
 Bournemouth Airport <small>Part of Regional & City Airports</small>		Aircraft Refuelling Operations Instructions			Risk Rating	High– Reviewed annually	
Reference:	BAI-AOPS-003	Issue:	1.1	Owner:	Airfield Services Manager	Department:	Airfield Operations
Issue Date:		21/10/2025	Compliance Date:		21/10/2025	Planned Review Start Date:	31/09/2026

Aircraft Refuelling Operations Instructions




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❖ **AMENDMENTS**


Version	Review	Date	Amended By (Initials)	Summary of Change
V1.0		September 2025	AF	New Document
V1.1		November 2025	JP	Reformat

Changes to a document are identified in red italics and any wording which has been removed is crossed out using the strikethrough icon and highlighted in yellow. These remain on the document until it is ready for publishing. In instances where the document has been circulated for review and further changes have been requested, these changes are identified and distinguished from previous changes by highlighting in another colour i.e. blue and the document is circulated again.

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1. Introduction

1.1 Purpose

This manual outlines the procedures and responsibilities for safe, efficient, and environmentally responsible aircraft refuelling operations, in accordance with JIG 1 and JIG 2 standards.

1.2 Applicability

The procedures apply to all personnel involved in:

- Fuel receipt
- Storage
- Quality control
- Into-plane refuelling

The Airport Operations Director, Fuels Operations Manager, their delegates, and airport staff shall ensure they are thoroughly familiar with, and adhere to, the applicable standards and procedures outlined in this manual.

2. Personnel and Training

2.1 Requirements

- BIAL utilises a web-based training platform to deliver targeted airport-related training modules annually.
- Training records are maintained electronically, with regular reviews by the Training Officer and Department Heads.
- Refuelling procedures, including maintenance and operating requirements, are electronically stored. Each procedure is accompanied by a practical sign-off to verify understanding.
- Achievements and competency are tracked, with periodic reviews carried out by the Fuels Operations Manager and Refuelling Supervisors.


2.2 Supplementary Documentation

- New Airport Employee Training Procedure

3. Health, Safety and Environmental (HSE)

3.1 Requirements

- BIAL operates a Safety Management System (SMS) covering airport, airside, and airspace operations.

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- All personnel shall comply with applicable health, safety, security, and environmental regulations.
- Aircraft incidents and near misses during or after fuelling must be promptly reported through the OSHENS system.
- BIAL adopts a “just culture,” ensuring staff can report safety concerns without fear of reprisal, except in cases of gross negligence or wilful violations.

3.2 Emergency Preparedness

- Emergency Orders and Procedures are established, regularly reviewed, and cover scenarios such as fire, spillage, or serious injury.
- Minimum uniform and PPE shall comply with the Bournemouth Fuelling PPE matrix and JIG standards.

4. Fuel Receipt, Storage and Handling

4.1 Responsibilities


- Trained personnel: Carry out sampling and inspections.
- Fuelling Supervisor/Manager: Resolve non-conformances and ensure compliance.

4.2 Procedures

- Fuel receipt shall follow approved methods with verification of documentation, density, conductivity, temperature, and visual appearance.
- Fuel shall be filtered through certified systems before storage.
- Storage tanks shall be constructed and maintained in accordance with JIG 2, with floating suctions, water draw-offs, overfill protection, and periodic inspections.
- Non-conforming fuel shall be segregated, isolated, and reported in OSHENS. Corrective actions may include rejection, downgrading, disposal, or supplier return.
- Routine tank draining, stock reconciliation, and contamination control measures shall be maintained.

4.3 Records

- Fuel Receipt Log
- Storage Tank Logs
- QC Test Results

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5. Into-Plane Fuelling

5.1 Requirements

- Fuel Quality Assurance: Only on-specification fuel shall be delivered.
- Equipment Standards: Refuelling vehicles and dispensers must comply with JIG 1 (calibrated meters, DP gauges, water detection, deadman controls).
- Operational Procedures: Correct grounding, bonding, positioning, and verification of fuel grade and quantity with flight crew.
- Personnel Training: Operators must be trained, certified, and regularly assessed.
- Safety Measures: Signage, safety zones, extinguishers, spill kits, and emergency shutdown procedures must be in place.
- Environmental Protection: Spillage prevention, leak detection, and waste handling must be observed.

5.2 Customer-Specific Services

If services beyond IATA Level 1 are requested, BIAL will adhere to training provided by the airline.

6. Equipment Maintenance

6.1 Requirements

- All equipment shall be maintained in accordance with JIG specifications.
- Inspections are monitored through a designated inspection spreadsheet.


7. Emergency Procedures

7.1 Scenarios Covered

- Bomb threat
- Civil disturbance
- Fire or explosion
- Flood warning
- Loss of electrical power
- Serious injury
- Spillage
- Vehicle accident

7.2 Responsibilities

- During office hours: Notify the Aircraft Refuelling Supervisor and/or Fuelling Manager.
- Out of hours: Contact the Airport Duty Manager (ADM) or Rescue and Fire-Fighting Services (RFFS) as the initial point of contact.

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7.3 Documentation

- All relevant emergency procedures are stored in the emergency folder and accessible electronically.

8. Documentation and Recordkeeping

8.1 Records Maintained

- Fuel Receipt Logs
- Storage Tank Logs
- QC Test Results
- Equipment Maintenance Logs
- Training & Competency Records
- Incident & Spill Reports

8.2 Requirements

- Inventory levels tracked via Excel-based stock system.
- Monitoring and measurement equipment controlled under JIG calibration programs (JIG 1 Appendix A17 / JIG 2 Appendix A18).
- All inspection and test outcomes must be recorded and retained.
- Records management supports Governance, Risk, and Compliance frameworks.

9. Audits and Compliance

9.1 Requirements

- Customers may request inspections (IFQP, military, commercial, business aviation).
- Actionable recommendations must be addressed and tracked.
- All inspection reports shall be forwarded to the Airport Operations Director.

Internal audits shall be conducted annually according to the audit schedule.