# IOSA SELF-EVALUATION FORM (SEF)

|  |  |
| --- | --- |
| **Airline(s) Involved** | Click here to enter text. |
| **Date Self Evaluation Completed** | Click here to enter text. |
| **Date(S) Of Completion Of Any Previous Self- Evaluations** | Click here to enter text. |
| **Completed By** | Click here to enter text. |

CONTENTS

[IOSA SELF-EVALUATION FORM (SEF) 1](#_Toc495567512)

[INTRODUCTION 3](#_Toc495567513)

[DISCLOSURE 3](#_Toc495567514)

[SECTION A: THE NEED FOR SELF-EVALUATION 4](#_Toc495567515)

[Changes on the AOC, or Regulatory Action 4](#_Toc495567516)

[Change in Operations 4](#_Toc495567517)

[Change in Fleets 5](#_Toc495567518)

[Merger or Acquisition 5](#_Toc495567519)

[Serious Incident or Accident 6](#_Toc495567520)

[SECTION B: IMPACT OF THE CHANGES IN IOSA 7](#_Toc495567521)

[1 Organization (ORG) 7](#_Toc495567522)

[2 Flight Operations (FLT) 8](#_Toc495567523)

[3 Operational Control And Flight Dispatch (DSP) 10](#_Toc495567524)

[4 Aircraft Engineering And Maintenance (MNT) 11](#_Toc495567525)

[5 Cabin Operations (CAB) 12](#_Toc495567526)

[6 Ground Handling Operations (GRH) 12](#_Toc495567527)

[7 Cargo Operations (CGO) 14](#_Toc495567528)

[8 Security Management (SEC) 16](#_Toc495567529)

# INTRODUCTION

The IOSA Program Manual (IPM) Section 7.7, “Reporting Responsibility”, requires airlines on the IOSA registry to report any significant changes to IATA.

This IOSA Self Evaluation Form (SEF) is designed to record the details of significant organizational / operational changes, including but not limited to events such as a regulatory action, merger, takeover, acquisition or consolidation, cessation or restriction of operations, a serious incident, and an accident.

To enable IATA to evaluate the circumstances and the impact of the changes that have taken place, airlines should ensure that all relevant details are provided.

Kindly fill out the relevant tables within Section A and Section B.

# DISCLOSURE

By completing and signing this report, the Operator hereby represents and warrants that it has exercised due care in evaluating its current status, as required hereunder and with reference to the applicable IOSA standards (ISARPs) and that, to the best of its knowledge with due inquiry, all data, document and other information submitted hereunder are true and correct, on the date below.

The Operator shall be responsible for ensuring that no misrepresentations are made hereunder and shall indemnify IATA and keep it harmless of any damages it may incur as a result of any error, omission, misrepresentation, incompleteness or inaccuracy made with respect to any data, document or other information required to be disclosed in this Report, and as a result of any non-conformity that may be discovered thereafter or during any future IOSA audit.

All data, documents or other information retrieved from this form shall only be used by IATA and its agents for the benefit of the IOSA Program and in accordance with conditions thereof and shall remain confidential.

This Self Evaluation Form is signed by a duly authorized representative; any developments thereafter are not included in this report.



**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(Signature)**

Name: Click here to enter text.

Title, Department, Company: Click here to enter text.

Date: Click here to enter text.

City, Country: Click here to enter text.

# SECTION A: THE NEED FOR SELF-EVALUATION

(Instructions: Fill the tables that are relevant)

| Changes on the AOC, or Regulatory Action |
| --- |
|  **No.** | **Type of event** | **No changes,** **or N/A** | **Changes****Or Yes** | **Comments**  |
|  | Has there been any cessation or restriction of operations?If yes, please provide details. | [ ]   | [ ]   | Click here to enter text.  |
|  | Has the company’s Air Operator Certificate (AOC) been suspended, revoked or restricted? If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | Has any regulatory authority imposed any of the following:* Sanctions, including penalties?
* Refused authorizations or approvals?
* Bans and suspensions?

If yes, please provide details. | [ ]  | [ ]  | Click here to enter text.  |

| Change in Operations |
| --- |
|  **No.** | **Type of event**  | **No changes,** **or N/A** | **Changes****Or Yes** | **Comments**  |
|  | Grant of or commencement of any special operations that were not conducted during the last IOSA Audit (e.g. new approval for EDTO).If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | Approval or commencement of operations over excluded routesIf yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |

| Change in Fleets |
| --- |
|  **No.** | **Type of event**  | **No changes,** **or N/A** | **Changes****Or Yes** | **Comments**  |
|  | Have any fleets that were audited in the last IOSA audit been removed from service?If yes, please provide details. | [ ]   | [ ]   | Click here to enter text.  |
|  | Is there an addition of fleets that were not audited during the last IOSA? If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |

| Merger or Acquisition |
| --- |
|  **No.** | **Type of event**  | **No changes,** **or N/A** | **Changes****Or Yes** | **Comments**  |
|  | Do all the affected airlines have an IOSA certificate? | [ ]  | [ ]  | Click here to enter text. |
|  | Has any of the companies involved in the merger or acquisition experienced an accident or serious incident (as defined in ICAO Annex 13) in the last three years?If yes, please provide details. | [ ]  | [ ]  | Click here to enter text. |
|  | Will there be any changes in the Safety and Quality Assurance programs, specifically, its policies, management and scope?If yes, please provide details  | [ ]  | [ ]  | Click here to enter text. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Will there be a significant change to the management or operating structure of the Operator?If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. Click here to enter text. |
|  | Will flight crew from the merging airlines be operationally mixed?If yes, what is the projected time frame for complete integration of crews? | [ ]  | [ ]  | Click here to enter text. |
|  | Will the Operations Manuals (OM) from the merging airlines be integrated and revised to one new OM?If yes, please provide details. | [ ]  | [ ]  | Click here to enter text. |

| Serious Incident or Accident |
| --- |
|  **No.** | **Type of event**  | **No changes,** **or N/A** | **Changes****Or Yes** | **Comments**  |
|  | Was there an event that meets the criteria of a Serious Incident or an Accident as defined in ICAO Annex 13?If yes, please provide details. | [ ]   | [ ]   | Click here to enter text.  |
|  | Is the Serious Incident / Accident being investigated? If yes, please provide details and reports, if available. | [ ]  | [ ]  | Click here to enter text. |
|  | Is the operator taking immediate as well as long-term steps to prevent a recurrence?If yes, please provide details. | [ ]  | [ ]  | Click here to enter text. |

# SECTION B: IMPACT OF THE CHANGES IN IOSA

(Instructions: Please go through all the sections, and fill those tables that are relevant)

|  1 Organization (ORG)  |
| --- |
|  **No.** | **IOSA content or question** | **No changes,** **or N/A** | **Changes****Or Yes** | **Description / Response / Comment** |
|  | Is there a significant change in the management system or in the organizational structure? If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. Click here to enter text. |
|  | Is there a significant change in the sub-contracted services?If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | Will the organization’s complexity increase because of the change?Consider the following:* Range/size of fleets
* Organization (diversified or at one location, time zones)
* National to international carrier
* Maintenance requirements
* Dispatch & Operational Control
* Cargo: from non-DG carrier to DG carrier
* From one language to multiple languages
* Sufficiency of in-house expertise.
 | [ ]   | [ ]   | Click here to enter text. |
|  | Do you have unresolved issues resulting from audits or investigations pending over 6 months? If yes, please provide details. | [ ]  | [ ]  | Click here to enter text.  |
|  | Will there be a significant change in the document structure or the distribution method?If yes, please provide details. | [ ]  | [ ]  | Click here to enter text. |
|  | Is there a significant change to the Emergency Response Plan (ERP)?If yes, please provide details. | [ ]  | [ ]  | Click here to enter text. |
|  | Are there significant changes in any outsourcing of ERP provisions?Consider:* Contracts
* Telephone Centers
* Facilities, and
* Using other airlines
 | [ ]  | [ ]  | Click here to enter text. |

| 2 Flight Operations (FLT) |
| --- |
|  **No.** | **IOSA content or question** | **No changes,** **or N/A** | **Changes****Or Yes** | **Description / Response / Comment** |
|  | Is there a significant change to the Air Operator Certificates (AOC) or Operations Specifications?If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | Is there a change that impacts any of the fleets? Please consider:* Changes to fleets
* Changes to operating procedures within a fleet
* Use of different equipment on board

If yes, please provide details. | [ ]  | [ ]  | Click here to enter text. |
|  | Are there changes in the conduct of training?Consider: * simulators and outsourced training
* adoption of new training programs

If yes, please provide details. | [ ]  | [ ]  | Click here to enter text. |
|  | Does the change involve any additional training? Consider:* Route and aerodrome familiarization
* Security procedures
* EDTO / ETOPS
* Fuel policies
* CRM
* MEL dispatch procedures
* RNP / RNAV / PBN
* SMS
* Dangerous goods
* Documents/forms in use

If yes, please provide details. | [ ]  | [ ]  | Click here to enter text. |

| 3 Operational Control And Flight Dispatch (DSP) |
| --- |
|  **No.** | **IOSA content or question** | **No changes,** **or N/A** | **Changes****Or Yes** | **Description / Response / Comment** |
|  | Is there a change in the system of Operational Control (shared or non-shared)? | [ ]   | [ ]   | Click here to enter text. |
|  | Is there a change to sub-contracted services, if any?If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | Has the route network expanded or changed?Consider:* Extended over water flights
* Isolated airports
* RVSM
* EDTO / ETOPS
* Polar flights
* Winter Operations
* Mountainous terrain
* Application of Perf based compliance methods
* Any other operational changes.

If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | On account of the change, will the operational control and flight dispatch personnel need additional training?Consider:* Routes and their exposure
* Aircraft types
* MEL procedures
* Mass and balance
* Dangerous goods
* CRM
* Security

If yes, please provide details. | [ ]  | [ ]  | Click here to enter text. |

| 4 Aircraft Engineering And Maintenance (MNT) |
| --- |
|  **No.** | **IOSA content or question** | **No changes,** **or N/A** | **Changes****Or Yes** | **Description / Response / Comment** |
|  | Is there a change in the organization’s maintenance system, including sub-contracted services?If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | On account of the change, is there a need for additional training of maintenance personnel?If yes, please provide details | [ ]  | [ ]  | Click here to enter text. |
|  | Is the Maintenance Organization certified and adequately equipped for all existing and new aircraft type(s) it will be maintaining?Consider:* Calibration tools
* Applicable Maintenance data
* Approved repair manuals,
* Jacks, Ground Support Equipment, specific tools
* Hangar size and lay-out
* Emergency equipment
* Sufficient number of trained aircraft maintenance technicians.
 | [ ]  | [ ]  | Click here to enter text. |

| 5 Cabin Operations (CAB) |
| --- |
|  **No.** | **IOSA content or question** | **No changes,** **or N/A** | **Changes****Or Yes** | **Description / Response / Comment** |
|  | Is there a significant change in Cabin Operations?If yes, please provide details.  | [ ]   | [ ]   | Click here to enter text. |
|  | Is there a significant change in the Cabin Operations Manuals?Consider:* Cabin Flight safety procedures;
* Communication procedures;
* Emergency procedures;
* Security procedures;
* Line qualification;
* Pre-flight, in-flight and post-flight inspections (i.e., cargo inspection requirements);
* Fueling procedures

If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | On account of the change, is there a need for further training of the cabin crew?If yes, please provide details. | [ ]  | [ ]  | Click here to enter text. |

| 6 Ground Handling Operations (GRH) |
| --- |
|  **No.** | **IOSA content or question** | **No changes,** **or N/A** | **Changes****Or Yes** | **Description / Response / Comment** |
|  | Is there a significant change in the Ground Handling operations?If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | Is there a significant change to the Ground Operations Manuals?Consider:* Emergency procedures including response plans
* Communication procedures
* Handling activities
* Security procedures
* Administration activities
* Automated recording systems
* Documentation and data control
* Managerial Continuity
* Aircraft maintenance related activities
* De-/Anti-icing program

If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | Will the change alter the status of the operator with regards to the carriage of dangerous goods? | [ ]   | [ ]   | Click here to enter text. |
|  | On account of the change, is there a need for further training of the Ground Handling staff?Consider the training needs for: * Incremental staff
* New capabilities, such as DG
* Outsourced activities
 | [ ]  | [ ]  | Click here to enter text. |

| 7 Cargo Operations (CGO) |
| --- |
|  **No.** | **IOSA content or question** | **No changes,** **or N/A** | **Changes****Or Yes** | **Description / Response / Comment** |
|  | Is there a change in the cargo acceptance, handling operations?If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | Will there be a significant change to the sub-contracted cargo handling services?Consider:* New services & capabilities
* Certification(s) required
* Workload
* Accessibility
* Training involved
* Administration and reporting requirements

If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | On account of the change, is there a need for further training of the cargo handling personnel?Consider:* Dangerous goods training
* Changes to recurrent training requirements
* Security and emergency procedures
* Integration of training records and subsequent training schedules
* Communication system
* EDP system

If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | Are there changes related to the carriage of special cargo?Consider:* Valuable cargo,
* Unit Load Devices (ULDs), Dangerous Goods
* Live animals,
* Perishables,
* Mail,
* Human Remains,
* Heavy,
* Fragile,
* Outsized goods.

If yes, please provide details. | [ ]   | [ ]   | Click here to enter text.  |
|  | Are there significant changes to cargo handling?Consider:* Storage rooms for corrosives, explosives and other dangerous goods, perishables and livestock;
* Weighing equipment;
* X-ray equipment;
* Calibration tools and documentation of equipment in use
* Communication systems;
* EDP systems;

If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |

| 8 Security Management (SEC) |
| --- |
|  **No.** | **IOSA content or question** | **No changes,** **or N/A** | **Changes****Or Yes** | **Description / Response / Comment** |
|  | Is there a change in the Security Management?Consider:* Relevant states and their requirements and procedures
* Communication procedures
* Required equipment, facilities and documentation
* Administration and documentation requirements, equipment and tools
* Automated recording systems
* Documentation and data control
* Aircraft maintenance related activities
* (Sub) Contracted organizations activities
* Ground handling procedures
* Cargo and mail handling associated activities.

If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | Will the change personnel to undergo training? Consider:* Number of personnel involved;
* Availability of instructors;
* Integration of training records and subsequent training schedules.

If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | Are there any changes to the operational security?Consider:* Access control procedures;
* Aircraft security procedures;
* Policies regarding the carriage of weapons;
* Passengers, supernumeraries, cargo attendants and cabin baggage processes;
* Special category passengers;
* Hold baggage process;
* Cargo, mail and supplies process?

If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |
|  | Is there a change to the threat management procedures / processes? Consider the following* Assessment of associated risks
* Development of appropriate response measures
* Operations to a new destination
 | [ ]   | [ ]   | Click here to enter text. |
|  | Is there a change to the Contingency Plan?If yes, please provide details. | [ ]   | [ ]   | Click here to enter text. |