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# Temporary Appendix

## 1. Applicability / Revision

This Temporary Appendix (TA) to the IOSA Program Manual (IPM) is applicable to all stakeholders and parties within the IOSA Program. It may be revised over time and will be re-issued if necessary.

## 2. Inclusion of IPM Ed 13


The TA is issued to address the extraordinary circumstances caused by the COVID-19 pandemic, the disruption of IOSA Audit activities and resulting effects on the IOSA Registry.

The full and permanent IOSA Program Manual Edition 13, including any Temporary Revisions that were issued and that are still valid, remain in effect without limitations. This TA revises existing requirements and introduces new rules and policies.

If a requirement in this TA is in conflict with a provision in either IPM Edition 13 or any Temporary Revision to it, this TA shall prevail to the extent of the conflicting information.

Any numeric chapter references contained in this document are to be used as follows:

- References to the full, permanent edition of the IPM are listed as a numeric chapter only (e.g. IPM 8)
- References to chapters within this TA are preceded with the letters "TA-" (e.g. IPM TA-2 for this chapter)

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### 3. Definitions

The following terms are introduced through this TA and are defined in this chapter. These definitions supplement the definitions contained in the IATA Reference Manual for Audit Programs (IRM).

**Audit phase**

The Audit Phase is the part of a Remote Audit which falls between the Opening Meeting and Closing Meeting. The Audit Phase is the time during which scheduled interviews are planned for a Remote Audit.

**Conformity – Active Implementation**

Conformity – Active Implementation is the assessment used for provisions where an Operator has demonstrated conformity using an active implementation plan. This type of assessment is reserved for cases where an operator would be in non-conformity, however the operator has received a COVID-19 related exemption from the regulator for the same requirement.

**Extended Deadline Date**

The Extended Deadline Date is the date given to an Operator with a validated claim of Extenuating Circumstances for Audit Conduct, by which a renewal audit must be conducted and closed in order to retain IOSA registration.

**Hybrid Audit**

An Initial Audit that is performed using a combination of onsite auditing and remote auditing activities.


**Remote Audit**

A Remote Audit is an IOSA Audit conducted without any onsite verification of evidence. The Audit is conducted remotely using document and record review as well as interviews using teleconferencing technology. Onsite verification would be considered to be performed at the operator’s headquarter, operational base, line station, or at the location of a subcontractor.

A Remote Audit can be conducted as a First Remote or a Second Remote Audit.

**Registration Renewal Audit**

A Renewal Audit, as used in this TA, can be either a full scope onsite renewal audit, or a reduced scope remote audit.

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## 4. IOSA Program Management


### 4.1. Standards Management

IATA shall have a process to provide for reduced scope Remote Audit checklists. Such process shall identify risk levels to IOSA provisions based on a simplified method. IOSA provisions for the reduced scope Remote Audits shall be selected based on the risk levels resulting from this method. There shall be separate checklists for the First Remote Audit and the Second Remote Audit.

### 4.2. Observation of Remote Audits

IATA shall have a process to observe Remote or Hybrid Audits in part or in full for the purpose of quality control and continuous improvement of the Audit.

- (i) Whenever an Audit is performed under a Remote or Hybrid Audit, the IATA QA Program may oversee the IOSA remote audit process, completely or in parts, applying a combination of the different options described below:
  - a. Audit to be followed remotely via communication technology;
  - b. Interview Auditor(s) after the Audit is completed, with a review of the Audit results;
  - c. Interview Auditor(s) to measure discipline knowledge and competence;
  - d. Review of the Audit results with supporting documentation from the auditee.
- (ii) During the selection of the activities to be evaluated by IATA QA Program, the following elements can be considered to determine the scope of the oversight: Auditor performance, AO performance, the Operator's previous IARs and incident/accident reports, new standards, specific disciplines, etc.
- (iii) IATA shall obtain access to related information or documentation from the AO and the Operator prior to, during or after any announced or unannounced observation and/or evaluation.

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## 5. Operator Responsibilities

### 5.1. Audit Preparation


If an Operator is undergoing a Remote or Hybrid Audit, the Operator shall support the preparation of the Remote or Hybrid Audit. This shall include, but not be limited to:

- (i) Timely communication and coordination with the AO to ensure all required activities can be accomplished;
- (ii) Assisting the AO in the scheduling of calls;
- (iii) Provision of all required manuals and documentation at least fourteen (14) days prior to the opening meeting of the audit. All manuals and documents shall be supplied using the method agreed on with the AO;
- (iv) Ensuring reliable internet connectivity during the entire audit phase to enable interviews using video-conferencing technology;
- (v) Participation in at least one trial and/or preparatory activity sufficient time prior to the opening meeting to test the video-conferencing technology;
- (vi) Any further assistance and collaboration necessary to successfully prepare for the audit.

### 5.2. Audit Conduct

If an Operator is undergoing a Remote or Hybrid Audit, the Operator shall support and ensure the successful completion of such Audit. This shall include:

- (i) Ensuring the availability of teleconferencing capabilities during the whole period from Opening Meeting to Closing Meeting as agreed on with the AO during the planning and preparation;
- (ii) Ensuring designated interview partners have sufficient knowledge in the English language to conduct an interview or have translators/interpreters available;
- (iii) Support all planned and non-planned activities to the extent possible to support the Auditors in gathering all required evidence;
- (iv) Providing all relevant evidence as requested by the Auditors in a timely manner;
- (v) Making available randomly selected operational personnel, as required by each Auditor, and to the extent possible, for sampling purposes;
- (vi) Providing up to date-controlled documentation and records, if they have changed between the initial submission and the audit phase.


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### 5.3. Operator Questionnaire

An Operator currently on the IOSA registry shall submit the Operator Questionnaire (SAR.F23) as follows:

- (i) As required by, and on a frequency specified in this TA or as specified in form SAR.F23;
- (ii) Fourteen (14) days prior to a Registration Renewal Audit;
- (iii) Anytime there is a significant change compared to the most recent submission.

*Note: A significant change is any change in operations (such as policies, fleet(s), authorizations) or in the organization, which has the potential to significantly affect operational safety and which pertains to questions in form SAR.F23.*

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## 6. IOSA Registration

### 6.1. IOSA Registry

An Operator is added or retained on the IOSA Registry under the following conditions:

- (i) An Operator has fulfilled all eligibility requirements as outlined in IPM 7; or
- (ii) An Operator has a validated claim of Extenuating Circumstances for Audit Conduct; or
- (iii) An Operator has completed a full scope onsite Renewal Audit or a reduced scope Remote Audit and is completing corrective actions within the deadlines specified in IPM TA-7.4.1; or
- (iv) An Operator has completed a full scope Hybrid Initial Registration Audit and has closed all findings in accordance with applicable rules pertaining to Initial Registration Audits.

### 6.2. Audit Report Validity

An Audit for a renewal of an existing registration shall have a limited period of validity and shall expire as an instrument for IOSA registration at 23:59 local time, at the location of the Operator, as follows:

- (i) For an Audit of an Operator without a validated claim of Extenuating Circumstances for Audit Conduct, on the date exactly two hundred ten (210) consecutive days following the last IOSA registration expiry date;
- (ii) For a Remote Audit, while an Operator is under a validated claim of Extenuating Circumstances for Audit Conduct, on the date exactly two hundred ten (210) consecutive days following the Extended Deadline Date;
- (iii) For a full scope onsite Renewal Audit, while an Operator is under a validated claim of Extenuating Circumstances for Audit Conduct, on the date exactly three hundred (300) consecutive days following the onsite closing meeting date.


Should corrective action in accordance with the accepted Corrective Action Plan (CAP) not be implemented by the Operator, verified by the AO, and the IAR released by IATA prior to the above expiry dates, the Audit becomes invalid as a means for the Operator to renew or re-instate the IOSA registration.

*Note: The IAR must be submitted to IATA at least 15 calendar days before audit expiration to allow sufficient time for quality checks.*

### 6.3. Registration Period

The IOSA registration period shall be as detailed below and, if not successfully renewed, expire at 23:59 local time on the expiry date at the location of the Operator as specified on the AOC.

- (i) For a full scope onsite Renewal Audit, the registration period shall be twenty-four (24) months;
- (ii) For a Remote Audit, the registration period shall be twelve (12) months;
- (iii) For a full scope Hybrid Initial Registration Audit, the regular initial registration period rules apply.

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## 6.4. Registration Renewal

An IOSA registered Operator shall have such registration renewed when all findings resulting from a Renewal Audit, if any, have been closed in accordance with applicable provisions contained in this TA.

The period of renewed registration for a current IOSA Operator shall become effective on the date as specified below:

- (i) For an Audit conducted without a validated claim of Extenuating Circumstances for Audit Conduct, on the date the current IOSA registration expires;
- (ii) For an audit conducted while under a claim of Extenuating Circumstances for Audit Conduct, on the date the current IOSA registration expires, or the date of the Closing Meeting, whichever is later;
- (iii) For an Audit conducted on an Operator in accordance with TA-6.11, on the date of the closing meeting of the Audit conducted in accordance with TA-6.11.2.

Such renewed registration shall expire as defined in IPM TA-6.3. The exact time of such expiry shall be 23:59 local time on the expiry date at the location of the Operator as specified on the AOC.

## 6.5. Registration Removal


An Operator shall be removed from the IOSA Registry under the following conditions, unless the Operator has been suspended in accordance with IPM TA-6.11:

- (i) A Renewal Audit has not been conducted prior to the current expiration date, and a Claim for Extenuating Circumstances for Audit Conduct has not been validated;
- (ii) A Renewal Audit has not been conducted prior to the Extended Deadline Date, for any Operator with a validated claim of Extenuating Circumstances for Audit Conduct;
- (iii) A Renewal Audit has been conducted, but Findings, if any, have not been closed in accordance with the rules outlined in this Temporary Appendix, notwithstanding any claims for Extenuating Circumstances in accordance with IPM 7.5.6.

## 6.6. Registration Reinstatement

An operator that:

- (i) Has been removed from the IOSA Registry in accordance with IPM TA-6.5 (i) or (ii), shall undergo an initial registration Audit;
- (ii) Has been removed from the IOSA Registry in accordance with IPM TA-6.5 (iii), shall be reinstated to the IOSA Registry if all Findings have been closed and the IAR approved within a maximum period of one hundred twenty (120) calendar days following the registration removal.

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## 6.7. Registration Expiry Dates


IOSA Registration expiry dates are based on standard registration periods. A registration expiry date shall only be updated upon the successful conduct of a full scope onsite Renewal Audit, or a Reduced Scope Remote Audit, and subsequent closure of such Audit, including IAR release.

## 6.8. Annotations

In addition to the regular annotations contained in IPM Table 7.1, the following annotations are introduced temporarily.

Description	Annotation
The Operator is under a validated claim of Extenuating Circumstances for Audit Conduct.	"The registration renewal audit could not be conducted due to Extenuating Circumstances related to and/or caused by the COVID-19 pandemic. The Operator will remain on the registry until dd mmm yyyy."
The Operator's registration date has expired, and the Operator is under the extended finding closure period.	"The Operator underwent a registration renewal audit and is under an extended finding closure period. The Operator will remain on the registry until dd mmm yyyy."
The Operator is using the active implementation option for addressing non-conformities related to regulatory exemptions.	"The IOSA Audit Report contains Active Implementation associated with regulatory exemptions related with COVID-19."
The Operator is suspended from the registry in accordance with IPM TA-6.11. During the period of suspension, the operator does not enjoy registration status. Upon successful completion of all steps required in TA-6.11, the suspension will be lifted and registration status re-instated.	"Registration has been suspended until dd mmm yyyy."
<input type="checkbox"/> The Operator has undergone a full Hybrid Initial Registration Audit.	The Operator's Initial Registration Audit has been performed as a hybrid Audit.



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## 6.9. Operator Questionnaire

### 6.9.1 Submission of Questionnaire

An IOSA registered Operator, which is not under a validated claim of Extenuating Circumstances for Audit Conduct, during the period starting 01 July 2020 and until further notice, shall submit to IATA a completed operator questionnaire (Form SAR.F23), and re-submit this form every ninety (90) days or whenever there is a significant change compared to the most recent submission.

The initial submission shall be made within ten (10) calendar days of the above effective date, and re-submission shall subsequently be made every ninety calendar (90) days.

*Note: Any information reported through form SAR.F23, which falls within the scope of IPM 7.7.1, will be considered as reported by the Operator and does not need to be reported separately.*

### 6.9.2 Failure to Submit

Failure to submit form SAR.F23 as required in IPM TA-6.9.1 may result in the temporary suspension of the Operator, until successful submission of the form.

## 6.10. Extenuating Circumstances for Audit Conduct

### 6.10.1 Eligibility

If an Operator is unable to undergo or complete a Renewal Audit prior to the current expiration date, the Operator may submit a claim of Extenuating Circumstances for Audit Conduct. The validity of a claim of Extenuating Circumstances shall be determined by IATA, based on internal criteria and circumstances which may justify such a claim. As a minimum, an Operator must fulfil the following conditions:


- (i) The Operator is IOSA registered;
- (ii) The Operator's registration expiration date is within 150 days of the date of making a claim of Extenuating Circumstances for Audit Conduct;
- (iii) The Operator is not able to undergo or complete a Renewal Audit due to conditions and limitations related to and/or caused by the COVID-19 pandemic;
- (iv) An updated SAR.F23 form is submitted to IATA together with the claim of Extenuating Circumstances for Audit Conduct.

*Note: Effective 1 May 2021, claims for Extenuating Circumstances for Audit Conduct will no longer be accepted.*

### 6.10.2 Extension Period

Should a claim of Extenuating Circumstances for Audit Conduct be validated by IATA, the Operator will remain on the IOSA registry for a period of one hundred and eighty (180) calendar days following the current expiration date. The current expiration date will remain unchanged until a Renewal Audit has been conducted, successfully closed, and the IAR approved.

The following annotation shall be placed on the Operator's registration until the Renewal Audit has been conducted, successfully closed, and the IAR approved: "The registration renewal audit could not be conducted due

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to Extenuating Circumstances related to and/or caused by the COVID-19 pandemic. The Operator will remain on the registry until dd mmm yyyy." During this period, the Operator enjoys full registration status.

*Note: If an Operator's validity of the Claim of Extenuating Circumstances for Audit Conduct expires before 30 April 2021, such validity shall be extended until 30 April 2021.*

## 6.10.3 Operator Questionnaire

An Operator with a validated claim of Extenuating Circumstances for Audit Conduct shall submit an up-to-date status report using form SAR.F23 provided by IATA every ninety (90) days or whenever there is a significant change compared to the most recent submission. Failure to provide and update this report may result in invalidation of the Extenuating Circumstances claim. The form will be made available to parties authorized by the Operator.

## 6.11. Operators not operating

### 6.11.1 Suspension

Effective 1 May 2021, if an Operator has temporarily ceased operations and cannot undergo a Registration Renewal Audit, such Operator shall be suspended from the IOSA Registry on the Registration Expiry date or the Extenuating Circumstances Deadline Date, whichever is applicable. Such suspension has the following conditions:

- (i) An annotation is added to the Operator's registration;
- (ii) The registration expiry date remains unchanged;
- (iii) The maximum suspension period is limited to ninety (90) calendar days, following which the Operator is removed from the IOSA Registry.

### 6.11.2 Renewal Audit


An Operator suspended in accordance with TA-6.11.1 shall undergo an onsite Registration Renewal Audit or a Reduced Scope Remote Audit within a maximum period of ninety (90) calendar days of the current Expiry date or the Extenuating Circumstances Deadline Date, whichever is applicable. If an Audit does not take place within ninety (90) calendar days, the Operator shall be removed from the Registry.

### 6.11.3 Closure period for findings

An Operator undergoing an Audit in accordance with TA-6.11.2 shall close all findings resulting from such Audit within a maximum period of 150 calendar days following the Closing Meeting. The Operator shall be removed from the Registry, should the Operator not close all findings within this period.

### 6.11.4 Lifting of suspension

The suspension in accordance with TA-6.11.1 shall be removed upon successful closure of the Audit in accordance with TA-6.11.3. The renewed registration period shall be in accordance with TA-6.3 and shall be based on the Closing Meeting date of the Audit performed in accordance with TA-6.11.2.

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## 7. Audit Program

### 7.1. Audit Planning

#### 7.1.1 Planning Process

The AO shall have a planning process to support the conduct of a Remote or Hybrid Audit and to ensure the objectives of the Audit are achieved. Such planning process shall take into consideration:

- (i) Availability of reliable internet connectivity;
- (ii) Availability of tools to support teleconferences;
- (iii) Availability of file sharing platforms or other accepted means to receive documentation;
- (iv) Location of auditee and auditors during the Audit;
- (v) Language of the auditors, auditee and related documentation;
- (vi) Observation of audits by IATA in accordance with IPM TA-4.2.

#### 7.1.2 Auditor Days

The AO shall ensure an Audit of a single Operator is planned for a minimum of:

- (i) Thirty (30) auditor days for a regular onsite Audit as outlined in IPM 8.2.5;
- (ii) Ten (10) auditor days for a reduced scope First Remote Audit;
- (iii) Seventeen (17) auditor days for a reduced scope Second Remote Audit;
- (iv) Thirty (30) auditor days for a full scope Hybrid Initial Registration Audit.


#### 7.1.3 IOSA Preparation Visit (IPV)

The AO shall have a process to conduct an IOSA Preparation Visit (IPV) at the discretion of the Operator and in accordance with requirements outlined in IPM Ed 13. If an Operator is planning to undergo a Remote Audit or a Hybrid Audit, the IPV may be delivered remotely using video conferencing technology.

#### 7.1.4 Consecutive Audits

When conducting an Audit, the AO shall ensure that it has not conducted the previous Audit of that Operator, even in such a scenario where the Operator may have not closed that previous Audit. AO shall ensure that no Auditor who has participated in the previous Audit of the Operator (e.g. an Auditor working for multiple AOs) is part of the team that will perform the upcoming Audit. For the purpose of this restriction, Reduced Scope Remote Audits are considered as a previous Audit.

Note: An AO may conduct an Audit of an Operator for which it has conducted the previous Audit, provided no other AO is able to conduct the Audit of the Operator, and the Operator has provided sufficient evidence of refusal to IATA by the remaining AOs.

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## 7.2. Audit Preparation

The AO shall have a process to ensure each Auditor prepares for a Remote Audit or Hybrid Audit. Such preparation shall include

- (i) Review of all relevant documents submitted by the Operator;
- (ii) Review of the previous IAR;
- (iii) Review of the Operator Questionnaires (SAR.F23), if available;
- (iv) Review of country-specific exemptions granted by Authorities as published in the ICAO CCRD website and/or provided by the Operator;
- (v) Assessment of documentation using controlled documentation submitted by the Operator;
- (vi) Establishment of detailed interview questions and strategies for each Auditor for the interviews, as outlined in the IAH.

## 7.3. Conducting the Audit

### 7.3.1 Opening and Closing Meeting

The AO shall ensure the Audit is started with an opening meeting and concluded with a closing meeting. Opening and closing meetings shall:

- (i) be conducted using teleconferencing methods for Remote Audits, and for Hybrid Audits if applicable;
- (ii) be open to management and staff of the Operator;
- (iii) be conducted by the designated Lead Auditor;
- (iv) be presented using a standard presentation format;
- (v) contain the items listed in the IAH.

### 7.3.2 Using the Checklist


The AO shall ensure Auditors are using the correct checklist for the Audit as follows:

- △ (i) The full IOSA checklist for a full scope onsite Renewal Audit, or Hybrid Initial Registration Audit;
- (ii) The reduced scope IOSA Remote Audit checklist for a First Remote Audit;
- (iii) The reduced scope IOSA Remote Audit 2 checklist for a Second Remote Audit.

### 7.3.3 Gathering Evidence

The AO shall ensure Auditors, during a Remote Audit or Hybrid Audit, are gathering necessary evidence to assess conformity with all provisions contained in the IOSA checklist. Such gathering of information shall be accomplished as described in the IAH and shall include the following:

- (i) Review of controlled documentation provided by the Operator prior to the Opening Meeting;
- (ii) Review of records provided by the Operator prior to the Opening Meeting;
- (iii) Interviews and review of evidence and documentation during the Audit Phase.

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### 7.3.4 Assessing Regulatory Exemptions

The AO shall ensure Auditors identify temporary regulatory exemptions from applicable regulations granted to an Operator by the Authority and shall ensure Auditors:

- (i) Verify the validity of such temporary exemption using procedures outlined in the IAH;
- (ii) Assess the corresponding provision as Conformity – Active Implementation;
- (iii) Document the existence of such regulatory exemption in the Audit Software as outlined in the IAH;
- (iv) Verify that the Operator’s projected conformity with the IOSA provision will be within a maximum time frame of one hundred eighty (180) days following the deadline to close any findings, or within the time frame allowed by the Authority, whichever is less.

### 7.3.5 Audit Duration

The AO shall ensure a Remote Audit, once the Opening Meeting has taken place, is not interrupted by more than one business day without interviews and is concluded within 5 business days following the Opening Meeting. Exemptions to these rules can be requested from IATA by the AO in case of unforeseen circumstances.

Full scope Audits (onsite Registration Renewal Audits or Hybrid Initial Registration Audits) shall not be interrupted once commenced without prior approval from IATA.

### ⊗ 7.3.6 Focus Areas

Provision deleted (included in IPM Ed 13).


## 7.4. Audit Follow-up

### 7.4.1 Closure Period Findings

Findings resulting from a Renewal Audit, whether this was conducted as a Remote Audit or a full scope onsite Audit, shall be closed at the latest by the following deadlines:

- (i) For a full scope onsite Renewal Audit, within ninety (90) calendar days following the expiry date of the current IOSA registration;
- (ii) For a remote Renewal Audit, within ninety (90) calendar days following the expiry date of the current IOSA registration;
- (iii) For a remote Renewal Audit conducted while under a validated claim of Extenuating Circumstances for Audit Conduct, within ninety (90) calendar days following the Operator’s EC deadline date as communicated by IATA;
- (iv) For a full scope onsite Renewal Audit, conducted while under a validated claim of Extenuating Circumstances for Audit Conduct, within one hundred eighty (180) calendar days following the onsite closing meeting date.

If findings are not closed by the above deadline dates, an Operator shall be removed from the IOSA Registry in accordance with IPM TA-6.4.

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## △ 7.5. Remote Audits

### 7.5.1 Eligibility

A Remote Audit agreement shall only be executed as an amendment to a previously executed full-scope onsite Audit Agreement. An Operator shall be eligible for a Remote Audit under the following conditions:

- (i) Current government-imposed travel or entry restrictions at the Operator's place of business do not allow an Audit Team to travel onsite, an onsite Audit would result in unreasonable additional variable costs to the Operator or the contracted Audit Organization is unable to assemble an Audit Team for an onsite Audit; and
- (ii) The Opening Meeting is planned to take place within 45 days following the execution of the Remote Audit Amendment Agreement.

*Note: Unreasonable additional variable costs would represent costs directly related to government-imposed public health measures such as quarantine, testing, or other related requirements. Unreasonable would generally be defined as costs in excess of 10% of onsite Audit fixed fees.*

### 7.5.2 Remote Audit Options

An eligible Operator in accordance with TA-7.5.1 shall undergo:

- (i) A First Remote Audit if it has never undergone a Remote Audit.
- (ii) A Second Remote Audit if it has already undergone a First Remote Audit.

## □ 7.6. Initial Registration Audits


### 7.6.1 General

Initial Registration Audits shall be conducted based on the existing rules in the IOSA Program Manual. Operators planning to undergo an Initial Registration Audit, but unable to adhere to all IOSA Program rules, may be exempted from some of the requirements based on the conditions and provisions outlined in this TA-7.6.

### 7.6.2 Eligibility

An operator may be eligible for an Initial Registration Audit under this TA-7.6 under the following conditions:

- (i) A regular onsite Initial Registration Audit cannot be completed by the allocated Audit Organization due to government-imposed travel restrictions, or an onsite Audit would result in unreasonable additional variable cost to the Operator, or the Audit Organization is unable to assemble an Audit Team for an onsite Audit;
- (ii) IATA has confirmed the operator's eligibility under this TA-7.6.

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### 7.6.3 Audit Planning and Conduct

For the purpose of audit planning and conduct, the following conditions and restrictions are applicable for Initial Registration Audits conducted under this TA-7.6:

- (i) Audits may be performed as Hybrid Audits, with a portion of the Audit performed onsite and the remaining portion of the Audit performed remotely;
- (ii) Every Hybrid Audit must be planned with the maximum number of days and auditors onsite, as feasible under consideration of the eligibility criteria listed in TA-7.6.2 (i);
- (iii) Every Audit planned under this TA-7.6 must be presented to IATA for approval. Such planning must specify the activities which are planned onsite and remote, and must justify the use of all remote auditing, considering the eligibility criteria listed in TA-7.6.2 (i);
- (iv) All other requirements pertaining to Remote Audits, as detailed in this TA and as applicable to the remote auditing portion, are fulfilled;
- (v) Auditing and recording procedures shall be applied as per the IOSA Audit Handbook (IAH).

*Note: IATA reserves the right to define grace periods before approving requests for Hybrid Initial Registration Audits.*

### 7.6.4 Performance of Mandatory Observations


Some Mandatory Observations may be exempted from an Audit performed under this TA-7.6, if they are logistically not feasible. Any Mandatory Observation, which can be performed at a location other than the operator's headquarter or operational base, shall be performed if feasible. Relevant procedures outlined in the IAH shall be followed.

### 7.6.5 Annotation

An operator having completed an Audit based on the rules of this TA-7.6, shall receive an annotation on the registry in accordance with TA-6.8 during the initial registration period.

### 7.6.6 Monitoring

An Operator having completed an Audit based on the rules of this TA-7.6, shall be subject to IATA's monitoring during the entire registration period. Based on the distribution of onsite vs remote auditing, an Operator may be subject to an onsite Verification Audit during the registration period, at IATA's discretion.

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## 8. IOSA Data Analysis

### 8.1. Operator Questionnaires

IATA shall provide an online Operator Questionnaire (Form SAR.F23), aimed at capturing relevant information about the Operator during the COVID-19 pandemic. Such Questionnaire shall serve the purpose of information sharing among operators and regulators.

### 8.2. Questionnaire Sharing

IATA shall ensure the Operator Questionnaire, as specified in IPM TA-8.1, is made available to interested parties under the same processes and limitations applicable to IARs, as specified in IPM 9.9.

### 8.3. Questionnaire Data Analysis

IATA at its discretion may conduct analyses of information supplied by the Operators through Operator Questionnaires (SAR.F23) as a function of its responsibility for IOSA program management and promotion of industry safety. Analyses of this information shall be accomplished for the purpose of monitoring, among other things:

- (i) industry conformity with IOSA standards and recommended practices (ISARPs) for statistical safety reporting;
- (ii) other IOSA program areas as necessary for quality assurance.

All data analysis shall be for statistical purposes only and shall ensure the data is always de-identified.