



# FAI Hang Gliding & Paragliding Commission

*Fédération  
Aéronautique  
Internationale*

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## Steward Handbook

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Editor's note: The CIVL Jury and Steward Handbook is designed to bring together the information needed by current CIVL officials at FAI sanctioned events and to provide an insight into the work that those considering volunteering as future officials could expect to do. It is updated regularly to include related changes to the Sporting Code and principles established by the CIVL Bureau.

Hang gliding and paragliding are sports in which both men and women participate. Throughout this document the words "he", "him" or "his" are intended to apply equally to either sex unless it is specifically stated otherwise.

## **FEDERATION AERONAUTIQUE INTERNATIONALE**

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# 1 FAI (CIVL) OFFICIALS

## 1.1. General

All FAI Officials, whether jury, judges or steward must at all times be aware that they represent the FAI and behave accordingly. They should also be able to defend in a competent and diplomatic way the goals and purposes of FAI/CIVL, thus enforcing confidence in these institutions.

## 1.2. Travel Expenses

The competition organiser is responsible for paying all reasonable travel and subsistence costs of officials for the duration of the competition and Section 7 of the FAI Sporting Code details the standards that apply. At organizer discretion alcoholic beverages can be excluded from food expenses of officials.

Volunteers serving as steward should keep costs to a reasonable minimum for the organiser. In addition, if requested, all effort must be made to provide receipts for meals and other expenses to be reimbursed. It is essential that officials agree with the organiser any large expenses, like airline tickets, before purchasing them. There are a number of different options for reimbursement of travel costs:

**Option 1.** The organiser makes all travel arrangements for the official, including booking the airline ticket. This should only be done in consultation with the official.

**Option 2.** The official researches airline ticket prices or other travel options and obtains written agreement for the expenditure from the organiser - email is acceptable. This agreement should be a firm commitment stating the name of the official, what is agreed and the cost. The official then makes the agreed travel arrangements, pays for it and is reimbursed by the meet organiser, at the latest, on arrival at the meet. Officials should provide full proof of expenditure e.g. copies of tickets/travel agent's invoices.

**Option 3.** The same as the previous option, except that if the ticket purchase is a long time in advance of travelling, if the organiser so agrees, can request an advance payment from the CIVL. Again it is essential to obtain written agreement from the organiser as above before purchasing the ticket(s) but send the invoice to the CIVL Treasurer - a scanned copy will speed matters up – with a standard expense claim form. The CIVL reimburses the official for the ticket and adds the amount paid for travel costs to the sum that needs to be paid by the organiser to the FAI (e.g. the sanction fee). The claim should be sent, together with the written agreement from the organiser and invoices, to the FAI (sec@fai.org), the CIVL President and the CIVL treasurer or another appointed bureau member who will authorise payment from the FAI.

## 1.3. Period Of Work

Work for the steward will commence even prior to the practice event and carry on throughout the entire lead time to the 1<sup>st</sup> Category event. Stewards will need to be at the competition venue in good time to advise on the setting up of the registration process and other preliminary matters and should agree a suitable date with the organiser.

## 1.4. Steward payments

In part recognition of their valuable and time consuming work, CIVL-appointed stewards at 1st Category events and authorised test events are recompensed 50€ per competition day plus 2

days. This payment is to be made after a correctly completed expenses form is submitted to the FAI Secretariat and approved as required by current CIVL procedures.

### **1.5. Trainee steward expenses**

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The travel, accommodation and meal expenses of CIVL-appointed trainee stewards are paid for by CIVL. In addition, an allowance of 10€ per competition day can be claimed. Travel plans and costs should be pre-agreed with the J&S Coordinator and the Steward. Reimbursement will be made after a correctly completed expenses form is submitted to the FAI Secretariat and approved as required by current CIVL procedures.

### **1.6. Liability & Insurance**

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FAI/CIVL Officials should not be personally liable for accidental damage to hire vehicles or other equipment provided for their use by the organiser. They should check with the organiser that any liability is either covered by insurance or acknowledged by the organiser himself.

Officials must ensure they have sufficient insurance cover for the trip. Organisers may have a blanket policy that covers staff and officials, but they are not obliged to provide insurance for FAI Officials, for travel, health, or personal accident. As an FAI Official, Jury & Stewards should be covered by FAI for 3<sup>rd</sup> party insurance (ie accidental damage to property belonging to someone else) and for any liability incurred while performing their role in accordance with FAI rules.

## 2 CIVL STEWARD JOB DESCRIPTION

### 2.1. Introduction

All FAI Officials, whether Jury, Judge or Steward must at all times be aware that they represent the FAI and behave accordingly. They should be able to defend in a competent and diplomatic way the goals and purposes of FAI/CIVL, thus enforcing confidence in these institutions.

The purpose of this paper is to maintain standards a high quality of Steward work which will improve competition fairness, enhance safety and reflect positively on FAI/CIVL.

The Steward is the independent representative of CIVL, attending the competition for the purpose of observing the conduct of the competition and giving advice to the organisers, team leaders and pilots. The Steward can and should liaise with the meet officials and Jury for the purposes of rule interpretations and factors affecting the fairness and safety of the competition. However, the Steward is not empowered to overrule officials.

The Steward's main job is to facilitate the smooth running, safety and fairness of the event. He should, therefore, be a source of administrative and technical information concerning event organisation, the rules and scoring. The Steward should be familiar with the *CIVL Guidelines for Category 1 Competition Organisers* document, available on the CIVL website, which provides considerable detail on all aspects of event organisation and an invaluable reference for Stewards.

The Steward should also collect information on how the event is organised and run, and report salient facts to the CIVL Competition Committee.

### 2.2. Steward - Basic Role

The basic role of the steward at FAI events is defined in the FAI Sporting Code - General Section 4.3.4.2 as follows:

"Stewards are advisers to the Event Director. They watch over the conduct of the event and report any unfairness or infringement of the Rules and Regulations or behaviour prejudicial to the safety of other competitors or the public or in any way harmful to the sport. They assemble information and facts concerning matters to be considered by the International Jury. A steward has no executive powers and must not be a member of the Organising Committee. A steward may attend a meeting of the International Jury as an observer or witness."

Stewards advise the Event Director, Meet Director, team leaders and pilots on the interpretation of the rules and regulations and on penalties.

Requirements for the Steward at CIVL events are outlined in the Sporting Code Section 7:

"The CIVL shall appoint one or more stewards in consultation with the event organiser according to the needs of the Championship. If an entry of more than 100 is expected, at least two stewards may be required. Stewards shall be of different nationalities, and not that of the organiser unless specifically authorised by the CIVL Bureau. However, in the last minute absence of an appointed steward, a replacement of any nationality, and acceptable to the President of the Jury, may be invited. Stewards must be able to speak English, and have extensive experience of international hang gliding, paragliding or other FAI competitions. At least one steward should, if possible, be able to speak the language of the organisers. A minimum of one steward shall be present at each site throughout all competition operations"

To be effective a steward must:

- Be aware that he has no formal power or authority to make decisions. His role is one of providing advice and/or support to the Event & Meet Directors, the International Jury, the Team Leaders and the competitors. Also, for Accuracy & Aerobatics, to the Chief Judge and other key competition staff.
- Possess a thorough understanding of the FAI General Section, Section 7 and the Local Regulations and have these documents available at all times during the event. As he must advise the Directors, team leaders and pilots on rule interpretation, it is preferable that he has been involved in the approval process of the Local Regulations. It is helpful if he has had experience in the interpretation of complex documents. He should also ensure he is fully aware of rule changes to Section 7 that may come into force after the Plenary meeting and prior to the competition, and which might require amendments to the Local Regulations.
- Be pro-active before the competition, regularly checking progress with the organiser/MD, advising on all aspects of the competition organisation, the preparation of the Local Regulations, guiding the organiser/MD to ensure compliance with CIVL policy and the Sporting Code.
- Be able to anticipate, and recognise in advance issues that may cause competitors to consider that they have not been treated fairly by the organiser. Don't take it for granted that all things are happening in accordance with the rules and/or the way they appear on the surface.
- Ensure that all new or unpublished information given to or agreed by Team Leaders is unambiguous, language-checked and subsequently posted on noticeboards and/or distributed to Team Leaders.
- Be prudent in answering questions from Team Leaders and competitors. Answers must be consistent with the rules and regulations and what the Director has stated, or will state at briefings. If the Steward is unclear in any detail, he must confer with the Director.
- Be able to establish a good working relationship with the Organisers, the Team Leaders and competitors. By recognising potential problems in advance he should take steps to avoid them becoming issues. Many problems arise from a breakdown in communications. He should be aware of the strengths and weaknesses of the Director and his organisation.
- Be experienced in sporting events at the highest level and the stress under which all involved operate. He must be sensitive to the human aspects.
- He should ensure that the Registration procedure is set up to allow for all the processes necessary for the checking of documents, equipment etc.
- He should be looking at the systems the Organiser has in place to make sure that they are robust. Are the scorers using the correct version of the scoring program, and is it set up correctly for all the required parameters? Are the scores being calculated correctly and is all the required information being presented in daily score sheets? How are the track logs being checked to verify turnpoints, airspace infringements etc? What security is in place to ensure that GPS units and track logs cannot be tampered with? How are any official time pieces synchronised (synchronisation with GPS time is the best way)? What systems are in place to make sure a pilot's goal/ESS time is always accurately recorded? These and a multitude of other questions should be asked continuously.
- Detailed information on cross country scoring systems, setting scoring parameters and more, is available in the CIVL GAP document available at: <http://www.fai.org/civl-documents> under 'Event Organisers/Preparing for Competitions'.
- For Paragliding Accuracy competitions, check how the scores are communicated from Judging team to competitor and official scorer. Is the wind speed on finals being measured consistently? Is the wind speed communicated to relevant pilot when he asks? Do pilots on launch have regular updates on wind speed and weather conditions at the target? Does

every Daily Briefing feature weather forecast, reflecting site selection and safety considerations?

- Be visible, watchful and observant. Take notes of incidents that may be unsafe or cause for complaint or protest. Record time of briefings, launch opening, complaints or protests being submitted. Be able to provide objective, accurate and factual evidence.
- During or following task advisory committee meetings ensure the Safety Committee's views are consulted on whether turn points set are safe in the prevailing conditions. Advise the Meet Director and, if necessary, the Jury President as appropriate.
- If a Second Steward is appointed, to work closely with him on all aspects at all times.
- If a Trainee Steward is appointed, to ensure he is properly briefed on all aspects of the Steward's role, and particularly on tasks allocated. He should be involved in meetings, discussions and report writing, as far as is practicable. Practical feedback should be provided to the trainee and a report compiled for the CIVL J&S Coordinator after the event. (Further training guidelines may be provided)
- Be prepared (in conjunction with the Jury, and with the support of the organiser, as appropriate) to run a J&S Training seminar to attract new recruits.

### **2.3. Availability**

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Stewards should be available as much as possible to the MD and SD. It is understood that they cannot be physically available at all times. Flying the task is not an option but flying, as an efficient means of reaching goal or the HQ for example, is possible but only in coordination with the MD or SD. When doing so stewards should be in radio contact with the MD.

### **2.4. Steward - Specific Responsibilities**

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The requirements of the Sporting Codes are by necessity rather general. The specific duties are expanded below.

#### **2.4.1. Watching over the conduct of the event**

The Steward should be aware that many of the participants in an FAI Category 1 World Championship event are operating at a high level of stress. This is true, not only of the competitors but also of the Organiser, and his helpers. It is important that the Steward avoids being loaded by the organiser with routine activities that prevent him from overseeing the competition in a relaxed but thorough manner.

The Steward should:

- Be involved with the production of the Entry Requirements and the Local Regulations from an early stage. This includes ensuring that the LRs produced for the test competition are in the required format for Category 1 events (as specified in the Sporting Code) and contain all the relevant information. The final LRs for the actual Category 1 event should only require minor changes. During this process the Steward should take the opportunity to remind the organiser that it is a NAC responsibility to set the insurance requirements for the meet and determining suitable levels of cover; the FAI does not dictate the level of cover needed. Where the organiser also provides cover to competing pilots the Steward should check that the cover so provided is equivalent to that which the organiser stipulates for entry to the meet.
- Where possible attend the CIVL meeting at which the Local Regulations are approved.
- Attend the test event (if one is held) and
  1. Ensure the organiser is aware that it should follow the Cat 1 rules as far as possible
  2. Report to the CIVL Bureau on organisational competence, suitability of sites and of published turn points and goal fields.



3. Examine whether emergency first response arrangements are adequate and should try to establish with the organiser before flying commences what the maximum wind limits are for the competition area.
  4. At the finish of the test competition he should comment on these limits in his report as well as detailing all essential improvements to organisation, sites and safety provisions in his report.
  5. He should report to the CIVL Bureau his opinion on whether a second steward will be required for the 1<sup>st</sup> Category championship.
- FAI officials need to communicate effectively and monitor radio transmissions and will often have personal communications equipment (radio, cell 'phone) available for this purpose. At the test event the steward should establish what type of equipment is needed and confirm that the Organiser can meet any shortfall in the officials' equipment at the championship.
  - Contact the Organiser as early as possible before the meet to establish rapport, offer support and detect potential problems.
  - Attend all briefings. Make notes of all statements by the Organiser or other competition officials, including times of all events such as launch opening, closing, briefing times, etc. Ensure all new or unpublished, relevant information is posted on noticeboards as necessary.
  - Check that briefings are adequate, that all information required by competitors is included, and consistent with the Sporting Code(s) and all other written documentation. Be particularly aware of "literal translations" that when retranslated may mean something different.
  - Listen carefully to all announcements and check that the language used is able to be easily understood by those participants who do not have the official language as their first language.
  - Confirm with team leaders and competitors that announcements and documents can be correctly interpreted.
  - Collect, and have on hand at all times, all documents issued by the Organiser, including Local Regulations, Addendums and rule clarifications. These should also be "language checked". If documents are not dated and time stamped, record the time, date and place of issue.
  - Make notes and/or collect information, statements and documents concerning points of contention in regards to rule application and interpretation.
  - Document any instances where meet safety or fairness were compromised; and where Section 7 or General Section rules were not followed.
  - Establish a relationship with Team Leaders and competitors to identify impending problems or difficulties that participants are experiencing (do not promise to fix these problems .... maintain credibility).
  - Monitor the status of scores, check that briefings clearly state when protest time elapses and that all competitors have adequate opportunity to lodge complaints and/or protests.
  - Review all systems for accuracy and soundness of operation by observing various points (launch, goal, scoring, live tracking & retrieve coordination, target & judging, etc)

#### **2.4.2. Launch System**

Check that:

- The launch system is understood by the launch marshals.
- For Paragliding Accuracy competitions, that there is adequate shade and water at launch
- Adequate instructions exist, and it will work under all the likely (and unlikely) weather conditions.
- The system records any times of launch closure if this is required to determine if the day is valid.

- Adequate assistance is available for competitors to move their equipment to launch and for them to launch safely.

### **2.4.3. Goal system**

Check that:

- Goals are adequately defined.
- Goals have been physically checked and there are safe landings and no dangerous obstacles on the approaches and surrounding area.
- The goal line is marked and defined in a manner that allows goal crossing to be determined unambiguously and preferably in a manner that allows the pilot to view for themselves whether close finishes are valid or invalid.
- The system used to record goal crossing minimises the possibility of pilots being missed, mistakenly identified or errors being introduced.
- Adequate crowd (and Team Leader) controls exist.

### **2.4.4. Target Area (Paragliding Accuracy)**

Check that:

- All equipment is located appropriately and working correctly and back-up systems are available
- Target area is marked out correctly, and that scores can be measured efficiently
- Spectators (and Team Leaders) are kept outside the scoring circle

### **2.4.5. Scoring System**

Check that:

- The chosen scoring program parameters are selected and are reasonable for the site and conditions. Assist the Meet Director or scorer in this selection, if necessary.
- The scores are being correctly calculated. Do not assume that because it is computer based, the results are correct. Glitches and bugs can arise.
- For Paragliding Accuracy – scores are communicated to pilots in English before they are signed for by the pilot and communicated accurately to the scorer

### **2.4.6. GPS Evidence**

Check that:

- The organisers have the proper hardware (e.g. connecting cables) to accommodate all the GPS units allowed in the competition.
- The organisers have acquired turn point co-ordinates using a reasonable averaging method.
- The turn points (if virtual) are in areas safe for gliders to navigate over and land if necessary.
- The GPS format, co-ordinate system and map datum is clearly indicated in the rules.
- A map is provided clearly indicating the position of launch, turn points and potential goals.
- An aeronautical chart of an adequate scale is provided to pilots which must show clearly all restricted airspace and restricted areas.
- The scorers understand the procedures for altitude verification (see CIVL GAP document for latest rules and guidance)

### **2.4.7. Safety**

Check that:

- Adequate arrangements are in place to respond to pilot injury.

- Mechanisms are in place to stop the task if necessary due to unsafe conditions.
- For Paragliding Accuracy – mechanisms are in place to stand down pilots at launch, specifying the time of next briefing, and that pre-flyers are available when the competition is restarted.
- Advise the Meet Director on safety matters.
- Review each task for safety before it is set. This may be in co-operation with the Safety Committee and should include a review of the suitability of turn points and goalfields in the prevailing conditions.
- Record instances where safety is compromised and report these to the Safety Director and Jury President if identified before a task is to be run.

#### **2.4.8. Accident Reports**

The Steward must ensure that the MD/SD follows up on reports of incidents. Where necessary, the Steward should advise team leaders that the Sporting Code makes this their responsibility to ensure a report is completed as soon as possible. Incident Report forms can be completed by the MD/SD, team leader or pilot concerned by going to the WPRS website and logging in under his respective id. Organisers might wish to supply paper copies of the CIVL Incident Report Form to collect data for uploading later. See: [www.fai.org/civl-documents](http://www.fai.org/civl-documents) (under Safety).

### **2.5. Steward Reports**

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The Steward is required to submit a report on the competition to the CIVL Bureau. The purpose of this report is to inform the CIVL Delegates and Competition Committee of the successes and problems occurring in FAI sanctioned meets. From such reports, ideas for improving rules, organisations and the fairness of meets will develop. A report template is provided in Appendix A.

For Category 1 events, this report is intended to be one of several sources of information useful for raising the standards of future competitions. It may also be used to substantiate protests and meet validity. This report is one of the most important parts of your job.

For practice competitions, the report is critical to both the organising team and CIVL, as it highlights the organisational aspects which will need to be put in place or improved for the forthcoming Category 1 event. The Steward may feel it appropriate to provide more detail separately when the report is sent to the organisers.

### **2.6. Other Steward Duties**

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Besides watching over the meet conduct and application of the rules, the Steward has other duties to follow:

- May serve as meet assistant when needed (launch aid, etc); however, he should be free to perform his duties.
- Assist or oversee airworthiness and compliance checks of gliders.

## **2.7. Steward Check List**

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A general check list has been compiled from information provided by experienced Stewards. It is not comprehensive, but should be used in conjunction with this handbook and other CIVL documents, such as the *Practical Guidelines for Organising CIVL Category 1 Championships*, for constructing a check list appropriate to the event for which it is to be used.

### **Before the event:**

1. Staff: Have there been any staff changes since the Test Event (planned/necessary or unplanned)?
2. Competition area: Have there been any changes to take-offs, goalfields, access roads, airspace, restricted areas etc, since last year?
3. Local Regulations: Remind the organisers that LRs should be submitted to the CIVL Bureau 8 months in advance. The proposed entry requirements and qualification criteria should be clearly set out.
4. Documentation: Check the organiser has all relevant information (GS, S7, Scoring, glider checking, FAI Protocol for awards ceremony, FAI Media Rights, Casualty guidelines, etc)
5. Web site: as early as possible the site should include:
  - a. general competition schedule and pilot information, clearly presented
  - b. Local Regulations (when approved)
  - c. document requirements, procedures and deadlines for online and physical registration
  - d. accommodation availability (and who to contact)
  - e. facilities for press and visitors
  - f. visa, vaccinations and customs/importation information
  - g. transportation, rental car, bus, taxi information and contacts
  - h. links for tourist information
  - i. email contact addresses clearly identified for : teams, pilots and NACs; media and other aspects etc.
6. Online registration: work with screening committee to check that registered pilots fulfil the qualification criteria; NAC team entries are received; allocation procedure is correctly followed.
7. Check that all requirements specified after the Test Event have been addressed.

### **On arrival:**

1. Headquarter preparation: check facilities in place for pilot briefings; office staff & equipment; scoring, live tracking, retrieve/check in areas; Jury room; Press room; noticeboards for announcements and results; adequate internet/wifi connection & bandwidth for staff and pilots
2. Information dissemination: Announcements for Opening Ceremony, MSB, Team Leaders' meeting etc clearly displayed.
3. Jury and Steward information: radios and cellphones, maps, transport information, logistics, arrangements for food & reimbursements for agreed expenses.
4. Registration: check enough space and staff to run registration efficiently. Pilot lists, check lists, glider numbers, pilot cards, maps with turnpoints & restricted areas, etc all in place. Procedures for registering team leaders, drivers, wind dummies, air marshals, guest pilots if allowed etc
5. Scoring/GPS upload/download: Check scoring program/version, parameters, airspace files, coordinates and altitudes correct on turnpoints/take-offs/goalfields, pilot database coordinated with registration system etc. How verifying altitude? Penalties?

6. Pilot equipment checks: see that these are being done efficiently and competently as per the rules in force.
7. Meeting Agenda: check ED/MD/SD participation & agenda for MSB and TL meetings.
8. Opening Ceremony: check protocol, expectations of pilots, & if FAI official has opportunity to speak.

**After registration, MSB & TL Meeting:**

1. Forms and briefing notes: Final correct entry list giving pilot number, name, nationality, glider; Take-off order list in case of ordered launch (daily); pilot flight report form; pilot lists with mobile numbers for organisers/safety team; staff contact lists (cellphone and radio frequencies)
2. Announcements on noticeboard: changes/amendments & addenda to Local Regs, confirmation of scoring parameters, Task & Safety Committee members, etc
3. Accident and Emergency protocol: check ED, MD and SD have discussed procedures/responsibilities for handling incidents; rescue/First Response Services and sequences of actions. Communication as necessary to press, pilots, TLs etc.
4. Competition organisation: check with MD & SD that Launch team, goal/target team, air marshals etc all in place and know their roles. Transport to launch & retrieve, live tracking systems in place. Equipment for launch & goal in place.

**During the competition:**

1. Monitoring all aspects running smoothly, as per this handbook. MD & SD in contact at all times.
2. Effective & timely communication to all parties (deferred briefings, stopped tasks, social events etc)
3. Scoring/downloads is efficient. MD available for queries. Results posted promptly.
4. Check in/retrieve running efficiently
5. Field pilot questions and comments. Ensure complaints & protests are efficiently dealt with.
6. Prize giving ceremony: At some convenient point, check in good time that
  - the organiser has the FAI flag and anthem?
  - other nations flags and anthems?
  - the medals are ready?
  - the diploma for top 10 men and top 10 women are also ready?
  - the protocol of the prize giving ceremony is given to TLs

**General Tips:**

Use a notebook to record daily important points made at briefings & meetings; pilot comments or complaints; issues to check back with organisers; reminders of points to be clarified; points to be made in the final report.

## **Appendix A - FAI SANCTIONED MEET STEWARD'S REPORT**

Confidential within the FAI and CIVL, this report is only published to the FAI Secretariat, CIVL Delegates and the relevant Competition Committee.

See Template .xls file

## **Appendix B - CIVL JURY AND STEWARD APPLICATION FORM**

Name:

Address:

Tel:

Fax:

e-mail:

Position you are volunteering for:            Steward    Jury    (circle one or both\*)

Previous experience (please use continuation sheet if necessary):

1. As Steward and/or Jury member. Please indicate competitions and position (e.g. Jury President).
2. As competition official. Please indicate competition and position (e.g. launch director).
3. As competition pilot. Please indicate years or specific meets.
4. Other experience you have that prepares you for this position:
5. Date of last attendance at CIVL Jury/Steward seminar.

I have read and understand the CIVL Steward/Jury job descriptions and related material.

Signature ..... Date.....

Please email to [civil\\_comps@fai.org](mailto:civil_comps@fai.org) or fax to +1 509 692 9440

Otherwise, mail to CIVL c/o FAI, Maison du Sport International, Av de Rhodanie 54 – CH-1007 LAUSANNE Switzerland