



IOSA Operator Alert 26

Issue date: 18-May-2022

IOSA Support Program

Effective date: 18-May-2022

1. Reason for Issue

With the release of Revision 3 to the IOSA Program Manual Ed 13 Temporary Appendix, the IOSA Support Program rules are changing. This Alert is issued to explain the changes.

2. Remote Audits

Onsite Audits are becoming increasingly the norm again. Therefore, Remote Audits, as an option under the Support Program, will be phased out in the coming weeks.

Remote Audits will be replaced by the option to undergo a full scope Hybrid Audit, leading to a regular 24-month registration period. A Hybrid Audit allows auditing to take place in a combination of remote and onsite activities. As there are still some countries with very restrictive entry requirements, the Hybrid Audit could also be accomplished as a full scope Remote Audit, in case no onsite presence is possible at all. This will also be the solution for any operator that has already undergone 2 Remote Audits and still cannot accommodate a full onsite audit.

Any IOSA Audit agreement signed after 30 June 2022 will no longer have the option for a Remote Audit in case an onsite audit is not possible. Instead, the operator will have the option of the Hybrid Audit with a reduced onsite presence in case travel restrictions are in place.

Any operator with a T-150 window opening before 30 June 2022, that has already undergone two Remote Audits, will have the option to undergo a Hybrid Audit.

3. Extended Finding Closure Period

Over the last two years, most operators have been provided a 90-day extension period beyond the expiry date to close findings. This extension period was provided to allow for more flexibility in the planning of the Audit dates, to facilitate more onsite Audits.

As the situation improves around the world, and more flexible audit options are available, this extension will be phased out:

- i. Any operator which has a 90-day extended finding closure deadline before 31 December 2022, will still be able to use such full extension.
- ii. For all operators where the extended finding closure period would go beyond 31 December 2022, the Audit closure deadline date will be 31 December 2022 or the registration expiry date of the operator, whichever is later. That means, the extended finding closure period will not go beyond 31 December 2022 and the extended finding closure period is gradually phased out from 90 days to 0 days until 31 December 2022.
- iii. Any operator with a registration expiry date of 1 January 2023 and later, will need to adhere to regular Audit closure deadline dates. This means the Audit report must be submitted to IATA, with all findings closed, at the latest by the operator's registration expiry date.



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4. Actions for Operators

Operators are invited to study the new rules and plan agreements and Audits accordingly. For any questions or concerns, please do not hesitate to contact us at iosa@iata.org

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