



NOTICE ON CAAM OPERATIONS

NOTICE 15/2020

PUTRAJAYA – Pursuant to the lifting of the Conditional Movement Control Order (CMCO) in Putrajaya as issued by the Government of Malaysia which allows for full operation of the economic sector and interstate travel, the Civil Aviation Authority of Malaysia (CAAM) will resume its business operation while observing the directives from the Malaysian National Security Council and the Ministry of Health Malaysia.

Effective 9 December 2020, CAAM's One Stop Centre (OSC) operations will resume to its normal operating hours and only payment via electronic fund transfer and credit/debit card is accepted. It is mandatory for OSC visitors to abide with the guidelines in Appendix A and scan the MySejahtera QR code upon entering the building.

CAAM will also resume the following activities (for domestics only):

- I. Examinations conducted by CAAM;
- II. On-site surveillance;
- III. Type Certification related activities; and
- IV. On-site audit for certification.

CAAM is closely monitoring the situation regarding COVID-19 and should there be any changes to the current status, CAAM will notify its aviation stakeholders accordingly.

A handwritten signature in black ink, appearing to read 'Chester Voo Chee Soon', is written over a horizontal line.

CAPTAIN CHESTER VOO CHEE SOON
Chief Executive Officer
Civil Aviation Authority of Malaysia

8 December 2020

APPENDIX A

GUIDELINES ON ONE STOP CENTRE CIVIL AVIATION AUTHORITY OF MALAYSIA

Following are the guidelines for One Stop Centre operations:

1. It is mandatory for all visitors to wear a face mask.
2. Only payment via electronic fund transfer and credit/debit card is accepted.
3. Temperature checks will be carried out at Ground Level by the on-duty RELA. You will NOT be allowed to enter if your temperature is 37.3 degrees Celsius and above or have any symptoms related to COVID-19.
4. It is mandatory to use the hand sanitizer provided next to the elevator at Ground Level prior to entering the elevator.
5. At the OSC, kindly queue and wait at the seats provided. Please keep a safe physical distance of 1 metre from others.
6. Only 5 visitors are allowed to enter the counter area at any one time and to be seated at different rows. Kindly exit the building as soon as possible once you are done to avoid overcrowding the area. Again, please use hand sanitizer provided before entering the elevator.
7. Should all the seats be fully occupied at the OSC, you will be asked to queue at Ground Level before entering the building. Kindly follow the instructions by the on-duty RELA and wait for your turn.
8. Nobody shall be allowed to enter CAAM office area at all time.
9. CAAM encourages alternative forms of interaction with OSC where possible, therefore all submissions of forms or documents via post or courier is preferred.