



SOUTHERN ALPS
MBZ AIRSPACE RESIDENT USER GROUP

OPERATIONS HANDBOOK

Our aviation industry has no greater responsibility than to ensure the safety of each and every passenger

This Handbook, its purpose, content and structure is endorsed by:

Civil Aviation Authority (CAA)

Department of Conservation (DOC)

Franz Josef Glacier Guides (FJGG)

Development West Coast LTD (DWL)

Fox Glacier Guides (FGG)

Individual Operators

All User Group members acknowledge that the Officers and other members of the User Group are performing any roles and responsibilities in connection with the User Group on a voluntary basis and in good faith.

In the absence of wilful default, no member or Officer shall have any liability to any other member of Officer whether in contract, tort or otherwise, for anything associated directly or indirectly with that member or Officer's involvement in, or performance or non-performance of any role or responsibility as part of, the User Group

This version of the Handbook was reviewed prior to the commencement of summer operations, as shown in the version date, and is ratified annually by the respective User Group Chairpersons.

Signed:

Signed:

West Coast User Group Chair

East Coast User Group Chair

Date:

Date:



SECTION 1 | INTRODUCTION

1.1 Table of Contents

PAGE

SECTION 1 INTRODUCTION

1.1 Table of Contents	4
1.2 Common Definitions, Terms & Abbreviations	6
1.3 Mission Statement	7
1.4 Memorandum of Understanding	7
1.5 Handbook Overview	9
1.6 Health & Safety	9
1.7 User Group Overview	11
1.8 Document Structure	12
1.9 Document Administration	12
1.10 Document Control	13
1.11 List of Effective Pages	14
1.12 Record of Revisions	15

SECTION 2 ADMINISTRATION

2.1 Administration Overview	17
2.2 User Group Code of Conduct	18
2.3 User Group Governance	19
2.4 User Group Structure	19
2.5 Functionality	20

SECTION 3 MANAGEMENT OF SAFETY

3.1 Management of Safety	25
3.2 Function of Safety Committee	25
3.3 Safety Committee Meetings	26
3.4 Safety Reporting	26
3.5 Corrective, Remedial and Disciplinary Action	28
3.6 Meeting and Process Records	29

SECTION 4 TRAINING

4.1 Training	31
4.2 Flight Training	31
4.3 Ground Training	32

SECTION 5 STANDARD AIRCRAFT EQUIPMENT

5.1 Standard Aircraft Equipment	34
5.2 Standard Aircraft Safety Equipment	34
5.3 Rotary Aircraft	34
5.4 Fixed-wing Aircraft	34

SECTION 6 ENVIRONMENTAL

6.1 Environmental Responsibilities	36
6.2 Department of Conservation	37
6.3 Noise Sensitive Areas	38
6.4 Fox Noise Abatement Procedures	39
6.5 Summit Ridge of Mount Cook & Mount Tasman	39

SECTION 7 INTINERANT AND TRANSITING PILOTS

7.1 Information for Itinerant & Transiting Pilots	41
7.2 West Coast	42
7.3 East Coast	43

SECTION 8 DRONE OPERATIONS

8.1 Drone Operations	45
----------------------	----

SECTION 9 [RESERVED]

APPENDIX

Appendix A	User Group Contact List	49
Appendix B	Stakeholder Contact List	51
Appendix C	Meeting Agenda/Minutes Template	52
Appendix D	Record of Handbook Amendments	53
Supplement 1	Flight Operations	54
Supplement 2	NZGH Operations Manual	55
Supplement 3	Fox Heliport Manual [RESERVED]	56
Supplement 4	Civil Defence and Other Emergencies	57

1.2 Common Definitions, Terms & Abbreviation

Accident	As defined in CAR Part 1
Airspace	For the purpose of this Handbook reference to 'the airspace' shall mean that airspace contained within the MBZ (see below)
Aircraft	When the word aircraft is used throughout this handbook, it can be read as pertaining to both helicopter and fixed-wing, otherwise the word helicopter or fixed-wing will be used when the information or procedure is type specific.
AOC	Air Operator Certificate issued by CAA e.g. 119/135, 115
ASA	CAA Aviation Safety Adviser (South Island representative in this context)
CAA	Civil Aviation Authority
DOC	Department of Conservation
DWC	Development West Coast Ltd. owner of Glacier Country Heliport
Incident	As defined in CAR Part 1
Itinerant (pilot)	A pilot having a reason to be operating in the MBZ but not on a routinely basis
MBZ	Southern Alps Mandatory Broadcast Zone (NZ B978) active 24-hrs from Surface to 12500 ft.
NZGH	ICAO designation for Glacier Country Heliport
User Group	Southern Alps MBZ Airspace User Group (SAMUG) or a sub-Group being either East Coast User Group or West Coast User Group
Resident User	Any organisation or independent operator who conducts regular commercial operations within the Southern Alps MBZ
Shall	Infers mandatory requirement for compliance with this Handbook
Should	Infers 'advised' or 'recommended'
SMS	Safety Management Systems as determined by CAR 100 and Advisory Circular AC100-1
Stakeholder	Any person or entity that may be affected by User Group activities conducted in the MBZ airspace. A stakeholder is not necessarily a User Group member
Transiting (pilot)	an itinerant pilot tracking through the MBZ on a scenic flight or en-route to another destination
Drones	A generic reference to unmanned aerial systems variously known as UAVs, UAS, RPAS

1.3 **Mission Statement**

The Southern Alps MBZ User Group functions to put aside all commercial influences and pressures to collectively pursue our prime objective of managing risk and maintaining a world-leading standard of aviation safety, discipline and professionalism in one of NZ's busiest aviation MBZs, that ensures the safety of our services and satisfaction of our customers.

1.4 **Memorandum of Understanding**

Memorandum of Understanding [MoU] between all members of the Southern Alps MBZ User Group

Purpose

The MoU is to record the personal commitment of the Chief Executives of each Air Operator Certificate holder as a User Group Member, to make available within their respective organisations the necessary resources to establish, and maintain a framework that fosters a safe, compliant and professional operating environment.

The signatories to this MoU affirm their company's commitment to a 'top-down' approach supporting the functions of the User Group and Safety Committee as an integral component of their own safety/risk management processes [SMS] and obligations as a PCBU under the Health & Safety at Work Act 2015.

Objective

To harness the collective expertise of companies and individuals experienced in the unique operating environment of the airspace, in order to foster a cooperative and collaborative culture between operators that acknowledges the paramount safety of ground and flight operations over commercial considerations.

We commit to ensuring our respective organisations have a representative from senior management present at all User Group meetings and a person with appropriate seniority and operational capability at all Safety Committee meetings who shall be authorised and mandated to speak and make operational decisions of behalf of their organisation.

The Parties

Signatories to this MOU are the Chief Executives of the principal air operators conducting tourism and commercial aviation operations within the Southern Alps Mandatory Broadcast Zone [MBZ].

This MOU shall be updated as required to reflect changes to persons holding the position of Chief Executive or additions or deletions to holders of AOCs considered to be actively offering tourism or commercial operations in the MBZ.

Air Safaris

CEO:

Signed:

Glacier Country Helicopters Ltd

CEO:

Signed:

Heliservices NZ Ltd

CEO:

Signed:

The Helicopter Line Ltd

CEO:

Signed:

Inflite Mount Cook Ski Planes & Helicopters Ltd

CEO:

Signed:

Mountain Helicopters Fox Glacier Ltd

CEO:

Signed:

True South Ltd

CEO:

Signed:

Glacier Helicopters Ltd

CEO:

Signed:

Glenorchy Air Ltd

CEO:

Signed

Heliworks Mount Cook Ltd

CEO:

Signed:

Inflite Franz Ltd

CEO:

Signed:

Mackenzie Helicopters Ltd

CEO:

Signed:

Southern Lakes Helicopters Ltd

CEO:

Signed:

1.5 Handbook Overview

This Operations Handbook has been compiled by the Southern Alps MBZ Airspace User Group.

It is endorsed by the participating companies of the User Group as operational information for -

- *Operators*
- *Resident pilots*
- *Itinerant / transiting pilots*
- *Other interested parties*

who have a role in ensuring the safety of flight operations in the;

- Southern Alps Mandatory Broadcast Zone (MBZ)

The content does not absolve operators' and individual pilots' responsibilities for compliance with -

- *The CAA Rules*
- *Individual company Operations Manuals and SOPs*
- *Current aeronautical maps and charts*

It is a handbook to assist with the promotion of aviation safety within the Mt Cook/Westland area and foster good airmanship.

This Manual is not to be copied by any third party without the approval of the Southern Alps User Group, however it is available for use and distribution to any operator intending to fly within the Aoraki Mt Cook and Westland Tai Poutini National Parks and the Southern Alps Mandatory Broadcast Zone [MBZ] B978.

Distribution may be electronic or by hard copy.

It is the responsibility of the end user to ensure the currency of the information contained within this publication.

Anyone using this publication for operational information should reference the version on the User Group website <http://wcusergroup.wixsite.com/glacierusergroup> as being the most current version, or contact the West Coast User Group Chair at westcoastusergroup@gmail.com

Privacy - Any company or personal contact details provided in this publication are to be used for User Group business only.

1.6 Health & Safety

The function of this User Group is to create a framework that will **foster a culture** of safe, compliant and professional flight operations, and to be mandated to initiate remedial actions when required.

Legal responsibility for compliance with legislation is that of the air operator certificate holder and individual pilots in command.

The User Group is a collective of organisations, each of whom has their respective responsibilities as a PCBU (person conducting a business or undertaking) under the Health & Safety at Work Act 2015.

The effective functioning of this User Group and the content of this Handbook does not usurp or replace the responsibilities of individual organisations under this Act. Those responsibilities continue to lie with the individual organisations.

However, active participation in supporting the objectives of the Group and constructive adherence to the Group's agreed processes and procedures will assist organisations in demonstrating their management of responsibility where duties overlap with other PCBUs, identification and management of hazards and fulfilling their duty of care to employees and others who could be affected by their business (e.g. passengers).

1.7 User Group Overview

The West Coast Users Group was formed in 1990 to promote safety for those aircraft operators operating within the Southern Alps MBZ area.

It primarily consists of:

- Local Aircraft Operators
- Civil Aviation Authority of New Zealand
- Ministry of Transport
- The Department of Conservation
- MBZ Aerodrome/Heliport Operators

It is of a non-regulatory nature providing a safety culture for the operators within the Mount Cook and Westland areas.

The purpose of User Groups is outlined in CAA Advisory Circular AC139-17.

www.caa.govt.nz/assets/legacy/Advisory_Circulars/AC139_17.pdf

The formation and function of a User Group is strongly supported by CAA. The CAA also 'listens' to the collective voice of a User Group [AC139-17].

A User Group is a forum to:

- *Facilitate the development and maintenance of procedures for the safe use of the airspace;*
- *Address safety concerns identified by users of the airspace;*
- *Develop limitations or operational conditions on the use of the airspace and be the representative body on such issues when liaising with CAA and other stakeholders (e.g. DOC), and;*
- *Implement corrective or preventative actions when safety issues are identified, notwithstanding the reporting requirements under CAR Part 12 and the Notification requirements under the Health and Safety at Work Act 2015, and;*
- *Provide advice on the impact of proposed changes to the airspace environment, or to the type of operations, and;*
- *Liaise and coordinate airspace activity with adjoining stakeholders, e.g. other User Groups, airport / heliport companies or safety committees.*
- *Resolve disputes.*

The structure and content of this Handbook is drafted with these specific objectives in mind.

1.8 Document Structure

The document is organised in the following manner:

SECTION 1 – Introduction

SECTION 2 – Administration

SECTION 3 – Management of Safety

SECTION 4 – Training

SECTION 5 – Standard Aircraft equipment

SECTION 6 – Environmental

SECTION 7 – Information for Itinerant and Transiting pilots

SECTION 8 – Drone Operations

SECTION 9 – RESERVED

APPENDIX – User Group Forms and Templates

SUPPLEMENT 1 – Flight Operations Guide

SUPPLEMENT 2 – Glacier Country Heliport Management Manual

SUPPLEMENT 3 – Fox Heliport Manual Supplement (Reserved)

SUPPLEMENT 4 – Civil Defence and Other Emergencies

1.9 Document Administration

The Southern Alps MBZ User Group (SAMUG) is the owner of this Handbook. The West Coast User Group Chairperson is responsible for administering this Handbook.

The Chairpersons responsibilities (with respect to the administration of this Handbook) shall include:

- Maintaining the most current version of the Handbook on the User Group website.
- Maintaining an up-to-date list of members and other stakeholder contacts in the Handbook.
- Collating updates or amendments to the Handbook (as authorised by the User Group Chair) for inclusion at the next amendment.
- Responding to enquiries or requests for information on any aspect of the Handbook and directing these to where they can be answered.

1.10 Document Control

While every effort will be made by the administrators of the Handbook to maintain the accuracy and currency of information therein, the content of this Handbook must be considered 'advisory' in nature.

The Master Copy of the handbook shall be the electronic version available on the User Group website:

<http://wcusergroup.wixsite.com/glacierusergroup>

The content of any part of this Handbook may be amended or corrected at any time following proper consultation, agreement and written direction from the Handbook owner (SAMUG Chair) to the West Coast User Group secretary or other person charged with the administration of the Handbook.

A synopsis of each Amendment is recorded in Section 1 **Record of Amendments**.

The entire content (and/or structure) of the Handbook shall be reviewed bi-annually to ensure its content remains current and fit for purpose and ratified by the Eastern and West Coast Chair Persons prior to the commencement of each summer season, and the version date revised accordingly.

This handbook contains only information of an advisory nature.

The currency of each page appears in the lower right-hand corner.

Each holder of a copy of this publication should inform the User Group Chairperson of their contact details, preferably email, so they can be notified of amendments.

Requests for changes of information or corrections to this book are to be made to the current West Coast User Group Chair – westcoastusergroup@gmail.com

Amendments will be emailed to each operator following a change in operating procedure within the Southern Alps MBZ, as well as published on the Southern Alps MBZ website

Holders of copies of this handbook need to check the currency of any information contained within before use. Confirmation of the current revision of this handbook can be found by contacting the West Coast User Group Chair.

1.11 List of Effective Pages

Page No.	Revision	Effective Date	Page No.	Revision	Effective Date
Cover	5	12/06/2025			
SECTION 1			SECTION 5		
1	5	23/09/2025	34	5	23/09/2025
2	5	23/09/2025			
3	5	23/09/2025	SECTION 6		
4	5	23/09/2025	36	5	23/09/2025
5	5	23/09/2025	37		21/10/2024
6	5	23/09/2025	38	5	23/09/2025
7	5	23/09/2025	39	5	23/09/2025
8	5	23/09/2025			
9	5	23/09/2025	SECTION 7		
10	4	21/10/2024	41	4	21/10/2024
11	5	23/09/2025	42	4	21/10/2024
12	5	23/09/2025	43	4	21/10/2024
13	5	23/09/2025			
14	5	23/09/2025	SECTION 8		
15	5	23/09/2025	45	5	23/09/2025
SECTION 2			APPENDIX		
17	4	21/10/2024	48	5	23/09/2025
18	4	21/10/2024	49	5	23/09/2025
19	4	21/10/2024	50	5	23/09/2025
20	4	21/10/2024	51	5	23/09/2025
21	4	21/10/2024	52	5	23/09/2025
22	5	23/09/2025	53	5	23/09/2025
			54	4	21/10/2024
SECTION 3			55	4	21/10/2024
25	4	21/10/2024	56	4	21/10/2024
26	4	21/10/2024	57	5	23/09/2025
27	4	21/10/2024			
28	4	21/10/2024			
29	4	21/10/2024			

1.12 Revisions

This manual will be revised on a 24-month bi-annual basis to reflect changes, corrections or improvements after its initial release.

These revisions will be tracked to ensure clarity and accuracy within this document.

Any changes made to this manual are to be circulated to the membership, with agreeance received from all parties before the latest version is published.

REVISION NUMBER	REVISION DATE	NATURE OF REVISION	APPROVED BY
1			
2	27.06.2018		J. Fogden
3			
4	21/10/2024	Annual Revision	T. Howard
5	23/09/2025	Manual Review	M. Lash

NOTE: Amendments will be made when required to reflect any changes in operating procedure that need to be made within the 24-month revision period.



SECTION 2 | ADMINISTRATION

SECTION 2 Administration

2.1 Administration Overview

The West Coast User Group (WCUG) and East Coast User Group (ECUG) are joint owners of this Handbook and are jointly responsible for its content.

All enquiries regarding the Handbook should be directed, in the first instance, to the West Coast User Group Chair - westcoastusergroup@gmail.com

The content of the handbook is endorsed by all members of the Southern Alps MBZ User Group

Document References:

The following references have been used:

- [CAA Rules \[CARs\]](#)
- [Health and Safety at Work Act 2015 \[HSW\]](#)
- [AIP Volumes 1 and 4, and Aerodrome and Visual Navigation Charts](#)
- [Department of Conservation Publications](#)
- [Fly Neighbourly Guide \(Helicopter Association International\)](#)
- [Individual Operator SOPs](#)
- [CAA GAP Booklet: In, Out and Around Mt Cook](#)
- [NZGH Heliport Management Manual](#)

2.2 *User Group Code of Practice*

As a Group, we:

- will collaborate to identify hazards associated with operating in and around the Southern Alps MBZ, to eliminate these hazards, and for the ones we cannot eliminate, to manage the residual risk to a level as low as reasonably practicable.
- will actively support a robust, but just (fair) reporting culture.
- will administer a fair, but effective, remedial process where required in accordance with agreed procedures.
- will self-regulate, to an extent possible within legislation, on matters of flight safety, discipline and professionalism including processes to manage corrective, remedial or disciplinary action.
- recognise radio discipline is pivotal to management of aircraft separation. Our pilots shall ensure all transmissions on the busy MBZ freq. 118.6 Mhz. should relate only to flight safety/aircraft separation. All position reports shall use standard phraseology, be succinct and be brief.

As individual AOC holders, we:

- shall have in place safety/risk management processes and Standard Operating Procedures [SOPs] that align with and allow pilots to conform to the operations procedures in this Handbook and Flight Operation Guide Supplement.
- shall have an unambiguous statement, policy and procedure contained in our SOPs relating to decisions with regard to cessation of scenic flights due to deteriorating or unfavourable weather or other environmental conditions.
- shall have both a ground-based and flight-based component to our internal training program that examines candidates on their knowledge of the content of relevant operational sections of this Handbook. [Principally Sections 3, 5 & 6 and Supplements 1- 3]
- shall display prominently in an area visible to our prospective passengers a copy of the User Group's **Mission Statement** and agreed **Code of Practice**.
- shall elaborate in our respective AOC Exposition or Safety Management System how we specifically embody this code of practice in our operation.

Our Environmental Code [See also SECTION 6 ENVIRONMENTAL]

- We will promote and foster, both collectively and within our respective organisations, and in consultation with DOC, an aviation culture to maintain an environmental awareness and consideration of potential disturbance to the values of ground-based users.
- Where it is safe and practicable to do so, our pilots will operate in a manner that respects the amenity values of the national parks
- We will develop and regularly review aircraft operating procedures that minimise noise emission, particularly in sensitive localities.
- We acknowledge that no flying should take place near the summit of Aoraki/Mount Cook.

2.3 User Group Governance

The West Coast User Group is a sub-group of the greater Southern Alps MBZ User Group (ref: Fig. 1 below).

It may provide administrative services through its secretary to assist the functioning of the greater User Group.

2.4 User Group Structure

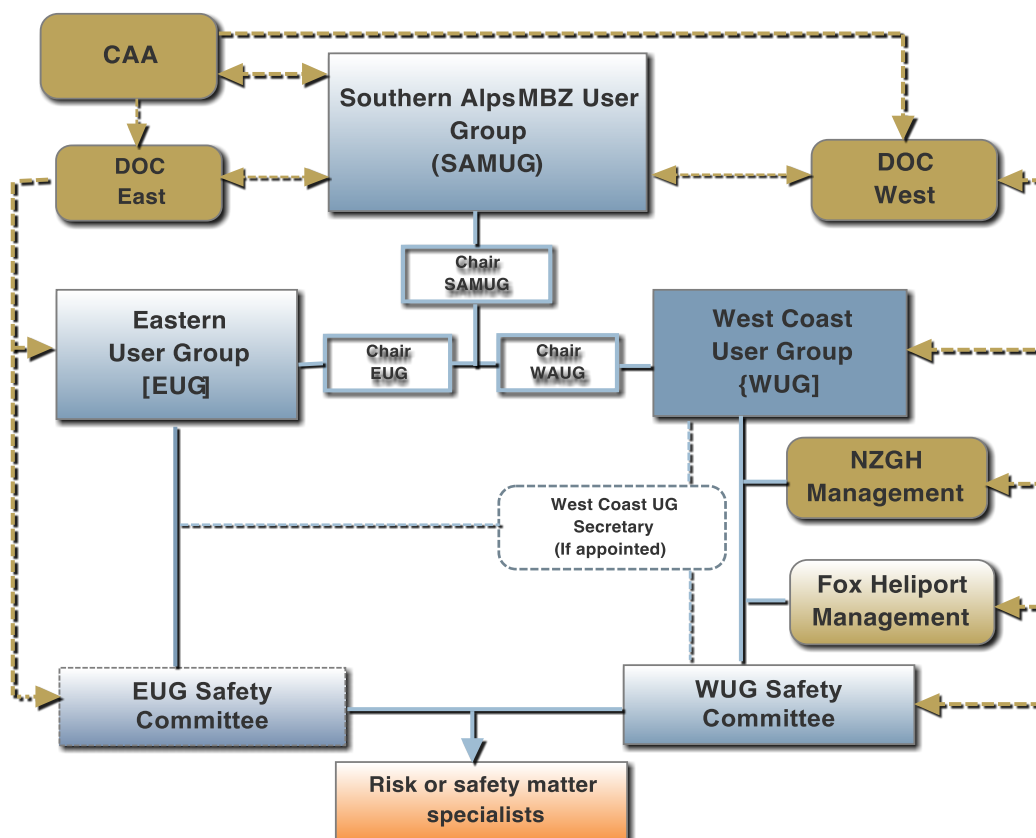


Fig. 1 Organisational Chart

2.5 Functionality

2.5.1 Chairperson Function

The appropriate Chairperson (East or West depending on issue) is to be the public spokesperson for that User Group (including media liaison).

No other person may claim to represent the User Group as a spokesperson unless delegated to do so by the Chairperson.

The role of Chairperson for combined meetings shall be alternated between the East Coast and West Coast Chairpersons.

The Chairperson should nominate a Deputy to act on their behalf during periods of absence or if unable to attend or on leave at the time of meetings.

The Chairperson shall:

- Facilitate meetings to ensure that no member (or non-member) of the User Group dominates the discussion, that appropriate discussion takes place and that conduct of meetings is such that relevant opinion among members is forthcoming.
- Ensure meetings are scheduled at pre-determined intervals and that an agenda is sent out to operators at least 10 days prior.
- Ensure meeting minutes are distributed to all User Group members within a reasonable time frame.
- Ensure regular, professional and constructive communication takes place with affected groups e.g. CAA, Department of Conservation, Aerodrome and Heliport operators.

Election of Chairpersons

- There shall be a Chairperson elected for both Eastern and West Coast User Groups.
- Chairpersons shall be reviewed at a maximum of two yearly intervals with nominations called for at the end of each term.
- A Chairperson may be nominated to hold the position for more than two years if this is the desire of the Group and the incumbent.
- It is preferable that there is continuity of the Chairperson when this is possible.

West Coast User Group Secretary

- A User Group Secretary may, from time to time, be appointed;
- The secretary's functions will be dictated by the Chair including, but not limited to:
 - Manage the process and coordination of User Group, Safety Committee meetings including preparing and distributing the agenda and minutes. [See also Document Administration pg.6].
 - Recording of meeting minutes and decision-making processes is pivotal to the transparent functionality and effectiveness of the Group.
 - Providing the secretarial services to the greater User Group when joint meetings are held.

2.5.2 Stakeholder Relationships

Functionality of the User Group depends on effective communication and collaboration with other effected parties and external stakeholders. Such relationships are found at all levels. However, external parties having a key stake in the successful functioning of the User Group are:

Civil Aviation Authority

Through their AOC's, members of the User Group have individual responsibilities for compliance with civil aviation and health and safety at work (HSW) legislation. Operating in New Zealand's busiest MBZ's, the Group has a collegial responsibility to identify and manage shared risks.

The User Group relationship with CAA should be maintained on a routine basis through the South Island Aviation Safety Advisor [ASA] who should be a standard invitee to User Group meetings at any level. Liaison with other CAA personnel may be expected for specific purposes.

Department of Conservation

The User Group relationship with DOC is inextricable. To retain its autonomy, DOC is not a member of the User Group, but better described as a 'Partner' to the User Group in nearly all functions of the Group. DOC has responsibility for land management, concession management and environmental management in the National Parks, all of which interface directly with the conduct of aviation activities within the MBZ.

As a 'partner' of the User Group, DOC personnel routinely interact at all levels of the Group. DOC has a stake in the maintenance of operational discipline and adherence to agreed Concession conditions. In this regard, where the User Group or one of its committees (e.g. Safety Committee, or Lead Pilot Group) is addressing such issues, it is expected that DOC will be an invited participant.

Glacier Country Heliport Management [NZGH]

In peak summer months, NZGH is acknowledged as the busiest heliport in New Zealand. It is within the MBZ boundary and is the operating base of a number of User Group members. NZGH Management has responsibilities to manage hazards associated with operations at the heliport. Operators holding a 'Licence to occupy' are required to comply with the NZGH Management Manual when operating at the heliport. The NZGH Management Manual and this User Group Handbook are mutually inclusive. The NZGH Management Manual is included as **Appendix 2** of this Handbook

To ensure ongoing compatibility of purpose and of operating procedures, the Safety Committee of the West Coast User Group shall maintain a close working relationship with heliport management.

Fox Glacier Heliport

Pending

2.5.3 Southern Alps MBZ User Group (SAMUG)

This is the representative body for all member operators conducting business within the Southern Alps MBZ [B978]. Its functions are carried out jointly by the Chairs of the Eastern and West Coast (and sub) Groups.

Where liaison or consultation is desired with other entities such as CAA, DOC or Media affecting all users of the airspace, the Southern Alps MBZ User Group, through the joint Chairs, is the representative body.

2.5.4 Eastern User Group (EUG)

The Eastern User Group is comprised of all member organisations operating within the airspace from bases located **East** of the Main Divide. The Group is administered by a Group Chair. The function and election cycle of this position are outlined in paragraph 2.1.5 'Election of Chairpersons'.

Where CAA, DOC, media or other entities wish to liaise or consult on aviation issues within the airspace specific to operations on the **East** side of the Divide, the Eastern User Group is the representative body.

2.5.5 West Coast User Group (WCUG)

The West Coast User Group is comprised of all member organisations operating within the airspace from bases located **West** of the Main Divide. The Group is administered by a Group Chair. The function and election cycle of this position are outlined in paragraph 1.1.5 'Election of Chairpersons'.

Where CAA, DOC, media or other entities wish to liaise or consult on issues within the airspace specific to operations on the **West** side of the Divide, the West Coast User Group is the representative body.

The West Coast User Group may provide administrative assistance to other elements of the greater Southern Alps MBZ User Group under arrangements to be determined at the time.

2.5.6 User Group Safety Committees

The successful functionality and effectiveness of the User Group is, to a large extent, dependent on a structure that has the necessary operational, managerial and time management skills.

The Eastern and West Coast User Groups shall each appoint a Safety Committee which may be, but not limited to, a co-function of the respective Lead Pilot Groups.

In carrying out its safety or disciplinary functions, each Safety Committee, may, as appropriate, co-opt the participation of persons external to the group who are able to contribute time and/or specialist risk management, safety or other expertise to help resolve specific issues.

2.5.7 Lead Pilots

The functions of the Lead Pilot Group is to work alongside the Safety Committee(s).

Both Eastern and West Coast Safety Committees shall recognise the 'Lead Pilot' from each member organisation. The 'Lead Pilot' is normally an internal company appointment identifying a pilot within the organisation appointed to the role for internal reasons such as leadership, seniority, supervision/mentoring, head office liaison and succession planning.

Lead pilots have a valuable contribution to make towards the successful function of the Safety Committee(s).

They are normally a senior pilot familiar with internal company procedures. They are also normally experienced in the environment and familiar with local operating practices.

To assist with the function of the Safety Committee(s), in addition to company responsibilities, each Lead Pilot will participate in the Safety Committee or be available to the Committee to review operating procedures and consider changes or improvements where these are identified, review the safe conduct and discipline of flight operations in their respective organisations.

Lead Pilots will act as a consultant group to the Safety Committee, meeting frequently and discussing operating procedures and changes or improvements where identified and required. These will then be discussed at motioned at the next available Safety Committee Meeting.



SECTION 3 | MANAGEMENT OF SAFETY

3.1 Management of Safety

It is the responsibility of every individual operating within the Southern Alps MBZ Airspace to identify hazards, non-standard procedures and lapses in discipline in both ground and flight operations.

This responsibility extends to reporting such observations in accordance with the agreed procedures in the Handbook, so they can be assessed, prioritised and dealt with by persons with the appropriate knowledge and experience in order to eliminate or minimise the risk of an accident or incident occurring.

Both Eastern and West Coast User Groups shall establish a Safety Committee comprising (in accordance with the Memorandum of Understanding) a representative from each member operator who holds an appropriate level of seniority within their organisation who shall be authorised and mandated to speak and make operational decisions of behalf of their organisation.

3.2 Function of the Safety Committee

The Safety Committee may be a co-function of the respective Lead Pilot Group [Refer 2.2.6 Lead Pilots]. The following paragraphs summarise the role and functions of the Safety Committee and outlines the scope of the Safety Committee's activities.

3.2.1 Role and Scope of the Safety Committee

The role of the Safety Committee(s) is to provide a forum to which all matters of concern, hazard, risk or safety improvement can be directed and formally processed by a group of peers with the requisite knowledge and experience.

The Safety Committee(s) will primarily be responsible to members of the respective User Group.

The committee(s) may also provide advice to the West Coast and/or Eastern Airspace User Group on issues of:

- Safety and risk management and flight discipline within the MBZ,
- Management of changes affecting flight operations e.g.
 - Flight routes / landing area
 - Aircraft numbers
 - User Group Member numbers
 - Heliport operations
- Liaison with key stakeholders (CAA, DOC, NZGH,) on safety and flight discipline
- Corrective, remedial or disciplinary action.

Election of Safety Committee [Reserved]

3.3 **Safety Committee Meetings**

Safety Committee meetings shall be held monthly or 'at any other time as operational safety and expediency dictates.

Other User Group member company representatives with specific skill-sets can be invited to participate in the Safety Committee meetings to:

- Assist with the development of procedures, safety improvements and operational recommendations.
- Brief/ update the Safety Committee on any incidents / occurrences that have occurred since the last meeting and identify opportunities for learning.
- Evaluate the operational risks associated with new operations or growth of existing operations in the area.

Routes, procedures and standard radio calls shall be reviewed by the Safety Committee(s) as part of the annual review of the Handbook referred to under Document Control on pg. 6 and updated as required.

The effectiveness of all company's induction / training of new or returning pilots shall be reviewed by the Safety Committee at least annually.

All Safety Committee deliberations shall be recorded and retained on file.

Safety Committee Action Items [Reserved]

3.4 **Safety Reporting**

For the purpose of this section, the use of the generic term 'safety concerns' shall have a broad definition and be taken to encompass (but not limited to):

- Observed/ reported breaches of pilot discipline, radio discipline or departure from agreed operating procedures
- Poor airmanship;
- Conflicting flight paths or flight procedures
- Errors or omissions in this Handbook that could impact on safe flight operations
- Near misses
- Observation of Drones
- A real, perceived or potential breakdown of safety barriers intended to ensure safety
- Ground related events involving passenger safety
- Any other safety-related observation or concern expressed by a member of the User Group or principal stakeholder (CAA, DOC, Glacier Country Heliport), whether formally or anecdotally.
- Any complaint, or safety-related observation directed to the Safety Committee by a third party.
- An opportunity to improve safety of air or ground operations

CAA AC 139-17, states a function of a User Group is to '*address safety concerns identified by users of the airspace*'. CAA's expectation is that the User Group will have a process in place to identify safety concerns and a process by which to address them.

The following process does not override individual operator responsibilities to report incidents and accidents to CAA in accordance with CAR Part 12, nor to an organisation's responsibility to notify CAA or WorkSafe NZ of serious injury under HSWA legislation. Each operator will also have their own internal incident and occurrence reporting process.

The above notwithstanding, the Group has an obligation to resolve safety concerns, repeated use of non-standard procedures and lapses in discipline identified by its members. The Safety Committee shall be the forum through which this is achieved.

The Safety Committee may be informed of any issue of concern in several ways:

1. By completing the online reporting form
<http://wcusergroup.wixsite.com/glacierusergroup/forms>
2. By email or personal approach to a member of the Safety Committee, a Lead Pilot or to the User Group Chair.
3. By other electronic method.

Matters raised do not need to be proven safety issues. A concern regarding a possible or potential safety issue is a legitimate use of the process.

Matters of a personal, commercial or vexatious nature or where the reporter is clearly in a conflict of interest is **not** a legitimate use of this process.

A reporter has the option to request a report is treated 'in confidence.' However, this option is not encouraged as it can sometimes be counter-productive to a timely, open and constructive resolution.

All reports, irrespective of how they are filed, will be forwarded to the User Group Chair and documented. The Chair shall forward each report to the Safety Committee.

'Safety Reports' is a permanent item on the Generic Meeting Agenda (Appendix D).

Items reported or forwarded to the Chair shall be entered onto the next scheduled Safety Committee meeting agenda.

For matters determined to be urgent, a special meeting of the safety Committee may be called by the User Group Chair to consider a report or safety-related event.

NOTE: Safety Committees have a mandate to enact safety-related changes with immediate dissemination and effect if deemed necessary in the interest of safety.

3.5 Corrective, Remedial and Disciplinary Action

The Safety Committee(s) shall review and prioritise the individual reports and determine appropriate action(s).

The prime objective of the Safety Committee is to ensure an enduring resolution to safety concerns without delay using appropriate resources and expertise available within the User Group framework.

The Safety Committee shall involve other relevant stakeholders (e.g. DOC, Heliport Management, or Heli Guides) in instances that the stakeholder is implicated in or affected by the safety concern or is able to constructively contribute in some other way to a satisfactory outcome.

In accordance with the MoU, all member companies are expected to display a cooperative and collaborative approach to resolving safety concerns where the concerns involve or affect their staff or aircraft.

The Safety Committee shall manage each concern in the manner they consider will be most effective, at the same time striving to resolve matters internally, with referral to an external agency being considered a last resort. The following escalation process is provided as guidance:

3.5.1 Corrective Action

Where the Safety Committee has considered the actions of an of an individual pilot, the concern can be raised with the pilot and/ or with the pilot's company management (usually the Lead Pilot in the first instance) as considered appropriate. This should be recorded in writing outlining the nature and details of the safety concern and should note the corrective action required by the Safety Committee to resolve the issue.

The notification shall require a written response from the recipient either:

- Acknowledging the concern and accepting responsibility for the required corrective action, or
- Requesting further dialogue with the Safety Committee regarding the concern.
 - 'Further dialogue should involve the company Lead Pilot or management.

In the case of a concern regarding an aircraft or procedure specific to one company then the Safety Committee shall address the concern directly with the company at level of management with the authority to address the issue.

3.5.2 Remedial Action

In the event a satisfactory resolution is not achieved through the corrective action process, or as deemed appropriate by the Safety Committee, it may address a safety concern directly with management of the company concerned.

The committee may, in the interest of the safety of all MBZ airspace users, require a company to undertake remedial action commensurate with the concern.

Such action may involve remedial (flight or ground) training of individuals, or a review/change to company operating procedures.

The company should enter into dialogue with the Safety Committee to agree on a satisfactory resolution.

If considered appropriate in the case, the Safety Committee may request the involvement of a CAA Aviation Safety Adviser to mediate a resolution between the Committee and the subject organisation or the subject pilot and the pilot's employer.

3.5.3 *Disciplinary Action*

In the event a satisfactory and enduring resolution cannot be achieved by the foregoing internal User Group process, or there is evidence of repeated or ongoing disregard for the safe and professional conduct of flight operations, the Safety Committee may consider the following actions:

- Initiate action to suspend or remove an individual or a company from the User Group until safe and professional conduct of operations can be assured.
- Refer the concern to the Civil Aviation Authority via:
 - the CAA Aviation Safety Adviser (ASA), or
 - an Aviation Related Concern (ARC), or
 - a CA005 Occurrence Report

3.6 *Meeting and Process Records*

In the interests of transparency and natural justice and to ensure integrity of the Committee and its functions, it is essential all Safety Committee processes and correspondence are recorded and held on file. This shall be the responsibility of the respective Committee Chair or other person appointed by the Chair.

All functions of the Safety Committee must be in writing.



SECTION 4 | TRAINING

4.1 Training

This section is intended to supplement individual User Group member company's own Safety and/or Risk Management Systems, where risks arising from the hazards associated with the nature of operations are identified, actively mitigated and continually reviewed.

4.2 Flight Training

Each User Group member company shall ensure it maintains a relevant pilot training regime specific to operations within the Southern Alps MBZ with particular relevance to the Eastern or West Coast sub-area in which a majority of operations are conducted.

This training should supplement the pilot's Flight Crew Competency Check (FCCC) but be provided by someone experienced and current in operations within the MBZ.

It is up to individual companies as to how, and to what degree, this training is implemented. However, the Eastern and West Coast Safety Committees have a mandate to monitor all pilot's adherence to the safety procedures contained in this Handbook and their levels of discipline and professionalism.

Any departure from the accepted practices or discipline that could be attributable to the standard of company training will be raised formally by the Safety Committee with the operator concerned, with a view to agreeing and documenting remedial training, to re-establish an acceptable standard of safety in the interests of all the MBZ airspace users.

Formal induction training is to be carried out by the operator for new pilots and recorded in their training records.

This training should encompass, as a minimum:

- Specific questions relating to the handbook content are to be included in the annual OCA/FCCC written exam to act as refresher training.
- Induction to the content of any other related Manuals (e.g. NZGH Management Manual, User Group MOU with Dept. of Conservation)
- Induction to the function of User Group and Safety Committee(s)
 - To include awareness of this handbook's corrective, remedial and disciplinary process
- Initial pilot induction to operating in the MBZ
 - Weather in the MBZ
 - Flight Routes
 - Emergency landing sites along all routes
 - Ops at altitude (<6000ft)
 - Reporting points
 - Landing sites (incl. Huts)
 - Radio procedures / radio discipline
 - Threat & Error Management and decision-making in an alpine environment
 - Management of passengers (onboard and snow-landings)
 - Leaving a/c with blades turning (Company SOPs)
 - Survival training
 - Specific operations carried out by individual companies e.g. Glacier hikes
 - Noise abatement techniques (Company SOPs)

- Pilot grading (what each pilot is approved and not approved to do)
- Pre-season annual refresher training
- Returning pilot training (after a season or more absent)
- Pilot mentoring

4.3 *Ground Training*

Each User Group member company shall have in place a training regime for ground-based staff/helicopter loaders to ensure the safety of passengers while being loaded or unloaded from the aircraft.

Training shall be applicable to permanent and seasonal staff as well as external staff at remote sites (e.g. Glacier Guides).

Ground training shall be in accordance with individual company procedures.

Operators shall keep on file records of induction, seasonal / refresher and, if required, corrective training for all ground staff on file.



SECTION 5 | STANDARD AIRCRAFT EQUIPMENT

5.1 Standard Aircraft Equipment

All User Group member aircraft operating in the Southern Alps MBZ are to be equipped to meet or exceed the safety standards detailed below by commencement of 2019/20 season.

In addition, resident users are encouraged to consider pro-actively equipping aircraft with proprietary cockpit recording/flight data monitoring equipment.

Where the requirements in 5.2 and 5.3 are not being met by an operator or adhered to by individual pilots, this should be raised immediately with the relevant Safety Committee.

5.2 Standard Aircraft Safety Equipment

All User Group member aircraft operating in the MBZ shall have the following equipment installed, serviceable and in use:

- Two VHF radios
- Current aeronautical charts and digital navigation data loaded (where applicable)
- For transponder-equipped aircraft, pilots are to ensure Transponder is on and set to ALT mode.

5.3 Rotary Aircraft

Further to the standard equipment in 5.2, all rotary-wing aircraft operating in the Southern Alps MBZ shall have the following equipment installed and in use:

- Visibility-enhancing main rotor blade paint scheme
- Airframe paint scheme deliberately designed to contrast with the local operating environment and to enhance identification air-to-air and air-to-ground. (if possible)
- Use of visibility enhancing aircraft lighting such as LED, strobes, pulse lights
- Visibility enhancing lighting shall be serviceable and on all times during flight except where the use may be detrimental to flight safety

5.4 Fixed Wing Aircraft

Further to the standard equipment in 5.2, all fixed-wing aircraft operating in the Southern Alps MBZ shall have the following equipment installed, serviceable and in use:

- Airframe paint scheme deliberately designed to contrast with the local operating environment and to enhance identification air-to-air and air-to-ground. (if possible)
- Use of visibility enhancing aircraft lighting such as LED, strobes, pulse lights
- Visibility enhancing lighting shall be serviceable and on all times during flight except where the use may be detrimental to flight safety



SECTION 6 | ENVIRONMENTAL

6.1 Environmental Responsibilities

The High Level and Low Level operating procedures contained in the Flight Guide [Appendix 1] have been established with the proactive management of noise intrusion in mind.

Aviation allows large numbers of people of all ages and physical ability, who in most cases, would never otherwise have the opportunity to experience our remote alpine regions without leaving any lasting trace and without requiring any infrastructure such as huts, tracks, toilets. Etc.

The Group's policy is to actively promote and foster an aviation culture to maintain an environmental awareness and consideration of potential disturbance to the values of ground-based users.

These procedures form part of the environmental responsibilities of the User Group members and must be adhered at all times - except for reasons of flight safety.

Our Environmental Code

- We will promote and foster, both collectively and within our respective organisations, and in consultation with DOC, an aviation culture to maintain an environmental awareness and consideration of potential disturbance to the values of ground-based users.
- Where it is safe and practicable to do so, our pilots will operate in a manner that respects the amenity values of the national parks
- We will develop and regularly review aircraft operating procedures that minimise noise emission, particularly in sensitive localities.
- We acknowledge that no flying should take place near the summit of Aoraki/Mount Cook.

6.2 Department of Conservation (DOC)

The Department of Conservation is acknowledged as a 'partner' of the User Group.

This Partnership, supported by the Memorandum of Understanding [MOU], provides a framework for the relationship between the Department of Conservation and the operators to ensure a minimal impact is maintained within the park and with other operators and users of the National Park.

The Partnership, supported by the MOU, will help develop and ensure continuity of, sustainable environmental procedures that minimize the effect of aircraft on the parks and other ground-based users

6.2.1 Aircraft Noise: The Southern Alps MBZ User Group strives to maintain a fly neighbourly approach with all operations.

6.2.2 It follows that the operating guidelines contained in the Helicopter Assn. International Fly Neighbourly Guide and/or other subsequent appropriate publications be applied.

Companies shall also have their own detailed Noise Abatement Procedures documented in their SOPs.

6.2.3 The Southern Alps MBZ User Group, in conjunction with individual operators, shall maintain a continual review process of all flight routes and operating procedures to ensure a minimum impact on the environment is maintained.

- Environmental issues shall be a permanent Agenda item [9] on the Safety Committee Meeting Agenda for this purpose.

6.2.4 As long as safety of the flight is not compromised, individual pilots shall operate in accordance with company Noise Abatement SOPs to minimise the impact of aircraft operations on the environment.

6.2.5 Each member of the User Group shall be able to demonstrate that all their pilots receive, as part of their individual company induction and training procedures, instruction in noise abatement procedures and an awareness of noise sensitive areas within the Southern Alps MBZ and Mount Cook and Westland National Park that includes, as a minimum:

- Company Standard flight routes
- Use of highest practical altitudes
- Use of appropriate rates of descent
- Use of appropriate cruise speeds
- Helicopter - use of appropriate applications of power to avoid blade slap.
- Aeroplanes - use of correct propeller pitch settings to ensure minimal noise pollution
- Noise abatement procedures should be covered for each model of aircraft flown by the pilot.

Each operator shall be able to demonstrate that noise abatement procedures are a tested component in company recurrent check and training programs.

6.3 Noise Sensitive Areas

Populated Areas: Flight over settlements or built up areas should be avoided at all times.

Private Dwellings: Flight over private dwellings is to be avoided.

Mountain Huts: Flights over or close to mountain huts is to be avoided.

Climbers and Trampers: Flights over or close to climbers and trampers is to be avoided. During November to April large numbers of climbers frequent the peaks and glaciers of the parks for recreation and solitude. While all mountain huts and the surrounding peaks are frequented, the Grand Plateau-Linda Glacier Route on Mt Cook as well as the Head of the Tasman Glacier Area attract particularly high numbers of users. Please be respectful of these users by minimizing your noise impact in these areas. Avoiding Clarke Saddle or maintaining at least 11 000 feet when crossing will help greatly during this period.

Mt Cook Summit and Summit Ridge: Flights near this area should be avoided

Lake Matheson and Lake Pratt: Flights over this area should be avoided.

Mueller Valley and Mueller Hut: Because of its proximity to the Mt Cook Village, no flights within the lower valley system. No flying close to Mueller hut, if over flying the hut stay above 9,000 feet.

Mount Cook Village: A minimum altitude of 6000 feet AMSL will be maintained when operating over or near the Mount Cook Village. Keep as far away as possible.

Hooker Valley: It has been agreed by all parties that the Hooker Valley will be a voluntary No-Fly zone below 6000 feet AMSL. Flights in the Upper Hooker including the Ball Pass area are to remain above 8,000 feet. Flights in the head of the Hooker to remain clear of Empress Hut.

Fox Glacier Heli-pads: No Flying over the town, helicopters fly around the west side of town remaining west of the cattle yards at or above 1,500 feet or as per procedures.

- Aircraft Joining the Fox strip to remain wide and avoid the houses at the top end of town.
- Fixed wing and sky dive operations off the Fox Strip will employ noise abatement procedures after take-off and will climb out in such a manner as to minimize noise around the town.

Aircraft Operations: The Southern Alps MBZ User Group supports the introduction of larger and quieter aircraft that will help reduce the noise impact per passenger flown.

Ground operations: Operators are to avoid prolonged ground idle operations when in or adjacent to any built-up area or any noise sensitive area.

Exemptions: When necessary for Emergency Response, aircraft may be operated within Noise Sensitive Areas.

During agreed hours of operation, DOC operations within Noise Sensitive Areas are permitted.

All reasonable care will still be taken to reduce noise as appropriate and as dictated by the nature of the operation being conducted.

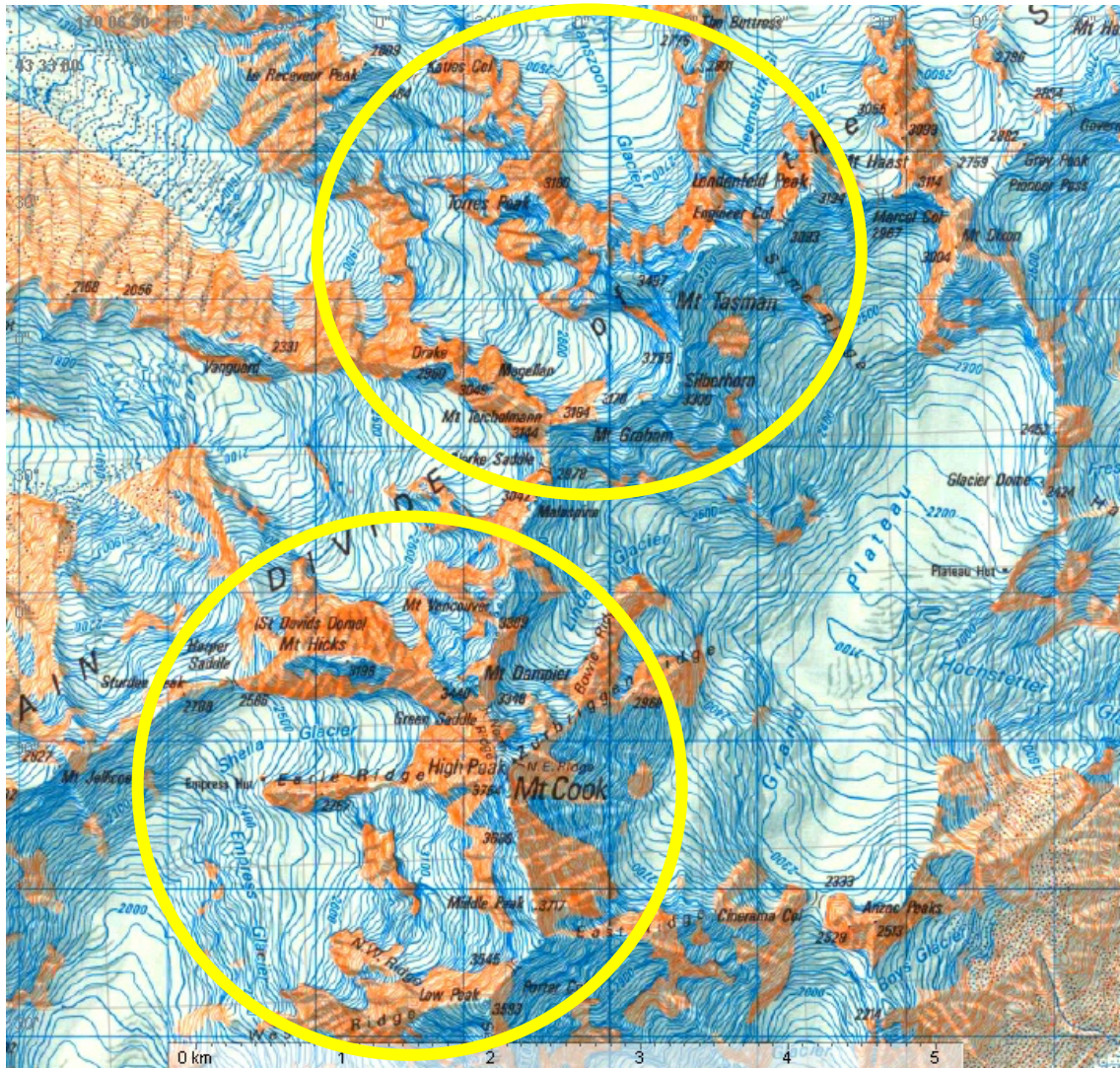
Revenue helicopter flights are not to commence before 0700 local and to be finished no later than 2100 local, except in the event of an emergency.

6.4 Fox Noise Abatement Procedures

[Under development] - With the change in operator location, this part of the manual needs to be changed and adapted.

6.5 Summit Ridge of Mt Cook and Mt Tasman – Restricted Area

1 Nm restricted altitude area above 11,000 feet





SECTION 7 | INFORMATION FOR INTINERANT AND TRANSITING PILOTS

7.1 Information for Itinerant and Transiting Pilots

The following advice is intended for itinerant (non-regular) users of the airspace and transiting pilots:

It is the responsibility of itinerant and transiting pilots operating within the MBZ to ensure they are well prepared and, if necessary suitably briefed, for operations in the Class G airspace of the Southern Alps MBZ B978.

It is important that this Information section is read in conjunction with pilots familiarising themselves with the relevant content of the Flight Guide Supplement of this Handbook.

Further recommended references are:

- AIP ENR 1.16.5
- CAA GAP Booklet: *In, Out and Around Mt Cook*

A call to one of the User Group operators at the flight planning stage to garner general information or operating requirements in a specific area of the MBZ is encouraged.

Transiting pilots are strongly encouraged to transit the MBZ at height (>9000ft.) to avoid the busiest airspace and, if operating lower, conform to the standard routes and radio calls as detailed in this Handbook.

It is acknowledged that itinerant pilots may have difficulty keeping track of all the resident traffic. It is important, therefore, for itinerant pilots to make brief but clear position reports relative to an identified reporting point to aid resident pilots in maintaining their own situational awareness allowing them to facilitate separation if required.

Itinerant Pilots must refer to and conform with the procedures contained in the AIP VOL 4 (ENR and AD section).

Resident pilots are asked to exercise a degree of patience regarding itinerant pilots. Workload in their cockpit may well be at a very high level with the normal demands of flying within the park.

7.2 West Coast

Itinerant or transiting pilots on the West side of the Divide are advised to **remain above 9000 feet** when transiting this area to avoid the bulk of helicopter traffic at lower levels and the need to identify the more complex reporting points.

There is still a great deal of traffic at and above this altitude, so lights on, a good look out and report every 3 minutes on 118.6.

- Give position height and direction in relation to the Tasman, Franz Josef, Fox Glaciers and Mt Cook. There can be continuous radio traffic so make it succinct and make it brief.
- We don't need the Gettysburg address. This allows us to see you, and track your progress, but you may not be able to see us.

Even at this altitude, remain on the true right of the valleys (Right hand side facing down-valley), except when transiting south in a westerly, remain on the west side of the divide, give regular radio calls, and be aware that, in this situation there may be traffic conflicting from the south.

If intending to land at Fox or Franz Josef aerodromes, but you're unfamiliar with the area, its best to join from the west via the coast, to avoid the bulk of the traffic. But be aware that there are extensive parachute activities to the west of both towns, so call leaving the coast and make good clear position reports in relation to the townships, listen out for the parachute aircraft, and for them calling you.

If transiting directly north or south, it is recommended you track along the coast as there can be intense scenic flight traffic movements between slightly west of the towns and the ice valleys.

If wishing to join the Fox or Franz aerodromes from the mountains, the safest way is to remain at 9000 till west (seaward) of the towns and commence descent out toward the coast, (alternatively, 5 nm north of Franz Josef or south of Fox). Attempting to join the traffic in the valleys unless you have specific training is strongly discouraged.

- For Fox Glacier Airstrip, phone the licensee, Mountain Helicopters on 0274 47 4803 or email miglynn@xtra.co.nz, for permission and advice. Alternative contact is John O'Sullivan
- For Franz Josef Airport, phone Air Safaris West Coast (03 7520716)

7.2.1 Franz Josef (Glacier Country) Heliport [NZGC] is promulgated in the AIP as not available for use by itinerant or transiting pilots without prior permission of the Heliport Manager. Permission for use cannot be granted by individual heliport resident operators.

- If you have a need to land at Glacier Country Heliport you will need to contact the Heliport Manager management@glacierheliport.co.nz (027 772 6590) to obtain prior permission.
- Thereafter, you will then need to contact a resident operator to coordinate the use of one of their helipads and for an operational briefing.
- Should permission be granted, prior to arrival you should familiarise yourself with the NZGH Management Manual appended to the Handbook (Appendix 2)
- Helicopter fuel is available from Franz Josef Airport.
- Permission for use will be granted to rescue or emergency use helicopters.
- In the interest of safety - failure to comply with this requirement will be considered an occurrence reportable to CAA.

7.2.2 Fox Glacier Heliport [Reserved]

7.3 *East Coast*

[Under development]



SECTION 8 | DRONE OPERATIONS

8.1 Drone Operations

As per the definition on Section 1 of this Manual, the term 'drone' is a generic reference to unmanned aerial systems, variously known as UAVs, UAS, RPAS.

The airspace affected by this section is described as the Southern Alps Mandatory Broadcast Zone.

For the purpose of this Manual, drone activity falls into four groups:

1. Recreational Drone Use (i.e. private operations)
2. Certificated Drone Use (i.e. commercial operations)
3. Use of Drones in the National Park
4. Use of Drones within four (4) kilometres of a designated aerodrome/heliport

8.1.1 Recreational Drone Use

Recreational drone use is NOT permitted in the airspace described as the Southern Alps MBZ [NZB978] or within four (4) kilometres of the following designated aerodromes/heliports:

- i. Glacier Country Heliport [NZGH]
- ii. Mid Waiho Loop [NZML]
- iii. Franz Josef Airport [NZFJ]
- iv. Fox Heliport [NZFH]
- v. Fox Aerodrome [NZFO]
- vi. Mount Cook Airport [NZMC]
- vii. Glentanner Airport [NZGT]
- viii. Tekapo Airport [NZTL]
- ix. Tekapo/Mackenzie Heliport [NZTP]

Permission from the Airspace User Group or Department of Conservation for the use of recreational drones in the described airspace shall not be assumed.

8.1.2 Certified Drone Use

From 1 November 2019, applications to operate a drone in the airspace described will only be considered from operators who hold a CAA Unmanned Aircraft Operator Certificate issued under Civil Aviation Rule Part 102.

Only applications received on the prescribed form will be considered. The form is available:

- i. For download from the User Group website – www.aoraki-westland.com
- ii. From the Department of Conservation

Applications must be made with as much advanced notice as possible.

Applications made with less than 48 hours' notice or no specified time period are likely to be declined (except in exceptional circumstances) at the sole discretion of the User Group Chair.

All information fields on the Application Form **MUST** be completed.

- i. Incomplete information may result in delays in assessing the application or the application being declined.

- (a) Applications with respect to drone flight over Department of Conservation administered land, council or private land must be made in the first instance to the landowner / occupier.
- (b) Applications with respect to drone flight within four (4) kilometres of the designated aerodromes/airports/heliports noted in [1] above, must be made in the first instance to the User Group Chair.
- (c) In either instance above [a] or [b], each party shall consult with the other before a response to the application is provided.
- (d) Applications for drone flight shall NOT be made directly to individuals or individual organisations. The parties detailed in [a] or [b] are the only recipients of an Application that may result in approval being granted.
- (e) Decisions on the granting of approval will be safety-outcome based.
- (f) Applications associated with Civil Defence, supplementing emergency response and disaster relief will follow the same process.
 - i. The User Group will endeavour to ensure such applications are approved but safety will nevertheless be the over-riding consideration.



APPENDIX | FORMS AND TEMPLATES

APPENDIX A - Table of Contents

- **Appendix A** – User Group Contact List
 - West Coast
 - East Coast
- **Appendix B** – Stakeholder Contact List
- **Appendix C** – Generic User Group Meeting Agenda / Minutes Template
- **Appendix D** – Record of Handbook Amendments
- **Supplement 1** – Generic User Group Meeting Agenda Form
- **Supplement 2** – NZGH Operation Manual
- **Supplement 3** – Fox Glacier Heliport Manual
- **Supplement 4** – Civil Defence & Other Emergencies

Online

- Issue, Incident or Near Miss Report Form (online)
 - <https://www.aoraki-westland.com/forms>

Appendix A – User Group Contact List

User Group Contacts			
Company	Contact	Mobile	Email Address
West Coast User Group	Mike Lash (Chairman)	027 316 7660	westcoastusergroup@gmail.com
East Coast User Group	Dan Adams (Chairman)	021 0875 9534	easternchairman@gmail.com
West Coast Contacts			
Air Safaris	Tony Howard	027 921 2013	franzairport@airsafaris.co.nz
Heliservices	Grant White	021 979 379	grant.white@heliservices.nz
Inflite Franz	Andrew Gillatt	021 928 375	andrew.gillatt@inflite.nz
The Helicopter Line / Glacier Helicopters	Tim Annett	027 481 3741	wc leadpilot@helicopter.co.nz
Glacier Country Helicopters	Gus Gordon	021 896 502	gus@gch.nz
Mountain Helicopters	Michael Glynn	027 4474803	miglynn@xtra.co.nz
Skydive Franz	Blair Jeffries		blair@jeffriesmedia.com
East Coast Contacts			
Aviation Adventures/Red Cat Biplanes	Chris Rudge	027 473 3228	
Air Safaris	Tim Rayward	021 076 7196	tim@airsafaris.co.nz
Southern Lakes Helicopters	Toby Morris	022 199 6761	toby@slheli.co.nz
The Helicopter Line	Mike Standish-White	027 752 2925	mtcookleadpilot@helicopter.co.nz
Inflite Ski Planes	Angus Ford	027 829 9228	angus.ford@inflite.nz
Inflite Helicopters Mt Cook	Andrew Gutsell	027 253 1856	andrew.gutsell@inflite.nz
Mackenzie Helicopters	Mark Pridham	021 685 011	info@mackenziehelicopters.com
True South Flights	Peter Daniel	027 483 5714	peter@truesouthflights.co.nz

Additional Operators

Company	Contact	Mobile	Email Address
Alpine Helicopters	Toby Wallis		fly@alpineheli.co.nz
Anderson Helicopters	Fletcher Anderson	027 212 3855	fletcher@andersonhelicopters.co.nz
Canterbury Aviation	Hugh Robinson		info@canterburyaviation.co.nz
Canterbury Hang Gliding and Paragliding Club Inc	Bill Degen		aero@xtra.co.nz
Killermont Station Omarama	Mike Thomas		killermont@paradise.net.nz
Milford Sound Flightseeing			msfpilots@realjourneys.co.nz
Milford Sound Scenic Flights	Blair Culling		operations@milfordflights.co.nz
Southern Alps Air Ltd	Paul Cooper		rpcoper@xtra.co.nz
True South	Andrew Wallace		safety@truesouthflights.co.nz

Appendix B – Stakeholders Contact List

Organisation	Contact	Mobile	Email Address
CAA	Carlton Campbell	027 242 9673	Carlton.campbell@caa.govt.nz
DOC Franz Josef	Wayne Costello	022 009 2963	wcostello@doc.govt.nz
DOC Franz Josef	Chris Monson	027 543 9963	cmonson@doc.govt.nz
DOC Mt Cook	Shirley Slatter	027 556 1842	sslatter@doc.govt.nz
DOC Mt Cook	Ray Bellringer	027 542 8776	rbellringer@doc.govt.nz
Glacier Country Heliport	Vicki Whittington	027 772 6590	management@glacierheliport.co.nz
Franz Josef Airport	Tony Howard	027 921 2013	franzairport@airsafaris.co.nz
Mid Waiho Loop Airstrip	Gus Gordon	021 896 502	gus@gch.nz
Fox Heliport			
Fox Airstrip	John O’Sullivan	027 279 9828	kirstyjohn@xtra.co.nz

Appendix C – Generic User Group Meeting Agenda/Minutes

SOUTHERN ALPS MBZ USER GROUP MEETING

Date:

Time:

Location:

Members

Attendee/s:

Minutes:

1. Administration

1.1 Welcome

1.2 Apologies

1.3 Conflicts

2. Minutes from the previous meeting

2.1 Matters arising from the previous minutes

2.2 Action List

3. Chairpersons Report (if applicable)

4. Correspondence

4.1 Inward

4.2 Outward

5. Health & Safety

5.1 Safety Issues or Incidents

5.2 Opportunities for Improvement

5.3 Safety Committee Recommendations

5.4 Lead Pilot Committee Recommendations

6. Operational

6.1 Environmental Issues

6.2 Radio Procedures

6.3 Flight Paths

7. General Business

8. Next meeting

Appendix D – Record of Handbook Amendments

[illegible]

Supplement 1 – Flight Operations Guide

See Southern Alps MBZ Standard Operating Procedures Manual.

Supplement 2 – NZGH Operations Manual [RESERVED]

Supplement 3 – Fox Glacier Heliport Manual [RESERVED]

Supplement 4 – Civil Defence and Other Emergencies

Briefing and Information Brochure and Agreement for Rescue Helicopter Pilots landing at Glacier Country Heliport [NZGH]

This brochure is valid as of July 2018

Glacier Country Heliport is acknowledged as the busiest heliport in New Zealand during peak periods.

For this reason, the Heliport is NOT available for use by itinerant pilots without the prior authorisation of the Heliport Manager (*ref NZAIP AD 2 52.1*)

(Granting of this prior authorisation should not be assumed.)

The Heliport Management recognises the role of the Canterbury and West Coast Rescue Helicopter Service (The Service) and the 24/7 nature of the service they provide.

To mitigate any delay in establishing contact with Heliport Management for authorisation, prior authority to land at NZGH is granted via this agreement to the operators of the Service for landings related to air ambulance or Search & Rescue flights, including outside normal operating hours. This authority remains valid unless withdrawn in writing by NZGH with 24 hours' notice.

This authority is granted on the proviso Air Ambulance Pilots have prior access to operational information and procedures at NZGH, that allow them to safely integrate into the heliport approach, landing and departure traffic patterns.

The information in this brochure is intended to provide the pilot with that information.

The signatures below, confirm NZGH Management's prior authorisation and the Service provider's undertaking, to ensure pilots have access to the information and will conform to it in all respects.

Glacier Country Heliport Manager

Canterbury West Coast Rescue Services

Signed:

Signed:

Name:

Name: