Send the completed form to iosa@iata.org

**For instructions to each of the fields, please refer to the Appendix in this document**

**Disclaimer**

IATA does not warrant, validate or express any opinions whatsoever as to the accuracy, origin, tracing, completeness and timeliness of the information contained in this questionnaire, nor do we guarantee the reliability and good standing of the source of the information. We make no representations, warranties or other assurances, express or implied, about the accuracy, sufficiency, relevance and validity of the information captured. By completing or reading this questionnaire, you acknowledge and agree that the information provided is subject to significant uncertainties and contingencies, and we disclaim any warranty of merchantability, quality or fitness for a particular purpose. Nothing contained in this questionnaire is intended to replace your own assessment and evaluation of a situation, or the opinions and expert advice you may receive from third parties.

You consent to the inclusion of the questionnaire in the IOSA Database and, but for provision of a copy of the questionnaire, in whole or in part to relevant regulatory or judicial authorities in compliance with the applicable law(s) of its jurisdiction, you will maintain its confidentiality and will not permit it to be shared formally or informally with any other entity. You also understand and agree that IATA may disclose, reveal or communicate this questionnaire, in whole or in part, to third parties in accordance with the IATA Operational Safety Audit (IOSA) program rules.

You acknowledge and agree that you shall remain at all times solely and ultimately responsible to ensure that all regulatory compliance requirements issued by your governing civil aviation authority, all relevant jurisdictions and the International Civil Aviation Organization (ICAO) are met, maintained and complied with. You also represent and warrant that, to the best of your knowledge and understanding, all information provided to IATA through this questionnaire is true and correct in all details.

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| **Operator Information** | |
| Operator Name | Operator Name |
| ICAO Code | ICAO Code |
| Homebase (City) | Homebase |
| Country of registration | Country |
| Person who completed the form | Name / Job Title |
| Email address | Email address |
| Date completed | Date completed |

This form must be updated and re-submitted at least **every 60 days** in order to extend the validation of the Extenuating Circumstances claim.

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| **Operational Information** | | | |
| Number of aircraft on AOC \* | A/C | Number of aircraft operating \* | A/C |
| Number of weekly flights on 1 Jan 2020 \* | Flights | Current number of weekly flights \* | Flights |
| Suspended special operations | Special Operations | | |
| Areas / Countries suspended by authorities | Countries/Regions | | |
| Active wet leases | If yes, please specify | | |

*\* within IOSA scope*

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| **Contact Details** | | | |
|  | Name | Email | Phone (optional) |
| **Safety Management**  Primary  Deputy  Departmental | Name  Name | Email  Email  Email | Phone  Phone  Phone |
| **Quality / Compliance**  Primary  Deputy  Departmental | Name  Name | Email  Email  Email | Phone  Phone |
| **Operational Control**  Primary  Deputy  Departmental | Name  Name | Email  Email  Email | Phone  Phone  Phone |
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| **SMS / Risk Management / Quality Assurance** | | |
| Question | Answer | Details |
| Is your SMS fully activated and implemented? | Select | If no, please provide details on restrictions, limitations, inactive procedures |
| Is your hazard and risk register / profile up to date? | Select |  |
| When were the last risk assessments performed? | Date |  |
| Are your Safety Action Groups / Safety Review Boards functional and operating? | Select | If no, please provide details on restrictions, limitations, inactive procedures |
| Is your Flight Data Analysis program/process operating? | Select | If no, please provide details on restrictions, limitations, inactive procedures |
| Have you issued any safety bulletins / memos related to the recent events? | Select |  |
| Is your internal QA/compliance program still fully operating? | Select | If no, please provide details on restrictions, limitations, inactive procedures |
| When was the last internal audit against the ISARPs started and completed? |  | |  |  | | --- | --- | | Date started | Start Date | | Date completed | End Date | |
| Is your external service provider monitoring still fully implemented | Select | If no, please provide details on restrictions, limitations, inactive procedures |
| Have you modified your monitoring processes compared to your regular monitoring? | Select | If yes, please provide details on changes / modifications |
| How are temporary changes in procedures / policies communicated to stakeholders? | Please provide a brief summary of communication channels and methods | |
| Has your ERP been activated? | Select |  |

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| **Training** | | |
| Question | Answer | Details |
| Is your training program fully implemented? | Select | If no, please provide details on restrictions, limitations, inactive procedures |
| Can your system of tracking trainings for operational personnel handle the current situation? | Select | If no, please provide details on restrictions, limitations |
| Have any operational staff members lost qualification currency due to the recent events? | Select | If yes, please provide summary |
| What percentage of operational staff members have lost qualification currency? | Percentage% |  |
| Do you have a system in place to prevent non-current staff from performing operational duties? | Select | Please provide summary |
| Do you have unrestricted access to Flight simulators? | Select | If no, please provide details on restrictions, limitations |
| What percentage of flight crews has up to date qualification currency / recency of experience? | Percentage% |  |
| Has any specific training on COVID-19 and policies been provided? | Select | Please provide summary |

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| **Ops Control** | | |
| Question | Answer | Details |
| Is your operations control fully functional? | Select | If no, please provide details on restrictions, limitations, inactive procedures |
| Is support for all your operational control systems and services assured? | Select | If no, please provide details on restrictions, limitations |
| Do you anticipate any problems with IT systems? | Select | Please provide summary |

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| **Engineering & Maintenance** | | |
| Question | Answer | Details |
| Is your maintenance control system fully functional? | Select | If no, please provide details on restrictions, limitations, inactive procedures |
| Are your external engineering & maintenance providers monitored? | Select | Please provide summary of activities |
| Have any fleets been temporarily grounded due to the recent events? | Select | Please provide details of fleets |
| Do you anticipate or experience any problems with the performance of maintenance tasks? | Select | If yes, please provide details on restrictions, limitations |

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| **Transition from ERP / Business Continuity (optional)** | | |
| Question | Answer | Details |
| Do you have specific business continuity plans and procedures you would like to share? | Select | If yes, please provide details |

**BLANKET DISCLOSURE Authorization**

For the benefit of complementing state safety oversight and the IOSA program, IATA has executed memorandums of understanding (MoU) with civil aviation organizations.

In accordance with Section 9 of the IPM (“IAR Access”), IATA requests the Candidate’s blanket disclosure authorization to share this form with the below listed organizations.

If the Candidate elects to provide a blanket disclosure authorization to IATA for this form, the Candidate understands and agrees that IATA may provide a copy of this document to the specified organizations.

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| Administración Nacional de Aviación Civil - Argentina | Directorate General of Civil Aviation of Lebanon |
| Agencia Nacional de Aviação Civil (ANAC) - Brazil | Egyptian Civil Aviation Authority |
| Civil Aviation Administration of China (CAAC) | Estonian Civil Aviation Administration (ECAA) |
| Civil Aviation Affairs of the Kingdom of Bahrain | European Union Aviation Safety Agency (EASA) |
| Civil Aviation Authority of Mongolia | Finnish Transport Safety (Trafi Finland) |
| Civil Aviation Authority of Thailand (CAAT) | General Civil Aviation Authority (UAE GCAA) |
| Civil Aviation authority of the Republic of Poland | Georgian Civil Aviation Agency (GAAC) |
| Civil Aviation Regulatory Commission CARC Jordan | Kuwait Directorate General of Civil Aviation |
| Civil Aviation Safety Authority of Australia | Rwandan Civil Aviation Authority |
| Civil Aviation Safety Authority of Moldova | Spanish Aviation Safety and Security Agency (AESA) |
| Civil Aviation Safety Authority of Macau SAR | Civil Aviation Safety Authority of Singapore (CAAS) |
| All of the Above | Luftfahrt-Bundesamt Germany (LBA) |

**Appendix – Instructions for the fields**

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| **Operator Information** | |
| Operator Name | Legal name of the operator as listed in the AOC |
| ICAO Code | ICAO code of the operator |
| Homebase (City) | City of the principal base / headquarter of the operator as listed in the AOC |
| Country of registration | Country of the operator |
| Person who completed the form | Name and job title of the person who completed the form |
| Email address | Email address of the person who completed the form |
| Date completed | Date on which the form was completed |

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| **Operational Information** | |
| Number of aircraft on AOC \* | Total number of aircraft within the IOSA scope which are listed on the AOC |
| Number of aircraft operating \* | Total number of aircraft within the IOSA scope which are country being operated (AOC minus temporarily grounded aircraft) |
| Number of weekly flights on 1 Jan 2020 \* | As a reference, list how many flights were operated per week at the beginning of the year (approximate) |
| Current number of weekly flights \* | List how many flights you are currently operating per week (approximate) |
| Suspended special operations | List any special operations which you have temporarily suspended. This is limited to the following operations:   * Dangerous goods * Low visibility operations * RVSM * MNPS / long-range over water operations * International operations * ATQP/EBT |
| Areas / Countries suspended by authorities | Any areas / countries which are currently not served due to governmental restrictions |
| Active wet leases | List any wet-leases you may still be using |

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| **Contact Details**  Please list any contact details for the listed departments. This includes the name of the primary contact plus a deputy.  If you have a departmental email address, list it under “Departmental” – such as quality@...  Phone numbers are optional |

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| **SMS / Risk Management / Quality Assurance** | |
| Is your SMS fully activated and implemented? | Indicate if your SMS has been reduced in scope |
| Is your hazard and risk register / profile up to date | Indicate whether your hazard register / risk profile has been updated |
| When where the last risk assessments performed | Indicate when the last risk assessments were performed |
| Are your Safety Action Groups / Safety Review Boards functional and operating? | Indicate whether your Safety Action Groups and Safety Review Board are still operating |
| Is your Flight Data Analysis program/process operating? | Indicate whether your FDA program is still operating and if not, what limitations exist |
| Have you issued any safety bulletins / memos related to the recent events? | Indicate whether any specific bulletins or safety information related to COVID-19 has been issued |
| Is your internal QA/compliance program still fully operating? | Indicate if your Quality Assurance program has been reduced in scope |
| When was the last internal audit against the ISARPs started and completed? | Based on ORG 3.4.6, when was the last complete audit started and completed. |
| Is your external service provider monitoring still fully implemented | If you have temporarily changed your monitoring processes, please indicate any changes here |
| Have you modified your monitoring processes compared to your regular monitoring? |
| How are temporary changes in procedures / policies communicated to stakeholders? | Summarize how you are communicating changes and updates related to short-notice changes in your procedures |
| Has your ERP been activated? | Indicate whether your ERP has been activated |

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| **Training** | |
| Is your training program fully implemented? | Indicate whether specific parts of your internal training program have been temporarily stopped or discontinue |
| Can your system of tracking trainings for operational personnel handle the current situation? | It can be expected that many staff members lose qualification currency / recency. Indicate if you anticipate problems / challenges in tracking the status of each staff member. |
| Have any operational staff members lost qualification currency due to the recent events? | Due to the reduction of activities and operations, it is possible that staff members lose qualification currency. If yes, please give a brief summary. |
| What percentage of operational staff members have lost qualification currency? | Indicate what approximate percentage of your operational staff have lost their qualification currency so far. |
| Do you have a system in place to prevent non-current staff from performing operational duties? | Briefly describe how you ensure that non-current staff will not engage in operational duties. |
| Do you have unrestricted access to Flight simulators? | Indicate whether you have restrictions / limitations in access to flight simulators or other flight crew training facilities. |
| What percentage of flight crews has up to date qualification currency / recency of experience? | Indicate the approximate percentage of flight crew members you are up-to-date with their qualification currency and recency (what percentage could operate one of your commercial flights without limitations) |
| Has any specific training on COVID-19 and policies been provided? | Indicate whether you have provided training on changed policies and/or procedures related to the COVID-19 outbreak. |

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| **Ops Control** | |
| Is your operations control fully functional? | Indicate whether and parts or sections of your operations control have been temporarily stopped or reduced. |
| Is support for all your operational control systems and services assured? | Indicate whether all your flight planning and monitoring systems are working and whether support is available to deal with problems or malfunctions. |
| Do you anticipate any problems with IT systems? | Describe any anticipated problems which may present themselves in the future. |

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| **Engineering & Maintenance** | |
| Is your maintenance control system fully functional? | Indicate whether any parts / procedures of your maintenance control are currently not operating. |
| Are your external engineering & maintenance providers monitored? | Indicate whether you continue to monitor your external service providers. List any restrictions, limitations compared to normal operations. |
| Have any fleets been temporarily grounded due to the recent events? | Indicate whether any fleets/specific aircraft types have been temporarily grounded. No need to list individual aircraft. |
| Do you anticipate or experience any problems with the performance of maintenance tasks? | Any problems you are currently experiencing or which you anticipate in the near future. This can also be due to limitations caused by external service providers. |

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| **Transition from ERP / Business Continuity (optional)** | |
| Do you have specific business continuity plans and procedures you would like to share? | Optional. If you would like to share actions, plans and/or procedures on how you ensure the continuity of your business / operations, you can summarize them here. |