



**CIVIL AVIATION AUTHORITY OF MALAYSIA**  
**FLIGHT OPERATIONS DIVISION**  
**DANGEROUS GOODS UNIT**  
**APPLICATION FOR THE APPROVAL OF**  
**DANGEROUS GOODS MANUAL**

CAAM/BOP/3/06-1

### GENERAL INFORMATION

1. This form is for applications related to the approval of a Dangerous Goods Manual.
2. The form must be typewritten, complete, and bear the original company stamp.
3. All documents listed in the Checklist must be attached, clear, and legible; failure to provide a complete submission will result in processing delays or rejection.
4. All operators are subject to the Civil Aviation Regulations and the ICAO Technical Instructions (Doc 9284).
5. Submission of this form does not constitute official approval. The technical evaluation and manual review process is thorough and may take up to eighty (80) working days, depending on the complexity of the operation and the applicant's responsiveness to findings.
6. Completed applications may be submitted via email to:

**Civil Aviation Authority of Malaysia (CAAM)**

Dangerous Goods Unit,  
Flight Operations Division  
Level 2, Block Podium B, Precinct 4, 62618  
Putrajaya, MALAYSIA  
**Email / E-mel:** [ops.dg@caam.gov.my](mailto:ops.dg@caam.gov.my)  
**Tel:** 03 8871 4099 **Fax:** 03 8890 1641

**CAAM Bank Account:**

Public Islamic Bank  
3811 3402 15  
SWIFT Code: PBBEMYKL XXX



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**PART A – GENERAL INFORMATION**

Operator Name as per AOC	
Trading Name – DBA (if different)	
Address	
Operator Type	<input type="checkbox"/> DG Carrier <input type="checkbox"/> Non-DG Carrier <input type="checkbox"/> Postal Operator <input type="checkbox"/> Other
Submission Type	<input type="checkbox"/> Initial <input type="checkbox"/> Renewal <input type="checkbox"/> Revision
Accountable Manager	
DG Coordinator/ Responsible Person	
Mobile No.	
Email/ Fax	

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## PART B – COMPLIANCE QUESTIONNAIRE

1. Manual Administration & Control		Reference in Operator DG Manual (Page)
1.1	Is the manual endorsed and signed by the accountable personnel?	
1.2	Does the manual clearly define its scope, purpose, and applicability?	
1.3	Does it include a Table of Contents with page numbering?	
1.4	Are definitions, abbreviations, and references included?	
1.5	Does the manual describe amendment and revision control procedures?	
1.6	Are there a Record of Revisions and a List of Effective Pages?	
1.7	Are procedures for the distribution and withdrawal of obsolete copies established?	
1.8	Has someone been assigned responsibility for DGM?	
2. Regulatory Framework and References		
2.1	Does the manual reference the Civil Aviation Regulations 2016 (CAR 2016)?	
2.2	Are ICAO Doc 9284 and Annex 18 cited as governing standards?	
2.3	Are other references (IATA DGR, operator procedures, variations) listed?	
2.4	Are State and Operator Variations identified and explained?	
3. Dangerous Goods Policy and Scope		
3.1	Does the manual include a formal policy on carriage or non-carriage of DG?	
3.2	Are authorised DG classes and divisions clearly identified?	
3.3	Are forbidden or restricted DG listed with applicable reasons?	
3.4	Does the manual specify aircraft types and operations (cargo/passenger) authorised for DG?	
3.5	Are the COMAT (Company Material) policies described?	
3.6	Are operator-specific DG exceptions or special provisions included?	
3.7	Are procedures for CAAM exemption or special approval described?	

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4. Organisation and Responsibilities		Reference in Operator DG Manual (Page)
4.1	Does the manual include an organisation chart showing DG responsibilities?	
4.2	Are responsibilities defined for the Accountable Manager, DG Coordinator, and staff?	
4.3	Are DG coordinators identified at each station?	
4.4	Are duties and accountability for third-party handlers (CTO, GHA, agents) described?	
4.5	Are oversight and auditing procedures for these third parties included?	
4.6	Are DG responsibilities and risk management processes integrated into the operator's Safety Management System (SMS)?	
5. Training and Competency (CBTA)		
5.1	Is a CBTA programme established, with training categories based on staff functions as per CAGM 1881?	
5.2	Is recurrent training conducted at least once every 24 months?	
5.3	Is the person responsible for DG training identified?	
5.4	Are procedures for maintaining and reviewing training records described (min. 36 months)?	
5.5	Are third-party training providers listed and monitored for quality?	
5.6	Do staff performing DG functions hold a valid CAAM DG Card, and is the validity controlled?	
6. Dangerous Goods Acceptance Procedures		
6.1	Are acceptance procedures documented for all DG classes/divisions?	
6.2	Are acceptance checklists provided (non-RDG, RDG, dry ice, etc.)?	
6.3	Are documentation verification steps (AWB, DGD) clearly stated?	
6.4	Are rejection procedures and documentation defined?	
6.5	Are procedures in place to prevent non-compliant DG from entering the system?	



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<b>6. Dangerous Goods Acceptance Procedures</b>		Reference in Operator DG Manual (Page)
6.6	Are acceptance staff trained and authorised in accordance with CBTA, including third-party?	
6.7	Are procedures for informing shippers and agents of DG requirements included?	
<b>7. Storage, Segregation and Handling</b>		
7.1	Are DG storage and segregation requirements consistent with ICAO Table 9.3?	
7.2	Are incompatible DG segregated during storage and build-up?	
7.3	Are procedures for damaged or leaking DG packages defined?	
7.4	Are special storage instructions for radioactive and infectious substances included?	
7.5	Are procedures established to ensure segregation of incompatible DG (e.g. Class 8 with 4.2/4.3 or 5.1)?	
7.6	Are containment and leakage-prevention measures described for stored DG?	
7.7	Are storage, isolation, and TI limitations for radioactive materials defined (Class 7)?	
7.8	Are toxic substances (Class 6.1) prohibited from storage or loading with foodstuffs or edibles?	
7.9	Are loading procedures described to ensure compliance with Technical Instructions (segregation, inspection, compartment limits)?	
<b>8. Aircraft Loading and Transport</b>		
8.1	Are DG loading/unloading procedures described?	
8.2	Are compartment limitations for DG specified per aircraft type?	
8.3	Are maximum dry ice quantities per compartment stated?	
8.4	Are the inspection procedures before loading described?	
8.5	Are instructions provided for carriage of radioactive materials (CAO, TI limits)?	

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9. Notification to Captain (NOTOC)		Reference in Operator DG Manual (Page)
9.1	Are NOTOC preparation and approval procedures included?	
9.2	Does the NOTOC include all required information (UN No., class, qty, stowage location)?	
9.3	Does the loading supervisor sign NOTOCs?	
9.4	Are NOTOCs retained in accordance with regulatory timeframes?	
9.5	Are NOTOCs accessible to OCC and the flight crew?	
10. Provision for Passenger and Crew		
10.1	Are DG items permitted/prohibited in baggage clearly listed (ICAO Table 8-1/IATA Table 2.3.A)?	
10.2	Are procedures for passenger information and DG awareness described (posters, websites)?	
10.3	Are lithium battery restrictions for passengers/crew clearly explained?	
10.4	Are online ticketing and check-in systems configured to acknowledge DG restrictions?	
10.5	Are procedures in place for the disposal of prohibited DG?	
10.6	Are SOPs for mobility aids, medical devices, and firearms included?	
11. Company Material (COMAT)		
11.1	Does the manual include a policy on COMAT DG carriage?	
11.2	Are the COMAT packaging and documentation procedures described?	
11.3	Are responsible persons identified for COMAT shipments?	
11.4	Are COMAT records retained and reviewed?	
11.5	Are procedures established to identify aircraft components and consumable materials that contain or are classified as DG?	
11.6	Are handling, storage, and packaging procedures defined for DG COMAT within operator facilities?	
11.7	Are the responsible personnel trained and competent in recognition, movement, and safe handling of DG COMAT including third-party?	
11.8	Are COMAT documentation, recordkeeping, and accountability procedures clearly described and auditable?	



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<b>12. Recognition and Control of Undeclared Dangerous Goods</b>		Reference in Operator DG Manual (Page)
12.1	Are recognition methods for undeclared DG (e.g., x-ray, visual cues) defined?	
12.2	Are personnel trained to identify hidden DG?	
12.3	Are reporting procedures for undeclared DG established?	
12.4	Are the follow-up and investigation steps described?	
<b>13. Dangerous Goods Occurrence Reporting and Emergency Response</b>		
13.1	Are DG accidents, incidents, and occurrences defined in accordance with CAR/ICAO?	
13.2	Are emergency response procedures on the ground described?	
13.3	Are in-flight emergency response procedures described?	
13.4	Are lithium battery fire procedures detailed for cabin and cargo compartments?	
13.5	Are DG occurrence reporting procedures to CAAM and State of Occurrence described?	
13.6	Are emergency contact details provided for all locations?	
13.7	Are procedures for post-incident DG disposal described?	
13.8	Does the manual have a procedure to provide information without delay to emergency service responders about dangerous goods on board in the event of an accident or serious incident?	
<b>14. Dangerous Goods Security and Provision Information</b>		
14.1	Are DG security procedures aligned with the National Civil Aviation Security Programme (NCASP)?	
14.2	Have all personnel and third-party handlers been formally informed of the operator's DG approval status and limitations?	
14.3	Are DG information notices with battery visuals displayed at all cargo acceptance counters (operator / GHA)?	
14.4	Are passengers informed of DG restrictions at ticket purchase and online check-in, with their acknowledgement captured?	



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<b>15. Compliance Assurance and Audit</b>		Reference in Operator DG Manual (Page)
15.1	Are internal DG audits conducted periodically?	
15.2	Are audit results recorded, analysed, and followed up with corrective actions?	
15.3	Does management review DG performance at least annually?	
<b>16. Records Management</b>		
16.1	Are DG records retention periods defined for all document types?	
16.2	Are DG records stored securely and accessible to authorised personnel?	
16.3	Are digital records backed up and protected from modification or loss?	
<b>17. Appendices</b>		
17.1	Are sample forms (acceptance checklist, NOTOC, emergency contacts) included?	
17.2	Are variation summaries and emergency contact list up to date?	
17.3	Is the training matrix (roles vs training category) attached?	



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### **PART C – DECLARATION**

*I hereby declare that the information provided in the Dangerous Goods Manual submitted is true, complete, and in compliance with CAR 2016 and ICAO Doc 9284.*

Signature & Name  
(with company stamp)

Date

### **PART D – FOR CAAM USE ONLY**

Signature & Name of Officer /  
Official Stamp

Date

Remarks (if any)