



Banbury Gliding Club Ltd

Operations Manual

Part 1 - General Procedures

Part 2 - Accident and Incident Procedures

Part 3 - BGC Membership & Charges

Banbury Gliding Club Limited
Registered in England, no 1412717

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Part 1 – General Procedures

Authorisation and Distribution

Authorisation

This Operations Manual provides advice, information and guidance to all those responsible for the safe operation of Banbury Gliding Club Ltd. It is to be used as a base document for all Club operations.

D Bramwell
Chair
October 2024

Distribution:

Chair (Master Copy)
Committee Members
Chief Flying Instructor
Safety Officer
Child Protection Officer
Clubhouse Noticeboard
Coach

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1. Club Management

1.1 The purpose of this Manual is to provide advice, information and guidance to all those responsible for the safe operation of Banbury Gliding Club (BGC). It is based on the BGA Site Operations Manual, which contains a distillation of best practices from advice and guidance provided by other member clubs in their own published operating procedures. It deals primarily with airfield and flight operations. The wider responsibilities of running the field are covered in a section on the supervision and control of visitors and practical guidance on dealing with airfield accidents and emergencies is also provided.

1.2 Clearly defined procedures must be available, in writing, as required by BGA Operational Regulation 1.6, which states that... 'All Club Local Regulations, in addition to the BGA Regulations but not in place or contrary to them, must be posted in a visible place in the Club premises'. Legislation regarding the Health and Safety at Work Act, 1974 and its application to private clubs has also been applied.

1.3 It is expected that this Manual will require revision from time to time, based on Club experience, revised BGA policies and changes to external regulations. Proposed amendments are welcomed and should be sent to the Secretary for consideration by the Committee. The Chair will issue amendments as required on behalf of the Committee.

1.4 BGC Ltd reserves the right to amend, supplement and/or discontinue at its absolute discretion, for whatever reason, any or all, of the guidelines set out in this Manual.

2. Management Structure

2.1 Banbury Gliding Club Ltd is a private company limited by guarantee without share capital. It is run on behalf of the members by an elected Management Committee all of whom are directors of the company. This Committee consists of a minimum of 3 and maximum of 8 members. The following five posts are the minimum required, remaining job roles will be allocated to committee members as required and will be elected to best support the needs of the club. These roles are listed in Appendix 13.

:

- a. **Chair.** The Chair chairs the Committee meetings and is the person responsible for the overall direction of the Club; they are also the final arbitrator should any complaint be made by any member about any other Club member. They are also the Club's point of contact with the BGA. Furthermore, the Chair is responsible for the investigation of accidents and incidents and ensuring that all reports are filed and investigated within the appropriate time. This function is carried out in conjunction with the Safety Officer, the Chief Flying Instructor (CFI) or Tugmaster as appropriate.
- b. **Secretary.** The Secretary holds the position of Company Secretary of Banbury Gliding Club Ltd. They are responsible for notifying and filing changes in the directors, completing the company's annual return, supplying documents as required, giving notice of general meetings, keeping and distributing minutes of Committee and Annual General Meetings (AGM). They are also responsible for ensuring that the returns are made to Companies House on time.
- c. **Treasurer.** The Treasurer is responsible for the financial management of the Club by: receiving all amounts due to the Club either directly or through the Membership Secretary; making all payments on behalf of the Club as authorised by the appropriate director;

maintaining financial records; providing a draft annual budget for Committee approval based upon the long term strategic objectives of the Club; advising the Committee on a monthly basis of the financial situation relative to budget and reporting to the members on the financial situation at the AGM.

- d. **Technical Officer.** The Technical Officer is responsible for the continuing airworthiness and maintenance of Club gliders and aircraft. They receive notifications from the BGA, LAA & BMAA of all technical circulars and other communications of a technical nature, on both mandatory and non-mandatory maintenance requirements. They will endeavour to bring this information to the attention of private owners where it is relevant. They will be a member of any aircraft purchase or disposal subcommittee. They are also the point of contact to the LAA & BMAA for permit aircraft matters.

Note. Information of an urgent and mandatory nature is sent directly to the registered glider owner and it is therefore important that private owners inform the BGA of their correct contact address.

- e. **Membership Secretary.** The Membership Secretary is responsible for membership records, banking and flying accounts.

2.2 The Club also has four appointed officers. The BGA requires that the Chair and CFI, and CFI and Tugmaster posts are not combined to prevent a conflict of interest.

- f. **The Chief Flying Instructor.** The CFI is responsible for, and has final jurisdiction over, all flying matters. They are also responsible to the BGA for all aspects of glider flying and training carried out by the Club. In conjunction with the Safety Officer, they will investigate and report accidents and incidents.

- g. **The Tugmaster.** The Tugmaster is responsible to the CFI and Chair for the safe operation of the tug aircraft. They are also responsible for ensuring compliance with BGA, LAA, BMAA and CAA rules. In conjunction with the Safety Officer and CFI, they will investigate and report accidents and incidents involving tug aircraft.

- h. **Safety Officer.** The Safety Officer is responsible for all aviation related and ground-based health and safety activities. In association with the CFI and the Tugmaster, they will investigate and report on all aircraft related accidents and incidents. They will investigate and report on all other accidents and incidents in association with the appropriate Committee Member.

- i. **Child Protection Officer.** The Child Protection Officer is responsible for all matters relating to Child Protection Policy and Procedures. They will investigate all concerns and alleged incidents brought to their attention by any club member. He is only required to inform the committee when their investigations are concluded to their satisfaction. They are also responsible for obtaining DBS certificates for all Instructors and Duty Pilots. They are responsible for the Policy and Handling of DBS Certificate Information.

3. Charges

The Club charges are reviewed annually or more often if circumstances require. The members run the Club and any work done “in house” has a direct impact on the charges. Membership categories and charges are detailed in Part 3 of this Manual.

4. Introductory Flights

The Club issues its own Introductory Flight Vouchers and participates in the Introductory Flight Voucher Scheme. Under the latter scheme, the BGA sell vouchers at exhibitions such that people interested in gliding can fly with their nearest participating club. From time to time the Club may choose to utilise other agencies to market Introductory Flights on its behalf.

5. General Airfield Operations

5.1 Banbury Gliding Club Ltd (BGC) operates from Hinton in the Hedges airfield, which we share with both privately owned powered aircraft, a power flying school and the Hinton Skydiving Centre Ltd (HSC). The Harrison family own the airfield and we operate on a lease granted by them.

5.2 All pilots flying under the control of the BGC are required to comply with the requirements of the agreement established between the Banbury Gliding Club and the Hinton Skydiving Centre Ltd dated 24/3/03, at Appendix 1.

The smooth running of the airfield, the efficient use of aircraft and equipment and above all, the avoidance of accidents depend upon an efficient organisation on every flying day. Organisation and operational requirements are governed by:

- a) CAA regulations.
- b) BGA Operational Regulations.
- c) Health and Safety Executive.
- d) Insurance and duty of care - to which references are made in the text.
- e) Club Operations Manuals.

5.3 Take-offs and landings are normally carried out from the grass strips alongside the centre triangle of the airfield or as required, using the main runway. The centre area grass must not be driven over as a short cut. Any gliders that land on it should be retrieved directly to either the in-use runway or an associated unused runway. Landing in the centre grass area may be hazardous, as it is not kept short during some periods of the year.

5.4 Before flying starts, the Emergency Equipment Trailer should be at the launch point.

5.5 When HSC are operating, except during departure and when returning to land, no glider or tug aircraft will:

- Operate within the airfield boundary.
- Operate within the designated Drop Zone and Exclusion Zone.

5.6 All Hinton based gliders will maintain a listening watch on the airfield frequency, 119.455 MHz when within 5 miles of the airfield. Please note the licence on this frequency restricts transmission, to below 3000 feet and within 10 miles radius of the site to avoid interference with other users. A glider returning to the Hinton area and / or radio frequency, must check with "Hinton glider base" or "Hinton DZ" if there has been a change to the drop zone positioning and / or runways and circuit in use before entering the Parachute zone.

5.7 Rigging and de-rigging are to be carried out remote from the launch area to ease congestion at the launch point and to ensure greater safety in the take-off/landing area. Rigging and derigging will normally be on the hard adjacent to runway 33/15 well away from the threshold of either 24 or 33/27.

5.8 Car parking at the launch point is to be alongside the hedge line away from the runway/grass strip area. Cars will be parked in the designated area near the bus. Temporary car parking at the Clubhouse and hangar must allow access for the various powered aircraft housed in the vicinity. Please drive about the airfield as little as possible and always show care and consideration to other airfield users, at a maximum speed of 20mph.

5.9 Tyres must not be left cluttering up the launch point or the hanger pan. They are likely to cause an accident or damage aircraft propellers. Ensuring the tidiness of the launch site at the end of the day is the responsibility of the Duty Pilot and Duty Instructor.

6. Delegation of responsibilities

BGA Op. Reg 16, March 2021 states:

Subject to any applicable law or statutory regulation the CFI, whose decisions shall be final, shall have responsibility for all matters concerning the gliding club flying operations on or from the club site.

On rostered Club flying days, normally two instructors are rostered, a Duty Instructor (A) and their assistant (B). Flying will be under the control of the Duty Instructor and his assistant instructor, assisted by the Duty Pilot and Duty Tug Pilot.

The requirements for mid-week adhoc flying are detailed at Appendix 12.

7. Duty Instructor

The Duty Instructor is responsible to the CFI for the safety of the flying on the day. They are responsible for:

- a. Liaising with Hinton Skydiving Centre to agree the launch direction to use as required by our Operations Agreement and the guidance notes for setting up the gliding operation. (Appendix 1). Mark the circuit direction on the map prepared and agreed with Hinton Skydiving Centre. Prepare the bus's red Folder with information for the day.
- b. Ensuring that all in-use Club aircraft have a Daily Inspection carried out by an authorised person and that the Glider DI books are signed.
- c. Checking NOTAMS, Temporary Navigation Warnings (TNWs) and Aeronautical Information Circulars (AICs) for relevant information for the local area.
- d. Obtaining a weather forecast.
- e. Setting up the launch point.
- f. Ensuring the mobile radio is available at the launch point and that appropriate safety signs are in position.
- g. Checking the emergency equipment trailer is available.
- h. Provide clear instructions to the Duty Pilot on minimum criteria for launching for the day's conditions, aircraft in circuit, ground obstructions, etc.
- i. All glider pilots are to ensure that they are adequately briefed. Licenced pilots can self-brief using the airfield day map, red folder and the items in B above. They can also request a separate short briefing from either of the Duty Instructors. Unlicensed pilots are under the control of the Duty Instructors in all matters flying.
- j. Carrying out the instructions in Ops Manual Part 2 "Accident and Incident Procedures" in the event of an accident or incident. Should the Duty Instructor be injured, then this responsibility will fall to the assisting instructor and failing that to the Duty Tug Pilot.
- k. Ensuring that all parachutes and batteries are removed from Club gliders and returned to the Clubhouse at the end of the days flying.
- l. Ensuring that the Clubhouse is secure at the end of the day.

8. Duty Tug Pilot

The Duty Tug Pilot is responsible for all tugging operation on the day. They are responsible for:

- a. Carrying out the tug Daily Inspection and preparing the aircraft ready to launch as required by the Duty Instructor.
- b. Operating the tug in accordance with the BGC Tug Pilots Manual.
- c. Re-fuelling and cleaning the tug at the end of flying.
- d. Notifying any defects to the Tugmaster/Technical Officer to enable rectification to be carried out.

In the event of an accident or incident, assist the Duty Instructor with the procedures as laid down in BGC Operations Manual Part 2 "Accident and Incident Procedures". If the Duty instructor (A) is injured or not available, assist the (B) instructor. If neither instructors are available, then take over and action the BGC Operations Manual Part 2 "Accident and Incident Procedures"

The BGC Tug Pilots Manual will be updated from time to time as necessary, by the Tug Master and it will be issued to the approved Tug Pilots. It will also be available on the BGC Google Drive.

9. Duty Pilot

DUTY PILOT BULLET POINTS

- Initial setup at the club house.
 - Check forms; white, red and green folders. If not, print out more.
 - Bus set up; ensure computer, radio, parachutes, etc, are available.
 - **NB: Banksman required when reversing.**
 - Ensure batteries get to gliders.
 - Keep the phone switched on and with you at all times, especially when trial lessons are scheduled.
 - Bus will need starting five minutes before moving to allow the air to charge.
- It is intended that training flying begins by 10am.
 - It normally takes an hour to set up.
 - If the hanger hasn't been opened yet, encourage three people to get started.
 - Encourage DI and DT to sort DZ.
 - Daily briefing around 9.30am at the hanger and certainly before flying.
 - Encourage activity towards achieving a two seater at the launch point prior to 10am.
- Set up the launch point according to DI requirements.
 - Locate safety boards and parking board.
 - Put the flying list whiteboard outside of the bus.
 - Ask somebody to add pilots and students to Glidex.
- Identify who the students are on the flying list.
 - Liaise with DI to ensure a student is ready to go as their training aircraft lands.

- Trial lessons need collecting from the car park and a safety brief. See Safety Brief sheet for text.
 - Keep an eye on them at the launch point. Guide them back to the car park when finished.
- Inform trial lesson and students about progress. Provide an indication of when they might fly.
- Licensed pilots to fit in with the operation.
- **Unlicensed pilots are the responsibility of the DI and will be identified at the daily briefing. The DI will confirm their status and when authorised to fly.**
- Ensure that flight logging on the computer is looked after and somebody has charge of the launch point radio.
- If the DP has to leave his post for any reason, he needs to identify a replacement and brief him as to the next student or Trial Lesson, etc. Brief the DI that the Duty Pilot duty has changed temporarily.
- Make sure that you fly if you want to!
- **BE SAFETY AWARE. KEEP A LOOKOUT AT ALL TIMES.**
- As the end of the day approaches, check that solo pilots are finished with club gliders.
 - Confirm with DI that single seat flying is over. Organise for club single seaters back to the hanger.
 - Confirm with DI the status of training. Organise the two seaters back to the hanger.
- Tidy up launch point and organise everything back to the club house / hanger.
 - Make sure that gliders are washed – use students!
 - Make the computer available in the office for the tug pilot.
 - Ensure everything is put away.

Further detail can be found in DUTY PILOT: Daily Tasks, Ops Manual Appendix 7

10. Club Members

10.1 It is expected that Club members help either at the beginning or end of the day. They should be available to help unpack or repack the hanger as required. If they carry out a Daily Inspection on a glider, they must ensure that the canopy is cleaned, and a serviceable battery is fitted. During the day they should be prepared to help with the airfield operation by recovering gliders as required. Blocked runways both upset other airfield users and costs money because it keeps the tug waiting and increases the launch queue. If they have flown a Club glider, they are responsible for it until they hand it to another Club member, properly park it at the launch point or it is put away.

10.2 Club members are expected to welcome temporary members and visitors and help to brief them on airfield and launch point safety procedures. How Club members meet and greet visitors reflects in their first impression of the club and is therefore of great importance.

11. After flying finishes for the day

- a. At the end of the day's flying, the Duty Instructor and their assistant will be responsible for checking the log sheets to ensure that every glider is accounted for. If not, then emergency procedures should be initiated.
- b. Checking that all flights are logged correctly on the club logging system.
- c. Notifying the Technical Officer of any glider defects for rectification action.
- d. The Tug Pilot is to update the club computer with the relevant launch heights.

12. Hangar packing and unpacking

Hangar packing and unpacking should always be under the supervision of an Instructor who is accountable to the Club and committee. This, however, does not stop club members from opening the hangar doors and removing the ground equipment. Aircraft should only be moved under the direct supervision of an instructor.

13. Daily Inspections

BGA Operational Regulation 38 states that: - "Inspection Before Flight". All gliders operated from a BGA club site shall be inspected before flying on each day by a pilot who has been approved to carry out a daily inspection, who must sign to confirm that they have completed the daily inspection including positive control check and that the glider is serviceable. Details of these requirements are provided in the BGA Airworthiness Maintenance programmes, BGA Instructors' Manual and the flight manuals for each aircraft. All licenced pilots or equivalent, are authorised to carry out a Daily Inspection. The DI record book must be completed stating that the aircraft is serviceable or Unserviceable. All defects or problems should be reported to the Duty Instructor for either rectification or passing on the defects to the Technical Officer.

14. Parachutes

Under BGA Operational Regulations parachutes are only mandatory for cloud flying. However, it is a Club requirement to wear a parachute when flying Club gliders unless specifically authorised not to do so by the Duty Instructor. The parachute is a vital piece of emergency equipment and should always be kept in full working condition. To ensure that parachutes can be relied upon to work in an emergency, the following precautions should be observed:

- a. The parachutes should be kept dry and clean at all times.
- b. Never put a parachute down on the ground.
- c. Never allow a parachute to become contaminated with fuel, oil or acid, this will render it permanently U/S.
- d. Always return them to the parachute rack in the Clubhouse after flying.
- e. Parachutes should be checked prior to daily use.
- f. If the parachute has become damp or contaminated, or if the release pins under the flap are bent or have been partly withdrawn, the parachute should be declared unserviceable and the Duty Instructor informed. The parachute must be marked as Unserviceable and the Duty Instructor should inform a committee member.

15. Ground operations and safety procedures

15.1 Members need to learn the necessary skills to enable them to safely handle gliders on the ground. Teamwork and clear communication are required, together with a clear understanding of the risks involved.

15.2 Manoeuvring, parking and positioning gliders on the airfield or in the hangar is accomplished either by manhandling or by towing behind a vehicle. Whichever method is used, there are many principles that need to be observed, both for the safety of the glider and for those moving it.

15.3 General Glider Handling.

Points to be observed at all times:

- a. Whenever the glider is being moved, just one person must hold on to one wingtip.
- b. When changing wings from one person to another, the person handing over calls "YOUR WING" and the receiver of the other wing replies "MY WING". This is a clear, concise handover and must be used whether on the field or in the hangar.
- c. Glider canopies are easily damaged and are expensive to repair. Always close and lock the canopy unless you need access to the cockpit.
- d. Avoid reaching through the clear vision panel to close airbrakes or to release the cable.
- e. Never reach through the clear vision panel when the glider is moving.
- f. Never lift the canopy by the edge of the clear vision panel.
- g. If the canopy is stuck or will not open, summon qualified assistance.
- h. A vehicle should never be driven closer than 2m from the rear of the glider and the glider must be manually pulled towards the vehicle to connect the tow out gear to the towing ball.
- i. Manhandling the glider is the preferred method for short distances. The correct method for handling the glider is as follows:
 - i. It is always preferable to move the glider backwards.
 - ii. All club gliders have tailwheels, they must be lifted clear of the ground using the handle provided or fuselage (NOT the tailplane or the elevator)! If the glider has a tail dolly or removable tail wheel, it should be attached.
 - iii. Always push on the strongest part of the wing, which is the leading edge near the root (No glider should be pulled or pushed by the trailing edge of the wing, rudder or canopy).
 - iv. Whenever the glider is being moved, one person must always hold on to the into-wind wing tip. This is:
 - v. To control the direction by steering the glider.
 - vi. To ensure that the glider cannot be blown over by a gust of wind.
 - vii. In strong winds, someone should be strapped in the glider to prevent it from lifting off and to hold the controls steady.
 - viii. When moving a glider downwind, on strong wind days, always ensure that the ailerons and rudder are held, either by someone in the cockpit holding the controls or by someone walking behind the control surface and holding it firmly to prevent it from slamming against stops or hinges when caught by the wind.

15.4 Towing.

Towing is the preferred method when the glider needs to be moved for greater distances than can easily be accomplished by manhandling. Towing, with a rope, involves hooking the glider to a vehicle and pulling it in a forward direction while being stabilised and steered by hand. Safe towing requires the following points to be observed:

- a. The rope used should not be less than one wing's length and should preferably be a wingspan in length. This is to ensure that if the glider is turned unintentionally while on tow, the wing will not hit the towing vehicle.
- b. A member of the crew should always walk in front of the glider especially where there is a downslope. They can stop the glider from over-running the tow vehicle, release the towrope if necessary.
- c. Especially when airside, the tow driver must maintain a continual scan for airspace users whether in the air or on the ground and to take appropriate action to ensure safety.
- d. The driver of the tow vehicle and the wing holder must be in communication with each other so that in an emergency, the driver can stop immediately if required. It is not always possible to be in verbal communication, but visual communication is essential. The tow driver should keep a constant watch on the wingtip holder and respond to previously agreed signals.
- e. If the towing vehicle is a car, the windows should be open, and the radio turned off, so that the driver is aware and able to hear commands such as STOP!
- f. Before towing across a runway, always stop and check for aircraft in the circuit, approach or taking off. Only cross the runway if safe to do so and tow directly across the runway to minimise the time exposed to danger.
- g. If one man towing gear is used then the towing speed should be no faster than normal walking pace. Similar to a – f above. The wing tip dolly must be regularly checked as they can have a tendency to work loose and move towards the wing tip.

15.5 Parking Gliders.

Gliders should always be parked so that they are secure and stable and cannot be blown over and damaged by a strong gust of wind. The built-in stability of glider will cause it always to weathercock into wind. Once facing into wind, the wings will generate lift and if the wind is strong enough, the glider will take off on its own or will simply blow over. To avoid that happening, take the following precautions:

- a. Gliders should always be parked with one wing into wind, with the airflow from around 30 to 45 degrees behind the trailing edge.
- b. The into-wind wing of wooden/fabric gliders should be held firmly on the ground by using tyres or some form of ballast that cannot damage the wingtip. For glass gliders see the note below.
- c. Always place tyres or moveable ballast so that it moves with the wing. Do not place tyres partly on the ground and partly on the wing. If the wingtip moves, the tyres will be displaced, the wing will rise, and the glider may blow over. Do NOT use tyres still fitted to wheels!
- d. Prevent the glider from weather cocking by placing a tyre or chock under a strong part of the nose and by either placing tyres or chocks on the downwind side of the tailskid/wheel or by picketing the tail. In stronger winds use a maximum of two tyres on top of the tailplane in the case of wooden gliders.
- e. Remove any tail dollies or detachable tailwheels.
- f. Lock airbrakes in the open position in strong winds.

- g. Prevent the rudder from slamming against its stops or hinges, either by placing a rudder lock' in position or by moving the rudder to its full travel on the downwind side and carefully placing a tyre or ballast against the rudder on the upwind side.
- h. Close and lock canopies.
- i. To provide additional stability when parking in strong winds or when strong gusts are anticipated, place a tall trestle under the high wing.

Note. Some glass fibre gliders are very tail heavy and should not weathercock. The wings are also much lower than on older gliders. Those gliders may be parked safely by placing the downwind wing on the ground and leaving the into wind wing up. That parking configuration has the added benefit of avoiding the need to place tyres or ballast on highly polished, expensive gel coat. But parking wing up into wind is not recommended for all glass fibre gliders like the ASK21 which are not tail-heavy and need to be parked in the standard manner, i.e. in the same way as wooden gliders. If in doubt or if threatened by sudden gusts or by squally weather conditions allocate someone to stay with each aircraft.

15.6 The Launch-point: General Hazards and Safety Precautions.

The launch point is the most hazardous area of the gliding field with many risks. Safety precautions are of paramount importance and the following should be observed at all times:

- a. Always follow the instructions of the Duty Instructor and Duty Pilot.
- b. Do not obstruct the DP's line of sight and signals communication.
- c. Do not walk in front of a glider with the aerotow rope attached.
- d. Be careful when handling ropes.
- e. Noise should be kept to a minimum at the launch point to stop interference with the launch signalling process.

15.7 Aerotow Launch Procedures.

No glider is to be launched until a satisfactory check operation of the cable release under tension on the ground has been performed that day.

The Duty Pilot (DP) is in control of launching. They will allocate members to carry out the following tasks:

- a. A Log keeper to record details of all launches and landings.
- b. A wingtip holder.
- c. A signaller to pass instructions direct to the tug pilot by radio.

Note. If necessary, tasks b. and c. may be undertaken by the same person.

The tasks involved are illustrated by a typical sequence of events, as follows:

- d. The gliders are arranged in a launch queue, adequately separated. The next glider to be launched is moved to a forward position with the pilot ready to launch, having completed his pre-flight checks.
- e. The tug pilot lands with towrope attached and taxis into position at the head of the launch queue.
- f. A member of the launch crew collects the glider end of the towrope, checks the towrope for knots and takes the towrope to the glider to be launched. (If knots or damage are discovered and cannot immediately be removed, the towrope should be replaced with a serviceable towrope).

- g. The crew waits for the glider pilot's instruction to attach the towrope. Before attaching the towrope, they will check with the pilot that "brakes closed and locked" and "canopy closed and locked". Only on receiving the pilot's affirmation, should the towrope be attached.
- h. The pilot is requested to open the cable release hook with the word "open" and when the ring is in place, the pilot is asked to close the release hook with the word "Close". The pilot will repeat the instructions to affirm.
- i. The security of the tow rope attachment is checked by pulling on the towrope. Avoid looping the rope round one's hand, etc. in case the rope suddenly goes taut. The crew then calls 'On and secure" to the pilot, let's go of the towrope and stands clear.
- j. The signaller then checks for any potential conflicts with the launch (e.g. other gliders/aircraft landing or in the final stages of the circuit, gliders in low or unusual circuit patterns, gliders or obstructions on the airfield which might prove a hazard in the event of a launch failure),_especially behind the field of view of the tug pilot. When it is clear, the signaller calls to the pilot 'All clear, above and behind".
- k. The signaller then radios "**Tug TAKE UP SLACK**" (The tug pilot should confirm "Up Slack").
- l. The tug pilot moves steadily forward. When the slack is removed from the towrope, the signaller then radios "**Tug ALL OUT, ALL OUT**" (The tug pilot should confirm "All Out"). The signaller shall watch the glider/tug combination until it is safely climbing away.
- m. All signals should be made by radio.
- n. The wingtip holder runs with the wingtip, keeping the wings reasonably, but not rigidly level, without holding it back and the glider straight until the pilot establishes sufficient aileron control to hold the wings level. If there is any degree of crosswind, it is usual for the upwind wing to be held. However, for some gliders (those with poor directional control and liable to weathercock into wind), it is preferable to hold the downwind wing. The pilot may specify which wing he prefers to be held.

Note. During the "Take up Slack" phase the signaller will constantly be checking for problems on the ground or in the air and, if necessary at any point call "**Tug STOP, STOP, STOP**". If a STOP call is given, the glider pilot must release the towrope immediately.

The person using the radio should be close to the glider and have a good view of the tug / glider combination together with the rest of the airfield to check for conflicting traffic / parachutists / aircraft on final to other runways etc.

It is highly desirable that the radio signaller and the person running the wing are separate individuals. If there is absolutely no alternative, the person running the wing can operate the radio (which has a wrist strap for added security).

As well as providing better communication of an emergency situation, it will also aid operational awareness to all other airfield users.

16. Flight Operations

16.1 Flying Training

All training will be carried out to the current BGA syllabus. This is extended up to Gold "C" standard, by the appointment of mentors as appropriate. This is to enable every member to achieve their full potential and gain maximum enjoyment from their flying. Up to Silver "C" level all flying will be supervised by a qualified instructor, although a mentor may be appointed after Bronze "C" has been achieved.

To fly a Club glider the pilot must meet the following requirements:

- a. Be a fully paid-up Club member.
- b. Meet the experience requirements of the insurance company and the Club.
- c. Have authorisation from the CFI. (This may take the form of a one off or a blanket approval).
- d. That they comply with the medical requirements as listed in the BGA Laws and Rules.

The broad basis of the training syllabus is as follows:

- a. Learn to fly aircraft in upper air and start to soar (in season).
- b. Progress to take off and landings whilst maintaining upper air proficiency.
- c. First solo.
- d. Mixed solo and dual to SP Licence standard.
- e. Mixed solo and dual with cross-country training to Silver “C” standard.
- f. Gold “C” under guidance of a mentor.

The Cross-country Diploma and Basic Instructor rating may be completed between stages ‘e’ and ‘f’. Pilots at stage ‘f’ may be asked to help in the mentor system.

16.2 Check Flights.

Pre licence solo pilots will require a check and /or a briefing before flying solo. Once a pilot has progressed beyond this stage the following current flying practice requirements will apply. The Duty Instructor, however, has the final authority as to whether a pilot’s experience is suitable for the prevailing weather conditions.

<u>Pilot Qualification</u>	<u>Period.</u>
Pre-Licence	Three weeks.
Licenced	Five weeks.
Silver “C”	Eight weeks.
All	Anyone flying less than 10 hours P1 in any rolling 12mth period, is to have a check flight.

Pilots of Gold “C” standard and Instructors should be able to judge their own currency. Instructors who have not flown for several weeks should, however, consider flying solo before instructing.

16.3 Advanced Training.

Advanced training, embracing both cross-country and soaring training, will be undertaken on suitable days.

To fly a club aircraft out of gliding range of the airfield, the pilot must have a Bronze & Cross Country Endorsement and have the Duty Instructor’s permission for the flight. In granting permission, the Duty Instructor will need to be assured that the pilot is current and properly briefed and that he has checked the trailer and arranged a retrieve crew. It is a legal requirement that an up to date map is carried and NOTAM’s consulted prior to the flight. Private owners flying cross-country should leave details of their intended flight to enable any overdue action to be taken.

16.4 Tug Pilot Currency.

Currency for tug pilots is eight weeks. If they have not flown during that time, they should contact the Tugmaster. Tug pilots should be on the tug pilot roster to ensure that they do sufficient tug flying to remain current.

16.5 The Principles for the Use of Club Gliders.

Club two seat gliders are primarily to be used for training and introductory flights. Club single seaters are for the use of solo pilots whether licenced or unlicensed.

- a. To fly a club two seater solo as an unlicensed pilot, the flight must be under the direct supervision of an instructor with the approval of the DI. They are only to be used to gain the necessary experience and confidence prior to converting to a club single seater.
- b. Solo flights by unlicensed pilots in single seaters must be under the direct supervision of an instructor with the approval of the DI.
- c. Solo flying in club two seaters by licenced pilots must be authorised by the DI and should not be undertaken if there is a club single seater available, except for reasons above.
- d. Mutual flying is allowed, see below.

Mutual Flights. Non-instructors can only undertake mutual flying if they have been authorised by the CFI and that authority has been preferably recorded in the Club flight logging system for review by the Duty Instructor (DI). Furthermore, priority must be given to 2-seat training activity ahead of mutual flights and all mutual flights must be authorised by the DI.

When non-instructors are mutual flying, P1 is to fly in the front seat unless authorised by the CFI to fly from the rear seat. If there is a current instructor as P1, then it is their decision as to which seat each person should occupy. The glider's Flight Manual should also be consulted to ensure that there are no restrictions as to which seat P1 should occupy. Some gliders have limitations, particularly when carrying water ballast, or if they have engines fitted.

16.6 Logbooks.

Club members are required to maintain a gliding logbook. All pilots are required to have their current log book in their possession when at the airfield and wishing to fly, to enable the Duty Instructor to review the pilots experience and currency and to enable any check flights to be entered so as provide future reference for the Duty Instructor.

16.7 Type Conversions.

Members carrying out type conversions in private or Club gliders, should inform the Duty Instructor. If the pilot being converted is of less than Gold "C" standard, a briefing will be needed from the Duty Instructor or pilot designated by the Duty Instructor. The Duty Instructor or pilot designated by the Duty Instructor, should oversee the type conversion.

16.8 Glider Loan.

The Club glider loan policy is as follows:

16.8.1 Club Expeditions and Inter-Club League Competitions (ICL).

- a. Both two-seater and single seat gliders may be used for CFI approved and Committee authorised expeditions. All such expeditions will be publicised on the Clubhouse Noticeboard in advance for a minimum 4-week period. Final Committee clearance will be

based on the number and experience level of Club pilots opting to go on the expedition, consideration of equipment suitability and Club needs.

- b. Soaring charges will be at normal Club rates; launch fees should be paid to the host club.
- c. Club Log Sheets must be completed for glider maintenance purposes.
- d. Expeditions should normally be planned for periods outside the Hinton soaring season.
- e. The ASK21 cannot be loaned to the BGA Junior Events programme.
- f. The Astir and ASK 21 may be used for CFI approved and Committee authorised ICL competitions; para's b. and c. above will apply. The team leader will require to seek the necessary approvals at the earliest opportunity, this to include potential pilot nominations.
- g. The respective expedition organiser or ICL team leader will be responsible for the glider's operation.

16.8.2 Private Loan.

- a. Members wishing to take a glider off-site must firstly complete the loan request form and forward it for approval by the CFI as to their competence to fly the glider at the proposed site. Following this, the form needs to be passed to a Committee Member to obtain authorisation to take the glider away. Whilst applications can be dealt with ex-Committee, they are expected to be submitted to the Secretary at least one month in advance for normal Committee review.
- b. Only one Astir is available for private loan at any given time.
- c. The charges can be found in the Operations Manual part 3, Appendix 1
- d. The glider loan period can be on a mid-week daily basis or as a block booking. Mid-week booking is unlimited, but block bookings are limited to a maximum of 9 days, including two weekends to cater for competition use, The 9 day bookings, should normally be limited to two occasions per year.
- e. The glider can be shared under a nominated lead pilot.
- f. Club Log Sheets must be completed for glider maintenance purposes.
- g. Bookings for competitions need to be made early in the year to enable the Committee to decide on glider allocation.

16.8.3 Responsibilities.

- a. Be it for a Club expedition or private hire, members must ensure that they have insurance cover to tow a trailer. If the driver is inexperienced in towing, before taking a Club trailer off site for the first time, seek advice from a Club member experienced in towing.
- b. Any damage to the glider or trailer is the responsibility of the expedition leader or the lead individual making the loan.
- c. The glider will be presented for loan, and returned after the loan, in a fully rigged state together with its parachute, battery and Kobo.

16.9 Accidents/Incidents.

Although everything needs to be done to avoid them, accidents resulting in damage to club aircraft and/or equipment do happen. In most cases any resulting costs will be borne by the club. However if such costs were the result of actions by a club member which were determined by the committee to be clearly inappropriate and avoidable, then that club member will be required to contribute to the resulting repair costs or insurance excess to a degree determined by the committee.

16.10 Oxygen.

Club gliders are to use the oxygen bottle securing system provided by the club. Temporary systems can only be used with the approval of the Club Technical Officer. An Inspector's advice will be obtained where appropriate.

16.11 Operational Records.

A record of all flights made by gliders, self-launching gliders, tugs and other powered aircraft is an essential requirement. This is both for legal purposes and to meet with requirements for pilot licensing, aircraft maintenance, aircraft insurance, accident investigation and as a basic verification both for members' claims and for allocating cost or charging flights to members.

The pilots of all self-launching gliders shall sign the daily operations log sheet to acknowledge understanding the DZ and other operational criteria.

Launch records are to be kept at the launch point and by the tug pilots. The log keeper is required to record details of the pilot(s), name(s) and account number(s), the glider (type and identification markings), the tug pilot's name and the tug aircraft registration in the club logging system. Paper recording can be used if required.

16.12 Other Records.

The Club has a legal obligation to maintain other records regarding safety of operations, eg:

- a. COSHH (Control of Substances Harmful to Health - HSE)
- b. RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regs- HSE)

These are maintained by the Safety Officer.

16.13 Private Gliders.

Members with privately owned gliders are required to maintain the minimum level of insurance as specified by the BGA in the current addition of Laws and Rules for Glider Pilots. They are also required to seek CFI approval for operation of a new type within the Club environment.

16.14 Flying Orders.

No specific Flying Orders are issued by the Club, other than as contained in this Operations Manual. All pilots are required to operate in accordance with the current addition of BGA Laws and Rules for Glider Pilots.

Only club BGA qualified instructors or club approved Introductory Flight Pilots can fly Temporary Members in the Club two-seaters. For any visiting or on site private two-seaters that are launched under the control of the Banbury Gliding Club, the pilot must have the CFI's authorisation to fly temporary members. Where the visitors/temporary members have current gliding skills then the Duty Instructor's discretion shall apply.

Where members own and operate SLMG gliders, they will operate in accordance with the Duty Instructor's requirements in respect of the day's arrangements.

16.15 Annual Checks.

All pilots being members of the Banbury Gliding Club may be subject to an annual Check or series of checks, as defined by the CFI, to confirm that their standard of flying is acceptable to the Club. Instructors are subject to checks as directed by the BGA.

16.16 Medical Requirements.

Pilot medical requirements are detailed on the BGA web site; Go to BGA> Pilot & Club Info> Medical. This provides the current:

- BGA Medical Requirements.
- UK Private Pilot Medical Requirements; including the CAA Pilot Medical Declaration form.

It is the personal responsibility of each pilot to ensure that they have the necessary medical clearance at the appropriate time.

17. **Communications.**

Effective communications, both on and off the airfield, are an essential aspect of safe and efficient operations and of good team management. Whilst it is the pilot's responsibility to be properly informed, it is the CFI's responsibility to ensure that flying information is available and properly promulgated to Club members.

Visitors and Introductory Flights.

Visitors and Introductory Flights participants will be briefed by their nominated instructor as required.

Other Safety Matters.

Before flying commences, it is necessary, to comply with undertakings made under formal Letters of Agreement, to agree the proposed runways in use, circuit patterns, and aerotowing climb-out patterns with Hinton Skydiving Centre (See Appendix 1).

Field Communications and Signals.

All signaling should be carried out using the available portable VHF radio on the airfield frequency.

Radio Signals *VHF Frequencies*

Freq	Primary Use	Secondary Use	Notes
129.905	Ground Retrieval	Parachute/Hang-glider	Shared channel
129.980	Common Glider Field Frequency within 10NM radius and up to a height of 3000ft above certain approved airfields		No secondary use
118.685	Common Glider Field Frequency within 10NM radius and up to a height of 3000ft above certain approved airfields		No secondary use
119.455	Hinton in the Hedges - airfield Frequency		No secondary use
130.105	In-flight Situational Awareness		No secondary use
130.130	In-flight Situational Awareness		No secondary use
130.535	Cloud Flying	In-flight Situational Awareness	
129.890	Competition	Coaching	
130.405	Competition	Coaching	
	BGC Local Soaring		
135.480	General Aviation Safety Comm		Where no airfield frequency is in use

18. Emergency Procedures.

18.1 Accident and Incident Reporting.

The Club has a clearly defined set of procedures to be followed in the event of an emergency. All members should familiarise themselves with the Accident and Incident Procedures in Part 2 of this Manual. Copies of such are available in the Bus, Clubhouse and on the club website.

18.2 Confidential Incident Reporting.

All pilots, regardless of experience, are encouraged to report any potentially hazardous occurrence, regardless of whether damage or injury occurs. Understandably, individuals and clubs may feel reluctant to cause any embarrassment and therefore, unfortunately, these types of incidents frequently go unreported. There is a link to the BGC confidential incident notification form on the BGC website. If the BGC Club Safety Officer or Chair decides that this needs to be reported to the BGA then they will ensure that the report is forwarded to the BGA in a suitable format.

If the person reporting the incident wants to report it direct to the BGA themselves, either in conjunction with the BGC form or instead of the BGC form, confidential incident notification form is available on the BGA website. It is designed so that normally unreported incidents may be confidentially notified to the BGA safety committee, so that any lessons learned can be passed on to other glider pilots

In all cases, total confidentiality is guaranteed. Please note that confidential reporting does not remove the need to follow the normal accident reporting procedure.

18.3 Emergency Equipment.

A regular formal risk assessment is carried out to determine the worst case of emergency that could occur at the Club. Emergency equipment has been provided to enable Club members to render emergency first aid until professional emergency services arrive on the scene. The risk assessment shows that the worst risk is likely to be a crashed aircraft with attendant fire risk and seriously injured occupants.

For the first 10-15 minutes, management of the accident and care of the injured rests with those already at the scene. Emergency equipment is available at the launch point and consists of the following:

- a. First Aid Box – in the Bus.
- b. Fire extinguishers – In the Emergency Equipment Trailer and on the bus.
- c. Cutting equipment – in the Emergency Equipment Trailer.

In addition there is a defibrillator at Hinton Skydiving Center, this can be called for by radio or any other suitable means.

This trailer should always be at the launch point when launching is in progress.

All instructors are encouraged to have a basic knowledge of first aid procedures. Qualified First Aiders or medically qualified Club members are requested to assist with any emergencies.

The emergency equipment is checked and serviced or replaced at regular intervals to ensure that, should an emergency occur, everything is present and in working order.

Note. Whenever possible, unless there is a risk of fire, if the casualty is breathing and conscious and not bleeding seriously, it is better to leave him/her in the aircraft until the Emergency Services arrive. Hasty and unskilled removal could lead to spinal injuries.

19. Fuel

19.1 EuroFOX.

The EuroFOX uses unleaded motor petrol to standard EN228. This is marked on the fuel pump as E5. In an emergency, we may use UL91 aviation fuel.

The Duty Tug Pilot is responsible for what is in the fuel tanks. They are responsible for organising fuelling the Tug and refilling the Jerry cans before the end of the day. They can request a suitable club member to refuel the cans if they are unable to.

19.2 Collecting Fuel.

After collecting fuel and on your return to the club, place the receipt either in the box in the Office with your name if you want the amount credited to your Club account, if you require it to be paid directly to your bank account, make a note to that effect on the receipt.

19.3 Storage.

Other than the fuel in aircraft tanks, the Club stores fuel in the Refueling Trailer and in the G-CJHF metal cabinet in the hangar. The Petroleum Enforcing Authority, at Northampton County Council, is advised at the start of each year, of the levels of fuel stored and we verify that the Club complies with the associated Health & Safety requirements. To achieve this, the following refuelling directions are included inside the lid of the Refuelling Trailer:

Refuelling Trailer Operation

- a. Ensure the aircraft and refuelling trailer are at least 10 m from the hanger
- b. Attach the hose assembly to the side of the trailer.
- c. Insert earth spike in the ground.
- d. Connect long earth lead to exhaust down pipe.
- e. Connect short earth lead to fuel can.
- f. Prior to commencing refuel, check the filter for any signs of dirt or water.
- g. One person to hold the dispensing nozzle in the aircraft tank neck; do not leave the nozzle wedged in the neck unattended.
- h. One person to turn the pump handle clockwise at approx. rate of once per 2 seconds.
- i. Do not fill the tanks too full; keep to some 25mm below the base of the neck.
- j. At completion of the refuel:
 - i. Ensure the dispenser nozzle cover is refitted.
 - ii. Drain any fuel in the supply pipe back into the can by turning the hand pump anticlockwise.
 - iii. Wind up and strap together the supply and feed pipes.
 - iv. Return the hose assembly to the trailer keeping it as vertical as possible.
 - v. Return the earthing leads.

A similar notice is also included on the G-CJHF Refuel Rig.

19.4 Vehicles.

The bus is fuelled with diesel; the buggy and generator use unleaded petrol.

20. Supervision and Control of Visitors

Gliding clubs have a duty of care to members of the public on their premises, whether they visit the site for gliding lessons or not. All visitors to our Club are considered as guests and invitees.

Whenever the airfield is in use, guests and invitees should be kept away from active areas of the field and from aircraft and moving equipment, unless personally escorted by a responsible Club member.

The aircraft operations warning signs, stored in the coach, should be positioned in the operating area indicating aircraft approach paths.

If the visitor wishes to take a gliding lesson, then a suitable briefing must be provided, in accordance with the BGA Code of Practice for Gliding Lessons (Appendix 2). Visitors should be allowed to watch the launching of gliders from a safe position.

21. Authority to Drive Vehicles

21.1 Buggy.

Drivers of the buggy must be at least 13 years of age unless accompanied and supervised by an adult Club member. Drivers without a current UK (or equivalent) licence) car, or higher, driving licence must first follow a demonstration by a current competent buggy driver.

21.2 Bus.

Bus drivers must hold a current UK (or equivalent) car, or higher, driving licence. They must first follow a demonstration by a current competent bus driver.

22. Club Administration

22.1 Health and Safety.

The Health and Safety at Work Act, 1974

The mass of legislation accompanying the Health & Safety at Work Act, 1974 (HSWA) is often viewed, quite wrongly, as being irrelevant or inapplicable to a voluntary organisation whose primary aim is to fly gliders. However, the English Sports Council's guidelines on Health and Safety make it clear that the Act applies to sports clubs and to members of voluntary organisations. The BGA Operations Manual provides a detailed account of the Act.

The Club's Health and Safety Policy is at Appendix 3.

The Club undertakes risk assessments to identify hazards within the Club's control. Appropriate safeguards and precautions can then be put in place to ensure that the main risks to members and visitors are minimized.

22.2 Insurance Overview.

All our gliders and aircraft are insured for £7.5 million second seat/third party liability. The tug has Crown Indemnity to £7.5m.

All people flying in club aircraft or aeroplanes (in any capacity) must be members of Banbury Gliding Club.

Gliders. Pilots-in-command (PIC) must be named on our policy if they are aged 80 or over.

EuroFOX Tug. PIC must be named on our policy if they are aged 70 or over and/or have less than 100 hours PIC. All PIC must be approved by the Tugmaster.

Club Vehicles. Club-owned vehicles are not insured directly but come under 'Liability' below. They are for use on the airfield only.

Private Vehicles. Vehicles airside are extremely unlikely to be insured by their motor policies. Members' vehicles and those of people having business with us (e.g. trial lessons and entourage) are insured for third-party liability by our fleet insurers, but not for damage to their own property or person(s). Other vehicles are not insured by the club's policies.

Liability. Third party liabilities, whether aircraft, vehicles or buildings are insured via our fleet insurance – see above.

Fuel. We have no insurance for incidents after fuel has been uploaded to others and money is paid to us. Therefore, we do **not** allow non-club owned aircraft to upload fuel, against our account, from the fuel trailer. This restriction also applies to Club members private aircraft.

Insurers

Fleet. Our aircraft, aeroplanes, trailers and equipment are insured, See appendix 13, Club Contacts for the details.

Buildings. The clubhouse, workshop and hangar are insured, See appendix 13, Club Contacts for the details.

Liability. Third party liabilities are insured via our fleet insurance, See appendix 13, Club Contacts for the details.

22.4 Child Protection Policy.

The Club has drawn up a Child Protection Policy in association with its commitment to its junior members. It is based on the BGA Child Protection Policy and Procedures document dated January 2018. Policy documents are detailed at Appendixes 4, 5 and 6.

22.5 Data Protection.

The Club presently has a requirement to collect and process personal data because of contractual or legal requirements, e.g. to fulfil the membership contract; the club is legally required to keep flight logs. The UK is now governed by the Data Protection Act 2018. The BGA, worked closely with other sport organisations, to bring in relevant sport specific, DPA compliant documentation. In turn, the Club has used the recommended templates to create the relevant documents. The Club Data Protection Policy and Data Protection Notices have been issued as separate documents.

The Club laptop is available for the club's flight logging system only and all network connections have been disabled. Access to the club's flight logging system - administration is limited to the Secretary, Treasurer, Membership Secretary, Technical Officer and the Chair.

22.7 Document Archiving. The Clubs archiving policy is at Appendix 8.

22.8 Workshop Hire. Details at Appendix 9.

The Club's Workshop is available for use for glider repair work when not required for Club tasks. Any Club member wishing to use the workshop for private work should complete a hire agreement and submit it to the Committee for approval. A copy of the Agreement is at Appendix 9.

22.9 BGC Authorised Volunteer Members is at Appendix 10.

- A list of BGA authorised Instructors, Inspectors, Official Observers and BGC authorised Tug Pilots.

22.10 Complaint, Disciplinary and Appeals Procedures are at Appendix 11

22.11 Mid-Week Flying. Mid-Week flying requirements are detailed at Appendix 12.

22.12 Club Contacts. A list of current Club Contacts is at Appendix 13.

Appendices

1. Hinton Airfield Operations Agreement.
2. BGA Code of Practice for Gliding Lessons.
3. Health and Safety Policy.
4. Child Protection Policy and Procedures.
5. Policy for Handling of DBS Certificate Information.
6. Policy for the Recruitment of Ex-Offenders.
7. Duty Pilot.
8. Archive Policy.
9. BGC Workshop Hire Agreement
10. Instructors, Inspectors and Official Observers.
11. Complaint, Disciplinary and Appeals Procedures.
12. Mid-Week Flying
13. Club Contacts.

Appendix 1 - Hinton Airfield Operations Agreement

In Accordance With the Requirements of Mr R B Harrison,

Airfield Owner

Between

Hinton Skydiving Centre Ltd & Banbury Gliding Club Ltd

Incorporating Safety Information for All Airfield Users

1.0 AIM

- To ensure agreed lines of communication between the different activities and the Airfield owner Mr R B Harrison.
- To lay down an agreed operating procedure for the two named activities thereby promoting safety for all airfield users.
- To promote airfield awareness and harmony through a greater understanding of each other's activities.

2.0 AUTHORITIES

It must be clearly understood that this "Agreement" seeks to enhance but in no way replace the legal requirements placed upon each activity to operate in strict accordance with the rules and regulations of their own governing body and the Civil Aviation Authority.

These governing bodies are:

GLIDING
8 Merus Court
Meridian Business Park
Leicester
LE19 1RJ

The British Gliding Association

PARACHUTING
5 Wharf Way
Glen Parva
Leicester. LE2 9TF

The British Parachute Association Ltd

CIVIL AVIATION AUTHORITY Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex.RH6 OYR

3.0 SAFE OPERATION OF GLIDERS, LIGHT AIRCRAFT AND PARACHUTING AIRCRAFT

The responsibility for the safe departure and arrival of gliders, light aircraft and parachute aircraft rests entirely with the “Pilot in charge”. The practice of good, considerate airmanship at all times coupled with a clear understanding of other airfield users operations is the only way to maintain safety.

Clear, concise R. T. on the Hinton Traffic frequency to advise other airfield users of a pilots intentions is an absolute necessity, however, it must be appreciated by all parties that training flights operate in the area and special care and consideration must be given from other pilots. Particular care should be taken if runways 24 and 27 are both operational so as to avoid simultaneous departure.

In nil wind or when operating on runway 24 / 06 with near 90 degree cross wind, the temptation to take off and / or land against the established traffic flow should be resisted. All pilots should be especially aware that there is a high intensity of parachuting taking place at all times and so they should ensure that their arrivals or departures do not conflict. They should also note that gliders returning to the field have little option but to land once committed, as there is no “go round” option.

Except during departure and when returning to land, no gliders or power aircraft other than the parachute aircraft for dropping purposes, will operate within the airfield boundary or operate within the designated “Hinton Drop Zone, (DZ). See Definitions - Page 3

4.0 DAILY OPERATION

At the commencement of parachuting operations, the CCI or his nominated deputy will brief the DZ controller on the “Run in” direction and the DZ controller will clearly mark the intended “Hinton Drop Zone” of 30 degrees either side of the run in direction on the map at DZ control, the gliding club map, and also the map located at the “Fuel pumps” to notify other airfield users.

At the commencement of gliding operations the Gliding Club “Duty Instructor” will liaise with DZ control to establish separate areas of operation, buffer zone of 20 degrees either side of the DZ (which no party will intentionally enter other than on take-off or landing), contact names, and details of student and experienced activities for that particular day. Both parties must satisfy themselves that the following details have been actioned:

- Gliding Club to have names of duty Club Chief Instructor, (CCI) and duty Drop Zone (DZ) controller
- Parachute Club to have name of Duty Flying Instructor, (DFI) Agree main runway and circuit pattern to be adopted. Agree the DZ and the buffer zone.
- Establish whether any special conditions or activities are planned.

- Notify each other during the day of any proposed changes to the operational procedures, which must then be confirmed in writing.
- Co-ordinate all the information covering the airfield circuit pattern and the proposed DZ and ensure that all maps have been annotated with this information.

If a specific safety issue becomes apparent during the day it should be addressed immediately by the DFI and the CCI of both operations or their nominated deputies. The problem, and any conclusions, should be reported back to the DLM and the DZ controllers and any changes to operating procedures notified to all areas in writing.

5.0 TERMINOLOGY

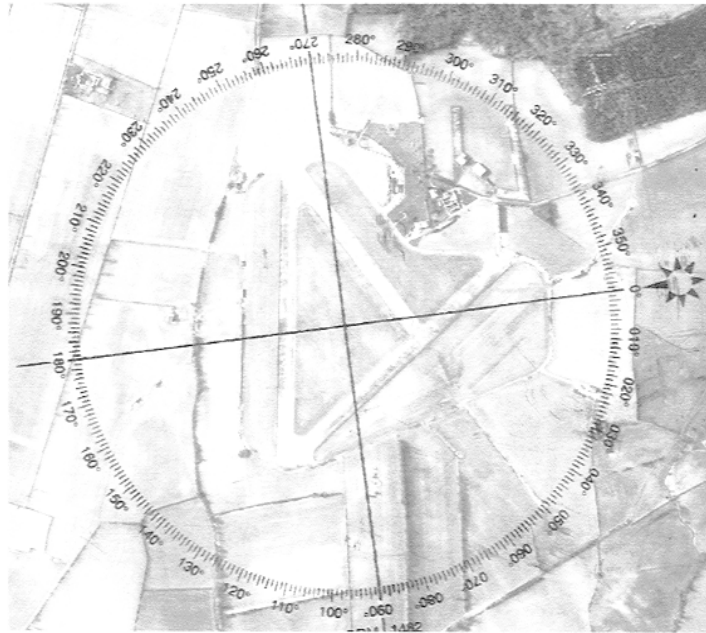
CFI	Chief Flying Instructor (Gliding)
DFI	Duty Flying Instructor (Gliding)
CCI	Club Chief Instructor (Parachuting)
DLM	Duty Pilot (Gliding)
DZ Control	Drop Zone Control (Parachuting)
PLA	Parachute Landing Area (Parachuting)
DZ	Drop Zone (Parachuting)

6.0 DEFINITIONS

JOINT OPERATIONS are defined as the time when both Banbury Gliding Club and Hinton Skydiving Centre are operating at the same time. If one club commences operations later than the other, joint operations commence immediately before the second club starts operating.

The PLA is defined as a suitable area where it is intended that the parachutists will land. PLA' s to be used by all designation of parachutists should provide a large open space of reasonably level ground which can contain a circle of 500 meters diameter, free from major hazards, and largely free from minor hazards. These PLA' s should be bordered on at least three sides by suitable overshoot areas.

At Hinton Skydiving Centre the PLA is based on a minimum of a 500 meter diameter circle taken from the centre of the airfield, (OS Map 152 - E546, N369), and extending to all areas enclosed within the perimeter track. See map1, details of which are clearly marked in red.



A Drop Zone (as defined in the BPA Operations Manual) is defined as a notified portion of airspace within which parachute descents are made. The normal radius is 1.5 nautical miles and up to the altitude notified which is normally 12,000 feet.

7.0 WORKING AREAS - PARACHUTING

Because the airfield is a shared area, it would be unfair and indeed dangerous to just dispatch parachutists anywhere within the notified BPA Drop Zone and so a "Hinton Drop Zone" is worked out in which parachutists are dispatched. This area is then an instantly recognisable feature, promotes safety and informs other users of what is happening and where.

The "Hinton Drop Zone" is set up at the start of each day's parachuting. This area is based on the proposed "Run in track" of the aircraft, starting from the centre of the airfield and extending 1.5 nautical miles straight out. A 30-degree line is then drawn on each side of this line to form a 60-degree cone, which also extends to 1.5 nautical miles and up to an altitude of 12,000 feet. The area is then further extended to include the area of the PLA into which static line parachutists can be dispatched, however freefall parachutists will never be dispatched before the airfield boundary in any circumstances. This now makes up the "Hinton Drop Zone" and will then be annotated on all airfield maps and signed in agreement by both parties. A 'Buffer Zone' of 20 degrees to each side of the DZ will also be identified; no party will deliberately enter the Buffer Zone other than for take-off or landing. Parachuting and free fall descents will only be conducted within this designated area.

The Airfield Map is the map / aerial photograph that both clubs mark and sign before commencement of joint operations. One copy will be retained by the parachute club, one by the gliding club and a third copy will be placed inside the notice board at the fuel pumps by Hinton Skydiving Centre personnel to assist general aviation to self-brief prior to departing the field.

8.0 WORKING AREAS - GLIDING

Because of the possibility of gliders and parachutists meeting on the edge of the defined areas, a "**buffer zone**" will be agreed between the Duty Flying Instructor and DZ control at the commencement of simultaneous activity.

The Buffer Zone is defined as the area between the Hinton Drop Zone and the glider operating area into which **neither** party will enter. This buffer zone will extend to a minimum of 20 degrees outside the Hinton Drop Zone on each side and will incorporate instantly recognizable ground features on the outer edge, agreed by the Duty Flying Instructor. This will then be annotated on all airfield maps and signed in agreement by both parties.

The Flying Area is then defined as all areas not already specified and also all areas in excess of 1.5 nautical miles to the front of the "Hinton Drop Zone".

9.0 AGREEMENT

1) Prior to simultaneous Gliding and Parachuting operations the CCI will agree the run in direction and the DZ Controller and the Duty Flying Instructor, (Tug Pilot or Glider Pilot), will agree the Hinton Drop Zone and the Buffer Zone for the day's activities. All details will be recorded and signed for on respective briefing maps and a further copy will be positioned at the fuel pumps by HSC personnel for all other airfield users.

2) If for any reason these details are changed during operations, all personnel must be informed of these changes and all maps must be redrawn and signed by all parties.

3) All parachutists will be briefed on the Hinton Drop Zone area at DZ control prior to emplaning.

4) Parachutists will be briefed thoroughly to avoid landing within 100 meters of aeroplanes, gliders or vehicles wherever possible without undue risk to themselves.

5) All Glider pilots will be briefed as to their operating area at launch point control prior to take off.

6) All users of Hinton airfield are responsible for monitoring the Hinton frequency on 119.45 MHz to ascertain which other airfield users are operating.

7) Except during departure and when returning to the airfield, no glider or powered aircraft will operate within the airfield boundary or operate within the designated "Hinton Drop Zone".

8) Any incursion into the buffer zone will be notified to the relevant DZ controller or Duty Flying Instructor. Persons involved will be grounded immediately until further action can be taken against them

9) Airfield safety meetings will be held on a regular basis for all airfield users to discuss safety matters.

10) The Parachute Drop Zone will be run by a suitably qualified DZ Controller who is responsible for giving a "clear drop" signal to the jump aircraft, normally three minutes

before the drop commences. Once "clear drop" has been given it will be followed by a two-minute warning to all air traffic on 119.45 MHz, advising on either Student or Experienced parachutists.

11) Once the jumpmaster has been given the clear drop from the pilot he must ensure that the area within the Hinton Drop Zone is clear before allowing parachutists to leave the aircraft. After all parachutists have been dispatched the parachute pilot will advise local traffic on the Hinton frequency - "Drop Complete, Descending".

12) It should be appreciated that when students and low experienced parachutists are jumping they may not land within their designated area possibly due to changes in Met conditions, however the whole airfield is cleared by the BP A for student parachutists and therefore special care and consideration must be given by all pilots operating from Hinton.

13) Special care should be given as glider pilots under training and low-experienced solo pilots may be operating at Hinton. Glider pilots will be trained to recognise and keep away from "Hinton Drop Zone" and the "Buffer Zone".

14) Parachutists landing on the South side of the airfield will be thoroughly briefed on runway crossing procedures. All persons must cross at the designated crossing point and must wait until all of the parachute lift is together before doing so. No crossing will be made whilst aircraft and gliders are landing or preparing to take off. Parachutists will vacate the area immediately if they accidentally land on a runway.

15) Pilots must try to time their arrivals and departures to ensure they do not conflict with landing parachutes.

16) Except when departing and returning to land and with the exception of the parachute plane, powered aircraft and gliders will not operate within the airfield boundary or operate within the Hinton Drop Zone.

17) A copy of this agreement must be displayed prominently on the Gliding Club and Parachute Club notice boards. All new and existing members of each club should read it, familiarise themselves with its content and sign a declaration to say they have done so. Glider pilots and Parachute Jumpmasters should familiarise themselves with all working areas before flying.

Banbury Gliding Club Chair

Signed by I Hammonds

Hinton Skydiving Centre CCI

Signed by D Emerson

Richard Harrison, Airfield Owner

Signed by R Harrison

Date: 24 Aug 03

Appendix 2 – BGC Code of practice for Gliding Lessons and Passenger Flights

1. Introduction

The BGC is a non-commercial gliding club that complies with the UK Sailplane Air Operations rules (Part SAO).

2. From BGA Operational Regulations

2.1 Passenger Carrying

Pilots carrying another person in a glider must be at least 16 years of age, hold the Bronze and Cross-Country endorsements or an SPL and be authorised to carry passengers by the CFI. Introductory flights paid for by the passenger may only be carried out by BGC-approved instructors holding a Basic Instructor Rating or, exceptionally, by BGA-approved pilots holding an Introductory Flight Pilot endorsement.

Pilots carrying out passenger or introductory flights must be in current practice and be familiar with the type of glider and method of launch.

2.2 Instruction – Minimum Qualification

Gliding instruction at BGC may only be given by instructors holding a current BGA Full, Assistant or Basic Instructor rating, or SFCL Flight Instructor (Sailplane) certificate and be authorised to instruct by the CFI. A Basic Instructor may only carry out instructional flights under the supervision of an instructor with a higher rating.

2.3 Supervision of Training and Passenger Flights

An instructor holding a BGA Full or Assistant rating, or an SFCL Flight Instructor (Sailplanes) certificate, shall exercise appropriate supervision during training and paying passenger flying, including solo flying by unqualified pilots, ie those who do not hold the BGA Bronze and Cross Country endorsements or an SPL. Instructors must be trained for the additional responsibilities.

2.4 Instruction

All flying instruction shall be given in accordance with the BGA regulations and syllabus.

Appendix 3 - Health and Safety Policy

1.0 General

1.1 The Club exists to promote the sport of gliding and its activities are focused on aviation. It is the policy of the Club to provide a healthy and safe environment for its members and to ensure, as far as is reasonably practicable, that no person is exposed to health and safety risks as a result of the Club's activities. The British Gliding Association with the approval of the Civil Aviation Authority, the national regulating body, governs operation of the Club. The BGA issues Operational Regulations and Recommended Practices for the instruction and guidance of clubs, to ensure their safe operation.

1.2 Amongst the officers of the Club, the Safety Officer is responsible for all health and safety matters.

2.0 Aviation-Related Health and Safety

2.1 Safety is the responsibility of every Club member and co-operation and communication between members is vital. Safety in connection with aircraft is maintained, monitored and investigated by the BGA, LAA and BMAA on behalf of the CAA. All aircraft must have their relevant and current airworthiness documents as designated by the BGA, LAA and BMAA, a current Certificate of Insurance is also required. All aircraft are inspected, daily, before they are flown. Records are maintained of these inspections.

2.2 All pilots responsible for the use of aircraft are trained to set standards and must be in current practice. Flying safety is the responsibility of the Chief Flying Instructor (CFI). The CFI delegates the daily operation to be monitored by a duty instructor or an experienced flying member whose responsibilities include the maintenance of safe operations, both on the ground and in the air. Pilot training follows a BGA syllabus, which carries a heavy emphasis on safe flying and safety awareness.

2.3 In the event of an accident, the Club has a documented procedure, which ensures that the emergency services can act with the minimum delay and the most accurate information. All accidents and incidents are reported to the BGA and all accidents are investigated. Certain accidents are investigated by the Air Accidents Investigation Branch of the Department for Transport. In all cases, reports are disseminated by the BGA so that as many pilots as possible can learn from the unfortunate errors of others.

3.0 Health and Safety Related to Ground-Based Activities

3.1 Although it is a voluntary organisation, with no employees, the Club adheres to the general principles of the Management of Health and Safety at Work Regulations 1999.

3.2 Skilled activities are only undertaken by skilled individuals or by members under supervision.

3.3 The Club maintains a number of fire extinguishers and a comprehensive First Aid kit, which are checked and replenished periodically.

Appendix 4 - Child Protection Policy and Procedures

1.0 Introduction

1.1 This policy statement and its associated procedures have been produced following guidance to all clubs by the BGA Child Protection Policy and Procedures document January 2018.

1.2 The Club has appointed a Child Protection Officer (CPO) and deputies to ensure that the requirements of the BGA Policy are fully complied with. To undertake this task, they must have a satisfactory Disclosure and Barring Service (DBS) check. The CPO is the designated person to deal with DBS checks for all Club members who require to be checked.

1.3 All information from DBS checks is securely retained by the CPO who must ensure that this information remains confidential. Should there be any concerns resulting from a DBS check then the Child Protection Officer is responsible for any resulting safeguarding actions.

2.0 Policy

The Club is committed to enabling children to enjoy the sport of gliding in a safe environment by ensuring that:

- a. The child's welfare is paramount.
- b. All children have the right to protection from abuse.
- c. All instances of inappropriate behaviour will be dealt with.

Within this context children are taken as being all persons of less than 18 years of age.

3.0 Code of Practice and Procedures

3.1 This Code of Practice and Procedures is dealt with under the following headings:

- a. Recruitment.
- b. Prevention of abuse.
- c. Suspected or alleged abuse.

3.2 Recruitment

3.2.1 The Club does not presently recruit either paid or unpaid staff. Should this situation change in the future, all applications, whether to serve as paid staff or as volunteers, will be subject to scrutiny. Application forms will elicit information about the applicant's past career or experience and establish any criminal record in connection with child offences. All references for job applicants will be taken up. Applicants will be asked to signify their consent to checks being made with the police and social services.

3.3 Prevention of Abuse

This section offers advice aimed at protecting children from abuse.

3.3.1 Good practice guide for Club officers

Child abuse presents a difficult situation for Club officers to deal with. Having the right systems can help all concerned. Abusers have difficulty operating in a well-run club with good quality management and training. Consequently, it is good practice to:

- Plan the organisation's work to minimise the situations where abuse can occur.
- Appoint and train a Child Protection Officer.
- Train all relevant persons in the prevention of child abuse.
- Issue guidelines on how to deal with abuse and follow established procedures.
- Ensure children's complaints are heard.

3.3.2 Good practice guide for the protection of all members/staff against allegations

Opportunities for abuse can be minimised and members can be protected against allegations by the use of the following good practice:

- Except for essential training purposes, minimise time spent alone with children.
- Do not take children alone in a car.
- Do not take children to your home.
- Where these situations are unavoidable ensure they only occur with the authority of the child's parents or a responsible person within the Club.

3.3.3 You should never:

- Allow children to use inappropriate language.
- Make suggestive comments to a child.
- Fail to act upon allegations made by a child.
- Do things of a personal nature for children.
- Engage in physical or sexually provocative games.
- Engage in inappropriate touching.

3.4 Suspected or Alleged Abuse

3.4.1 Where there is an allegation of abuse against a member, there may be three types of investigation:

- a. A criminal investigation (police).
- b. A child protection investigation (social services).
- c. A disciplinary or misconduct investigation (Club/BGA).

Action if a child complains she/he is being abused:

Always:

- Stay calm – ensure the child is safe and feels secure.
- Tell the child you are taking the complaint seriously.
- Be honest; explain you will have to tell somebody else, emphasising that this will be on a need to know basis.
- Document what the child has said as soon as possible.

Never:

- Rush into actions.
- Make promises you cannot keep.
- Ask inappropriate questions.
- Take sole responsibility.

3.4.3 Why should I intervene?

Taking the correct action about abuse is never easy. You may be upset about what the child has said, or you may worry about the consequences of your actions. One thing is certain; you cannot ignore abuse. The effects of abuse on children can be deviating.

3.4.4 Recording information

- Record basic information.
- Do not start an investigation.
- Remember; unnecessary interviews with a child may prejudice a police enquiry.
- Consider the environment carefully if recording information.
- Ensure another adult is present.
- Avoid touching the child.

3.4.5 Recognising abuse

Child abuse is a term used to describe ways in which children are harmed, usually by adults. Descriptions of the various forms of abuse, which should assist in recognising such, are at para 4.

3.4.6 How would I recognise if a child is being abused?

It is not always easy to spot when children have been abused. However, typical symptoms would, include:

- Unexplained or suspicious injuries.
- Sexually explicit language or actions.
- A sudden change in behaviour.
- The child describes an abusive act.
- The child loses weight or becomes increasingly dirty or unkempt.
- The child has a general distrust and avoidance of adults.
- An unreasonable reaction to normal physical contact.

Although a child may be displaying some or all of these signs, it does not necessarily mean the child is being abused.

3.4.7 What should I do if I have concerns?

Voice your concerns immediately either to the Club's Child Protection Officer or a Committee Member.

4.0 Forms of Child Abuse**4.1 Physical abuse**

Physical abuse occurs where adults or other children:

- Physically hurt or injure children.
- Give children noxious substances (e.g. alcohol/drugs).

4.2 Neglect

Neglect includes situations in which adults:

- Fail to meet a child's physical needs.
- Consistently leave children alone or unsupervised.
- Fail to give children affection or attention.
- Fail to ensure children are safe or expose them to unnecessary cold or risk of injury.

4.3 Sexual abuse

Children are sexually abused when adults or children use them to meet their own sexual needs; examples:

- Unlawful intercourse.
- Inappropriate touching.
- Taking pornographic photographs.

4.4 Mental Cruelty

Mental cruelty is where children are:

- Taunted or unnecessarily shouted at.
- Subjected to undue criticism.
- Put under unreasonable pressure to perform.

4.5 Bullying

Bullying may be carried out by adults or by other children:

- Bullying is deliberately hurtful behaviour usually repeated over a period of time.
- Any child can be a victim of bullying.
- More usual victims are shy, sensitive, anxious and insecure.

5.0 Guidelines for use of Photographic and Filming Equipment.

5.1 There is no intention to prevent instructors using a video as a legitimate coaching aid. However, children and their parents should be aware that this is part of the coaching programme and permission should be gained for the filming of a child with care taken in the storing of such films. If members are concerned that someone that they do not know is taking photographs or filming, they should ask them to cease or leave. Permission should also be sought for the use of photographic material for promotional or web-site publications (children's names should not appear with photographs).

5.2 There should be recognition that many individuals are likely to have and use camera phones during gliding activity. A general awareness should be exercised by all Club members to ensure that those using camera phones do not cause upset or distress.

5.3 Code of Conduct for Photography

- If you feature other people's children in your photos, let the parents (or those with responsibility for the children) know what you're up to and offer to share the pictures with them
- If any party is unhappy with you featuring children in your photos, then just stop and offer to delete or destroy the images you already have
- Don't publish pictures of other people's children in a public domain without prior permission from a parent or carer
- If you have featured children in your photos, leave your contact details with the Child Protection Officer so parents and carers can get hold of copies if they want them.

Note. This code applies to any equipment capable of recording images, including mobile phones.

Appendix 5 - Policy for Handling of DBS Certificate Information

1.0 General principles.

As an organisation using the Disclosure and Barring Service (DBS) checking service to help assess the suitability of applicants for positions of trust, Banbury Gliding Club (the Club) complies fully with the Code of Practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of certificate information and has a written policy on these matters, which is available to those who wish to see it on request.

2.0 Storage and Access.

Certificate information is kept securely, in lockable cabinet, within the Club office, access strictly controlled and limited to those who are entitled to see it as part of their duties.

3.0 Handling.

In accordance with section 124 of the Police Act 1997, certificate information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom certificate's or certificate information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it. Those who are authorised to deal with Disclosure Information are the Child Protection Officer and their deputies.

The Management Committee has agreed that all Instructors and Duty Pilots should be Enhanced DBS checked in addition to the CPO and their deputies. Furthermore, the Club would accept Current Enhanced (period of currency 5 years) DBS certificates issued to members from other organisations. The progressing of all Child Protection actions would be in line with the BGA requirements.

4.0 Usage.

Certificate information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

5.0 Retention.

Once a DBS cleared member leaves the Club, we do not keep certificate information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep certificate information for longer than six months, we will consult the DBS about this and will give full consideration to the Data Protection and Human Rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

6.0 Disposal.

Once the retention period has elapsed, we will ensure that any DBS certificate information is immediately destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, certificate information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the certificate or any copy or representation of the contents of a certificate. However, notwithstanding the above, we may keep a record of the date of issue of a certificate, the name of the subject, the type of certificate requested, the position for which the certificate was requested, the unique reference number of the certificates and the details of the recruitment decision taken.

Appendix 6 - Policy for the Recruitment of Ex-Offenders

1.0 As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), Banbury Gliding Club (the Club) complies fully with the Code of Practice and undertakes to treat all applicants for positions fairly. The Club undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.

2.0 The Club can only ask an individual to provide details of convictions and cautions that the Club is legally entitled to know about. Where a DBS certificate at either standard or enhanced level can legally be requested (where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended) and where appropriate Police Act Regulations (as amended), the Club can only ask an individual about convictions and cautions that are not protected.

3.0 The Club is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

4.0 The Club actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. The Club selects all candidates for interview based on their skills, qualifications and experience.

5.0 An application for a Disclosure and Barring Service check is only submitted to DBS after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS check is identified as necessary, all application forms, job adverts and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position.

6.0 The Club will ensure that all those in who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. The Club will also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

7.0 At interview, or in a separate discussion, the Club will ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of a positional offer.

8.0 The Club makes every subject of a criminal record check submitted to DBS aware of the existence of the Code of Practice and makes a copy available on request.

9.0 The Club undertakes to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer for a Club position

Appendix 7 - Duty Pilot

Daily Tasks – version 1.2

There are four documents available in the bus:

1. Duty Pilot Bullet Points: The key jobs and considerations for the day
2. Launch Point Safety Brief: To help with the brief given to visitors and trial lessons
3. Charges: Ops Manual Part 3
4. Accident and Incident Procedures: Operations Manual Part 2

Arrival time – 9am

- If you can't make it on the day, pre-arrange a replacement. If possible, update the sheet in the clubhouse. In any case drop an email to the duty instructor and the Duty Scheduler via BGC-dutypilot@googlegroups.com
- Your aim is to ensure everything necessary is ready for the first training flight to launch by 10am
- Liaise with the Duty Instructor and Tug pilot so they both know this is your aim.
 - You can then leave it with them to figure out which runway and the launch point
 - Speak to tug pilot to make sure we have enough fuel, if not, encourage the tug pilot to find a volunteer to get some. Don't go yourself as you need to stay and manage stuff
- Gather other helpers to get all gliders out as well as organise batteries and parachutes
- Ensure aircraft are being DI'd and made ready to fly.
 - Nominate two members to concentrate on the two seaters (1 x qualified and 1 x student)
Check with the DI which is required first
 - NB: If there aren't enough certified members to help with unpacking, concentrate on the two seaters

Clubhouse

1. Building key – In the key locker next to the door.
2. All the equipment is in the parachute room and, or the Office
3. The light switch in there also turns on the office light
4. Use wood wedge to keep the door open (it self locks)
5. The key to the office is in here usually next to the phone charger
6. Turn on the radio and mobile phone. Radio – press and hold PWR
 - a. Keep the small phone in your pocket and answer any visitor calls
 - b. Un-lock the office
7. The Duty Scheduler will email the DP and Instructor list with details of visitors. If we are expecting visitors, check that the iZettle / hot spot / tablet are charged: *Laminated manual stored in the laptop bag*
8. Gather the coffee and tea making equipment onto the bus.
 - a. Strap the hot water urn in its place in the bus
9. Check Green Folder for membership forms. Print more if necessary (10 at a time)
10. Check the red folder has signature sheets. Print more if necessary (10 at a time)
11. Take the student training card folder.

Bus prep

1. Disconnect power lead outside (engine won't start if still connected)
2. Access the bus via the rear door, then open the front door – Key is hanging up in the office.
3. Put out the flying list board and remind members to add their names as they arrive.
4. Put on bus
 - a. Camping table
 - b. Any chairs you want
 - c. Gazebo if it's a hot day
 - d. Laptop
 - e. iZettle
 - f. green folder

- g. red folder – ask the DI to sort out DZ
- h. Parachutes
- i. Hot Water / Cups / coffee / sugar / milk / spoons
- j. Pens (take a couple)
- k. Flying list board and some non-permanent markers
5. Start and warm up bus – Air pressure takes at least 10 minutes –
 - a. DO NOT ENGAGE A GEAR UNTIL PRESSURE IS UP AND ALARM IS OFF
 - b. DO NOT REVERSE THE BUS WITHOUT A BANKSMAN
 - c. DO NOT GO STRAIGHT FROM FORWARD TO REVERSE, SELECT NEUTRAL IN BETWEEN

Hanger

1. Park up the white Eurofox and extract remaining club aircraft
2. Make sure buggy's have fuel and tyres are not flat, check oil level in each buggy
3. Fix any tug / glider / buggy problems or find someone who can.
4. If the bus is not being used – Take the big battery to the launch point
5. Encourage the DI to do a briefing before leaving for the Launch Point

At the launch point

1. Place warning boards for parking and pedestrians
2. Try to clear any dog mess from where we will be operating
3. Get laptop up and running and fill in the flying list
4. Check red folder is complete with today's DZ map
5. Put some chairs out if required
6. Monitor radio
7. Keep track of the flying list order and manage who flies and when
 - a. Especially visitors or new members who don't know what's happening
 - b. liaise closely with DI
8. Allocate a person to be on the radio to speak with tug on launch
9. Ensure that you have a competent log keeper. If not, train one
 - a. ensure any flight vouchers are accounted for
10. Spot check that queued pilots have signed red folder
11. Ensure aircraft are being retrieved
12. Keep flow of students and trial lessons for instructors
13. Answer calls from the club mobile phone
14. Organise collection of visitors from the main car park
 - a. include safety briefings where appropriate
15. In the event of an accident or incident assist the Duty Instructor
16. As the day comes to an end, organise equipment and aircraft back to the hanger
 - a. ensure everybody who wants to has flown.

At the end of the day

1. Ensure aircraft are cleaned and covered – that's why we have students
2. Ensure aircraft are emptied and equipment returned to the parachute room
3. Remove items from the bus
4. Tea and coffee making equipment washed up and put away
5. Place laptop in the office for the TP to update launch heights
6. Ensure that the bus is locked and "plugged in"
7. Post membership forms, money and vouchers collected in an envelope into the box in the office.

Glidex How To

1. Flying list. Be aware of how to add
 - a. normal members
 - b. OGC members; weekend and own club training aircraft
 - c. Other visitors
2. Member accounts (be aware of how to view)
3. Know how to add, edit or delete a flight

Visitors (not reciprocal)

1. Visitors are to be asked to arrive at the main car park (outside of the airfield boundary) and will be collected and escorted to the launch point
 - a. ask them if they want to use the toilet before heading off
2. All visitors are to be given an airfield safety brief at the launch point
 - a. a laminated safety brief is in the bus for guidance
3. Visits to the toilet or the DZ canteen are to be escorted
 - a. member's cars can be used - advise that their normal insurance most likely won't be valid.
 - b. be aware of appropriate people to escort – ladies for a single lady, parents for children
 - c. consider the visitor driving their own vehicle with a member escorting in their own vehicle

Visitors – trail lessons

1. Form filling in
 - a. Be familiar with the club form
 - b. Every form must have the club membership number
 - c. No number or no payment = no flight (the payment bit is waived for Oxford visitors who always pay up)
2. Payments
 - a. Pre-paid (try to get the name of the person who paid, put on form)
 - b. Paid on the day
3. Offer extra flights , take payment on the day
4. BGA is 3 x 2000ft , or we can offer 2 x 3000ft if it's a blue day and this is a nicer option.
5. Make sure visitors get a membership card booklet and it is filled in by the DI, put their temp membership number on it.

Visitors – friends / family (any time)

1. Be aware of how to charge the flight to another member
2. First flight is £5 more expensive as this is the day membership
 1. This is removed on F & F day

Visitors – Reciprocal

1. Oxford members will have been added to Glidex. If an Oxford member is not listed for whatever reason, please fill in a form and add them to Glidex. Oxford are not charged the £10 day rate. Oxford Members exist on two schemes
 - a. Weekday Flying: Oxford members can be selected as a normal reciprocal. Tell them the cost and they will pay by BACs.
 - b. Weekends and Bank Holidays (normal Ops): Where an Oxford member is flying the Oxford club two seater, you should do the following in the Flight Details section, look for Flight Group option and select <All Flight Type>. Next, in the Flight Type options box, select Oxford - Weekend (own Glider). There is a monthly process to charge Oxford GC who will then charge their members.
2. Take payments for all visiting reciprocals on the day (except Oxford, just let them know the cost and they BACS it)

Payments

1. Check the tug log to make sure it matches Glidex for release height. This way visitors are charged correctly before leaving
2. Encourage the use of a debit/credit card
3. Using the flight cost details from Glidex for all flights taken:
 - a. Card: charge the visitors card via the iZettle app and card reader
 - b. Cash: Hold onto cash and, at the end of the day, put it into an envelope, with the amount contained and the name(s) of the person(s) paying on a piece of paper and deposit it into the wooden box in the office.
 1. Email the treasurer to inform that cash exists (treasurer@banburygliding.com)

Notes:

- Gliding is a hobby and everybody must go home happy - including you.
- The Duty Pilot is the supervisor of the day. While the DI is in the air, the DP is in charge
- If you move away from the launch point, you must ensure there is DP cover while you are away
 - let the DI know
- You can take a flight during the day if you want to. If you want to fly – make sure that you do. Ensure that the DP role is covered by a capable person and the DI is aware
- Try and bring milk with you if you are the Saturday DP so there is some for the weekend. Take the cost out of the tea and coffee money pot and leave the receipt.
- If something goes wrong or you are unhappy about something, talk to the DI. If that is not appropriate, find a senior / committee member of the club and discuss your concerns with them – either at the time or after the day

Appendix 8 - Archive Policy

1.0 Categories. With respect to archiving, Club documents fall into three categories:

1.1 Documents which may be needed for the development or defence of the Club.

The minimum time for retention of records is: 10 years but 11 years is recommended. Within the responsibility of the:

Secretary and held on the Club's Google Drive:

Correspondence relating to neighbourhood complaints.
Application for grants.

Membership Secretary:

Membership forms.
Flying log sheets within the club flight logging system.
Tug log sheets.

Child Protection Officer:

Any additional documents related to Child Protection reports.

Operations Manuals:

All operation manuals shall be stored on the Club's Google Drive.

1.2 Documents concerning the Club which we have a legal obligation to retain.

The minimum time for retention of records is: 6 years but 7 years is recommended. Within the responsibility of the:

Secretary and held on the Club's Google Drive:

Committee Meeting Reports.
AGM minutes.

Treasurer:

Annual accounts.

1.3 Documents which may be needed for historical records of the Club.

The minimum time for retention of records is: permanent.
Within the responsibility of the:

Secretary and held on the Club's Google Drive:

Committee Meeting Reports.
AGM minutes.
Selected general correspondence

2. Storage Facilities.

2.1 Storage. Generally, documents are stored on an annual basis for the same year. They should be stored in the same box although in different files. Documents are stored in a metal cabinet in the rear of the Club Briefing room. Those documents which are subject the DPA are stored in a dedicated metal filing cabinet in the Club Office.

3.2 Security. Documents are protected in metal cabinets within the Clubhouse area..

3.3 Access control. Access to the Briefing Room cabinet is controlled by the Secretary. The DPA related cabinet, in the Office, can only be accessed by the Club Chair, the Club Child Protection Officer or the Club Membership Secretary. Notices to this effect are displayed on the respective cabinets.

3.5 Identification. Documents are held within lever arch files and clearly labelled with contents.

4.0 Scrapping Documents No Longer Needed. It is suggested that at a set time each year (for example, after the annual statistics have been compiled for the BGA) the Secretary removes and scraps all documents, which have passed their retention dates.

5.0 System for Collection of Documents for Archiving at Year End.

A date must be agreed by which time all documents due to be archived are available. This date will be dependent upon the needs of the Treasurer, Secretary and certain other committee members. In order that the control of the archives does not fall into disarray through haphazard attempts at updating, all concerned must do their utmost to ensure deadlines for having the documents available are met.

6.0 Membership Documents. Membership forms are stored within the GDPR cabinet in separate folders. Retention periods:

Membership forms for Full Members - One year after membership has lapsed.

Membership forms for Temporary Members - One year from date of signature.

Appendix 9 – BGC Workshop Hire Agreement - Issue 1

This Agreement is between Banbury Gliding Club (BGC) and the Workshop Hirer.

1.0 Terms.

The Hirer must be a Full Member of BGC and be approved by BGC Committee (Ctee).

2.0 The Agreement:

- Is subject to a BGC 3mth notice of termination.
- Will be reviewed annually by BGC Committee.

3.0 Priority of Use of the Workshop:

- Club gliders.
- Members gliders either being maintained by the owner or the Hirer.
- Other gliders being maintained by the Hirer.

4.0 Termination.

The Agreement is subject to immediate termination should any of the terms be broken.

The BGC Technical Officer has the authority to resolve any day to day conflicts. More significant problems will be escalated to the BGC Committee for resolution.

5.0 Location & Coverage.

The Agreement:

Covers the use of the BGC Workshop and the adjacent hardstanding for routine glider/motor glider repair work. The Workshop cannot be used for glider storage.

A single trailer may be parked directly outside the Workshop on a daily temporary basis. Up to a maximum of three trailers may be stored in the BGC trailer parking area. The total number of trailer slots for Hirer's is five

The Clubhouse cannot be used for storage or work activity.

6.0 Charges.

A charges will only be made for all use of the BGC workshop, these charges are listed in the Operations Manual Part 3 - BGC Membership & Charges.

These rates are inclusive of:

Electricity

3rd Party Insurance. The Insurance does not cover 3rd Party aircraft.

Charges to be paid monthly in-arrears

7.0 Neighbours.

Do not block the access to ~~Holdcroft Aviation~~ Vision Aerospace or the associated taxiway

8.0 Conditions

BGC will provide a calendar in the Clubhouse Office to record all bookings

9.0 The Hirer is responsible for:

- Locking up the Workshop after use.
- Any breakages or loss of BGC equipment which must be to be replaced within 7 days.
- Any damage to the Workshop which must be repaired within a suitable time.
- Control of any visitors they bring onto BGC property.
- Keeping the Workshop tidy, free of food, keeping it clean of work debris, etc.
- Only undertaking repair activity as authorised by the BGC insurance policy.
- Keeping any of their equipment/stock separate from that of BGC.
- Removing any rubbish generated from the Workshop.

10.0 Security

The Hirer will be provided with a Workshop key. Keys are also held by PF, PN and SD to enable access to BGC equipment and one other key will be held in the Club Office for emergency access.

Agreed by:

Hirer on behalf of BGC:

Hirer:

Name:

Name:

Signature:

Signature:

Date:

Date:

Appendix 10 - Current Instructors, Inspectors and Official Observers

1.0 BGA Instructors:

John Batch	Mick Boasman	David Bramwell
Richard Chapman(CFI)	Martin Durham	Michael Clark
Peter Concannon	John Giddins	Andrew Hyslop
Tony Limb	Jeff Luck	Olivier Warren Torres
Chris Nicholson	Peter Nicholson	Andrew Reid
Chris Scutt	Jacqueline Sewell	Pete Stratten
Tim Wheeler	Roger Wilson	

2.0 Tug Pilots:

David Bramwell	Rob Cronk	Simon Ducker
Martin Durham	Peter Fincham	Derren Francis
Mike Gibbins	John Giddins	Bob Johnston
Jeff Luck	Peter Nicholson	Andrew Reid
Peter Stratten	Tim Wheeler	Mick Webb

3.0 BGA Inspectors:

John Giddins	I/A/196
Peter Fincham	I/C/803
Pete Nicholson	I/C/1448
Ron Sangster	I/C/782
Simon Ducker	

4.0 Official Observers:

David Bramwell	1277/92
Peter Fincham	1995/92
John Giddins	
Bob Johnston	1322/92
Jeff Luck	894/92
Pete Nicholson	1807/92
Peter Stratten	

This list is not substantive, there are other BGC members who are OO's and these can be used as required.

Appendix 11 - Complaints, Disciplinary and Appeals Procedures

Complaints and Disciplinary Procedures

1. Statement of Intent

Banbury Gliding Club believes that Club members, their guests and visitors to the club are entitled to expect courtesy, consideration and to be able to operate within a culture of safety. The development and maintenance of such a safety culture relies on everyone being able to trust one another, and for each person to show consideration and to have a duty of care for fellow participants. To this end, the Club Management Committee expects certain minimum standards of behaviour from Club members, their guests and visitors to the Club. This includes a responsibility for all Club members, their guests and visitors, to bring to the attention of any Club official any situation which is believed to constitute a hazard, so that adequate mitigation can be applied, or risk of exposure to the hazard can be removed.

2. Aim

The Club Management Committee aims to bring all concerns about the running of the Club to a satisfactory conclusion for all the parties involved.

If, having followed the Club's complaints and disciplinary process, a club member is unhappy with a decision made by the relevant Club Officer or by the Complaints and Disciplinary Committee, they have a right to appeal. The Appeals process is set out in the Club's Appeals policy.

3. Flying Matters

- All complaints concerning flying operations shall be dealt with by the duty instructor or the Chief Flying Instructor (CFI).
- A member making a complaint relating to a flying matter shall initially refer the complaint to the duty instructor on the day.
- If the matter cannot be satisfactorily resolved on the day by the duty instructor, or if the complaint is in relation to the duty instructor, then the complaint shall be referred to CFI.
- The CFI shall initiate investigations into any complaint of misconduct that is referred to him/her.
- The CFI shall inform the club management committee on the progress of the investigations.
- Records of all written complaints and of the investigations shall be kept confidential.
- The CFI shall furnish the individual with details of the complaint that has being made against him/her and afford him/her the opportunity of providing a response verbally or in writing.
- Where it is established that an incident of misconduct has taken place, the CFI shall notify the member of any sanction being imposed. The notification shall be made in writing, setting out the reasons for the sanction. If the member is under 18 years of age the correspondence shall be addressed to the parents/guardians.

4. Matters not concerned with Flying

The club shall appoint a complaints and disciplinary committee to resolve problems concerning the conduct of its members.

- Matters relating to child abuse should be dealt with under the Club's Child Protection policy
- A member making a complaint, not relating to a flying matter, shall initially refer the complaint to the Club Chair or any Committee Member. If the matter cannot be satisfactorily resolved on the day, then the matter should be referred to the Complaints & Disciplinary Committee
- The Complaints & Disciplinary Committee shall be made up of three people (Management Committee Members or Directors) not related to the complaint in question. This Committee will be decided following each AGM and will include a prioritised reserve list to cover the eventuality of a member's involvement with a complaint.

- The complaints and disciplinary committee shall initiate investigations into any complaint of misconduct.
- The complaints and disciplinary committee shall inform the club management committee on the progress of the investigations.
- Records of all complaints made in writing and of the investigations shall be kept confidential.
- If the complaint is made by or is about a member of the Complaints and Disciplinary Committee that person shall stand aside and be replaced for the purpose by another member of the appointed reserve list.
- The complaints and disciplinary committee shall furnish the individual concerned with details of the complaint that has being made against him/her and afford him/her the opportunity of providing a response verbally or in writing.

5. Conclusion

Where it is established that an incident of misconduct has taken place, the complaints and disciplinary committee shall notify the member of any sanction being imposed. The notification shall be made in writing, setting out the reasons for the sanction. If the member is under 18 years of age the correspondence shall be addressed to the parents/guardians.

Appeals Procedures

1. Statement of Intent

Banbury Gliding Club believes that Club members, their guests and visitors to the club are entitled to expect courtesy, consideration and to be able to operate within a culture of safety. The development and maintenance of such a safety culture relies on everyone being able to trust one another, and for each person to show consideration and to have a duty of care for fellow participants. To this end, the Club Management Committee expects certain minimum standards of behaviour from Club members, their guests and visitors to the Club. This includes a responsibility for all Club members, their guests and visitors, to bring to the attention of any Club official any situation which is believed to constitute a hazard, so that adequate mitigation can be applied, or risk of exposure to the hazard can be removed.

2. Aim

The Club Management Committee aims to bring all concerns about the running of the Club to a satisfactory conclusion for all the parties involved.

In the event that a club member is unhappy with a decision made by the relevant Club Officer or by the Complaints and Disciplinary Committee, they have a right to appeal.

3. Flying Matters

If a member who has made a complaint or a member against whom a complaint was made is unhappy with a decision of the CFI they have the right to appeal the decision to the Complaints & Disciplinary Committee.

- Any appeal shall be made in writing within 21 days of the issue of the decision of the CFI.
- Records of all appeals and of the investigations shall be kept confidential.

4. Matters not concerned with flying

If a member who has made a complaint or a member against whom a complaint was made is unhappy with a decision of the Complaints & Disciplinary Committee they have the right to appeal the decision to the directors of the club

- Any appeal shall be made in writing within 21 days of the issue of the decision of the complaints and disciplinary committee.
- Records of all appeals and of the investigations shall be kept confidential.

- If the appeal is made by or concerns a director of the club that person shall stand aside and be replaced by another member of the club's management committee co-opted for the purpose.
- The directors shall have the power to confirm, set aside or change any sanction imposed by the complaints and disciplinary committee.
- Where the directors establish or uphold a decision that an incident of misconduct has taken place, the directors shall notify the member of any sanction being imposed. The notification shall be made in writing, setting out the reasons for the sanction. If the member is under 18 years of age the correspondence shall be addressed to the parents/guardians.

5. The role of the BGA

In most cases matters will be resolved within club existing procedures and the club constitution. It may be that beyond that level of resolution there may be enduring concerns. If the matter concerns any BGA systems, such as instructing, coaching, safety or airworthiness systems, advice or input may be sought from the BGA as appropriate.

Please note that, due to the way the BGA and individual gliding clubs in the UK function, the BGA generally does not get involved with internal club management issues and is only likely to get involved with an appeal in exceptional circumstances.

Appendix 12 – Non Rostered Flying Operations

Mid-Week, Non Rostered Flying Operations flying is primarily for licensed pilots. However, there are opportunities available for non-licensed pilots to fly mid-week, but only with pre-arranged supervision as set out below.

Licensed Pilots

1. A NP (nominated pilot) must be determined before operations commence. Their role is to help the Tug pilot interact with other airfield users as necessary and also to help with the administration and organizing of the launch point and any visiting pilots. Once any operations commence it is the role of the NP to make sure that items 4,5 &6 below are completed before any late arriving pilots fly. The NP may fly, but should be launched last.

2. If Hinton Sky Diving (HSD) are operating, the Tug Pilot (TP) & NP will make contact with the DZ Controller and agree on a DZ Plan for the day.

3. The TP & NP will set up the BGC operation in line with normal weekend operations and with due consideration to other operators on the airfield.

Note: Min set up, is warning boards and emergency trailer at the launch point.

4. The TP or NP will brief all the pilots on the operation before flying starts.

5. Visiting pilots must have had a site safety briefing and completed the relevant BGC Application forms before flying.

Note: Visiting pilots must demonstrate to any available BGC Instructor or the TP, that they have the necessary qualifications, experience and recency to operate out of Hinton, including the mandatory use of the radio and the operation of the DZ.

Recency requirements: Silver “C” pilots should have completed at least one aerotow launch in the preceding 8 weeks. Gold “C” and Instructors should be able to judge their own recency.

6. All pilots must review the DZ map and sign the task declaration form’ kept in the RED folder with information appropriate for their proposed task and retrieve arrangements.

Note: Signing confirms understanding of the DZ and agreement to comply with all normal BGC operating procedures. All pilots are expected to operate to the highest standards of flight safety and airmanship as is required by their license.

7. The TP will launch the grid and complete the tug log sheet paying particular attention to pilot’s names, A/C registration and release height.

Note: If Club equipment is used then the responsibility to record the flight time falls to the relevant pilot.

8. The TP/NP are equally responsible for ensuring that all gliders are accounted for and that all flight details are uploaded into the club’s flight logging system by the end of the flying day.

Note: The TP may leave the Airfield after the grid has been launched as long as the responsibilities of point 8 have been formally handed over to the NP or another pilot who becomes the second NP.

9. Pilots flying club gliders cross country are responsible for ensuring that they have retrieve crews organized.

Non licensed pilots (student)

In addition to all the requirements above:

1. It is the responsibility of the student pilot to arrange for a BGC Instructor to be available to supervise them.
2. The student pilot must be briefed and supervised by a BGC instructor & sign the DZ Map in the RED folder before flight.
3. The BGC Instructor & student pilot are responsible for any Club equipment used.
Note: If Club equipment is used then the responsibility to record the flight time, falls to the solo student pilot and the BGC instructor who supervised the flight.

Appendix 13 – Club Contacts

Email Groups:

Members	bgc-membership@googlegroups.com
Committee	bgc-committee@googlegroups.com
Instructors	bgc-instruction@googlegroups.com
Tug Pilots	bgc-tug@googlegroups.com
Duty Pilots	bgc-dutypilot@googlegroups.com
EuroFOX Syndicate	bgc-eurofox@googlegroups.com

Telephone numbers

General Enquiries & Flying Experiences	0333 044 0134
Launch Point mobile	07981 103159

Committee Members

Chair	David Bramwell	chair@banburygliding.com
Secretary	Jason Wyatt	secretary@banburygliding.com
Treasurer	John Batch	treasurer@banburygliding.com
Membership Secretary	Gary Newbrook & Darren Gay	membership@banburygliding.com
Club Technical Officer	Simon Ducker	technical@banburygliding.com
Flying Experiences & Rosters	Darren Gay	experiences@banburygliding.com
Committee member & Tugmaster	Peter Nicholson	tug@banburygliding.com
Committee member	Gary Newbrook	

Committee appointees

Chief Flying Instructor	Richard Chapman	cfi@banburygliding.com
Tugmaster	Pete Nicholson	tug@banburygliding.com
Club Safety Officer	Mick Moore	safety@banburygliding.com
Child Protection Officer	Peter Concannon	cpo@banburygliding.com

Further appointees

Deputy CPO	Jacqueline Sewell
Web Site Controller	Chris Scutt
Ground Equipment Member	Simon Ducker
WhatsApp Co-ordinators	David Bramwell, Gary Newbrook, Simon Ducker, Jason Wyatt

BGC Insurers

Fleet. Crispin, Speers and Partners. Contact Name: Graham Roberts.
Email graham.roberts@cspinsurance.com

Buildings. Aviva through H R Jennings Contact Name: Angela Eve.
Email: angela@jenningsinsure.co.uk