



EFG FLYING SCHOOL

COVID-19 AND YOUR FLYING SCHOOL

Dear member,

As you aware the last year has lead to a “new-normal” for all of us all.

In line with government guidelines EFG has had to temporarily suspended all ops for a short period on two occasions.

You will be delighted to know that the school is back up and flying in full flow, almost.

This document contains information on the precautions we continue to take in order to ensure the safety of everyone affected by our activities.

The company has invested heavily in aerospace grade disinfectant. This unique product will provide continuous disinfection for up to 10 days. Your safety is our utmost concern.

It is important to note that should any of our customers or staff fall ill within 14 days of visiting the school then we will have to close for two weeks. Anyone who has visited the school within this period will be asked to self isolate for two weeks. With this in mind, please exercise caution if you have any doubt about your health.

Over the coming months there may be changes or variations, please bear with us whilst we ensure your flying program can continue, and you can continue to enjoy the skies.

Once again, thank you for your patience and support.
If you have any concerns please drop us a line and we'll be delighted to help.

All the best,

Anoop

Anoop Singh Bamrah
Accountable Manager



What we have done to prepare the school for you

- Glove and hand sanitising stations all around the school.
- Daily disinfection of contact surfaces, as per our new cleaning schedule.
- Weekly 'disinfectant fogging' of the building and all aircraft using aerospace grade 'Bacoban'. This covers surfaces in a disinfectant layer that remains active for 10 days.
- Minimising the number of persons in the building at any one point.
- Painting and rearranging of all rooms and spaces to ensure that '1 metre plus' can be maintained as required.
- Staggering bookings to minimise any queues.
- Limiting the number of students and pilots that each instructor will see each day.
- Setting up of a Perspex screen around the operations desk





What we need from you

- Strictly follow all guidelines set out in this document.
- Where possible, we recommend the use of your own headset. Whilst we do have some here that we are doing our best to keep clean, we cannot guarantee that they are entirely disinfected.
- Bring your own Hi-Vis Jacket – they will be charged if you buy them from us.
- Please do not come to the school unless your resident address is currently under **London Tier 3** government restrictions. Anyone under Tier 1 / Tier 2 restrictions and other Tier 3 areas are currently not permitted at the school unfortunat
- In the immediate 14days after your most recent visit to the school, if you show any symptoms or come back with a positive COVID-19 test, you must let us know **immediately**.
- Ensure that you always wear a face mask around the school, bringing your own mask with you.
- Avoid loitering in the school for social purposes.
- Where possible, conduct as much of the flight planning at home as you can.
- Allow us some flexibility with delays etc. Whilst we will do everything that we reasonably can to ensure that everything runs smoothly, with all the new measures in place there will inevitably be some minor delays. This flexibility will be reciprocated on our side.



Upon arrival, pilots and passengers are to remain outside of the building, ensuring social distancing with others where necessary.

If no-one is at the Ops desk, you must then phone operations using one of the usual lines (stating the number of persons in your group if applicable) You will then be allowed to come through the first door into the foyer. If the school is too busy, then you will regrettably be asked to remain outside until another person has left the building and you are invited inside.

You will be met by a member of staff who will take your temperature (and that of your passengers if applicable) to ensure that you do not have a fever. This will be done using a laser thermometer so please ensure not to look into the laser. Once you are given the all clear to enter the main part of the building, you (and your passengers) must sanitise your hands using the alcohol gel pump on the wall.

You must then put on your face mask at this time – please bring your own mask, whilst we have limited stock we would not want you to miss out on your lesson. All persons must then complete a COVID-19 indemnity form prior to entering the main part of the school where you can hand the form over to operations.

Once inside the building, your passengers (if applicable) should fill in their indemnity forms at the ops desk where a member of staff will collect them from. They should then take a seat, preferably outdoors but indoors if the weather conditions do not permit this. Pilots must then show their licence, medical and logbook to a member of staff through the Perspex screen.

They will then be handed an authorised tech log where they must fill in the appropriate parts and leave it on top of the desk (facing the Perspex) where a member of staff will check the tech log through the screen.

Pilots are then to book their PPR using a mobile device. No computers in the building are to be used by customers to ensure that contact is minimised. Should you not be able to book out using your own device, operations will be happy to sort your PPR for you.

Pilots must then go airside with their passengers (if applicable) out to the aircraft.

After your flight, we ask that your passengers proceed immediately out the front of the building outside as to avoid any congestion within the school. Pilots are then to complete the tech log and leave it on the desk where a member of staff will process the flight.

Should you wish to make a payment of any kind whilst in the building, we ask that you use card where possible. Should you wish to have a copy of the invoice, this will be emailed to you in order to minimise direct contact.



Upon arrival, students are to remain outside of the building, ensuring social distancing with others where necessary. If no-one is at the Ops desk, you must then phone operations using one of the usual lines (stating the number of persons in your group if applicable)

You will then be allowed to come through the first door into the foyer. If the school is too busy, then you will regrettably be asked to remain outside until another person has left the building and you are invited inside.

Once inside, you will be met by a member of staff who will take your temperature to ensure that you do not have a fever. This will be done using a laser thermometer so please ensure not to look into the laser. Once you are given the all clear to enter the main part of the school, you must sanitise your hands using the alcohol gel pump on the wall.

You must then put on your face mask at this time – please bring your own mask, whilst we have limited stock we would not want you to miss out on your lesson. You must then complete a COVID-19 indemnity form prior to entering the main part of the school where you can hand the form over to operations.

Once inside the school, you must then take a seat immediately, preferably in the outside seating or indoors if the weather conditions do not permit this. You will then be met by your instructor and invited into the briefing room for the pre-flight brief. You will then be taken out to the aircraft by your instructor. At all times in the school and in the aircraft with your instructor, you must keep your face mask and gloves on.

After your flight, you will be taken back to the briefing room by your instructor for your debrief if this has not already been done in the aircraft. You must then leave the building immediately out of the front door. Should you wish to make a payment of any kind whilst at the school, we ask that you use card where possible. Should you wish to have a copy of the invoice, this will be emailed to you in order to minimise direct contact.