



## NOTICE ON CAAM OPERATIONS

NOTICE 8/2020

**PUTRAJAYA** – The Government of Malaysia has announced the Conditional Movement Control Order (CMCO), effective from 4<sup>th</sup> May 2020, which allows various economic and social activities subject to determine conditions whilst other restrictions imposed under Movement Control Order (MCO) continue to be applicable in accordance to Act 342 Prevention and Control of Infectious Diseases Act 1988.

The Civil Aviation Authority of Malaysia (CAAM) business operation continues while observing the MCO restrictions and directives from the National Security Council (NSC). Consistently, CAAM has taken the following actions:

1. Reopening of One Stop Centre (OSC) for Flight Operations at Level 2, Podium B effective from 12<sup>th</sup> May 2020, Tuesday at 9:00 AM to 1:00 PM (Monday to Friday). OSC visitors must abide to the guidelines in **Appendix A** and fill up the Health Declaration Form in **Appendix B**.
2. Application for permit for carriage of dangerous goods shall be submitted at the designated drop box provided at the Lobby, Podium A, CAAM Putrajaya on Monday to Friday from 9 am to 4 pm. Fee payments shall be made via Electronic Fund Transfer. Application submitted after 1 pm will only be processed the next working day. Proof of payment must be submitted together with the application form.
3. For any matters pertaining Airworthiness Division, a drop box is placed at the Lobby, Podium A, CAAM Putrajaya on Monday to Friday from 9 am to 4 pm for the purpose of submitting applications and other relevant documents. Airworthiness Division can continually be contacted via email or phone call to the respective inspectors/engineers on duty at the office.

4. Reopening of activities, subject to compliance with NSC and Ministry of Health Malaysia:
  - I. Maintenance Training Organization (MTO);
  - II. Approved Training Organisation – Flying Training Organisation (ATO-FTO), Type Rating Training Organization (ATO-TRTO) and Flying Clubs. Operators must follow the guidelines in **Appendix C**; and
  - III. Aviation Security Training and Dangerous Goods Training.
5. The issuance of an Exemption Notice (Civil Aviation Notice 1/2020) grants an extension until the 30th June 2020 on the validity of certificates, approvals, licenses and permits that are expiring between 18th March 2020 until 31st May 2020. This exemption is meant to provide relief to affected organizations and individuals, while still maintaining aviation operations activities to an acceptable level of safety.
6. Suspension of activities:
  - I. Examinations conducted by CAAM;
  - II. Malaysian Aviation Academy (MAvA);
  - III. Surveillance;
  - IV. Type Certification related activities as this involves overseas travel;
  - V. Maintenance type training approval as this involves overseas travel; and
  - VI. On-site audit for certification.

CAAM will continue to attend to queries and requests via email and shall endeavour to respond as soon as possible. Should you have any general queries or requests, kindly email [webmaster@caam.gov.my](mailto:webmaster@caam.gov.my) or [anis@caam.gov.my](mailto:anis@caam.gov.my)

**Stay Safe, Stay Home and Protect Your Community!**

**Acting CEO  
Civil Aviation Authority of Malaysia**

**7 MAY 2020**

## **APPENDIX A**

### **GUIDELINES ON ONE STOP CENTRE AT FLIGHT OPERATIONS CIVIL AVIATION AUTHORITY OF MALAYSIA**

Following are the guidelines laid down by CAAM for the operations of the One Stop Centre to curb the spread of COVID-19:

1. It is mandatory for all visitors to wear a face mask.
2. Only credit/debit card payment 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 to Level 2.
5. At Level 2, kindly queue and wait at the seats provided in front of the elevator. Please keep a safe physical distance of 1 metre from others.
6. Only 2 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 Level 2; 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. All visitors are required to fill up a declaration form before entrance. If you have visited or stayed in affected countries over the past fourteen (14) days, you must declare your health status on the form which is required under Section 15 of Prevention and Control of Infectious Diseases Act 1988. Any person who does not declare truthfully will be committing an offence under this Act and if found guilty shall be liable to conviction of imprisonment for a term not exceeding 2 years or to a fine or both.
9. Nobody shall be allowed to enter the office area at all time.
10. CAAM encourages alternative forms of interaction with OSC where possible, therefore all submissions of forms or documents via post or courier is preferred.

**APPENDIX B**

**HEALTH DECLARATION FORM**

If you have travelled or stayed in affected countries over the past fourteen (14) days, you are kindly requested to declare your health status on the form which is required under Section 15 of Prevention and Control of Infectious Diseases Act 1988. Any person who does not declare truthfully will be committing an offence under this Act and if found guilty shall be liable on conviction to imprisonment for a term not exceeding 2 years or to a fine or to both.

**PART A  
(General)**

1. Full Name: .....

*(Use block letters)*

2. Gender:    Male     Female

3. Age (year/month) : .....

4. Passport Number : .....

5. Nationality         : .....

6. Identity Card No   : .....

7. Address in Malaysia: .....

.....

.....

8. Telephone No.:

House: .....                      Office: .....

Mobile: .....

**PART B**  
**COVID-19**

1. Have you been to any area or countries of COVID-19 as indicated by WHO over the past 14 days?

Yes  No

2. Date of departure from the said country: .....

3. Have you had any of the following symptoms over the past 14 days? Please tick if yes

Fever	<input type="checkbox"/>
Cough	<input type="checkbox"/>
Difficulty in breathing Sore throat	<input type="checkbox"/>
Other symptoms (please specify):	<input type="checkbox"/>

.....

Have you been in close contact with person suspected to have COVID-19?

Yes  No

If the answer is yes to either of the question above, please report to the Designated Hospitals or Health Screening Centre handling COVID-19 cases.

Definition of close contact:

- Health care associated exposure, including providing direct care for COVID-19 patients, working with health care workers infected with COVID-19, visiting patients or staying in the same close environment of a COVID-19 patient.
- Working together in close proximity or sharing the same classroom environment with a with COVID-19 patient
- Traveling together with COVID-19 patient in any kind of conveyance
- Living in the same household as a COVID-19 patient

Signature : .....

Date : .....

## APPENDIX C

# GUIDELINES FOR APPROVED TRAINING ORGANISATION DURING AND POST MOVEMENT CONTROL ORDER

## APPLICABILITY

- I. Flying Training Organisation (ATO-FTO),
- II. Type Rating Training Organization (ATO-TRTO) and
- III. Flying Clubs – Instruction in Flying

## 1 INTRODUCTION

### 1.1 PURPOSE AND SCOPE

1.1.1 The purpose of this document is to provide guidelines to Approved Training Organisation in Malaysia to resume training activities during and post Movement Control Order focusing on the following matters:

- a) General/ New Normal Procedures;
- b) Classrooms/ Practical Training;
- c) Simulator Training; and
- d) Flight Training.

1.1.2 The Approved Training Organisation intending to resume operations shall not compromise the National Security Council and Ministry of Health requirements.

1.1.3 Subject to any amendment thereafter, this shall be the Civil Aviation Authority of Malaysia's current guidelines during and post of MCO.

### 1.2 REFERENCES

1.2.1 It is intended that the following references be used in conjunction with this document:

- a) Act 342;
- b) Civil Aviation Act 1969;
- c) Civil Aviation Regulations 2016;
- d) Chief Executive Officer Directives - Medical Requirements;
- e) Flight Operations Directive - Flight Crew Licencing;
- f) Flight Operations Directive - Instruction in Flying for Flying Clubs;
- g) Flight Operations Directive - Organisation Requirements for Flight Crew;
- h) Flight Operations Directives - Organisation Requirements for Air Operations;
- i) Civil Aviation Notice 1/2020 - Exemption Notice;
- j) ICAO Annexes;
- k) ICAO Documents;
- l) Ministry of Health Malaysia Guidelines;

- m) National Security Council Guidelines; and
- n) Guidelines on Exemption for Expired Certificates/Qualifications/ Ratings based on CAN 1/2020.

### 1.3 ABBREVIATIONS

Abbreviations	Meanings
ATO	Approved Training Organisation
CAAM	Civil Aviation Authority of Malaysia
CAN	Civil Aviation Notice
COVID-19	Coronavirus Disease 2019
FOD	Flight Operations Directive
FSTD	Flight Simulator Training Device
HIRA	Hazard Identification Risk Assessment
ICAO	International Civil Aviation Organisation
MCAR	Civil Aviation Regulations 2016
MCO	Movement Control Order
MOH	Ministry of Health
NSC	National Security Council
PRM	Person Reduce Mobility
RA	Risk Assessment
SMS	Safety Management System
SOP	Standard Operating Procedures

## 2 **BACKGROUND**

- 2.1 The world has been very badly affected by the spread of COVID-19 and this has directly impacted the aviation industry worldwide. Currently, all main activities within CAAM such as audits and continuous surveillance; within the aviation industries among others the revalidation and renewal of aviation personnel's licences, certificates, ratings and qualifications, the training and checking by instructors and examiners; and within the ATOs the conduct of trainings or instructions, have virtually stopped due to the MCO introduced by the Government of Malaysia on 18 March 2020 and has to date been extended until 12 May 2020 and possibly beyond.
- 2.2 CAAM is aware on the effect of COVID-19 pandemic on the ATOs in Malaysia specifically and globally in general. This document intends to provide ATOs in Malaysia with guidelines with respect to their operations taking into consideration on the risk assessments carried out by the CAAM.
- 2.3 These guidelines are developed to ensure ATOs are able to resume operations once approved by the CAAM, while complying with the prescriptions in this document. This does not relieve the ATOs of the responsibilities to manage risk, including fatigue-related risks, using its SMS in accordance with the provisions stipulated in ICAO Annex 19.

## 3 **CRITERIA FOR ATOs TO OPERATE DURING AND POST MCO**

- 3.1 ATOs that intend to resume operations shall submit their SOP with regards to training operations with expired certificates/ ratings/ qualifications to CAAM for review.

- 3.2 Submission of the SOP shall be accompanied by HIRA document.
- 3.3 ATOs shall ensure a level of safety equivalent to, or better than that achieved through the prescriptive pandemic management requirements by MOH and NSC.
- 3.4 ATOs shall establish a monthly roster to reflect the manning of office staffs, students and instructors for the conduct of their operations as and when requested by the CAAM for tracing and manpower management purposes.
- 3.5 The compliance sheet shall also be filled up when utilising exemptions under Civil Aviation Notice 1/2020 - Exemption Notice (**Refer Compliance Sheet “Crew exercising extension of standard validity period as per CAN 1/2020”**).
- 3.6 An ATO shall seek the CEO’s approval for any new student intake before the commencement of the training course with the information on the current status of the Authorised Examiners, flight instructors, aircraft, FSTD and other relevant matters which provide complete picture of the current situation of the ATOs.

#### 4. CRITERIA FOR COMPLIANCE

##### 4.1 GENERAL/ NEW NORMAL PROCEDURES

4.1.1 NSC and MOH have published general guidelines to be followed while travelling and being in the premises. These guidelines are strictly to be followed to prevent the spread of COVID-19 to all ATO’s personnel but it is not limited to the following:

- a. scanning of body temperature;
- b. filling up of Health Declaration form;
- c. cleansing of hands regularly using soap and hand sanitizers;
- d. utilizing of face mask or face shield;
- e. practice social distancing at all times; and
- f. keeping the cleanliness of workplace, equipment’s and aircrafts.

##### 4.2 CLASSROOMS/ PRACTICAL TRAINING

###### 4.2.1 Virtual Class:

- a. Virtual Class to be conducted (Refer Guidelines for Virtual Class by CAAM under Guidelines on Exemption for Expired Certificates/ Qualifications/ Ratings based on CAN 1/2020).

###### 4.2.2 Classroom Training:

- a. If physical distancing techniques are required to be implemented within training facilities, classrooms shall be arranged to maintain the required distance between students. The number of participants per class need to be



reduced to not more than ten (10) persons in a room subject to social distancing from each other. This includes assessment and examination.

#### 4.2.3 Practical Training:

- a. Any crewmembers training equipment used in practical demonstrations of procedures shall be effectively sanitized between each use. This includes portable breathing equipment, oxygen masks, life vest mouthpieces and any other item which is used near the face of the participants;
- b. Physical distancing techniques are required to be implemented in training facilities, demonstration of evacuation procedures in cabin mock-ups needs to be restricted or limited;
- c. A suitable cleaning and disinfection program for crew training equipment and facilities shall be implemented;
- d. Door Drill;
  - i. In accordance to minimum number allowed;
  - ii. Disinfection to be carried out after each session; and
  - iii. The use of mask is compulsory.
- e. Evacuation Drill;
  - i. For hygiene purposes overalls shall not be used by participants; Participants are to bring their own socks, and to wear proper attire to protect themselves from abrasion; and
  - ii. Evacuation with PRM is strictly prohibited.
- f. Fire Fighting, Smoke and Fumes Drill: and
  - i. The usage of mask and gloves is made compulsory;
  - ii. Participant to be divided into groups of 5 participant or less subject to social distancing; and
  - iii. Each session may have more than 1 groups.
- g. Water Dinghy/ Water Survival Drill:
  - i. Strictly prohibited. After evaluating the risk of contact between participant, survival equipment and uncontrolled environment (pool water) is high, there is no possible ways to contain, protect and adopt physical distancing between participants; and
  - ii. An exemption from CAAM may be required.

#### 4.2.4 Protective Personal Equipment:

- a. All Instructors and participant will be required to protect themselves throughout classroom training session by using mask or face shield.

## 4.3 SIMULATOR TRAINING

### 4.3.1 Briefing rooms:

- a. Use appropriate briefing rooms that allow social distancing as recommended;
- b. The room, equipment and briefing aids to be sanitized before and after each briefing session; and
- c. Allocate an hour between sessions to minimize crew contact and sanitization of the briefing rooms.

### 4.3.2 FSTD

- a. Sanitize all areas in the FSTD avoiding damage to instruments before and after session;
- b. Use face mask at all times during session;
- c. No use of headsets;
- d. No use of breathing equipment;
- e. Maximum of 4 persons allowed in the FSTD; and
- f. Allocate an hour between sessions to minimize crew contact and sanitization of the FSTD.

## 4.4 FLIGHT TRAINING

### 4.4.1 Briefing rooms

- a. Use appropriate briefing rooms that allows social distancing as recommended;
- b. The room, equipment and briefing aids to be sanitized before and after each briefing session; and
- c. Allocate an hour between sessions to minimize crew contact and sanitization of the briefing rooms.

### 4.1.2 Flight Training

- a. Maintain same pairing of instructors and students;
- b. To maintain same aircraft or equipment for the same pool of instructors and students each day;
- c. Sanitize all areas in the aircraft avoiding damage to instruments before and after every sortie;
- d. Use of personal equipment is recommended;
- e. No person shall occupy the back seat unless in a checking capacity; and
- f. Notwithstanding CAN 1/2020 – Exemptions Notice, instructors are required to do the following:
  - i. Refresher flight in local area procedures and handling of simulated emergencies in FSTD or aircraft between instructors prior to resuming instructional flights;
  - ii. Instructors whose ratings have expired from 18 March 2020 shall revalidate their instructor ratings prior to exercising their licence privileges; and
  - iii. Revalidation of instructor rating shall be carried out by CAAM AE.

## 5. MITIGATING RISKS ON OPERATIONS

- 5.1 ATOs shall consider the following in their RA, but not limiting to:
- a. Staffs, students and instructors travelling or returning to ATOs from interstates;
  - b. Contamination of virus in workplace including office, classroom, hangar and training equipment;
  - c. All Flight instructors' and students' Licensing and Medical Certificates expiring by 31 May 2020;
  - d. Aircraft disinfection;
  - e. Scheduling of training programs;
  - f. Staffs, students and instructors with asymptomatic COVID-19 virus;
  - g. Contingency plan(s) that covers operational and fatigue related issues that may arise during training (i.e. technical problems, weather, delays, and students/ instructors unfit to continue training etc.); and
  - h. Staging or holding area if there are suspected COVID-19 personnel.
- 5.2 ATO should consider the following in mitigating the risks, but not limiting to:
- a. Reducing training schedule/ frequency;
  - b. Fatigue awareness briefing; and
  - c. Good practice of personal hygiene and cleanliness at all times.

## 6. CONCLUSION

These guidelines serve as precautionary measures during this COVID-19 outbreak to ensure that ATOs maintain significant level of safety and compliance to the current requirements. All ATOs shall conduct continuous internal audits/ assessments on their financial and operational standings and to be submitted on every third week of the month to CAAM. This is crucial in gauging the well-being of the ATOs amidst this difficult and trying times.

