

# C.A.S.E.

## AIR CARRIER SECTION

### POLICIES AND PROCEDURES

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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.

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 facility's 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

  
\_\_\_\_\_  
Signature

Date Signed: 04 MARCH 2025

Name: S. PERABHAA YOGAN

Title: MR

Company: ONTIC

Air Agency/AMO No.: 30EY420C  
UK-145.01222

#### Air Carrier Auditor

\_\_\_\_\_  
Signature

Date Signed: \_\_\_\_\_

Auditor: Torsten Evers

Air Carrier: Lufthansa

Audit Date: March 04-05, 2025

Allocation Number: 566

This audit resulted in no findings. ☐

#### Non-Master Location Audited

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### Additional Fixed Location Audited

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If more than one additional fixed location was audited, check this box ☐ and use additional pages to list any remaining addresses.

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#### 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 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](http://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. Certificates, Operations Specifications and registrations required by the FAA or TCCA and EASA shall be kept current and forwarded to the auditor when updated.
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 voluntarily 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).

Vendor Authorized Representative signature: \_\_\_\_\_ Date: \_\_\_\_\_

- b. ☒ You agree to 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).

Vendor Authorized Representative signature:  Date: 04 - MARCH - 2025

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