

C.A.S.E. AIR CARRIER SECTION POLICIES AND PROCEDURES

C.A.S.E. 2-A STANDARD FUEL INTO-PLANE AND STORAGE VENDORS QUALITY PROGRAM REQUIREMENTS

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1. Policy

- A. This standard is intended to be a supplement to the latest edition of applicable industry specifications. It is not meant to restate or replace those specifications.
- B. This standard is designed to aid surveillance of a vendor who provides fuel storage and fueling services to customers. This standard may be used to determine the adequacy of the vendor's quality program.
- C. Compliance with this standard does not necessarily accept a vendor for entry into the C.A.S.E. Register. Vendors that are accepted for listing in the C.A.S.E. Register must continue to meet the requirements of this standard. Vendors will acknowledge this by having a vendor authorized representative of the company sign the CACS-7, Vendor Expectations and Limitations (VEL), which is a written agreement between the vendor and the organization. Reasons for removal from the Register include, but are not limited to:
 - 1) Safety of flight concerns.
 - 2) Intent to defraud.
 - 3) Ceasing operation or business.
 - 4) Relocation of principal operations.
 - 5) Refusal of a C.A.S.E. allocated audit.
 - 6) Failure to correct audit findings and implement corrective actions within the prescribed time limits agreed with the auditor.
 - 7) Refusal to sign the VEL prior to closure of the audit process.
- D. A vendor may be removed from the Register if the vendor is found to be in non-compliance with any section(s) of the C.A.S.E. standard, fails to perform work in accordance with customer instruction(s), or is in non-compliance with requirements of the VEL. Vendors may not publicize by statement or inference their C.A.S.E. Register status in any form (e.g., advertising, other solicitation of business) or use the C.A.S.E. logo. [C.A.S.E.]
- E. In addition to complying with this standard, all activities shall be accomplished in accordance with applicable portions of the Code of Federal Regulations. In addition, the vendor shall establish a policy that ensures compliance with the air carrier's or commercial operator's program and applicable sections of the air carrier's fueling manual.

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F. Vendors are subject to an audit by a C.A.S.E. qualified and authorized auditor/evaluator utilizing current CACS-25 and/or CACS-26 checklists or equivalent as applicable. These audits may be performed any time during normal working hours. The audit may be conducted by a C.A.S.E. member, whether or not they are a customer of that vendor. Normally, the auditor will notify the vendor and arrange the audit so as to cause minimal interference with the vendor's operation, however, should circumstances dictate, the auditor may arrive unannounced.

NOTE: Register action may be taken anytime a C.A.S.E. qualified and authorized auditor/evaluator performs an audit.

G. Completed audit reports and signed CACS-7, Vendor Expectations and Limitations, shall be maintained for a minimum of 36 calendar months. These documents shall be accessible to any C.A.S.E. authorized auditor upon request.

H. C.A.S.E. authorized auditors/evaluators shall assure that all applicable safety practices are followed when performing into-plane refueling. The following safety practices must be adhered to:

- 1) Vehicles are to operate safely on the ramp.
- 2) Vehicles are to approach the aircraft no faster than walking speed.
- 3) Ensure the truck/cart is chocked correctly.
- 4) Fueling vehicle is to be bonded to the aircraft prior to hose hook up.
- 5) Ensure there is no leakage around the nozzle or along the fuel line.
- 6) Check for any leakage around the fueling truck/cart.
- 7) Ensure the vehicle is positioned correctly.
- 8) A deadman control is to be correctly used.
- 9) The fueler shall check primary nozzle and filter differential pressure.
- 10) After fueling operation has been completed and, if applicable, ensure the aircraft fuel cap cover has been properly reinstalled.
- 11) Vendor shall have and maintain a current copy of ATA 103.

I. Acceptable audit results do not relieve the vendor of maintaining their own quality program.

J. The vendor shall ensure that, if corrections to records are made, the original entry (entries) are not erased, deleted, nor obscured (i.e., remain readable). [C.A.S.E.]

K. The C.A.S.E. organization recognizes the ATA Specification 103 as a minimum quality requirement for the performance of 2-A audits. The CACS-25 and CACS-26 or equivalent are the C.A.S.E. checklists associated with this standard and are to be utilized in unison with that requirement.