



Civil Aviation  
Directive  
(CAD)

Civil Aviation Directive – 1406 Vol. I

# Helideck Certification and Surveillance

**HCS**  
Civil Aviation Authority of Malaysia

**Issue 01**  
Revision 00 – 18<sup>th</sup> March 2026

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## Introduction

In exercise of the powers conferred by Section 24O of the Civil Aviation Act 1969 [Act 3], the Chief Executive Officer makes this Civil Aviation Directive 1406 Volume I – Helideck Certification and Surveillance (“CAD 1406 Vol. I – HCS”), pursuant to Regulations 6, 9-15, 64 and 65 Civil Aviation (Aerodrome Operations) Regulations 2016 (CA(AO)R 2016) and Regulation 81(2) Civil Aviation Regulations 2016 (CAR 2016).

This CAD contains the standards, requirements and procedures pertaining to the certification and surveillance of aerodrome and its compliance with Civil Aviation (Aerodrome Operations) Regulations 2016 (CA(AO)R 2016). The standards and requirements in this CAD shall supplement the standards contained in the CAD 14 Vol. I – Aerodrome Design and Operations, CAD 14 Vol. II – Heliports and CAD 1406 Vol. II – Helideck Standards and Requirements.

This Civil Aviation Directive 1406 Volume I – Helideck Certification and Surveillance (“CAD 1406 Vol. I – HCS”) is published by the Chief Executive Officer under Section 24O of the Civil Aviation Act 1969 [Act 3] and comes into operation on 18 March 2026.

### Non-compliance with this CAD

Any person who contravenes any provision in this Directive commits an offence and shall on conviction be liable to the punishment under section 24O (2) of the Civil Aviation Act 1969 [Act 3] and/or under Civil Aviation (Aerodrome Operations) Regulations 2016.



**(Dato’ Captain Norazman Bin Mahmud)**  
Chief Executive Officer  
Civil Aviation Authority of Malaysia

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## Civil Aviation Directive Components and Editorial Practices

This Civil Aviation Directive is made up of the following components and are defined as follows:

**Standards:** Usually preceded by words such as “*shall*” or “*must*”, are any specification for physical characteristics, configuration, performance, personnel or procedure, where uniform application is necessary for the safety or regularity of air navigation and to which Operators must conform. In the event of impossibility of compliance, notification to the CAAM is compulsory.

**Recommended Practices:** Usually preceded by the words such as “*should*” or “*may*”, are any specification for physical characteristics, configuration, performance, personnel or procedure, where the uniform application is desirable in the interest of safety, regularity or efficiency of air navigation, and to which Operators will endeavour to conform.

**Appendices:** Material grouped separately for convenience but forms part of the Standards and Recommended Practices stipulated by the CAAM.

**Definitions:** Terms used in the Standards and Recommended Practices which are not self-explanatory in that they do not have accepted dictionary meanings. A definition does not have an independent status but is an essential part of each Standard and Recommended Practice in which the term is used, since a change in the meaning of the term would affect the specification.

**Tables and Figures:** These add to or illustrate a Standard or Recommended Practice and which are referred to therein, form part of the associated Standard or Recommended Practice and have the same status.

**Notes:** Included in the text, where appropriate, Notes give factual information or references bearing on the Standards or Recommended Practices in question but not constituting part of the Standards or Recommended Practices;

**Attachments:** Material supplementary to the Standards and Recommended Practices or included as a guide to their application.

It is to be noted that some Standards in this Civil Aviation Directive incorporates, by reference, other specifications having the status of Recommended Practices. In such cases, the text of the Recommended Practice becomes part of the Standard.

The units of measurement used in this document are in accordance with the International System of Units (SI) as specified in CAD 5. Where CAD 5 permits the use of non-SI alternative units, these are shown in parentheses following the basic units. Where two sets of units are quoted it must not be assumed that the pairs of values are equal and interchangeable. It may, however, be inferred that an equivalent level of safety is achieved when either set of units is used exclusively.

Any reference to a portion of this document, which is identified by a number and/or title, includes all subdivisions of that portion.

Throughout this Civil Aviation Directive, the use of the male gender should be understood to include male and female persons.





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## Table of Contents

<b>1</b>	<b>GENERAL</b> .....	<b>1-1</b>
1.1	CITATION .....	1-1
1.2	APPLICABILITY .....	1-1
1.3	REVOCATION .....	1-1
1.4	DEFINITION.....	1-1
<b>2</b>	<b>INTRODUCTION</b> .....	<b>2-1</b>
2.1	PURPOSE.....	2-1
<b>3</b>	<b>REGULATIONS ON AERODROME CERTIFICATION</b> .....	<b>3-1</b>
3.1	INTRODUCTION .....	3-1
3.2	REQUIREMENTS TO HOLD A CERTIFICATE OF AERODROME .....	3-1
3.3	APPLICATION FOR A CERTIFICATE OF AERODROME .....	3-1
3.4	ISSUANCE OF A CERTIFICATE OF AERODROME .....	3-1
3.5	SUSPENSION, VARIATION AND REVOCATION OF A CERTIFICATE OF AERODROME .....	3-1
3.6	CHANGES OF A CERTIFICATE OF AERODROME .....	3-1
3.7	RENEWAL OF A CERTIFICATE OF AERODROME .....	3-2
3.8	TRANSFER OF A CERTIFICATE OF AERODROME .....	3-2
3.9	SURRENDER OF A CERTIFICATE OF AERODROME.....	3-2
3.10	COMPLIANCE AND ENFORCEMENT .....	3-2
3.11	CHANGES TO REGULATIONS AND THEIR EFFECTS ON EXISTING AERODROMES.....	3-2
3.12	CONFLICT WITH OTHER REGULATIONS, DIRECTIVES AND GUIDANCE MATERIALS.....	3-3
3.13	DEVIATIONS FROM DIRECTIVES .....	3-3
<b>4</b>	<b>PROCESS AND REQUIREMENTS OF AERODROME CERTIFICATION</b> .....	<b>4-1</b>
4.1	INTRODUCTION .....	4-1
4.2	SCOPE OF AERODROME CERTIFICATION.....	4-1
4.3	AERODROME CERTIFICATION PROCESS.....	4-2
4.4	CONTINUED OVERSIGHT .....	4-5
4.5	VARIATION OF CERTIFICATE OF AERODROME.....	4-5
4.6	RENEWAL OF CERTIFICATE OF AERODROME .....	4-5
4.7	TRANSFER OF CERTIFICATE OF AERODROME .....	4-6
4.8	SURRENDER OF CERTIFICATE OF AERODROME.....	4-6
4.9	SUSPENSION/REVOCATION OF CERTIFICATE OF AERODROME .....	4-6
<b>5</b>	<b>HELIDECK OPERATOR REQUIREMENTS</b> .....	<b>5-1</b>
5.1	GENERAL.....	5-1
5.2	APPLICATION PROCESS .....	5-1
5.3	CERTIFICATE OF AERODROME RENEWAL .....	5-3
<b>6</b>	<b>HELIDECK OPERATIONS MANUAL</b> .....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
6.1	INTRODUCTION .....	6-1
6.2	FORMAT OF A HELIDECK OPERATIONS MANUAL .....	6-1
6.3	MAINTENANCE AND CONTROL OF HELIDECK OPERATIONS MANUAL .....	6-2
6.4	ISSUE, DISTRIBUTION AND AMENDMENT OF A HELIDECK OPERATIONS MANUAL .....	6-2
6.5	DOCUMENT AND RECORD MANAGEMENT .....	6-4
<b>7</b>	<b>HELIDECK AUDIT AND INSPECTION</b> .....	<b>7-1</b>



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7.1	INTRODUCTION .....	7-1
7.2	AUDIT/INSPECTION TYPES .....	7-1
7.3	HELIDECK AUDIT/INSPECTION ACTIVITIES .....	7-3
7.4	FINDINGS OF NON-COMPLIANCE.....	7-4
7.5	CORRECTIVE ACTION PLAN (CAP) .....	7-4
<b>8</b>	<b>APPENDICES .....</b>	<b>8-1</b>
8.1	APPENDIX 1 – HELIDECK OPERATIONS MANUAL .....	8-1

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## **1 General**

### **1.1 Citation**

1.1.1 These Directives are the Civil Aviation Directive 1406 Volume I – Helideck Certification and Surveillance (CAD 1406 Vol. I), Issue 01/Revision 00, and comes into operation on 18<sup>th</sup> March 2026.

1.1.2 This Directive will remain current until withdrawn or superseded.

### **1.2 Applicability**

1.2.1 This Directive shall apply for the certification and surveillance of aerodromes in accordance with CAD 14 Vol. I – Aerodrome Design and Operations, CAD 14 Vol. II – Heliports, and CAD 1406 Vol. II – Helideck Standards and Requirements.

### **1.3 Revocation**

1.3.1 This CAD revokes the Civil Aviation Directive 1406 – Helidecks Standards and Requirements (CAD 1406), Issue 01/Revision 00, dated 15<sup>th</sup> May 2022.

### **1.4 Definition**

1.4.1 For the definitions of this Directive, refer to CAD 14 Vol. I – Aerodrome Design and Operations, CAD 14 Vol. II – Heliports and CAD 1406 Vol. II – Helideck Standards and Requirements.



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## 2 Introduction

### 2.1 Purpose

#### 2.1.1 Directive of Helideck Certification and Surveillance.

2.1.1.1 This Directive issued by the Chief Executive Officer (CEO) of CAAM, sets out the requirement for an applicant/aerodrome operator to obtain or retain a Certificate of Aerodrome (CoA), in compliance with the Civil Aviation (Aerodrome Operations) Regulations 2016 concerning aerodromes. These regulations are based on the Standards stipulated in CAD 14 Vol. I – Aerodrome Design and Operations, CAD 14 Vol. II – Heliports and CAD 1406 Vol. II – Helideck Standards and Requirements.

2.1.1.2 In this regard, this Directive provides the relevant information on aerodrome certification as follows:

- a) Regulation on aerodrome certification;
- b) Processes and requirements of aerodrome certification;
- c) Helideck operator requirements;
- d) Helideck Operations Manual; and
- e) Helideck audit and inspection.

2.1.1.3 CAAM shall be satisfied that the helideck conforms with this Directive, and that the helideck will offer a safe environment for the operation of the aircrafts that it is intended for and that the aerodrome operator has the necessary competence and experience to operate and maintain the helideck, before granting a CoA.



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## **3 Regulations on Aerodrome Certification**

### **3.1 Introduction**

3.1.1 All relevant aspects of aerodrome certification are based on the Regulation 6 of Civil Aviation (Aerodrome Operations) Regulation 2016.

### **3.2 Requirements to hold a Certificate of Aerodrome**

3.2.1 The requirement for the operator of an aerodrome to hold a Certificate of Aerodrome is stipulated in Regulation 6(1) of Civil Aviation (Aerodrome Operations) Regulation 2016.

### **3.3 Application for a Certificate of Aerodrome**

3.3.1 Regulation 6(2) of Civil Aviation (Aerodrome Operations) Regulations 2016 stipulates that an application for a Certificate of Aerodrome shall be made to the Authority (hereinafter, referred to as CAAM) in the form and manner as may be determined by the CEO.

### **3.4 Issuance of a Certificate of Aerodrome**

3.4.1 Regulation 6(3) of Civil Aviation (Aerodrome Operations) Regulations 2016 stipulates that CAAM may issue a Certificate of Aerodrome if CAAM is satisfied that the applicant/aerodrome operator has fulfilled with provision 3.3 of this Directive.

### **3.5 Suspension, variation and revocation of a Certificate of Aerodrome**

3.5.1 CAAM as the case may be, may suspend, vary or revoke the Certificate of Aerodrome issued if the person/holder of certificate contravenes any term and conditions of the certificate, contravenes any provision of the Act or this regulation, the certificate was obtained by fraud or misrepresentation or in the event of the death, incapacity, bankruptcy of the person/holder of certificate as stipulated in Regulation 64(1) of Civil Aviation (Aerodrome Operations) Regulations 2016.

### **3.6 Changes of a Certificate of Aerodrome**

3.6.1 Regulation 9 of Civil Aviation (Aerodrome Operations) Regulations 2016 stipulates that changes in the Certificate of Aerodrome shall be informed to CAAM in writing for any changes in:

- a) business address appearing on the Certificate of Aerodrome within fourteen days before the date of change of the business address; and
- b) the mailing address appearing on the Certificate of Aerodrome upon change of the mailing address.

### **3.7 Renewal of a Certificate of Aerodrome**

- 3.7.1 Regulation 6(5) of Civil Aviation (Aerodrome Operations) Regulations 2016 stipulates that an application to renew a Certificate of Aerodrome shall be made in writing to CAAM and shall be made not less than sixty (60) days before the date of expiration of the Certificate of Aerodrome and in accordance with provision 4 of this Directive.

### **3.8 Transfer of a Certificate of Aerodrome**

- 3.8.1 A Certificate of Aerodrome issued shall not be transferred or assigned to any other person as stipulated in Regulation 10 of Civil Aviation (Aerodrome Operations) Regulations 2016.

### **3.9 Surrender of a Certificate of Aerodrome**

- 3.9.1 Regulation 11(1) of Civil Aviation (Aerodrome Operations) Regulations 2016 stipulates that the holder of the certificate may surrender the certificate by giving a written notice to the Minister of Transport Malaysia or CAAM not less than ninety (90) days before the proposed date of surrender.
- 3.9.2 If the Minister of Transport Malaysia or CAAM, as the case may be, allows the surrender of the certificate, the surrender shall take effect six (6) months from the date the Minister of Transport Malaysia or CAAM receives the written notice or on such date as may be determined by the Minister of Transport Malaysia or CAAM.
- 3.9.3 The surrender of the certificate under provision 3.9.1 of this Directive shall be irrevocable unless CAAM allows the surrender to be withdrawn.

### **3.10 Compliance and Enforcement**

- 3.10.1 A holder of certificate shall comply with the Civil Aviation Act 1969 [Act 3] and Civil Aviation (Aerodrome Operations) Regulations 2016 or otherwise which may result in the suspension of operations, in whole or in part, or suspension, variation or revocation of Certificate of Aerodrome by the power vested in the by the following Civil Aviation (Aerodrome Operations) Regulation 2016.

### **3.11 Changes to Regulations and their Effects on Existing Aerodromes**

- 3.11.1 In the event of a change in the Aerodrome Regulations and/or Directives, in the interim, and unless otherwise directed by CAAM, aerodrome's existing facility that does not meet the new requirements specified in the Regulations must continue to comply with the standards that were applicable to it under the conditions of the issuance of its Certificate of Aerodrome. In this case, a gap analysis and timescales for compliance or an aeronautical study / safety risk assessment must be submitted to CAAM.

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*Note. – The Safety Risk Assessment should be prepared by the trained personnel.*

### **3.12 Conflict with other regulations, directives and guidance materials**

- 3.12.1 Compliance with the requirements specified in the regulation, directives and guidance materials relevant to aerodromes does not absolve an aerodrome operator from obligations in respect of requirements prescribed by other government or statutory authorities.

### **3.13 Deviations from Directives**

- 3.13.1 Where an aerodrome operator is not able to comply with any standard stipulated in the relevant Civil Aviation Directives, that aerodrome operator shall conduct appropriate safety risk assessment and/or aeronautical studies to assess the impact of deviations from the standards. The purpose of such studies is to present alternative means of ensuring the safety of aircraft operations, to estimate the effectiveness of each alternative and to recommend procedures to compensate for the deviation.

*Note – Further guidance for the safety risk assessment can be found in CAGM 1404 – Safety Assessments for Aerodrome.*

- 3.13.2 In some instances, the only reasonable means of providing an equivalent level of safety is to adopt suitable procedures as a condition of certification. However, a cautionary advice must be published in the appropriate AIS publications.



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## **4 Process and Requirements of Aerodrome Certification**

### **4.1 Introduction**

4.1.1 This chapter describes the processes and requirements for the certification of an aerodrome.

4.1.2 The certification process is designed to ensure that an applicant/aerodrome operator understands the requirements and is capable of meeting them. When satisfactorily completed, the certification process would ensure that the applicant/aerodrome operator is able to comply with the applicable requirements.

4.1.3 Under no circumstances will an aerodrome be certificated until CAAM is assured that the applicant/aerodrome operator is capable of fulfilling responsibilities and complying with the regulations, directives and guidance materials in an appropriate and continuing manner. The aerodrome certification process only addresses the aviation safety aspect of the aerodrome. It is the responsibility of the applicant to ensure that the use of the site as an aerodrome is in compliance with other local statutory requirements such as but not limited to land-use or environment regulations. The CoA does not absolve the applicant from observing such requirements.

### **4.2 Scope of aerodrome certification**

4.2.1 The scope of aerodrome certification covers all relevant specifications established through the regulatory framework applicable to the aerodrome, which includes at least the following subjects:

- a) compliance of the aerodrome infrastructure with the applicable regulations for the operations the aerodrome is intended to serve;
- b) the operational procedures and their day-to-day operations, when applicable, concerning:
  - 1) aerodrome data and reporting;
  - 2) access to the movement area;
  - 3) aerodrome emergency plan;
  - 4) rescue and firefighting;
  - 5) inspection of the movement area and obstacle limitation surfaces (OLS);
  - 6) hazardous meteorological conditions;
  - 7) visual aids and aerodrome electrical systems;
  - 8) safety during aerodrome works;
  - 9) low visibility operations;
  - 10) compliance of the Safety Management System with applicable regulations;
  - 11) reporting of helideck surface conditions.

### 4.3 Aerodrome certification process

4.3.1 The aerodrome certification process provides for interaction between the applicant/ aerodrome operator and CAAM, from initial inquiry to final approval or denial. This certification process consists of:

- a) Pre-application Phase;
- b) Formal Application Phase;
- c) Document Evaluation Phase;
- d) Demonstration, Audit and Inspection Phase;
- e) Certification Phase;

4.3.2 Some phases of certification process may be combined depending on the size and complexity of the aerodrome operation.

#### 4.3.3 Phase One (1) – Pre-application

4.3.3.1 This pre-application phase commences when an applicant/aerodrome operator makes initial inquiries to apply for a CoA.

4.3.3.2 The pre-application phase may not be omitted, but it may be shortened if the applicant/aerodrome operator is familiar with the requirements of the Aerodrome Regulations and Directives.

4.3.3.3 The applicant/aerodrome operator and his personnel must be made aware of their responsibilities during the certification process. It is to their benefits to submit required items as soon as they become available and to notify CAAM immediately of any problems or changes in the proposed operation.

#### 4.3.4 Phase Two (2) – Formal application

4.3.4.1 For the application of CoA (Helideck), the applicant shall submit but not limited to:

- a) Completed application form CAAM/ANSA/COA/01;
- b) Completed aerodrome manual checklist CAAM/ANSA/AM/01;
- c) Helideck Operations Manual (HOM);
- d) Emergency Response Procedure (ERP);
- e) Safety Management System (SMS) Manual;
- f) Completed company profile;
- g) Proof of payment; and

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- h) Letter of nominated Helideck Inspection Company (HIC).
- 4.3.4.2 The CEO of CAAM may require other documentations to facilitate the assessment of application.
- 4.3.4.3 For renewal application, applicant/aerodrome operator shall submit the application no later than four months before the expiry date.
- 4.3.4.4 The application for the CoA shall be accompanied by the prescribed fee specified in the Civil Aviation (Fees and Charges) Regulation 2016.
- 4.3.4.5 The operator will receive a list of approved Helideck Inspection Companies for inspection once CAAM is satisfied with the formal application phase.
- 4.3.4.6 Period of time will be given to the applicant/aerodrome operator to complete the CQs, before execution of Phase 4 – Demonstration, Audit and Inspection phase.
- 4.3.4.7 The interval between application and grant of a certificate may depend upon matters within or outside the control of the applicant and no undertaking can be given that CAAM will be able to reach a decision within a particular time period.
- 4.3.5 Phase Three (3) – Document Evaluation
- 4.3.5.1 The purpose of the Document Evaluation Phase is to assess all required documents to ensure full compliance with the Civil Aviation (Aerodrome Operations) Regulations 2016 and Directives applicable to the scale of the proposed aerodrome operations.
- 4.3.5.2 Upon completion of Phase 3, the applicant/aerodrome operator will be granted access to the Compliance Questionnaires (CQs) through the CAAM Enhanced Compliance Oversight (ECO) System or any other means as determined by CAAM. The CQs consist of a series of questionnaires organised into distinct protocols, developed based on relevant directives published by CAAM.
- 4.3.6 Phase Four (4) – Demonstration Audit and Inspection
- 4.3.6.1 Prior to the commencement of the audit and inspection, it is important that the Helideck Operations Manual, associated manual(s) and any additional material/document requested by CAAM must be provided, and the applicable fee must be paid.
- 4.3.6.2 The scope of audit and inspection covers the subjects included in the manuals in order to confirm that the helideck operations are carried out effectively in accordance with the applicable regulation and procedures described in the manuals.

- 4.3.6.3 If the aerodrome operator is not directly responsible for some of the activities within the scope of certification, the on-site verification ensures that there is appropriate coordination between the aerodrome operator and the other stakeholders.
- 4.3.6.4 The aerodrome operator shall allow the CAAM Inspector/Helideck Inspector to access and inspect any of the aerodrome or any aerodrome facilities, including equipment, records and documents, during the certification audit.
- 4.3.6.5 The aerodrome operator shall cooperate and facilitate with the CAAM Inspector/Helideck inspector in certification audit, and relevant applicant's personnel shall be made available to facilitate the audit.
- 4.3.6.6 The inspection report shall remain valid for a period of three (3) months from the date the inspection was conducted.
- 4.3.7 Phase Five (5) – Certification
- 4.3.7.1 The Certification Phase covers the final assessment of the previous phases, resulting in the issuance of a certificate and promulgation of the data, information and certification status of the aerodrome.
- 4.3.7.2 Prior granting a CoA, CAAM must be satisfied that:
- a) the applicant employs the necessary competence and experience personnel to operate and maintain the aerodrome;
  - b) the Helideck Operations Manual and other required documents prepared and submitted with the application contains all the relevant information;
  - c) the helideck facilities, services and equipment are in accordance with the standards and practices specified in CAD 14 Vol I, CAD 14 Vol II, CAD 1406 Vol II;
  - d) the helideck operating procedures make satisfactory provision for the safety of aircraft; and
  - e) an acceptable safety management system (SMS) is in place at the aerodrome. (*where applicable*)
- 4.3.8 Validity of Certificate of Aerodrome
- 4.3.8.1 A CoA is valid up to a maximum of (4) four years. For the initial grant of a CoA, the period of validity shall be a maximum of two (2) years. The date of issuance and an expiry date are to be entered on the CoA.
- 4.3.8.2 A CoA shall remain in force for a period as stated in the certificate, unless it is earlier suspended, varied, or revoked.

4.3.8.3 Any certificate expired for more than three (3) years shall be deemed invalid for renewal and require an initial certification process prior to resuming helideck operations.

4.3.9 Nominated Post Holder (NPH)

4.3.9.1 The aerodrome operator shall identify the key personnel responsible for the safe conduct of the aerodrome. Their positions, responsibilities, functions, accountabilities and authorities are to be clearly defined.

4.3.9.2 The aerodrome operator shall submit the nomination of NPH to CAAM and details of the process and requirement of NPH for aerodrome key positions are available in CAGM 1417 – Aerodrome Nominated Post Holder.

#### **4.4 Continued Oversight**

4.4.1 Introduction

4.4.1.1 Upon granting the certificate to the aerodrome operator, CAAM/HIC will continue its safety oversight in order to ensure that the compliance with the relevant Directives and other conditions stated in the CoA are being adhered to.

4.4.2 Surveillance Audit

4.4.2.1 Refer to Paragraph 7.2.3 of this CAD for Surveillance Audit.

#### **4.5 Variation of Certificate of Aerodrome**

4.5.1 CAAM may change or vary the CoA when there is a change in the use or operation of the aerodrome.

4.5.2 The aerodrome operator shall apply for variation of CoA to CAAM when there is:

- a) a change of aerodrome name;
- b) a change of helideck physical;
- c) a change of helideck operations; or
- d) a change of helideck environs.

#### **4.6 Renewal of Certificate of Aerodrome**

4.6.1 An application to renew a CoA shall be in accordance with provision 4.3 of this Directive.

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#### **4.7 Transfer of Certificate of Aerodrome**

4.7.1 The CoA shall not be transferable to any other person.

#### **4.8 Surrender of Certificate of Aerodrome**

4.8.1 If the aerodrome is to be closed to all traffic, the aerodrome operator shall take sufficient safety measures such as removal of windsocks and markings, the provision of closed markings, unserviceability markers and such other visual aids as necessary.

#### **4.9 Suspension/Revocation of Certificate of Aerodrome**

4.9.1 CAAM may suspend, vary or revoke the certificate granted at any time where the certificate holder fails to comply with the provisions set forth in the Civil Aviation Act, Civil Aviation (Aerodrome Operations) Regulations 2016 or Civil Aviation Directives.

4.9.2 A suspension or revocation of an aerodrome certificate shall take effect from the date specified in the notice of suspension, variation or revocation.

4.9.3 **Suspension** – It is a temporary enforcement action and it can be reinstated.

4.9.4 **Revocation** – This enforcement action is a potentially permanent removal of privileges to operate the public aerodrome.

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## 5 Helideck Operator Requirements

### 5.1 General

5.1.1 Helideck owners / operators are required to demonstrate compliance with CAD 1406 Vol. II – Helideck Standards and Requirements (HSR) and the appropriate requirements in CAD 14 Vol II for the design criteria and infrastructure. Demonstration of compliance is required prior to operating or leasing the facility to the helideck owners / operators.

5.1.2 Helideck operators shall:

- a) possess a valid CoA before beginning of helideck operations;
- b) have an effective aviation-based safety management system (SMS) and to be able to demonstrate compliance with relevant Regulations and this CAD;
- c) have the necessary competence and experience to operate and maintain the helideck, before being granted a CoA;
- d) ensure the helideck is maintained to comply with all aviation regulations and industrial standards;
- e) provide access to all safety related documents for the purpose of safety oversight and provision of evidence of compliance to the Helideck Inspection Company (and to CAAM on request);
- f) employ adequate number of qualified, trained and skilled personnel who possess valid certificates for helideck and helicopter operations; and
- g) arrange for an inspection of the helideck, its facilities and equipment. The Helideck Inspection Report shall be retained until the next Certification;

5.1.3 The helicopter operators as holders of Air Operators Certificates (AOC) are to ensure that the landing area meets minimum safety requirements for their helicopter's operation. If major non - compliance and deficiencies in the facilities existed, the helicopter operators may decide not to land at the helideck.

### 5.2 Application Process

5.2.1 An application for the issuance of a CoA shall be made using CAAM/ANSA/COA/1 application form.

5.2.2 The organisation who intends to apply for CoA shall be subject to the process as follows-

- a) Pre-application phase

- 1) Pre-application phase is an introductory process where the organisation/operator, who intends to acquire an approval from CAAM, shall be briefed on the procedures and processes involved prior to the approval.
  - 2) The operator shall provide a reasonable timeline that covers all related aspects of the processes until their expected date of getting the approval. CAAM may advise on the duration of the process and may advise further on the timeline.
  - 3) The operator, at this phase, shall provide CAAM with a set of a company profile that contains the information but not limited to the status of the operator, place of business, organisation structure, proposed helideck to be operated, relevant training to be conducted, trainers or instructors, facilities and requirements and any other information that could assist the organisation's evaluation.
  - 4) The operator will be advised to further submit the formal application if the CAAM is satisfied with the pre-application phase.
- b) Formal application phase
- 1) This stage is a formal application process where the operator will submit all required documents to CAAM.
  - 2) The operator shall submit the application form CAAM/ANSA/COA/1.
  - 3) The operator shall submit a complete exposition that includes an organisation chart and a functional chart, documenting key personnel's responsibilities and accountabilities.
  - 4) The operator shall nominate the accountable manager who shall have administrative authority to ensure that all helideck operations are in accordance with this Directive.
  - 5) Application form together with all the required documents shall be submitted to:  
  
CIVIL AVIATION AUTHORITY OF MALAYSIA  
No. 27, Persiaran Perdana, Aras 1-4  
Blok Podium, Presint 4  
62618 Wilayah Persekutuan Putrajaya  
Malaysia
  - 6) Once CAAM is satisfied with the formal application phase, a list of approved HIC will be provided to the operator for certification inspection.
- c) Document evaluation phase
- 1) This is the phase where the HIC and CAAM will review the operator submitted documents.

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- 2) CAAM will conduct assessment(s) on the accountable manager, trainer or instructor, facilities and requirements.
- d) Inspection phase
    - 1) The operator shall ensure that at this phase they are ready for the inspection. This is where the evaluation of the operator will be performed by the HIC.
  - e) Approval phase.
    - 1) Once the demonstration and inspection phase completed and the relevant inspection reports are made available to CAAM, the organisation may, upon meeting the requirements to CAAM's satisfaction on compliance to Regulations and CAD, be issued with the Helideck CoA.
- 5.2.3 The operator once certified to operate a helideck, shall be subjected to safety oversight by the HIC or when required, by CAAM.
- 5.2.4 For mobile installation with valid CAAM CoA which has exit Malaysia Waters, on-site revalidation by CAAM certified inspector prior aerodrome recommencement is required.
- 5.2.5 Any mobile installation with helideck facilities that transits in and out of Malaysian territorial waters or undergoes a change in operational location must promptly notify CAAM.

### 5.3 Certificate of Aerodrome renewal

- 5.3.1 Helideck operators shall not use the same helideck inspection company for consecutive certification for the same helideck to ensure impartiality.

*Note 1. – As of 15<sup>th</sup> of May 2022, companies that have awarded long term contract(s) to a particular HIC, may continue the agreement until the expiry of the current agreement.*

*Note 2. – It is recommended for operators not to enter long term agreements with individual HIC's as to avoid non-compliance of provision 5.3.1 of this CAD.*

*Note 3. – Contract extensions can only be made a maximum of 1 time and not exceeding 2 years.*



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## **6 Helideck Operations Manual**

### **6.1 Introduction**

- 6.1.1 As part of the certification process, the Helideck Operations Manual which will include all pertinent information on the helideck site, facilities, services, equipment, operating procedures, organisation and management including a safety management system, must be submitted by an applicant/aerodrome operator prior to granting a CoA.
- 6.1.2 Information provided in the Helideck Operations Manual will enable CAAM Inspector/Helideck Inspector to assess the suitability of the aerodrome for the aircraft operations proposed and to judge the applicant's/aerodrome operator's fitness to hold a CoA. It is also the basic reference guide for conducting site audits and inspections for granting a CoA, and for subsequent safety oversight surveillance of the helideck to be carried out by CAAM Inspector/ Helideck Inspector at regular intervals.
- 6.1.3 The purpose of the Helideck Operations Manual is also to provide all such information and instructions as may be necessary to enable the helideck operating personnel to effectively perform their duties in ensuring that the helideck is safe for use by aircraft. To achieve this aim, the Helideck Operations Manual shall contain instructions for operating procedures from the aerodrome operator to his operational personnel, including contractors and agents working for the aerodrome operator, as well as details of organisation structure such as key operational personnel and their areas of responsibility.

### **6.2 Format of a Helideck Operations Manual**

- 6.2.1 A Helideck Operations Manual shall consist of a document covering all matters that need to be addressed, as well as relevant supporting documents and manuals for aerodrome operations that are referred to in the Helideck Operations Manual. The contents of Aerodrome Manual are listed in Appendix 1, which provides the minimum requirement to be included in a Helideck Operations Manual.
- 6.2.2 The Helideck Operations Manual may be supplemented by other documents and manuals, circulars, notices and instructions issued by the aerodrome operator on helideck operational matters from time to time. The contents of these supplementary materials shall be incorporated into the main Helideck Operations Manual if they are permanent in nature.
- 6.2.3 The Helideck Operations Manual is a 'living document' and subject to frequent amendment. As such it shall be contained in a binder designed to facilitate easy amendment. The page and paragraph numbering system shall also be designed to allow for easy addition and deletion of information. Information regarding each

amendment record, the amendment history and a list of effective pages shall be included in each copy of the Helideck Operations Manual.

- 6.2.4 As a working and reference document for aerodrome operational personnel, the Helideck Operations Manual must be user-friendly. The information and instructions contained therein must be clear, concise and unambiguous. The aerodrome operator shall ensure that the Helideck Operations Manual prepared for his aerodrome addresses the required contents clearly and comprehensively. CAAM reserves the right to reject a Helideck Operations Manual and/or to request amendment to the Helideck Operations Manual if it, or any part of it, is found to be unacceptable, incomplete or inadequate.

### **6.3 Maintenance and control of Helideck Operations Manual**

- 6.3.1 Regulation 6(2)(b) of the Civil Aviation (Aerodrome Operations) Regulation 2016 requires an aerodrome operator to:
- a) produce a Helideck Operations Manual for his aerodrome and provide CAAM with a copy thereof which is kept complete and current;
  - b) keep at least one complete and current copy of the Helideck Operations Manual at the aerodrome and, if the aerodrome is not his principal place of business, keep another such copy of the Helideck Operations Manual at his principal place of business;
  - c) make the Helideck Operations Manual available for inspection by any CAAM Inspector/Helideck Inspector;
  - d) make such amendment or addition to the Helideck Operations Manual as CAAM may require for:
    - 1) maintaining the accuracy of the Helideck Operations Manual;
    - 2) ensuring the safe and efficient operation of aircraft at the aerodrome; or
    - 3) ensuring the safety of air navigation.

### **6.4 Issue, distribution and amendment of a Helideck Operations Manual**

- 6.4.1 The Helideck Operations Manual is an important safety document and must be issued under the authority of the aerodrome operator and signed by the senior executive of the organisation. Any amendments to the Helideck Operations Manual shall be approved by the aerodrome operator, or his delegate.
- 6.4.2 Copies of relevant sections of the Helideck Operations Manual shall be made available to each supervisory member of the helideck operating personnel including those employed by the operator's contractors or agents, where relevant, so that each member of the helideck operating personnel:

- a) is aware of the contents of every part of the Helideck Operations Manual relevant to his duties; and
- b) is aware of the requirement to undertake duties in conformity with the relevant provisions of the Helideck Operations Manual.

6.4.3 For this manual, helideck operating personnel shall mean all persons, whether or not employed directly by the aerodrome operator, who in the course of their duties are:

- a) concerned with ensuring that the helideck is safe for use by aircraft; or
- b) required to have access to the helideck manoeuvring area.

6.4.4 In addition, sufficient copies of the Helideck Operations Manual should be placed at the aerodrome operator's library and at the workplace of other relevant operating personnel concerned.

6.4.5 Apart from submission of the Helideck Operations Manual to CAAM and internal distribution of copies to relevant operating personnel, copies of the Helideck Operations Manual (or relevant parts of it) should also be made available to other external parties who have a part to play in helideck safety procedures. In particular, the helideck emergency section of the Helideck Operations Manual should also be extended to all external parties (e.g. Ministry of Defence, Royal Police of Malaysia, Fire and Rescue Department of Malaysia or Ministry of Health) involved in the Emergency Response Procedure.

6.4.6 The Helideck Operations Manual shall be a controlled document. An aerodrome operator shall appoint a document controller to be responsible for updating and distributing its Helideck Operations Manual. Each copy of the Helideck Operations Manual shall be numbered, and a list of their holders maintained by the document controller. Amendments shall be recorded on the amendment page in each copy.

6.4.7 Each holder of the Helideck Operations Manual shall be responsible for ensuring that his copy is kept up to date. For copies intended for common use, a person shall be designated to look after amendments of those copies.

6.4.8 Manuscript amendments by hand to the Helideck Operations Manual are not acceptable. Changes or additions shall be made by an additional or replacement page suitably dated. If the amendment affects the action of external parties, an acknowledgement slip shall be requested from each external party concerned when amendments are circulated to confirm that each party concerned has received and taken notice of the amendment.

6.4.9 The aerodrome operator shall make prompt amendments to the Helideck Operations Manual when there are updates to any part of the contents of the

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Helideck Operations Manual or, when required by CAAM upon review of the Helideck Operations Manual or any proposed updates or amendments. Such amendments required by CAAM shall be binding on the aerodrome operator.

## **6.5 Document and record management**

### **6.5.1 Forms, documents and records**

6.5.1.1 An aerodrome operator shall provide various official forms and records for use by his operational personnel. Unless the use of such forms is self-explanatory, instructions for their completion shall be included in the Helideck Operations Manual. Copies and records of the safety related forms such as forms for the inspection of helideck surface, equipment, marking, lighting etc. shall be available to all relevant personnel who need to use them.

## **7 Helideck Audit and Inspection**

### **7.1 Introduction**

7.1.1 Audit and Inspection are the main tools available for CAAM to ensure helideck meet regulations and maintain a safe operating environment and are operated and managed competently. CAAM may initiate an audit/inspection at any time in response to adverse safety trends, accidents/incidents and during or after a significant change in helideck infrastructure, operation, system, or organisation.

7.1.2 Audit – An in-depth review of the activities of an organisation to verify conformance to regulations and standards.

7.1.3 Inspection – The basic activity involving examination of a specific characteristic of an aerodrome operator.

### **7.2 Audit/inspection types**

7.2.1 The type of inspection/audit is determined by the circumstances under which the inspection/audit is convened. There are 3 types of aerodrome operator inspections/audits:

- a) Initial Certification Audit/Inspection,
- b) Renewal/Surveillance Audit/Inspection, and
- c) Special-purpose Audit/Inspection.

#### **7.2.2 Initial certification audit/inspection**

7.2.2.1 The initial certification audit/inspection consists of checking compliance of documents and information provided by aerodrome operators with the requirements of Regulation 6 of the Civil Aviation (Aerodrome Operations) Regulation 2016 followed by on-site verification, including physical characteristics, facilities, equipment, personnel and operating procedures for issuing a CoA.

7.2.2.2 All aspects of the helideck operations, including the management structure, adequacy and competency of operations and maintenance personnel, arrangements and provisions for their training, helideck site, facilities, equipment, related services and operating procedures, etc. will be assessed in relation to the scale, scope and circumstances of the applicant's proposed operations.

#### **7.2.3 Surveillance audit/inspection**

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- 7.2.3.1 Once an aerodrome operator has been issued a CoA, a surveillance inspection/audit will be conducted to ensure that the certificate holder meet their obligations under the terms of the certificate as set out in conditions, limitations and certification requirements.
- 7.2.3.2 The audit/inspection interval will be determined by CAAM, depending upon the complexity and compliance and safety record of the aerodrome – also known as risk-based oversight.
- 7.2.3.3 After the issuance of the CoA, surveillance audit shall be carried out as below:
- a) For CoA with less than 2 years' validity - annually
  - b) For CoA of 2 years' validity - within 12 months
  - c) For CoA of 3 years' validity - within 18 months
  - d) For CoA of 4 years' validity - within 24 months
- Note 1 - Surveillance audit not to be carried out in the year of the renewal certification.*
- Note 2 - Helideck with CoA of 3 or 4 years' validity shall submit a Self-Assessment to CAAM. Self-Assessment shall not to be carried out in the year in which of the renewal and surveillance audit conducted.*
- 7.2.3.4 The helideck surveillance audit shall consist of but not limited to:
- a) Announced Scheduled audit/inspection;
  - b) Announced Non-scheduled audit/inspection;
  - c) Unannounced Scheduled audit/inspection; or
  - d) Unannounced Non-scheduled audit/inspection.
- 7.2.3.5 The aerodrome operator shall allow CAAM Inspector/Helideck Inspector to access and inspect any of the helideck or any helideck facilities, including equipment, records and documents, during the surveillance audit/inspection.
- 7.2.3.6 The aerodrome operator shall cooperate and facilitate with CAAM Inspector/Helideck Inspector in surveillance audit/inspection, and relevant applicant's personnel shall be made available to facilitate the audit/inspection.
- 7.2.3.7 Surveillance audit/inspection process
- 7.2.3.7.1 The helideck surveillance audit process consists of:
- a) Document Evaluation Phase; and
  - b) Demonstration Audit and Inspection Phase.

## 7.2.4 Special-purpose inspection/audit

7.2.4.1 A special-purpose inspection/audit is one conducted to respond to special circumstances other than those requiring an initial certification or surveillance inspection/audit. A special-purpose inspection/audit may be convened with little or no notice and focus on specific areas of concern arising from safety issues.

7.2.4.2 A “no-notice” audit may preclude certain team-member activities and responsibilities that would be normally associated with other types of audits. Alternatively, a special purpose audit may be necessitated by a significant change in operation or planned development of the helideck, or after removal of wreckage to ensure safe helideck operations.

## 7.3 Helideck audit/inspection activities

7.3.1 The following activities may be performed during inspection and audit of helideck:

- a) Off-site Verification Activities
- b) On-site Verification Activities

### 7.3.2 Off-site verification activities

7.3.2.1 Off-site verification refers to the process of reviewing the document and information that are provided by the applicant/aerodrome operator. Off-site verification can be conducted during both Document Evaluation Phase and Demonstration, Audit and Inspection Phase. It provides CAAM inspector/Helideck Inspector with information about both current and impending issues within the helideck that may not have been otherwise detected until the next on-site verification. The off-site verification allows CAAM inspector/Helideck Inspector to evaluate the effectiveness of implemented corrective action(s) of the identified finding of non-compliance without an on-site verification activity.

### 7.3.3 On-site verification activities

7.3.3.1 The term “on-site” means that the inspection takes place wherever the subject of the inspection happens to be located. The scope of inspection and audit of helideck operations and SMS sometimes extends to all users/stakeholders of helideck, including fixed-base operators, ground handling agencies and other organisations that perform activities independently at the helideck in relation to flight or aircraft handling.

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## 7.4 Findings of non-compliance

- 7.4.1 An audit/inspection finding is a non-compliance with a particular regulation and/or standard. It is generated in an off-site or on-site verification activity as a result of a lack of compliance with applicable in the Civil Aviation (Aerodrome Operations) Regulations 2016 and/or a lack of application of CAAM directives/guidance material or good aviation safety practices. The lack of compliance is expressed in terms of one or more deficiencies.
- 7.4.2 All findings of non-compliance identified by the CAAM Inspector shall be documented in detail, including corrective and preventative actions, and communicated via the CAAM ECO System or any other means as determined by CAAM.
- 7.4.3 The aerodrome operator is required to submit a Corrective Action Plans (CAPs) addressing all other audit findings together with the planned implementation date to CAAM for approval within 30 calendar days from the date of receipt of the audit report. Normally, this deadline will not be extended without full justification and CAAM approval.
- 7.4.4 Any findings that have not been addressed or closed in accordance with previous findings shall be classified as either a “Repetitive Finding” or an “Unresolved Finding.” The severity level of all such findings shall be increased by one level.

## 7.5 Corrective Action Plan (CAP)

- 7.5.1 The CAP is a written confirmation by the aerodrome operator detailing the measures they intend to take, to address all of the findings of non-compliance. The plan must incorporate actions that will mitigate or remove the deficiency in the short-term and prevent a future re-occurrence.
- 7.5.2 Every CAP generated as a result of inspection/audit finding(s) shall contain, as a minimum:
- a) immediate corrective action;
  - b) root cause analysis;
  - c) root cause correction; and
  - d) further action;
- 7.5.3 Where the aerodrome operator fails to submit an acceptable CAP or to perform the corrective action(s) within the time period accepted or extended by CAAM, the enforcement action, including possible sanctions against an aerodrome operator may be applied.

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7.5.4 Corrective action(s) can be classified into three categories, based on a period of time for completion of the corrective action(s), as follows:

a) Level 1 finding – Immediate action required, not exceeding 7 days

For Level (1) finding, immediate corrective actions are required. Depending on the nature of finding and risk involved, the CAAM Inspector may restrict some or all of the activities/task before the expiration of the 7 days period. In some cases, work will be completely stopped in order to correct the non-conformity.

b) Level 2 finding

For Level (2) finding, the default closure timeline is 60 days from the date the finding is raised. The CAAM Inspector based on his judgement, may reduce the target timeline to 30 days for the closure of the finding. Alternatively, he may extend it beyond the default 60 days based on his judgement as per appropriate extension procedure.

c) Observations

For Observations, which require an action, the default closure timeline is 90 days from the date the recommendation is raised.



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## 8 Appendices

### 8.1 Appendix 1 – Helideck Operations Manual

8.1.1 Helideck Operations Manual is mandatory for Helideck Certification and shall be formulated to include but not limited to the following:

1 Introduction/General

1.1 General information, including the following;

1.1.1 name of helideck operator, address and telephone number[s] at which the operator can always be contacted;

1.1.2 name of the Aerodrome Manager;

1.1.3 purpose and scope of the Helideck Operations Manual;

1.1.4 the condition for use of the helideck, including operational limitation and restriction;

2 Particulars of the Helideck

(The detailed information of individual helideck could be described as an appendix to the manual; and shall include location; size and tonnage; helideck height, limitation, measured dimension, declared D-value, load bearing capability, etc).

3 Roles, Responsibilities and Competency Requirements

4 Helicopter and Helideck Operations

4.1 Introduction

4.2 Helideck Manning Level

4.3 Communication Equipment

4.4 Navigation Equipment

4.5 Flight Flow

4.6 Communication Procedures

4.7 Radio Silence Procedures

4.8 Crane operations

4.9 Passengers Management

4.10 Cargo Management

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- 5 Helideck Regulations
    - 5.1 Physical Aspects
    - 5.2 Visual Aids
    - 5.3 Fire-Fighting and Rescue Facilities
    - 5.4 Personal Protective Equipment (PPE)
  - 6 Helideck Limitation List
    - 6.1 Content
    - 6.2 Non-compliance (with photo if possible)
    - 6.3 Mitigation
    - 6.4 Restriction or penalty
  - 7 Emergency Response Procedure
    - 7.1 Action during Emergency
    - 7.2 Guidance on Emergency Actions
    - 7.3 Crash on the Helideck
    - 7.4 Crash on the Helideck, Major Spillage with No Fire
    - 7.5 Significant Fuel spillage, Rotor Turning
    - 7.6 Evacuation by Helicopter
    - 7.7 Man Overboard
    - 7.8 Emergency or Precautionary Landing
    - 7.9 Inadvertent Wheel-up Landing
    - 7.10 Helicopter Incident on Landing
    - 7.11 Wrong Deck Landing
    - 7.12 Fire on the Helideck/in the Helicopter
    - 7.13 Helicopter Crash into the Water
    - 7.14 Emergency Landing
  - 8 Inspection and Maintenance of Helideck Area
    - 8.1 Particulars of procedures for the inspection and maintenance of helideck area are as follows:
      - 8.1.1 arrangements for routine maintenance and inspection;

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- 8.1.2 maintenance of surface areas, markings and drainage;
  - 8.1.3 details of inspection intervals and times;
  - 8.1.4 inspection checklist and logbook; and
  - 8.1.5 reporting of inspection findings and correction actions.

## 9 Helideck Administration

### 9.1 Particulars of the helideck administration, including:

- 9.1.1 the helideck organisational chart showing the name and position of key personnel;
- 9.1.2 the duty-list and responsibilities of key personnel, Aerodrome Manager which normally is the Offshore Installation Manager (OIM/PIC/Master);
- 9.1.3 Helideck Landing Officer (HLO), Helideck Inspector, Medic and Helideck Radio Operator (HRO);
- 9.1.4 the name and telephone number of the Aerodrome Manager; and
- 9.1.5 training and maintenance of competency of helideck personnel.

## 10 Safety Management System (SMS)

### 10.1 SMS Elements

This Paragraph shall describe all aspects of the Aerodrome Operator SMS and its contents shall include the following of four (4) components and twelve (12) elements:

- a) Safety Policy and Objectives
  - 1) Management commitment
  - 2) Safety accountability and responsibilities
  - 3) Appointment of key safety personnel
  - 4) Coordination of emergency response planning
  - 5) SMS documentation
- b) Safety Risk Management
  - 1) Hazard identification
  - 2) Safety risk assessment and mitigation
- c) Safety Assurance
  - 1) Safety performance monitoring and measurement
  - 2) The management of change

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- 3) Continuous improvement of the SMS
  - d) Safety Promotion
    - 1) Training and education
    - 2) Safety communication

*Note. – Risk Management. The Aerodrome Operator shall develop and maintain a formal risk management process that ensures the analysis, assessment and control of risks to an acceptable level. The risks in each hazard identified shall be analysed in terms of probability and severity of occurrence, and assessment for their tolerability via the hazard identification processes. The organisation shall define the levels of management with CAAM to make safety risk tolerability decisions. The organisation shall define safety controls for each risk assessed as intolerable.*

*The details of CAAM SMS requirement can further be referred to CAD 19 – Safety Management System and CAGM 1902 – Safety Management System.*