

LEAVE NEAR THE TELEPHONE!

ESSEX & SUFFOLK GLIDING CLUB

ACCIDENT AND INCIDENT PROCEDURES MANUAL

Revised March 2008

Please do not tear or write on this document, except in the case of an accident/incident.

CONTENTS

1. Key Contacts and Actions
 2. Introduction
 3. Immediate Actions
 4. Subsequent Actions
 5. Dealing with the Press/Media.
 6. Typical Scenarios
 - Scenario 1: Glider/Aircraft Crash On Or Near The Airfield
 - Scenario 2: Glider/Aircraft Reported Crashed
 - Scenario 3: Glider/Aircraft Missing
 - Scenario 4: Personal Injury (Non Flying)
 7. Local Information (Club Location, Hazards to Air Ambulance, Directions To Wormingford Airfield)
- Appendix 1: Press Statement
- Appendix 2: Event Log.

1. KEY CONTACTS AND ACTIONS.

Emergency Services		Tel: 999
Chairman	Phil Duffin	Tel: 01206 322582 Mobile: 07803 438622
CFI	Dennis Heslop	Tel: 01206 247062 Mobile: 07768 603240
Safety Officer	John Bone	Tel: 01206 570855 Mobile: 07706 797105
Press & Publicity	Dick Skinner	Tel: 01787 223137 Mobile: 07789 170809
BGA Office		Tel: 0116 253 1051
Air Accident Investigation Branch (AAIB)		Tel: 01252 512299 or 01252 512300
Local Police, even if 999 has been called		Tel: 01206 762212
Club Insurance Broker - Gliders (If appropriate)		
	Name:Graham Roberts RFIB (UK)	Tel: 0207623 6175 / 7626 0400
Club Insurance Broker – Other Assets (If appropriate)		
	Name: L M Linn & Son	Tel: 01245 252123

ACTION BULLET POINTS:

- **ONE PERSON TO TAKE CHARGE**
- **CALL THE EMERGENCY SERVICES**
- **FIRST AIDER PLUS TWO TO THE SCENE OF THE ACCIDENT (ONE TO COLLECT FIRST AID KIT)**
- **ONE PERSON TO THE GATE TO DIRECT EMERGENCY SERVICES AND STOP UNAUTHORISED ACCESS BY OTHERS.**
- **ONE PERSON TO COORDINATE AIRFIELD SAFETY AND SAFE LANDING OF OTHER GLIDERS**
- **ONE PERSON TO DEAL WITH PRESS/MEDIA – GIVE NO INFORMATION BUT REFER THEM TO PRESS OFFICER**
- **ONE PERSON TO MAN THE CLUB TELEPHONE AND LOG ALL CALLS**
- **IF POSSIBLE SEND A SECOND PERSON WITH EACH OF THE ABOVE TO ACT AS MESSENGER AND ASSISTANT.**
- **REFER BELOW FOR MORE DETAILED INSTRUCTIONS.**

1. INTRODUCTION:

The following pages detail the correct sequence of actions that should be taken in the event of an accident or incident occurring on or near the airfield, a reported accident, an aircraft missing, or personal injury (non flying). These instructions should be followed by any club member on the airfield until such time as the Duty Instructor, CFI or Safety Officer is able to take over.

The sequence of actions is carefully laid out and **must be followed exactly**, and a log of events must be kept. (A sample log sheet appears as Appendix 2 to this Manual.)

2. IMMEDIATE ACTIONS:

2.1 DO YOU NEED TO CALL THE EMERGENCY SERVICES (999)?

If YES, send someone to dial 999 immediately. Tell them to report back to you afterwards (so you know it has happened!)

The Emergency services will almost certainly require the following information:

- a.) Name and contact telephone number of person reporting the accident.
- b.) Exact accident location:

If on the airfield:

Ordnance Survey Grid Reference: 592.77E 231.00N

Latitude/Longitude: 51 56.646N 000 48.197E

- c.) Were there any dangerous substances or power cables involved? Has the glider hit something containing toxic chemicals?
- d.) Number of casualties and estimated of degree of seriousness.

2.2 START THE EVENT LOG.

2.3 DUTY INSTRUCTOR OR SENIOR MEMBER ON SITE TO TAKE OVERALL CONTROL.

Refer to Typical Scenarios at Section 6 for specific guidance.

2.4 DECIDE ON THE CATEGORY OF THE INCIDENT (See 4 below)

3. SUBSEQUENT ACTIONS

DEPENDING UPON THE TYPE OF ACCIDENT/INCIDENT...

Definitions:

1. "Major Accident":

Occurrence associated directly with aircraft operations resulting in death or serious injury to a person, or substantial damage to an aircraft.

2. "Serious Injury":

- a. Requiring stay in hospital of more than 48 hours.
- b. Fracture (except simple fracture of fingers, toes or nose).
- c. Lacerations causing nerve, muscle, tendon damage or severe hemorrhage.

d. Injury to internal organ.

3. "Substantial Damage":

Adversely affects structural strength, performance or flight characteristics and would normally require major repair or replacement of the affected component.

If ANY of the above, treat it as a MAJOR ACCIDENT.

If there is any likelihood of Press interest, treat it as a MAJOR INCIDENT.

4. Minor Accident/Incident:

Occurrence not falling under the definitions of a major accident, or one where substantial damage or serious injury occurs, but where an actual or potential hazard is identified. If in doubt, treat as **Major Accident**.

3.1 SUBSEQUENT ACTIONS FOR ALL ACCIDENTS AND INCIDENTS:

Do NOT engage in ANY exchanges with the media.

Refer ALL inquiries to Press Officer, Chairman, CFI or Safety Officer. (See Section 5 below)

Firmly control the situation and take all necessary action to prevent a further accident. Do not allow everyone to rush to the scene of the crash – some will be needed for other tasks; too many people at the scene will detract from effective assistance and aid to the injured and too many people of the field will increase the risk of further accidents as other gliders return.

3.2 SUBSEQUENT ACTIONS FOR ALL MAJOR ACCIDENTS AND INCIDENTS:

In the event of injury: is a doctor/first aider on site? See to injured people - cautiously!!

Send a responsible person to deal directly with safe recovery of other aircraft airborne at the site.

Send a responsible person to airfield gate to direct the Emergency Services and to prevent entry of all others, particularly press (See Section 5 below) and sightseers. If appropriate use other people to act as sentries at other locations (e.g. on public access foot paths.)

Send a responsible person to liaise with, or restrict access of, the media. If available the Press Officer will take this role, otherwise appoint a senior club member temporarily.

3.3 THEN:

Telephone all of:

Chairman	Phil Duffin	Tel: 01206 322582	Mobile: 07803 438622
CFI	Dennis Heslop	Tel: 01206 247062	Mobile: 07768 603240
Safety Officer	John Bone	Tel: 01206 570855	Mobile: 07706 797105
Press & Publicity	Dick Skinner	Tel: 01787 223137	Mobile: 07789 170809
BGA Office		Tel: 0116 253 1051	
Air Accident Investigation Branch (AAIB)		Tel: 01252 512299 or 01252 512300	
Local Police, even if 999 has been called		Tel: 01206 762212	
Club Insurance Broker - Gliders (If appropriate)			
	Name:Graham Roberts RFIB (UK)	Tel: 0207623 6175 / 7626 0400	
Club Insurance Broker – Other Assets (If appropriate)			
	Name: L M Linn & Son	Tel: 01245 252123	

NOTE: We are required to advise our insurers promptly if there is an incident which may result in a claim; we must not admit liability or do anything which might prejudice the interests of our insurers.

RECORD ALL CALLS MADE ON THE LOG OF EVENTS.

All relevant paperwork, i.e. witness statements, contact names and telephone numbers, photographs and any technical documentation such as C. of A. documents and DI books etc., should be handed over to the BGA Accident Investigator on request, or to the Accident Co-ordinator for safe keeping.

4 . DEALING WITH THE PRESS/MEDIA.

The press and broadcast media are likely to take an interest in any significant incident or accident. They are likely to arrive quickly and to be persistent. They need a story and if we do not cooperate they will get a second-hand story from someone else in the vicinity which will probably not be to our advantage.

Important Guidelines are:

- 4.1 All communications with the press should be via one appointed person. Generally the Press Officer.
- 4.2 Other club members asked for information or comment by the press should, politely, explain that they cannot give any information, but take the details of the person asking (name, publication, telephone contact number etc.) and tell them that we will contact them as soon as possible. Pass this information as quickly as possible to the Press Officer. Ask them if they have a deadline for the story and if so pass that on to the Press Officer also.
- 4.3 DO NOT SAY "No Comment". This can appear to be cold and callous, and can be published in an unfavourable manner. Be cooperative and helpful in getting them in contact with the Press Officer but do not give information or opinions.
- 4.4 Do not allow photographers or film crews close to the scene of an accident, but make suitable and distant arrangements for them.
- 4.5 Remember that the press can be our biggest ally or our worst enemy. Try to ensure that they are the former not the latter.
- 4.6 A sample Press statement is attached as Appendix 1.
- 4.7 Say nothing "off the record". It won't stay that way!!

5. TYPICAL SCENARIOS

EACH OF THE FOLLOWING PAGES DEALS WITH A SPECIFIC SITUATION OR ITEM:

5.1 Scenario 1: GLIDER/AIRCRAFT CRASH ON OR NEAR THE AIRFIELD

USE: In the case of a crash resulting in death or serious injury to one or more of the pilots and/or a third party, or substantial damage to an aircraft or glider. Substantial damage is defined as any damage that requires the replacement or extensive repair of a major component. Serious injury is an injury that will probably require hospitalization or medical treatment for a period of 5 days or more, or results in unconsciousness.

ACTIONS:

If any injuries: call for an ambulance (999).

Do not move the pilot(s) if in pain, unless there is a risk of further injury, e.g. the risk of fire.

Station a responsible person at the gate to direct the Emergency Services to the accident site.

Begin the "Log of Events", recording in as much detail as possible events and times.

Appoint responsible persons to man the telephones and to keep the event log.

Telephone all of:

Chairman	Phil Duffin	Tel: 01206 322582	Mobile: 07803 438622
CFI	Dennis Heslop	Tel: 01206 247062	Mobile: 07768 603240
Safety Officer	John Bone	Tel: 01206 570855	Mobile: 07706 797105
Press & Publicity	Dick Skinner	Tel: 01787 223137	Mobile: 07789 170809
BGA Office		Tel: 0116 253 1051	
Air Accident Investigation Branch (AAIB)		Tel: 01252 512299 or 01252 512300	
Local Police, even if 999 has been called		Tel: 01206 762212	
Club Insurance Broker - Gliders (If appropriate)			
	Name: Graham Roberts RFIB (UK)	Tel: 0207623 6175 / 7626 0400	
Club Insurance Broker – Other Assets (If appropriate)			
	Name: L M Linn & Son	Tel: 01245 252123	

RECORD ALL CALLS MADE ON THE LOG OF EVENTS.

Arrange for the CFI (or one of his appointed deputies) to take over the accident/incident management.

Notify the police and ask them to inform the next of kin. In cases involving a death, try to identify a friend of the deceased to accompany the police to the next of kin.

After assessment of injuries/damage, inform A.A.I.B. and pass details of the accident, and request their permission to move the aircraft. **A.A.I.B. telephone (24 hours) 01252 512299 or 01252 512300**

Make sketches and take photographs to assist the subsequent accident investigators.

If the accident is fatal, do not move anything, except that the body/bodies may be moved under the supervision of the police/emergency services. In the event of a fatal accident it is important that as many photographs as possible are taken of the accident site and the wreckage, to assist in the investigation and to help the insurance companies with the claims.

Now inform one of the BGA Accident Investigation team:

The first point of contact is

Sqn. Ldr, Chris Heames Tel: 01780 482593 Mobile: 07850 744927 Office: 01400 266156

If this point of contact fails contact the BGA for assistance.

Out of hours other contacts to try are:

John Hoskins	Tel: 01264 400261	Mobile: 07768 562707	
Dave Bullock	Office: 01869 357079	Mobile: 07901 553341	
Richard Cole	Tel: 01423 322398	Mobile: 07799 334274	Work: 01677 457959
Colin Short	Tel: 01420 80527	Mobile: 07740 630590	Office: 0208 897 1066
John Leighton	Tel: 01309 691358	Mobile: 07720 785659	Office: 01309 672161 x 7075

Make any necessary notes for the full Accident Report:

Note the names (and tel. nos. if possible) of pilot(s), Duty Instructor, and all witnesses, and ask them to make written statements. Take as many witness statements as can be procured.

Note any unusual circumstances which might be relevant to the accident

Review:

Go back over this checklist, refer to any current BGA documentation regarding accidents and incidents, available on the BGA web site (www.gliding.co.uk), and make sure nothing has been left out. Gather together all paperwork and hand it to the Safety Officer or CFI at the first available opportunity.

Complete as much of the BGA Accident Report Form as is possible. **BGA Tel: 0116 253 1051**

Complete the Press release statement in conjunction with the Press Officer and CFI or Chairman, to be ready for release to the press/media.

5.2 Scenario 2: GLIDER/AIRCRAFT REPORTED CRASHED

When a report is received from a reliable source (i.e. Police, emergency services, etc.) the following action should be taken:

Collect as much information as possible from the reporting authority to enable identification of the aircraft and its pilot(s).

Questions should include:

- a). Is it a powered aircraft or a glider?
- b). Registration, Competition Number, or Tail Letters.
- c). Colour scheme.
- d). Aircraft type.
- e). Pilots' identity.
- f). Location of accident, geographical plus GPS co-ordinates if possible.
- g). Contact names and telephone numbers of local police.
- h). Names and addresses of additional eye-witnesses.
- i). Name and telephone number of police officer in charge of the incident.

Only once the aircraft or glider has been positively identified as an Essex & Suffolk Gliding Club based aircraft should subsequent action be taken.

If the aircraft or glider is positively identified as not being a Wormingford-based machine, then advice should be given as to the best direction for the emergency services to proceed in order to ascertain the base airfield of the crashed machine, based on your knowledge and the information available.

Subsequent action following positive identification of the glider/aircraft as being Essex & Suffolk Gliding Club based:

Refer to Scenario 1: (Glider/aircraft crash on or near the airfield).

5.3 Scenario 3: AIRCRAFT OR GLIDER MISSING

PRIMARY ACTION:

Ensure the aircraft is genuinely missing. (Search hangar and trailer park for signs, and make enquiries.)

Check aircraft details, etc, the intentions of its flight and start the "event log".

Wait for at least 30 minutes after it has ceased to be soarable before proceeding.

THEN:

IF THE AIRCRAFT IS STILL MISSING:

Inform the Duty Instructor.

Telephone the Watch Supervisor at London Air Traffic Control Centre (LATCC) on 01489 612420

Explain the situation, and ask if they have had any reports, seek and follow the supervisor's advice.

If the aircraft returns, or any report is received that explains its whereabouts, inform the watch supervisor at LATCC immediately.

If a crash is reported and the aircraft identified:

Refer to Scenario 2: (Glider/aircraft reported crashed).

5.4 Scenario 4: PERSONAL INJURY WITH NO ASSOCIATED AIRCRAFT/GLIDER DAMAGE

- a. If medical treatment is required, call for an ambulance (999).
- b. If the injury is serious, notify the CFI, the Chairman, and the Safety Officer.
- c. If the person is hospitalised, either:
 - i. a). Identify a friend and ask them to notify the next of kin.or:
 - ii. b). Contact the Police and ask them to notify the next of kin.
- d. Complete the BGA record of the accident with witness statements and all relevant details.

6. LOCAL INFORMATION

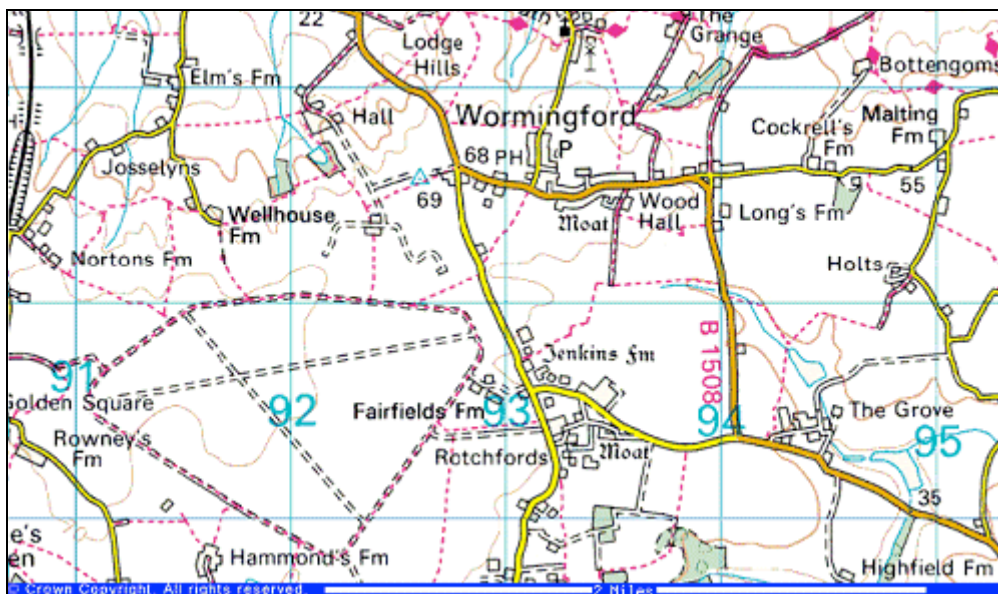
Airfield Address: Wormingford Airfield, Fordham Road, Wormingford, Colchester, Essex CO6 3AQ

Airfield Telephone Number: 01206 242596

Ordnance Survey Grid Reference: 592.77E 231.00N

Latitude/Longitude (WGS84 datum): 51 56.646N 000 48.197E

Map of Area:



Directions to Wormingford Airfield:

See Appendix 3.

Hazards to Air Ambulance:

Telephone/power lines and trees run along the road passing the east end of the runway. Tall windsock masts at East end of the main runway close to the Club House. Helicopters are requested to keep well clear of gliders on the ground, if possible, to prevent them blowing over.

DIRECTIONS TO WORMINGFORD AIRFIELD BY ROAD.

From London

Take the A12 towards Colchester. Continue on the A12 past the Marks Tey turn off (A120), and take the next turn off signposted A1124 (was A604) to Colchester West and Halstead. At the top of the slip road turn left towards Halstead, traveling along the A1124 for about one mile. Just after a sharp left bend and before you get to a filling station on the left, there is a turning to the right past a fish and chip shop, Wood Lane, signposted to Fordham and Wormingford Airfield. Take this road, and after about three and a half miles

the entrance to Essex and Suffolk Gliding Club will be found on the left hand side of the road.

From Dunmow and Braintree

Take the A120 towards Colchester and join the A12 at Marks Tey heading towards Colchester. Then continue as if coming from London (see above), taking the A1124 (was A604) from the next turn off.

From Ipswich

Take the A12 towards Colchester. Continue past the first turn off, and take the next turn off signposted A1124 (was A604) to Halstead. At the top of the slip road take the third exit off the roundabout towards Halstead, traveling along the A1124 for about one mile. Just after a sharp left bend and before you get to a filling station on the left, there is a turning to the right past a fish and chip shop, Wood Lane, signposted to Fordham and Wormingford Airfield. Take this road, and after about three and a half miles the entrance to Essex and Suffolk Gliding Club will be found on the left hand side of the road.

From Bury St. Edmunds

Take the A134 south from Bury St. Edmunds, and at the first roundabout at Sudbury turn left and go uphill on the Sudbury bypass. Continue straight over a series of roundabouts until past the industrial areas. From the last (at the end of the industrial area) roundabout, continue about 3/4 mile first up a small hill and then through a residential area until you come to a right turn signposted to the Sudbury Rugby Club (RFC). Take this road and continue until you get to a T-junction, then turn left onto the B1508 towards and through Bures. Continue towards Colchester, and at the top of a steep hill, just before you get to Wormingford village, turn right towards Fordham. The entrance to the airfield will be found on the right after about a quarter of a mile.

From Cambridge, Haverhill and Halstead

Go towards Colchester on the A1124 and continue through Wakes Colne, Chappel and Fordstreet. About 1 mile after Fordstreet opposite a filling station on the right, there is a turning to the left past a fish and chip shop, Wood Lane, signposted to Fordham and Wormingford Airfield. Take this road, and after about three and a half miles the entrance to Essex and Suffolk Gliding Club will be found on the left hand side of the road. (Note: you can turn off earlier at Fordstreet but the road is often single-track and the signposting is poor.)

From Colchester

Go to Colchester North Station roundabout and take the road through Braiswick towards West Bergholt and Bures (B1508). Cross the A12 bridge, continue up through West Bergholt and stay on the B1508 towards Bures until you see a fairly sharp bend to the right with Packards Lane leading off slightly to the left. Take Packards Lane and follow it down to a T-junction. Beware of traffic coming from the left. Turn right and the airfield entrance is about 200 yards on the left.

Appendix 1: PRESS STATEMENT

The following information can reasonably be released to the Media in the event of a serious accident with a view to establishing or maintaining a good relationship with representatives of the Press and Broadcast Media, and ensuring, so far as is possible, accurate reporting of accidents.

In the event of a serious accident, The Press Officer will normally deal with enquiries and conduct any interviews. If he is unavailable a "Temporary Press Officer" should be appointed by the Club. This person will normally be the Club Chairman or CFI.

Interviewing of Club Members by the Press/Media should be actively discouraged, politely but firmly. If the Press do wish to interview members or witnesses and cannot be deterred, it should be emphasised that their opinions are not necessarily the opinions of the Club Officials, the British Gliding Association, the Accident Investigators, or the A.A.I.B.

Sample Statement: (Using wording based on the italicised text below).

Section 1. State the basic facts. Do not mention names or give more details of any injuries than strictly necessary.

*On.....(date).....at approximately.....(time).....a ..(type).....glider crashed at (the airfield/ other location) whilst on a(local/ training/cross-country).....flight. The.....(Pilot/Pupil/Instructor).....who is/are/both Club Member(s) have sustained.....(minor/serious/slight).....injuries, the extent of which are presently unknown.
He/She/They have been taken to a local hospital for medical checks.
The next of kin of the pilot(s) have not yet been informed.
His/Her/Their names cannot be released until we have contacted the next of kin.
No damage was done to other property and no one else was injured.*

Section 2. Statement of Care and Concern.

At this time the club's thoughts are with the injured and their families. We look forward to (his/her/their) their speedy recovery.

Section 3. Control. (how is it being dealt with)

The incident is currently under investigation by the British Gliding Association in conjunction with the Air Accident Investigation Branch of the Department of Transport, the Civil Aviation Authority, and the local Police.

Section 4. Commitment.

At the present time it is not appropriate to speculate as to the cause of the accident, but a full statement will be released in due course. In the mean time the club will be cooperating fully with the authorities to establish the cause of the accident.

Section 5. Thanks.

We are grateful to the emergency services (Police, Ambulance, Air Ambulance, Fire Service) for their prompt and efficient assistance in dealing with this incident.

