

TECHNICAL SERVICES

Service Guide



Q8  **Aviation**



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INTRODUCTION

With our extensive knowledge and experience of aviation fuel, Q8Aviation offers bespoke technical services to aviation fuel businesses across the world. We work in close long-term partnerships, helping our clients meet the most exacting safety and operational standards.

Members of our in-house technical team are amongst the industry's leading aviation fuel experts. They hold high level positions in prestigious industry bodies, including the Joint Inspection Group (JIG) and Energy Institute (EI), setting and enhancing standards for the safe handling and quality control of aviation fuel.



Every Technical Services Agreement (TSA) is individually tailored, but typically includes:-



On-site airport inspections



Ongoing technical advice



Access to JIG and Q8Aviation technical documentation



Guaranteed places on our Technical Workshops



Aircraft Refuelling Liability Insurance of US\$1.25 billion

In addition we offer training, HSSE and engineering consultancy, and access to a range of services from Q8Research.



TECHNICAL INSPECTIONS

The core of our service is a detailed inspection of your refuelling operation. This is conducted against JIG 1 & 2 Standards or EI/JIG 1530, giving you the reassurance of full compliance with industry standards.

We provide a comprehensive report of our findings, which highlights any gaps and recommends improvements. Following a detailed discussion of the report, we can help develop an action plan for immediate action and longer term changes. Further inspections are carried out annually as part of a process of continuous improvement.

Additionally, we offer ongoing technical advice and support throughout the year. Your main contact is usually the person who carried out your airport inspection, although any of our team will be happy to help.

“Our technical inspections form a key part of the Q8Aviation Technical Services package. We help our clients to meet the latest industry standards, improving the safety and efficiency of your operations.**”**

Nic Mason,
Technical Services Director,
Q8 Aviation.

STANDARD OPERATING PROCEDURES

Standardised Operating Procedures

Q8Aviation technical clients are provided with a full suite of Standard Operating Procedures (SOPs).

These procedures describe: -



The receipt, storage and distribution of aviation fuel to the airport



Handling of Aviation Fuel for airport depots and hydrants



Providing into plane services to aircraft



Customisation of Standardised Operating Procedures

Many customers have specific needs based on local site, equipment and regulatory requirements. Q8Aviation's technical experts can work with clients to help develop customised procedures that precisely meet their needs.

Services can include: -



Advice on amendments and additions required to meet local needs



Direct customisation of procedures



Regular updates ensuring procedures comply with latest requirements



Development and implementation of SOP rollout and training plans



DOCUMENTATION & MANUALS

Q8Aviation Manuals

Our technical services customers are provided with a set of Q8Aviation's manuals. These manuals, which are produced by our own in-house experts, are provided as hard copies and are also available for customers to download via a secure section of our website. The set includes the following manuals:



Aviation Operating Procedures

The Q8Aviation operating standards and procedures to ensure the safe and efficient delivery of aviation fuels.



Aviation Fuels Quality Control

The Q8Aviation requirements relating to the transportation, storage and handling of aviation fuels.



HSSE Management System

The Q8Aviation HSSE Management System which meets the requirements of the JIG HSSEMS Standard.



Documentation

We also offer a wide range of documentation, including the industry standard for Into-Plane Operations (JIG 1) and Depot and Hydrant Operations (JIG 2). We can also provide EI/JIG 1530 for fuel quality control upstream of airports. These set out the internationally agreed standards for handling aviation fuel, together with recommended practice for fuel sampling and testing, recommended design features of equipment and vehicles, and procedures for storage and delivery of aviation fuel to the aircraft.

We also keep clients fully up to date with the latest bulletins and other amendments that are sent out automatically by email.



WORKSHOPS

Workshops & Online Events

Q8 Aviation holds Technical Workshops which are well received by clients. These provide opportunities to meet others in the aviation fuel business, hear from industry experts and share views on the issues of the day in lively and interactive forums.

Conventional workshops are now supplemented by a range of online events that provide additional flexibility and accessibility for clients.



AIRCRAFT REFUELLING LIABILITY INSURANCE

We can introduce refuelling companies to our insurance brokers who, subject to inspections, will seek to arrange insurance cover for the refuelling companies against liability for fuel storage and supply.

Aircraft refuelling liability insurance is offered and handled by an authorised Financial Conduct Authority (FCA). Appointed Representative (Ref. 957026) and is subject to the policy's full terms and conditions.



ENGINEERING CONSULTANCY

Our bespoke engineering consultancy services often involve carrying out Hazard and Operability (HAZOP) studies of your fixed facilities, fuel storage, hydrant operations and specialist vehicles. We can also offer ongoing advice on the suitability of new equipment and can carry out pre-delivery checks on refuelling equipment.

Q8Aviation can provide the following services via Paul Carmody, our specialist in-house engineering consultant, and leading external consultants: -



Hazard and Operability (HAZOP) studies



Ongoing support & advice



Comprehensive facility design reviews



Pre-delivery inspections of vehicles & other equipment



Bespoke engineering consultancy packages to support specific projects

HSSE CONSULTANCY

Q8Aviation has extensive experience in Health, Safety, Security & Environment (HSSE) and can provide consultancy via Robert Finch, our in-house HSSE expert.

Our HSSE consultancy services include: -



Implementation of HSSE Management systems



Incident investigation



HSSE Management system auditing



HSSE documentation (standards, policies, templates, safety bulletins)



Training on HSSE related topics



TRAINING SERVICES

In partnership with experienced professional trainers, we offer world-class training for supervisors and operators in all aspects of aircraft refuelling. Our core courses can be tailored to your needs and adapted according to length and group size. For your convenience, our training is conducted at your premises. It combines both office and classroom sessions with practical training within airport or fuel facility locations.

We offer three standard courses. **Into-Plane Fueller** is aimed at airports that run fueller only operations. **Into-Plane Hydrant** is aimed at airports that exclusively run hydrant based operations. Our **Depot Operations** course is aimed at all airports with fuel depot facilities.

Module	Into-Plane Fueller	Into-Plane Hydrant	Depot Operations
Safety, PPE and Common Hazards	✓	✓	✓
Introduction to Aircraft Fuelling	✓	✓	✓
Understanding Your Equipment	✓	✓	✓
Fueller Loading	✓		
Fueller Pressure Refuelling	✓		
Fueller Overwing Refuelling	✓		
Hydrant Pressure Refuelling		✓	
Airport Depot Operations			✓
Quality Assurance for IntoPlane Ops	✓	✓	
Quality Assurance for Depot Ops			✓
Defuelling	✓	✓	
Filtration Surveillance and Testing	✓	✓	✓
Meter Calibration and Maintenance	✓	✓	✓



NIC MASON

Technical Services Director

Nic joined Q8Aviation in 2010 following a 30 year career with BP, including a long period of time as Operations Standards Manager for Air BP. In his current role, he is responsible for managing the Technical Team and for providing a range of services including product quality assurance and inspections of facilities around the world. He is also responsible for delivering a range of training courses. Nic is a Senior JIG Inspector and has served on a wide range of industry committees and groups over the years. He is a director of JIG and has twice been Chairman of the JIG Operations Committee. Nic is a recognised expert for the design and development of aviation fuel equipment and he has chaired the Energy Institute Equipment Committee since 1999.



“ We can confidently say that the level of expertise and knowledge of the Technical Service Managers at Q8Aviation is of the highest standard in the industry. **”**

Alexander Teka
Aviation Manager
National Oil Ethiopia PLC

BILL SIMPSON

Technical Services Manager

Bill has been involved in the aviation operations industry for 31 years. He has held a wide range of positions including General Manager of both the London Stansted Fuelling Company and the London Stansted Into-Plane Company. In his role as Technical Services Manager, Bill has a wide range of experience including training and aviation facility inspections.

He is a Senior JIG Inspector and a respected member of the JIG organisation. He represents Q8 on the JIG Operations Committee.



“It's not just advice that is extremely helpful in developing performance standards but the experience and knowledge of the TSA team can help resolve complex issues.”

**Weerayoot
Wongweerayoot**

Aviation Fuel Operational
Standard Development and
Inspection Section Head
PTT Oil and Retail

PAUL CARMODY

Technical Services Manager

Paul joined Q8Aviation following a 17-year career with Air BP, where he had global responsibility for fixed and mobile equipment integrity. He also managed infrastructure projects, designed fuel hydrants and set standards for the design of fuelling vehicles and cross-country pipelines. Within Q8Aviation, Paul carries out facility inspections and provides specialist engineering consultancy services. Paul is a Chartered Mechanical Engineer with a wealth of experience gained from managing and supporting a diverse range of complex engineering projects within the sector. He is a Member of both the Institute of Mechanical Engineers and the Energy Institute. Paul represents Q8Aviation on the JIG Standards Working Group and is a senior JIG Inspector.



“ Q8 Aviation have been for some years providing technical services in support of our aviation fuel supply. I am very satisfied with the work that they deliver. **”**

Hasham Saleh
Fuel Supply
Chain Manager

ANDY CHANDLER

Technical Services Manager

Andy has spent his entire career in aviation. He served 9 Years with the Royal Air Force followed by 25 years in civil aviation handling fuel delivery, storage and hydrant operations at London Stansted Airport. More recently he spent 5 years as a contractor in Afghanistan overseeing the fuel storage and delivery to military units in various locations throughout the country. Andy brings a wealth of unique operational knowledge and experience to the Q8Aviation team that has been acquired from the ground up. He has worked as an Aircraft Refueller, Tank Farm and Hydrant Operator, Fuel Import and Storage Manager, Refuelling Trainer, General Manager and Country Fuel Delivery Manager.



ROBERT FINCH

Business Management Systems Manager

Robert has worked in aviation operations for more than 16 years. Following roles in Q8Aviation's Operations and Technical departments, he focused on the management of Safety, Security, Health & Environment. More recently, Robert's role was expanded to incorporate the management of the entire Q8Aviation Business Management System. Robert holds both a NEBOSH National Diploma in Occupational Health and Safety and an IEMA diploma in sustainable business practice. He has been a member of the JIG HSSE Committee since 2009 and has fulfilled the role of Chairman of this committee twice.



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