



IOSA Operator Alert 16

Issue date: 14-Jul-2020

IOSA Support Program

Effective date: 14-Jul-2020

This IOSA Operator Alert replaces Alert 15 as it contains a clarification in paragraph 1.2 to align with the IPM Temporary Appendix.

1. IOSA Support Program Updates

The IOSA Program has been developing relief measures to support the airlines affected by the outbreak of COVID-19. With the support from regulators and the IOSA governing body, the IOSA Oversight Council (IOC) and Safety, Flight- and Ground Operations Advisory Council (SFGOAC), the Remote IOSA Audit option is now ready to be launched.

1.1. Remote Audits

Effective with this Operator Alert, the Remote Audit option will be available in addition to an onsite IOSA audit. Airlines will work with their Audit Organizations to determine which option is best suitable for their circumstances. Key differences from the onsite audits are:

- Reduced IOSA Standards Manual (ISM) Checklist
- Shorter IOSA registration period of twelve months
- All audit activities are conducted remotely
- Reduced audit fixed fees

1.2. Extenuating Circumstances Claims

In March 2020, IATA introduced the option of Extenuating Circumstances for Audit Conduct for Operators who were unable to complete or conduct their registration renewal audit within their expected audit window. These operators were given a 180-day extension from their expiry date to complete their registration renewal audit.

However, with the launch of the remote audit option, the extenuating circumstance claim for COVID-19 will now be phased out. This means that, effective 1 August 2020, claims will only be processed if an Operator has temporarily ceased operations at the time of making a claim.

1.3. Questionnaires

As per the IOSA Program Manual (IPM) Ed. 12 Temporary Revision 4, the requirement to submit the operator questionnaire (SAR.F23) every sixty (60) calendar days will remain in effect. The form remains available on the IOSA Repository extranet site and instructions are [available here](#).

1.4. Supporting Documents

With the publication of this Operator Alert, we are releasing the following accompanying documentation that contain all policies and rules:

1. IOSA Support Program Edition 2
2. IOSA Program Manual (IPM) Ed. 12 - Temporary Appendix
3. IOSA Audit Handbook (IAH) Ed. 10 – Temporary Appendix



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- 4. IOSA Standards Manual (ISM) Remote Audit
- 5. ISM Word Checklist

IATA will be monitoring and reviewing the remote audit closely. Feedback from airlines, auditors, audit organizations and regulators, is encouraged and will be gathered through surveys as we start the remote audit program.

1.5 IOSA Support Program Information Sessions

Due to the many program initiatives and changes, the IOSA team will be scheduling several free one-hour information sessions to provide a virtual update of the IOSA Support Program. This means that our airlines will have the opportunity to register for free sessions starting in the week of 20 July 2020:

Session 1 20 July 2020	Session 2 23 July 2020	Session 3 28 July 2020	Session 4 30 July 2020
20h00 – 21h00 EDT	14h00 – 15h00 EDT	15h00 – 16h00 EDT	08h00 – 09h00 EDT

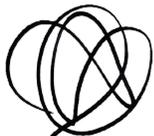
Registration Link: <https://attendee.gotowebinar.com/rt/4918877880746147344>

Please note that the sessions have limited capacity, therefore, we kindly ask you to register for one session only.

As we continue to navigate and adjust to these difficult times, we offer our support to our airlines and encourage you to review the available guidance, training and material available on the [IATA website](#) and [IOSA Documentation site](#). To stay up to date and receive notifications of new publications, you can subscribe to the [documentation site here](#).

For any questions or concerns, please do not hesitate to reach out to our team at iosa@iata.org.

Kind regards,



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