

DEFENCE BULK FUEL INSTALLATION FACILITY

MAINTENANCE INSTRUCTION

AMENDMENT LIST

Amendment Number	Date of Issue	Amendment details	Signature
1a		<p><u>Main document revised</u> –</p> <ul style="list-style-type: none"> - Revised document clause numbering - Clauses rewritten (only major changes listed) – (old clause No) – 4.1 (8); 4.5 (11); 6.1.i (13.k); 8.1 (14); 8.4 (18); 8.7 (21); 9.1.h (29.h); 9.4 (31); 9.5 (32); 10.7.c (44.c); 10.9 (46); 10.11 (50); 10.15 (54); 11.1.c (59.c); 11.5.c (63.c); 17.1 (70); 17.3.f to i (72.f to j) and (72.i deleted); 19.1 (83); 19.3.h (85.h); 20.1.d (89.d); 24.1 (99 & 100); 25.5 (106); 28.1 (112); 30.2 (117) - New paragraph added – 4.3; 4.6, 9.2; 21.5; 28.4.f.; 30.1 - RM responsibilities – moved – now section 7 (was para 23 to 28) - Permit to Work sectioned added was 8.4 	
1a		<p><u>Maintenance Schedule Appendix A revised</u> –</p> <ul style="list-style-type: none"> - Split Operator Agent (OA) and Maintenance Agent (MA) schedules into two distinct components. - Revised task numbering to distinguish between OA and MA. - Term service frequency now standard throughout. - Specific reference to Australian standard/guideline etc, clause or paragraph numbers has been removed for easy of keeping the schedules up-to-date. - Defence acronyms have also been updated. - Revised task numbers 2.11, 2.77, 2.78. - Task number 2.77 line number revised to reflect with annual testing. 	
1a		<p><u>Visual Inspection Sheet Appendix B revised</u> –</p> <ul style="list-style-type: none"> - Guidance note added. 	
1a		<p><u>Configuration document Appendix C revised</u> –</p> <ul style="list-style-type: none"> - Reference clauses numbers added 	
1a		<p><u>Auditing, monitoring and review requirements Appendix D revised</u> –</p> <ul style="list-style-type: none"> - Defence acronyms have also been updated. 	
1a		<p><u>Permit-to-work model procedure Appendix E revised</u> –</p> <ul style="list-style-type: none"> - Revised document clause numbering - Defence acronyms have also been updated - Clauses rewritten (only major changes listed) – (old clause No) 1.1 (1); 1.2 (2); 3.2 (5); 3.3 (6); 3.8f (11f); 4.1 (26); 4.10 (34); 5.1 (37.1); 5.2, 5.2 a & b (38); 5.4 & 5.4.b (40.b); 5.12 (48); 5.13 (49); 5.18 (54); 5.19 (55); 6.3 (58); - New sub-clauses added -1.3; 1.4; 1.6; 2.1 to 2.5; 4.2; 4.3 	
1a		<p><u>Defence bulk fuel installation facility contractor accreditation App F</u></p> <ul style="list-style-type: none"> - Para one – deleted “and its authorising document” 	
1a		<p><u>Glossary- acronyms standard Appendix H</u></p> <ul style="list-style-type: none"> - all defence acronyms deleted - currency of standards checked and verified 	

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Appendices listing

- A. The Maintenance Requirements and Schedule Major Bulk Tank Inspection Checklist
- B. Visual inspection checklist template for Cat 6 above ground tanks
- C. Configuration & Maintenance Documentation and Records
- D. Auditing, Monitoring, Review: Requirements and Schedule
- E. Permit-to-Work Model Procedure
- F. Contractor Accreditation
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- H. Glossary: Acronyms and Standards
- I. Glossary Of Terms

DEFENCE BULK FUEL INSTALLATION FACILITY MAINTENANCE INSTRUCTION

1. INTRODUCTION

- 1.1. This Instruction defines the maintenance responsibilities for Defence Bulk Fuel Installation (BFI) facilities and provides guidance on the requirements for establishing a maintenance system to meet Defence operational requirements. This Instruction also provides guidance on the requirements of applicable legislation and Australian Standards.
- 1.2. Sound Maintenance is critical if Defence BFI facilities are to ensure the satisfactory delivery of fuel to an acceptable quality, environment protection compliance, occupational health and safety performance, and high availability.

2. AIM

- 2.1. The aim of this Instruction is to define maintenance responsibilities and provide the minimum maintenance requirements for Defence BFI facilities.

3. SPONSORSHIP

- 3.1. Defence Support Group (DSG) Infrastructure Division (ID) Estate, Policy and Environment Branch – Director Engineering Service and Technical Regulation (DESTR) sponsors this Instruction. The scope of the sponsorship is to coordinate the preparation and amendment of this Instruction and to provide guidance on its requirements.
- 3.2. DSG Infrastructure Division (ID) is responsible for the design and construction of Defence bulk fuel installations and National Operations Division (NOD) for their maintenance.
- 3.3. Sourcing of funds for the maintenance requirements contained in this Instruction is the responsibility of the respective units and local DSG region.

4. SCOPE AND APPLICATION

- 4.1. The requirements of this Instruction apply to all Defence **Aviation** and **Maritime** Fuel Installations (Bulk Fuel Installations (BFI) and Naval Fuel Installations (NFI) including fixed fuel loading and distribution piping and related fixed equipment located on a wharf. These equipments may be covered elsewhere by the normal provisions of a non-BFI maintenance-specific DSG maintenance program or contract. Where this occurs, DSG-RM is to provide contractual clarification addressing maintenance responsibility for these equipments.
- 4.2. The requirements of this Instruction are not intended to apply to transportable or mobile fuel installations, maintaining fixed plant such as generators and power stations.

- 4.3. Furthermore, this instruction does not apply to bulk fuel storage installations for automotive (commercial) grade fuels (LPG, Diesel, Ethanol derivatives, and un-leaded petrol's). Such facilities must comply with AS1940 – “The storage and handling of flammable and combustible liquids” and other applicable standards, government legislation requirements and Defence guidelines for, but not limited to the safe operation, fuel quality, OH&S, environmental compliance, design and maintenance requirements. The maintenance and operation of commercial grade fuel storage facilities may be covered elsewhere by the normal provisions of the DSG maintenance or contract programs.
- 4.4. The Instruction does not provide prescriptive maintenance requirements, but details maintenance responsibility and requirement guidelines.
- 4.5. This Instruction includes basic guidance for the development of a Consolidated Maintenance Plan (CMP), MA (MA) maintenance requirements and schedules and the derivative Operating Agent (OA) maintenance requirements and Maintenance schedules (Appendix A).
- 4.6. To ensure compliance with Occupational Health and Safety duty of care obligations and because of the hazardous nature of BFI's, specific risk management and control strategies involving a PERMIT-TO-WORK is to be used. The issuing of a Permit-to-work can only be provided by a nominated Responsible Person (Petroleum) duly appointed by either the Operating Agent or the Maintenance Agent. The preferred option is subject to agreement between the DSG–RM and the relevant Commander of a Base with an aviation and/or Maritime BFI. PERMIT-TO-WORK model procedures are provided for in Appendix E.

5. POLICY and GUIDANCE

- 5.1. The guidance provided in this Instruction shall be read in conjunction with the latest edition of the following policy and guidance:
 - a. Defence OHS Policy and Requirements;
 - b. Defence Environmental Policy and Requirements;
 - c. Defence Risk Management Policy and Requirements; DEF(AUST) 5695 – Minimum Standards of Practice for the Storage, Handling and Quality
 - d. Control of Fuels, Lubricants and Allied Products
 - e. Defence Infrastructure management document;
 - f. Relevant Commonwealth, State and Territory legislation; and Relevant Standards and Codes as detailed in the Appendices.

6. RESPONSIBILITIES

- 6.1. The following agencies have particular responsibilities for the operation and maintenance of Defence Bulk Fuel Installation facilities

- a. **DSG - Directorate of Estate Services and Technical Regulation (DSG – ESTR)**
This Defence Agency is the responsible authority for the maintenance of all Defence BFIs and custodian of the BFI maintenance instruction and associated appendixes ;
- b. **JFLA – Joint Fuels and Lubricants Agency** Defence Agency responsible for providing specialist and authoritative advice on petroleum, oils, and lubricants (POL). This includes - advice on product specifications and applications; policy on fuel quality control practices and procedures; and technical advice (when requested) on fuel quality related aspects of the design and modification of fuel facilities;
- c. **DSG - Directorate of Estate Engineering Policy (DSG-EEP)**
Responsible for engineering policy in relation to BFI facility design and construction related matters;
- d. **DSG - Estate, Policy and Environment Branch (DSG-EPE)**
Responsible for establishing environmental requirements together with advice and guidance on all environmental issues ;
- e. **Regional Manager (DSG-RM)**
Responsible for the administration of CMS/CMC contracts in relation to BFI facilities, and for the administration and delivery of all maintenance and services to the Region;
- f. **Regional Contracts Manager (DSG-RCM)**
Responsible for the development, management and administration of regional contracts, including the CMS/CMC and GSS contracts, reporting to DSG-RM;
- g. **DSG Manager Base Services (DSG-MBS)**
Responsible for services delivery and maintenance in relation to BFI facilities, providing the local point of contact for all DSG and CMS contract administration issues;
- h. **Occupational Health, Safety and Compensation Branch (OHSC)**
Responsible for providing safety policy, guidance, tools and expert advice to the Australian Defence Organisation (ADO) including units and establishments, to reduce the incidence and severity of occupational injury and disease. OHSC, in partnership with specialist agencies, shall provide policy and direction to group and services;
- i. **DSG - Directorate Occupational Health and Safety (DOHS)**
Whilst OHSC provides for management policy and protocols, DOHS is responsible for providing advice and guidance to DSG-ROHSM with respect to OHS compliance assurance and governance. DOHS is also the principle link for all matters relating to OHS compliance at the regional level through the Regional Manager;

- j. **DSG-Senior Regional Environmental Manager (DSG-RSEM)**
Responsible for providing advice and guidance on Regional/Base activities. The SREO is responsible for generating a BFI facility-specific Environmental Management Plan (EMP) and for the organisation and oversight of the BFI facility Environmental Management System (EMS);
- k. **DSG Regional Occupational Health & Safety Manager (DSG-ROHSM)**
Responsible to DSG-RM for the implementation of Group OH&S plans, including fire management and fuel-spill plans, and also for providing OH&S advice and guidance to DSG-RM;
- l. **Establishment/Base Commanding Officer. (CO)**
Responsible for the safe operation of the Base or Establishment as a whole, and ensuring suitable OH&S policies, plans and procedures are in place and operating correctly for all lodger units;
- M. **COMCARE**
Responsible for workplace safety, rehabilitation, and compensation in the Commonwealth jurisdiction. COMCARE is a statutory authority reporting to the Minister for Employment and Workplace Relations and administers two Acts of Parliament: the Occupational Health & Safety Commonwealth Employment Act 1991 and the Safety, Rehabilitation and Compensation Act 1988;
- n. **Maintenance Agent (MA)**
The MA is responsible to ensure that all BFI facility maintenance as detailed in this Instruction, its Appendices and in accordance with its CMS contract maintenance specification, including any operating level maintenance carried out by others, complies with the requirements of this Instruction, and is to a sound standard. Note, for Regions where the BFI MA activities are delivered by the CMC contractor, the MA requirements as set out in this instruction also apply unless otherwise stated; and
- o. **Operating Agent (OA)**
On-Base Operating Personnel responsible for coordinating, conducting, and managing BFI facility operations and operating level maintenance as agreed with DSG-MBS and the MA. May be suitably accredited uniformed, APS or contract personnel.

7. DSG-RM RESPONSIBILITIES

- 7.1. DSG - DEEP shall determine policy for the management of Defence BFI facility design and construction and shall provide technical assistance to DSG-DESTR as requested.
- 7.2. DSG-DESTR is responsible for the maintenance of all Defence BFI facilities. DSG-DESTR, through the DSG-RM, vests the responsibility for all maintenance of Defence BFI facilities with the MA.

- 7.3. DSG-RM, in consultation with DSG-DEST, and after the MA has submitted the Maintenance Plan, shall nominate a registered and appropriately qualified third party to audit and certify the Maintenance Plan of a BFI facility against the requirements of this Instruction. Alteration or addition to an existing Maintenance Plan may require re-certification depending on the modifications. Any change to the technical content or procedures of an existing Maintenance Plan may also require re-certification. All such changes shall be referred by the DSG-RM to the DSG-DEST who shall advise on the extent of re-certification required. The BFI facility Maintenance Plan shall be a separately identifiable component of the Maintenance Plan submitted by the CMS contractor in accordance with the general conditions of its contract.
- 7.4. DSG-RM, on an annual basis, shall audit the MA against contracted KPIs, compliance with this Instruction, and the application of sound engineering practice and management to the BFI facility maintenance task. The MA's contribution to overall BFI facility performance and availability shall be audited using a DSG-DEST registered, appropriate industry-experienced and qualified third party as required. The auditor shall also report on the suitability and adequacy of this Instruction, and recommend areas for improvement. In auditing the MA's contribution to performance of the BFI facility, DSG-RM, using suitable KPIs, shall address performance elements that shall include:
- a. compliance with statutory and defence safety and environment requirements and their enabling procedures;
 - b. fuel quality where linked to equipment or maintenance issues;
 - c. plant & equipment availability;
 - d. maintenance cost effectiveness;
 - e. environmental integrity maintenance, and issues arising during equipment maintenance or failure;
 - f. adequacy of the consolidated maintenance plan;
 - g. operational and maintenance performance breakdown response compliance;
 - h. safe working training, procedures and performance;
 - i. accreditation compliance;
 - j. Permit-to-Work and Incident performance; and
 - k. documentation management.
- 7.5. The DSG-RM, on an annual basis, shall separately audit the current Maintenance Instruction (MI) maintenance procedures and methods. Where a significant performance shortfall is identified, targeted quarterly audits shall be initiated and continue until DSG-DEST is satisfied with MA performance. An appropriately qualified industry experienced third party from the DGS Defence Infrastructure Panel

for Fuel farms engaged by DSG-RM, shall undertake the audit unless specific performance or contracted requirements define otherwise.

7.6. The MI audit shall assess and report on:

- a. compliance with the requirements of this Instruction;
- b. the suitability and performance of the contracted consolidated maintenance plan;
- c. the adequacy and performance of the MI in achieving a safe and reliable facility for the storage and handling of fuels to a quality against the contracted availability;
- d. the quality of maintenance execution and its management, both procedural and technical;
- e. the adequacy of the design and execution of maintenance safe working procedures and environmental controls;
- f. the extent and adequacy of MI driven documentation and records;
- g. any requirement to improve or modify MI procedures and methods; and
- h. any organisational issues that may contribute to degradation of MI performance.

8. OPERATING AGENT (OA) RESPONSIBILITIES

8.1. The OA, as the user of the bulk fuel installations, is responsible for its operation, fuel quality control, performing operating level maintenance as agreed and directed by the Maintenance Agent. The OA is also responsible for coordinating other responsible agencies to ensure the ongoing airworthiness and seaworthiness of stored aviation and maritime fuels. If the preferred option is to have the OA issue Permit-to-work documentation, the OA, using a competent Responsible Person (Petroleum), as noted in Appendix E, is accountable for the issue and authorisation of the BFI facility Permit-to-Work. The Permit-to-Work documents the safe system of work for all OA non-routine work, all work conducted by the MA, and any access, or work by others in the BFI facility. If on the other hand the OA is not tasked with the issuing of Permit-to-Work documentation then refer to Maintenance Agent responsibilities within this document.

8.2. The OA consists of the following appointments:

- a. **RAAF Base Fuel Quality Control Officer (BFQCO).**
The BFQCO is appointed under the auspices of DEF(AUST)5695. Either Defence personnel or contractors under the supervision of the BFQCO operate the RAAF's aviation fuel holdings;
- b. **RAN Naval Fuel Installation Supervisor (NFIS).**

The NFIS is appointed under the auspices of DEF (AUST) 5695. Either Defence personnel or contractors under the supervision of NFIS operate the RAN's maritime fuel holdings;

c. **ARMY Base Fuel Quality Control Officer (BFQCO).**

Either Defence personnel or contractors under the supervision of the BFQCO operate Army's aviation fuel holdings. Such operations are to be in accordance with the RAAF requirements above to ensure compliance with airworthiness regulations; and

d. **Garrison Support Services Contractor (GSSC)**

Garrison Support Services Contractors are engaged at some establishments to provide Operating Agent's services. These Contractors are under the supervision of the respective BFQCO or NFIS. Examples of these establishments are RAAF East Sale, RAAF Edinburgh, and RAAF Pearce. . The Garrison Support Services Contractor is responsible for the day-to-day operations and operating level maintenance in accordance with its Contract Specification. This may include mobile fuelling equipment.

8.3. The scope of BFI facility work for operating level maintenance is to be determined by DSG-RM in conjunction with the MA and based on the Appendices of this Instruction.

8.4. With respect to maintenance/replacement of plant activities, should such work require the opening or isolation of a closed system that contains fuel (e.g, storage tank; pump; valve; filter unit), the item of plant shall be placed in quarantine at the time of completion of the work for FQC tests (as required) performed by a competent operator. When the operator is satisfied that the fuel quality has not be compromised, only then can the plant item be taken out of quarantine for operational use. Refer to clause to 9.1 for MA responsibilities.

8.5. Auditing of OA Maintenance Plans (refer clause 17) shall be undertaken by the DSG-DESTR with the use of Defence registered external industry specialists as required, to check adherence to the requirements and performance of this Instruction. For consistency, the same personnel shall be used or retained for auditing MA Maintenance Plans. DSG-RM in concert with JFLA shall ensure that an auditing regime is put in place by Defence that assesses compliance with BFI facility operational, engineering, safety, environmental and maintenance standards in line with the following scope:

- a. ensure that BFI facility operational standards and procedures are fully understood by all staff as required;
- b. ensure that all BFI facility activities performed by or for Defence are conducted in conformance with Defence operational and maintenance expectations, standards and procedures;
- c. confirm that physical assets and equipment are in compliance with Defence standards, and that integrity tests and maintenance are carried out at required frequencies and to required standards;

- d. ensure that the required transparency and access to OA, MA and DSG systems, as required by this Instruction, is in place and functioning;
 - e. ensure the maintenance contribution to BFI facility performance achieves CMS contract KPI targets;
 - f. ensure that the Permit-to-Work system is being strictly complied with;
 - g. ensure that emergency response procedures have been properly established and are understood and regularly practised;
 - h. identify any areas of opportunity to improve operational, maintenance, environmental and safety standards;
 - i. identify any areas of weakness or non-compliance and advise remedial actions;
 - j. ensure there is a process for ongoing risk identification and responses development;
 - k. review follow-up actions on previous inspections and check that they have been completed or progressed in accordance with agreed timings; and
 - l. identify training needs and provide advice as appropriate.
- 8.6. Audits addressing BFI facility safety and environmental issues shall be on a six-monthly frequency. Audits addressing BFI plant and equipment maintenance and operations shall be on an annual frequency except where specifically identified as otherwise in the consolidated Maintenance Plan or by Defence. Audits will be carried out by competent parties. Refer to Appendix D for general guidance advice.
- 8.7. The OA shall receive all necessary training for its area of responsibility. Training of Defence personnel in BFI facility operations is the responsibility of the parent group and is typically provided by specific RAN, Army, or RAAF courses supported by on-the job training. The MA shall have the capability to provide site-specific plant and equipment maintenance training of Defence personnel if, as directed by the consolidated Maintenance Plan, the OA is required to perform additional maintenance tasks that are not covered by their specific Service courses or on-the job training. The DSG-DESTR in consultation with JFLA and the DSG-RM, will assist in the co-ordinating the scope of OA's training to be provided by the MA. OA training requirements shall include maintenance competencies that may be required for emergency repairs. Where OA operational level maintenance is carried out by contractors, OA contractors shall be appropriately qualified and competent persons in compliance with the contractual requirements to which they are engaged under. The MA and the OA (GSS provided) are to identify Defence OA's maintenance-training requirements in their respective CMS or GSS Contracts.
- 8.8. For OA services provided through the Garrison Support Services Contract (GSS), the GSS contract shall provide all necessary technical and safety training for their employees and sub-contractors for their area of responsibility in accordance with the

needs of this Instruction, establishment needs, and JFLA fuel quality control requirements. This shall include Permit-to-Work training consistent with the responsibilities of each individual.

9. MAINTENANCE AGENT (MA) RESPONSIBILITIES

9.1. The MA is responsible, in regard to base BFI facilities and their maintenance functions, to ensure at all times:

- a. that fuel quality is not compromised by any work undertaken;
- b. the availability and reliability of the installations;
- c. the safety of all persons, property and the environment;
- d. satisfaction with the capability and completeness of Permit-to-Work systems used in the BFI facility;
- e. that contracted maintenance activities are carried out in accordance with this Instruction and the CMS contract;
- f. compliance with DSG project handover/takeover guidelines;
- g. the safety of all plant and equipment under MA control during maintenance and survey activities;
- h. conformance with all CMS and MI KPI targets;
- i. all plant and equipment is to be handed back to the OA in a safe, operable and as-designed (or authorised configuration) state. In addition, the following two points must be considered, in which;
 - (1) Should such work require the opening or isolation of a closed system that contains fuel (e.g, storage tank; pump; valve; filter unit), a competent MA supervisor shall check that all work has been satisfactorily completed. Upon completion the item of plant shall be placed in quarantine for FQC checks performed by a competent OA representative. Recommissioning can only commence when the BFQCO/NFI Manager or their representative is satisfied that fuel quality has not be compromised; and
 - (2) where an item of plant equipment or system handed back to the OA in a degraded state (i.e. not able to operate as-designed), the details covering the reasons for the degraded equipment or system status, the impact on the BFI facility capability, the length of time the BFI facility shall operate with a specific degraded equipment or system, and the steps proposed to bring the facility back to its engineering or process designed state shall be formally reported by the MA to the DSG-MBS for notification of DSG-NOD, Base Command and JFLA;
- j. compliance with facility Permit-to-Work procedures, and

- k. OAs are competent to carry out specified and agreed operational level maintenance.
- 9.2. If the preferred option is to have the MA issue Permit-to-work documentation, the MA, providing a competent Responsible Person (Petroleum) as noted in Appendix E, is accountable for the issue and authorisation of the BFI facility Permit-to-Work. The Permit-to-Work documents the safe system of work for all OA non-routine work, all work conducted by the MA, and any access, or work by others in the BFI facility. If the MA is not tasked with the issuing of Permit-to-Work refer to Operating Agent responsibilities in this document.
- 9.3. Where the MA identifies shortfalls in an asset's design adequacy, operational procedures and methods, this Maintenance Instruction, previous modification or compliance with relevant codes and standards, the MA shall ensure that such shortfalls are brought to the notice of DSG-MBS using the Incident Reporting system. DSG-MBS shall ensure DSG-DESTR and JFLA are notified.
- 9.4. The MA shall have available sufficient, experienced technical and professional staff, necessary to meet its contracted responsibilities. In addition, only appropriately qualified and competent persons shall undertake BFI maintenance works. Contractor staff, are to have proven competencies to a nationally accepted competency level (e.g. through accredited training and development institutions, qualifications, Defence specific courses (where applicable), recognition schemes and/or licences) prior to undertaking these tasks and these competencies shall be maintained throughout the life of the Contract. All staff shall be fully trained and thoroughly familiar with all relevant legislation, regulations, guidelines, and Standards.
- 9.5. The MA shall engage experienced specialist sub-contractors with industry recognised competencies, as required to meet its responsibilities (e.g. specialist inspection agencies for tank inspections, meter calibration, pressure vessel inspections, and protective coatings).
- 9.6. The MA shall co-ordinate all maintenance activities with other authorities, both internal and external to Defence, through the offices of the DSG-MBS or DSG-RM as directed by Defence.
- 9.7. The MA shall record all maintenance works, plant and equipment performance information and equipment faults or failures associated with a Base BFI facility in the relevant configuration document management systems as detailed in the Appendices. The MA is the manager of all BFI facility configuration and maintenance information and shall ensure suitable configuration and maintenance information management systems are in place. Where such configuration and maintenance information is not available to the MA, the MA shall notify the DSG-MBS who shall ensure that such information is supplied to the MA in a timely manner and to a quality acceptable to the MA. The MA shall ensure its inclusion in the relevant configuration document file. Where such configuration files or systems are not available, or the configuration information available at the start of a CMS contract is inaccurate or not current. The MA shall generate a schedule of the information, drawings, and data sheets, required to comply with the relevant legislation, standards, and requirements of this instruction,

and shall notify DSG-MBS and DSG-DESTR of the configuration documentation/system shortfalls.

- 9.8. DSG-DESTR through DSG-RM is responsible to ensure that as-built and current configuration drawings, records, registers, certifications and documentation as detailed in Appendix C (Configuration and Maintenance Documentation & Records), are complete and available at the facility to the MA and the OA. The MA, except where directed by DSG-RM through DSG-MBS, shall for the purposes of completeness and accuracy, maintain this documentation in accordance with statutory and industry practice. JFLA shall direct their requirements of the MA through DSG-DESTR.
- 9.9. The OA shall keep the MA and DSG-MBS informed at all times of Defence functional requirements for Base BFI facilities. These requirements shall include (in part) the configuration of the fuel systems at any point in time to meet operational requirements and the provision of safe access for Defence personnel and/or contractors to approach or work on the bulk fuel installations. The MA shall comply with these directions.
- 9.10. The MA is responsible for all bulk fuel installation maintenance as detailed in the Appendices and in accordance with its CMS contract maintenance plan and maintenance specification. The safe and effective operation of the BFI facility is the responsibility of the OA. Where operational level maintenance is carried out by a suitably qualified and competent OA with the agreement of the MA (also suitably qualified and competent) and at the direction of DSG-MBS, the MA remains responsible for all BFI facility maintenance and the quality of all aspects of its execution and documentation. Where a contracted OA is in place, the OA shall comply with all maintenance accreditation requirements of DSG-RM. Any impact of such a Base-level agreement shall be reflected in a suitable revision of the CMS contract as required.
- 9.11. The OA assigned to operate a BFI facility, is a key source of information on the condition, performance and the operational capability of that BFI facility, and the controller of all access to the BFI facility. Diligent monitoring and authorisation of all personnel requiring access to a BFI facility is a fundamental requirement of any BFI facility operation. The OA shall be familiar with the operation and capability of BFI facility equipment and systems. The OA shall notify the MA and the DSG-MBS of any BFI facility safety, performance, maintenance or Configuration and Maintenance Documentation and Records deficiencies.
- 9.12. The MA, in accordance with its CMS contract conditions, shall ensure and certify that the maintenance of the BFI facility meets all relevant legislation and enabling regulations, standards, and codes. Where the design or degraded capability of plant and equipment impacts on the MA's capability to comply with this requirement when starting a CMS contract, the MA shall notify DSG-RM who shall assess the issue and put a rectification plan in place. A schedule of key applicable regulations, codes and standards is included in Appendix H (Glossary Acronyms & Standards).

10. OCCUPATIONAL HEALTH AND SAFETY

- 10.1. The Occupational Health and Safety Act 1991 (The OHS Act) applies to all Defence employees. The Chief of the Defence Force (CDF) and the Secretary of Defence, as the employing authorities, have issued the Defence Occupational Health and Safety Policy Statement (OHS Policy Statement) requiring that it is a fundamental element of leadership that Commanders and Executives look after the well being of their people consistent with their duty of care. Commanders and their Executives are held responsible and accountable for the accidents, injuries and illnesses that occur in their workplaces.
- 10.2. Base Commanders and their Executives shall preside over safety programs that have as core goals the identification, assessment and control of workplace hazards in each lodger unit and the Base as a whole. The OA and DSG-MBS together shall undertake, at intervals not exceeding three years, a regular periodic review of BFI facility hazard and risk management. The Hazard and Risk Management Review shall comply with SAFETYMAN and shall ensure:
- a. all OH&S hazards associated with the systems of work, the work environment and the equipment are identified;
 - b. the risks arising from the identified hazards are assessed;
 - c. controls are effectively in place that eliminate risk or reduce risks to the extent practicable through;
 - d. implementation of Defence BFI facility design standards;
 - e. review and enhancement of this Instruction;
 - f. provision of personnel protective equipment;
 - g. systems of work and standing instructions;
 - h. selection and training of Defence personnel and contractors;
 - i. quality assurance and control of materials handled in the installation;
 - j. a risk management programme addressing risk-based priorities for improvement is in place;
 - k. That risk and safety programs include suitable training in the controls required for normal operation and for emergency scenarios;
 - l. a committee structure to address and resolve safety issues; and
 - m. procedures to ensure safety for all who work in or visit the establishment, whether Defence personnel or contractors.
- 10.5. One of the objectives of the OHS Act is to ensure that expert advice is available on occupational health and safety matters affecting employers, employees, and contractors. The OHS Act also requires employers 'to provide to the employees, in

appropriate languages, the information, instruction, training, and supervision necessary to enable them to perform their work in a manner that is safe and without risk to their health. Defence Commanders and their Executives have a duty of care to ensure that this requirement is met. This duty is met for Defence employees through their training and supervision as detailed elsewhere in this instruction. This duty is met for contractors through the Contractor Accreditation and the Permit-to-Work Systems as detailed elsewhere in this Instruction.

- 10.6. Maintenance of bulk fuel installations through high safety standards is essential to the safety of personnel and the integrity of plant and equipment of the facility. To ensure that plant and equipment are properly maintained, Defence has required accreditation of all contract maintainers and allocated appropriate responsibilities to the MA and the OA through this Instruction and the requirements for certification of Maintenance Plans. Both the MA and OA shall comply with all relevant safety requirements when carrying out maintenance.
- 10.7. Maintenance of BFI facilities shall comply with:
 - a. the Commonwealth Occupational Health and Safety legislation which includes Occupational Health and Safety Act 1991 (OHS Act) and Occupational Health and Safety (Commonwealth Employment) (Safety Standards) Regulations 1994 (OHS (SS) Regulations);
 - b. the State/Territory OH&S legislation which includes, but is not limited to Dangerous Goods Regulations;
 - c. Defence safety policy, guidance and advice provided by Occupational Health Safety and Compensation Branch (OHSC) (formally know as Defence Safety Management Agency), legislation and Defence Safety Manuals (SAFETYMAN);
 - d. DEF(AUST) 5695;
 - e. relevant Standards and Codes referred to by this Instruction; and
 - f. guidance obtained from the OHSC publication - Contract Safety Management - A Framework for Safety in the Defence Contract Process.
- 10.8. Defence personnel and contractors shall be provided with appropriate education, instruction, courses or training provided to enable safe work performance. These include, but are not limited to general OHS induction and training, and specific OHS induction and training applicable to BFI facilities. SAFETYMAN, Occupational Health and Safety Training shall be referred to for policy guidance.
- 10.9. SAFETYMAN shall be used for related policy guidance on contractor safety management. The aim of this part is to describe arrangements for contractors and their staff working in both, Defence controlled and contractor controlled workplaces and, that contractors also meet their duty of care to Defence, and its employees, at both Defence controlled and contractor controlled workplaces. DSG-RM shall ensure that the process of qualification and Defence's selection criteria for contractors

appointed to carry out work (e.g. design, refurbishment, maintenance) on a fuel storage facility (military and commercial grade fuels) are implemented as described at Appendix F (Contractor Accreditation) to this Instruction. The qualification process has the intent of:

- a. satisfying the required Site Safety Induction and Site Safety Agreement system elements mandated by SAFETYMAN;
 - b. satisfying the required BFI Facility Safety Induction and BFI Facility Safety Agreement System elements;
 - c. determining whether a contractor's safety management provides a sound foundation for the Hazard Identification and Contractor Safety Management Plan system elements implemented specifically through the Permit-to-Work system described at Appendix E (Permit-to-Work Model Procedure) to this Instruction;
 - d. determining whether a contractor's safety management provides a sound foundation for the Contract Safety Auditing system element implemented in accordance with this Instruction. Contract Safety Auditing shall be required for all work carried out under the requirements of this Instruction;
 - e. ensuring that the MA and contracted OAs, through Base inductions and with Defence training where required, is fully acquainted with the Base regulations such as security, OH&S, environment protection, emergency response, evacuation, hazardous area location and requirement, Permit-to-Work, incident reporting and the movement of vehicles, machinery and personnel about the Base;
 - f. ensuring that all MA and OA personnel are competent and suitably trained, observe all Base and local regulations, and that procedures and training are in place to carry out all the requirements of Base OH&S and Safe Working procedures and policies; and
 - g. ensuring that before carrying out any work on a BFI facility, MA and contract OA personnel have individually signed a Site Contractor Safety Agreement and a BFI Facility Safety Agreement.
- 10.8. Safety checks shall be regularly conducted in BFI facility workplaces and on related maintenance activities.
- 10.9. In a Bulk Fuel Installation, all non-routine work conducted by the OA and all maintenance activities conducted by the MA shall be controlled by a Permit-to-Work issued by the Responsible Person (Petroleum).
- 10.10. Specific safety checks on work by the MA shall focus on the Permit-to-Work, ensuring that conditions are followed and that the circumstances assumed to apply remain valid.

- 10.11. Operating Agent personnel working in a Bulk Fuel Installation shall exercise their authority to withdraw a Permit-to-Work, if work is not being conducted in accordance with the Permit-to-Work conditions, or if circumstances change to make the work unsafe. Such course of action must be reported to the Responsible Person (Petroleum) and the DSG-ROHSM for appropriate corrective action.
- 10.12. Persons with designated roles under the Permit-to-Work system shall monitor compliance with supporting Permit-to-Work conditions established in their area of responsibility, as documented in a Safety Control Certificate.
- 10.13. General safety checks on work by the MA are the responsibility of the DSG-RCM and shall focus on Contractor Accreditation and how the Contractor's Safety Management System supports safe work by the MA on the Base. Related guidance on general safety checklists is available in SAFETYMAN and the OHSC intranet under workplace safety management – checklists and inspections.
- 10.14. Safety management system audit (SMS Audit) on a BFI facility shall be conducted annually in accordance with SAFETYMAN.
- 10.15. Incident reporting shall comply with the requirements of SAFETYMAN. As soon as practicable on the day of an incident associated with a BFI facility, the incident shall be reported to the BFQCO/NFIS and DSG-MBS on an AC563 "OHS Incident Report". Where a Contractor or other third party is involved, an AD088 "Comcover Notification Form" must also be completed. An incident shall be reported in all cases of:-

Incident type	Definition	Examples
Fatality	Death	
Serious Personal Injury (SPI)	An injury to, or disease in, a person that is caused in the course of their work, for which the person needs to be: given emergency medical treatment by a registered medical practitioner; or treated in a hospital as a casualty, without being admitted to the hospital; or admitted to hospital.	<ul style="list-style-type: none"> • a wound which requires sutures (stitches) • a fracture of any part of the body • knocked unconscious
Incapacity 30 or more days	An employee is unable to work for 30 or more consecutive days or shifts	
Minor injury	An employee is injured and is: Unable to work for between 1 and 4 days; or Sees a doctor, nurse, or first aid attendant, but is not given emergency medical treatment; or Attends a medical centre, but	<ul style="list-style-type: none"> • Visit to RAP for a sore for a sore knee that has developed over time, but does not lead to incapacity. • Minor cuts or bruises <p>Excludes - Exposures &</p>

	is not given emergency medical treatment	Dangerous occurrences
Exposure	An event where an employee comes into contact with a substance or circumstance which does not lead to an immediate injury or illness.	<ul style="list-style-type: none"> • Radiation • Hazardous substances • Noise • Biological agents
Dangerous Occurrence	An incident where no person is injured, but could have been injured, resulting in Serious Personal Injury, Incapacity or Death. Commonly called a 'near miss'.	<ul style="list-style-type: none"> • Emergency evacuation from a facility • Negligent Discharge (ND) of a weapon • Plant or property damage that could have killed or injured a person but didn't. • Crash of an aircraft • Electrical incidents

10.16. On notification of an incident, the BFQCO/NFIS and DSG-MBS shall report immediately to the Base Commander and brief the Base Commander of what has happened; the actions taken to protect persons and property effected; measures taken to prevent escalation; what emergency procedures have been invoked and confirm the appointment of an Incident Manager.

10.17. The Base Commander shall report to OHSC and COMCARE by telephone within 2 hours of a fatality becoming known.

10.18. The Base Commander shall report to DSG-SREO within 2 hours any fuel spill with the potential for imminent harm to the environment, including hydrocarbon contamination reaching surface waterways or aquifers used for water supply or an incident resulting in hazardous concentrations indoors or in the open atmosphere.

10.19. Where there has been a leak or spill, or an incident involving the MA, the Incident Manager role shall be carried out jointly by DSG-MBS and the Base Commander shall fully comply with all requirements and recommendations of SAFETYMAN.

11. REQUIREMENTS FOR POLLUTION PREVENTION AND MITIGATION

11.1. Pollution prevention and control shall comply with:

- a. the Commonwealth Environment Protection legislation such as the Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act);
- b. Defence Pollution Prevention Strategy, June 2007
- c. the State/Territory legislation in Dangerous Goods, Environment Protection and, in particular, Underground Petroleum Storage Systems;

- d. the policy, guidance and advice of OHSC which include, but are not limited to Defence Safety Manuals (SAFETYMAN);
 - e. the policy, guidance and advice of DSG-Estate, Policy and Environment (Defence Environmental EM website), and Senior Environmental Adviser/Regional Environmental Officer;
 - f. DEF(AUST) 5695; and
 - g. AS 1940 and all relevant Australian Standards and Codes referred to by this Instruction.
- 11.2. Key objective of the maintenance plan for a BFI facility is to ensure that leak and spill prevention/detection is achieved through:
- a. a comprehensive process of periodic maintenance that is aimed at ensuring that the facilities are maintained in a condition that minimises the risk of leaks and spills occurring in the first instance;
 - b. identification of necessary controls through the process of hazard and risk management as set out in SAFETYMAN and kept under regular periodic review as described elsewhere in this Maintenance Instruction;
 - c. a regime of regular inspections by the OA and the MA (as defined at the Appendices to this Maintenance Instruction, and in the Environmental Management Plan adopted by the Base Commander on the advice of DSG-SREO) that shall detect and report any leaks and spills and allow quick remedial action to be taken; and
 - d. regular programme of audit that addresses the condition and specification of all plant and equipment containing product; the procedures used in operating and maintaining them; and the reports on actions required to avoid loss of integrity or spillage of product.
- 11.3. The minimum preventive actions that are to be implemented are presented in, but not limited to the Appendices in this Maintenance Instruction.
- 11.4. The Base Commander shall ensure through DSG-MBS and BFQCO/NFIS that site environmental management strategies are in place and implemented. The site management strategies shall ensure that:
- a. environmental risk assessment is carried out as part of DSG-SREO's hazard and risk management responsibilities and in conjunction with the JFLA Technical Authority (Petroleum) where applicable, to determine the most practicable strategies for detection and response to leaks and spills, and otherwise as required;
 - b. systems and procedures for preventing spills and leaks during operations are in place through the standing instructions and work methods implemented by the OA, Permit-to-Work system and Contractor Accreditation;

- c. all measures for leak prevention and detection are documented as adopted on the advice of DSG-SREO specific to each BFI facility, integrated into OA and MA maintenance plans and recorded in the Configuration and Maintenance Documentation and Records;
- d. MA and OA are suitably trained and competent to carry out their leak prevention and detection duties;
- e. in the event of a spill or leakage, contingency plans such as loss investigation plans, and emergency action plans are in place in accordance with the requirements of the Site Emergency Management Committee (refer SAFETYMAN);
- f. all the contingency plans are adequately documented in the maintenance plans and made readily available on site. MA personnel shall be required to assemble at the nominated emergency muster point established for bulk fuel installation personnel. OA personnel shall have nominated emergency breakdown repair roles identified in the contingency plans;
- g. any changes in operational conditions are updated in the contingency plans in a timely manner; and
- h. regular review and testing, at least annually, of the contingency plans involving all OA personnel normally present at the Base is carried out to identify deficiencies and confirm that all related parties are familiar with associated procedures. (Contingency plans shall be immediately updated to rectify any deficiencies identified as a result of this review and testing).

11.5. Where leaks or spills have occurred, the site management strategies shall:

- a. have current emergency organisation details and the arrangements for activating the emergency organisation;
- b. take prompt action to contain leaks or spills and prevent further contamination;
- c. inform higher management including Base Emergency Control, line management, DSG-RM, DSG-SREA and JFLA, and initiate contingency plans such as the Base Emergency Plan and report to the Environment Protection Authority, as necessary;
- d. protect human health and the beneficial uses of the site and achieve the best practicable environmental outcome;
- e. ensure that clean up shall comply with relevant State/Territory legislation;
- f. ensure that leaks or spills are properly reported through the relevant incident reporting procedures as set out in this Instruction and recorded in site logbooks; and

- g. ensure that DSG-RM shall engage as soon as possible, a competent investigation team to establish the root-cause of all incidents (for example spills, leaks etc) and recommend design, management and procedural changes to avoid a future occurrence.
- 11.6. Defence reserves the right to recover costs from contractors for containing and cleaning up spills if spills are caused by said contractors.

12. REQUIREMENTS FOR FIXED PLANT AND EQUIPMENT REQUIRING JOINT SPECIAL PLANT LICENCES

- 12.1. The management of fixed plant and equipment requiring special licences shall comply with:
- a. SAFETYMAN; and
 - b. the Infrastructure Management (IM).
- 12.2. The minimum preventive actions that need to be implemented are presented in, but not limited to Appendices of this Maintenance Instruction.

13. BREAKDOWN MAINTENANCE AND RESPONSE REQUIREMENTS.

- 13.1. The MA is required to provide expeditious breakdown and call-out service in accordance with the CMS contract.

14. HOUSEKEEPING

- 14.1. In addition to the specific tasks detailed at the Appendices to this Maintenance Instruction, the OA is responsible for ensuring that the BFI facility, and all buildings, plant and equipment, is kept in a clean and tidy state. The MA is responsible for ensuring that the BFI facility, and all its equipment, e.g. guarding, safety and emergency equipment and systems is in a clean and sound state and access ways are clear and well marked. The MA will ensure that at the completion of all maintenance work, the work area, and the specific equipment is left in a clean and tidy state and all waste materials and any hydrocarbons have been removed and correctly disposed of.

15. PERMIT TO WORK SYSTEM

- 15.1. The issuing of a Permit-to-work can only be provided by a nominated Responsible Person (Petroleum) duly appointed by either the Operating Agent or the Maintenance Agent. The preferred option is subject to agreement between the DSG–RM and the relevant Commander of the Base that has either a aviation or Maritime BFI. The PERMIT-TO-WORK model procedures are provided for in Appendix E.
- 15.2. The Responsible Person (Petroleum) in the process of developing a Permit-to-Work, in accordance with Appendix E of this instruction, shall ensure prior to issue that:

- a. an individually numbered Permit-to-Work document has been prepared for each scope-of-work that can be identified uniquely in terms of timing, location, specific subject equipment item and Permit Holder /Work Party;
- b. a suitable Safe Work Method Statement (SWMS) exists for the proposed scope-of-work to be performed by the OA or the MA. The Responsible Person (Petroleum) shall take such action as necessary to ensure that a suitable SWMS is produced and that a Job Safety Analysis (JSA) (which can require the involvement of both the OA and MA) is completed. A SWMS forms part of a Permit-to-Work when referenced by it or an associated Safety Control Certificate;
- c. any variation of established work methods to deal with any particular circumstances that may prevail during the validity of the Permit-to-Work, and whether such variation requires a Safety Control Certificate is documented and communicated. This includes consideration of whether a Stand-by Person should be assigned to accompany a Permit Holder who would otherwise be a lone worker at unacceptable risk;
- d. the requirement for supporting Safety Control Certificates from authorised Permit Officers for Hot Work, Confined Space Entry, Electrical work, Work at Heights (including Roofs), Excavation/Penetration (of constructed surfaces), cold work, penetration or implementing Change to the Authorised Configuration (including new construction, design modification, demolition, vehicle entry or the introduction of ANY unusual hazard not controlled under standing instructions) is in place. Each Safety Control Certificate shall be uniquely numbered and cross-referenced to every Permit-to-Work to which it relates;
- e. the plant has safe isolation, is freed of dangerous and hazardous materials, locked out and tagged during the work, and the arrangements for ensuring such precautions are made effective;
- f. the identified actions to address the hazards identified in the Permit-to-Work have been made effective and have been personally verified by the Responsible Person (Petroleum). This includes ensuring the availability and briefing of the Permit Control Officer, Facility Operator and any Stand-by Person or Fire Safety Watcher;
- g. the Base-specific, facility-specific and work-specific accreditation status against the competence for the work by inspection of the Defence Base Identification Pass (DBIP) of each member of the Work Party and the recording of the DBIP number on the Permit-to-Work; and
- h. the work is discussed with the On-Base Supervisor of the Work Party intending to be the Permit Holder, to ensure that the work and the required precautions are understood and agreed from the perspective of the Responsible Person (Petroleum) as ISSUER and the On Base Supervisor as intended RECEIVER. Discussion shall include:

- (1) introduction as necessary of the On Base Supervisor to the Permit Control Officer and Facility Operator, and any Stand-by Persons and/or Fire Safety Watcher;
- (2) restatement of the authority and responsibilities of the Permit Control Officer and Facility Operator, and any Stand-by Persons and or Fire Safety Watcher, particularly re the withdrawal of the Permit-to-Work;
- (3) review of the structure of the Permit-to-Work and the authority of any relevant Permit Officers who may inspect the work;
- (4) direction that the Permit Holder or Work Party will suspend work if not satisfied with the safety of the system-of-work being followed, and the requirement to immediately report to the Responsible Person and DSG-MBS any circumstances where work is suspended or where equipment is found to be unsafe. Such reporting will be the investigated using the incident reporting system. The MA shall cooperate fully with the incident investigation by OA and DSG-MBS. If required due to the specialist technical nature of issue, or where the OA and MA are in dispute, the DSG-MBS will retain a competent third-party to carry out the incident report investigation;
- (5) review of arrangements for emergency response and whether to test them during the work;
- (6) expectation that MA shall fully Co-operate with the OA and the DSG-MBS and keep them informed on all matters relating to or potentially threatening the safety reliability and availability of the BFI system. The MA shall notify the OA of any need to undertake repairs identified as required so a work order can be raised;
- (7) that a Permit-to-Work only covers the work described on the documents and further Permits must be obtained before other work is undertaken;
- (8) requirement that when work stops for the day or whenever a person leaves a Confined Space all persons involved shall report to the Responsible Person on the status of the work and sign their personal report on the Permit-to-Work or Confined Space Safety Control Certificate as appropriate;
- (9) requirement a Permit-to-Work to be reissued by the Responsible Person following suspension over night, suspension due to changed conditions or due to changes to personnel involved for either the OA or the MA; and
- (10) the MA through the Permit Holder and all members of any Work Party shall fully comply and Co-operate with all requirements of the OA set out through a Permit-to-Work.

16. REPLACEMENT COMPONENTS/MATERIALS

16.1. The MA shall replace any worn, failed, or defective parts of plant or equipment in accordance with the CMS contract and shall only use suitable components and materials nominated in the configuration documentation to maintain design integrity and equipment manufacturers' specifications. Guidance is to be sought from the DSG-DESTR through DSG-MBS where required. Where components and materials are not nominated in the configuration documentation or information is not obtainable, the MA shall provide a specification and proposal for replacement or modification and change to the DSG MBS for DSG-DESTR consideration and approval. On obtaining approval, the MA shall amend the relevant BFI facility configuration documentation. DSG-DESTR shall ensure that such authorised changes to plant and equipment specification are promulgated to all DSG-MBSs responsible for BFI facilities to ensure equipment standardisation, and to communicate approved equipment or specification configuration changes. These requirements shall be incorporated into the Maintenance Specification in accordance with the CMS Contract.

17. MAINTENANCE PLAN – THE PROCESS

17.1. The MA shall submit a Consolidated BFI Facility Maintenance Plan (CMP) covering MA and proposed OA activities. The plan shall show how the requirements of this Instruction and the CMS KPI targets are to be achieved for the Fixed Plant & Equipment Maintenance (FP&EM) of each BFI facility the MA has maintenance responsible for. The MA shall develop maintenance procedures and records in accordance with this Instruction and the requirements specified in AS 1940. In accordance with the CMS Contract requirements, the MA shall provide read-only electronic and hard copies of the agreed and independently certified CMP to the DSG MBS and on to DSG-RCM for approval. Copies of the CMP shall be provided to DSG-DESTR upon request by DSG-DESTR. DSG-DESTR is to provide guidance with respect to contractual requirements and third party certification providers if requested. All copies shall be controlled copies in accordance with the relevant standards and requirements specified in the CMS Contract.

17.2. This Instruction requires that the OA develops their BFI facility OA Maintenance Plan (OAMP) as agreed with the MA. Guidance for respective OA and MA maintenance activities is provided in the Appendices and below.

17.3. The process for developing the CMP shall be as defined in the CMS Contract and include the following steps:

- a. the MA shall be competent in accordance with the requirements of this Instruction;
- b. where contracted OAs are in place at a specific BFI facility, they shall be competent for maintenance activities in accordance with the requirements of this Instruction;
- c. the OA scope of maintenance activities is agreed with the MA;
- d. DSG-MBS confirms acceptance of the proposed OA/MA division of maintenance work at a specific BFI facility;

- e. the MA shall complete the draft CMP for a specific BFI facility and submit to DSG-MBS;
 - f. DSG-MBS shall submit the draft CMP for a specific BFI facility, clearly identifying the agreed division of maintenance activities between the OA and the MA, to DSG-RCM for endorsement of the plan and agreement to the division of maintenance activity. DSG-DESTR is to provide guidance with respect to the draft CMP if requested;
 - g. DSG-MBS will forward the endorsed CMP for a specific BFI facility to DSG-RM for information, and any contractual amendments to the tendered CMS contract, copied to DSG-DESTR for file;
 - h. DSG-DESTR completes an independent third party review of the CMP at its own discretion against the requirements of this Instruction and forwards the endorsed draft CMP to DSG-RM for consent; and
 - i. in accordance with the CMS contract requirements, the MA provides copies of the certified CMP for a specific BFI facility to DSG-RM.
- 17.4. The format of the CMP shall be as detailed at Appendix G.
- 17.5. The certified CMP submitted by the MA shall be a controlled document with appropriate Defence document control procedures. The MA is responsible for the administration and management of all technical aspects of the BFI facility CMP. DSG-MBS shall ensure at each BFI facility, that sound and effective formal and informal communication is established and operating between the MA, OA and DSG-MBS.
- 17.6. Amendments to the CMP as a result of implementing recommendations from the MA, or changes to the schedules may need to undertake the process identified above for implementing a new Maintenance Plan. Independent JFLA approved third-party certification may be required for any changes to the technical content of the procedures, but not to the administrative responsibilities and contact details. These changes shall be endorsed by DSG-DESTR, and forwarded to DSG-RM for consent. DSG-DESTR shall advise the DSG-RM as to whether third party certification is required.

18. OPERATING AGENT MAINTENANCE PLAN

- 18.1. The OA shall develop a BFI Operating Agent Maintenance Plan (OAMP) for each BFI facility. The OAMP shall incorporate the basic maintenance schedule, general operating procedures and inspection check lists as detailed at the Appendices, directed by DSG-DESTR and agreed with the MA. The OA shall develop standard operating procedures for the OA component of the CMP as directed by this Instruction. Where specific procedures or requirements have not been detailed in this instruction, the OA shall develop work instructions based on the requirements of the relevant Australian Standards identified in these Instruction and manufacturers recommendations.

- 18.2. Dispensation from any of the requirements in the Appendices requires endorsement by the DSG-DESTR (who will consult with JFLA as required).
- 18.3. The OAMP shall provide separately a list of personnel, with contact details, who are working under the appointment titles used in this Instruction.
- 18.4. The OAMP shall also provide separately to the MA the emergency and breakdown procedures for inclusion in the configuration, maintenance and inspection documentation administered and maintained by the MA.
- 18.5. The OA is responsible within its BFI facility area of responsibility for the following:
 - a. the safety of persons, property and the environment;
 - b. ensuring fuel quality;
 - c. compliance with related OH&S and environment protection legislation;
 - d. undertaking operational and minor maintenance and inspection of a BFI facility as agreed with the MA and under MA technical direction, and
 - e. ensuring that plant and equipment are safely operated.
- 18.6. Unplanned maintenance, including breakdown and emergency work shall be in accordance with the CMS contract. The MA in consultation with the DSG-MBS and the OA shall develop and have agreed relevant call-out and response procedures. The MA shall respond within the CMS contract or locally agreed response timeframes. Where the locally agreed timeframes differ from MA contracted obligations, the CMS contract shall be amended accordingly. If any of these procedures requires modification in the course of the contract, the OA shall identify the requirement with MA and the DSG-MBS and agreed response timeframes shall be authorised by the DSG-MBS and the CMS contract shall be amended accordingly by DSG-RCM.
- 18.7. The OA shall co-ordinate with the DSG-MBS and the MA in carrying out all maintenance.

19. MAINTENANCE AGENT MAINTENANCE PLAN

- 19.1. DSG-RM engages an accredited maintenance contractor as the MA to carry out maintenance of a Defence BFI facility in accordance with the CMS contract. Note, for Regions where the BFI MA activities are delivered by the CMC contractor, the MA requirements as set out in this instruction also apply unless otherwise stated.
- 19.2. The MA has the primary responsibility for all maintenance of a BFI facility, including maintenance activities that have been agreed for delegation to the OA.
- 19.3. The MA is responsible for all BFI facility maintenance, including the OA maintenance scope that has been agreed with the MA, and is to ensure at all times:
 - a. that fuel quality is not compromised by any work undertaken;

- b. the contracted availability and reliability of the installations;
- c. the safety of persons, property and the environment;
- d. satisfaction with the capability and completeness of Permit-to-Work systems used in the BFI facility;
- e. that contracted maintenance activities are carried out in accordance with this Instruction and the CMS;
- f. the safety of all plant and equipment under MA control during maintenance and survey activities;
- g. conformance with all CMS KPI targets;
- h. all plant and equipment is handed back to the OA in a safe, operable and as-designed state. In addition, the following two points must be considered, in which;
 - (1) where its use can comprise fuel quality, any item of plant equipment or system that comes in direct contact with fuel (e.g, storage tank; pump; filter unit) shall be placed in quarantine for assessment by the OA. When the OA is satisfied that fuel quality will not be comprised, the OA shall release the quarantined items for operational use; and
 - (2) where an item of plant equipment or system handed back to the OA in a degraded state (i.e. not able to operate as-designed), the details covering the reasons for the degraded equipment or system status, the impact on the BFI facility capability, the length of time the BFI facility shall operate with a specific degraded equipment or system, and the steps proposed to bring the facility back to its engineering or process designed state shall be formally reported by the MA to the DSG-MBS for notification of DSG-NOD, Base Command and JFLA;
- i. compliance with BFI facility Permit-to-Work procedures;
- j. OAs are competent to carry out specified and agreed operational level maintenance;
- k. compliance with relevant OH&S and environmental legislation and enabling regulations; and
- l. the OA and DSG-MBS fully understand the consequences of operating plant and equipment outside of design limits or statutory obligations, and their compliance responsibilities.

19.4. The MA BFI facility Maintenance Plan shall contain the following:

- a. extent of the fuel installations (prepared for separate inclusion in manual);

- b. standard maintenance procedures and safe working procedures;
 - c. performance, availability and reliability criteria for the specific fuel installation including the contracted KPI targets;
 - d. a plant register for equipment and systems at the specific fuel installation – this plant & equipment register is to comply with the DEMS-FM numbering system and be cross- referenced to any in-house MMS/CMMS system to be used by the MA;
 - e. a list of current agencies, key personnel (by position) and specialist support staff/contractors (prepared for separate inclusion in manual);
 - f. preventive maintenance procedures and a schedule identifying each item of plant or equipment detailing specific maintenance and inspection frequencies and the agreed maintenance actions to be performed by the MA and the OA including a separate summary schedule of agreed OA and MA maintenance activities;
 - g. a detailed methodology for identifying plant & equipment replacements or improvements to enhance the BFI facility performance or correct deficiencies shall be included;
 - h. corrective maintenance procedures – a detailed procedure agreed with the DSG-MBS and the OA for responding to and correcting any plant or equipment breakdowns, failures, or faults. Detailed procedures shall also be provided for responding to an emergency. The corrective maintenance procedures shall also detail communication procedures, required response times and key contact details (prepared for separate inclusion in manual);
 - i. a list of required consumables, spare parts and key materials to meet the required availability, reliability and fuel quality specified in the maintenance contract. Future spares should be determined by trending availability/reliability data or by the use of appropriate prediction and optimisation tools where appropriate; and
 - j. list of consumables and critical spares to be held by the MA to ensure facility availability and fuel quality.
- 19.5. The appropriate frequency and type of inspection and maintenance required for each item of plant, equipment or system shall comply with the requirements of the detailed reference or authority and maintenance schedules at Appendix A, supporting Appendices and Clause 5 ‘Policy and Guidance’ and the following requirements:
- a. equipment manufacturers recommendations and instructions;
 - b. as-installed operation and maintenance information;

- c. relevant Standards and Codes of Practice, DEF(AUST)5695 including any relevant military standardisation agreements the MA has been directed to;
 - d. risk assessment in accordance with the OHS (CE) (NS) Regulations - REG 4.31 Hazard Identification and AS/NZS 4360, statutory requirements, and relevant Australian Standards and Codes of Practice;
 - e. preventive maintenance requirements provided in the Appendices;
 - f. any additional factors including criticality of the facility or system, age or condition of that facility or system based on facilities appraisal; and
 - g. review of the frequency and type of inspection or maintenance required based on the condition as determined from previous inspections.
- 19.6. Dispensation from any of the requirements in the Appendices requires endorsement by DSG-DESTR and approval from DSG-RCM. Resolution of any conflicts in the document will be managed by DS-RM and final resolution endorsed by DSG-DESTR and approved by DSG-RCM.

20. MAINTENANCE PROCEDURES

- 20.1. The OA and MA shall develop a systematic approach to safety management for their respective operations and maintenance work using the relevant safety system information. The OA shall independently establish and maintain a safety management system in accordance with the Permit-to-Work Model Procedure at Appendix E. The information includes, but is not limited to legislation, statutory regulations, relevant Australian Standards, management systems and plans, OH&S policy, codes of practice, standard operating procedures, safe working procedures, safe job procedures, and chemical safety systems. The following shall be considered in the process of development:
- a. include in the defined methods and detailed procedures what parts of the plant need to be maintained and how the plant should be safely isolated, locked out and tagged during maintenance;
 - b. carry out job safety analysis/check using risk assessment to identify what hazards are associated with each step of the maintenance procedures and the measures required to address the hazards;
 - c. undertake appropriate actions to address the hazards identified in the job safety analysis/check including revising the procedures for undertaking the maintenance under all specific local and current conditions; and
 - d. develop procedures for the reporting of faults, damages or defects of plant or equipment, and for addressing the reported deficiencies.

21. EXCHANGE OF INFORMATION

- 21.1. The MA and the OA shall exchange information with each other in a timely and cooperative manner to ensure that they each have all the necessary and accurate information for completing the maintenance plans and carrying out their duties as required in this Instruction. The DSG-MBS shall be kept informed of the communication procedures and records used. The DSG-MBS is the responsible authority for managing the process to ensure a satisfactory outcome for the BFI facility and safety performance is achieved.
- 21.2. The MA, with Defence training where required, shall fully acquaint itself with the Base regulations such as security, OH&S, environment protection, emergency response, evacuation, hazardous area location and requirement, Permit-to-Work, incident reporting and the movement of vehicles, machinery and personnel about the Base. The MA shall observe all Base and local regulations. DSG-MBS shall ensure that the MA and OA are competent and suitably trained, and that procedures and training are in place to carry out all the requirements of Base OH&S and Safe Working procedures and policies.
- 21.3. The MA shall make arrangements with the DSG-MBS and the OA prior to undertaking any maintenance and shall obtain the necessary Permit-to-Work from the appropriate duty Responsible Person (Petroleum) before working on any BFI facility equipment.
- 21.4. The MA shall be available for Base and BFI facility specific emergency response and evacuation exercises and training as required by Defence.
- 21.5. The MA shall make available to the OA all planned BFI related maintenance activities a minimum of three (3) months in advance or when requested by the OA or DSG-MBS for the purposes of forward planning of base or DSG Region activities.

22. MAINTENANCE AGENT FAULT REPORTING

- 22.1. The MA shall fully co-operate with the OA and the DSG-MBS and keep them informed on all matters relating to the safety, reliability, and availability of the BFI facility and its systems. The MA shall notify the OA of the need to disconnect or disrupt any BFI facility equipment. A Permit-to-Work must be obtained before any engineering work or any such disconnection and/or disruption.
- 22.2. The MA shall immediately notify the OA and the DSG-MBS for DSG-RM notification, of any BFI facility equipment, which is found to be unserviceable or unsafe, or of deficiencies likely to cause faults. The OA is responsible for informing JFLA. The OA and DSG-MBS will liaise with the Base Commander who shall determine whether an Incident Report is to be raised as described elsewhere in this Instruction.
- 22.3. The MA is required to forward to the DSG-MBS for DSG-RM approval, any suggestions or recommendations that may improve the maintenance procedures or performance of the Base BFI facility. The MA will keep the OA informed of all such suggestions or recommendations at all times. The DSG-MBS shall respond within 14 calendar days of such suggestions or recommendations, consistent with existing DEMS work request procedures.

23. OPERATOR FAULT REPORTING

- 23.1. The OA shall identify equipment or system problems that can be corrected through maintenance and inform the MA and DSG-MBS. It is important that the OA's findings during routine operation, check, or inspection be formally documented as a work order when further corrective maintenance or breakdown maintenance may be required. Defect reports, breakdown maintenance requests, and after-hours emergency call-outs raised on a BFI facility's equipment shall be sent to the regional DSG call centres in accordance with the procedures established in the regions. If there is or is likely to be an impact on operations, the OA shall send relevant details to the following organisations:
- a. **RAAF** Joint Fuels and Lubricants Agency (JFLA) for POLENG (Air) at Defence Plaza – Melbourne;

Headquarters Air Command for AIRENGOPS1, where maintenance may affect air operations;
 - b. **RAN** Joint Fuels and Lubricants Agency (JFLA) for POLENG (Sea) at Defence Plaza – Sydney; or
 - c. **ARMY** Land Combat System Branch (LCSB) for Bulk Liquid Distribution where this agency is the applicable item manager.
- 23.2. These reporting requirements do not preclude the OA from reporting details through their usual chains of command.

24. FAULT REGISTER

- 24.1. An OA accessible fault register shall be set up by the MA complying with DSG-MBS requirements and shall reflect DSG-RM, DSG-DESTR, OA and contracted requirements. All faults shall be recorded in the maintenance logbook and/or a locally and DSG accessible manual maintenance management system (MMS) or computerised maintenance management system (CMMS). The MA shall maintain accurate and adequate records of all BFI facility maintenance, inspections, plant and equipment history, and plant and equipment configuration as detailed at paragraph 29 and Appendix C (Configuration and Maintenance) of this Maintenance Instruction. These records and the Configuration and Maintenance Documentation and Records remain the property of Defence. The MA shall ensure that configuration and maintenance documentation and records are maintained in accordance with the relevant Commonwealth, and State/Territory Legislation and Regulations, AS 1940, the directions of this Instruction and good engineering management practice. A copy of all Configuration and Maintenance Documentation and Records shall be locally available on the Base at all times on a 24/7 access. The DSG-RM shall ensure that the MA provides this information to Defence in the required format and detail required in the CMS contract, and that the information is managed appropriately in accordance with the Region's document control requirements. The DSG-MBS through the DSG-RM shall manage the changeover between MA's to ensure continuity of the maintenance schedules, BFI facility performance, and the information recording

requirements. The DSG-RM shall ensure that the information is readily available and suitably transferred to the incoming MA.

25. MAINTENANCE RECORDS

- 25.1. Fuel quality is an airworthiness or seaworthiness issue, and consequently, regulations require all maintenance carried out on a BFI facility be clearly recorded and documented. The documentation of all maintenance action shall allow a clear audit trail should a fuel quality incident occur.
- 25.2. The MA shall update all maintenance records (within the MA's scope) in the DSG DEMS-FM systems in accordance with the CMS contract on completion of each piece of work. The MA shall ensure that OA maintenance (operational level maintenance) has been completed to the MA's satisfaction and that OA maintenance records are maintained to its agreed standard and input to the DSG DEMS FM systems. The DSG-MBS shall assist the MA in this requirement where necessary. The DSG-RM shall review the document periodically to ensure that the details are complete and satisfactory.
- 25.3. The MA shall maintain an independent manual or computerised maintenance management system and ensure BFI facility configuration and maintenance documents and records, and maintenance procedures as detailed at Appendix C are accessible to the OA and DSG-MBS.
- 25.4. The MA shall keep maintenance records on site in accordance with relevant Government Legislation & Regulations and these Instructions. These include, but are not limited to maintenance logbooks, maintenance action records, and system performance information. The records shall be kept in a place where the OA and DSG-RCM can access them easily. As noted above, the DSG-MBS and OA shall require copies of all maintenance and configuration records to be kept on, or accessed from site. The MA shall detail in the Maintenance Plan the method, and an OA and DSG-RCM agreed format, of recording the configuration and maintenance record requirements and how the data shall be made easily accessible to the OA and DSG-RCM on site.
- 25.5. The MA shall archive plant maintenance history and maintain maintenance records such as maintenance logbooks, maintenance action records, and system performance information in the DSG DEMS-FM system where practicable. This should be done regularly and not longer than weekly. Where this is not feasible or practicable due to DEMS-FM limitations, and where the fore mentioned limitations are recognised by the MA, the MA shall arrange real-time Base-level access to their MMS or CMMS system on a 24/7 basis, where this information shall also be held. An electronic copy shall be provided to the DSG-RM in a suitable CD format on request.
- 25.6. All maintenance records shall remain the property of Defence.

26. MAINTENANCE LOGBOOK

- 26.1. The MA shall keep accurate and adequate records of their maintenance activities in a separate maintenance logbook for each BFI facility. The purpose of the logbook is to

record all maintenance work carried out by the MA and OA, provide a true indication of the BFI facility equipment performance, its availability and reliability, record the satisfactory completion of tests and surveys required by this Instruction and to inform the Base, the OA, JFLA and DSG of the condition of the BFI facility. The MA shall provide the logbook for each BFI facility in the form of an MMS or a CMMS, and the relevant sections of configuration data, maintenance records, and Permit-to-Work records are to be accessible to the OA and DSG-MBS on site, 24/7. As a minimum, the Permit-to-Work records for each completed item of maintenance work by the MA shall be cross referenced to the maintenance logbook by its Permit-to-Work number to enable traceability of the safety precautions followed, and to identify the MA personnel who were engaged on the work. It may be filed as an attachment to the corresponding page in the logbook.

- 26.2. It is essential that accurate entries are made in the logbook in sufficient detail to record the equipment (e.g. plant identification number, cable identification, and equipment description), the faults if applicable, the work performed, and the parts replaced. The MA shall also identify and record the cause(s) of actual or potential plant and equipment degradation or failure; the impact on the future operation and maintenance of the BFI facility and an interim and long-term solution to correct the identified equipment or system design or specification deficiency. Procedural aspects must also be considered when assessing solutions to plant and equipment issues.
- 26.3. Where the maintenance task is not complete at the end of a working day, the logbook/MMS must show the progress reached at that point.

27. OPERATOR LOGBOOK

- 27.1. Where OA maintenance records are required in addition to those required by the MA in accordance with this Instruction, then the OA shall follow the approved methods for maintenance recording for each specific service within its scope in accordance with DEF(AUST) 5695 and other related Defence Instructions and requirements. For the RAAF/ARMY, maintenance recording shall take place using the Class 1 Ground Support Equipment (GSE) system. Logbooks and job cards shall be recorded and maintained by an appropriate Maintenance Control Section (MCS) (typically located within the Mechanical Equipment Operations Maintenance Section (MEOMS) or equivalent). For the RAN, maintenance activities shall be recorded on logbooks and job cards, and maintained by the OA. Records of all OA maintenance shall be made available to the MA in real time and a format allowing ease of inputting to the consolidated configuration and maintenance documentation or MMS/CMMS record. The DSG-MBS shall ensure OA maintenance history data is made available to the MA in an agreed timely manner and in a format that minimises the inputting to the MA managed consolidated BFI facility configuration and maintenance record.

28. PLANT MAINTENANCE HISTORY

- 28.1. The MA shall maintain comprehensive and accurate records of plant maintenance history for each item of plant, in accordance with the requirements of the Configuration and Maintenance Documentation and Records detailed at Appendix C. The equipment history should include a data sheet showing equipment designation, location, associated system, manufacturer, model number, serial number, purchase

order number, purchase date, warranty, status and list all maintenance actions, all faults and repairs undertaken. The plant history data must correlate with the same data on DEMS-FM.

- 28.2. The MA shall produce a monthly BFI facility report identifying significant maintenance completed during the past month and commenting on the state of the plant & equipment and systems in the BFI facility. MA shall highlight major planned maintenance works, such as tank internal inspections, or major plant and equipment concerns impacting personal and equipment safety, fuel quality and facility availability and performance together with the notification and engineering procedures in place to rectify the identified concern(s).
- 28.3. Plant history records are of particular importance in detailing the original as-built conditions of the fuel installations and all subsequent modifications. They become the basis for future planned upgrades or changes. Original manufacturers' operating and maintenance manuals and parts lists shall be preserved where possible and key data transferred to the MA controlled configuration and maintenance documentation and record systems. The plant maintenance history should include the cost of major repairs or replacements where required in the maintenance contract.
- 28.4. For each maintenance action, the following is to be recorded on the work order as a minimum:
 - a. Date;
 - b. Plant designation;
 - c. Description of maintenance action performed;
 - d. Time and cost of maintenance action performed (where required in the maintenance contract);
 - e. Technician name(s);
 - f. Maintenance companies name (including subcontractor);
 - g. Technical report (including comments, recommendations and any testing and inspection reports);
 - h. Any other information that facilitates audit trail and information search; and
 - i. Permit-to-Work information sufficient to identify the isolations and safe work procedures specified and the personnel who carried them out.

29. SYSTEM PERFORMANCE INFORMATION AND INSPECTION AND TEST RESULTS

- 29.1. The MA shall keep system performance information such as inspection and test results to the requirements of the DSG-MBS, JFLA and this Instruction. Defence requires the MA to provide inspection and test results that verify compliance with legislation,

environment protection compliance, safety, integrity and remaining service life of plant and equipment

30. CONFIGURATION DOCUMENTATION

- 30.1. The configuration and maintenance documentation is a collection of documents and procedures designed to provide for the efficient management of BFI, encompassing design configuration, risk assessment, monitoring, and review. The Configuration and Maintenance Documentation is detailed at Appendix C and includes (in part) the DEMS-FM database, Maintenance Plan, Maintenance Specification, O&M manuals, emergency response information, test reports, hazardous area verification dossier, and as-constructed documentation.
- 30.2. The MA shall maintain system configuration and maintenance documentation and records to ensure the safe operation and maintenance of the BFI facility systems. In addition, the documentation should be in sufficient detail to allow ordering of replacement parts. Also, the configuration documentation shall be an accurate representation of the installed equipment. Any deficiencies found in this documentation shall be formally notified to the DSG-MBS and communicated to the DSG-RM, JFLA and the OA. The MA shall implement corrective actions after the DSG-RM has authorised such actions.
- 30.3. Operation and maintenance (O&M) documentation shall require ongoing revision by the OA and MA throughout the service life of a BFI facility to ensure that the documentation is current.
- 30.4. The MA shall ensure that configuration documentation and maintenance records are maintained in accordance with the relevant Commonwealth, and State/Territory legislation, the directions of this Instruction and good engineering management practice. A copy of all configuration and maintenance records shall be locally available on the Base at all times on a 24/7 access. The DSG-RM shall ensure that the MA provides this information to Defence in the required format and detail required in the CMS contract, and that the information is managed appropriately in accordance with the Region's document control requirements.
- 30.5. A list of referenced publications to be consulted by the MA in the development of the maintenance requirements for a Defence BFI facility is detailed on an activity basis at Appendix A (maintenance schedules) and summarised in glossary format at Appendix H. These lists and references are by no means exhaustive. The MA shall be responsible for obtaining and complying with all current relevant and referred publications as required.

31. REFERENCE DOCUMENTS AND GLOSSARY OF TERMS

- 31.1. Appendix H provide a list of reference documents and acronyms; and Appendix I provide a list glossary of terms for the purpose of this Maintenance Instruction. However, Government Legislation and Regulations, Technical Standards, Defence Standards and Instructions, and Codes of Practice have their own list of definitions and terminology, which shall be referred to as required.

32. **APPENDICES**

- A. The Maintenance Requirements and Schedule Major Bulk Tank Inspection Checklist
- B. Visual inspection checklist template for Cat 6 above ground tanks
- C. Configuration & Maintenance Documentation and Records
- D. Auditing, Monitoring, Review: Requirements and Schedule
- E. Permit-to-Work Model Procedure
- F. Contractor Accreditation
- G. Maintenance Plan Format
- H. Glossary: Acronyms and Standards
- I. Glossary Of Terms