



IOSA Operator Alert 12 **IOSA and COVID-19**

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Dear Colleagues,

IATA is closely monitoring developments related to the Coronavirus (COVID-19) outbreak in coordination with the World Health Organization (WHO) Secretariat, ICAO and the US Centers for Disease Control. Please visit www.iata.org to obtain further information on IATA's related guidelines and recommendations.

We have been increasingly receiving inquiries from operators that want to know if they can postpone their audit, if IATA will provide relief or new policies to address the COVID-19 impact on them. This Alert provides an update on the developments under the IOSA Program.

We have been developing and evaluating several options as temporary measures to assist airlines in passing through this period. These options are being circulated among the relevant IATA governance groups and we expect that by end of this week (20 March 2020), we will have a decision on a temporary solution, however there is a chance of a delay into the week after.

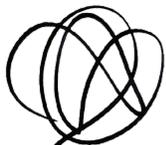
The solution will be released in form of a Temporary Revision (TR) to the IOSA Program Manual (IPM). It will be released on the IOSA website (www.iata.org/iosa) together with an 'IOSA Operator Alert'. This Alert will contain additional information and explanatory content.

We will continue providing you with information as soon as a decision is made that will assist our airlines.

Please contact us at iosa@iata.org if you require special assistance or if you have any further questions.

IATA is there to support operators worldwide throughout this difficult phase and into an eventual recovery.

With best regards,



Gilberto Lopez Meyer
Senior Vice President
Safety and Flight Operations
IATA