TECHNICAL GUIDANCE MATERIAL for Developing a HEMS Manual

SUBJECT: **TECHNICAL GUIDANCE MATERIAL FOR DEVELOPING A HELIPORT EMERGENCY MANAGEMENT SYSTEM (HEMS) MANUAL**

EFFECTIVE DATE: 26 August 2025

1. APPLICABILITY

To all heliport operators who must compile a HEMS manual as per South African Civil Aviation Regulations (SACARs) Part 139.03.3 and 139.03.6. This document is applicable to all South African heliports as per SACARs 139.03.3.

2. PURPOSE

The purpose of this document is to provide concise information to facilitate effective management of an emergency that might arise at or in the vicinity of a heliport. This manual will also assist heliport operators with the development of a HEMS manual as well as to ensure uniformity in the development of such a manual.

3. REQUIREMENTS

The HEMS manual submitted for approval must be in the following format to comply with the expectations as depicted in the following documents:

3.1 SACARs Part 139.03.6;
3.2 SACARs Part 139.03.21 and
3.3 ICAO Doc 9261

4. REFERENCE:

i. ICAO Annex 14 – Volume II
ii. ICAO Doc 9261 Heliport Manual
iii. Civil Aviation Regulation Part 139 – Aerodromes and Heliports

5. TERMS AND ABBREVIATIONS:

5.1 Definitions

TERMINOLOGY	DESCRIPTION
Emergency	An emergency is a situation that poses an immediate risk to health, life, property, or environment.
Grid charts	It is a chart which uses symbols of varying size sorted in a grid.
Grid maps	a map marked with a grid of regular squares, enabling a place to be precisely located by means of numbers or letters corresponding to each square.
Heliport	means an aerodrome and any defined area or a structure, intended or designed to be used either wholly or partly for the landing, departure and surface movement of helicopters.

5.2 Abbreviations

ABBREVIATION	MEANING
ATC	Air Traffic Controller
CAR	Civil Aviation Regulation
E: ASI	Executive: Aviation Safety Infrastructure
HEMS	Heliport Emergency Management System
ICAO	International Civil Aviation Organisation
M: CZH	Manager: CAT Z & Heliports
RFFS	Rescue and Fire Fighting Services
SACAA	South African Civil Aviation Authority
SACARs	South African Civil Aviation Regulations
SAPS	South African Police Services
SM: ADFA	Senior Manager: Aerodromes & Facilities

6. GENERAL

6.1 Proposed Layout of the document

CHAPTER 1:

1. For standardisation purposes the only acceptable listing and layout is as follows:

1.1. Submission page signed by the heliport certificate/licence holder clearly depicting the scope and purpose of the HEMS, followed with a list of abbreviations used in the manual

1.2. An alphabetical index guiding the role-players to their respective sections, also clearly indicated by the relevant alphabetical letter and thereafter with the corresponding number i.e. ATC = A 1, RFFS = A 2, heliport management =A 3, B1 = civil aviation authority etc... This page should also contain the contact details of the different role-players in the following format:

SECTION	NUMBER	ROLE PLAYER	TELEPHONE NUMBER
A	1	Air Traffic Control	
	2	Rescue & Fire Fighting Services	
	3	Heliport Management	
B	1	South African Civil Aviation Authority	011 5451000
C	1	Emergency Services Local Authority	

1.3. List of effective pages Part, page number and date of implementation: example:

PART	PAGES	DATE	PART	PAGES	DATE	PART	PAGES	DATE
1	1	02/03/2022						

1.4. This section should include a change control page: as per layout: example:

REVISION NUMBER	DATE SUBMITTED	SUBMITTED BY	AMENDMENTS	CAA APPROVAL INSPECTORS NAME	CAA INSPECTORS SIGNATURE
1	02/05/22	N. Ndou	A1 PAGE2	J. Sing	
2	05/05/22	N. Ndou	A1 PAGE2	J. Sing	

1.5. A section detailing available fire & rescue resources must be indicated in a separate table; and should include that of the participating organisations/role-players as well as whether any of this is required to achieve compliance and is provided under agreement.

****Example Of Layouts****

INSTITUTION	STAFF NO	VEHICLE	FOAM	WATER	DCP	HELIPORT CATEGORY
RFFS	4	Unimog 4x4	550L	1600L	90 kg	H3

1.6. A section depicting the different scenarios catered for: i.e. helicopter related incidents or accidents. This section should also include all security related emergencies such as bomb threats, unlawful seizure of helicopter, fuel facilities on heliport and all infrastructure emergency procedures as well as veld fires that might adversely affect heliport operation, or any other emergency that warrant deployment of the emergency services or the activation of the emergency management system; and

1.7. The call out procedure, should an accident or incident require such. This should include the procedure for both on and off heliport emergencies and clearly identify the person that has the mandate to institute the call-out procedure and to call such off.

CHAPTER 2:

2. THIS SECTION MUST INCLUDE THE ROLE AND RESPONSIBILITIES FOR ALL TYPES OF SCENARIOS FOR ALL THE DIFFERENT ROLEPLAYERS:

2.1. This section is where the expected roles and responsibilities should be clearly depicted; and should thus follow the same sequence as depicted in the index page: i.e. A1=ATC, A2= RFFS etc...

2.2. Each identified role player's section should be indicated with the corresponding tab containing the number under the appropriate letter of the alphabet, at this point it is necessary to mention that the different sections of the heliport should not all be linked to the "A" section even if it is heliport security or heliport maintenance, as an example this should then be located under section **"S"** for security and section “M” for maintenance respectively etc…

2.3. Where there is room for misinterpretation in the role-player's designator such as the SAPS, it can be indicated in either section **"S"** and referred to section **"P"** for Police or vice versa.

CHAPTER 3:

3.1. In this section at least two different types of "Grid Maps" must be inserted. The first one depicting the layout of the heliport indicating all facilities, emergency gates, rendezvous points, available water resources, access roads and all other relevant information of infrastructure and clearly indicating areas where radio communication and escort services are required.

CHAPTER 4:

4.1. This section must be inserted with a "grid chart" which depicts a 10 km radius surrounding the heliport. It is also required that this grid map indicates off heliport available water resources, hospitals, clinics and road layout and the distance to all nearest hospitals. For this purpose, a compilation of acceptable map studio charts can be utilised.

CHAPTER 5:

5.1 This section depicts the helicopter recovery procedure as well as the contact details of the institution that will be doing the recovery, where possible the largest size of helicopter that can be salvaged with available resources should be indicated. The name and telephone numbers of crane companies should be included in this part.

5.2 **Note:** The information contained in the different role-players section should provide sufficient information to enable those role-players to effectively perform their allocated tasks for all possible scenarios.

CHAPTER 6:

6.1 The HEMS Manual must be submitted in duplicate to the SACAA Aerodromes & Facilities Department's administrative offices for attention of the CAT Z & Heliports Inspector. On receipt of this manual, the SACAA will issue a letter/ email confirming approval. The heliport certificate/licence holder should submit amendments thereof 60 days before renewal of the certificate/licence or as and when the changes occur. If there are no changes a letter should be sent to SACAA indicating that there are no changes to the manual. For any further queries or assistance please contact the CAT Z & Heliports Inspector at the SACAA Aerodromes & Facilities Department.

6.2 **Note:** The SACAA strongly recommends that all heliports, although not legally enforceable, consider including stress counselling for personnel that were subjected to an accident that could have a traumatic effect on the personnel.

7. DOCUMENT AUTHORISATION

DEVELOPED BY:		
	BASIL HLATSHWAYO	**23 September 2025**
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APPROVED BY:		
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END