



South East Wales Hang Gliding and Paragliding Club Ltd

Document Title: Communication Policy


Reference Number: MP0006

Version

3

Section	Release/Amendment Summary	Version	Date
All	Initial issue	1	28/01/2017
3.5 Telegram groups	Removed SEW Power group, removed Sugar Loaf Log Telegram group.	2	29/03/2018
3.6 Webcollect for flying sites	Added this section for Sugar Loaf and Pen Cerrig-calch.	2	29/03/2018
3.5 Telegram groups	Added membership bot. Added Skirrid day pass.	3	24/09/2019

Initially created By:	James Price SEWHGPGC Chairman	Date & Sign:	
Reviewed By:	Chris Jones Avon Committee Member	Date & Sign:	
Last revision	Alex Kennedy SEWHGPGC Committee Member	Date & Sign:	

	South East Wales Hang Gliding and Paragliding Club Ltd			
	Document Title:	Communication Policy		
	Reference Number:	MP0006	Version	3



South East Wales Hang Gliding and Paragliding Club Ltd

Document Title: Communication Policy

Reference Number: MP0006

Version

3

1 Purpose

The purpose of this document is to describe the communication processes within the club and standardize communication within the club.

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
- 3.6 Webcollect for flying sites

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

	South East Wales Hang Gliding and Paragliding Club Ltd		
	Document Title:	Communication Policy	
	Reference Number:	MP0006	Version 3

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

Alternatively contact the committee via Telegram (@SebNicholls) is the club chairman.

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.

All 3rd 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. Membership can also be checked by messaging the SEW membership bot (@SEWHGPGBot).

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. Then contact the club members who are identified in the electronic joining letter.

If you don't add a username the club cannot find and add you (for example @anything).

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.



South East Wales Hang Gliding and Paragliding Club Ltd


Document Title:	Communication Policy		
Reference Number:	MP0006	Version	3

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.


Q: Do I need my full name to be entered on my membership?


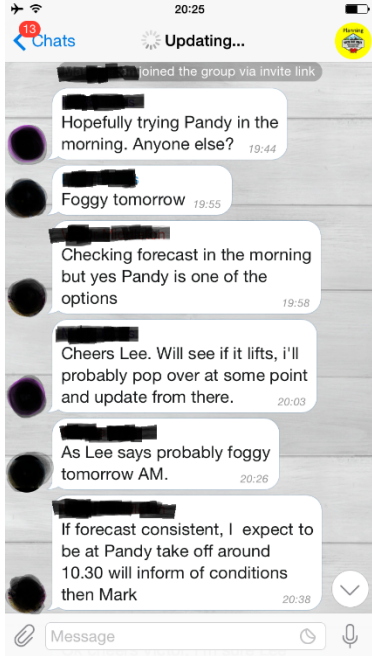
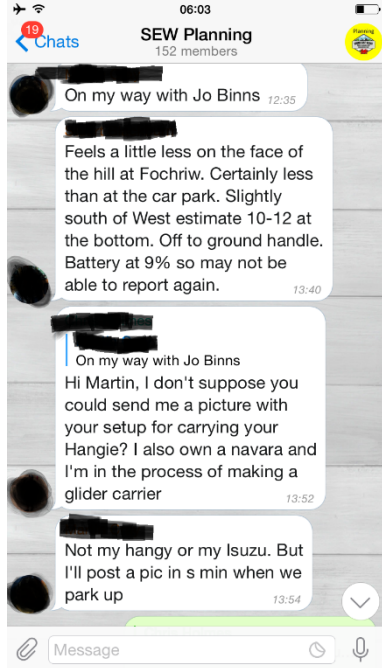
You must have your first and surname if you want to be a member of the members only groups. This is so we can match your name to the membership database. There is no other way of matching the names so people with only a first name will be removed from the members only groups.


	South East Wales Hang Gliding and Paragliding Club Ltd			
	Document Title:	Communication Policy		
	Reference Number:	MP0006	Version	3


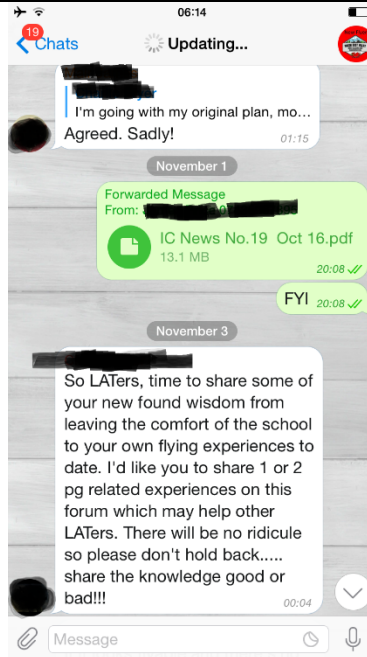
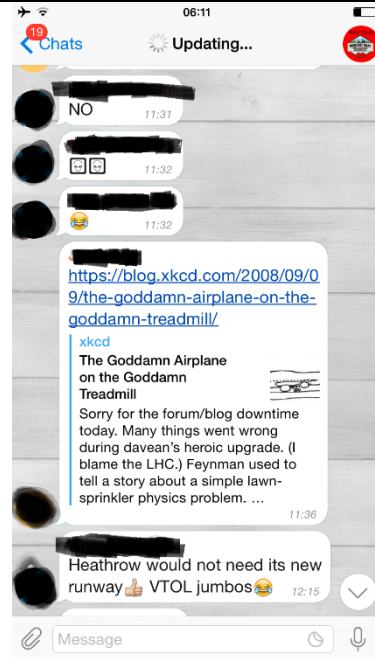

3.5 Telegram Groups

Logo/Colour	Group Name	Access	Description	Good Example	Misuse
SEW Chat 	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
SEW Site Reports 	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>		

	South East Wales Hang Gliding and Paragliding Club Ltd		
Document Title:	Communication Policy		
Reference Number:	MP0006	Version	3

Logo/Colour	Group Name	Access	Description	Good Example	Misuse
SEW Planning 	SEW Planning	Members Only	<p>Not a chat group.</p> <p>If you are planning to ridge 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>		

	South East Wales Hang Gliding and Paragliding Club Ltd			
	Document Title:	Communication Policy		
	Reference Number:	MP0006	Version	3

Logo/Colour	Group Name	Access	Description	Good Example	Misuse
SEW New Flyers 	SEW New Flyers	Members only	<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>		
SEW Coach 	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.	






South East Wales Hang Gliding and Paragliding Club Ltd


Document Title: Communication Policy

Reference Number: MP0006

Version

3

Logo/Colour	Group Name	Access	Description	Good Example	Misuse
SEW Speed Fly 	SEW Speed Fly	Open	All things speed flying.	N/A.	
SEW BCC 	SEW BCC	Members Only	This group is for the British Club Challenge SEW team.	BCC updates, organising retrieves and for checking in after landing.	
Logo/Colour	Group Name	Access	Description	Good Example	Misuse
SEW Committee 	SEW Committee	Committee Members Only	This group is for the committee to discuss club business.	N/A.	

	South East Wales Hang Gliding and Paragliding Club Ltd		
	Document Title:	Communication Policy	
	Reference Number:	MP0006	Version 3

3.6 Webcollect for flying sites

A “day pass” must be obtained for flying the following sites via the SEWHGPGC webcollect page (<https://webcollect.org.uk/sewhgpgc>):

1. Sugar Loaf
2. Skirrid

This can be obtained prospectively or retrospectively - but must be completed as soon as is reasonably possible after flying these sites. One “day pass” must be obtained for each pilot and is valid for one day only. This is because SEWHGPGC must record the number of days flown within a year as part of the agreements to fly these sites.