



USER GUIDE

TARBOX - AVIATION REFUELLING INDEMNITY PORTAL

This Free Portal is available for use by anyone in the Aviation Fuel handling industry who want to learn more about the principles of TARBOX, or manage their existing Agreements. Aircraft Refuelling Indemnification Agreements ("Tarbox") are a key element to ensure that you are fully covered by your Aviation Refuelling Liability Insurance cover when using joint facilities.

TARBOX WEBSITE & DASHBOARD– USER GUIDE

The Tarbox website can be accessed by JIG Members via the tile on the Dashboard Homepage, or in their Account link that redirects them to www.jig.org/tarbox . The public can access the same pages using www.tarboxonline.com .

The public pages redirect towards pages within the GP section of website that explain the principles of Tarbox. If non-JIG Members want to manage their agreements on the portal, they can do so with a website login and Tarbox Access.

JIG Members who manage their sites and Tarbox Compliance on the Portal should sign in first in order to gain access to their User Area.

Application of Tarbox:

Fuel Suppliers should sign a Tarbox Agreement with all other suppliers who supply fuel using the same joint facility on an Airport. It therefore applies to Airport Locations (JV, Throughput) that are not "Solus". Consequently, all locations in JITS and JIG Dashboard meeting that criteria have been set up in Tarbox. Any fuel supplier can ask for additional locations to be set up. As site may be set up to be "Tarbox ready", but if JIG has not been informed of the type of operation, operator and of more than one active fuel supplier, the location will not appear on User screens. Use of the Tarbox portal is not conditional upon being active in JITs and/or Dashboard.

- *There are some rare exceptions of Supply facilities that have a Tarbox because, for example, an airport import facility and Hydrant system used to be run by one entity that later split into two. These exceptions have to be managed by requesting JIG Admin to intervene.*

Each Location has a "**Main Agreement**" signed between the Suppliers. As the competitive picture changes, new suppliers can ask to sign a **DOA** (Deed of Adherence) to the existing contract.

Until 2015, Fuel Suppliers also signed "**Central Agreements**". There are two of them, "Applicable Law" and "Conduct of Litigation" signed at the time by the Guarantor Members and a few others. Signing the Central Agreements is no longer compulsory, as Location Agreements were modified in 2015, but companies can still choose to join the Central Agreements by **DOA**.

These different Agreements are managed in a user-friendly manner in the Tarbox portal.

Access to Locations:

Website Users need to request JIG to give them access to their Company's locations registered in the Tarbox database. If the User is an employee of a JIG Member Company, the access is approved by the Member Co-ordinator of that company.

Most Users have VIEW Access, giving them views of their locations, which ones have fully signed Tarbox Agreements, and which fuel suppliers (if any) have not signed the Tarbox Agreement for their locations.

A select group of Users have EDIT rights, which allow the User to ADD new Agreements or DOAs to a locations. At most Locations, the Site Manager and JIG Admin are the only authorised Edit Users.

In addition to the above, each Member Company has a Tarbox Coordinator (one User per Company). This User is able to add a Central Agreement DOA for its company only. The User can also add a DOA, signed by its company only, for any Locations at which its company is present.



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Tarbox Portal



The Tarbox Portal Homepage is used for the JIG Website (www.jig.org/tarbox) and the Public Website (www.tarboxonline.com), and has a slightly different look if the User is not signed in.



A signed in User should see this page, with the AT A GLANCE summary of locations at the top.



The 4 menu items include links to Local Agreements and Central Agreements, as well as to the History and Resources pages from the JIG website.



Users can click on the links to Local or Central Agreements to access the Portal's Location & Agreement database.



If the User is not signed in, the History of Tarbox appears at the top of the page, and there are no links to the Database sections.



We therefore recommend Users to be signed in, and to access Tarbox from their My Account section, or from the Tile in JIG Dashboard.

Central Agreements

The Database lists the Companies who have signed the Central Agreements. There is a column for "Applicable Law" and "Control and Conduct of Litigation, that includes the **Date** on which the Company signed and a **Download** button to see the signed Agreement.

Signatory Company	Applicable Law	Conduct & Control of Litigation	Type
Air BP Italia spa (Air BP + Italfin)	05/06/2014	05/06/2014	DoA
BP International Ltd	18/06/2013	18/06/2013	Main
Brussels Airlines	25/07/2014	25/07/2014	DoA
Certas Energy Ltd (Gulf Aviation)	05/08/2014	05/08/2014	DoA
Chevron	18/06/2013	18/06/2013	Main
Corlay	22/07/2015	22/07/2015	DoA
EKO ABEE	12/12/2014	12/12/2014	DoA
Emarat (UAE)	11/12/2014	11/12/2014	DoA
Emirates National Oil Company	02/06/2014	02/06/2014	DoA
Energizar S.A. (Columbia)	03/03/2014	03/03/2014	DoA
Engen (South Africa)	13/05/2015	13/05/2015	DoA
Enllive S.p.A.	18/06/2013	18/06/2013	Main
ESE srl	01/10/2023	01/10/2023	DoA
ExxonMobil	18/06/2013	18/06/2013	Main

On the right hand side you can also see if the company signed the **Main** Agreement, or adhered later by **DOA**.



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Though the signature of Central Agreements is no longer mandatory, companies wishing to adhere may Add their Company's DOA, using the Tarbox Coordinator.

The User has to select on of the two central Agreements from the **drop down** list, write the name of the signatory and select Company name if they have access to more than one company. The correct signature **date** must also be selected.

Once the signed agreement has been selected using "Browse", the Confirmation button will post the Agreement to the Central Database and to the Company's record.

As the Central Agreements were signed in 2013, there is no function to become a new signatory to the original main Agreement, nor to edit its details. Also, based on the assumption that Companies will only upload a DOA after they have signed it, there is no "Awaiting Signature" function.

Local Agreements

This view shows a user the status of Tarbox Agreements at Locations where their company is present.

Location	Structure	Agreements	Version	Date	Signed	Managed by
Amsterdam AMS-GTS:IP	IncJV	Exhibit 3A (JVP)	-	-	0/4	Site Manager
Barcelona BCN-TEST ENT:ADIP	IncJV	Exhibit 3B	-	-	0/2	Site Manager
Brussels BRU-HRS:ADH	Throughput	Exhibit 2A	Post 2015	10/07/2025	3/4	Site Manager
Brussels BRU-LM:IP	Throughput	Exhibit 2A	Post 2015	14/07/2025	3/4	Site Manager
London ABC-JIG TEST SITE:ADHIP	Throughput	Exhibit 2B	Post 2015	29/07/2025	3/3	Site Manager
	IncJV	Exhibit 3A	Post 2015	11/07/2025	3/8	Site Manager

The **Location Structure**, (Inc JV, NonInc JV, Throughput) is an important field, as it conditions which type of Exhibit that location should use. An algorithm calculates – according to site details provided to JIG by the Users – which **Exhibit it should be using** and highlights them in Red if incorrect. On the right hand side, the "signed" column compares the number of active Fuel Suppliers registered at the Location to the number that have signed the Main Agreement or a DOA.



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Any cell marked in red shows that there may be a gap in coverage or execution. Users should note that the highlight may be caused by an incorrect location supplier list or Location Structure, in which case a Company Member Coordinator has to inform JIG Admin to make the required changes. Details of a location can be viewed by clicking through on the Location name.

MENU

- TARBOX HOMEPAGE
- CENTRAL AGREEMENTS
- LOCAL AGREEMENTS**
- View
- Add
- DOWNLOAD AGREEMENTS
- FILTER +
- EXPORT +
- HELP +

Advise JIG of Errors

⚠ You have some incorrect Tarbox Agreement Types

Showing Tarbox Agreements for: All your locations

[back to summary](#)

Location	Structure	Agreements	Version	Date	Signed	Managed by
London ABC-JIG TEST SITE:ADHIP	Throughput	Exhibit 2B	Post 2015	29/07/2025	3/3	Site Manager
REGION: Europe COUNTRY: United Kingdom		STRUCTURE: Throughput 3RD PARTY OPERATOR: Test Company 2 THROUGHPUTTERS: Yes		Based on this information, the type of agreement you have uploaded against this location is correct.		

Associated Companies	Company Role	Agreement Type	Signed	Date Signed/Sent
HB Test company	Throughputter	DoA	Signed	29/07/2025
Test company 4	Throughputter	M-Supp	Signed	29/07/2025
Test company 5	Throughputter	Main	Signed	29/07/2025

TEST DATA for illustration only

Have you been conducted to confirm all Tarbox signatories can meet their financial coverage obligations? 😊 -

Upload New DoA or Reciprocal Agreement

This example shows the Fuel Suppliers listed at the location and what type of Agreement they have signed. This is a good example, where all Fuel Suppliers have signed up by Main Agreement or DOA. You can see that Test Company 4 has an "M-Supp". This is a signature page (Main Supplement) that was only available after the Main Agreement had been loaded up. Next to the same company is a "Globe". This is a visual indicator that it has also signed up to the Central Agreements. Finally, by hovering over the "3 dots" next to an Agreement, you can see further details or download it.

Note also the "Managed By" column. The person responsible for uploading new Main Agreements for sites owned or operated by JIG Members will in most cases be the Site Manager. They also have rights to upload DOAs for new suppliers, though JIG recommends this be done by the Tarbox Coordinator of that supplier. There are some locations – usually Throughput locations operated by non-JIG Members – where the Tarbox Admin role is undertaken by JIG. If so, it will be indicated in that box.

Add Agreement:

Users with Edit rights can add an Agreement to locations they have access to. The most common use is likely to be a Tarbox Coordinator adding an Agreement (DOA) for their company. The site name has to be selected if you have access to more than one, and the type of Agreement to be uploaded. Completing this view takes you to the Agreement detail section.

MENU

- TARBOX HOMEPAGE
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- LOCAL AGREEMENTS**
- View
- Add
- DOWNLOAD AGREEMENTS
- FILTER +
- EXPORT +
- HELP +

Advise JIG of Errors

You are uploading a Tarbox Agreement

Upload a Tarbox Agreement

Choose your location

London ABC-JIG TEST SITE:ADHIP

Agreement Type

- Select Agreement Type
- Main Local Agreement
- DoA
- Main Supplement
- Reciprocal Agreement



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The Signing company has to be chosen. If it does not appear in the drop-down list, it means it has either signed an agreement already, or is not listed as a Fuel Supplier (in which case JIG has to be requested to update the location record).

The other data on signatory companies have to be completed. Please note it is Good Practice to have the local company name and address if a local affiliate is completing the Tarbox Agreement on behalf of its mother Corporation.

As for Central Agreements, the signed document is selected for upload to the database.

Note that there is a "status" box that does allow for an "awaiting signature" notice. However, it is recommended wherever possible to have a signed agreement in hand before adding it.

When there is no Agreement at a location, or when there is a significant change in operations, it may be necessary for fuel suppliers to sign a new Agreement. In this case "Main Agreement" is chosen from the previous drop-down list. Please pay attention to the warning, as uploading a new Agreement will automatically replace the previous one and will cancel any DOAs related to it.

Thereafter, the process for creating the Agreement is the same as for a DOA, completing the name and details of company, status and date. Once a singatory has been completed and recorded, you must add the other singatories to the Agreement by clicking on the "Add another Singatory" button until all the Fuel Suppliers have been recorded.

As it is understood that multiple signatures are not always easy to obtain, the "awaiting signature" status can be used until the signature page has been received.

On the basis that the full main Agreement file has been uploaded, late signatures are recorded by adding a "Main Supplement" type Agreement for that supplier, provided it has previously been listed as "awaiting".

If for any reason a mistake is made, please request JIG Admin to delete the contract. Please note this will remove all data, and the Add Agreement process has to be started again.



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Tarbox Exhibit Templates

The latest Templates for Tarbox Exhibits can be downloaded individually from the Standards&Publications pages of the Website, from the Tarbox page in the Governance Processes section of the JIG Website. The easiest way to access the Template is by visiting the "Tarbox Resources" page listed on the homepage.



TARBOX RESOURCES

In this section you can find details of, and download, the different models of Tarbox Agreement. There are different models according to the type of operations structure of the joint facility, from traditional Joint Ventures to Throughput locations operated by Service Providers or Airport Companies.

[Find out more](#)

If a User is signed in to manage or view their own agreements, the Resources page can also be reached by clicking on the "Tarbox Templates" link in the menu.

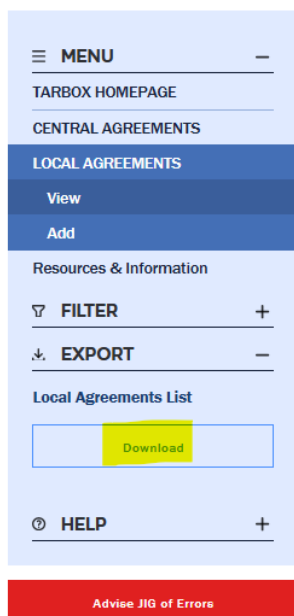
There is a separate link for each Tarbox Exhibit, where you will be able to find and download the following according to your needs:

- **Tarbox Agreement** (Exhibit)
- **Deed of Adherence**
- **Application Notes** (describing how the document is used)
- **Guidance Notes** (describing the correct way to complete documents, including Authorised Signatories and Witnesses).



EXPORT

If a User is signed in, they can download all of their company-related information by clicking on "Export" in the side menu and pressing Download.



A list of Locations, signed Exhibits and active suppliers that have been communicated to JIG is downloaded to your PC in Microsoft Excel Format, as illustrated by this test example below.

	A	B	C	E	F	G	H	I	J	K
1	Location	Structure	Agreement	Date	Signed	Managed By	Signatory	Role	Type	Signed
2	Amsterdam AMS-TEST:IP	Throughput	Exhibit 2B	-	0/3	JIG	OIL CO #1	Throughputter	-	-
3							JOINT INSPECTION GROUP	Throughputter	-	-
4							FUEL SUPPLIER #2	Throughputter	-	-
5	Athens ATH-PROJECT CO:IP	IncJV	Exhibit 3B	01/01/2025	5/5	Site Manager	OIL CO #1	Participant	Main	01/01/2025
6							FUEL SUPPLIER #2	Participant	Main	01/01/2025
7							JOINT INSPECTION GROUP	Throughputter	DOA	02/09/2025
8							OIL CO #3	Participant	Main	01/01/2025
9							FUEL SUPPLIER #4	Participant	DOA	15/10/2025

TEST DATA ONLY

Advise JIG of Errors



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HELP MENU

Expanding the HELP menu by clicking on "+" shows links to download this User Guide, as well as Frequently Asked Questions (FAQ) that may answer any questions you have.

The FAQs look like this, and there are different ones according to the different sections of the Tarbox portal.

MENU -	What locations are on this list? +
TARBOX HOMEPAGE	Some of my locations are missing. +
CENTRAL AGREEMENTS	Some of my locations are showing the wrong information. +
LOCAL AGREEMENTS	Why is the Exhibit for my location highlighted in red? +
View	Why is the "signed" column highlighted red? +
Add	Is this portal for JIG Members only? +
Resources & Information	
FILTER +	
EXPORT +	
HELP -	
FAQs	

If you have any further general questions about Tarbox or encounter any issues using the portal, please contact Tarbox@jig.org or consider viewing the free Tarbox Introduction Course on the JIG Website Learning Hub.