

## Inspected to JIG Standards – FAQs

### *What is the purpose of Inspected to JIG Standards?*

To make a better connection between being a JIG member and complying with JIG Standards, so that those members that achieve a certain standard are recognised for the quality of their aviation fuel storage and handling operations.

### *What is the ultimate vision?*

The ultimate vision is that every JIG member site operation is inspected by a qualified JIG Inspector and shares relevant information from the inspection with airlines, airport authorities and JIG so that quality and safety standards within the industry can continue to rise.

### *What are the benefits to my company?*

In addition to the reputational benefits of having your sites designated as 'Inspected to JIG Standards', members will benefit from their involvement in the programme through the feedback they gain directly from the inspectors. At the same time, widening the number of sites captured in JIG databases will significantly improve the quality of the broader information JIG provides to members on industry trends and best practice.

### *How can I get one of my staff qualified as a JIG Inspector?*

To become qualified, an Inspector must have been through the JIG training programme and passed the examination; performed three inspections of different locations operating to JIG Standards; and satisfactorily led at least one inspection accompanied by a Senior JIG Inspector, prepared the report, and been signed off by the accompanying Senior Inspector. A second accompanied inspection may be required depending upon the experience of the individual. Any JIG member can nominate one or more of its staff to go through the qualification process. To maintain their qualified status they have to attend at least one JIG Inspector Workshop every three years and complete six JIG inspections in any two-year period.

For more information, visit the relevant page of the [JIG website](#), where you can find a flowchart on the qualification process. If your staff need to register for JIG Inspector training, contact [sam.neal@jigonline.com](mailto:sam.neal@jigonline.com). If your staff have been on the JIG Inspector training course and now need to go on an accompanied inspection, contact [antonis.christodoulakis@jigonline.com](mailto:antonis.christodoulakis@jigonline.com).

### *Will JIG help me arrange an inspection?*

No. It is up to the member to appoint the Inspector and plan, conduct and track the inspection process. A register of qualified Inspectors will be available to members on the JIG website shortly.

***How can I participate in the process if my company does not have any qualified inspectors on its staff?***

Members that do not have any qualified inspectors on their staff can appoint qualified inspectors from the JIG management team or from other third parties, upon agreement.

***Are there any rules regarding who can inspect my site(s)?***

The inspector must be qualified and on the official JIG register. If a company is using a JIG Inspector who is a member of its own staff, the JIG Inspector cannot inspect operations at the site at which he/she is based; but they can inspect any of the company's other sites. The same inspector may not inspect the same site for more than two years in succession.

***Does my company need to use an inspection tracking system?***

Yes. An inspection tracking system that includes inspection scheduling, reporting and tracking of inspection findings is required. If your company does not operate such a system, contact [antonis.christodoulakis@jigonline.com](mailto:antonis.christodoulakis@jigonline.com).

***If my company successfully achieves Inspected to JIG Standards status, does that mean JIG is endorsing the quality and safety of operations at my site(s)?***

No. JIG will not verify, endorse or approve the result of the inspection. Inspected to JIG Standards is partly a self-declaration process and it is wholly the responsibility of the JIG member company and the individual JIG Inspector – wherever they come from – to ensure that the proper process is followed. Although JIG does not take responsibility for inspections carried out by third parties, it will review the inspections submitted for consistency with the JIG Inspection process and JIG Standards and to confirm all Inspectors have successfully completed the JIG training and met the further inspection criteria.

***If I pursue Inspected to JIG Standards, will JIG charge me?***

JIG will not charge any extra fee for participation in the Inspected to JIG Standards programme other than that connected with JIG membership and attaining and maintaining qualified JIG Inspector status. If the member requests that a qualified Inspector from the JIG management team conduct an inspection, JIG will charge an inspection fee (see below).

***Is there a standard inspection fee?***

Where the qualified Inspector is employed by the same company as the one operating the site being inspected, the inspection costs are, of course, internal. Where a third-party Inspector is involved, the commercial arrangements are a matter for negotiation between the company involved and the Inspector. We would expect the fee to depend on the size, complexity and location of the site being inspected. If the member requests that a qualified Inspector from the JIG management team conduct an inspection, JIG will charge an inspection fee.

***Can I use the phrase 'Inspected to JIG Standards' in my marketing literature and other promotional material?***

Yes, as long as you do not in any way imply that this represents an endorsement by JIG of the quality and safety of your operations. The phrase JIG expects members to use is: 'The [NAME] operation was successfully Inspected to JIG Standards in [YEAR]'.

***What happens if my company disagrees with the Inspector's findings?***

This is a confidential matter between the Inspector and the member company. We would expect the inspection details and findings to be submitted to JIG only after both parties agree.

***Is the Inspector's report wholly confidential?***

Yes. When member companies disclose the complete Inspector's report to JIG or a summary of the inspection details and findings JIG will treat them confidentially and anonymously and only use them for broader analysis.

***The flow chart on the Inspected to JIG Standards process includes a stage 'Validated against the criteria'. What does this mean?***

This means that JIG is confirming that the inspection has in principle conformed to JIG requirements – for example, that the Inspector is on the JIG register of qualified Inspectors or that the inspectors are scheduled annually and the same inspector is not used for more than two years in succession.

***Is JIG putting in place any new administrative systems for members participating in the Inspected to JIG Standards programme and where can I find more information?***

Yes. For details contact [antonis.christodoulakis@jigonline.com](mailto:antonis.christodoulakis@jigonline.com).