

C.A.S.E.

AIR CARRIER SECTION

POLICIES AND PROCEDURES

VENDOR EXPECTATIONS AND LIMITATIONS

As a vendor that has met a Coordinating Agency for Supplier Evaluation (C.A.S.E.) standard for your type of facility, the C.A.S.E. Air Carrier Section would like to take this opportunity to explain what our expectations, and your limitations, are regarding C.A.S.E.

Our expectations are as follows:

1. You are expected to meet the C.A.S.E. standard at all times. Non-compliance detected at any time may be cause for immediate deletion from the C.A.S.E. Register. Although you have been given a copy of the standard to which you were audited, the standard is revised approximately every six (6) months. The standard is available at www.caseinc.org and you are expected to check for updates periodically. If you have any questions regarding the standard, contact the auditor who conducted your audit.
2. You must implement all corrective actions stated for the discrepancies noted during the audit or you will not be listed in the C.A.S.E. Register.
3. You must report to the auditor any name change, ownership change or merger, change in operations or quality management, changes that affect the quality program, or change of location so the change can be processed and an audit scheduled if required.
4. You will normally be notified of an upcoming audit, however, the auditor may arrive unannounced. If the auditor is not allowed to conduct the audit, you may be removed from the Register until an audit is conducted to verify compliance with the appropriate standard. If removed, an audit which would allow addition back into the Register shall not be conducted for a minimum of six (6) months following removal action.
5. You agree to comply with option a or b below.
 - a. You agree to complete the C.A.S.E. Corrective Action Response Form CACS-21 and submit to the C.A.S.E. Database. This data will be used by the C.A.S.E. ACS sustaining members to aid in complying with the recent interpretation of 14 CFR 121.373 and 135.431 (analyzing audit data).

Accountable Manager's signature: _____

Date: 01-OCTOBER-2018

- b. You agree to voluntarily provide a copy of the initial and closed audit report (including findings and corrective actions but excluding this letter) to the C.A.S.E. ACS sustaining member customers of yours. This data will be used by the C.A.S.E. ACS sustaining members to aid in complying with the recent interpretation of 14 CFR 121.373 and 135.431 (analyzing audit data).

C.A.S.E. is not an approval agency, nor does C.A.S.E. accredit, certify, or endorse vendors. C.A.S.E. members evaluate a vendor in terms of compliance to our established standards. If the vendor meets our standards and the auditor's expectations, the vendor may be listed in the C.A.S.E. Register. The Register is simply a listing of agencies that have met a standard and is used by the members as one means of compliance with surveillance requirements under 14 CFR Parts 121 and 135. C.A.S.E. sustaining members act independently in selecting and dealing with vendors and suppliers, and are not limited to dealing only with vendors and suppliers on the C.A.S.E. Register.

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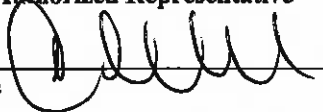
Similar to the policy of a national consumer magazine we cannot allow people to advertise this listing as an endorsement or approval. Words such as "listed in the C.A.S.E. Register", "C.A.S.E. Approved", or any reference to your status in the C.A.S.E. Register cannot be used in any form of advertising. Use of the C.A.S.E. logo in any advertising or solicitation of business is also not allowed. Failure to adhere to these policies may result in removal from the C.A.S.E. Register.

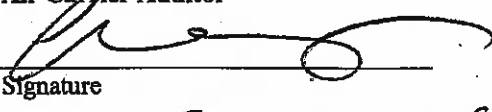
If a customer or potential customer asks whether your facility is listed in the C.A.S.E. Register, you may answer that you have been audited to a C.A.S.E. standard. The requestor should then be directed to consult the Register themselves to verify the facilities current Register status.

This two-page letter of Vendor Expectations and Limitations should be kept with the file of findings and corrective actions for the standard to which it pertains. This letter may only be shared with C.A.S.E. qualified and authorized auditors on-site and is NOT to be posted, copied, faxed, or otherwise distributed (expectation 5).

Vendor Authorized Representative

Air Carrier Auditor

Signature 

Signature 

Date Signed: 01-OCTOBER-2018

Date Signed: Sept 26, 2018

Name: ANDRE WALL

Auditor: EDDIE TONG

Title: ACCOUNTABLE MANAGER

Air Carrier: UNITED AIRLINES

Company: IBERIA LAE

Audit Date: June 20, 2018

Air Agency/AMO No.: ES.145.011
JLAY037F

Allocation Number: 2760

If the location audited is not the "master" location listed on the certificate, list the audited location, Also list locations listed on the A101 Op Spec (use multiple address blocks if the audit constituted more than one location):

_____	_____
_____	_____
_____	_____
_____	_____

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INSTRUCTIONS FOR USE OF VENDOR EXPECTATIONS AND LIMITATIONS

1. General

- A. The two-page letter portion of this form is to be initiated and completed before a vendor may be added to or updated in the C.A.S.E. Register.
- B. Every effort should be made by the auditor to explain the rationale for this requirement to a hesitant vendor. If that is not sufficient, have the vendor contact your company representative to C.A.S.E. or a member of the Air Carrier Section Operations committee (5-1-0).

2. Procedure

- A. The information block at the bottom of the VEL is to be completed in full and signed by a "Vendor Authorized Representative" subject to the audit and by the auditor who has determined the vendor qualifies under the standard applied during the audit.
- B. If for some reason the vendor does not wish to sign the VEL, that vendor may not be added to or updated in the C.A.S.E. Register.
- C. Provide the vendor a list of those members showing usage of that vendor in the database. The usage data may be obtained by clicking on the "Print Usage" button located at the top of the vendor information page of the database.

NOTE: Expectation 5 is not considered a "requirement" of the VEL (nor is periodically checking for standard updates) and therefore DELVEN action should not be taken based on non-compliance.

- D. Once the VEL has been executed, the air carrier will retain the original (electronic copy retention is acceptable) at their facility. A copy of pages 1 and 2 must be given to the vendor for their records.

NOTE: The vendor should only be given the "Vendor Expectations and Limitations" portion of this form (pages 1 and 2). The remainder of this form is used for auditor guidance. Both pages 1 and 2 of this form need to be sent to the Data Center (3-2-0).

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