort:
Training of RC, orientation, observation**



Patrol

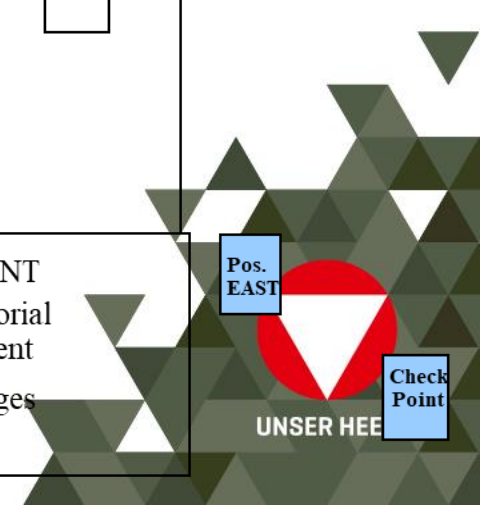
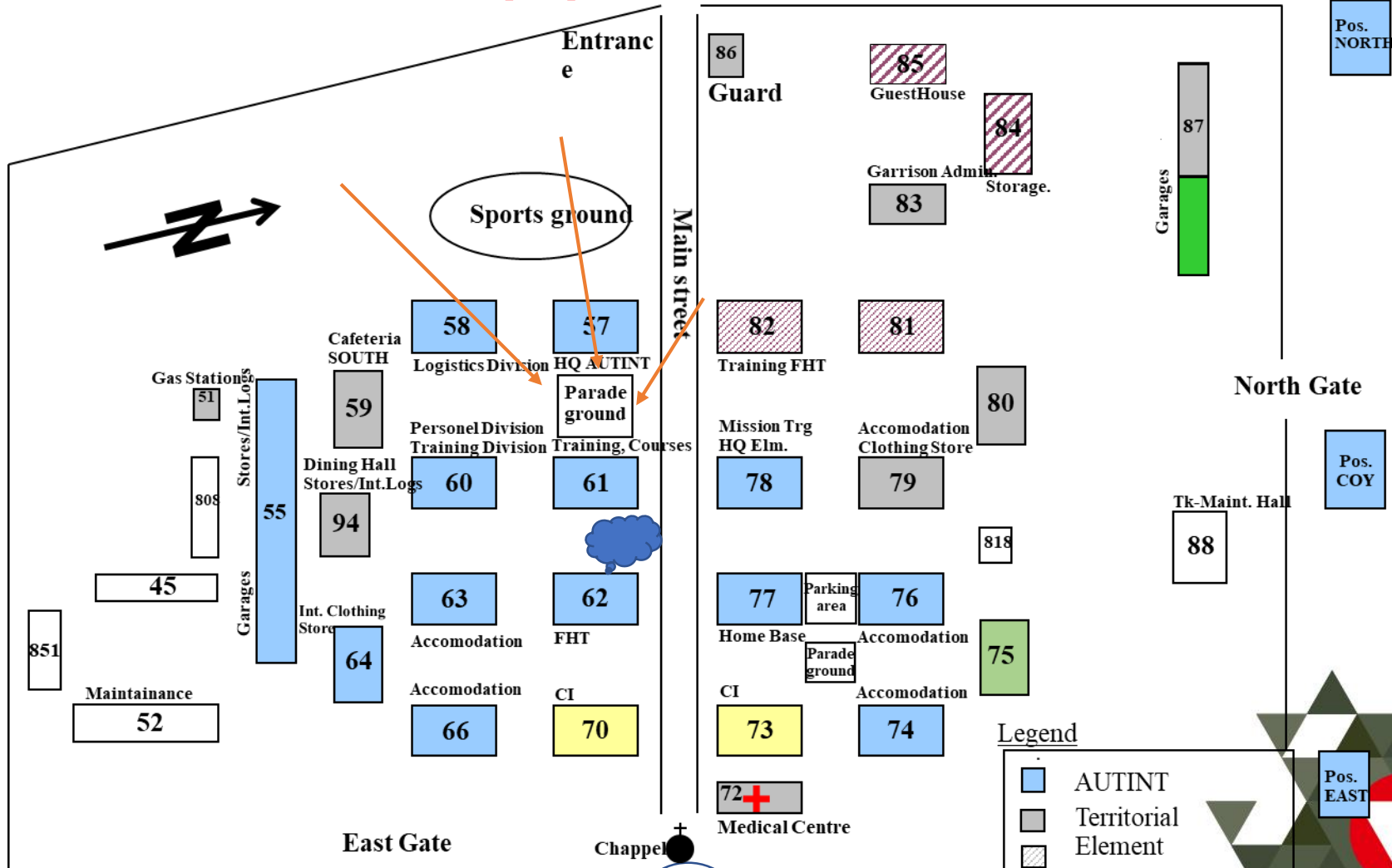
- ▶ You will find oil barrels.
With pictures on it.
Only report what's on the picture!!
(Real tanks doesn't exist)
- ▶ Don't forget when you report an event
TIME - WHERE - WHAT
- ▶ There are no mines along the route
- ▶ Wear your vest and take the helmet with you

COMMUNICATION DURING PATROL

- ▶ **Teams get Keys & Maps**
- ▶ **Sat. Phone (Navigation)**
- ▶ **NCS will perform Radio Check and Start Patrol (order A, B, C etc...)**
- ▶ **After finishing 1 Patrol: Feedback & Change of „Tasks“**



Meeting Point: Parade Square, with Cars & Equipment





Questions

