
	<p align="center"> CIVIL AVIATION AUTHORITY OF MALAYSIA FLIGHT OPERATIONS DIVISION DANGEROUS GOODS UNIT APPLICATION FOR THE APPROVAL OF DANGEROUS GOODS MANUAL </p>	<p align="center">CAAM/BOP/3/06-1</p>
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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:


<p> 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 Tel: 03 8871 4099 Fax: 03 8890 1641 </p>	<p> CAAM Bank Account: Public Islamic Bank 3811 3402 15 SWIFT Code: PBBE MYKL XXX </p>
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PART A – GENERAL INFORMATION	
Organisation Name (AOC/Legal)	
Trading Name (DBA) (if different)	
Office Address	
Organisation Type	<input type="checkbox"/> DG Carrier <input type="checkbox"/> Non-DG Carrier <input type="checkbox"/> Postal Operator <input type="checkbox"/> Other:
Aircraft Type Operated (Tick as appropriate)	<input type="checkbox"/> Passenger <input type="checkbox"/> Cargo <input type="checkbox"/> Helicopter <input type="checkbox"/> Other:
Accountable Manager	
Focal Person	
Designation	
Mobile No.	
Email/ Fax	
Submission Type	<input type="checkbox"/> Initial <input type="checkbox"/> Renewal <input type="checkbox"/> Revision

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PART B – COMPLIANCE QUESTIONNAIRE		Reference in Operator DG Manual (Page)
1. Manual Administration & Control		
1.1	Is the DGM signed and approved by the Accountable Manager or authorised management personnel?	
1.2	Does the DGM contain a revision history or amendment record?	
1.3	Does the DGM contain a List of Effective Pages (LEP)?	
1.4	Does the DGM contain a complete table of contents?	
1.5	Are procedures established for manual amendment, revision, distribution, and document control?	
1.6	Are procedures established to remove obsolete or superseded manual copies?	
1.7	Is the person responsible for DGM administration and control identified?	
1.8	Are DG terms, abbreviations, and definitions explained?	
1.9	Does the DGM clearly define the operator's DG approval status and scope of operations?	
1.10	Does the DGM identify applicable operations (Passenger, Cargo, Helicopter, COMAT, External Load, etc.)?	
1.11	Are the operator's DG operational limitations and restrictions clearly identified?	
1.12	Are dangerous goods prohibited for carriage by the operator clearly identified?	
1.13	Are applicable regulations, State Variations and Operator Variations identified and referenced?	
1.14	Are procedures established for obtaining and managing dangerous goods approvals, exemptions and special permits, where applicable?	
1.15	Does the DGM describe how dangerous goods activities are integrated within the operator's Safety Management System (SMS)?	
1.16	Are procedures established for conducting dangerous goods safety risk assessments?	
1.17	Are procedures established to periodically review dangerous goods activities to verify continuing compliance with applicable dangerous goods requirements?	

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PART B – COMPLIANCE QUESTIONNAIRE		Reference in Operator DG Manual (Page)
1.18	Are procedures established to ensure deficiencies identified through dangerous goods monitoring or review activities are addressed through appropriate corrective action?	
2. Organisation, Responsibilities and Oversight		
2.1	Does the DGM contain an organisation chart identifying dangerous goods responsibilities?	
2.2	Are the responsibilities of the Accountable Manager in relation to dangerous goods activities clearly defined?	
2.3	Are the responsibilities of personnel performing dangerous goods functions clearly defined?	
2.4	Are responsibilities established for DG Coordinator, flight crew, cabin crew, load control, and ramp personnel?	
2.5	Are the responsibilities of contracted organisations performing dangerous goods functions clearly defined?	
2.6	Are procedures established for the oversight and monitoring of contracted organisations performing dangerous goods functions?	
2.7	Are personnel informed of the operator's dangerous goods approval scope and operational limitations?	
2.8	Are internal reporting and communication channels for dangerous goods matters established?	
2.9	Are procedures established to verify that contracted organisations maintain appropriate dangerous goods training, competency and authorisations?	
3. Training and Competency (CBTA)		
3.1	Does the operator have an approved DG Competency-Based Training and Assessment (CBTA) programme?	
3.2	Are DG training requirements assigned according to staff duties and responsibilities?	
3.3	Are recurrent dangerous goods training intervals established?	
3.4	Are qualification requirements for dangerous goods instructors established?	
3.5	Are competency assessments conducted following dangerous goods training?	
3.6	Are procedures established for remedial training and reassessment following unsuccessful competency assessments?	

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PART B – COMPLIANCE QUESTIONNAIRE		Reference in Operator DG Manual (Page)
3.7	Are procedures established for the maintenance and retention of dangerous goods training records?	
3.8	Are procedures established to ensure that dangerous goods authorisations remain valid?	
3.9	Are procedures established for the oversight of third-party dangerous goods training providers?	
4. Shipper and Customer Awareness		
4.1	Are methods established to inform shippers and customers of DG acceptance requirements and operator limitations?	
4.2	Are DG awareness materials displayed at cargo acceptance and processing areas?	
4.3	Are procedures established for handling prohibited or non-compliant DG identified during cargo processing?	
5. Acceptance, Screening and Rejection		
5.1	Are procedures established for the acceptance of dangerous goods consignments?	
5.2	Are procedures established for the verification of transport documents, including the Dangerous Goods Transport Document and Air Waybill?	
5.3	Are dangerous goods acceptance checklist procedures established?	
5.4	Are procedures established for the inspection of packages, overpacks, marks and labels?	
5.5	Are procedures established for the acceptance and handling of Limited Quantities and Excepted Quantities?	
5.6	Are procedures established to ensure compliance with applicable State Variations and Operator Variations during acceptance?	
5.7	Are dangerous goods acceptance personnel appropriately trained and authorised?	
5.8	Are procedures established for the retention of dangerous goods acceptance records?	
5.9	Are procedures established for identifying hidden, undeclared or misdeclared dangerous goods, including recognition through documentation review, questioning techniques, x-ray screening and visual inspection?	

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PART B – COMPLIANCE QUESTIONNAIRE		Reference in Operator DG Manual (Page)
5.10	Are procedures established for the reporting of suspected undeclared or misdeclared dangerous goods?	
5.11	Are procedures established to prevent rejected dangerous goods consignments from being re-tendered without corrective action?	
5.12	Are procedures established for handling damaged, leaking, contaminated or otherwise compromised dangerous goods packages?	
6. Storage, Segregation, Build-Up and ULD Preparation		
6.1	Are procedures established to ensure incompatible dangerous goods are appropriately segregated during storage?	
6.2	Are procedures established for dangerous goods build-up, palletisation and cargo handling?	
6.3	Where Unit Load Devices (ULDs) are utilised, are procedures established for their inspection and serviceability?	
6.4	Are procedures established for the storage and handling of radioactive materials?	
6.5	Are procedures established for the storage and handling of infectious substances?	
6.6	Are procedures established to prevent dangerous goods from being stored together with incompatible cargo, including foodstuffs, animal feed and live animals?	
6.7	Are procedures established for housekeeping, storage inspections and spill prevention within dangerous goods storage areas?	
7. Aircraft Loading and Transport		
7.1	Are procedures established for the loading and unloading of dangerous goods?	
7.2	Are procedures established for pre-loading inspections of dangerous goods consignments and loading areas?	
7.3	Are procedures established to ensure dangerous goods are properly restrained and secured during transport?	
7.4	Are procedures established to ensure dangerous goods requiring accessibility remain accessible during flight?	
7.5	Are procedures established for the loading and monitoring of dry ice shipments, including cumulative quantity calculations, identification of authorised cargo compartments, maximum dry ice quantities permitted and associated notification requirements?	

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PART B – COMPLIANCE QUESTIONNAIRE		Reference in Operator DG Manual (Page)
7.6	Are procedures established for Cargo Aircraft Only dangerous goods operations?	
7.7	Are procedures established to ensure effective coordination between load control personnel, ramp personnel and flight crew members regarding dangerous goods loading information?	
8. Notification to Captain (NOTOC)		
8.1	Are procedures established for the preparation and issuance of the Notification to Captain (NOTOC)?	
8.2	Does the Notification to Captain contain all information required by the applicable dangerous goods regulations?	
8.3	Are personnel responsible for the preparation, verification, distribution and receipt of the Notification to Captain identified?	
8.4	Are procedures established to ensure Notification to Captain information remains accessible to relevant personnel?	
8.5	Are procedures established for correcting and amending Notification to Captain information?	
8.6	Are procedures established for the retention of Notification to Captain records?	
8.7	Where alternative methods of notification are utilised, are procedures established to ensure equivalent communication of dangerous goods information?	
8.8	Are contingency procedures established to maintain dangerous goods operational control during electronic system failures?	
9. Provision for Passenger and Crew		
9.1	Are procedures established describing how passengers are notified of, and acknowledge, dangerous goods restrictions throughout the passenger journey?	
9.2	Are dangerous goods awareness materials displayed at passenger processing areas?	
9.3	Are passenger awareness measures established regarding lithium batteries and power banks?	
9.4	Are procedures established for the carriage of dangerous goods permitted in passenger and crew baggage?	
9.5	Are procedures established for the carriage of lithium batteries and power banks by passengers and crew?	
9.6	Are procedures established for the carriage of battery-powered mobility aids?	

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PART B – COMPLIANCE QUESTIONNAIRE		Reference in Operator DG Manual (Page)
9.7	Are procedures established for the carriage of dry ice by passengers and crew?	
9.8	Are procedures established for the carriage of firearms and ammunition?	
9.9	Are procedures established for the carriage of dangerous goods associated with medical requirements?	
9.10	Are procedures established for escalation where passengers refuse to surrender prohibited dangerous goods items?	
9.11	Where applicable, are procedures established for the carriage of dangerous goods within occupied areas?	
9.12	Are procedures established governing the carriage and use of battery-powered electronic devices and spare batteries carried by the operator for operational purposes?	
10. Company Material (COMAT)		
10.1	Does the DGM contain a policy governing the transportation of dangerous goods Company Material (COMAT)?	
10.2	Are procedures established to identify and recognise aircraft components, consumable materials and company materials classified as dangerous goods?	
10.3	Are procedures established for the packaging, marking, labelling and documentation of dangerous goods COMAT?	
10.4	Are procedures established for the handling, storage and loading of dangerous goods COMAT?	
10.5	Are personnel responsible for dangerous goods COMAT activities identified?	
10.6	Are procedures established to ensure that personnel involved in maintenance, shipping, storage and handling of dangerous goods Company Material (COMAT) receive training appropriate to their functions?	
10.7	Are procedures established for the documentation, traceability and retention of dangerous goods COMAT records?	
11. Class 7 - Radioactive Materials Operations (if applicable)		
11.1	Does the DGM establish a policy for the carriage of radioactive material?	
11.2	Are procedures established for the acceptance of radioactive material consignments?	

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11.3	Are procedures established for the application of Transport Index (TI) controls?	
11.4	Are procedures established for the application of Criticality Safety Index (CSI) controls, where applicable?	
11.5	Are procedures established for exclusive use radioactive shipments?	
11.6	Are radiation protection measures established for personnel involved in radioactive material operations?	
11.7	Are procedures established for responding to radioactive contamination events?	
11.8	Are radioactive material emergency notification procedures established?	
12. Helicopter & Special Operations (if applicable)		
12.1	Are helicopter dangerous goods operational limitations and restrictions clearly identified?	
12.2	Are procedures established for dangerous goods external load operations?	
12.3	Are procedures established for restraint and jettison of dangerous goods external loads?	
12.4	Are approved dangerous goods loading configurations and limitations identified?	
12.5	Where dangerous goods are carried within occupied areas, are equivalent safety measures established?	
12.6	Are helicopter emergency response procedures established for dangerous goods incidents?	
13. Emergency Response		
13.1	Are procedures established for responding to dangerous goods incidents and accidents occurring on the ground?	
13.2	Are procedures established for responding to dangerous goods incidents occurring during flight?	
13.3	Are procedures established for responding to lithium battery fires, smoke events or thermal runaway incidents?	
13.4	Are procedures established to ensure emergency access to dangerous goods requiring accessibility during transport?	
13.5	Are procedures established to ensure dangerous goods information is provided to emergency responders without delay?	

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13.6	Are procedures established for isolation, containment and decontamination following dangerous goods incidents?	
13.7	Are procedures established for post-incident recovery, inspection and return-to-service activities?	
13.8	Where applicable, are procedures established for managing dangerous goods incidents occurring within main deck cargo compartments of passenger aircraft operated under special approval?	
14. Occurrence Reporting and Investigation		
14.1	Are dangerous goods accidents, incidents, undeclared dangerous goods and misdeclared dangerous goods defined?	
14.2	Are procedures established for reporting dangerous goods occurrences to the appropriate authorities?	
14.3	Are procedures established for the investigation of dangerous goods occurrences, including the preservation of evidence and records?	
14.4	Are procedures established for the retention of dangerous goods occurrence records?	
14.5	Are procedures established for monitoring and analysing dangerous goods occurrence trends?	
15. Appendices		
15.1	Does the DGM include a dangerous goods acceptance checklist?	
15.2	Does the DGM include a Notification to Captain template or equivalent format?	
15.3	Does the DGM include current dangerous goods emergency contact information?	
15.4	Does the DGM include dangerous goods emergency response guidance or references?	
15.5	Does the DGM include dangerous goods segregation tables or references?	
15.6	Does the DGM include a dangerous goods training matrix?	
15.7	Does the DGM include dangerous goods loading diagrams or references, where applicable?	
15.8	Does the DGM include supporting forms, checklists or references applicable to specialised dangerous goods operations?	

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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 the applicable Civil Aviation Regulations, Civil Aviation Directives (CADs) and ICAO Technical Instructions (Doc 9284)

<p>Signature & Name (with company stamp)</p>	
<p>Date</p>	

PART D – FOR CAAM USE ONLY

<p>Signature & Name of Officer / Official Stamp</p>	
<p>Date</p>	
<p>Remarks (if any)</p>	