



Guide for Developing Fuel Farm and/or Into-Plane: Policies and Procedures Manual for CASE 2A

Based on data derived primarily from the C.A.S.E. 2A Standard and:

ATA 103
A.T.O.S., S.A.I.'s
14 CFR 139
A.S.T.M.
N.F.P.A.
A.P.I.
I.P.

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FUEL VENDORS POLICY AND PROCEDURES MANUAL GUIDE

The purpose of this guide is not intended as a required format, but rather a tool intended to assist Fuel Facilities in writing the Policies and Procedures Manual which is now required by the C.A.S.E. Organization.

This guide is a necessary tool for any type of fuel facility, as it will help ensure a more orderly operation, a more standardized audit process and thus, a much more efficient (and safer) situation for all concerned.

Although this guide is not meant to be followed verbatim, the following attributes and data must be incorporated within this manual:

Section 1 – General

- a) All C.A.S.E. listed vendors shall maintain for a period of three years, audit findings and corrective actions resulting from a 2-A Standard audit. This file shall be accessible to any C.A.S.E. authorized auditor on request. State that you will comply with this requirement.
- b) Color Blindness - State who will be tested, what color blindness test will be used, who will administer the test, and when the test will be administered e.g. Pre-employment..
- c) Signature roster – State who's name, initials and or employee numbers will be recorded, how long the roster will be kept on file if out dated, and how often it will be updated.
- d) Drug alcohol program - US vendors shall have a pre-employment, post accident drug/alcohol program for personnel dealing with the receipt, handling, storage and dispensing of fuel. Describe your program.

Section 2 – Quality Program

- a) State who by title will be responsible for the program and who by title will be the back-up person.
- b) State Maintenance Record Keeping requirements (and record retention time).
- c) Internal Audit Program – State, who will perform the audits, at what intervals the audits will be performed, internal audit program shall include at a minimum, the examination of all elements of the

2A Standard. The internal audit and surveillance function shall contain provisions assuring that appropriate corrective action is promptly taken to:

- 1) Correct the discrepancies reported to meet the customer's requirement.
- 2) Locate and correct similar discrepancies, if they exist, in areas not audited.
- 3) Correct the root cause of the problem evidenced by the discrepancies.
- 4). Describe the action to be taken to prevent this deficiency from occurring again.
- 5). The internal audit report shall be kept on site for 24 months.

- d) State how all letters regarding Alternate Means of Compliance (AMOC) will be maintained.

General Definition.

- Responsibility – Must have a “clearly identifiable, qualified and knowledgeable person” who is accountable for the quality of a process. This needs to be a documented position, by title.
- Authority – There must be a “clearly identifiable, qualified and knowledgeable person” with the authority to establish and modify a process (make appropriate changes). Again, this needs to be a documented position, by title.
- Procedures – Must have documented methods for accomplishing a process. This would include not only how day to day procedures are followed, but also how any and all procedures are followed (i.e. corrections to audit findings, emergency situations, training issues, etc.).
- Controls – Checks and restraints need to be designed into a process to ensure a desired result. We’re seeking procedures (documented) which will ensure that all programs within your company are adhered to. This should entail regular internal auditing of procedures, as well as paperwork.
- Process Management – The vendor (fuel facility) measures and assesses its processes to identify problems or potential problems. This may be accomplished through use of an Internal Audit Program.
- Interfaces – The vendor identifies and manages the interactions between processes. What we’re looking for here is interaction and control between processes (normal day to day activities, testing, inspections,

etc.) that may interact with (or negate) each other. This would include any manual “cross- talk”.

- Back up person – Is the knowledgeable person, by title, that will assume the responsibility of the program in the absence of the primary person of responsibility.

Operations

Customer Notification:

- Documented procedures for the handling of Contaminated Fuel, as well as customer notification to ensure safe operation.
 - Documented procedures for customer (Quality Department) notification when New, Additional, Replacement or Modified equipment is being placed into operation.
 - Documented procedures for customer (Quality Department) notification of inoperative systems that may impact normal operations. Standard company procedure? Who is responsible for this?
- a) Defueling Procedures: If performed, how is this accomplished? Is fuel returned ONLY to the same customer (or same aircraft)? Is it automatically disposed of? All information regarding defueling needs to be documented.
 - b) Reporting: How are safety hazards or observed deficiencies reported. What are the follow-up procedures? Who is responsible? How this is accomplished?
 - c) Spill Prevention Control & Counter Measure Plan (SPCC) and/or facility response plan (re-certification required every 5 years). This shall be available for review.

Section 3 - Technical Data Program:

- a) This is the second program requiring a person responsible, by title and a back-up person responsible by title for the program.
- b) How will you store, control and keep manuals current and available, for personnel that require them.
- a) Manuals required are, Air Carrier Manuals, Quality Control Manuals and Fuel Testing Equipment e.g.. CASE 2A Standard etc., Filter Manuals and Maintenance (Equipment & Vehicle) Manuals.

Section 4 – Fuel Meter/ /Test Equipment Calibration Program:

- a) This is also a program that requires a person by title, to be named as responsible and must also have a back-up person by title for this program.
- b) The program shall include a listing of all calibrated tools and test equipment used, to verify specifications. The frequency of calibration, the tolerances, and the standards used to make these calibrations. Also, the standards used must be traceable to the controlling government agency or to a standard provided by the equipment manufacturer, e.g. The National Institute of Standards & Technology (N.I.S.T.).
- c) The Calibration Program must provide a system of identification for each piece within the program (e.g. a calibration sticker). Also, a system needs to be incorporated which precludes the possibility of use of any tool which is out-of-calibration (such as a secured cabinet or red tag system).
- b) State if Personally Owned Tools/Equipment (requiring calibration) are included in the program.
- c) Records of calibration must show:
 - Date of calibration
 - Date re-calibration is due
 - Who performed the calibration or check (individual or company)
 - An individual certificate for each item calibrated by an outside agency.
 - Details of any adjustments or repairs and identify the standard used to calibrate the tool (incl. part number and serial number).

Section 5 – Training Program:

- a) This program requires a person by title, to be named as responsible and must have a back-up person by title for this program.
- b) This must be a documented training program which must include:
 1. Safe operation of all equipment they use.
 2. Operation of emergency controls.
 3. Procedures to be followed in the event of a fuel spill, fuel leak or in response of an emergency.

* NOTE: This program is to be separate from airline training programs.

- c) The training program must ensure that each employee is appropriately trained for the work they are to perform. Documentation of this training must be maintained.
- d) Both formal (classroom) and on-the-job (OJT) training shall be documented. Assurances must guarantee that only qualified employees (including contract employees) refuel aircraft without supervision. All proof of training (documents, records, certificates, etc.) must be available for review.
- e) Training records shall include:
 - 1. A description of the training.
 - 2. Date and hours of instruction.
 - 3. Name of instructor and student and signature of both.
 - 4. Name of outside training agency, if used.
 - 5. A written or oral test administered by the fueling company management to establish a benchmark for all employees at that site.
- e) A general list of the basic and recurrent training requirements for employees of the fuel operator can be found under the C.A.S.E. 2A Standard in Section 5 (Training).