

# ENVOY

## STATION FUEL SELF AUDIT CHECKLIST

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### STATION FUEL SELF AUDIT CHECKLIST AND INSTRUCTIONS

#### A. GENERAL

1. Self-audits of jet fuel storage facilities, mobile refueling units and into-plane fueling operations are to be performed at all Company stations as described in this section.

Note: The term "Vendor" used in the self-audit checklist is inclusive of contract and/or internal providers of fuel services.

2. Fuel self-audit checklist is to be used for station fueling self-audit.
3. After completion, if separate sheets are used or a report is developed, they also become part of the audit.
4. The Fuel Self- Audit Check list and brief instructions are contained in paragraph **D**.
5. Instructions in paragraph **E** contain brief explanations for the Finding Discrepancy and Response Sheets.
6. Station fuel self-audit checklist has been developed into the following elements:
  - Aircraft servicing observation
  - Fuel servicing equipment Inspection
  - Jet fuel servicing record review
  - Personnel qualification records review
  - Fueling equipment record review
  - Fuel storage facility review
  - Storage facility record review
7. These elements have been placed in the above order to assist in the ease and facilitation of the Fuel self-audit. It is recommended that the Fuel self-audit be completed in this order but the elements may be done individually.

#### B. RESPONSIBILITIES

1. At cities where Envoy is responsible for the stations operation, the General Manager or highest ranking Field Services representative is responsible for ensuring the Fuel self-audit is accomplished and on file.
2. At cities where a vendor or contracted company is responsible for the station's operation, the vendor/ contractor's General Manager or their highest ranking representative is responsible for ensuring the Fuel self-audit is accomplished on time and filed.
3. When there is a fuel vendor change, the applicable person identified in paragraphs B1 and B2 is responsible to ensure the station Fuel self-audit is performed within 3 months of the change of fuel vendor. This applies to both into-plane and fuel storage vendors' changes.
4. Persons identified in paragraphs B1 and B2 are responsible to ensure that any findings that are made as a result of the station Fuel self-audit are corrected or resolved within 30 days. Vendors being audited are responsible to correct any Fuel self-audit findings.

#### C. PROCEDURES

1. Frequency of Fuel Self-Audit and Checklist Use
  - a. **The Fuel self-audit must be completed in the second quarter of each calendar year** (see note below for seasonal and/or temporary operation). At management discretion, Fuel self-audits may be performed more frequently if conditions warrant.

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**Note:** Seasonal and/or temporary operation stations (which operates 6 months or less), where a CASS Surveillance auditor have done a pre-station opening audit and/or an audit has been performed in the last 12 months, a Fuel Self Audit will not be required.

Fuel Self-Audits are completed through the use of the appropriate checklist located <http://envoyair.com>

- b. Corrective action items must be completed before an audit can be considered closed.
  - c. Findings are to be entered on the attached Envoy Fuel Self-Audit Finding Discrepancy and Response Sheet and forwarded to the vendor to use to provide their written response (make as many copies of the sheet as needed to record your findings).
  - d. The last two completed Fuel self-audits are to be maintained locally. When another Fuel self-audit has been completed and closed, the oldest audit may be discarded. The closed Fuel self-audit must include documentation of the corrective action items.
2. Disposition of Fuel Self-Audit Checklist
- a. Findings should be resolved at the local station level whenever possible. This requires coordination between the responsible local station General Manager and the fuel vendor. If findings require specialized fuel handling experience and cannot be resolved locally, contact:  

For Envoy contact the Director of Maintenance Safety and Compliance (DMSC) by telephone: (972)374-9364 or MSC.Support@aa.com.
  - b. Items affecting service or safety must be corrected immediately and the actions taken recorded on the Envoy Fuel Self Audit Finding Discrepancy and Response Sheet.
  - c. For findings that do not affect service or safety the fuel vendor representative is to submit a written response on the Envoy Fuel Self Audit Finding Discrepancy and Response Sheet to the responsible Station Manager within 30 days of the fuel self-audit.
  - d. The responsible Station Manager is required to follow up as necessary to ensure any corrective action plans have been implemented and the fuel vendor has corrected findings.
  - e. After resolution of all findings, the Fuel self-audit checklist, completed Envoy Fuel Self-Audit Finding Discrepancy and Response Sheets, or any other associated documentation is to be filed and distributed as follows:
    - (1) Original - local station file
    - (2) Copies to:
      - (a) Fuel vendor representative.
      - (b) Envoy MSC Office via Fax (972) 374-9215 or MD 220/EHQ

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### D. CHECKLIST INSTRUCTIONS

1. Checklist heading is to be completed by entering:
  - a. Date of self-audit
  - b. Three letter station code
  - c. Name and address of the company that provides into-plane service to Company aircraft
  - d. Name of primary vendor contact or person who was present during the audit and title
  - e. Vendor phone number
  - f. Vendor fax number
  - g. The name of the person who performed the audit (please print)
2. Each item must be marked "Pass" or "Fail" as applicable. If an item does not apply, mark the line "N/A" not applicable. Items marked, as N/A must be noted why it is not applicable. Observations may not always be possible. If an item cannot be checked during the audit, mark the item "N/O" (not observed) and note why, using a separate sheet if required.

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## 3. SELF AUDIT CHECKLIST

### a. Aircraft Servicing Observation

Audit Date:		Station Code:	
Vendor Name:			
Vendor Address:			
Primary Vendor Contact Name:		Title:	
Vendor Phone Number:		FAX:	
Name of Person Conducting the Audit (Please Print):			
			<b>Pass   Fail   N/A   N/O</b>
<b>1.</b>	<b>Verify that the vendor information listed above, is the same as what is in the Air Carrier Maintenance Provider List. Go to <a href="http://Regionaltraining.aa.com">http:// Regionaltraining.aa.com</a> MSC&gt; Envoy MSC&gt; Air Carrier MTX Provider List, locate under "Fuel" Vendor Type and city code. For discrepancies contact Envoy MSC at 972-374-9376 or <a href="mailto:MSC.support@aa.com">MSC.support@aa.com</a>.</b>		_____ _____ _____ _____
<b>2.</b>	<b>Does the fuel vehicle approach the aircraft in a safe manner?</b> <small>Reference: Envoy Fuel Manual 2-03</small>		_____ _____ _____ _____
<b>3.</b>	<b>Did the fueler make a connection to the aircraft with a bonding cable before connecting the fuel hose?</b> <b>NOTE: When a hydrant servicer or carts is used for fueling, the hydrant coupler shall be connected to the hydrant system prior to bonding the fueling equipment to the aircraft.</b> <small>Reference: Envoy Fuel Manual 2-04</small>		_____ _____ _____ _____
<b>4.</b>	<b>Check nozzle pressure while the aircraft is being fueled.</b>  <b>Is the pressure below 50-PSI?</b> <small>Reference Envoy Fuel Manual 3-07</small>		_____ _____ _____ _____
<b>5.</b>	<b>If fueling from a hydrant system, does the pit appear to be clean, very little water, no fuel or debris in it? (Ensure dust cover is replaced on pit valve after fueling)</b> <small>Reference: Envoy Fuel Manual 3-08</small>		_____ _____ _____ _____
<b>6.</b>	<b>Is there a fire extinguisher in the gate area?</b>  <b>a. Verify immediate access to fire extinguisher. (Nothing blocking access)</b>  <b>b. Check the fire extinguisher to see that the safety seal is not broken or missing.</b>  <b>c. Is there an inspection tag that is intact and current?</b> <small>Reference: Envoy Fuel Manual 2-02</small>		_____ _____ _____ _____ a. _____ _____ _____ _____ b. _____ _____ _____ _____ c. _____ _____ _____ _____
<b>7.</b>	<b>Did the fueler replace the fuel cap on the aircraft (if required) and was fuel panel secured?</b> <small>Reference: Envoy fuel Manual Chapter 5-00 - 5-01 - 5-02</small>		_____ _____ _____ _____

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<b>Record the following for use when completing the Fuel Vehicle Review section of this checklist</b>
Record the tail number of aircraft that fueling was observed on: _____
Record the name of the person who was fueling the aircraft: _____
Record the number that identifies the fuel vehicle: _____

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## b. Fuel Servicing Equipment Inspection

Check the condition of the following items that can be installed on fuel servicing vehicles.

Reference: Envoy Fueling Manual 3-07

<b>Audit Date:</b>	<b>Station:</b>	<b>Pass</b>	<b>Fail</b>	<b>N/A</b>	<b>N/O</b>
1.	Check the general condition of the fuel vehicle. Is the vehicle clean inside and out, free of dirt, oily rags, paper cups, trash?	_	_	_	_
2.	Are the static reels, cables and clamps in good condition?	_	_	_	_
3.	Check to see that there is a functioning deadman control that is used to control the flow of fuel.	_	_	_	_
4.	Is there an intact calibrator/adjuster cover seal?	_	_	_	_
5.	<b>Check Fire Extinguishers.</b>  a. Is there immediate access to the fire extinguisher? (nothing blocking the way)  b. Do fire extinguishers have a safety seal? (Ensure the seal is not broken or missing)  c. Does the fire extinguisher have a current inspection tag that is attached?	a. _	_	_	_
6.	<b>Check condition of dust covers.</b>  Are they intact and in good condition?	_	_	_	_
7.	<b>Check condition of hoses.</b>  Are they free from abrasions, cuts, blisters, and exposed reinforcement cords cracks, twisted or sharp bends?	_	_	_	_
8.	<b>Verify the operation of the Safety Interlock System works.</b>  Does it operate satisfactorily?	_	_	_	_
9.	Are there any fuel leaks anywhere on the vehicle?	_	_	_	_
10.	<b>Check filter vessel. Do Filter Vessel have the following stencils:</b>  1. Date filter last changed? 2. Manufacture Label? Record last filter change date and manufacture label for comparison to Fueling Equipment Records. _____	_	_	_	_

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## c. Personnel Qualifications Record Review

Reference: Envoy Fueling Manual Section 2-00

	Audit Date:	Station:	<u>Pass</u>	<u>Fail</u>	<u>N/A</u>	<u>N/O</u>
1.	<p><b>Does the fueling vendor have a program in place to periodically verify employee driver's licenses?</b></p> <p><b>Are these checks documented?</b></p>		_	_	_	_
2.	<p><b>Are fuel training designees qualified for all Envoy fleets servicing the airport?</b></p>		_	_	_	_
3.	<p><b>Does each employee who fuels Envoy Aircraft have a training record(s) (AE FSM - 200) on file?</b></p>		_	_	_	_
4.	<p><b>Does the vendor provide the GM a list of qualified fuelers?</b></p>		_	_	_	_
5.	<p><b>Annual Fueler Proficiency Review:</b>  <b>Each fueler servicing aircraft shall be given a verifiable (i.e. documented) Proficiency Review annually. Select a representative cross section of personnel from the GM/Contract Agent's list.</b></p> <p><b>Are Proficiency Reviews being performed and documented?</b></p>		_	_	_	_

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## d. Fueling Equipment Record Review

NOTE: Review forms for equipment recorded during Aircraft Servicing Observation and noted on page 4 of Fuel Audit.

Reference: Envoy Fueling Manual Section 3-07

<b>Audit Date:</b>	<b>Station:</b>		
<b>When following ATA-103 Guidelines, check for documentation of the following items. Place check mark in all boxes that are documented. Items not found must have an explanation why on a separate sheet:</b>			
<b>Daily</b>	<b>Monthly</b>	<b>Quarterly</b>	<b>Annual</b>
<input type="checkbox"/> General Conditions <input type="checkbox"/> Filter Sumps, Record Ratings <input type="checkbox"/> Filter DPI Pressures <input type="checkbox"/> Deadman Controls <input type="checkbox"/> Safety Interlocks <input type="checkbox"/> Nozzle Fueling Pressure <input type="checkbox"/> Hoses, Nozzles & Swivels <input type="checkbox"/> Static Reels, Cables & Clamps <input type="checkbox"/> Lift Platforms <input type="checkbox"/> Surge/Waste Tanks <input type="checkbox"/> Air Tanks <input type="checkbox"/> Refueling Truck Troughs <input type="checkbox"/> Refueling Truck Sumps <input type="checkbox"/> Refueling Truck Bottom Loading Pre Check	<input type="checkbox"/> Filtration and Free Water Test <input type="checkbox"/> Static System Continuity Test <input type="checkbox"/> Nozzle Screens <input type="checkbox"/> Fuel Hoses <input type="checkbox"/> Signs, Labels and Placard <input type="checkbox"/> Meter Seals <input type="checkbox"/> Fire Extinguishers <input type="checkbox"/> Emergency Shutdown System <input type="checkbox"/> Lift Platforms <input type="checkbox"/> Refueling Truck Interiors <input type="checkbox"/> Refueling Truck Vents & Dome Covers <input type="checkbox"/> Refueling Truck Trough Drains <input type="checkbox"/> Deadman Control System	<input type="checkbox"/> Vehicle Inspection <input type="checkbox"/> Pressure Controls <input type="checkbox"/> Primary Pressure <input type="checkbox"/> Secondary Pressure <input type="checkbox"/> Water Defense System- External Check <input type="checkbox"/> Internal Valve Check	<input type="checkbox"/> Filter Element Change <input type="checkbox"/> Fueling & Differential Pressure Gauge <input type="checkbox"/> Meter Calibration <input type="checkbox"/> Water Defense System Inspection

		<u>Pass</u>	<u>Fail</u>	<u>N/A</u>	<u>N/O</u>
1.	<b>Does the vendor keep their Quality Control Records up to date and are they completed for all days used?</b>	_	_	_	_
2.	<b>Does the vendor retain their Quality Control Records for a minimum of one year?</b> <small>Note: If current vendor has not been providing services for the past year, ensure that these records are current from date this vendor began providing service, and historical dates as well as next due dates for filter changes, periodic checks, etc. have been established.</small>	_	_	_	_
3.	<b>Does the vendor have access to the Envoy Fueling and Servicing Procedures Manual online?</b>	_	_	_	_



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## e. Fuel Storage Facility Inspection

Complete address box if Fuel Storage Vendor is different than Into Plane Vendor

Audit Date:		Station Code:	
Vendor Name:			
Vendor Address:			
Primary Vendor Contact Name:		Title:	
Vendor Phone Number:		FAX:	
Name of Person Conducting Audit:			

Reference: Envoy Fuel Manual Section 3-05

Audit Date:	Station:	Pass	Fail	N/A	N/O
1.	Verify that the vendor information listed above, is the same as what is in the Air Carrier Maintenance Provider List. Go to <a href="http://Regionaltraining.aa.com">http:// Regionaltraining.aa.com</a> MSC> Envoy MSC> Air Carrier MTX Provider List, locate under "Fuel" Vendor Type and city code. For discrepancies contact Envoy MSC at 972-374-9376 or <a href="mailto:MSC.support@aa.com">MSC.support@aa.com</a> .	_	_	_	_
2.	<b>General Appearance of the Yard Area:</b> Is the facility clean, free of weeds, and maintaining good housekeeping?	_	_	_	_
3.	Are there security gates, access doors? Are there any broken fences, holes under the fences? (All broken fences and gates are to be repaired or replaced)	_	_	_	_
4.	Are "NO SMOKING", "FLAMMABLE", "EMERGENCY SHUT-OFF" and product identification signs prominently displayed on the fuel facility?	_	_	_	_
5.	Are there any visible fuel leaks from the piping, valves, hoses and/or other fuel handling equipment? (Leaks must be repaired when they are found)	_	_	_	_
6.	a. Are Fire Extinguishers easy to access? (nothing blocking access) b. Is the safety seal installed – not broken or missing? c. Is the inspection tag intact and current	a. _	b. _	c. _	_
7.	<b>Do Storage Tank(s) have the following stencils:</b>  1. Tank Number? 2. Date cleaned and inspected? 3. Type of fuel it contains? 4. Sump drain line volume?  Randomly select a tank record tank number and last storage tank cleaning/inspection date to review for comparison to storage tank records: _____	1. _	2. _	3. _	4. _

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		<u>Pass</u> <u>Fail</u> <u>N/A</u> <u>N/O</u>
8.	<p><b>Do Filter Vessel(s) have the following stencils:</b></p> <ol style="list-style-type: none"> <li>1. Date filters last changed?</li> <li>2. Manufacture label?</li> <li>3. Filter vessel number?</li> </ol> <p>Randomly select a vessel record last filter change date and manufacture label to review for comparison to filter vessel records: _____</p>	<p>1. ____ ____ ____ ____</p> <p>2. ____ ____ ____ ____</p> <p>3. ____ ____ ____ ____</p>
9.	<b>Are fuel hoses free from the following: abrasions, cuts, blisters, exposed reinforcement, cracks, twists and sharp bends?</b>	____ ____ ____ ____
10.	<b>Do all the hoses and nozzles have dust covers on them?</b>	____ ____ ____ ____
11.	<b>Is there a bonding cable on the fuel loading island? (Not required on a Scully System)</b>	____ ____ ____ ____
12.	<b>Is there a Deadman control in place and functioning at each Jet fuel loading rack? (Does not apply to stations that only use a Hydrant System)</b>	____ ____ ____ ____
13.	<b>If there are gauge sticks for the fuel tanks are they stored so they don't get dirty?</b>	____ ____ ____ ____
14.	<p><b>Prior to Fuel delivery, vendor should receive a shipping document from fuel supplier or shipping agent stating the type of Fuel being shipped, where it is being shipped to, the quantity being shipped and API gravity – corrected to 60° F.</b></p> <p><b>Does the vendor have this document?</b></p>	____ ____ ____ ____
15.	<p><b>Does the vendor keep copies of shipping documents for one year for all shipments received?</b></p> <p><b>Note: If current vendor has not been providing services for the past year, ensure that these records are current from date this vendor began providing service.</b></p>	____ ____ ____ ____

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## f. Storage Facility Record Review

Reference: Envoy Fuel Manual Section 3-05

<b>Audit Date:</b>	<b>Station:</b>		
<b>When following ATA-103 Guidelines, check for documentation of the following items. Place check mark in all boxes that are documented. Items not found must have an explanation why on a separate sheet:</b>			
<b>Daily</b>	<b>Monthly</b>	<b>Quarterly</b>	<b>Annual</b>
<input type="checkbox"/> General Condition of Tank Yard <input type="checkbox"/> Security, Fire, & Safety Deficiencies <input type="checkbox"/> Hoses, Nozzles & Swivels <input type="checkbox"/> Static Reels, Cables & Clamp <input type="checkbox"/> Fire Extinguishers <input type="checkbox"/> Filter Differential Pressure <input type="checkbox"/> Storage tank and product Reclamation Sump results <input type="checkbox"/> Filter Sump results	<input type="checkbox"/> Filtration and Free Water Test <input type="checkbox"/> Bonding Cable Continuity <input type="checkbox"/> Nozzle Screens <input type="checkbox"/> Signs, Labels and Placards <input type="checkbox"/> Floating Suction <input type="checkbox"/> Fire Extinguishers	<input type="checkbox"/> Emergency Shutoff System <input type="checkbox"/> Water Defense System <input type="checkbox"/> Tank High Level Controls <input type="checkbox"/> Reclaim Tank Inspection	<input type="checkbox"/> Storage Tank Interiors <input type="checkbox"/> Differential Pressure Gauges <input type="checkbox"/> Filter Elements <input type="checkbox"/> Filter/Separator Heaters <input type="checkbox"/> Tank Vent <input type="checkbox"/> Cathodic Protection <input type="checkbox"/> Line Strainers <input type="checkbox"/> Water Defense System

		<u>Pass</u>	<u>Fail</u>	<u>N/A</u>	<u>N/O</u>			
1.	<b>Does the vendor keep their Quality Control Records up to date and are they completed for all days used?</b>	_		_		_		_
2.	<b>Does the vendor retain their Quality Control Records for at least a year?</b> <small>Note: If current vendor has not been providing services for the past year, ensure that these records are current from date this vendor began providing service, and historical dates as well as next due dates for filter changes, periodic checks, etc have been established.</small>	_		_		_		_
3.	<b>Does the vendor have access to the Envoy Fueling and Servicing Procedures Manual online?</b>	_		_		_		_

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### E. SELF AUDIT FINDING DISCREPANCY AND RESPONSE SHEET INSTRUCTIONS

The Discrepancy and Response sheet is to be completed as follows:

- 1) For each finding (1 finding per sheet), the person performing the audit is to enter:
  - a. Date of self-audit
  - b. Three letter station code
  - c. The name of the person who performed the audit (please print)
  - d. The applicable section of the checklist.
  - e. The question number from the section.
  - f. A clear description of the finding. Provide enough specifics to ensure the item is clearly understood.
  
- 2) For each finding (1 finding per sheet), the respondent is to:
  - a. Enter the root cause of the finding. Ensure the questions listed in the note in this area are carefully considered and covered in your root cause analysis.
  - b. Include those actions taken or required as an immediate action to address the finding.
  - c. Include the long-term actions (e.g., checklist or manual revision, change in equipment, additional training, etc.) that have to be implemented as a permanent solution to prevent a recurrence of the discrepancy.

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Audit Date:	Station Code:
Name of Person Conducting the Audit (Please Print):	

Envoy Fuel Self Audit Finding Discrepancy and Response Sheet
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<b>Applicable Checklist Section:</b>	<b>Failed Question Number:</b>
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<b>Discrepancy:</b>

**Root Cause Identified As:** (Note: Answers to the following questions will help ensure the true root cause of the discrepancy was identified and properly addressed to help prevent a recurrence: (1) Who is responsible for the problem (2) When the problem occurred (3) Where the problem occurred (4) How the problem occurred and (5) Why the problem occurred.)


<b>Short-Term Corrective Action:</b> (Include immediate actions taken to resolve the discrepancy)

<b>Long-Term Corrective Action:</b> (Include long term corrective actions needed to help prevent a recurrence)