



# EFG FLYING SCHOOL

## COVID-19 AND YOUR FLYING SCHOOL

As you aware, COVID-19 has lead to many changes in our lives.

In line with national restrictions, EFG has had to temporarily suspended all operations for a short period, on a few occasions.

This document contains information on the latest measures and precautions in place in order to ensure the safety of everyone affected by our activities.

The company has invested heavily in aerospace grade disinfectant. This unique product provides continuous surface protection for up to 10 days.

It is important to note that we will continue to follow the laws and guidance surrounding NHS test and trace. With this in mind, we ask that you exercise caution when you fly with us and avoid visiting the school if you are asked to self isolate.

As time progresses, we will be making some minor changes to our procedures and policies, in line with the latest information and guidance. Please allow us some lenience whilst we continue to ensure that your flying program can remain uninterrupted, and that you can continue to enjoy the skies.

We would like to thank you for your patience and support in this. Whilst the current laws and guidelines do not require some of the measures that we have included, we will still require them as a condition for all bookings. Your health and that of our staff is our upmost priority.

If you have any questions, concerns or suggestions, please do let us know and we will be only too happy to listen.

All the best,

*Jack*

Jack Hamblett  
Operations Manager



# What we have done to prepare the school for you?

- Hand sanitisation stations all around the school.
- Daily disinfection of contact surfaces within the building, as per our new company cleaning schedule.
- Weekly disinfectant fogging of the building and all aircraft using aerospace grade 'Bacoban'. This covers surfaces in a protective layer that remains active for 10 days.
- Restricting the number of persons in the building at any one point to ensure that social distancing can be maintained.
- Rearranging of all briefing rooms and seating areas in order to ensure that social distancing can be maintained.
- Staggering bookings to minimise unnecessary wait times.
- Limiting the number of students and pilots that our instructors will see each day.
- Installing a Perspex splash screen around the operations desk





# What do 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.
- In the immediate 10 days after your most recent visit to the school, if you have a positive COVID-19 test result, you must let us know **immediately**.
- Ensure that you always wear a face covering around the school and in the aircraft. Please bring this with you.
- Avoid loitering in the school for social purposes.
- Where possible, conduct as much flight planning at home as you can to avoid congestion in the building.
- 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.

We also ask that you comply with the latest restrictions and guidance set out by national and local authorities.



Upon arrival, pilots and passengers are to wait in the foyer of the school, ensuring social distancing with others where possible.

If no-one is at the operations desk, you must phone us using one of the usual lines. 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. 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 covering at this time – please bring your own face covering. It is important to ensure that your face covering covers your nose and mouth. We do have a limited stock available if you do not have one with you. We also ask that you scan our QR code for our contact trace form at this time.

Once inside the building, your passengers (if applicable) should fill in their indemnity forms whilst seated in our seating area using one of our tablets which will be provided. Where the weather allows, we kindly ask that you sit outdoors in order to avoid congestion inside the building. Pilots must then show their licence, medical and logbook to a member of the operations team through the Perspex screen.

Our tech logs are fully online so we ask that you complete this on your own device where possible. If you do not have a device capable of this, please let a member of the team know and they will direct you to the nearest available computer.

Pilots are then to book their PPR using a mobile device. Should you not be able to book out using your own device and there are no computers available, operations will be happy to sort your PPR for you.

Pilots must then go airside with their passengers (if applicable) and 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 (on their own device where possible). A member of the team will then check this on our system.

Should you need 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 can be found on your Cloudbase account. Alternatively, we can email you a copy on request.



Upon arrival, students are to wait in the foyer of the school, ensuring social distancing with others where possible.

If no-one is at the operations desk, you must phone us using one of the usual lines. 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 to ensure that you do not have a fever. This will be done using a laser thermometer. Once you are given the all clear to enter the main part of the building, we ask that you sanitise your hands using the alcohol gel pump on the wall.

You must then put on your face covering at this time – please bring your own face covering. It is important to ensure that your face covering covers your nose and mouth. We do have a limited stock available if you do not have one with you. We also ask that you scan our QR code for our contact trace form at this time.

Once inside the building, you should fill in our student indemnity form (if you are not already a member) using one of our tablets. Where the weather allows, we kindly ask that you sit outdoors in order to avoid congestion inside the building.

Shortly after this, you will be met by your instructor and invited into the briefing room for the pre-flight briefing. 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 covering on.

After your flight, you will be taken back to the briefing room by your instructor for your debriefing, if this has not already been done in the aircraft. You must then leave the building immediately out of the front door.

Should you need 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 can be found on your Cloudbase account. Alternatively, we can email you a copy on request.