



## IOSA Operator Alert 13 COVID-19 Measures under IOSA

Issue date: 20-Mar-2020

Effective date: 20-Mar-2020

### 1. Impact on IOSA Registered Operators

The spreading of the Coronavirus disease (COVID-19) has significant implications for airlines and their customers.

IATA is closely monitoring developments related to the Coronavirus outbreak in coordination with the World Health Organization (WHO) Secretariat, ICAO and the US Centers for Disease Control. Please visit [www.iata.org](http://www.iata.org) to obtain further information on IATA's related guidelines and recommendations.

This IOSA Operator Alert (Alert) provides information on measures taken for Operators whose upcoming IOSA registration renewal audit is affected by the COVID-19.

This Alert does not affect operators that are planning to undergo an initial registration audit. These operators are invited to undergo their audit when the COVID-19 outbreak is contained and the initial registration audit can be conducted.

An increasing number of IOSA registered Operators are unable to undergo or complete a registration renewal audit prior to their registration expiry date. The issue is caused directly by the operator's inability to conduct or complete the audit, or indirectly by travel limitations that affect IOSA Auditors and Audit Organizations (AOs).

### 2. Summary of Measures for Impacted Operators

The governing bodies of the IOSA Program have agreed to introduce temporary measures with the aim to anticipate and address difficulties Operators will face. This Alert introduces a Temporary Revision (TR) to the IOSA Program Manual (IPM).

The measures introduced in the TR are applicable exclusively to IOSA registered Operators that are unable to undergo or complete a registration renewal audit and fulfil the conditions listed in 7.5.14 of the TR. All other provisions in IPM Edition 12, including existing provisions on Extenuating Circumstances (IPM 7.5.6 and related provisions), remain fully effective. The introduced measures are of temporary nature and will be removed again, once the COVID-19 outbreak is contained at a level that allows normal application of the Program rules.

The TR allows eligible Operators to claim Extenuating Circumstances if an Audit has not taken place, or has taken place and has not been completed, prior to the registration expiry date. If a claim of Extenuating Circumstances is validated by IATA, the Operator will have one hundred eighty (180) days following the registration expiry date, to undergo and close the audit. The audit must be closed within that same time period. Hence, the later an audit is conducted, the less time an operator will have to close any findings in the 180-day time window.

During the Extenuating Circumstances validity, an annotation will be placed on the Operator's registry, stating "The registration renewal audit could not be conducted due to Extenuating Circumstances related to and/or caused by the COVID-19 outbreak. The Operator will remain on the registry until dd mmm yyyy." The annotation will be displayed in addition to the expired registration date. During this period, the Operator enjoys full registration status.

The annotation will be removed once the registration renewal audit has been successfully closed and the IOSA Audit Report has been approved. The renewed registration period will be based on the original expiration date.

The TR is applicable to all eligible IOSA registered Operators.



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An Operator is eligible if the following conditions are met:

1. The Operator is IOSA registered.
2. The Operator's IOSA registration expires within 150 days of making a claim.
3. The COVID-19 outbreak prevents the Operator from undergoing or completing an audit.
4. The Operator has submitted the required status report (Form SAR.F23) together with the claim. The form is available at [www.iata.org/iosa](http://www.iata.org/iosa).

Recognizing potential resource limitations, the restriction for an Audit Organization (AO) to conduct two consecutive audits of the same Operator has been temporarily lifted for affected Operators. This is reflected by the deletion of IPM 8.2.20 in the TR.

If an Operator already has an executed audit agreement with an AO, the Operator should liaise with the AO regarding potential audit dates.

### 3. Impact on Industry Safety Monitoring

The COVID-19 outbreak is impacting the operation of many operators and expands into activities such as partner-airline safety monitoring. This includes but is not limited to code-share safety monitoring, wet-lease and charter safety monitoring and other related areas such as alliance-internal safety requirements.

Additionally, Operators whose IOSA registry is affected by the COVID-19 might be impacted by regulatory requirements, especially if an authority complements its oversight activities with IOSA results.

Notwithstanding the measures introduced with this IOSA Operator Alert and the related IPM TR, the responsibility to ensure proper risk management as well as intact and compliant safety monitoring remains with the organization (for example AOC holder) that engages in a code-share, wet-lease, charter or similar engagement through which passengers and/or cargo are transported on a third party Air Operator Certificate (AOC) holder.

Similarly, it is an AOC holder's responsibility to ensure regular liaison with all its relevant civil aviation authorities to ensure regulatory requirements related to safety monitoring are complied with. Related questions can be directed at [iosa@iata.org](mailto:iosa@iata.org).

To assist the safety efforts of the industry and civil aviation authorities, in the temporary absence of a registration renewal audit and a valid IOSA Audit Report, IATA is introducing a requirement to complete a questionnaire in the form of a self-declaration (Form SAR.F23).

This questionnaire will be made available to partner operators and civil aviation authorities under the same rules as the audit report sharing. Through this measure, an operator can continue to exchange information with its partners. Civil aviation authorities will also have the opportunity to use these reports to complement their activities. Access must be authorized by the Operator in the same way as access would be granted to an audit report.



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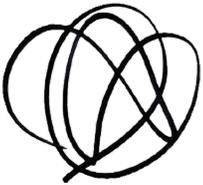
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### 4. IATA's Monitoring of the COVID-19 Impact on IOSA

IATA is monitoring the impact that COVID-19 has on the IOSA registry and its constituency. IATA will maintain close communication with all Operators that will be affected and granted Extenuating Circumstances as per the IPM Ed 12 TR1.

IATA will continue collaboration with the governance groups and issue communications and policy changes in due time throughout this phase. This includes measures to address the possibility that an Operator cannot undergo a registration renewal audit within the extended six-months window.



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