





# South East Wales Hang Gliding and Paragliding Club Ltd

<b>Document Title:</b>	Communication Policy		
<b>Reference Number:</b>	MP0006	<b>Rev:</b>	0

## 1 Purpose

The purpose of this document is to describe the communication processes within the club and create homogeneity between the members.

## 2 Scope

This policy contains the following sections:

- 3.1 Social Media
- 3.2 Official Communication with the Committee
- 3.3 Advertising
- 3.4 Telegram Messenger Introduction
- 3.5 Telegram Groups

## 3 Procedure

It is the responsibility of all Club Members to ensure they have read and understand this policy prior to engaging within club communications.

### 3.1 Social Media

The club has a Facebook page for South East Wales members. If you are a member of the club, you can request to join this group. On Facebook, search for "South East Wales Hang Gliding & Paragliding Club" and click the "Join Group" button. A member of the committee will then confirm your club membership and approve your request to join the group. You can use the group for almost anything, including posting pictures or videos, discussing flying or just taking part in chit-chat with other club members. We ask that businesses do not advertise on the page unless they are offering the membership an exclusive offer. Businesses should read section 3.3 before posting.

Members who fail to renew their membership will be removed from the Facebook group. At convenient times the committee will also publicise an expired membership list and post it on the group to remind individuals of their need to renew.

Please try to be civil on Facebook and do not use it to complain about other club members. If you would like to make a complaint or feel aggrieved by a posting, please report this officially to the committee first. Please read section 3.2 for a description of how to do this.

### 3.2 Official Communication with the Committee

Any member wishing to raise a complaint, agenda item, request or a safety alert should email it to the committee at [sewchairman@gmail.com](mailto:sewchairman@gmail.com).

Please don't use Facebook or Telegram groups to communicate with the committee. These generally have a lot of chatter and your communication may go unnoticed.

### 3.3 Advertising

Members are welcome to advertise equipment to each other using the club Facebook and Telegram groups, as long as they are not a commercial venture. The club accept no responsibility for the equipment, sale, delivery or goods. Members buy and sell at their own risk.



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All 3<sup>rd</sup> Party companies should email the club committee (see section 3.2). As a rule, we will not advertise for businesses or charities unless our members have an exclusive discount.

Members organising trips for club members are welcome to advertise, as long as they are not making a profit or benefitting from discounts exclusively for themselves.

### 3.4 Telegram

The Club uses Telegram for non-formal communications.

#### Q: What is Telegram? What do I do here?

Telegram is a messaging app with a focus on speed and security, it's super-fast, simple and free. You can use Telegram on all your devices at the same time — your messages sync seamlessly across any number of your phones, tablets or computers.

#### Q: How do I get added to the groups?

First download the telegram app on your smart phone/device and set a username. See below reference usernames. **If you don't add a username the club can't find and add you.**

#### Q: What are usernames? How do I get one?

You can set up a public username on Telegram. It then becomes possible for other users to find you by that username — you will appear in contacts search under 'global results'. Please note that people who find you will be able to send you messages, even if they don't know your number. If you are not comfortable with this, we advise against setting up a username in Telegram.

You can set up a username in Settings and use the universal search box in the chats list to search for chats, messages, and usernames.

#### Q: What can I use as my username?

You can use a-z, 0-9 and underscores. Usernames are case-insensitive, but Telegram will store your capitalization preferences (e.g. Telegram and TeleGram is the same user). The username must be at least five characters long.





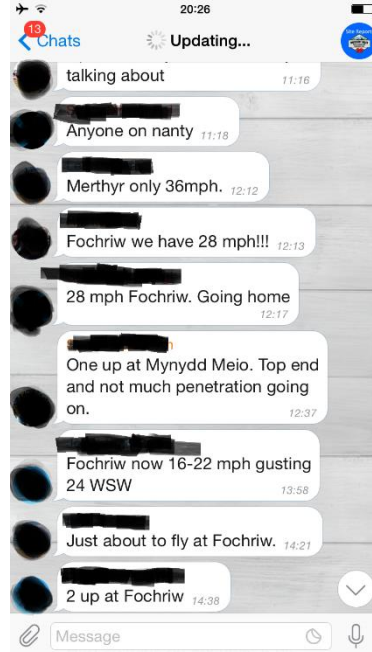

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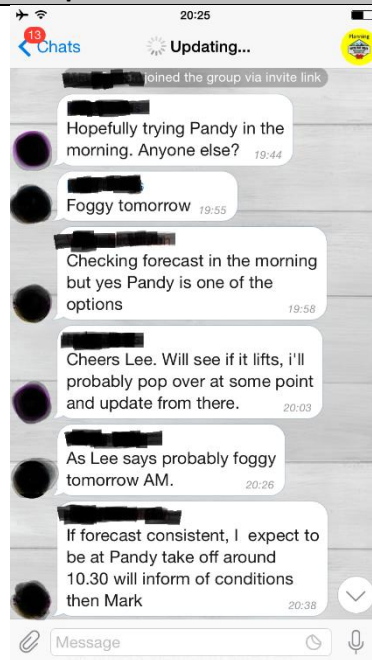
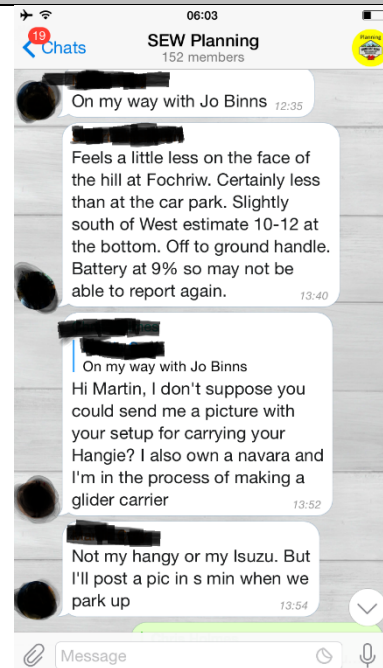
## 3.5 Telegram Groups

Logo/Colour	Group Name	Access	Description	Good Example	Misuse
<b>SEW Chat</b> 	SEW Chat	Open	<p>Used for casual chatting.</p> <p>Please do not discuss club politics on this group as it's an open group and not all individuals are shareholders in the club.</p>	N/A	N/A
<b>SEW Site Reports</b> 	SEW Site Reports	Members Only	<p>This is a time critical group concerning site reports.</p> <p>No politeness required.</p> <p>Please see examples.</p>		



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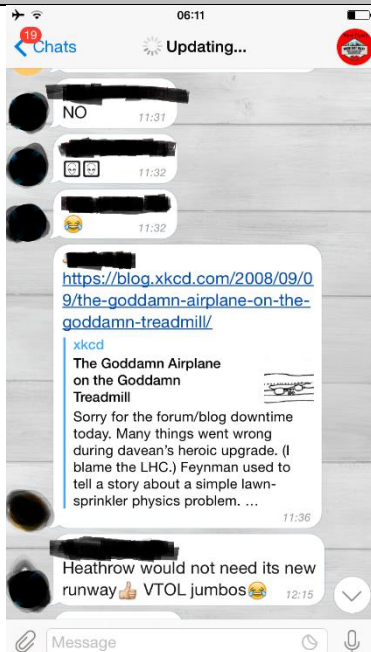

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Logo/Colour	Group Name	Access	Description	Good Example	Misuse
<p><b>SEW Planning</b></p> 	SEW Planning	Members Only	<p>Not a chat group.</p> <p>If you are planning to soar or lift share on XC. This is the place to do it.</p> <p>Not to be confused with the site report group.</p> <p>Planning only, no site reports.</p>		



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Logo/Colour	Group Name	Access	Description	Good Example	Misuse
<b>SEW New Flyers</b> 	SEW New Flyers	Open	<p>Not a chat group.</p> <p>Group is for low airtime pilots who want safety advice and coaching from club coaches.</p> <p>Club coaches are here to help, never be afraid to ask.</p>		
<b>SEW Coach</b> 	SEW Coach	Club Coaches only	<p>Chat group for active club coaches to talk coaching and ensure they are giving the correct advice under guidance from the club Safety Officer.</p>	N/A.	






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Logo/Colour	Group Name	Access	Description	Good Example	Misuse
<b>SEW Power</b> 	SEW Power	Open	All things Paramotor and FLPHG.	N/A.	
<b>SEW Speed Fly</b> 	SEW Speed Fly	Open	All things speed flying.	N/A.	
<b>SEW BCC</b> 	SEW BCC	Members Only	This group is for the British Club Challenge SEW team.	BCC updates, organising retrieves and for checking in after landing.	



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Logo/Colour	Group Name	Access	Description	Good Example	Misuse
<p><b>SEW Committee</b></p>	<b>SEW Committee</b>	Committee Members Only	This group is for the committee to discuss club business.	N/A.	
<p><b>SEW Sugar Loaf Log</b></p>	<b>SEW Sugar Loaf Log</b>	Members Only	<p>This is not a group but a reporting contact to be used by pilots after they have flown the Sugar Loaf Site. Pilots are asked that they message the Sugar Loaf Log after they have flown the site with the following information:</p> <p>Full Pilot Name: BHPA number: Date of flight(s):</p> <p>This information is used to report the usage of the site to the National Trust as one of the license conditions of use.</p>		