

INTRODUCTION

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1 PREAMBLE

The basic principles and methods of training sport parachutists and operation of drop zones (DZs) in Namibia are standardised under the auspices of Parachute Association of Namibia (PANAM).

These principles and methods can be collectively referred to as "Doctrine", and hence the title of this section, which, together with the PANAM Manual of Procedures (PANAM MOPs), form the Standard Operating Procedures (SOPs) for Sport Parachuting in Namibia.

Please note that the requirements and doctrine as laid down in this chapter (SOP) of the operations manual, are the minimum requirements of PANAM (affiliated to the Namibian Civil Aviation Authority) and therefore DZ Operators are at liberty to lay down and enforce further regulations (over and above these) at their own DZs.

As skydiving is continuously progressing and evolving, amendments will be made to this manual from time to time. When amendments are received they should be inserted at the correct positions so that continuity is maintained.

Do not remove anything from this manual as this will reduce its effectiveness.

The objectives of standardised Doctrine are:

- To standardise the basic principles of training throughout the country.
- To give the DZs and their operators (instructors, etc) a handy reference for the operation of all facets of the sport.
- To define the method by which the regulations, as contained in the PANAM MOPs, should be applied, so as to ensure the safe conduct of Sport Parachuting.

Skydiving is a sport enjoyed by both men and women. In order to simplify the text, masculine pronouns are used in this publication.

This Manual of Procedures has been compiled in accordance with the Namibian Civil Aviation Regulations and Technical Standards Part 149 and sets out the particular aspects relating to the control and regulation of sport parachuting in Namibia.

It should be read in conjunction with and considered supplementary to the following previously constituted documents:

1. The Namibian Civil Aviation Regulations (NAM-CAR)
2. The Namibian Civil Aviation Technical Standards (NAM-CATS)
3. The Constitution of the Parachute Association of Namibia

This Manual is issued and revised by the National Safety & Training Officer, under the authority of the Accountable Manager. Parachuting is a dynamic and ever-evolving sport so this Manual is a live document, subject to review from time to time, as required.

This Manual is distributed in electronic format and as such, the most current, up to date, version will be found on the PANAM website.

PANAM Contacts

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General email	info@panam.com.na
Website	www.panam.com.na

2 ACCOUNTABLE OFFICERS STATEMENT

This is to certify that I, Matthias Röttcher, in my capacity as Accountable Officer of the Parachute Association of Namibia, acknowledge and understand the contents of this Manual of Procedures and confirm that all other manuals and documents referenced herein comply in accordance with document NAM-CATS Part 149 (Namibian Civil Aviation Regulations).

This Parachute Association of Namibia Manual of Procedures contains a true and accurate reflection of our policies and procedures.

Signed at Swakopmund on this 16th day of December 2019

SIGNED : _____
DESIGNATION : Accountable Officer

3 MISSION STATEMENT

To maintain the Parachute Association of Namibia as an ARO, in terms of Part 149 of Namibian Civil Aviation Regulations, representing the members of the Parachute Association Namibia.

To suggest, advise upon and oversee the sport parachuting related activities of members and to apply disciplinary procedures where required as per this Manual of Procedures.

To carry out from time to time such other activities as may be agreed with the Director of the Namibian Civil Aviation Authority or relevant regulatory authority designated in terms of the Civil Aviation Act.

To foster, develop and facilitate sport parachuting, in all its facets, within Namibia, in the safest and most progressive manner.

To protect, uphold and maintain the principles and aims of PANAM as set out in the PANAM Constitution.

Chairman

4 PERSONNEL

The following personnel are elected positions, ratified by the members of PANAM at the Annual General Meeting.

4.1 CHAIRMAN (ACCOUNTABLE OFFICER)

4.1.1 REQUIREMENTS

- 4.1.1.1 Must have a general knowledge of the aviation sector falling under PANAM.
- 4.1.1.2 Must have good people skills.
- 4.1.1.3 Must have good managerial skills.
- 4.1.1.4 Must be well versed in parachuting and related topics.
- 4.1.1.5 Must have access to the Internet and e-mail.
- 4.1.1.6 Must be available via mobile phone at all normal business hours and after hours, for emergencies.

4.1.2 DUTIES AND RESPONSIBILITIES

- 4.1.2.1 At all times seek to promote the goals of PANAM and have the interests of PANAM and sport parachuting in general at heart.
- 4.1.2.2 Have unrestricted access to work performed or activities undertaken by all other persons such as employees of, and other persons rendering service under contract with PANAM.
- 4.1.2.3 Maintain and be in charge of communication between PANAM and the Director in terms of NAM-CAR Part 149.
- 4.1.2.4 Deal with complaints addressed to PANAM, either in person, or delegate to the appropriate personnel and ensure that the complaint has been dealt with satisfactorily.
- 4.1.2.5 Travel to all necessary events, meetings and locations in Namibia, in line with the aims and goals and to the benefit of PANAM and its members or arrange for a PANAM representative to attend in his stead.
- 4.1.2.6 Monitor any suspensions or disciplinary procedures.
- 4.1.2.7 Have full rights of consultation with any such person in PANAM in respect of such compliance by him.
- 4.1.2.8 Have the power to order cessation of any activity where such compliance is not effected.
- 4.1.2.9 Have a duty to establish liaison mechanisms with the Director with a view to ascertain correct manners of compliance with the said requirements, and interpretations of such requirements by the Director, and to facilitate liaison between the Director, the Designated Body in terms of NAM-CAR Part 149 and PANAM.
- 4.1.2.10 Report directly to the management of PANAM on investigations and consultations mentioned above.

4.2 NATIONAL SAFETY & TRAINING OFFICER

4.2.1 REQUIREMENTS

- 4.2.1.1 Must have vast experience as a PANAM Instructor/Evaluator.
- 4.2.1.2 Must have the desire to promote safety amongst all parachutists.
- 4.2.1.3 Must have access to Internet and e-mail.
- 4.2.1.4 Must be available via mobile phone at all normal business hours and after hours, for emergencies.

4.2.2 DUTIES AND RESPONSIBILITIES

- 4.2.2.1 Reports directly to the Chairman.
- 4.2.2.2 Update and maintain Basic Safety Requirements (BSRs).
- 4.2.2.3 Update and maintain First Jump Course student's manual.

- 4.2.2.4 Ensure standardisation of training at all student drop zones in Namibia.
- 4.2.2.5 Receive Incident Reports and maintain a database of these in order to determine trends and areas of concern. (PANAM Admin File 3)
- 4.2.2.6 Collate and distribute incident statistics to Chief Instructors and Evaluators.
- 4.2.2.7 Investigate fatalities and compile a report thereon for NCAA.
- 4.2.2.8 Maintain lines of communication with all Chief Instructors to ensure a constant two-way flow of information relating to safety issues and concerns.
- 4.2.2.9 Approve Instructor Certification Courses.
- 4.2.2.10 Check and approve the issue of all PANAM ratings.
- 4.2.2.11 Check and approve the issue of all PANAM licenses.
- 4.2.2.12 Have knowledge of and approve, as required, display jumps and temporary drop zone applications.
- 4.2.2.13 Receive, assess and approve applications for waivers.
- 4.2.2.14 Receive, assess and approve applications for intentional cut-aways and high altitude jumps.
- 4.2.2.15 Make recommendations and set minimum requirements with regards to all parachuting equipment.
- 4.2.2.16 Enforce disciplinary actions as required.
- 4.2.2.17 Perform an overall assessment with regard to new drop zone applications.
- 4.2.2.18 Collate statistics and compile an annual technical and safety survey for the International Parachuting Commission.
- 4.2.2.19 Keep abreast of and make available to PANAM members international safety information and trends.
- 4.2.2.20 Conduct safety seminars as required.

4.3 QUALITY ASSURANCE MANAGER

4.3.1 REQUIREMENTS

- 4.3.1.1 Must be a competent person with a thorough knowledge and understanding of the contents of the approved MOP and its Annexures.
- 4.3.1.2 Must have access to Internet and e-mail.
- 4.3.1.3 Must be available via mobile phone at all normal business hours and after hours, for emergencies.

4.3.2 DUTIES AND RESPONSIBILITIES

- 4.3.2.1 Reports directly to the Chairman.
- 4.3.2.2 Must perform quality control functions as required by the Quality Assurance System.

4.4 PANAM ADMINISTRATION OFFICER (employed position)

4.4.1 DUTIES AND RESPONSIBILITIES

- 4.4.1.1 Report directly to the Chairman.
- 4.4.1.2 Maintain the PANAM member database.
- 4.4.1.3 Process membership renewals, licences and ratings.
- 4.4.1.4 Monitor the compliance of drop zones with regards to the submission of monthly reports.
- 4.4.1.5 Keep a complete set of records relating to income and expenditures of PANAM and supply these records to the Accountants to compile Annual Consolidated Financial Statements.
- 4.4.1.6 Provide the Accountable Manager and National Safety & Training Officer with operational statistics as may be required.
- 4.4.1.7 Provide support and secretarial duties to assist the Accountable Manager and National Safety & Training Officer in the execution of their duties.
- 4.4.1.8 Prepare such correspondence, documentation and presentations as may be required.
- 4.4.1.9 Maintain the PANAM website.

4.5 CURRENT PERSONNEL

The personnel listed below are as ratified at the 2018 Annual General Meeting held at Amanpuri Lodge, 25 Moses//Garob Street, Swakopmund, at 18h00 on Thursday, 8 March 2018.

The Chairman of PANAM will automatically function as the Accountable Officer, unless otherwise designated by means of a Management Council Resolution.

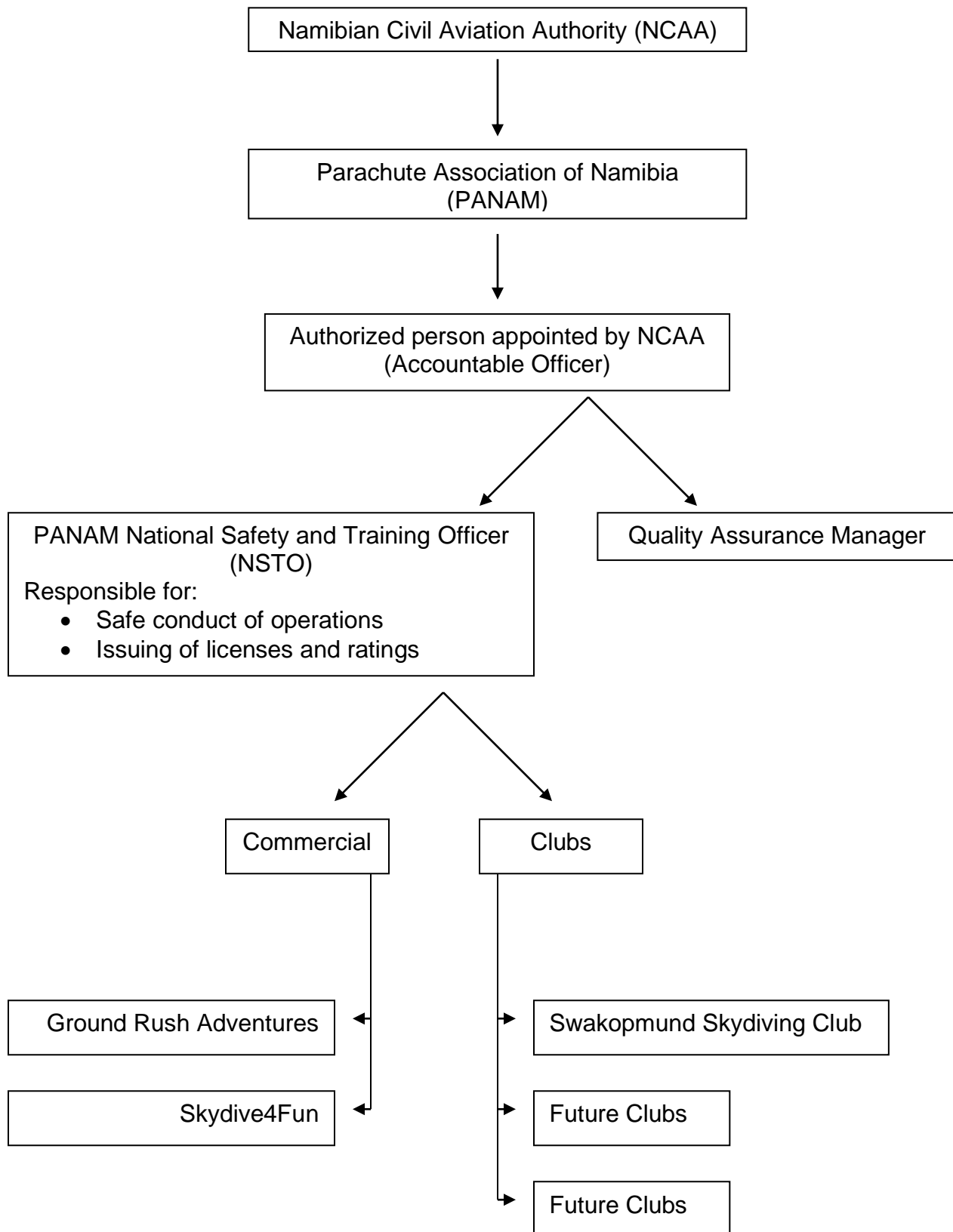
Responsibilities are delegated by the Chairman / Accountable Officer as required.

PANAM Management Council Members:

Portfolio	Name	Contact	Email
Chairman / Accountable Officer	Matthias Rottcher	081 127 1888	rottcher@gmail.com
National Safety & Training Officer	Eddie Techman	081 260 8014	skyhog@mweb.com.na

New positions. Members elected temporarily by the Chairman until the next AGM in January 2020

Quality Assurance Manager	David James	081 799 7659	skydave238@gmail.com
Administration Officer	Polly Gey van Pittius	081 243 6923	pollyannagey@hotmail.co.uk

5 ORGANOGRAM

6 REGISTERED OPERATIONS

The following operations are registered with the Parachute Association of Namibia as of the 1st of March 2019:

Dropzone Operator:	Address:	Contact No:	Email:	Chief Instructor/ Safety Officer
Ground Rush Adventures	No. 25 Moses//Garob Street, Swakopmund	081 124 5167	info@skydiveswakop.com.na	Matthias Rothcer
Swakopmund Skydiving Club	Hanger 13B, Swakopmund Airfield	064 405 671	info@skydiveswkaopmund.com	Eddie Techman
Skydive4Fun	Hanger 13B, Swakopmund Airfield	081 124 8140	Skydive4fun@outlook.com	Derick Gey van Pittius

7 QUALITY ASSURANCE SYSTEM

7.1 BACKGROUND

7.1.1 GENERAL

- 7.1.1.1 All parachute operations, under PANAM's jurisdiction, must be conducted through a PANAM approved Dropzone Operator (DZO).
- 7.1.1.2 All new DZO's are required to apply for operating permission from PANAM.
- 7.1.1.3 Once a review of the operation is conducted by PANAM's Safety Committee, and the operation has satisfied PANAM that it has met the minimum requirements required to operate under PANAM jurisdiction, the DZO will receive a yearly licence/permission to operate.
- 7.1.1.4 All DZO operating licences/permissions will be renewed on an annual basis.
- 7.1.1.5 PANAM will perform a quality assurance audit to validate the renewal.
- 7.1.1.6 PANAM reserves the right to deny, suspend or terminate the membership of any operation it believes is not able or willing to serve the good purpose of the Association.

7.1.2. LEVEL OF QUALITY

This QAS complies with CAR 149.02.3(1) and (2) and CATS 149.02.3(1)

- 7.1.2.1 PANAM expects members of the Management Council and all committees to –
 - 7.1.2.1.1 Abide by an ethical code of conduct, which includes but is not limited to:
 - 7.1.2.1.1.1 The duty to do good
 - 7.1.2.1.1.2 The duty to do no harm
 - 7.1.2.1.1.3 To treat offenders fairly and afford them an opportunity to make good their wrongs and face the same sanctions for the same transgressions
 - 7.1.2.1.2 Read, understand and implement the contents of the approved MOP and its Annexures.
- 7.1.2.2 PANAM expects members of the association to –
 - 2.1.2.2.1 Abide by an ethical code of conduct, which includes but is not limited to:
 - 2.1.2.2.1.1 The duty to do good
 - 2.1.2.2.1.2 The duty to do no harm
 - 2.1.2.2.2 Demonstrate good sportsmanship.
 - 2.1.2.2.3 Comply with the requirements of the CAR and CATS applicable to them amended and promulgated from time to time.

7.1.2 DROPZONE CLASSIFICATIONS

- 7.1.2.1 PANAM approved DZO's are classified as either Student, Non-Student or Showjump Operations.
- 7.1.2.2 Student – May conduct student training in accordance with the PANAM MOP.
- 7.1.2.3 Non-Student – Only B licence and higher jumpers may jump at these operations.
- 7.1.2.4 Showjump – May only conduct showjumps at approved locations or dropzones.

7.1.3 RESPONSIBLE PERSON

- 7.1.3.1 All DZO's will nominate a Responsible Person.
- 7.1.3.2 This person is ultimately responsible for all safety at their operation. They will report directly to PANAM on all safety aspects.
- 7.1.3.3 The responsible person must be approved by PANAM's Safety Committee.
- 7.1.3.4 The DZO must notify PANAM immediately should they change their responsible person. This person must be approved by PANAM's Safety Committee.
- 7.1.3.5 Depending on the type of operation the responsible person will be known as:
 - Student – Chief Instructor

- Non-Student – Safety Officer
- Showjump – Showjump Officer

7.1.4 PANAM SAFETY COMMITTEE

7.1.4.1 PANAM's Safety Committee will consist of but it not limited to:

- PANAM Chairman
- PANAM National Safety and Training Officer (NSTO)
- PANAM Quality Assurance Manager

7.2 DROPZONE OPERATORS

7.2.1 NEW APPLICATIONS

7.2.1.1 All new DZO's must submit sufficient evidence that their intended operations will meet the requirements laid down in PANAM's MOP. Guidance can be found in Section 2 – Basic Safety Requirements.

7.2.1.2 The new DZO will nominate a responsible person. This person must have sufficient experience to be nominated and will be subject to review during the application.

7.2.1.3 PANAM's Safety Committee will review key safety aspects of the operation which could include but are not limited to:

- Procedures for storing operation records.
- Procedures for verifying all aircraft used by the operation meet the minimum safety requirements for skydiving.
- Procedures used to verify licencing.
- Procedures that will be used to clearly identify all specific landing areas.
- Procedures that will be implemented for student training (if applicable).
- Procedures that will be used for maintaining all equipment used.

7.2.1.4 Further guidance can be found in the PANAM MOP's and on Form QA-DZAPP

7.2.2 ANNUAL RENEWAL

7.2.2.1 All DZO's will be subject to a quality assurance audit to verify that operational safety aspects have been maintained during the approval period. The DZO is also required to re nominate their existing responsible person or notify PANAM of a newly elected person who will be reviewed during the audit.

7.2.2.2 The audit will include, but is not limited to:

- Procedures used by the responsible person for verifying licencing throughout the year.
- Procedures used by the responsible person to maintain sufficient proficiency during student training (if applicable).
- Procedures used by the responsible person when dealing with any non-compliance.
- Spot checks in key areas to verify all safety aspects have been maintained.

7.2.2.3 Further guidance can be found in the PANAM MOP's and on form QA-DZAA

7.2.2.4 Should a DZO fail to apply for their renewal within 6 months after expiry, the DZO must apply for a new dropzone application.

7.3 INCIDENTS, OCCURRENCES AND COMPLAINTS

7.3.1 Any incidents, occurrences or complaints of any nature must be brought to the attention of the Chairman/Accountable Officer and/or NSTO, as applicable, and be recorded by the Administration Officer.

- 7.3.2 Due to the demographic distribution of the PANAM Safety Committee, these items may be dealt with via electronic communication media and/or tabled at the next available physical meeting of the Safety Committee.
- 7.3.3 Results of the discussions and recommended remedial action will be recorded by the Administration Officer and be actioned by the relevant Safety Committee member for attention and distribution to the members, if necessary.
- 7.3.4 The same applies to any incident, occurrence and or complaint received from PANAM members relating to the Director and/or Designated Body.

7.4 MANAGEMENT ANALYSIS

- 7.4.1 Any data accumulated during an audit period will be analysed by the PANAM Safety Committee and be presented at a Safety Committee meeting prior to the AGM, as the need may arise.
- 7.4.2 Statistical data regarding membership levels, safety incidents, occurrences and complaints will be discussed at this meeting and analysed.

7.5 REVIEW PROCESS

- 7.5.1 Findings or deficiencies identified by the Safety Committee or other committee meetings will be actioned by assigning the finding to the relevant committee member for action.
- 7.5.2 A Corrective Action Plan (CAP) will be drafted for any findings or deficiencies.
- 7.5.3 The CAP will be signed off by the applicable committee member.
- 7.5.4 The CAP will be finally signed off by the Accountable Manager once resolved.

7.6 DOCUMENTATION

- 7.6.1 All quality assurance procedures must be correctly recorded by the PANAM Safety Committee.
- 7.6.2 At minimum the appropriate Quality Assurance Form must be completed and signed off by the Quality Assurance Manager and either the Chairman or NSTO once the review/audit/CAP is completed.
- 7.6.3 The appropriate form along with the DZO Application or Renewal will be filed together in PANAM's Admin File 1.
- 7.6.4 The PANAM Safety Committee are not limited to the guidelines in these forms and may perform additional checks if deemed necessary.
- 7.6.5 The following forms are applicable to the QAS:
 - Form 22a – DZO New Application
 - Form 22b – DZO Renewal
 - Form 22c – QAS CAP

8 MANUALS AND RECORDS

8.1 TECHNICAL AND REGULATORY DATA

- 8.1.1 The following manuals will be referenced by PANAM along with its MOP in order to meet the requirements necessary to establish procedures for aviation recreation:
 - 8.1.1.1 The Namibian Civil Aviation Regulations (NAM-CAR)
 - 8.1.1.2 The Namibian Civil Aviation Technical Standards (NAM-CATS)
 - 8.1.1.3 The Constitution of the Parachute Association of Namibia
- 8.1.2 The Management Council will maintain these manuals in accordance with the standards specified by the holder of the approval using the guidelines in NAM-CAT 149.02.13.

- 8.1.3 The Management Council will maintain a register of these manuals in PANAM Admin File1.

8.2 PANAM RECORDS

- 8.2.1 The PANAM Management Council will make use of the Forms in Section 19 of the PANAM MOP to collect information and records necessary for the aviation recreation.
- 8.2.2 These records will be maintained by the Administration Officer in the appropriate PANAM Files.
- 8.2.3 All PANAM records will be kept for 5 years.

9 COMMUNICATION

9.1 COMMUNICATION WITH MEMBERS IS DONE VIA:

- 9.1.1 Email – The PANAM Management Council will notify its paid up members of the following via email:
 - 9.1.1.1 Safety Communications
 - 9.1.1.2 Notice of upcoming AGM/SGM
 - 9.1.1.3 Any changed made to the MOP or any other applicable manuals
- 9.1.2 Website – the PANAM website contains comprehensive information for members

9.2 DISTRIBUTION OF IMPORTANT INFORMATION

This Manual of Procedure, together with any Annexures and any other important and regulatory documentation, is available to download from the Documents Library of the PANAM official website at www.panam.com.na