Dear Operators,

The world is going through an unprecedented situation. All our lives, our families, our work, businesses and communities have been changed by COVID-19. First and foremost, our hearts go to everyone who has been impacted directly or indirectly by the virus.

We are reaching out to you with an update on the work we are doing within the IOSA Program.

As a first measure, we have recently introduced a Temporary Revision (TR) to the IOSA Program Manual (IPM) to grant a claim of extenuating circumstances for IOSA-registered Operators whose audits cannot be performed or completed due to COVID-19. The TR provides for an extension to the IOSA registry, with the objective to provide maximum flexibility during the crisis while maintaining alignment with regulators' expectations.

To provide further relief, the following decisions have been made in accordance with IOSA governance rules:

- Following a registration renewal audit during the extended period of a claim of extenuating circumstances, the renewed registration expiry date will be dated 24 months from the on-site closing meeting, instead of the last expiry date. This provides operators with additional registration time. For details, please refer to IPM Ed. 12 TR2.
- The publication of ISM Edition 14 has been deferred until further notice. A future effective date is anticipated for September 2021, prior to which, an extensive grace period will be provided to the operators.

- ISM Edition 13 will continue to remain in effect until September 2021. Planned upgrades to Standards as well as Active Implementation and Parallel Conformity deadlines currently published in ISM Edition 13, will be extended through a Temporary Revision to ISM Edition 13. For this, please refer to ISM Ed. 13 TR 2020-1.
- The review and incorporation of relevant provisions related to the recently published Amendment 44 to Annex 6 and Amendment 17 to Annex 17 will be deferred. An overview of the main operator requirements is provided in the Appendix. These should be used to assess whether an operator or its partner airlines are in compliance with the new requirements. It is strongly recommended to consult the ICAO Annex and applicable Amendments on the ICAO website.

We are working on a plan that will allow operators, Audit Organizations, IOSA Auditors and the entire program bridge the crisis and to transition back to regular program application in an orderly manner. Several aspects will be considered, including but not limited to:

- the absence of operational activities and resulting lack of evidence during the audit,
- related registration and program rules,
- related audit methods and procedures,
- IOSA Auditor currency/recency related issues, and
- the capacity to address the accumulated audit demand.

The measures will be introduced in collaboration with the IOSA Program governing bodies and in alignment with regulatory requirements and expectations, as well as in a fair, transparent, and accommodating way.

Challenging times like this have a major impact on the daily operations. Drastically changing realities can force an operator to deviate from established systems, programs and processes. It is therefore critical to have sound risk- and change management processes in place, in order to address the dynamics without compromising safety.

The IOSA provisions are derived from global aviation standards and industry best practices. Adhering to these standards will greatly assist in maintaining a safe operational environment. Even in the absence of audits, we urge all operators to continue using the IOSA standards as the guiding safety principles, and to comply with them at all times to the extent possible.

Please follow the information on the IOSA documentation site. You can also join the IOSA group for updates on LinkedIn. Rest assured that we are committed to support the IOSA community during this time and we will continue to communicate throughout this period and beyond. For any suggestions, ideas and questions, please do not hesitate to contact us at iosa@iata.org.
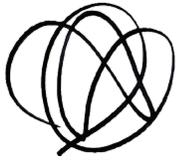
Stay strong,

Gilberto López Meyer
Senior Vice-President
Safety & Flight Operations
IATA

Appendix

ICAO Annex 6 Amendment 44

ICAO has issued Amendment 44 to Annex 6 that is applicable 5 November 2020 (www.icao.int). With the deferral of ISM Ed. 14, the following changes contained in Amendment 44 are not yet addressed in the ISM:

- Ch 4.1.2 - New flight planning and in-flight re-planning requirements to ensure airspace that will be used by a flight will be safe. Additionally, a requirement for a safety risk assessment when a flight is planned over or near conflict zones. Consideration of a safety risk assessment (SRA) for flights over conflict zones is currently is addressed only in FLT and DSP guidance material.

- Ch 4.2.8 - Additional required operator considerations specified for the establishment of low visibility operating minima. ISM 14 does not specifically address these new operating minima considerations

- Ch 4.7.2 - New requirement for EDTO approvals to identify the applicable threshold time established for each particular aircraft type and engine combination.

- Ch 6.1.5 - New standards for aircraft operated under Article 83 bis agreements mostly applicable to states. However, there could be possible implications for operators for operators related to the carriage of agreement copies on aircraft and the presentation of such copies to an aviation safety inspector during a SAFA ramp check.

- Ch 6.3.2.3.3 - New requirement for all aircraft for which the individual certificate of airworthiness is first issued on or after 1 January 2025 to be equipped with a cockpit audio recording system (CARS) that retains information recorded during at least the last two hours of operation.

- Ch 6.3.3 - Revised requirements that could potentially reduce the number of aircraft that must be equipped with a data link recorder (DLR). Also, an additional recommendation to address aircraft that are excluded from revised DLR requirements. Both changes will need to be reflected in ISM MNT Table 4.11, which contains specifications for aircraft systems and equipment.

- Ch 6.18.1 - The future equipage date for distress tracker in Annex 6, Part I, 6.18.1 and 6.18.2 is amended to 1 January 2023.

- New Chapter 15, 15.1 - New standard requiring SRAs for the transport of items in the cargo compartment. New SRA standard exceeds scope of SRAs currently described in ISM 14 GM.

- New Chapter 15, 15.2 - New cargo compartment fire protection standards.

The following are new Annex 6 requirements already addressed in the draft Ed. 14, however they will be delayed due to the delayed publication of Ed 14:

- Ch 4.4.1.1 – Requirement that an approach is not continued below 300 m (1 000 ft) above airport elevation unless the PIC is satisfied that, with the runway surface condition information available, the aircraft landing performance assessment will permit a safe landing. (Note: This requirement in ISM 14 is contained in new FLT 3.11.68B, which is a recommended practice that will be upgraded to a standard on 1 September 2021.)

- Ch 4.4.2.1 – Requirement that the PIC report a runway braking action special air-report (AIREP) when the runway braking action encountered is not as good as reported. (Note: This requirement in ISM 14 is contained in new FLT 3.15.5, which is a recommended practice that will be upgraded to a standard on 1 September 2021.)

ICAO Annex 17 Amendment 17

ICAO has issued Amendment 17 to Annex 17. With the delay in publication of ISM Ed 14, the following changes are not yet addressed in the ISM:

- Ch 2.1.4 - Protection of sensitive aviation security information.

- Ch 2.4.1 and 2.4.2 - International cooperation for additional measures.

- Ch 3.1.12 - Initial and recurrent security awareness training.

- Ch 3.4.1 - Enhance scope of background checks as well as enhanced applicability.

- Ch 3.4.9 - Oversight of outsourced external service providers.

- Ch 4.2.5 and 4.2.6 - Screening of staff. Enhancement of the requirement to ensure 100% staff screening.