**SUBJECT:** **TECHNICAL GUIDANCE MATERIAL FOR DEVELOPING A HELIPORT MANUAL**

**Date:** **26 August 2025**

## 1. APPLICABILITY

To all Heliport operators, who must compile a Heliport Manual as per South African Civil Aviation Regulations (SACARs) Part 139.03.3 requirements.

This document is applicable to all South African Heliports as per SACARs Part 139.03.3.

A holder of a Heliport license issued in terms of Part 139 must have a Safety Management System that meets the requirements of SACARs Part 140.

Upon completion of the gap analysis using CA 140-3, the operator must submit an implementation plan to the SACAA for review and approval prior to the final approval of the Heliport and SMS Manual.

## 2. PURPOSE

The purpose of this guidance material is to assist heliport operators in developing a Heliport Manual and to ensure uniformity. The information presented in the Heliport Manual should demonstrate that the Heliport conforms to the required licensing requirements and that there are no shortcomings which would adversely affect the safety of helicopter operations.

## 3. TERMS OF REFERENCE

The intent of this manual "Guidelines for development of a Heliport Manual" is to serve as a guideline only and as such may not be used, as a standard, for the installation, operation and maintenance of a heliport infrastructure.

a. Civil Aviation Regulations – Part 139. Aerodromes and Heliports: Licensing and Operation.

b. ICAO – Annex 14. Volume 2. Heliport Design and Operations.

c. ICAO Doc 9261- Heliport Manual.

## 4. TERMS AND ABBREVIATIONS

### 4.1 Terms

| TERMINOLOGY | DEFINITION |
|---|---|
| Hazard | A condition that could foreseeably cause or contribute to a helicopter accident. |
| Heliport | An area either at ground level or elevated on a structure that is used for landing and take-off of helicopters and includes some or all of the various facilities such as helicopter parking bays, waiting room, fixed fuel installations and maintenance organisations. |
| Risk | The composite of predicted severity and likelihood of the potential effect of a hazard. |
| Risk control | A means to reduce or eliminate the effects of hazards. |

### 4.2 Abbreviations

| ABBREVIATION | DESCRIPTION |
|---|---|
| AIP | Aeronautical Information Publication |
| AIS | Aeronautical Information Services |
| CAR | Civil Aviation Regulations |
| E: ASI | Executive: Aviation Safety Infrastructure |
| EIA | Environmental Impact Assessment |
| ERP | Emergency Response Plan |
| FATO | Final Approach and Take Off area |
| HEMS | Heliport Emergency Management System |
| HIRM | Hazard Identification and Risk Management |
| HM | Heliport Manual |
| ISO | International Organisation for Standardization |
| M: CZH | Manager: CAT Z & Heliports |
| MCM | Maintenance Control Manual |
| MEDA | Maintenance Error Decision Aid |
| NOTAM | Notice to Airmen |
| OFZ | Obstacle Free Zone |
| OLS | Obstacle Limitation Surface |
| OSHE | Occupational Safety, Health, And Environment |
| QMS | Quality Management System |

| | |
|---|---|
| SACAA | South African Civil Aviation Authority |
| SeMS | Security Management System |
| SM: ADFA | Senior Manager: Aerodromes & Facilities |
| SMS | Safety Management System |
| SOPs | Standard Operating Procedures |
| SPIs | Safety Performance Indicators |
| TGM | Technical Guidance Material |
| TGM | Technical Guidance Material |
| TLOF | Touchdown and Lift Off area |
| WGS | World Geodetic System |

## 5. PREPARATION OF THE HELIPORT MANUAL

**Note:** The operator of a certified or licensed heliport must have a manual, to be known as the Heliport Manual for the heliport. The Safety Management System (SMS) manual, which may form part of the Heliport Manual as part 5 may also be submitted as a separate document as referenced in SACARs 140. The Security Manual and Heliport Emergency Management System (HEMS) Manual to be submitted separately. All of the above manuals to be submitted on an annual basis for adequacy and accuracy to SACAA 60 days prior to annual license renewal inspection.

### 5.1 The Heliport Manual should:

a. Be typewritten or printed, and signed by the heliport operator;
b. Be in a format that is easy to revise;
c. Have a system for recording the Heliport Manual revision status (Figure 1) and a system to record the effective pages (Figure 2);
d. Be organized in a manner that will facilitate the preparation, review and acceptance/approval process by the SACAA;
e. The heliport operator must provide the SACAA with two identical copies of the Heliport Manual for approval/acceptance.
f. The heliport operator must keep at least one approved current copy of the Heliport Manual at the heliport.
g. The heliport operator must make the copy of the approved/accepted Heliport Manual available for inspection by the SACAA inspector.

Example of a Heliport Manual Revision Status
Table 1:

| Revision no: | Effective date: | Description of changes: | Person: (name) |
|---|---|---|---|
| 0 | 12 January 2022 | New manual | Quality manager |
| 1 | 12 January 2023 | Annual review | Quality manager |
| 2 | 18 July 2023 | Management change | Quality manager |
| 3 | 12 January 2024 | Annual review | Quality manager |
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Example of a Heliport Manual List of effective pages
Table2:

| Column 1 | | | | Column 2 | | | |
|---|---|---|---|---|---|---|---|
| * | PAGE | REVISION | DATED | * | PAGE | REVISION | DATED |
| | 1 | 0 | 12 January 2022 | | 43 | 2 | 18 July 2023 |
| | 2 | 0 | 12 January 2022 | | 44 | 2 | 18 July 2023 |
| | 3 | 1 | 12 January 2023 | | 45 | 2 | 18 July 2023 |
| | 4 | 0 | 12 January 2022 | | 46 | 0 | 12 January 2022 |
| | 5 | 0 | 12 January 2022 | | 47 | 0 | 12 January 2022 |
| | 6 | 0 | 12 January 2022 | | 48 | 0 | 12 January 2022 |
| | 7 | 1 | 12 January 2023 | | 49 | 3 | 12 January 2024 |
| | 8 | 1 | 12 January 2023 | | 50 | 3 | 12 January 2024 |
| | 9 | 1 | 12 January 2023 | | | | |
| | 10 | 1 | 12 January 2023 | | | | |
| | 11 | 1 | 12 January 2023 | | | | |
| | 12 | 3 | 12 January 2024 | | | | |
| | 13 | 3 | 12 January 2024 | | | | |
| | 14 | 3 | 12 January 2024 | | | | |
| | 15 | 3 | 12 January 2024 | | | | |
| | 16 | 3 | 12 January 2024 | | | | |
| | 17 | 3 | 12 January 2024 | | | | |
| | 18 | 0 | 12 January 2022 | | | | |
| | 19 | 0 | 12 January 2022 | | | | |
| | 20 | 0 | 12 January 2022 | | | | |
| | 21 | 0 | 12 January 2022 | | | | |
| | 22 | 0 | 12 January 2022 | | | | |
| | 23 | 0 | 12 January 2022 | | | | |
| | 24 | 0 | 12 January 2022 | | | | |
| | 25 | 0 | 12 January 2022 | | | | |
| | 26 | 0 | 12 January 2022 | | | | |
| | 27 | 2 | 18 July 2023 | | | | |
| | 28 | 2 | 18 July 2023 | | | | |
| | 29 | 2 | 18 July 2023 | | | | |
| | 30 | 2 | 18 July 2023 | | | | |
| | 31 | 2 | 18 July 2023 | | | | |
| | 32 | 2 | 18 July 2023 | | | | |
| | 33 | 2 | 18 July 2023 | | | | |
| | 34 | 2 | 18 July 2023 | | | | |
| | 35 | 2 | 18 July 2023 | | | | |
| | 36 | 0 | 12 January 2022 | | | | |
| | 37 | 0 | 12 January 2022 | | | | |
| | 38 | 0 | 12 January 2022 | | | | |
| | 39 | 2 | 18 January 2023 | | | | |

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|---|---|---|---|---|---|---|---|
| | 40 | 2 | 18 January 2023 | | | | |
| | 41 | 2 | 18 January 2023 | | | | |
| | 42 | 2 | 18 January 2023 | | | | |

## PART 1 – GENERAL

**1.1 The Heliport Manual should include the following:**

1.1.1 Purpose and scope of the Heliport manual.

1.1.2 The legal requirement for a heliport certificate and a Heliport Manual as prescribed in SACARs 139.03.3.

1.1.3 Conditions for use of the heliport — a statement to indicate that the heliport should at all times, when it is available for the take-off and landing of helicopter, be so available to all persons on equal terms and conditions.

1.1.4 The available aeronautical information system and procedures for its promulgation.

1.1.5 The system for recording helicopter movements.

1.1.6 Obligations of the heliport operator.

1.1.7 A heliport Organisational chart showing the names and positions of key personnel, including their responsibilities.

1.1.8 Competencies of key personnel are contained in the heliport infrastructure and operations TGM's.

**1.2 Quality assurance system:**

The Quality Assurance System should at minimum include the following essential elements in the Heliport Manual as per SACATS 139.03.4.

1.2.1 **A clear definition of the level of quality a heliport operator intends to achieve SACATS 139.03.4(a).**

A level of quality is a statistical measurement a heliport operator intends to achieve through its inspections, audits and management review. It's the targets or goals' pertaining to quality of a heliport operator intends to achieve. i.e. reduce the number of accidents by 10% year on year.

1.2.2 **Document Control**

A document control procedure should be developed that includes how the Heliport Manual and all supporting documents are controlled, distributed, reviewed and amended:

1.2.2.1 Control:

1.2.2.1.1 Develop a procedure which defines the following controls:

a. Identification of documents, date, and revision status;
b. Storage of documents;
c. Protection against unauthorised use and modification of documents and records;
d. Legibility, retrieval, retention period, and disposition of documents and records;
e. Approval process for adequacy prior to issue; and
f. Unauthorised use of obsolete or outdated document.

1.2.2.2 Distribution:

Develop a procedure for distribution of parts/ versions of the updated and approved Heliport Manual to the relevant personnel and interested parties including applicable air traffic service unit.

1.2.2.3 Review:

Develop a procedure to review the Heliport Manual and support documents to determine the suitability, adequacy, and effectiveness to achieve the intended purpose with the following controls:

a. A review process;
b. Annual review of Heliport Manual.
c. Review frequency of documents.
d. Role players during the review process.
e. Approval process.

1.2.2.4 Amendment:

1.2.2.4.1 Develop a procedure to make changes to documents which defines the following controls:

a. Responsibility for maintaining the accuracy of the Heliport Manual and associated documents should be clearly defined in the manual;
b. Request for change;
c. The Heliport Manual should include a record of all amendments and list of effective pages;
d. Approval of changes made;
e. Revision status control;
f. Communicating changes to all affected parties; and
g. Any amendments or additions should be communicated to the Authority for approval.

1.2.3 **Control of records:**

1.2.3.1 A procedure should be developed to control all records that should include:

a. Storage of records;
b. Retention period;
c. destruction of records.

Records are information that are retained for the purpose of audits/inspection (background information not to be documented in the Heliport Manual verbatim).

1.2.4 **Internal reviews**

1.2.4.1 An internal review procedure should be developed that includes internal and supplier/subcontractor audits which should include:

a. Frequency of the audit.
b. Person responsible for conducting the audits.
c. Audit Criteria - Policies, procedures or requirements used as a reference.
d. Audit Scope - Areas to be audited; and
e. Audit Method – method for auditing the process.

Background of Internal reviews (background information not to be documented in the Heliport Manual verbatim).

1.2.5 **Internal Audits**

Internal audits are those conducted internally by the organisation, using its own trained staff, to evaluate the organisations or parts of the organisation's performance. The results are used by management to confirm compliance with the documented standards and procedures to initiate corrective action when the standard is not met or preventive actions where there is potential for non-conformance or non-compliance.

### 1.2.6 Inspections

Types and frequency of inspections that are conducted at the heliports e.g. daily, weekly, monthly, etc.

### 1.2.7 Sub-Contract Audits (2nd Party Audits)

Supplier/ Sub-contractors audits are carried out by a heliport on its suppliers or subcontractors. These audits are intended to satisfy the contracting organisation that the subcontractor meets the agreed requirements.

### 1.2.8 Recording of findings:

1.2.8.1 A procedure should be developed to record findings and communicating it to management which should include:

a. Method used to report audit findings;
b. Tracking register with a unique numbering system;
c. Notification of findings to the relevant staff including line management;
d. Agreed root cause analysis, corrective and preventive actions;
e. Targets dates for responding and closing of findings;
f. Schedule for follow-up and the closure of the corrective and preventive actions;
g. Reporting of findings into the management review process;
h. Records of non-conformances.

### 1.2.9 Recording of other quality indicators:

A procedure should be developed to record other quality indicators such as facility malfunction reports, incidents, occurrence, complaints and defects:

1.2.9.1 Facility malfunctions and defects should include:

a. Method used for reporting facility malfunction or defect including forms used for reporting.
b. Process followed when reporting a facility malfunction or defect including role players;
c. Time frames for closing out facility malfunction or defect.

1.2.9.2 Occurrence, incidents and accidents should include:

a. Method used for reporting incident or accidents including forms used for reporting;
b. Time frames for reporting accidents;
c. Investigation of contributing factors (root cause), corrective actions (actions taken to correct the incidents) and preventive action (actions required to prevent recurrence of the incident or accident).

1.2.9.3 Complaints should include:

a. Method used for reporting complaints including forms used for reporting;
b. Process followed when logging a complaint;
c. Time frames for closing out complaints.

### 1.2.10 Rectifying deficiencies:

A procedure should be developed in response to internal reviews, facility malfunctions, deviations and customer identified which should include:

a. Method used to record the corrective action and preventive action;
b. Allocation and acceptance of ownership;
c. Monitoring each corrective action to verify timely and effective implementation and completion;
d. Regular reviews of root causes of all corrective actions.

1.2.11 **Management analysis and overview**

1.2.11.1 A procedure should be developed to review the operational quality management system implemented at the heliport as well as to ensure its continuing adequacy, suitability and effectiveness and should have the following controls:

1.2.11.2 Frequency of management review not exceeding 12 months;

1.2.11.3 Management representatives including quorum:

1.2.11.4 The agenda should include but not limited to:

a. Results of the audits (internal and external-SACAA);
b. Non-conformances raised internally;
c. Status of corrective and preventive actions;
d. Need for changes that could affect the Quality Management System, e.g. changes in procedures and policies;
e. Customer feedback;
f. Recommendation for improvement.
g. These topics should be considered as the minimum, it can be further modified or expanded, as necessary, to address any additional issues or considerations that the organisation may have.
h. Records of these reviews should be maintained. These records should include, as a minimum, the date of the review, participants in the review, discussion of agenda items, and any decisions or actions that are required and implementation dates.

## PART 2 - PARTICULARS OF THE HELIPORT SITE

**2.1 The manual should include general information, including the following:**

2.1.1. a plan of the heliport showing the main heliport facilities for the operation of the heliport including, particularly, the clearly labelled location of each wind direction indicator.

2.1.2. a plan of the heliport showing the heliport boundaries.

2.1.3. a plan showing the distance of the heliport from the nearest city, town or other populous area, and/or the location of any heliport facilities and equipment outside the boundaries of the heliport.

2.1.4. particulars of the title of the heliport site. If the boundaries of the heliport are not defined in the title documents, particulars of the title to, or interest in, the property on which the heliport is located and a plan showing the boundaries and position of the heliport.

2.1.5. defined heliport Obstacle Limitation Surface (OLS) layout and this may include Obstacle Free Zone (OFZ) where applicable.

## PART 3 - PARTICULARS OF HELIPORT DATA REQUIRED TO BE REPORTED TO AERONAUTICAL INFORMATION SERVICES (AIS) FOR NOTIFICATION IN THE AIP

**3.1. General information**

3.1.1 **The manual should include the following:**

3.1.1.1 Name and location of the heliport;

3.1.1.2 The geographical coordinates of the reference point determined in terms of the World

Geodetic System (WGS 84);

3.1.1.3 The heliport elevation and geoid undulation;

3.1.1.4 The elevation of each FATO and geoid undulation;

3.1.1.5 The elevation of the FATO and any significant high and low points on the FATO;

3.1.1.6 The highest elevation of the touchdown zone;

3.1.1.7 The heliport reference temperature;

3.1.1.8 Details of the heliport beacon, where applicable; and

3.1.1.9 The name of the heliport operator and the address and telephone numbers at which the heliport operator may be contacted at all times.

### 3.1.2 Heliport dimensions and related information

3.1.2.1 heliport type — surface-level or elevated, shipboard or helideck:

3.1.2.2 TLOF — dimensions to the nearest metre, slope, surface type, bearing strength in tons (1 000 kg);

3.1.2.3 final approach and take-off area — type of FATO, true bearing to one-hundredth of a degree, length, width to the nearest metre, slope, surface type;

3.1.2.4 safety area — length, width and surface type;

3.1.2.5 helicopter taxiway and helicopter taxi route — designation, width, surface type;

3.1.2.6 helicopter stands — surface type, helicopter stands;

3.1.2.7 clearway — length, ground profile; and

3.1.2.8 visual aids for approach procedures, marking and lighting of FATO, TLOF, taxiways and helicopter stands.

3.1.2.9 The geographical coordinates of the geometric centre of the TLOF.

3.1.2.10 The geographical coordinates of appropriate centre line points of helicopter taxiways, and helicopter taxi routes.

3.1.2.11 The geographical coordinates of each helicopter stand.

3.1.2.12 Declared distances; take-off distance available, rejected take-off distance available and landing distance available.);

3.1.2.13 The geographical coordinates and the top elevation of significant obstacles in the approach and

3.1.2.14 take-off areas and in the vicinity of the heliport. (This information may best be shown in the form of charts such as those required for the preparation of aeronautical information publications, as specified in Annexes 4 and 15 to the Convention).

3.1.2.15 Disabled helicopter removal plan: the telephone/telex/facsimile numbers and e-mail address of the heliport coordinator for the removal of a disabled helicopter on or adjacent to the movement area, information on the capability to remove a disabled helicopter, expressed in terms of the largest type of helicopter which the heliport is equipped to remove; and

3.1.2.16 Rescue and firefighting: the level of protection provided, expressed in terms of the category of the rescue and fire-fighting services, which should be in accordance with the largest helicopter normally using the heliport and the type and amounts of extinguishing agents normally available at the heliport.

## PART 4 - PARTICULARS OF THE HELIPORT OPERATING PROCEDURES AND SAFETY MEASURES

### 4. The manual should include the following:

### 4.1 Heliport reporting

**Note:** Particulars of the procedures for reporting any changes to the heliport information set out in the

4.1.1 AIP and procedures for requesting the issue of NOTAMs, including the following:

4.1.1.1 Procedures for reporting any changes to the SACAA and recording the reporting of changes during and outside the normal hours of heliport operations.

4.1.1.2 The names and roles of persons responsible for notifying the changes, and their telephone numbers during and outside the normal hours of heliport operations.

4.1.1.3 The email address and telephone numbers, as provided by the SACAA, of the place where changes are to be reported to the SACAA.

## 4.2 Access to the Heliport movement area

4.2.1 **Note:** Particulars of the procedures that have been developed and are to be followed in coordination with the agency responsible for preventing unlawful interference in civil aviation at the heliport and for preventing unauthorised entry of persons, vehicles, equipment, animals or other things into the movement area, including the following:

4.2.1.1 The role of the heliport operator, the helicopter operator, heliport fixed-base operators, the heliport security entity, the SACAA and other government departments, as applicable; and

4.2.1.2 The names and roles of the personnel responsible for controlling access to the heliport, and the telephone numbers for contacting them during and after working hours.

## 4.3 Heliport emergency plan

4.3.1 **Note:** Particulars of the Heliport Emergency Plan, including the following:

4.3.1.1 Plans for dealing with emergencies occurring at the heliport or in its vicinity, including the malfunction of helicopter in flight; structural fires; sabotage, including bomb threats (helicopter or structure); unlawful seizure of helicopter; and incidents on the heliport covering “during the emergency” and “after the emergency” considerations;

4.3.1.2 Details of tests for heliport facilities and equipment to be used in emergencies, including the frequency of those tests;

4.3.1.3 Details of exercises to test emergency plans, including the frequency of those exercises;

4.3.1.4 A list of organisations, agencies and persons of authority, both on and off heliport, for site roles; their telephone and facsimile numbers, e-mail and SITA addresses and the radio frequencies of their offices;

4.3.1.5 The establish Heliport Manual of a heliport emergency committee to organise training and other preparations for dealing with emergencies; and

4.3.1.6 The appointment of an on-scene commander for the overall emergency operation.

4.3.1.7 Heliport must state that the manual is submitted as a separate document to SACAA for approval/ acceptance.

4.3.1.8 Frequency of review of the Heliport Emergency Plan.

## 4.4 Rescue and fire-fighting

4.4.1 **Note:** Particulars of the Rescue and Fire Fighting Services:

4.4.1.1 Total number of firefighting personnel available for rescue and firefighting services during normal heliport operational hours;

4.4.1.2 Include a task resource analysis that was used to determine the total number of rescue and firefighting services;

4.4.1.3 Number of shifts providing the services at the heliport;

4.4.1.4 Total number and type of fire fighting vehicles;

4.4.1.5 Total carrying capacity of the individual fire fighting vehicle;

4.4.1.6 Total discharge rates of these individual vehicles, including complementary agent;

4.4.1.7 Number of staffing per individual fire fighting vehicle;

4.4.1.8 A list of all rescue equipment carried on the fire fighting vehicles;

4.4.1.9 Name and telephone number of a responsible person coordinating these services;
4.4.1.10 List of procedures used to check the firefighting appliances for operational status; and
4.4.1.11 Record keeping of the check results and where it is kept.

## 4.5 Inspection of the heliport movement areas and obstacle limitation surfaces by the heliport operator

4.5.1 **Note:** Particulars of the procedures for the inspection of the heliport movement area and obstacle limitation surfaces, including the following:

4.5.1.1 arrangements for carrying out inspections on the FATOs, taxiways and helicopter stands, including water-depth measurements on FATOs and taxiways, during and outside the normal hours of heliport operations;
4.5.1.2 arrangements for keeping an inspection logbook, and the location of the logbook;
4.5.1.3 details of inspection intervals and times;
4.5.1.4 inspection checklist;
4.5.1.5 arrangements for reporting the results of inspections and for taking prompt follow-up actions to ensure
4.5.1.6 correction of unsafe conditions; and
4.5.1.7 roles of persons responsible for carrying out inspections, and their telephone numbers during and after
4.5.1.8 working hours.
4.5.1.9 if the inspections are to be carried out by a contractor, the Heliport Manual must indicate as such and the names of the responsible person must be reflected in the manual.
4.5.1.10 proof of competencies of personnel carrying out such inspection.

## 4.6 Visual aids and heliport electrical systems

4.6.1 **Note:** Particulars of the procedures for the inspection and maintenance of aeronautical ground lighting, illuminated signs and heliport electrical systems, including the following:

4.6.1.1 arrangements for carrying out inspections during and outside the normal hours of heliport operation, and the checklist for such inspections;
4.6.1.2 arrangements for recording the result of inspections and for taking follow-up action to correct deficiencies;
4.6.1.3 arrangements for carrying out routine maintenance and emergency maintenance;
4.6.1.4 arrangements for secondary power supplies, if applicable.
4.6.1.5 the names and roles of the persons responsible for the inspection and maintenance of heliport electrical infrastructure, and the telephone numbers for contacting those persons during and after working hours;
4.6.1.6 Heliport Maintenance Programme which should include but not limited to:
4.6.1.6.1 maintenance performance level for visual aids (i.e. aeronautical ground lighting as part of their preventative maintenance programme;
4.6.1.6.2 maintenance of obstruction lighting;
4.6.1.6.3 precautions for surface debris;
4.6.1.7 the procedure to prevent helicopter entering permanently closed FATOs and taxiways by removing of lighting.
4.6.1.8 the procedure to evaluate the impact of change on safety of existing operations, whenever a change to physical characteristics, facilities or equipment is proposed.
4.6.1.9 procedure of inspecting all fuel installations/facilities including periodic audits of all fuel installations.
4.6.1.10 arrangements for screening or otherwise modifying lights which could present a hazard to helicopter safety;
4.6.1.11 arrangements to return any part of the movement areas to operational status following any

maintenance work, day or night, thereon.

### 4.7 Maintenance of the movement area

4.7.1 **Note:** Particulars of the facilities and procedures and programme for the maintenance of the movement area, including:

4.7.1.1 arrangements for maintaining the paved areas;
4.7.1.2 arrangements for maintaining the FATOs and taxiways;
4.7.1.3 arrangements for the maintenance of heliport drainage; and
4.7.1.4 arrangements for the maintenance of the wind direction indicator,

### 4.8 Works on heliport — safety.

4.8.1 **Note:** The holder of a heliport license must have the following available for purposes of planning and carrying out construction and maintenance work safely on or in the vicinity of the movement area, which may extend above an obstacle limitation surface:

4.8.1.1 appropriate arrangements for effective communication between the air traffic services unit concerned and the work team during the progress of such work;
4.8.1.2 the names, telephone numbers and roles of the persons and organisations responsible for planning and carrying out the work, and arrangements for contacting those persons and organisations at all times;
4.8.1.3 the names and telephone numbers, during and after working hours, of the heliport fixed-base operators, ground handling agents and helicopter operators who are to be notified of the work;
4.8.1.4 a distribution list for work plans, if required;
4.8.1.5 restriction of construction or maintenance activities in the proximity of heliport electrical systems during low visibility operations;
4.8.1.6 Arrangements to return any part of the movement areas to operational status following any maintenance work, day or night, thereon.

### 4.9 Helicopter stands management

4.9.1 **Note:** Particulars of the helicopter stands management procedures, including the following:

4.9.1.1 arrangements between tenants;
4.9.1.2 arrangements for allocating helicopter parking positions;
4.9.1.3 arrangements for initiating engine start and ensuring clearance between helicopters;
4.9.1.4 Arrangements for heliport operator to restrict the operations of personnel and vehicles on the helicopter stands during low visibility operations.

### 4.10 Helicopter stands safety management.

4.10.1 **Note:** Procedures to ensure helicopter stands safety, including:

4.10.1.1 protection from helicopter downwash;
4.10.1.2 enforcement of safety precautions during helicopter refueling operations;
4.10.1.3 helicopter stands sweeping;
4.10.1.4 helicopter stands cleaning;
4.10.1.5 arrangements for reporting incidents and accidents on an helicopter stands; and
4.10.1.6 arrangements for auditing the safety compliance of all personnel working on the helicopter stands.

### 4.11 Wildlife hazard management

4.11.1 **Note:** Particulars of the procedures to deal with the danger posed to helicopter operations by the presence of birds or mammals in the heliport flight pattern or movement area, including the following:

4.11.1.1 arrangements for assessing wildlife hazards;
4.11.1.2 arrangements for implementing wildlife control programmes;
4.11.1.3 the names and roles of the persons responsible for dealing with wildlife hazards, and their telephone
4.11.1.4 numbers during and after working hours; and
4.11.1.5 Arrangements for conducting bird and wildlife risk assessment on and in the vicinity of a Heliport.

## 4.12 Obstacle control

4.12.1 **Note:** Particulars setting out the procedures for

4.12.1.1 monitoring the obstacle limitation surfaces in the approach and departure surfaces;
4.12.1.2 monitoring the height of buildings or structures within the boundaries of the obstacle limitation surfaces;
4.12.1.3 controlling new developments in the vicinity of heliports; and
4.12.1.4 notifying the SACAA of the nature and location of obstacles and any subsequent addition or removal of obstacles for action as necessary, including amendment of the Aeronautical Information Services (AIS) publications.
4.12.1.5 submission of WGS-84 Survey report to the SACAA.
4.12.1.6 Collaboration between the heliport and relevant stakeholders/affected parties during the EIA process for the purpose of management and controlling of obstacles.

## 4.13 Removal of disabled helicopter

4.13.1 **Note:** Particulars of the procedures for removing a disabled helicopter on or adjacent to the movement area, including the following:

4.13.1.1 the roles of the heliport operator and the holder of the helicopter certificate of registration;
4.13.1.2 arrangements for notifying the holder of the certificate of registration;
4.13.1.3 arrangements for liaising with the heliport operator;
4.13.1.4 arrangements for obtaining equipment and personnel to remove the disabled helicopter; and
4.13.1.5 the names, role and telephone numbers of persons responsible for arranging for the removal of disabled helicopter.
4.13.1.6 the names of the crane companies, contact details as well as the crane weight limitations.
4.13.1.7 the full procedure must be included in the HEMS manual.

## 4.14 Handling of hazardous materials

4.14.1 **Note 1:** Particulars of the procedures for the safe handling and storage of hazardous materials on the h eliport, including the following:

4.14.1.1 arrangements for special areas on the heliport to be set up for the storage of inflammable liquids (including aviation fuels) and any other hazardous materials; and
4.14.1.2 the method to be followed for the delivery, storage, dispensing and handling of hazardous materials.

4.14.2 **Note 2:** Hazardous materials include inflammable liquids and solids, corrosive liquids, compressed gases and magnetized or radioactive materials. Arrangements for dealing with the accidental spillage of hazardous materials should be included in the heliport emergency

plan.

## PART 5 - HELIPORT ADMINISTRATION AND SAFETY MANAGEMENT SYSTEM

**Note 1:** Refer to the TGM for developing an SMS manual for the development of Part 5 of the Heliport Manual.
**Note 2:** Part 5 may also be a stand-alone manual.

### 6. DOCUMENT AUTHORISATION

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