



IPM Edition 12 Temporary Revision 4

Reference:	IPM.ED12.TR4
Issue date:	23 Jun 2020
Effective date:	01 Jul 2020

General Overview

This Temporary Revision IPM.ED12.TR4 (TR) to the IOSA Program Manual (IPM) Ed 12 introduces and updates measures developed for addressing the outbreak of the COVID-19 virus and the effects it has on IOSA registered Operators.

Effective and Validity Date of This Temporary Revision

This TR shall become effective on 01 Jul 2020 and shall remain valid until further notice.

Approval

Step	Name	Date
Reviewed by:	Serkan Simitcioglu Head, IOSA	Jun 2020
Recommended by:	Catalin Cotrut Director, Audit Programs	Jun 2020
Approved by:	Gilberto Lopez Meyer Senior Vice President Safety and Flight Operations	Jun 2020



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Glossary of Symbols

- Addition of a new item.
- Change to an item.
- Deletion of an item.

- 7.3.2** Operators currently registered on the IOSA registry, which are not under a validated claim of Extenuating Circumstances for Audit Conduct, during the period starting 01 July 2020 and until further notice, shall be required to submit to IATA a completed operator questionnaire (Form SAR.F23), and re-submit this form every two calendar months.
The initial submission shall be made within 10 calendar days of the above effective date, and re-submission shall subsequently be made by the last day of the month of every two (2) calendar months.

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.

- 7.3.3** Failure to submit form SAR.F23 as required in **IPM 7.3.2** may result in the temporary suspension of the Operator, until successful submission of the form.
- 7.3.4** Successful conduct of a regular full-scope onsite Renewal Audit after 01 July 2020, and subsequent closure of such Audit, with the IAR approved and available for sharing, shall relieve an Operator from the obligation to submit form SAR.F23 as required in **IPM 7.3.2**.

7.7.1 An Operator shall report to IATA any circumstances or conditions that significantly affect, or have the potential to significantly affect, the management system and/or operations of the Operator. Such report shall provide all details of a particular circumstance or condition and shall be forwarded to IATA immediately, but not more than seven (7) calendar days after the circumstance or condition becomes known to the Operator. Reports shall be sent to iosa@iata.org. Reportable circumstances or conditions, applicable to the IOSA Operator, shall include, but not be limited to any of the following:

(i) cessation of operations;

(ii) Air Operator Certificate (AOC) changes, such as:

- (a) suspensions;
- (b) revocation; or
- (c) restrictions;

(iii) changes to fleets/operations as follows:

- (a) the addition of aircraft type(s) not being operated during the last IOSA Audit;
- (b) commencement of any special operations that were not conducted during the last IOSA Audit (e.g. EDTO, etc.).

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(iv) measures imposed by a regulatory authority, such as;

- (a) sanctions;
- (b) refused authorizations or approvals; or
- (c) bans and suspensions.

(v) an event involving the operation of an aircraft that meets the criteria of a Serious Incident or an accident as defined in ICAO Annex 13, Chapter 1; or

(vi) any takeover, merger, consolidation or other significant change to the management or operating structure of the organization; or

(vii) financial difficulties, to include major and repeated deferrals of financial obligations, applications for protection from creditors or pending insolvency proceedings.

△ 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.

- 9.9.7** IATA shall provide an online Operator Questionnaire (Form SAR.F23), aimed at capturing relevant information about an Operator during the COVID-19 crisis. Such Questionnaire shall serve the purpose of information sharing among operators and regulators.
- 9.9.8** IATA shall ensure the Operator Questionnaire, as specified in 9.9.7, is made available to interested parties under the same processes and limitations applicable to IARs, as specified in IPM 9.9.