



IOSA Support Program

1. Introduction

In alignment with the IATA Board's declaration of the [Five principles for re-starting aviation](#), the IATA Operational Safety Audit program (IOSA) is being revised to offer a safety focused, attainable, flexible and effective approach in light of the COVID-19 crisis.

The IOSA Support Program is based on the following three objectives:

1	Support Airlines with pertinent & affordable audit solution.	2	Ensure minimum industry-wide safety assurance activity during the crisis.	3	Contribute to reopening of air traffic by providing trustworthy audit results to CAAs.
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Under the governance IOSA Oversight Council (IOC), and the guidance of SFGOAC (Safety, Flight and Ground Operations Advisory Council), IATA introduced the following relief measures for IOSA registered Operators and IOSA Auditors to manage the impact of the COVID-19:

- Operators are able to submit a claim of Extenuating Circumstances for Audit Conduct. If they are unable to undergo or complete a registration renewal audit prior to the current expiry date, they can be granted with additional 180 calendar days following the current expiry date.
- Registration expiry dates are calculated from the on-site closing meeting date instead of the last expiry date.
- IOSA Standards Manual (ISM) Edition 14 has been deferred until further notice with a future effective date anticipated for September 2021.
- Temporary Revision to ISM Edition 13 has been issued to extend Active Implementation and Parallel Conformity Option dates therein.
- Rules on consecutive use of Audit Organizations were clarified and IOSA Auditor qualification and currency requirements were revised.

Documentation related to above information can be found at www.iata.org/iosa.

Being constantly in communication and consultation with CASA, EASA & FAA, IATA has received significant support and acceptance from them regarding the introduced measures. The following chapters summarize additional measures planned under IOSA Support Program which are planned to be implemented by August 2020.

2. Remote IOSA Audit

One objective of the IOSA Support Program is to ensure a minimum industry-wide safety assurance activity during the crisis, especially in light of constrained regulatory safety oversight.

Governments closed borders and limited the movement of people. This poses a challenge to the conventional onsite IOSA Audit. Therefore, a Remote IOSA Audit option will be introduced.



The Remote IOSA Audit is being considered as following:

- The scope of the Audit will be considerably reduced to comprise:
 - IOSA standards that are safety-critical during the COVID-19 crisis;
 - Possible new provisions related to transportation of cargo in the cabin;
 - Possible new provisions related to mitigating aviation health safety risks based on recognized requirements and guidance;
 - Capturing of information related to extensions and exemptions granted to the Operator by its civil aviation authority in line with the ICAO COVID-19 Contingency Related Differences (CCRD);
 - Capturing of information related to business continuity plans of the Operator.
- The task of reducing the scope is being performed by IOSA Task Forces and IATA under the governance and control of the IOC.
- The Audit will be available at a lower fee, travel and accommodation cost of the auditors will be also eliminated.
- The registration period will be limited to one-year;
- IOSA registered Operators will be able to select between a full scope on site or reduced scope remote audit options, but if onsite audit is feasible IATA recommends that airlines will go for that option.

3. Audit Reports and Operator Questionnaires

Currently, several states, complement their operator oversight with the IOSA Program. Furthermore, IOSA requirements are embedded into regulations or are mandated. For this purpose, IATA has numerous Memorandum of Understanding in place with states.

As listed above, the IOSA Support Program introduces changes that will capture information relevant during the crisis. This enriched IAR (IOSA Audit Report) can be shared with authorities and airline partners, under the Operator's consent.

Operators will submit relevant information by means of an Operator Questionnaire. This is currently limited to Operators submitting a claim of Extenuating Circumstances; however, the intention is to roll this out to all IOSA registered airlines. Completed questionnaires are shared with authorities and partner airlines under the same principles as the IARs. No IAR or questionnaire will be shared without the Operator's consent.

4. Guidance and Webinars

To further assist Operators during the crisis, the IOSA Guidance for Safety Monitoring under COVID-19 was published in May 2020. The document can be found at www.iata.org/iosa.

This guidance will be continuously revised in alignment with IOSA program policies and industry best practices.

IATA will introduce webinars and workshops as necessary to communicate the Remote Audit process and related options as well as to provide assistance regarding safety, quality and compliance monitoring.

5. IOSA Health

As mentioned above, IATA is working on potentially new provisions related to mitigating aviation health safety risks to the IOSA Standards Manual. Related assessments could be made available to IOSA registered Operators through the Remote Audit as well as regular Onsite Audit options.



6. Quality Assurance

IATA is developing new methods for quality control checks of the IOSA Audit Reports and the quality assurance of IOSA Auditor performance. The objective is to maintain the high quality, accuracy and relevance of the reports while also upholding regulatory confidence in the audit programs.

Audit Organizations and IOSA auditors will be subject to remote oversight through desktop audits, potential shadowing of the audit teams during remote IOSA audits, through review and dialogue with the auditors on their assessment or by verifying the assessments in the audit software.

Several options are being explored and IATA is going to develop the most suitable solution. The quality control area is seeing the benefits from the Audit Programs Digital Transformation. The analysis of business intelligence from the audit reports brings meaningful insight into the IOSA Auditors' performance while driving consistent assessments and improvements and securing the agility of the entire system.