



MANUAL OF PROCEDURES

IN ACCORDANCE WITH SOUTH AFRICAN CIVIL AVIATION
REGULATIONS, 2011 AS AMENDED

ARO APPROVAL NUMBER: SACAA/ARO 005

Physical address: 4 Oost road
Mnandi
Centurion

Postal address: PO Box 191
Celtis Ridge
0130

Telephone: +27 (0)74 152 2505
Email: office@SAHPA.co.za

APPROVED
[Signature]
25 AUG 2020




REVISION NO: 004



SOUTH AFRICAN HAND GLIDING AND PARAGLIDING ASSOCIATION MANUAL OF PROCEDURES

1. DETAILS AND APPROVAL

Title of Manual:	MANUAL OF PROCEDURES
Revision and Amendment Number:	Revision number: 04
Effective Date:	1 September 2020

PROCESS	NAME	SIGNATURE	DATE
Prepared By	<u>Kevin Storie</u> SAHPA COMPLIANCE OFFICER		25 August 2020
Reviewed by the Accountable manager	<u>Peter Wallenda</u> SAHPA CHAIRPERSON		25 August 2020
Approved by the South African Civil Aviation Authority	<u>Neil de Lange</u> SM: GENERAL AVIATION DEPARTMENT		25 AUG 2020

1.1 DISCLAIMER

- This manual has been written for the exclusive use of the South African Hang-Gliding and Paragliding Association hereto referred to as ["SAHPA"]. The copyright to this manual rests with SAHPA. Access to the manual does not imply permission to reproduce and/or distribute the manual or any portion thereof without the prior permission from SAHPA.
- SAHPA remains responsible for ensuring that the provisions, content, accuracy and currency of the manual, and to make any necessary amendments and/or additions.
- This manual is issued and revised under the authority of the Accountable Manager, by the Quality Manager, and shall be reviewed as per our QMS system.



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1.2 CONDITIONS OF USE

- a. Dissemination of this document shall be with prior permission of the Accountable Manager or his/her designate.
- b. This manual shall be placed on the SAHPA website for the use of all applicable SAHPA members.

1.3 INTRODUCTION

- a. This Manual of procedures have been developed in accordance with the South African Civil Aviation Regulations and Technical Standards Part 149 and contains aspects relating to the control and regulation of flying of all paragliders, hang gliders and powered versions thereof inclusive of any with tricycle undercarriage, as well as aerobatics or display flying (and for the remainder of this document will be hereafter be understood to be inclusive when referred to as Paragliders and Hang-gliders) as applicable in South Africa.
- b. This MOP should be read in conjunction with the following documents:
 - I. The Civil Aviation Regulations (SA-CARS);
 - II. The Civil Aviation Technical Standards (SA-CATS);
 - III. The Constitution of SAHPA/MOI as applicable; and
 - IV. Any other SAHPA manuals or documents
- c. SAHPA is the approved body for all forms of paragliding or hang gliding in South Africa as per the SA-CARS, Part 149 and is also recognised by the FAI (Federation Aeronautique Internationale) in specific CIVL which sets all international standards for this discipline.
- d. SAHPA members shall adhere to the provisions of this manual.
- e. All personnel shall, by signing the letter accepting their post and responsibility to undertake their duties, confirm that they have read and understood this manual of procedures and the SAHPA systems that they shall utilize as applicable.
- f. The term "SAHPA", whenever used herein shall mean South African Hang-gliding and Paragliding Association.
- g. The term "SAHPA Executive Committee" shall mean the elected members who form the executive committee of SAHPA.



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3. AMENDMENT RECORD

AMENDMENT	AMENDMENT DATE	DESCRIPTION OF AMENDMENT	AMENDED BY
Original	1 Aug 2019	Complete re-write	KS/PW/LL
Revision 1	29 Aug 2019	Corrections	KS
Revision 2	31 Jan 2020	Amendments	KS
Revision 3	1 May 2020	Amendments	KS/LL (not accepted by SACAA)
Revision 4	1 September 2020	Complete re-write	KS/LL

4. LIST OF EFFECTIVE PAGES

PAGE	REVISION & AMENDMENT NO	EFFECTIVE DATE	PAGE	REVISION & AMENDMENT NO	EFFECTIVE DATE
Front Page	Revision 4	1 September 2020	17	Revision 4	1 September 2020
1	Revision 4	1 September 2020	18	Revision 4	1 September 2020



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2	Revision 4	1 September 2020	19	Revision 4	1 September 2020
3	Revision 4	1 September 2020	20	Revision 4	1 September 2020
4	Revision 4	1 September 2020	21	Revision 4	1 September 2020
5	Revision 4	1 September 2020	22	Revision 4	1 September 2020
6	Revision 4	1 September 2020	23	Revision 4	1 September 2020
7	Revision 4	1 September 2020	24	Revision 4	1 September 2020
8	Revision 4	1 September 2020	25	Revision 4	1 September 2020
9	Revision 4	1 September 2020	26	Revision 4	1 September 2020
10	Revision 4	1 September 2020	27	Revision 4	1 September 2020
11	Revision 4	1 September 2020	28	Revision 4	1 September 2020
12	Revision 4	1 September 2020	29	Revision 4	1 September 2020
13	Revision 4	1 September 2020	30	Revision 4	1 September 2020
14	Revision 4	1 September 2020	31	Revision 4	1 September 2020
15	Revision 4	1 September 2020			
16	Revision 4	1 September 2020			

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25 AUG 2020



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5. STATEMENT

This statement defines the nature and scope of the **South African Hand Gliding and Paragliding Association (SAHPA)** and ongoing compliance to SA-CAR Part 149.

The **South African Hand Gliding and Paragliding Association (SAHPA)** intends to act responsibly as an ARO for pilots whom fly paragliders, hang-gliders and the powered version thereof as an approved organization in accordance with SA-CARS, Part 149 to:

- a. Monitor and set the safety standards relating to paragliders, hang-gliders and the powered version thereof.
- b. Advise the applicable authority of such safety standards, or the improvement thereof.
- c. Analyze accident data for the promotion of safety.
- d. Remain active in the regulation of applicable aviation activities through direct representation when necessary at CARCOM should it be necessary or any other regulatory forum, and to engage when necessary with any other body which may impact on the activities under this ARO. It is noted that the regulator has not provided this ARO an official seat on CARCOM.
- e. To develop and set the standards / procedures for all paragliders, hang-gliders and the powered version thereof in South Africa.
- f. To develop and propose regulatory changes that pertains to all paragliders, hang-gliders and the powered version thereof in South Africa.
- g. Promote airmanship and safety awareness.
- h. Co-operate with any other organisation or body to enable the SAHPA objectives.
- i. Provide members with collective representation in all matters affecting them.
- j. be a non-profit and non-political organization and shall not exercise any sexual, racial or any other discrimination.
- k. Encourage, develop and promote private, sporting and recreational paragliding and hang-gliding and the powered and wheeled undercarriage versions thereof
- l. Apply disciplinary procedures where required as per the approved guidelines, regulations, by-laws and or this Manual of Procedure.
- m. Conduct any other activities as may be agreed with the Director for Civil Aviation or a body designated in terms of Part 149 when necessary.
- n. Promote and/or participate in paragliding and hang-gliding events and competitions
- o. SAHPA intends to ensure ongoing compliance with SA-CAR Part 149 by adhering to the procedures developed in the quality assurance system.




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This is to certify that I, Pete Wallenda, the **Accountable Manager (Chairperson) of the South African Hand Gliding and Paragliding Association**, know and understand the contents of this SAHPA Manual of Procedures and all other SAHPA manuals and documents.

I further state that this manual and all other SAHPA manuals, documents and procedures will always be adhered and complied with.

SAHPA intends to ensure ongoing compliance with SA-CAR Part 149 and SA-CATS Part 149.

Signature: 	Date: 1 August 2020
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	SACATS 149.02.2. 1. (1)
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6. PERSONNEL

6.1 GENERAL

SAHPA is operated by an executive committee.

The SAHPA Committee is voted in as per the constitution. Its sole purpose is to manage the ARO as set out in this MOP and as per other applicable company documents.

The Exco (executive committee which are the directors of SAHPA as a company) is duty bound to lead the elected committee and ensure that Exco, both gives and takes direction as per company law leading enabling fulfilment of all functions and duties required of an ARO contained in this MOP

The committee is duty bound to ensure SAHPA and their members abide by this MOP and any other rules and regulations that may be necessary.



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The personnel mentioned in the table below are all elected positions or appointed positions which the members vote for at the Annual General Meeting or the Exco appoints as they deem necessary.


The titles and names of the elected personnel indicating the functions and responsibilities of the position held will be placed on the SAHPA website.

All personnel or persons on posts be they elected, co-opted, appointed or volunteer will have read and be reasonably knowledgeable on the contents of this MOP and all other SAHPA manuals and documents.

6.2 TITLES AND NAMES

This section includes the titles and names of the personnel elected at the annual general meeting.

Title	Name
CHAIRMAN (CEO AND ACCOUNTABLE MANAGER)	Peter Wallenda
SAHPA SECRETARY (QUALITY MANAGER)	Louise Liversedge
COMPLIANCE OFFICER	Kevin Storie
VICE CHAIRMAN	Brett Ellis
TREASURER	Steven Burd
SECTION HEAD PARAGLIDING	John Henderson
SECTION HEAD HANG GLIDING	Lennox Olivier
SECTION HEAD PPG	Sebastian Van Heerden
NATIONAL SAFETY OFFICER	Kevin Storie

	<i>SACATS 149.02.2. 1(2) and SACAR 149.02.4</i>
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6.3 EXECUTIVE COMMITTEE COMMUNICATION

- Committee communication will be via any means accepted by the respective committee via the website facilities or similar as necessary.
- Distribution of this Manual of Procedure, Code of Ethics and Conduct, Quality Management System and any other important and regulatory documentation shall be published for download on the SAHPA official Website. Copies of the documentation are also available for inspection at SAHPA registered offices or if access is provided, within permission provided by SAHPA to access website documentation storage.



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6.4 EXECUTIVE COMMITTEE MEETINGS

- a. Committee meetings will be convened at least 4 times per year only if necessary.
- b. The committee meetings shall be at a venue to be decided by the committee prior to the meeting.
- c. Meetings may also be conducted in part or completely by e-mail, telephone or other electronic/digital etc. means decided as acceptable by the SAHPA Committee, provided proper minutes are taken and distributed to the General Committee.
- d. After approval, the minutes may be published on the SAHPA web page, e-mail, newsletter or magazine (e-zine) which publication shall be at the discretion of the Chairman or any two Executive Committee members.
- e. Minutes may be sanitized if necessary, at the discretion of the SAHPA chairperson.
- f. The purpose of the meeting is to allow all the committee members to discuss SAHPA matters as placed on the agenda or accepted to be added to an agenda at the discretion of the chairperson.
- g. The meeting's date, place and agenda will be available on WhatsApp

6.5 PROCEDURE FOR INITIALLY ASSESSING PERSONNEL.

SAHPA shall ensure that the nominated personnel will meet the minimum criteria and requirements for each position as stipulated in this section.

The nominated personnel shall possess the necessary skill to perform the duties expected of that person for the specific position.

The requirements have been developed based on:

- a. Qualifications;
- b. Experience;
- c. Suitability;
- d. Inclination of the individual; and
- e. People skills.

Only once it has been established that the person meets the minimum requirement, that person will be nominated for election at the annual general meeting or appointed by the Exco at an Exco meeting.



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6.5.1 REQUIREMENTS FOR CHAIRMAN (CEO AND ACCOUNTABLE MANAGER)

The minimum requirements are:

- a. To have a general knowledge of the aviation sector applicable to SAHPA;
- b. To have a good understanding of what is required in SA-CAR and SA-CATS part 149;
- c. Has a current and applicable Pilots License and has experience in paragliders, hang-gliders and the powered version thereof as applicable;
- d. Have good people's skills;
- e. Have good managerial skills;
- f. Have good administration skills; and
- g. Is computer literate.

6.5.2 REQUIREMENTS FOR SAHPA SECRETARY (QUALITY MANAGER)

The minimum requirements are:

- a. 2 years secretarial experience
- b. Internal induction into ARO and company systems
- c. QMS training course within one year of employment

6.5.3 REQUIREMENTS FOR COMPLIANCE OFFICER

The minimum requirements are:

- a. To have a good understanding of what is required in SA-CAR and SA-CATS part 149;
- b. To have a general knowledge of the aviation sector applicable to SAHPA; and
- c. Have good administration skills

6.5.4 REQUIREMENTS FOR VICE CHAIRMAN

The minimum requirements are:

- a. To have a general knowledge of the aviation sector applicable to SAHPA;
- b. To have a good understanding of what is required in SA-CAR and SA-CATS part 149;
- c. Has a current and applicable Pilots License and has experience in paragliders, hang-gliders and the powered version thereof as applicable;
- d. Have good people's skills; and
- e. Have good managerial skills.



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6.5.5 REQUIREMENTS FOR TREASURER

The minimum requirements are:

- a. Has a good financial background;
- b. Has knowledge of bookkeeping; and
- c. Is able to ensure a full set of books/ draft financial statements for SAHPA are produced and available annually.

6.5.6 REQUIREMENTS FOR SECTION HEAD PARAGLIDING.

The minimum requirements are:

- a. Has a current and applicable Pilots License and has experience in paragliding; and
- b. Have good people's skills.

6.5.7 REQUIREMENTS FOR SECTION HEAD HANG GLIDING.

The minimum requirements are:

- a. Has a current and applicable Pilots License and has experience in Hang gliding and powered versions thereof if applicable; and
- b. Have good people's skills.

6.5.8 REQUIREMENTS FOR SECTION HEAD PPG.

The minimum requirements are:

- a. Has a current and applicable Pilots License and has experience in Powered Paragliding; and
- b. Have good people's skills.



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6.5.9 REQUIREMENTS FOR NATIONAL SAFETY OFFICER.

The minimum requirements are:

- a. Holds a valid applicable Pilots License;
- b. Promotes safety amongst all recreation aviation pilots;
- c. Is computer literate; and
- d. Is contactable during normal business hours, and after hours for emergencies up until 20h00 hours.

6.6 PROCEDURE FOR MAINTAINING THE COMPETENCE OF THE PERSONNEL.

SAHPA shall ensure that the competence of the personnel required will be maintained.

Where necessary suitable training for personnel will be arranged to keep abreast of applicable standards, best practices and compliance to applicable regulations.

6.6.1 MAINTAINING THE COMPETENCE OF THE CHAIRMAN (CEO AND ACCOUNTABLE MANAGER).

The accountable manager is re-elected on an annual basis and thus must meet the requirement criteria at time of election, therefore will be maintaining the competency required for the position.

6.6.2 MAINTAINING THE COMPETENCE OF THE SAHPA SECRETARY (QUALITY MANAGER)

Measure taken to ensure competence:

- a. Internal induction into ARO and company systems; and
- b. KPA and review of compliance with SAHPA systems.

6.6.3 MAINTAINING THE COMPETENCE OF THE COMPLIANCE OFFICER.

Measure taken to ensure competence:



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- a. Appointed by Accountable Manager/ Chairperson; and
- b. Duties reviewed annually by QM.

6.6.4 MAINTAINING THE COMPETENCE OF THE VICE CHAIRMAN.

The vice chairman is re-elected on an annual basis and thus must meet the requirement criteria at time of election, therefore will be maintaining the competency required for the position.

6.6.5 MAINTAINING THE COMPETENCE OF THE TREASURER.

The treasurer is re-elected on an annual basis and thus must meet the requirement criteria at time of election, therefore will be maintaining the competency required for the position.

6.6.6 MAINTAINING THE COMPETENCE OF THE SECTION HEAD PARAGLIDING.

Measure taken to ensure competence:

- a. Voted in or appointed by Accountable Manager/ Chairperson; and
- b. Relevant current license.

6.6.7 MAINTAINING THE COMPETENCE OF THE SECTION HEAD HANG GLIDING.

Measure taken to ensure competence:

- a. Voted in or appointed by Accountable Manager/ Chairperson; and
- b. Relevant current license.

6.6.8 MAINTAINING THE COMPETENCE OF THE SECTION HEAD PPG.

Measure taken to ensure competence:

- a. Voted in or appointed by Accountable Manager/ Chairperson; and
- b. Relevant current license.




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6.6.9 MAINTAINING THE COMPETENCE OF THE NATIONAL SAFETY OFFICER.

Measure taken to ensure competence:

- a. Appointed by Accountable Manager/ Chairperson;
- b. Safety experience; and
- c. Duties reviewed annually by QM.

7. DUTIES AND RESPONSIBILITIES OF THE PERSONNEL SPECIFIED

	<i>SACATS 149.02.2. 1. (3)</i>
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This section outlines the duties and responsibilities of the personnel specified in section 6.

7.1 DUTIES AND RESPONSIBILITIES OF THE ACCOUNTABLE MANAGER.

7.1.1 DUTIES

- a. Ensures that SAHPA functions and fills its positions as per the organogram;
- b. Ensures all complaints addressed to SAHPA are dealt with either in person, or ensures that the correct person deals with the complaint satisfactorily;
- c. Ensure the quality assurance system is functioning;
- d. Monitor any suspension or disciplinary procedures;
- e. Maintains and is in control of communication between the applicable authorities and SAHPA; and
- f. Attend meetings, events and visit geographic areas in South Africa, to further the aims and goals of SAHPA when necessary to the benefit of the organization and its members or arrange for a SAHPA representative to unable to attend if unavailable.



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7.1.2 RESPONSIBILITIES

- a. Seeks to promote the goals of SAHPA in all activities, and have the interests of SAHPA in mind in all decisions applicable
- b. Has unrestricted access to work performed by the Executive Committee as well as persons performing contractual services to SAHPA.
- c. Set up via the SAHPA committee, a safety committee convened by the Safety officer as and when required that shall comprise the head CFI's from the different disciplines.
- d. Shall set up, via the SAHPA committee, the competitions committee and monitor its activities.

7.2 DUTIES AND RESPONSIBILITIES OF THE SAHPA SECRETARY (QUALITY MANAGER)

7.2.1 DUTIES

- a. General office administration
- b. Maintenance member records and associated systems
- c. Filing
- d. Issuing of membership
- e. Maintenance of the Quality system
- f. General communication
- g. Review website and website documents for currency

7.2.2 RESPONSIBILITIES

- a. Ensure records are up to date
- b. Complete relevant QMS check lists
- c. Secretarial functions
- d. Take direction from the Chairperson as per employment contract
- e. Ensure KPA for Quality manager is undertaken
- f. Ensure maintenance of competence via completion of QMS course and refreshers are undertaken
- g. Ensure that all non-compliances are recorded in writing



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7.3 DUTIES AND RESPONSIBILITIES OF THE COMPLIANCE OFFICER.

7.3.1 DUTIES

- a. Any actions to ensure compliance to SA-CAR and SA-CATS Part 149
- b. Ensure renewal documentation for SAHPA is submitted in conjunction with the Sahpa Secretary
- c. Has the authority to make required changes in the organisation to ensure compliance to SAHPA documentation and regulations.

7.3.2 RESPONSIBILITIES

- a. Responsible to monitor organizational compliance to SAHPA manuals and documents.
- b. Responsible for the statutory documentation and requirements.

7.4 DUTIES AND RESPONSIBILITIES OF THE VICE CHAIRMAN.

7.4.1 DUTIES

- a. To be the point of contact for all section heads
- b. To assist the chairman with his/her duties.
- c. To attend external meetings on behalf of the Chairman as and when required

7.4.2 RESPONSIBILITIES

- a. To ensure the effective operations of the underlying sub-committees
- b. To support the Chairman in his/her duties
- c. To perform tasks as delegated by the Chairman

7.5 DUTIES AND RESPONSIBILITIES OF THE TREASURER.



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7.5.1 DUTIES

- d. Ensure a full set of financial books are maintained, showing all transactions that have taken place during the financial year; and
- e. Make payments of necessary accounts as agreed upon by the committee.

7.5.2 RESPONSIBILITIES

- a. Ensure that SAHPA maintains good financial health.

7.6 DUTIES AND RESPONSIBILITIES OF THE SECTION HEADS FOR PARAGLIDERS, HAND GLIDERS AND PPG.

7.6.1 DUTIES

- a. Serves on the SAHPA committee;
- b. Manage all discipline specific matters;
- c. Report to the EXCO;
- d. Liaise with the NSO as need be;
- e. Liaise with the Quality manager; and
- f. Manage all matters of all members in the specific discipline.

7.6.2 RESPONSIBILITIES

- a. Ensure records are up to date;
- b. Communicate with members;
- c. ensure members feed back into the SMS and QMS system as applicable;
- d. report on discipline specific matters; and
- e. Appraise the Chairman of any matter that may affect SAHPA.



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7.7 DUTIES AND RESPONSIBILITIES OF THE NATIONAL SAFETY OFFICER.

7.7.1 DUTIES

- a. Serves on the SAHPA committee;
- b. Manage all discipline specific safety and accident matters;
- c. Report to the EXCO;
- d. Liaise with the HOT's and Section heads as need be; and
- e. Liaise with the Quality manager.

7.7.2 RESPONSIBILITIES

- a. Remains up to date on developments in aviation Safety, which falls under the scope of this ARO;
- b. Has direct access to the Chairman;
- c. Safety reports are submitted and accessed;
- d. Communicate with members on safety matters via communication methods;
- e. Liaise with AIID;
- f. Chairs and convenes any Safety committees as and when necessary;
- g. Ensure the safety committee considers all accidents and makes recommendations to SAHPA and the ATO as and when necessary;
- h. Appraise the Chairman of any matter that may affect SAHPA; and
- i. Is contactable during normal business hours, and after hours for emergencies up until 20h00 hours.

8. ORGANISATION CHART


This section includes the SAHPA organisational chart showing lines of responsibility of the personnel specified in section 6.

The Quality manager, Vice chairman, Treasurer, Compliance officer and National safety officer will at all times have a direct line of responsibility to the accountable manager. In addition, the Treasurer has a direct line to the external auditors.



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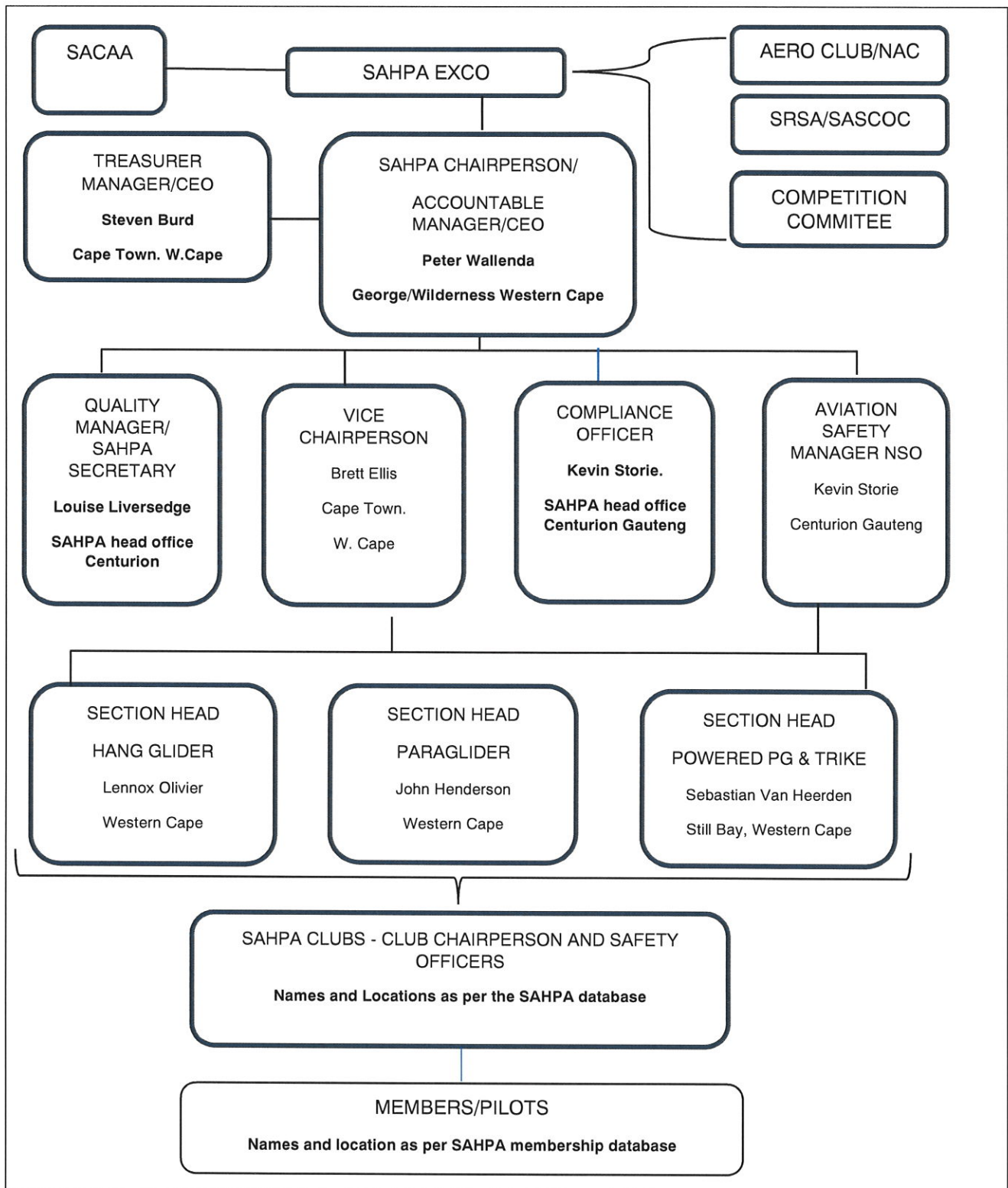
The organisational chart extends to each location as detailed in section 9.

	<i>SACATS 149.02.2. 1. (4)</i>
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(Organisational chart is on the next page)




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9. LOCATIONS

	SACATS 149.02.2. 1. (5)
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This section will include details of the locations where members and personnel of the organisation are to exercise their functions.

FUNCTION	NAME OF PERSONNEL OR MEMBERS	LOCATION
CHAIRMAN (CEO AND ACCOUNTABLE MANAGER)	Peter Wallenda	George / Wilderness Western Cape
SAHPA SECRETARY (QUALITY MANAGER)	Louise Liversedge	SAHPA Head Office 4 Oost road Mnandi Centurion
COMPLIANCE OFFICER	Kevin Storie	SAHPA Head Office 4 Oost road Mnandi Centurion
VICE CHAIRMAN	Brett Ellis	Cape Town, W.Cape
TREASURER	Steven Burd	Cape Town, W.Cape
SECTION HEAD PARAGLIDING	John Henderson	Cape Town, W Cape
SECTION HEAD HANG GLIDING	Lennox Olivier	Cape Town, W.Cape
SECTION HEAD PPG	Sebastian Van Heerden	Still Bay, W Cape
NATIONAL SAFETY OFFICER	Kevin Storie	Centurion Gauteng
SAHPA CLUBS	As per the SAHPA Database	As per the SAHPA Database
SAHPA MEMBERS	As per the SAHPA Database	As per the SAHPA Database

Details of the SAHPA clubs and members, including the extent and scope are recorded and can be viewed on the SAHPA IT system at the SAHPA head office.

The SACAA has not delegated any powers to SAHPA personnel or members.



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10. RESOURCES

	<i>SACATS 149.02.2. 1. (6)</i>
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This section includes a summary of the resources and the scope of activity conducted at each location listed under section 9.


Location	Summary of the Resources	Scope of activity
SAHPA Head Office 4 Oost road Mnandi Centurion	<ul style="list-style-type: none"> SAHPA Website; SAHPA executive committee and any other (as applicable) WhatsApp groups; All SAHPA Documentation and manuals; Social media pages; SAHPA Databases; SAHPA computer system and internet connection; Computer Hardware and Software; Office equipment; and Communication equipment (telephone, E-mail and cellular phones). SAHPA IT System 	<ul style="list-style-type: none"> SAHPA administration Quality assurance SAHPA Compliance
All other locations as listed in Section 9 for SAHPA personnel.	<ul style="list-style-type: none"> SAHPA Website; SAHPA WhatsApp groups; Communication equipment (telephone, E-mail and cellular phones). 	As per section 7. Duties and responsibilities



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The SAHPA CLUBS and SAHPA MEMBERS locations and scope of activities, are as per the SAHPA database. This database can be viewed at the SAHPA head office.

11. AUTHORISATIONS OR DELIGATIONS GRANTED

	SACATS 149.02.2. 1 (7)
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11.1 GENERAL

- a. SAHPA is an approved ARO and the SACAA has not delegated any of their functions or powers to SAHPA
- b. SAHPA has authorised its personnel as listed in Section 6 to perform certain functions as per their duties and responsibilities listed in Section 7.

11.2 SAHPA MEMBERSHIP

- a. To be accepted as a member, the applicant shall complete an application form and forward it to SAHPA together with the fees as determined by SAHPA.
- b. Membership is renewable (normally annually or biennially) as per SAHPA's Executive committee's prerogative and documented on the membership forms.
- c. SAHPA is at present a valid section of the Aero Club of South Africa, and Members of SAHPA shall be members of the Aero Club of South Africa unless decided otherwise by the SAHPA committee.
- d. All members will abide by SAHPA's Constitution, ethics and Code of Conduct.
- e. By signing the application form members agree to abide and comply with the SAHPA constitution and Code of Ethics and Conduct.
- f. Members shall conduct themselves in a manner that will not bring the SAHPA or SAHPA's ATO for paragliding or hand-gliding, or the sport into disrepute.
- g. Members shall not make a nuisance of themselves to persons or property as per SA-CAR Part 91 and Part 94.
- h. Civil Aviation Regulations shall be complied with by all members.
- i. A SAHPA member shall not operate a paraglider and hang glider unless it is equipped with the basic equipment required by the class of airspace the flight will take place in.



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Eviction or suspension from SAHPA automatically results as per part 94 that the member may not exercise their privileges of a license or rating and the regulatory authorities will be informed thereof to take action as required.

12. QUALITY ASSURANCE SYSTEM



SACATS 149.02.2. 1 (8)(b) and SACATS 149.02.3. 1

12.1 LEVEL OF QUALITY THE ORGANISATION INTENDS TO ACHIEVE

Quality assurance by SAHPA is to ensure that all the planned and systematic actions necessary to provide adequate confidence that all organisational activities satisfy a specific standard and requirements.

The level of quality SAHPA is committed to includes the following:

- a. Compliance to the applicable Civil Aviation Regulations and Technical Standards.
- b. Compliance to the SAHPA MOP and all other SAHPA documentation and Manuals.
 - That all records and relevant documentation are up-to-date and being adhered to; and
 - KPA's to check and maintain competency levels for key personnel.
- c. Continuous improvement within the organisation
 - Internal reviews; and
 - Improvement of manuals and documentation.
 - To react positively to all suggestions of improvement from members, authorities and personnel to promote industry best practice for the promotion of quality and safety.
- d. Suitability and effectiveness
 - Checking the SAHPA systems and methods of operations are suitable for its intended purposes; and
 - Monitoring the effectiveness of the SAHPA procedures.



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- e. To excel on the level of service to SAHPA members

12.2 INTERNAL REVIEWS

SAHPA shall conduct internal audits to ensure compliance with the regulations and all SAHPA manuals, documentation, procedures and systems.

12.2.1 FREQUENCY OF INTERNAL REVIEWS

SAHPA shall conduct internal reviews at least twice annually.

12.2.2 SCOPE OF INTERNAL AUDITS

- a. The internal reviews focus primarily on critical areas within the organization. The reviews are designed to provide information on not only non-compliances but to provide suggestions for continuous improvement of the processes and procedures being performed.
- b. A list of the internal reviews and dates completed will be maintained providing the necessary quality assurance.
- c. Typical areas for internal reviews are:
 - the organisation
 - plans and organisation objectives;
 - operational procedures;
 - ARO approval status, period of validity and renewal of approval;
 - ARO scope of approval;
 - supervision within the organisation;
 - Manual of procedures;
 - personnel requirements;
 - effectiveness or changes of the QMS;
 - duties of holder of approval;
 - regulatory compliance;
 - other organisational manuals including code of conduct and constitution;
 - records;
 - service providers; and
 - subcontractors if applicable.



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12.3 A PROCEDURE TO RECORD THE FINDINGS AND COMMUNICATE THEM TO MANAGEMENT

- a. All non-compliance identified during the internal reviews shall be recorded in writing.
- b. Any non-compliance shall be raised for consideration or rectification as applicable.
- c. Any Incidents, occurrences or complaints of any nature shall be brought to the attention of the executive committee.
- d. The non-compliances shall be communicated as applicable to:
 - The relevant personnel; or
 - The executive Committee of SAHPA

12.4 RESPONSIBLE PERSONS

Responsible person	Areas of responsibilities
SAHPA SECRETARY (QUALITY MANAGER) Louise Liversedge	<ul style="list-style-type: none">• Ensure records are up to date• Complete relevant QMS check lists• Conduct internal reviews• Maintenance of the Quality system• Ensure all non-compliances are recorded and rectified

12.5 OTHER QUALITY INDICATORS

Other quality indicators can be identified during internal reviews, reported by SAHPA member or the public. Such indicators will be processed as per 12.3.

These quality indicators are, but not limited to:

- a. Facility malfunction
- b. Incidents
- c. Occurrences
- d. Complaints
- e. Defects



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12.6 PROCEDURES FOR MANAGEMENT ANALYSIS AND OVERVIEW

- a. Analysis during the internal reviews will be conducted by the QM in the form of:
 - Evaluation of data; and
 - Verification of data
- b. The physical internal review will be implemented by using the audit scope. During the evaluation and verification, SAHPA's level of compliance with applicable requirements will be assessed.
- c. If the evaluation and verification do not provide sufficient confirmation of the level of compliance, further substantiation will be required to ensure that any evidence obtained up to that point supports the review findings and conclusions.

12.7 PROCEDURES FOR RECTIFYING ANY DEFICIENCIES

12.7.1 NON-COMPLIANCE RECTIFICATION

- a. All deficiencies will be recorded as non-compliances in writing.
- b. The non-compliance shall be communicated as applicable to:
 - The relevant personnel; or
 - The executive Committee of SAHPA
- c. Depending on the nature of the non-compliance, the relevant personnel or committees' actions should include;
 - **Consideration:** for information purposes only, rectification is optional for continuous improvement
 - **Immediate Corrective Action:** This is action taken immediately upon identification of the non-compliance for rectification of it.
 - **Short-term Corrective Action:** This is short-term action to correct a non-compliance that does not pose an immediate threat to the organisation, which ensures that compliance is established quickly until long term action is completed to prevent recurrence of the problem. Short-term corrective action will normally take place within thirty (30) days; and



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- **Long-term Corrective Action or Preventive Action:** This is longer term action and has two components. The first will involve identifying the root cause of the problem and indicating the measures the auditee will take to prevent a recurrence. These measures should focus on a system change. The second component will include a timetable for auditee implementation of the long-term corrective action. Long term corrective action will normally take place within twelve months.



If the non-compliance can be rectified immediately and actions taken to prevent it from re-occurring, there is no need for short term or long-term rectifications

- d. The QM shall monitor that all applicable non-compliances are rectified.

12.7.2 ESCALATION PROCESS

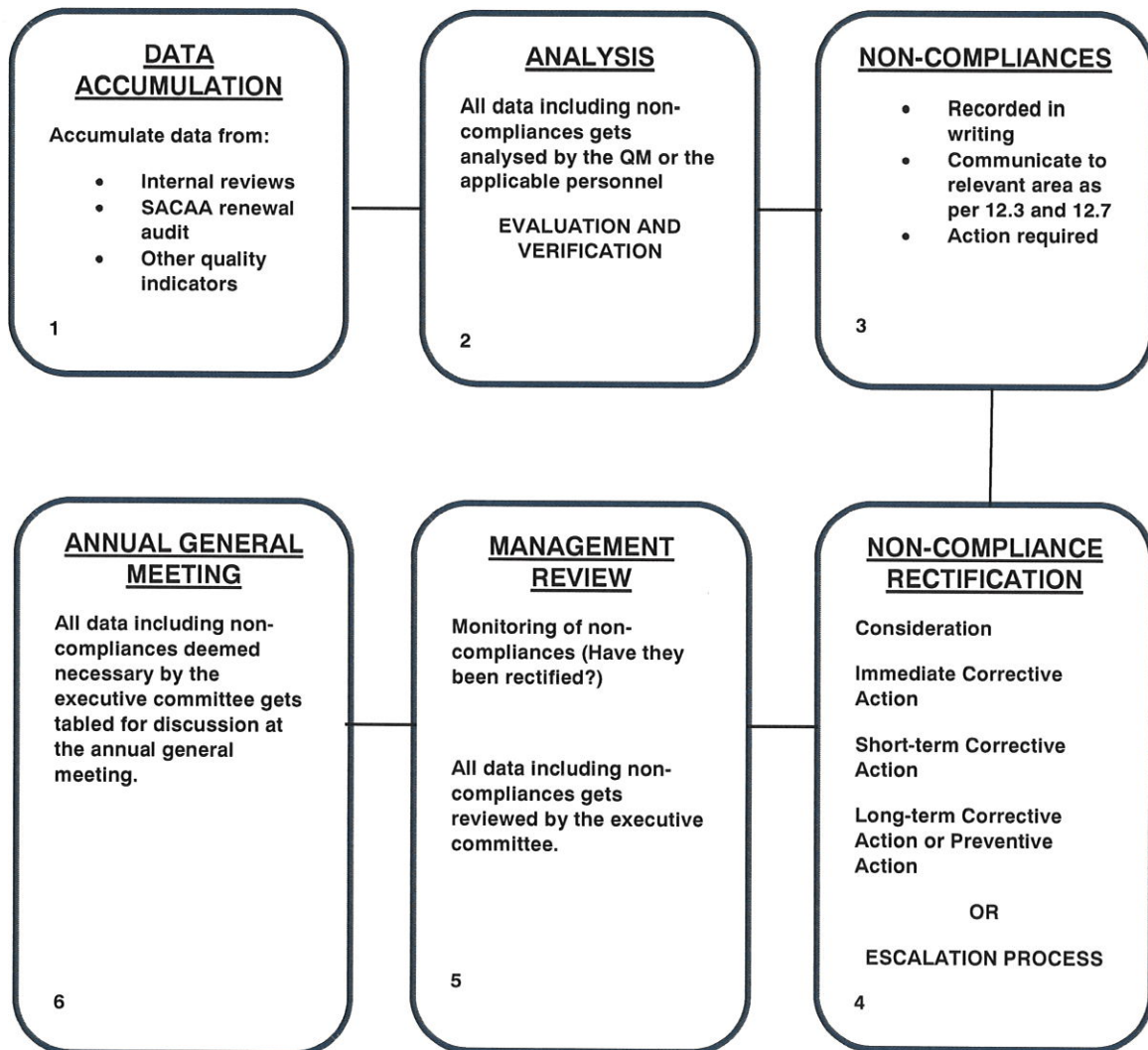
Any outstanding non-compliances will be escalated to the Accountable manager (Chairperson) for immediate action.

(Continues on next page)



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12.8 PROCEDURES FOR DOCUMENTING THE COMPLETE REVIEW PROCESS



This procedure and complete review process are available to SACAA during a safety inspection and audit

13. CONTROL, AMEND AND DISTRIBUTION

13.1 MANUAL OF PROCEDURE CONTROL



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SAHPA will keep control copies of this manual as per the manual distribution table and any other applicable manuals required for the operation of SAHPA.

13.2 DISTRIBUTION AND AVAILABILITY

The Manual of procedures is maintained in electronic format; however, hard copies are provided in the office. The table below is used as a register detailing distribution.

The manual is distributed to the personnel and entities mentioned in the following table:

COPY	PERSON/ORGANISATION/AUTHORITY	LOCATION
1	South African Civil Aviation Authority	Offices of the SACAA
2	SAHPA (Master)	SAHPA Head Office 4 Oost road Mnandi Centurion
3	SAHPA Electronic copy	SAHPA Website

13.3 ISSUING OF AMENDMENTS

Amended versions of the manual will be distributed electronically to all members and personnel. A summary of amendments as indicated in section 3.

Amendments of this Manual shall only be approved by the SAHPA Executive Committee and details of changes shall be notified to the applicable authorities.

The End