IATA Environmental Assessment

Program Manual
Edition 3.6

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1 INTRODUCTION

1.1 Purpose

1.1.1 The IEnvA Program Manual (IEPM) is published in order to make the complete body of standards that govern all aspects of the IEnvA Program available in a single source. Standards in the IEPM provide the basis for program standardization, which ensures that each Assessment is conducted in a consistent manner.

1.1.2 IEnvA Assessments are conducted by Assessment Organizations (EAOs) that have been accredited by IATA. To successfully complete the accreditation process, an EAO shall be required to structure its organization, management systems, and operational processes, including administration of its Assessment and Assessor programs in conformity with the requirements provided in this IEPM.

1.1.3 Additionally, these standards shall be the basis for the system used by IATA in providing quality oversight and management of the IEnvA Program.

1.2 Examples of IEnvA Documents and Forms

1.2.1 Certain IEnvA documents and forms may be depicted in this manual for the illustrative purpose of providing examples. Some, or all, of these published examples may have subsequently undergone revision, and thus may not be the current version of the document and/or form in use for Program activities. Current copies of all IEnvA documents and forms may be found on the IEnvA Extranet site.

1.3 IEnvA Documentation System

1.3.1 This IEPM, including any temporary revisions, used in association with the following related manuals, together comprise the IEnvA documentation system:

1.3.1.1 EnvA Standards and Recommended Practices Manual (IESM);
1.3.1.2 IATA Reference Manual (IRM).

1.3.2 Supporting documents such as EAO Alerts and EAO Bulletins are also used to disseminate related information.

1.4 English Language

1.4.1 English is the official language of the IEnvA Program, and the IEnvA Documentation System. The program is written in "international" English.

1.5 Manual Revision - Regular & Temporary

1.5.1 IATA will publish revisions to this IEPM to ensure the content remains current and meets the needs of the IEnvA Program.

1.5.2 During a regular revision cycle, where a detailed change to the IEPM is required:

1.5.3 A change to the IEPM will always result in a new Edition of the manual, and incorporate previously issued Temporary Revisions (TRs) since the previous Edition.

1.5.4 The cover of the IEPM will indicate the Edition number and the date to which it becomes effective, while the footer of the pages within will indicate the Edition number and the published date.

1.5.5 A revision to the IEPM becomes effective on the first day of the third month following the month the revision is published (e.g. a revision published in December 2010 is effective March 2011).

1.5.6 During a short revision cycle, where a rapid change to the IEPM is required, a Temporary Revision (TR) will be issued, and will indicate:

1.5.6.1 a unique reference number linking it to the appropriate Edition;
1.5.6.2 an IEPM reference number associated to the content requiring change;
1.5.6.3 a date of issue and effectivity;
1.5.6.4 the signature and date of the approving authority.

1.6 Manual Approval Cycle

1.6.1 IATA will internally draft any required changes, in consultation with applicable parties, if necessary.

1.6.2 A comment period will allow for external feedback:

1.6.2.1 For a regular revision cycle - two (2) weeks;
1.6.2.2 For a TR cycle - an expedited two (2) days;

1.6.3 An internal review of feedback and incorporation of final changes will occur;

1.6.4 A final approval period:

1.6.4.1 For a regular revision cycle - two (2) weeks with IATA senior management;
1.6.4.2 For a TR cycle - an expedited two (2) days;

1.6.5 The Senior Director, Aviation Environment is the final approving authority for this manual or any temporary revisions.

1.7 Content Changes

1.7.1 A new edition will be accompanied by a Description of Significant Changes table that will highlight only the significant changes made. It is incumbent on the reader to review every Section in detail to familiarize themselves with the detailed changes.

1.8 Conflicting Information

1.8.1 Manuals within the IEnvA documentation system are not revised concurrently, thus creating the possibility of conflicting information in different manuals.

1.8.2 In the case of conflicting information in different IEnvA manuals, the information contained in the manual with the most recent revision date can be presumed to be valid.

1.9 IEnvA Documents and Forms

1.9.1 This document and other referenced IEnvA documents and forms, will be available from IATA.

1.10 IEnvA Abbreviations, Acronyms, Definitions

1.10.1 The terminology used in the IEPM is consistent with that in the other IATA audit programs and manuals. Any related terms, as they are used in the context of the IEnvA Program and its documents, are defined in the IATA Reference Manual for Audit Program (IRM).

1.11 Exemptions

1.11.1 The IATA Director, Aviation Environment reserves the right to allow exemption(s), taking into account all circumstances, and is responsible for authorizing any such exemption(s).

1.12 IEnvA Authority

1.12.1 The IEnvA Program is a voluntary program available to airlines administered by IATA. Oversight of the Program is provided by the IEnvA Oversight Council (EOC).

2 REVISION HIGHLIGHTS

The following table provides a brief description of the most significant changes contained in this IEnvA Program Manual. It is not intended to indicate every editorial change (e.g. typographical correction, formatting improvement), but should any discrepancy exist, the contents of this manual have precedence over this table.

2.1 Revision Details

Only significant changes are listed for this revision. For detailed content changes the tracked changes to the content of IEPM Edition 2.0 is provided in the online IEnvA document repository.

Edition 3.6 Document	Structure and numbering Format	Reference in IEPM 2.0	Reference in IEPM 3.6
Terminology – Audit Software	Q5Aims replaced with Intelex or IATA Audit Software IEnvA Working Group (IEOWG) replaced with IEnvA Oversight Council	Entire document	Entire document
Wording of Standards	"…have a process…" or similar have been removed from all standards. Duplication of requirements.	Entire document	Entire document
Merger of Operators	Section removed, and this activity is now handled as an exception as per IATA's sole discretion.	1.5.5	N/A
Assessment undertaking	Restriction removed limiting EAOs to two consecutive assessments because IEnvA uses one EAO. Even in the case of two EAOs this restriction may be	1.5	N/A
Registry	IEnvA Registry is now called the IATA Environmental Registry to include additional certifications on the same web page.	Entire document	Entire document
Conflict of Interest	Clauses have been relaxed and simplified due to one EAO carrying out IEnvA Assessments	2.4	4.4
IEnvA Assessment Organizations	Contracted Terms of EOC is now aligned, and not renewable 1-year terms.	2.13.2	N/A
IEnvA Assessors	Removed requirement for EAO to provide a CV prior to training provided by IATA due to irrelevancy. Simplified wording and unnecessary procedural detail. Category 1 and 2 Assessors are now called IEnvA Assessor – Aviation; and IEnvA Assessor – Environment.	2.6.8 3.3.5/6/7/8	N/A 5.2
Ethical Standards Section	This section has been removed due to duplication of the requirements already provided in other sections.	3.5	N/A
Airline preparation for assessment	More focus is placed on the Operator's internal assessment and cross referencing Standards with compliance evidence and for the airline to define a detailed scope in conjunction with IATA and to communicate this scope to the EAO prior to the Assessment.	6.1.1/2/3	8.1.1/2
EAO preparation for assessment	EAOs are now required to request the Operator's IEnvA Scope to assist the EAO during the planning process prior to an assessment		10.4.3
IEnvA Model	Updated to align with IESM 3.6 and removed the sections that used to associate with IESM 2.0.	Section 8	Section 10, Table 10.1

Non-disclosure	EAOs will now be required to enter into an NDA with Operators where Operators require for this	8.2.2	10.2.2
IEnvA Registration	Introduced a table that explains the possible official scope registrations for airlines, including for IWT Assessments. This is what will be registered and displayed on certificates and the IATA Environmental Registry.	Section 8	Section 10, Table 10.2
IT and Document Security	New clauses added to IEPM due to IT and document security of EAOs. These changes are from draft proposed changed to the new IPM, from IATA legal.	N/A	4.9.8 and 3.2.3
Diagrams and figures	All diagrams and figures updated to reflect text.		

3 IEnvA Program Management

Purpose

IEnvA was developed by IATA to provide the airline industry with an internationally consistent evaluation system for assessing the environmental management and improving environmental performance. To attain the desired level of recognition and acceptance, IATA, as the custodian of IEnvA, and the EOC will ensure the program embodies the necessary quality, integrity and security to build and maintain the confidence of airlines, regulatory authorities and the wider industry that participate in the program.

This section of the IEnvA Assessment Manual (IEPM) sets out program management standards applicable to IATA for ensuring IEnvA meets program goals, and maintains the highest possible level of quality, standardization and consistency.

3.1 Organization and Management System

3.1.1 IATA shall have a management system that supports all operations associated with the IEnvA program. Such system shall include:

- **3.1.1.1** Accountable Executives (in the case of IEnvA, the Global Head of Audit Programs and the Director of AVENV.);
- **3.1.1.2** defined lines of managerial authority and responsibilities;
- **3.1.1.3** documented policies, processes and procedures;
- **3.1.1.4** provision of appropriate resources, to include personnel, equipment and facilities, information and other direct and ancillary resources necessary to effectively manage and control the IEnvA program.

3.1.2 IATA shall review the IEnvA program to ensure continuing suitability and effectiveness. The review shall be scheduled and conducted a minimum of once during each calendar year, and shall be designed to identify opportunities for improvement and areas within the management system in need of change.

3.1.3 IATA shall have a manual for the management of the IEnvA Program (this manual) that, as a minimum describes:

- **3.1.3.1** the scope of the management system;
- **3.1.3.2** quality policy and objectives;
- **3.1.3.3** references for system processes and procedures;
- **3.1.3.4** the interaction among processes in the management system.

3.2 IEnvA Assessment Report (IEAR) Quality Control

3.2.1 IATA shall have an IEAR quality control procedure that is implemented in full or in part at the discretion of IATA. Such a procedure shall provide for a detailed examination of IEARs to ensure:

- **3.2.1.1** details of the Assessment are accurately described;
- **3.2.1.2** documents comprising the IEAR contain all required information and signatures;
- **3.2.1.3** checklists are completed and all items are appropriately addressed;
- **3.2.1.4** information is documented in the English language, and in a manner understandable to any reader of the report;
- **3.2.1.5** checklist items of conformity have documented supporting references from operational manuals;
- **3.2.1.6** checklist items of nonconformity (Findings and Observations) have documented supporting factual evidence;
- **3.2.1.7** checklist items of non-applicability (N/As) have a documented explanation;
- **3.2.1.8** if applicable, on-site corrections are properly documented on the Onsite Correction (OSC) record;
- **3.2.1.9** if applicable, the application of Active Implementation (AI) is correctly documented;

3.2.1.10 closure of Findings in each CAR includes an accurate description and justification of the method(s) used by the EAO to verify implementation of corrective action, to include, if applicable, interim corrective action.

3.2.2 IATA shall ensure any discrepancies found in an IEAR as a result of implementation of the quality control procedure are conveyed to the EAO that conducted the Assessment for subsequent resolution, revision and re-issuance, as applicable.

3.2.3 IATA quality control shall include oversight of each Environmental Assessment Organization (EAO) to ensure ongoing conformity with IPM requirements and any other applicable procedures. Such oversight shall include headquarters assessments and/or on-site audit evaluations conducted on a periodic basis, with a focus on conformity and standardization in the following areas:

3.2.3.1 management structure and internal processes;
3.2.3.2 implementation of the IEPM provisions related to the conduct of an IEnvA Assessment;
3.2.3.3 implementation of the internal quality assurance program;
3.2.3.4 management of documentation and data;
3.2.3.5 qualifications and currency of Auditors;
3.2.3.6 maintenance of Assessor records;
3.2.3.7 production and quality control of the IOSA Audit Report (IAR);

3.3 Customer Relations

3.3.1 IATA reserves the right to have a procedure for ensuring that internal and external customers are identified, and general customer expectations are met.

3.3.2 IATA reserves the right to have a procedure for ensuring effective verbal and written communication with all customers, and for ensuring customers:

3.3.2.1 are provided with information and data in a manner that is both expected and timely;
3.3.2.2 receive appropriate and timely responses to inquiries and other communications;
3.3.2.3 have avenues for providing feedback, identifying problems and registering complaints.

3.3.3 IATA shall have a procedure for communicating bulletins, updates and other relevant information associated with the IEnvA program.

3.4 Accreditation Management

3.4.1 IATA shall accredit an EAO in accordance with provisions contained in IEPM Section 4. The accreditation procedure shall include due diligence to ensure a candidate for EAO:

3.4.1.1 is in conformance with the Accreditation Agreement;
3.4.1.2 meets required managerial, financial, insurance and other performance standards;
3.4.1.3 is in conformance with applicable provisions in the IEPM;
3.4.1.4 has management personnel and staff with the professional experience and knowledge appropriate for the management of an Assessment program under IEnvA;
3.4.1.5 has a sufficient initial group of Assessors that meet IEPM prerequisites;
has adequate facilities, equipment and other resources in place to function as an EAO.

3.4.2 IATA shall ensure the accreditation procedure, as specified in IEPM 3.4.1 are conducted by personnel with appropriate expertise and qualifications in the areas of:

3.4.2.1 airline operations;
3.4.2.2 quality assessment;
3.4.2.3 quality management;
3.4.2.4 business and finance; and/or
3.4.2.5 applicable law (legal).

3.4.3 1.4.4 IATA shall have procedures for ongoing administration of EAO accreditation, which include:

3.4.3.1 accreditation renewal;
3.4.3.2 accreditation review;

3.4.3.3 accreditation termination.

3.4.4 IATA shall provide guidance to EAOs and other relevant entities regarding the management of the IATA brand, to include, but not be limited to:

3.4.4.1 use of the IATA logo;
3.4.4.2 issuance of communication statements and/or marketing material.

3.5 Assessment Administration

3.5.1 IATA shall declare an Assessment invalid under justifiable circumstances as determined by IATA. Circumstances that could lead to Assessment invalidation include, but are not limited to:

3.5.1.1 an Assessment that was not conducted in accordance with standards in this IEPM;
3.5.1.2 an Assessment that was conducted with a non-approved Assessor;
3.5.1.3 a conflict of interest existed in association with the conduct of an Assessment;
3.5.1.4 revocation of the AOC of the Operator;
3.5.1.5 a merger, takeover, or consolidation involving the Operator;
3.5.1.6 the validity of an open Assessment has expired.

3.6 Assessor Approval and Administration

Assessor Qualification Record (AQR)

3.6.1 IATA, at its sole discretion, shall review and provide approval or non-approval of an Assessor Qualification Record (AQR) when submitted by an EAO in accordance with applicable provisions in IEPM Section 3. The AQR shall reflect that:

3.6.1.1 if applicable, the Environmental Assessor has satisfied all qualification prerequisites;
3.6.1.2 if applicable, the Environmental Assessor has completed the appropriate qualification process in accordance with IEPM standards;
3.6.1.3 if applicable, the Environmental Assessor satisfies all qualification currency requirements in accordance with IEPM standards;
3.6.1.4 the EAO has confirmed the correctness of all information contained in the AQR through completion of the EAO Acceptance Statement.

3.6.2 IATA shall ensure the process specified in IEPM 3.6.1 includes, as applicable:

3.6.2.1 if submitted with the AQR, a check of the Curriculum Vitae (CV) and any required competencies of the subject Assessor;
3.6.2.2 for the IOSA qualified Lead Auditor, a check of the Auditor Master list to verify that all qualification currency requirements are satisfied by the Assessor.

3.6.3 Approval of an AQR by IATA in accordance with IEPM 3.6.1 shall result in the following:

3.6.3.1 the EAO will update its list of approved IEnvA Assessors with the change in Assessor qualification(s) reflected in the AQR;
3.6.3.2 IATA will update the Master List of Approved IEnvA Assessors with the change in Assessor qualification(s) reflected in the AQR.

Master List of Approved IEnvA Assessors

3.6.4 IATA shall maintain a Master List of Approved IEnvA Assessors to ensure the availability of an up-to-date qualification status of each Assessor in the IEnvA system. Such a list shall incorporate use of the AQR in accordance with IEPM 3.6.1 and 3.6.2 and ensure the Master List is always updated in a timely manner to reflect IATA approval of changes to the list of approved IEnvA Assessors for an EAO.

Assessor Qualifications Currency

3.6.5 IATA shall have an up-to-date record of the status of the currency of Assessor qualifications as specified in provisions contained in IEPM 5.9, 5.10, 5.11 and 5.12, applicable to each Assessor on the IATA Master List of Approved IEnvA Assessors.

Standards Management

3.6.6 IATA shall effectively manage all Standards contained in the IEnvA Standards Manual (IESM) and the IEPM to ensure IEnvA is responsive to and meets the needs of IATA members and the airline industry and accepted environmental practices. Standards management procedures shall be managed by IATA and shall ensure IEnvA standards:

3.6.6.1 are developed and maintained to be up-to-date;
3.6.6.2 undergo thorough review(s) by the IEnvA Oversight Council (EOC), with individual feedback incorporated, if and as appropriate;
3.6.6.3 are published in a timely manner after final approval is granted.

3.6.7 IATA shall appoint an individual, with the appropriate level of technical expertise and assessment experience, as responsible for IEnvA standards. This individual shall be afforded sufficient authority, support, information and resources to effectively manage program standards.

3.6.8 IATA shall apply the IEnvA Standards Change Management Process (Figure 1.3) and the IEnvA Standards Special Review Process (Figure 1.4).

3.7 Information and Data Management

3.7.1 IATA shall manage the web-based audit system, for the purpose of:

3.7.1.1 continuing development of the electronic audit system;
3.7.1.2 updating form templates housed within the system;
3.7.1.3 revising documents and checklists within the system;
3.7.1.4 training and registering EAOs and Assessors in the use of the system.

3.8 IEnvA Registration Management

3.8.1 IATA shall maintain the IATA Environmental Registry in accordance with applicable provisions in IEPM Section 9, which shall address, as a minimum, registration:

3.8.1.1 initiation;
3.8.1.2 renewal;
3.8.1.3 reinstatement;
3.8.1.4 removal.

3.8.2 IATA shall provide a notification of registration renewal to a registered IEnvA Operator at a point approximately seven (7) months prior to the expiration date of the current registration.

3.8.3 IATA shall review and evaluate to determine the validity of a claim of extenuating circumstances submitted. Such process shall ensure:

3.8.3.1 The applicable Operator and EAO are consulted when making a final decision as to the validity of a claim of extenuating circumstances;
3.8.3.2 A claim of extenuating circumstances is only granted by IATA.

3.8.4 IATA shall review and approve or non-approve a request for a registration with exclusions.

3.8.5 IATA shall review and approve or non-approve a request for inclusion of interim corrective action in the acceptance of a Corrective Action Plan (CAP) in accordance with IEPM 9.5.7.

3.9 Documentation Management

3.9.1 IATA shall manage and control the documents that comprise the IEnvA Documentation System as specified in this manual. Such processes shall ensure IEnvA documents are easily identifiable with legible content, and there are defined controls and/or protocols for:

3.9.1.1 approval prior to issue;
3.9.1.2 review and revision;
3.9.1.3 archiving of previous versions;
3.9.1.4 identification of change and revision status of current versions;
3.9.1.5 user notification for issuance of temporary and normal revisions;
3.9.1.6 ready availability of current versions for applicable users;

3.9.1.7 identification and distribution control for documents of external origin;
3.9.1.8 identification of documents that are obsolete.

Legal Documents

3.9.2 IATA shall use appropriate legal resources and expertise to ensure contractual documents associated with IEnvA are reviewed and maintained as necessary for fulfilment of IEnvA program needs. Such contractual documents include, but are not limited to, the IEnvA Assessment Agreement, the IEnvA Accreditation Agreement, and various non-disclosure agreements.

IEAR

3.9.3 IATA shall receive the final IEAR from an EAO, upon completion of the IEAR's QC cycle. Such process shall ensure:

3.9.3.1 the EAO receives confirmation of receipt of the final IEAR by IATA;
3.9.3.2 the IEAR is entered into the Environmental Database, replacing the previous report;
3.9.3.3 the previous two (2) reports are retained in an archive file;
3.9.3.4 the IATA Environmental Registry is updated accordingly.

3.9.4 IATA shall address requests for access to an IEAR in accordance with provisions contained in IEPM 11.8.

3.10 Records Management

3.10.1 IATA shall manage and control records associated with the IEnvA program, which ensures records are legible, easily identifiable, and retrievable. The process shall define the following controls:

3.10.1.1 Identification;
3.10.1.2 Storage;
3.10.1.3 Protection;
3.10.1.4 Security;
3.10.1.5 Backup (electronic records only);
3.10.1.6 Retrieval;
3.10.1.7 Retention time;
3.10.1.8 As applicable, disposal, deletion or archiving.

3.11 Training Management

IEnvA Assessor Familiarization and Training

3.11.1 IATA shall develop IEnvA Training and Familiarization programs.

3.11.2 IATA shall develop and revise the familiarization and training course to ensure training objectives are met, and course content and delivery is consistent with provisions contained in IEnvA documentation.

3.11.3 IATA shall forward course certificates to trainees following the completion of each course, if requested.

IEnvA Standards Familiarization

3.11.4 IATA shall schedule and deliver an IEnvA Standards Familiarization session as a means to inform IEnvA Assessors of changes and/or interpretation of specifications contained in the IEnvA Standards Manual (IESM).

3.12 Communication and Marketing

3.12.1 IATA may issue EAO Alerts, which serve as the formal means for notifying EAOs of urgent IEnvA program updates that require immediate reference and/or action by the EAO. The information in an EAO Alert shall remain valid until superseded or cancelled by IATA.

3.12.2 IATA may issue EAO Bulletins, which serve as the formal means for communicating information to EAOs about IEnvA program issues that require attention by the EAO. The information in an EAO Bulletin shall remain valid until cancelled by IATA.

3.12.3 IATA shall have password-restricted IEnvA web pages for the purpose of posting information, documents, references, and other material relevant to the IEnvA program. A restricted website shall be made available for use by designated individuals from each EAO and members of the EOC.

3.12.4 IATA shall respond to an EAO and/or IEnvA Operators that seeks written authority for the issuance of any communication releases or marketing material in accordance with IEPM 9.9.1.

3.13 IEnvA Oversight Council Administration

3.13.1 IATA shall administer the IEnvA Oversight Council (EOC), to include:

3.13.1.1 coordinating and communicating with the EOC membership;
3.13.1.2 scheduling and arranging EOC meetings;
3.13.1.3 producing reports, meeting minutes and other documents associated with EOC activities.

Figure 1.3 – IEnvA Standards Change Management Process Flow

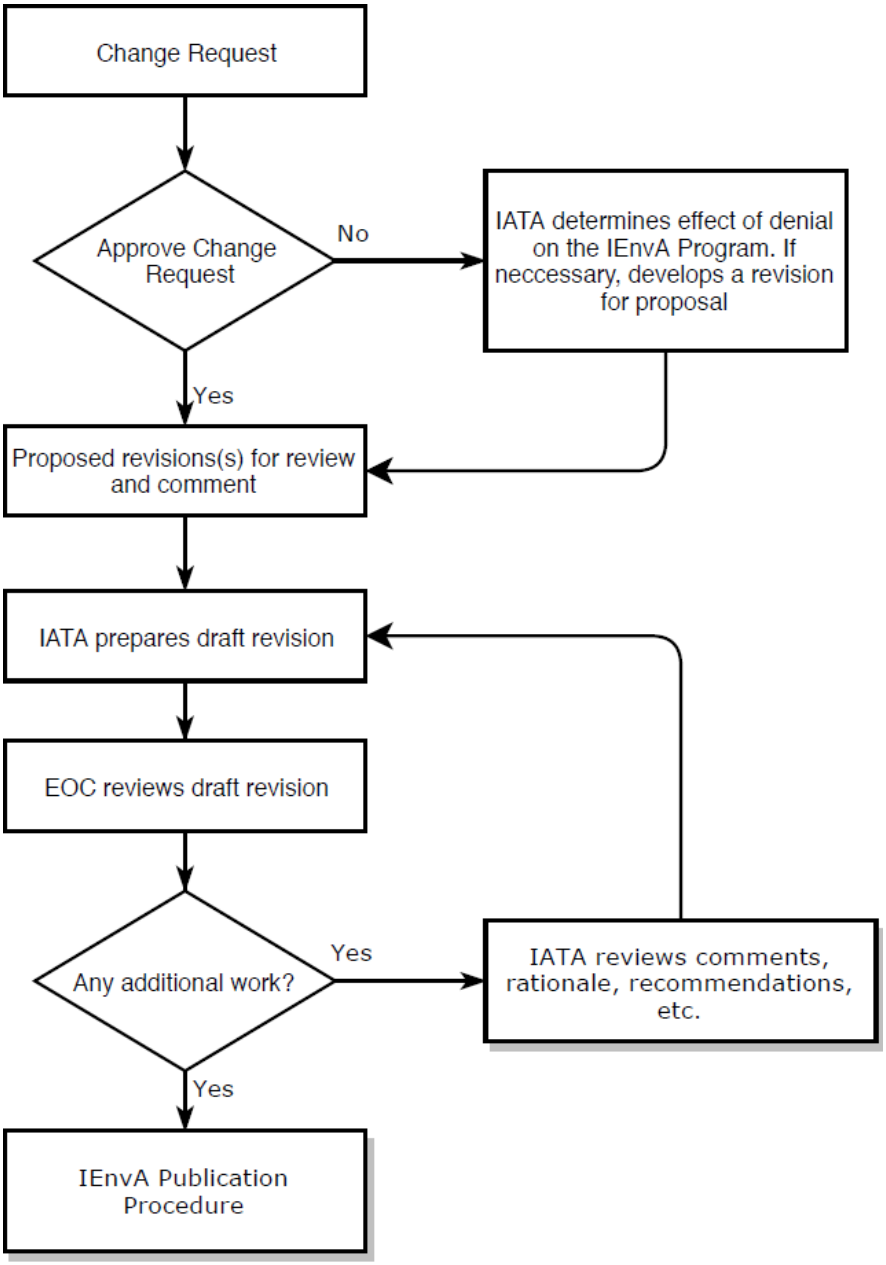
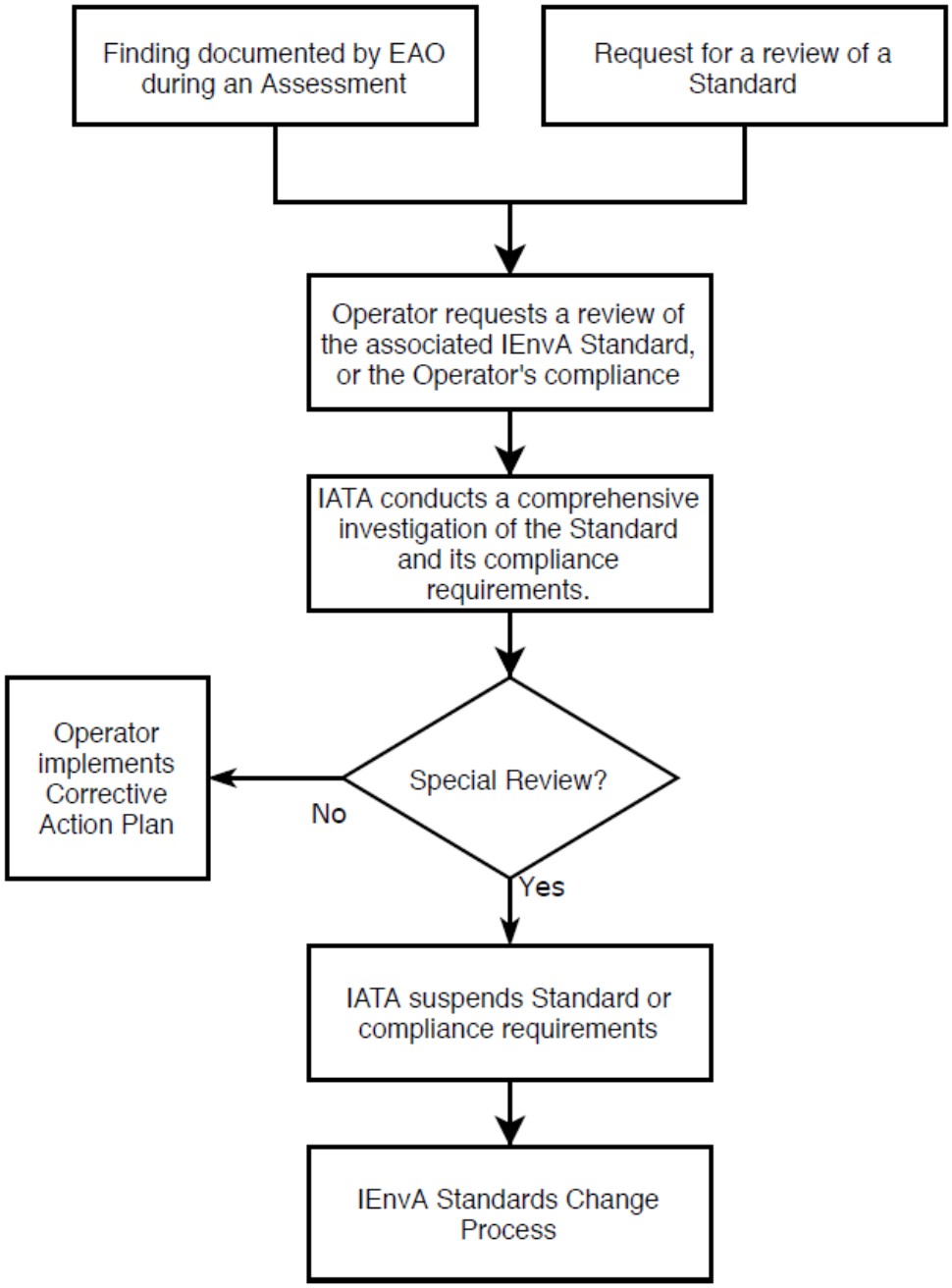


Figure 1.4 – IEnvA Standards Special Review Process Flow



4 IEnvA Assessment Organization Accreditation

Purpose

Accreditation of an Environmental Assessment Organization (EAO) is the process used by IATA to regulate and control the conduct of Assessments and to ensure the necessary level of IEnvA program quality and standardization. This section of the IEPM sets out standards that specify the conditions of the accreditation process and the requirements for an EAO to achieve and maintain accreditation.
Although independent from IOSA AO accreditation process, IATA reserves the right to accredit or reaccredit an AO as an EAO concurrently with the IOSA AO accreditation.
Accordingly, the provisions in this Section apply to existing EAOs and potential EAOs that may be requested to apply to become an EAO if invited by IATA to do so.

4.1 Accreditation General

4.1.1 A candidate (organization) for accreditation as an EAO shall be in conformity with applicable provisions in this IEPM in order to become accredited. A description of the accreditation process flow is depicted in Figure 2.1.

4.1.2 Formal and final approval of EAO accreditation shall be made by IATA.

4.1.3 The culmination of the accreditation process shall result in the following:

- **4.1.3.1** execution of an Accreditation Agreement made between the candidate for accreditation and IATA;
- **4.1.3.2** payment of accreditation fee by the candidate to IATA;
- **4.1.3.3** (accreditation of the candidate as an EAO.

4.1.4 Once accredited, an EAO shall fulfil those representations and warranties as set out in the Accreditation Agreement (hereinafter known as "the Agreement").

4.1.5 An EAO may be subject to ongoing quality assurance review and monitoring activities by IATA during a term of accreditation. Such activities shall include, but not be limited to:

- **4.1.5.1** Assessments of its headquarters operations;
- **4.1.5.2** evaluations of its Assessment process;
- **4.1.5.3** quality reviews of its IEnvA Assessment Reports (IEAR);
- **4.1.5.4** application of monitoring programs.

4.1.6 An EAO accreditation review, with the potential for accreditation termination in accordance with IEPM 2.14.1, shall be conducted annually, or at any time should an EAO, without limitation, either:

- **4.1.6.1** experience financial difficulties, significant management turnover, or transfer of company ownership; or
- **4.1.6.2** be the subject of sustained industry reports of unprofessional practices or performance deficiencies; or
- **4.1.6.3** fail to comply with any applicable laws in any jurisdictions in which the EAO conducts business; or
- **4.1.6.4** breach the Agreement; or
- **4.1.6.5** fail to pay any applicable accreditation fees or other related fees; or
- **4.1.6.6** fail to meet an acceptable level of Assessment production; or
- **4.1.6.7** fail to meet an acceptable level of Assessment quality, to include IEAR production; or
- **4.1.6.8** demonstrate, as determined by IATA, a significant decline in quality assurance and/or quality control processes; or
- **4.1.6.9** fail to demonstrate continued conformity with applicable provisions in this IEPM; or
- **4.1.6.10** experience other circumstances or conditions or engage in practices determined by IATA to be potentially detrimental to the integrity or quality of the IEnvA program.

4.1.7 Notwithstanding IEPM 4.1.8, the Agreement made between IATA and an EAO may be terminated and the accreditation status of the relevant EAO thereby revoked either:

4.1.7.1 under certain circumstances as set out in the Agreement, or

4.1.7.2 based on a decision made by the IATA Senior Vice President of Member and External Relations (SVP MER) or the Senior Vice President of Safety and Flight Operations (SVP SFO).

4.1.8 The provisions of this IEPM are, together with the provisions of the IEnvA Standards Manual (IESM) and guidance from other relevant IEnvA documents, incorporated by reference in the Agreement and, in the event of any inconsistency between the terms of this IEPM and the Agreement, the Agreement shall prevail to the extent of the inconsistency.

4.2 Accreditation Requirements

4.2.1 A candidate for accreditation as an EAO may be required to submit an IEnvA Accreditation Application Form to IATA, accompanied by a non-refundable application fee.

4.2.2 A candidate for accreditation as an EAO may be required to provide to IATA, without limitation:

4.2.2.1 a certificate of incorporation, or similar documentation, that evidences its status as a legal entity in good standing;

4.2.2.2 other relevant incorporation documents, in addition to those specified in IEPM 4.2.2.1, if any;

4.2.2.3 documents evidencing company shareholders, ownership, and governance structure(s);

4.2.2.4 annual reports, if any, for the preceding three (3) years;

4.2.2.5 assessed financial statements and accounts for the preceding three (3) years, if applicable;

4.2.2.6 corporate organization chart, including a list of employees and reporting structure;

4.2.2.7 documents related to any actual, or potential, legal proceedings;

4.2.2.8 statement of corporate values and mission statement, if any;

4.2.2.9 a copy of certificates of its insurance evidencing all current policies of insurance and its ability to meet the insurance and indemnity requirements as set out in the Agreement;

4.2.2.10 evidence (e.g. a curriculum vitae [CV]) that management personnel and staff have the professional experience and knowledge appropriate for the management of an Assessment program under IEnvA;

4.2.2.11 a list of business references, including Assessment clients and/or customers;

4.2.2.12 other information and documentation as set out in the Agreement and this IEPM, or as requested by IATA.

4.2.3 A candidate (organization) for accreditation as an EAO shall if requested:

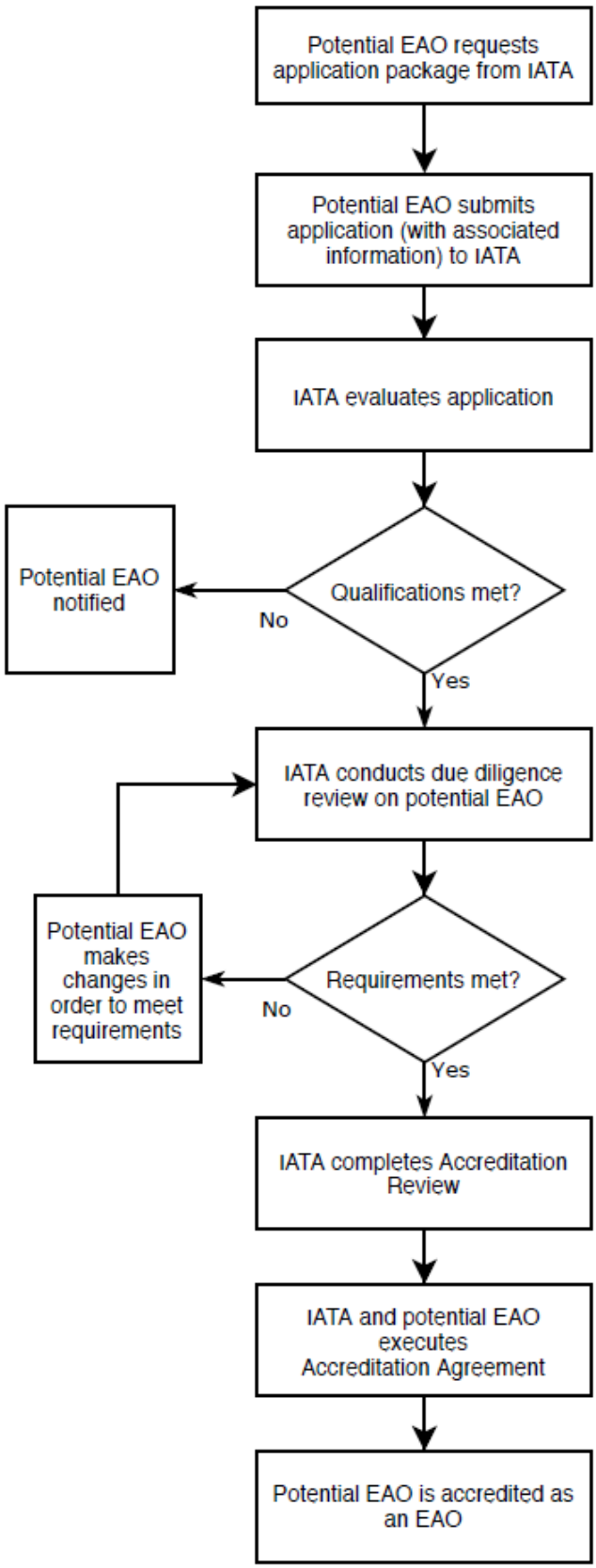
4.2.3.1 make available for review and evaluation by IATA its facilities, personnel, equipment and any other resources that would be associated with the administration or implementation of IEnvA assessments;

4.2.3.2 provide for review and approval by IATA all administrative and operational documentation pertaining to IEnvA, to include manuals, handbooks, checklists, curricula, syllabi and/or any other documents that contain or refer to relevant programs, systems, policies, processes and procedures;

4.2.3.3 provide for review by IATA a completed IEnvA Assessor Qualification Records AQR and curriculum vitae (CV) for each individual included in the proposed initial group of IEnvA Assessors;

4.2.3.4 if requested by IATA for the purpose of a personal interview, make available each proposed IEnvA Assessor selected for interview at a mutually agreeable time and location.

Figure 2.1 – EAO Accreditation Process Flow



4.3 Evaluation and Monitoring

4.3.1 As part of the IATA quality assurance program, an EAO shall agree:

4.3.1.1 with appropriate coordination, to periodic evaluations by IATA of Assessments being conducted;

4.3.1.2 to periodic review by IATA of all documentation and records associated with the conduct of Assessments under IEnvA;

4.3.1.3 with prior notice, to periodic access by IATA to personnel, facilities, equipment and other areas associated with the organizational administration and conduct of Assessments under IEnvA;

4.3.1.4 to periodic training by IATA of its IEnvA Assessors on the IEnvA program, including IESM, IEPM and other information deemed necessary by IATA.

4.4 Conflict of Interest

4.4.1 An EAO shall not be allowed to conduct an Assessment on an Operator if, in the opinion of IATA, that EAO has an interest in the outcome of that Assessment, the existence of such an interest to be determined by IATA at its complete discretion.

4.4.2 An Assessor on the List of Approved IEnvA Assessors for an EAO, or an Assessor under evaluation for approval as an IEnvA Assessor, shall not be allowed to:

4.4.2.1 conduct an Assessment of an Operator for which such Assessor is an employee;

4.4.2.2 conduct an Assessment if the Assessor has direct or indirect financial interest in the Assessed Operator.

4.4.3 An EAO shall, as part of its evaluation of the candidate Operator at the time when the Assessment is allocated to the EAO by IATA, assess whether there is, or might appear to be, a conflict of interest for any reason arising from a proposed Assessment under IEnvA and, if applicable, then proactively disclose, in writing, such actual or potential conflict to IATA for determination and confirmation. Any information disclosed will be held by IATA in strict confidence. An EAO shall not be allowed to conduct the proposed Assessment unless and until a confirmation has been issued by IATA.

4.4.4 In circumstances where an EAO fails to assess whether there is, or might be, an actual or potential conflict of interest and to proactively disclose such conflict to IATA for determination, IATA reserves the right to issue a determination if, in the view of IATA, there is sufficient information, including, without limitation, publicly available information or industry knowledge, for it to issue such a determination. IATA shall inform the EAO as soon as reasonably practicable of its decision to issue a determination; the EAO shall not be allowed to conduct the proposed Assessment unless and until a determination has been issued by IATA.

4.4.5 Without prejudice to any right or remedy that may arise or accrue from the Agreement or the Assessment Agreement, an Assessment that has been conducted prior to a determination by IATA pursuant to IEPM 4.4.3 and IEPM 4.4.4 shall be null and void, and IATA reserves the right to refuse to register an Operator on the IATA Environmental Registry.

4.5 General Requirements

4.5.1 An EAO shall have processes to ensure:

4.5.1.1 as a minimum, one principal manager, as designated by the EAO, attends annual EAO Meetings arranged by IATA;

4.5.1.2 as a minimum, one principal representative, as designated by the EAO, attends one EAO/EOC meeting in each calendar year;

4.5.1.3 as a minimum, one principal manager, as designated by the EAO, participates in EAO conference calls, which are arranged periodically by IATA;

4.5.1.4 compliance with and/or implementation of appropriate action in response to EAO Alerts and EAO Bulletins issued by IATA.

4.6 Organization and Management

4.6.1 An EAO shall have an organization and management system that supports all operations associated with the IEnvA program. Such system shall include:

4.6.1.1 an Accountable Executive;
4.6.1.2 defined lines of managerial authority and responsibilities;
4.6.1.3 documented policies, processes and procedures;
4.6.1.4 provision of appropriate resources, to include personnel, equipment and facilities.

4.6.2 An EAO shall have one or more designated individuals within its organization that are assigned individual responsibility for:

4.6.2.1 the quality assurance program;
4.6.2.2 continual improvement of all aspects of the IEnvA program;
4.6.2.3 administration of the IEAR quality control process.

4.6.3 2.6.3 An EAO shall maintain a current listing of the key individuals within its organization that are associated with the Assessment program to include, for each individual listed, a general description of individual areas of responsibility and contact information. An updated and current listing shall be provided to IATA within thirty (30) calendar days following any revision to information contained therein.

4.6.4 QC Manager - Prerequisites, Responsibilities, Training, Evaluation

4.6.5 2.6.4 As a part of the development of the IEnvA Quality Assurance program, IATA requires a robust Quality Control process to be in place in each Assessment Organization, with the IATA QA Department acting in a surveillance and review role. A key component of this process will be the required nomination of a responsible QC Manager to be appointed, per IEPM 4.6.2, and used by the EAO and trained per IEPM 4.6.8.

4.6.6 The QC Manager position shall ensure the effectiveness of the EAO's QC process, and the delivery of Assessment reports of acceptable quality to IATA and aviation industry as specified in IEPM 11.2.1.

4.6.7 The prerequisites for the position of QC Manager shall include:

4.6.7.1 a broad background and good working knowledge of airline operations and the IEnvA standards and provisions;
4.6.7.2 airline Quality and/or Safety and/or Environmental experience and knowledge of Assessing techniques;
4.6.7.3 thorough knowledge of IEnvA standards, program requirements and their applicability;
4.6.7.4 a clear understanding of the accurate and detailed evidence reporting required of high-level Assessment report production;
4.6.7.5 the ability to consistently produce reports to IEnvA quality requirements;
4.6.7.6 the ability to analyse and provide effective feedback from the QC process to Assessors and to IATA;
4.6.7.7 a working knowledge of the INTELEX software platform;
4.6.7.8 fluent oral and written communication skills in English.

4.6.8 The QC Manager roles and responsibilities shall include:

4.6.8.1 responsibility and accountability for IEAR production, in accordance with IEPM and Program Quality requirements, including:
4.6.8.2 structuring the QC process for IEnvA reports,
4.6.8.3 ensuring that a complete QC review of all IEARs is carried out in a standardized manner;
4.6.8.4 ensuring that published deadlines for report delivery and QC processes are met;
4.6.8.5 ensuring that published deadlines for QC processes are met.
4.6.8.6 development of QC procedures and documentation support structures for Assessors;
4.6.8.7 Monitoring and administering QC process and;
4.6.8.8 provide Corrective Actions as required by IATA QC;
4.6.8.9 monitor EAO and Assessor quality performance and provide feedback to the Assessors by means of:

- analysis of the gaps in the internal QC process and Assessor QC performance,

- identification of weaknesses in internal processes, repetitive errors and Assessor behavior or techniques:
- identification of any training needs, or any other action necessary to ensure IEAR quality,

4.6.8.10 the authority to take immediate appropriate action to address and correct problems arising from the QC process related to assessments and/or evidence reporting, assessment process or control procedures within the EAO, or EAO QC performance concerns raised by IATA.

4.6.9 2.6.8 IATA may provide EAO QC Manager with appropriate training based on IEnvA program knowledge and experience, to ensure the structuring of effective and consistent EAO QC processes, for the delivery of acceptable level of quality of IEARs. Training content shall include:

4.6.9.1 IEnvA QC theory and QC techniques (e.g. Documentation; QC and Registration processes);
4.6.9.2 feedback on overall EAO QC Performance (e.g. effective QC process within EAOs; EAO Overall Performance and analysis of QC problems, errors);
4.6.9.3 feedback on EAO Individual QC Performance;
4.6.9.4 INTELEX related QC tools and enhancements;

Notes:

Before attending the QC Manager Training, the AO shall ensure that the candidate has already been introduced to the AO's internal QC procedures and processes as well as to IATA's QC processes.

Although the QC Manager Training is targeted for AO QC Managers, this training can also be attended by QC Managers who are already approved, AO QC Team members, AO Management, IOSA Lead Auditors or/and IOSA Auditors without prior authorization, but only upon notification of attendance to IATA.

4.6.10 After the EAO's QC Manager candidate has completed the QC Manager Training, the EAO shall send a formal notification of the official nomination of the new QC Manager to IATA, including the date from which the appointment becomes effective.

4.6.11 If, for reasons beyond the EAO's control, a QC Manager is absent, on leave, or the position is vacant, the EAO shall inform IATA of the measures taken to ensure the continuity of the quality control process, until a new QC Manager has been appointed and trained.

4.6.12 The official list of approved EAO QC Managers as well as contents of the QC Manager Training shall be published through the EAO Extranet. The latter may also be used for internal training of EAO's Auditors or the AO QC Team.

4.6.13 IATA may provide the EAOs with a QC Performance Summary (Statistical Analysis and Performance Results) twice per year. A full list of all QC nonconformities for the period under analysis will be provided to each EAO.

4.6.14 The EAO's QC performance may be monitored by the IATA SFO QA Department. If performed, the results from these evaluations shall be published through the EAO Extranet site. The EAO's QC performance, among other factors, shall be used for the EAO's evaluation during the annual EAO re-accreditation review, comparing the specific EAO's QC performance against the published Key Performance Indicators (KPIs).

4.7 Quality Assurance and Quality Control

4.7.1 An EAO shall have a Quality Assurance program that includes internal audits and quality control to ensure:

4.7.1.1 conformance with all standards applicable to the administration, documentation, and production of IEnvA Assessment Reports;
4.7.1.2 conformance with all standards applicable to the administration, documentation, and operations of its IEnvA program;
4.7.1.3 evaluation of feedback and implementation of associated action for continual improvement of all aspects of its IEnvA program.

4.7.2 An EAO shall have a system for surveillance and control of the Assessment program. Such system shall include processes that are applicable to the conduct of the Assessment and performance of the IEnvA Assessors, and provide for:

4.7.2.1 identification of non-conformities and program weaknesses;
4.7.2.2 development of measures that address non-conformities and eliminate recurrence;
4.7.2.3 implementation of corrective action;
4.7.2.4 measurement of the effectiveness of corrective action;
4.7.2.5 analysis and evaluation of further action, as appropriate.

4.7.3 An EAO shall have an internal review program that strives to achieve continual improvement of the Assessment program through implementation of action determined from analysis and evaluation of information from a combination of the following sources, as applicable:

4.7.3.1 internal control and surveillance system;
4.7.3.2 feedback from IATA;
4.7.3.3 EAO Meetings;
4.7.3.4 complaints and testimonials;
4.7.3.5 questionnaires and surveys;
4.7.3.6 communication with other relevant outside entities.

4.8 Facilities and Resources

4.8.1 An EAO shall have the availability of human resources as follows:

4.8.1.1 specialist personnel to satisfy computer and information technology needs;
4.8.1.2 qualified Assessors to ensure full coverage of Assessments;
4.8.1.3 quality assurance personnel to provide operational oversight;
4.8.1.4 support personnel for administration and production.

4.8.2 An EAO shall have facilities that meet the following minimum requirements:

4.8.2.1 adequate dedicated fixed or modular office space;
4.8.2.2 one conference room suitable for conducting meetings;
4.8.2.3 dedicated space suitable for the secure retention of documents and records;
4.8.2.4 space suitable for business and computer equipment, as applicable.

4.8.3 An EAO shall have business equipment that meets the following minimum requirements:

4.8.3.1 dedicated office furniture for the use of management and administrative personnel;
4.8.3.2 network computer equipment, including firewall and electronic backup capabilities, sufficient to support information technology needs.

4.9 Documentation System

4.9.1 An EAO shall document its systems, policies, programs, processes, procedures, methods, or means, and such documentation shall include a description of the requirement and a clear assignment of responsibility for implementation.

4.9.2 An EAO shall have an operations manual (or equivalent document) that defines specific responsibilities within the organization and provides published policies, processes, procedures and other guidance applicable to the management, administration, implementation and oversight of its IEnvA operations.

4.9.3 An EAO shall have procedures for reviewing, revising, updating, maintaining and distributing manuals relevant to its IEnvA operations in a timely manner.

4.9.4 An EAO shall have procedures that ensure, when a new version of the IEPM has been published by IATA, its operations manual (or equivalent document) as specified in IEPM 4.9.2 is revised accordingly, and such revision is completed prior to the end of the fourth month following the month the IEPM revision was published.

4.9.5 An EAO shall ensure that whenever the operations manual (or equivalent document) is revised in accordance with IEPM 4.9.3, a list of relevant cross-references is produced and sent to IATA. Such

cross-references shall provide a comparison that shows the revised operations manual (or equivalent document) includes all requirements contained in the current version of the IEPM.

4.9.6 An EAO shall have a distribution process that ensures Assessors and other personnel associated with its IEnvA operations have ready access to current versions of relevant IEnvA documents.

4.9.7 An EAO shall ensure that Assessors are supplied with, and have at their disposal, current documents for use during an Assessment, to include:

4.9.7.1 relevant sections of the IEnvA Standards Manual (IESM)
4.9.7.2 relevant IEnvA Checklists;
4.9.7.3 Operational Feedback Notices (OFN), if any are issued;
4.9.7.4 applicable EAO Alerts and EAO Bulletins.

4.9.8 The EAO shall ensure that any IT system used for the storage and/or exchange of information and data with IATA, Operators, and the Auditors or Assessors has adequate security measures in place to avoid any unauthorized access to such information and data.

4.10 Records System

4.10.1 An EAO shall have a records system with defined procedures, resources and controls for the identification, storage, protection, security, retrieval, retention and disposal of all records associated with its IEnvA program.

4.10.2 If an EAO uses an electronic records system, the EAO shall have a means to ensure a scheduled generation of separate back up files for IEnvA records.

4.11 Assessor Administration

4.11.1 An EAO shall ensure that IEnvA Assessors are selected and meet applicable provisions in accordance with IEPM:

4.11.1.1 Section 6, for qualification and experience requirements;
4.11.1.2 Section 7, for training requirements.

4.11.2 An EAO that seeks to add a previously approved IEnvA Assessor to its list of approved IEnvA Assessors (a "shared" Assessor) shall ensure such Assessor is currently qualified and is approved by IATA.

4.11.3 An EAO shall have an Assessor familiarization program that is designed to ensure an Assessor that is new to the organization fully understands the EAO's administrative and operational policies and procedures. Such program shall be completed by every new Assessor prior such Assessor conducting an Assessment for the EAO.

4.11.4 An EAO shall ensure an Assessor Qualification Record (AQR) is submitted to IATA for approval prior to making any changes to its list of approved IEnvA Assessors, to include:

4.11.4.1 the addition of a new Assessor who requires approval as an Assessor;
4.11.4.2 the addition of a new Assessor who has been previously approved and is currently qualified as an Assessor;
4.11.4.3 the removal of an existing Assessor;
4.11.4.4 any change to the qualification status of an existing Assessor for any reason.

Notes:

IATA at its sole discretion provides approval or rejection of an AQR submitted by an EAO.

4.11.5 An EAO shall maintain an up-to-date list of approved IEnvA Assessors, and for maintaining a current qualifications file for each individual Assessor. The Assessor qualifications file shall include:

4.11.5.1 an up-to-date curriculum vitae;
4.11.5.2 licences, certificates, diplomas, as applicable;

4.11.5.3 additional documented evidence that supports fulfilment of qualification prerequisites in accordance with IEPM Section 3;

4.11.5.4 copies of approved AQRs for each change in Assessor qualification.

4.11.6 An EAO shall communicate with IEnvA Assessors and distribute current and relevant information in a timely manner.

4.11.7 If an EAO, in the conduct of an Assessment, uses an Assessor who has not completed the appropriate qualification process or has not been approved by IATA in accordance with applicable provisions in IEPM Section 3, such EAO shall be required to re-accomplish, at its own cost, any part of the Assessment conducted by an unqualified or unapproved Assessor.

4.12 Notifications and Submissions

4.12.1 An EAO shall:

4.12.1.1 provide written notifications to IATA as specified in applicable provisions in this IEPM. Acceptable methods for such written notifications include email, fax, or other method(s), as agreed to by IATA;

4.12.1.2 submit an executed Audit Agreement (between the AO and Operator) to IATA a minimum of thirty (30) calendar days prior to the scheduled commencement date of the on-site phase of an Audit (Opening Meeting). Such executed Audit Agreement shall be submitted in triplicate and set out the commercial arrangements and all other terms, conditions and restrictions associated with the relevant Audit. The Audit Agreement shall include an option for the Operator to receive an IPV and the costs for such optional IPV shall be negotiated between the Operator and the AO;

4.12.1.3 submit, along with the Audit Agreement as specified in IEPM 4.12.1.2 above, a Request For Proposal (RFP) Summary Sheet, or equivalent summary, to IATA, that specifies costs associated with the Audit, to include, as a minimum:

4.12.1.4 variable costs (travel, accommodations, per diem, translator/interpreter, on-site supplies and services, other miscellaneous costs);

4.12.1.5 total cost;

4.12.2 An EAO shall proactively disclose to IATA whether any Assessment-related consulting services, referred to in IEPM 4.4.1.2, form part of their business operation. By making such information available, IATA can make an appropriate determination. Any information disclosed will be held by IATA in the strictest confidence.

4.12.3 An EAO shall have, upon renewal of any required insurance policy as set out in the Accreditation Agreement, a copy of each certificate evidencing insurance renewal is submitted to IATA within seven (7) calendar days following receipt of the certificate by the EAO.

Assessor Currency Database

4.12.4 An AO shall review and revise the Assessor Currency Database that is provided by IATA and then submit such Database complete with updated Auditor currency information to IATA no more than seven (7) days after having received the Database from IATA. Failure to submit a revised Database shall result in rejection of any AQR submitted to IATA for approval.

4.12.5 An EAO shall ensure a curriculum vitae (CV), are submitted to IATA concurrent with the AQR for approval of all new Assessors being added to the List of Approved Assessors for that EAO.

4.12.6 An EAO shall submit a claim of extenuating circumstances to IATA for approval, as specified in IEPM 7.5.6, when applicable during the registration renewal process.

4.12.7 An EAO shall ensure a request is submitted and written authority is received from IATA, in accordance with IEPM 9.9, prior to the EAO issuing any verbal statements or written material designed to promote the IEnvA program for commercial or competitive gain.

4.12.8 The EAO shall notify IATA, and the Operator, immediately if it has been determined that the Operator will not, or cannot, meet IEnvA standards within a timeframe necessary to attain or maintain IEnvA registration.

4.13 Accreditation Renewal

4.13.1 The accreditation of an EAO shall be reviewed by IATA on an annual basis, and renewal or non-renewal of such accreditation each year shall be based on a determination by IATA, based on its review, that the EAO has:

4.13.2 fulfilled representations and warranties as set out in the Agreement;

4.13.3 maintained an acceptable level of production and quality of Assessments;

4.13.4 demonstrated continued conformity with applicable provisions in this IEPM.

4.14 Accreditation Termination

4.14.1 The accreditation of an EAO shall be terminated by IATA prior to the expiry date of the Agreement for verified program deficiencies that include, but are not limited to, one or more of the following:

4.14.1.1 a breach of terms of the Agreement;
4.14.1.2 a failure to conform to provisions of this IEPM;
4.14.1.3 an unacceptable level of Assessment production and/or quality;
4.14.1.4 non-payment of accreditation or other related fees;
4.14.1.5 non-procurement of required insurance policies; and/or
4.14.1.6 any factors deemed to be detrimental to the integrity or quality of the IEnvA program.

4.14.2 The process for termination of the accreditation of an EAO by IATA shall include one or more steps based on the program deficiencies that exist, to include:

4.14.2.1 issuance of a warning letter from IATA to the EAO;
4.14.2.2 a recommendation for corrective action to be implemented by the EAO;
4.14.2.3 evaluation of EAO activities by IATA; and/or
4.14.2.4 a written 90-day notice of accreditation termination.

4.14.3 IATA reserves the right to bypass the process specified in IEPM 4.14.2 and immediately terminate the accreditation of an EAO when there are factors determined by IATA to be detrimental to the integrity or quality of the IEnvA program.

4.15 Termination of Business

4.15.1 Where an Assessment Organization must, for whatever reason, terminate their EAO business activities and effectively close down, prior to such a closure the EAO shall:

4.15.1.1 advise IATA at their earliest opportunity when such a scenario appears imminent; and,
4.15.1.2 fulfil all pre-existing IEnvA Assessment obligations between the EAO and any affected Operator(s), to the point of IEnvA Registration or Registration renewal, as part of honoring their initial agreement(s) with IATA and the Operator(s).

5 Assessor Qualifications

Purpose

The quality of the IEnvA Assessor is a critical factor in ensuring each assessment is conducted in a standardized and consistent manner. This section of the IEPM sets out qualification standards and guidance to ensure every IEnvA Assessor possesses the requisite level of competence to achieve overall program standardization.

5.1 IEnvA Assessment Team Experience

5.1.1 To successfully conduct an IEnvA assessment it is a requirement that an assessment team be made up of both an aviation experienced assessor and also an environmental assessor that meet the requirements in Section 3.3.4

5.1.2 Competence of IEnvA Assessors

5.1.3 Confidence in, and reliance on, the Assessment process depends on the competence of personnel conducting the Assessment. The EAO shall have the responsibility for determining that each IEnvA Assessor has been selected and approved based on the following criteria:

5.1.3.1 meets all applicable qualification prerequisites;
5.1.3.2 possesses the appropriate personal attributes;
5.1.3.3 demonstrates the ability to apply knowledge and skills that are necessary to effectively conduct Assessments under the IEnvA program;
5.1.3.4 successfully completes IEnvA Training provided by IATA;
5.1.3.5 Complete all steps in the process for qualification to the appropriate category of IEnvA Assessor.

5.2 62B3.3 Qualification Prerequisites for IEnvA Assessors Acceptance

5.2.1 The EAO shall require a candidate for IEnvA Assessor to submit evidence, including a curriculum vitae (CV) and any other relevant certificates or qualification awards or transcripts, which document the candidate's professional background in terms of education, operational experience, Assessor certification and/or training and Assessment experience.

5.2.2 The EAO shall apply for due diligence in verifying that a candidate for IEnvA Assessor has met the appropriate qualification prerequisites in terms of education, operational experience, Assessor certification and training, and Assessment experience before the candidate can be approved as an IEnvA Assessor. Such prerequisites are indicators of Assessor competence and ensure that an Assessor has acquired the necessary knowledge and skills to become an IEnvA Assessor.

Notes:

To verify that the Assessor candidate has met applicable prerequisites, IATA reserves the right, at any time and at its sole discretion, to:
1) cross-check applicable records (e.g. CV, certificates) against information contained in an AQR;
2) take appropriate action (up to and including removal) where it is deemed that the applicable prerequisites have not been met.

Prerequisite Education

5.2.3 An IEnvA Assessor shall have completed at least secondary education.

5.2.4 An IEnvA assessment team shall cover both, aviation experience and qualifications (*IEnvA Assessor - Aviation*) and environmental experience and/or environment management systems experience/qualifications (*IEnvA Assessor - Environment*):

5.2.4.1 An *IEnvA Assessor - Aviation* shall have a minimum of 10 years professional experience of aviation or be a Registered IOSA Lead Auditor.

5.2.4.2 An *IEnvA Assessor - Environment* shall have a minimum of 5 years professional experience relevant to environmental protection and/or environmental assessment, possess certification by a recognized national or international environmental assessor/auditor certification authority and have completed an ISO14001 auditor course (or similar).

5.2.5 Should an individual meet the requirements stated in 5.2.4.1 and 5.2.4.2, IATA may, at its sole discretion, provide approval for a one-person Assessment team.

Prerequisite Audit/Assessment Experience

5.2.6 IEnvA Assessors shall have conducted a minimum of four (4) Audits/Assessments within the scope of any of the following areas in the 12-month period immediately prior to application as an IEnvA Assessor:

5.2.6.1 IOSA
5.2.6.2 Safety Management Systems
5.2.6.3 Environmental Management systems;
5.2.6.4 Environmental due diligence; or
5.2.6.5 Environmental Regulatory conformance.

5.2.7 Exemption for Highly Experienced Assessors

5.2.7.1 A candidate for *IEnvA Assessor - Environment* that has experience well in excess of the minimum specified in IEPM 5.2.6 may be considered for an exemption from a maximum of one other qualification prerequisite contained in IEPM 5.2.4.2 at the sole discretion of IATA.
5.2.7.2 The EAO shall submit a written request to IATA (to consider an exemption for an individual candidate) that shall include comprehensive professional background information, including a documented record of Assessments conducted.
5.2.7.3 A prerequisite that specifies "recency of experience" may be considered for exemption in the context of a candidate's professional background experience.

5.3 Personal Attributes of IEnvA Assessors

5.3.1 An IEnvA Assessor must possess personal attributes that contribute to the successful performance of an Assessment. Such personal attributes may include the following:

5.3.1.1 ethical in conduct;
5.3.1.2 objective, fair and impartial in applying judgement;
5.3.1.3 self-confident in knowledge and ability;
5.3.1.4 honest and firm in convictions;
5.3.1.5 focused on achieving objectives;
5.3.1.6 observant of physical surroundings and activities;
5.3.1.7 dedicated to operating in a teamwork environment;
5.3.1.8 open to alternative ideas or methods;
5.3.1.9 tactful in dealing with people;
5.3.1.10 discreet in managing information;
5.3.1.11 insightful of and adaptable to different situations;
5.3.1.12 analytical and logical in reaching conclusions;
5.3.1.13 physically and mentally fit for duties as an Assessor;
5.3.1.14 well groomed, with good personal habits and hygiene.

5.4 Knowledge and Skills for IEnvA Assessors

5.4.1 IEnvA Assessors shall have a thorough knowledge of:

5.4.1.1 quality and/or safety and/or environmental Assessment principles, procedures, and techniques;
5.4.1.2 manuals that comprise the IEnvA documentation system, including this IEPM, the IEnvA Standards Manual (IESM), and any other elements of the IEnvA documentation system as they may be developed;

5.4.1.3 typical organizational structure of airlines, including size, functions and relationships;
5.4.1.4 relevant areas of airline operations that impact environmental performance.

5.4.2 IEnvA Assessors shall have a general knowledge of the following:

5.4.2.1 applicable environmental laws, aviation laws, ICAO Annexes and regulatory requirements (e.g. European Union Regulations, and/or other similar and comparable national/regional aviation and environmental regulations);
5.4.2.2 airline business processes and related terminology;
5.4.2.3 cultural and social customs of the countries in which they will be Assessing.

5.4.3 IEnvA Assessors shall have effective skills in the following areas:

5.4.3.1 speaking, reading and writing English;
5.4.3.2 writing reports;
5.4.3.3 communicating;
5.4.3.4 working with people;
5.4.3.5 using computer programs.

5.5 Additional Skills for IOSA Lead Auditors

5.5.1 Lead Auditors require additional skills in leadership that enhance the performance of the Assessment Team, such as:

5.5.1.1 planning the Assessment and making effective use of resources during the Assessment;
5.5.1.2 representing the Assessment Team in communications with the client and operator;
5.5.1.3 organizing and directing Assessment Team members;
5.5.1.4 leading the Assessment Team to reach Assessment conclusions;
5.5.1.5 preventing and resolving problems and conflicts;
5.5.1.6 preparing and completing the Assessment reports.

5.6 Qualification Process for Assessors

5.6.1 As part of the initial accreditation process, a candidate for accreditation as an EAO shall propose one or multiple Assessors, for approval by IATA. The proposed Assessors shall complete the following qualification process and be approved by IATA in order for the EAO to establish its initial group of approved IEnvA Assessors. Each proposed Assessor shall:

5.6.1.1 submit a completed IEnvA AQR and a curriculum vitae (CV) to the EAO;
5.6.1.2 at the request of IATA, complete a personal interview by IATA to verify that Assessor prerequisite qualifications are in accordance with applicable provisions in IEPM 5.3.4;
5.6.1.3 if approved by IATA, complete the IEnvA Assessor Familiarization and Training course as specified in IEPM 6.1.1.

5.6.2 Once an EAO has completed initial accreditation:

5.6.2.1 only the initial group of IEnvA Assessors approved in accordance with IEPM 5.9.1 shall be permitted to conduct Assessments for the EAO;
5.6.2.2 all candidates for IEnvA Assessor subsequently selected shall be required to complete the full Assessor qualification process in accordance with IEPM 5.9.3 and 5.9.4;
5.6.2.3 the initial group of IEnvA Assessors may be changed provided:
5.6.2.4 approval of such change(s) is requested and received from IATA;
5.6.2.5 proposed replacement Assessors complete the qualification process and are approved by IATA in accordance with IEPM 5.9.1.

5.6.3 Each such candidate for IEnvA Assessor shall successfully complete the following qualification process in order to be added to the list of approved IEnvA Assessors for the EAO. Each candidate for IEnvA Assessor shall:

5.6.3.1 Complete the IEnvA Assessor Familiarization and Training course as specified in IEPM 6.1.1;

5.6.3.2 Complete training by the EAO in the use of the Q5 Assessment and Inspection Management System (INTELEX);

5.6.3.3 If requested by IATA, observe a minimum of 1 (one) IEnvA Assessment;

5.6.3.4 If requested by IATA, conduct assessments, under the supervision of an approved IEnvA Assessor;

5.6.3.5 If requested by IATA, receive additional training-to-proficiency during the qualification process;

5.6.3.6 If requested by IATA, conduct one (1) full Assessment while the Assessor's performance is assessed by an Evaluator;

5.6.3.7 Be recommended to the EAO for approval as an Assessor by the Evaluator specified in the previous step.

Notes:

1) Steps of this process shall be completed in sequence (see Figure 3.1)
2) All steps of this process, except IEPM 5.6.3.1, shall be completed within the 12-month period immediately prior to the date of AQR submission.
3) Exceptions to the sequence of steps may be permitted at the discretion of IATA.
4) Steps IEPM 5.6.3.3 and IEPM 5.6.3.4 may be accomplished during the same Assessment; step IEPM 5.6.3.6 shall be accomplished during a subsequent and different Assessment.
5) In satisfying step IEPM 5.6.3.6 of this initial qualification process, the Evaluator conducting the evaluation of the Assessor for initial qualification shall not conduct any other evaluations during the Assessment.
6) An Assessor candidate undergoing qualification as specified in steps IEPM 5.6.3.3, IEPM 5.6.3.4 and/or IEPM 5.6.3.5 shall not be considered a member of the Assessment team.
7) An Assessor candidate undergoing a final evaluation as specified in step IEPM 5.6.3.6 shall be considered a member of the Assessment Team
8) A full Assessment in Step IEPM 5.6.3.6 means the candidate Assessor must be present for the full Assessment.

5.6.4 Intentionally left open.

5.6.5 When the EAO has determined that a candidate for IEnvA Assessor has successfully completed all applicable steps in the Assessor qualification process in accordance with IEPM 3.9.3, the EAO shall:

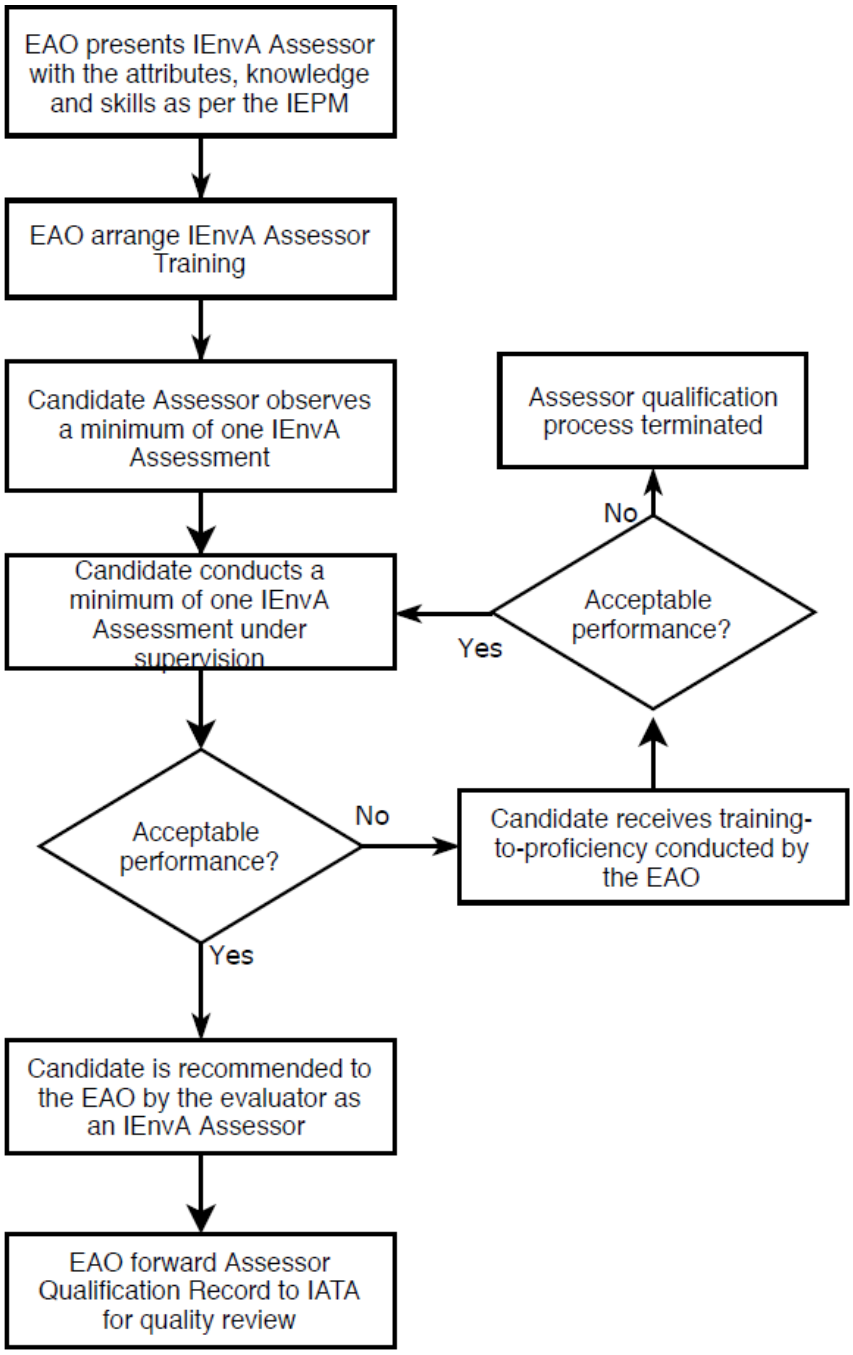
5.6.5.1 immediately submit an Assessor Qualification Record (AQR) to IATA for review and approval;

5.6.5.2 once the AQR has been approved by IATA, enter the name of the new Assessor on the list of approved IEnvA Assessors for the EAO.

Note:

An Assessor shall not be used to conduct an Assessment without supervision until the AQR has been approved by IATA.

Figure 3.1 – IEnvA Assessor Qualification Process Flow



5.7 Qualification Process for IEnvA Assessor – Environment

5.7.1 After the EAO has completed the selection process based on criteria set out in IEPM 3.7, the EAO shall ensure the selected Assessor successfully satisfies or completes each of the following steps:

5.7.1.1 as a prerequisite, has conducted a minimum of four (4) complete IOSA audits as an auditor;

5.7.1.2 as a prerequisite, has successfully completed a formal Lead Auditor training course in accordance with provisions in IEPM 4.3;

5.7.1.3 is recommended by a Lead Auditor based on demonstration of competencies;

5.7.1.4 conducts a minimum of one (1) complete Assessment acting as Lead Assessor while performance is evaluated by an ISOA Evaluator;

5.7.1.5 is recommended for approval as a Lead Auditor by the IOSA Evaluator specified in (iv).

5.7.2 When the EAO has determined that a Category 1 Assessor has successfully completed all steps in the qualification process in accordance with IEPM 3.10.1, the EAO shall:

5.7.2.1 submit an AQR to IATA for review and approval;
5.7.2.2 once the AQR has been approved by IATA, enter the name of the new Lead Assessor on the list of approved IEnvA Assessors for the EAO.

Note:

An *IEnvA Assessor - Environment* shall not be used as an IEnvA Assessor until the AQR has been approved by IATA.

5.7.3 Exceptions to the above *IEnvA Assessor - Environment* qualification requirements may be permitted, at the discretion of IATA.

5.8 IOSA Evaluators

5.8.1 Evaluators used to review potential Category 1 IEnvA Assessors are IOSA Evaluators and must meet all requirements in the IOSA program manual.

5.8.2 Exceptions to the above Evaluator qualification requirements may be permitted, at the discretion of IATA.

5.9 Recurrent Training Currency

5.9.1 At the request of IATA, the EAO shall ensure each IEnvA Assessor on its list of approved IEnvA Assessors completes the AO's recurrent training course in accordance with IEPM 4.5.1.

5.9.2 An IEnvA Assessor that has not satisfied the recurrent training requirements specified in IEPM 3.13 shall be classified as non-current by the EAO and shall not be used by the EAO to conduct an Assessment until training currency has been re-established in accordance with IEPM 3.16.1.

5.10 Performance Evaluation Currency

5.10.1 At the request of IATA, the EAO shall evaluate the performance of each IEnvA Assessor a minimum of once during every two (2) calendar years. Performance evaluations shall have satisfactory results and shall be accomplished by an Evaluator while the Assessor is conducting a full or partial Assessment.

5.11 Assessment Conduct Currency

5.11.1 The EAO shall ensure each IEnvA Assessor is part of a minimum of one (1) IEnvA Assessment during each calendar year.

5.12 Re-establishment of Qualifications

5.12.1 An IEnvA Assessor, whose qualification has become non-current for failure to meet recurrent training currency requirements as specified in IEPM 5.9 shall re-establish qualification for an EAO by completing the recurrent training course.

5.12.2 An Assessor, or a Lead Assessor, whose qualification has become non-current for failure to meet performance evaluation currency requirements as specified in IEPM 5.9 shall re-establish qualification for an EAO by receiving a satisfactory performance evaluation by an Evaluator from the EAO while conducting a complete Assessment.

5.12.3 An Assessor, or a Lead Assessor, whose qualification has become non-current for failure to meet Assessment conduct currency requirements as specified in IEPM 5.9, shall re-establish qualification as an IEnvA Assessor by receiving satisfactory performance evaluation by an Evaluator, while conducting a complete Assessment as an Assessor or, if applicable, a Lead Assessor.

Note:

At the approval of IATA, an Evaluator may be permitted to conduct an evaluation of an IEnvA Assessor, re-establishing qualification, and also conduct an evaluation of an Assessor undergoing initial qualification during the same Assessment.

5.12.4 An IEnvA Assessor, whose qualification has become non-current for failure to meet Assessment conduct currency requirements as specified in IEPM 5.10 and who fails to re-establish qualification within a period of one (1) year from the date of becoming non-current, shall re-establish qualification as an IEnvA Assessor by:

5.12.4.1 conducting a complete Assessment as an Assessor or, if applicable, a Lead Assessor, under the supervision of a fully qualified IEnvA Assessor; or

5.12.4.2 receiving a satisfactory performance evaluation by an Evaluator while conducting a complete Assessment as an Assessor or, if applicable, a Lead Assessor.

Notes:

1) An Evaluator shall not be permitted to conduct an evaluation of an Assessor re-establishing qualification in accordance with IEPM 5.12, and also conduct an evaluation of an Assessor undergoing initial qualification in accordance with IEPM 5.7.1, during the same Assessment.

2) (1) can be conducted for an Assessor during the same Assessment, but not for a Lead Assessor.

5.12.5 An Assessor whose qualification has become non-current for failure to meet Assessment conduct currency requirements as specified in IEPM 5.10, and who fails to re-establish qualification within a period of two years from the date of becoming non-current, shall:

5.12.5.1 for failure to maintain currency as an IEnvA Assessor as specified in IEPM 5.10, re-establish qualification as an IEnvA Assessor by completing the full qualification process contained in IEPM 5.7, to include completion of the relevant IEnvA training;

5.12.5.2 for failure to maintain currency as an IEnvA Assessor as specified in IEPM 5.10, re-establish qualification as an IEnvA Assessor by completing the full qualification process contained in IEPM 5.7, to include completion of a formal lead Assessor training course.

6 IATA Assessor Training

Purpose

A high level of competency among IEnvA Assessors is essential in ensuring a credible and meaningful Assessment under IEnvA. It is therefore necessary to establish an IEnvA Assessor training program that ensures each IEnvA Assessor attains, and maintains, a requisite level of standardization and competency. This section of the IEPM supports achievement of IEnvA program goals and sets out standards and guidance for the content and presentation of IEnvA training activities.

6.1 IEnvA Assessor Training

6.1.1 At the request of IATA, each candidate for IEnvA Assessor shall successfully complete the program of familiarization and training devised by IATA, and such course completion shall remain valid for a period of twelve (12) months or whenever a new revision to the IESM is produced.

6.1.2 Training attendance shall be arranged and scheduled by an EAO and shall be conducted by IATA in accordance with applicable provisions in IEPM Section 7.

6.1.3 The EAO shall advise IATA of the successful completion of training by each listed IEnvA Assessor, and records shall be retained by the EAO.

6.2 Prerequisite IEnvA Assessor Training

6.2.1 Each candidate for IEnvA training shall have met all qualification and experience requirements prior to arranging training with IATA and shall have undertaken an acceptable assessment / audit training program.

6.2.2 The EAO shall record and retain acceptable documented evidence of prerequisite Assessor training in accordance with IEPM Section 5.

6.3 Prerequisite IEnvA Assessor – Environment Training

6.3.1 Each candidate for IEnvA Assessor – Category 1, shall have successfully completed a formal IOSA lead auditor training course.

6.3.2 The EAO shall record and retain acceptable documented evidence of successful completion of formal lead Assessor training, including specific course identification, date and location, by each listed IEnvA Lead Assessor, in accordance with IEPM 5.7. Such records shall be retained by the EAO in each Assessor's qualifications file.

6.4 Assessor Recurrent Training

6.4.1 The EAO shall identify when the 12-month IATA training is due for renewal and shall advise IATA of the IEnvA Auditor that required recurrence training.

7 Training Conduct and Management

Purpose

IATA will develop and conduct Assessor training for IEnvA. This Section sets out standards to ensure that training is delivered in a manner that achieves IEnvA program objectives for Assessor standardization and quality.

7.1 Assurance

7.1.1 IATA reserves the right to have a program to check IEnvA Assessors against all standards associated with the IEnvA Program.

7.2 Facilities and Resources

7.2.1 IATA shall ensure that sufficient human resources to effectively satisfy the following needs:

- **7.2.1.1** management and administration;
- **7.2.1.2** computer and information technology support;
- **7.2.1.3** instruction;
- **7.2.1.4** ongoing development.

7.2.2 Training delivered by IATA for the IEnvA Program will be of done through an online delivery system.

7.2.3 The IEnvA training curriculum shall address, but not be limited to, the following subject areas:

- **7.2.3.1** Introduction to the IEnvA program objectives, principles, methodology and techniques;
- **7.2.3.2** IEnvA terminology;
- **7.2.3.3** IEnvA manuals and supporting documentation, including IEPM, IESM;
- **7.2.3.4** IEnvA Assessment process and logistics;
- **7.2.3.5** Assessor competence;
- **7.2.3.6** Intercultural awareness;
- **7.2.3.7** Interpretation of IEnvA Standards and Recommended Practices and application during an Assessment;
- **7.2.3.8** Determination of conformity with IEnvA Standards and Recommended Practices;
- **7.2.3.9** Documentation requirements;
- **7.2.3.10** Introduction the online audit software;

8 Airline Responsibilities and IEnvA Registration

Purpose

One goal of IEnvA is to facilitate the airlines' understanding of seeking IEnvA registration.
There are several pre-registration responsibilities that must be undertaken, prior to undergoing an initial IEnvA Assessment. This section of the IEPM is intended to highlight some of those responsibilities.

8.1 Pre-Assessment Preparation

8.1.1 The Operator shall:

8.1.1.1 establish, in conjunction with IATA, the Scope of the IEnvA Assessment;
8.1.1.2 establish, in conjunction with IATA and the EAO, a date for the IEnvA Assessment;
8.1.1.3 perform an internal Assessment or gap analysis against the relevant standards.

8.2 IEnvA Assessment Planning

8.2.1 The Operator shall:

8.2.1.1 provide the EAO with the IEnvA Assessment Scope as established in IEPM 8.1.1.1;
8.2.1.2 if requested, provide the EAO with operational profile;
8.2.1.3 evaluate and inform/discuss with the EAO what disciplines are planned for Assessment;
8.2.1.4 provide the EAO with an internal assessment report, or gap analysis report, cross referencing the relevant standards with the applicable compliance evidence performed in IEPM 8.1.1.3;
8.2.1.5 ensure sufficient resources and logistical support are assigned during the Assessment;
8.2.1.6 establish with the EAO which secure or restricted locations will be visited during the Assessment and arrange the necessary access;

8.3 During IEnvA Assessment

8.3.1 The Operator shall:

8.3.1.1 be open and honest;
8.3.1.2 provide the Assessor with access to facilities & personnel as required;
8.3.1.3 ensure the responsible operational managers & applicable staff are available, when required, during the Assessment;
8.3.1.4 ensure that English speaking personnel are available during the Assessment.

8.4 Assessment Follow-up

8.4.1 Upon receipt of the CAR(s) from the EAO, the Operator shall provide to the EAO a Corrective Action Plan (CAP) to address each finding and/or observation that includes the Root Cause Analysis (RCA) and the Planned Corrective Action:

8.4.1.1 in the case of a finding or observation - conduct a thorough RCA to identify the root cause of the problem, and a detailed planned corrective action;
8.4.1.2 before submitting the CAP to the EAO, verify:

- that all corrective actions address all aspects of IEPM 8.4.1.1 above;
- that proper English spelling and grammar has been used;
- the completeness of all required areas of the CAP.

8.4.1.3 submit a comprehensive CAP, in English, as per instructions provided by the EAO, and within the timeframe outlined in IEPM 10.8.5.

8.4.2 Keep the EAO informed with corrective action implementation progress (provide full evidence and description of corrective actions (e.g. documentation) and clear description of what changes were made, and detailed evidence of implementation.

8.5 Registration

8.5.1 For IEnvA Stage 2 registration, all the following must be completed:

8.5.1.1 the Assessment Report (IEAR) must be quality control checked by the EAO;
8.5.1.2 the IEAR must be quality control checked by IATA;
8.5.1.3 the IEAR must be reviewed and approved by IATA Senior Management.
8.5.1.4 The Operator must have an active IEnvA Stage 2 Agreement.

8.6 Quality Control

8.6.1 QC is dependent on a close working relationship between IATA, the EAO, and the Operator, and is performed to ensure that the final IEnvA Assessment Reports (IEARs) are all of a high standard, with error-free content.

8.6.2 The role of:

8.6.2.1 the Operator is to provide the EAO with any information requested during the QC process, in a timely manner;
8.6.2.2 the EAO & IATA is to ensure that their respective internal QC process is effective and performed in accordance with IEPM 11.2. During this period communication is ongoing between both parties;
8.6.2.3 IATA is to ensure that all IEARs can be released to an approved third party without any risk of misinterpretation, incompleteness, or inaccuracy. Any of these errors would affect the quality of the report and may challenge the credibility or reputations of the IEnvA Program, the EAO, or the Operator.

8.6.3 The overall objective of the QC process is to ensure that the IEAR is operationally accurate, easily understood, and has a standard of presentation in keeping with the industry expectation of a high-level environmental Assessment that may be subject to worldwide review and analysis.

8.7 Registration Maintenance

8.7.1 During the two (2) year registration period the Operator shall:

8.7.1.1 continuously monitor the conformance with IEnvA standards via internal Assessments;
8.7.1.2 inform IATA immediately in case of any significant changes to the organization (e.g. operational or management, ownership changes, mergers, etc.). Refer to IEPM 9.6.

9 IATA & IENVA REGISTRATION

Purpose

The IEnvA registration process is the formal method used by IATA to determine the operational fitness of an airline organization to be registered as an IEnvA Operator on the IATA Environmental Registry. This section of the IEPM sets out standards for the IEnvA registration process.

9.1 IATA Environmental Registry

9.1.1 The IATA Environmental Registry is established and maintained by IATA for the purpose of providing the official listing of airline organizations that have achieved and are currently maintaining status as an IEnvA Operator.

9.1.2 To qualify for potential registration as an IEnvA Operator, an airline organization shall conduct operations within the Assessment Scope of the IEnvA program. Membership in IATA is not a prerequisite for IEnvA Registration.

9.1.3 To be registered as an IEnvA Operator, an airline organization shall have been assessed by an accredited Assessment Organization (EAO) and shall have demonstrated conformity with all IEnvA standards.

9.2 Assessment Expiration

9.2.1 An Assessment, whether for initial registration or renewal of an existing registration, shall have a limited period of validity and shall expire at 23:59 local time, at the location where the Assessment was conducted, on the date exactly six (6) consecutive months following the date of the closing meeting, Under extenuating circumstances and at the sole discretion of IATA, an assessment validity period may be extended for an additional six months.

9.2.2 At its sole discretion, IATA may cover the costs of the initial IEnvA assessment of Stage 1 for the operator. If the operator fails to close all findings and the initial assessment becomes invalid and the operator will be required to cover all costs of future Stage 1 assessment attempts.

9.3 Registration Periods

9.3.1 The initial IEnvA Stage 1 registration period shall be twenty-four (24) months from the date that the Assessment Report is approved and, if not successfully renewed, will expire at 23:59 local time on the expiry date at the location of the Operator as specified on the AOC.

9.3.2 It should be noted that for seamless Stage 2 registration to occur, the Stage 2 assessment must be completed and closed with the IEAR issued prior to expiration date of the previous registration. See section 9. IATA strongly recommends that all Stage 2 (renewal) Assessments commence at least 8 months prior to the expiration date of the previous registration to allow for 1 month of assessment, 6 months to close any findings and 1 months for the IATA QC process.

9.3.3 The IEnvA Stage 2 registration period shall be twenty-four (24) months and, if not successfully renewed, expire at 23:59 local time on the expiry date at the location of the Operator as specified on the AOC. It should be noted that for seamless re-registration to occur, the renewal assessment must be completed and closed with the IEAR issued prior to expire date of the previous registration.

9.3.4 IATA strongly recommends that all Stage 2 (renewal) Assessments commence at least 8 months prior to the expiration date of the previous registration to allow for 1 month for assessment, 6 months to close any findings and 1 month for the IATA QC process.

9.4 Initial Registration

9.4.1 An Operator shall only be added to the IATA Environmental Registry after all findings, if any, have been closed through full implementation of corrective action in accordance with the accepted CAP and:

9.4.1.1 such implementation has been verified by the EAO in accordance with provisions contained in IEPM 10.10;

9.4.1.2 the EAO has declared Assessment closure in accordance with IEPM 10.12;

9.4.1.3 the IEAR quality control processes have been completed in accordance with applicable provisions contained in IEPM 11.2, and, if applicable, been amended accordingly (see Figure 7.3).

9.4.1.4 The Operator has signed an agreement with IATA to continue with Stage 2 implementation.

9.4.2 An Operator may choose to be assessed, initially, against IEnvA Stage 1, or IEnvA Stage 2 (figure 7.1).

9.4.3 For initial registration of an IEnvA Operator, the period of registration shall begin once IATA completes the quality control (QC) process and IEAR is accepted by IATA and shall expire exactly twenty-four (24) consecutive months following the date of the closing meeting. The exact time of such expiry shall be 23:59 local time on the expiry date at the location of the Operator as specified on the AOC (see Figure 7.1).

9.5 Registration Renewal

9.5.1 An Operator that is currently registered as an IEnvA Operator shall remain on the Registry and have such registration renewed when all findings resulting from a Stage 2 (renewal) assessment, if any, have been closed, the Assessment declared closed by the EAO and the IEAR submitted to IATA prior to the current registration expiry date.

9.5.2 Except as provided in IEPM 9.5.6, the period of renewed registration for a current IEnvA Operator shall become effective on the date that the IEAR is approved by IATA and the renewal registration shall be valid for 24 months from this date.

9.5.3 For renewal of a current IEnvA registration in accordance with IEPM 9.5.1 and 9.5.2:

9.5.3.1 the renewal Assessment process shall commence no later than 8 months prior to the expiry date of the Operator's current registration;

9.5.3.2 Assessment closure shall be achieved within a timeframe that permits the IEAR to be submitted to IATA for QC by the EAO no less than 30 calendar days prior to the expiry date of the current registration;

9.5.3.3 the Operator shall be removed from the IATA Environmental Registry if a renewal Assessment either:

- has not been conducted prior to the expiry date of the current registration, or
- has been conducted, but Assessment closure has not been achieved by the expiry date of the current registration, unless extenuating circumstances have been claimed and verified by IATA in accordance with IEPM 7.5.6 (see Figure 7.4B).

9.5.4 For renewal of a current IEnvA registration, it is recommended that the Operator shall commence the Assessment at least 8 months prior to the expiry date of the Operator's current registration. This will allow 1 month for assessment, 6 months to close any findings and 1 months for the IATA QC process. However, under such circumstances the Operator shall be removed from the IATA Environmental Registry if Assessment closure has not been achieved within 6 months following the date of the closing meeting and the IEAR submitted to IATA, unless extenuating circumstances have been claimed and verified by IATA in accordance with IEPM 9.5.6.

9.5.5 A claim of extenuating circumstances shall be submitted to IATA by the Operator or the EAO when it becomes known during the registration renewal process that Assessment closure will not be achieved as specified in IEPM 9.5.3 or 9.5.4, as applicable. The validity of a claim of extenuating circumstances shall be determined by IATA based on the history of the particular Assessment process, uncompleted Assessment activities, the status of open Findings and the prospects for Assessment closure. (See Figure 7.5)

9.5.6 In the event of a claim of extenuating circumstances during the registration renewal process, the Operator shall remain on the IATA Environmental Registry until such claim can be evaluated by IATA. Should a claim of extenuating circumstances be validated by IATA, a deadline date shall be communicated by IATA to the Operator and the EAO that specifies when all findings shall be closed. Such revised deadline date shall not exceed 6 months from the original registration expiry date and shall be indicated on the IATA Environmental Registry. If Assessment closure has not been achieved

prior to the revised deadline date, the Operator shall be removed from the IATA Environmental Registry.

9.5.7 A decision by IATA that a claim of extenuating circumstances is not valid, shall result in the Operator being removed from the IATA Environmental Registry, subject to the possible implementation of the IEnvA Dispute Resolution process.

9.5.8 An IEnvA Operator that has been removed from the Registry in accordance with applicable provisions contained in this IEPM 9.5 shall be subject to the possibility of reinstatement in accordance with provisions contained in IEPM 9.8.

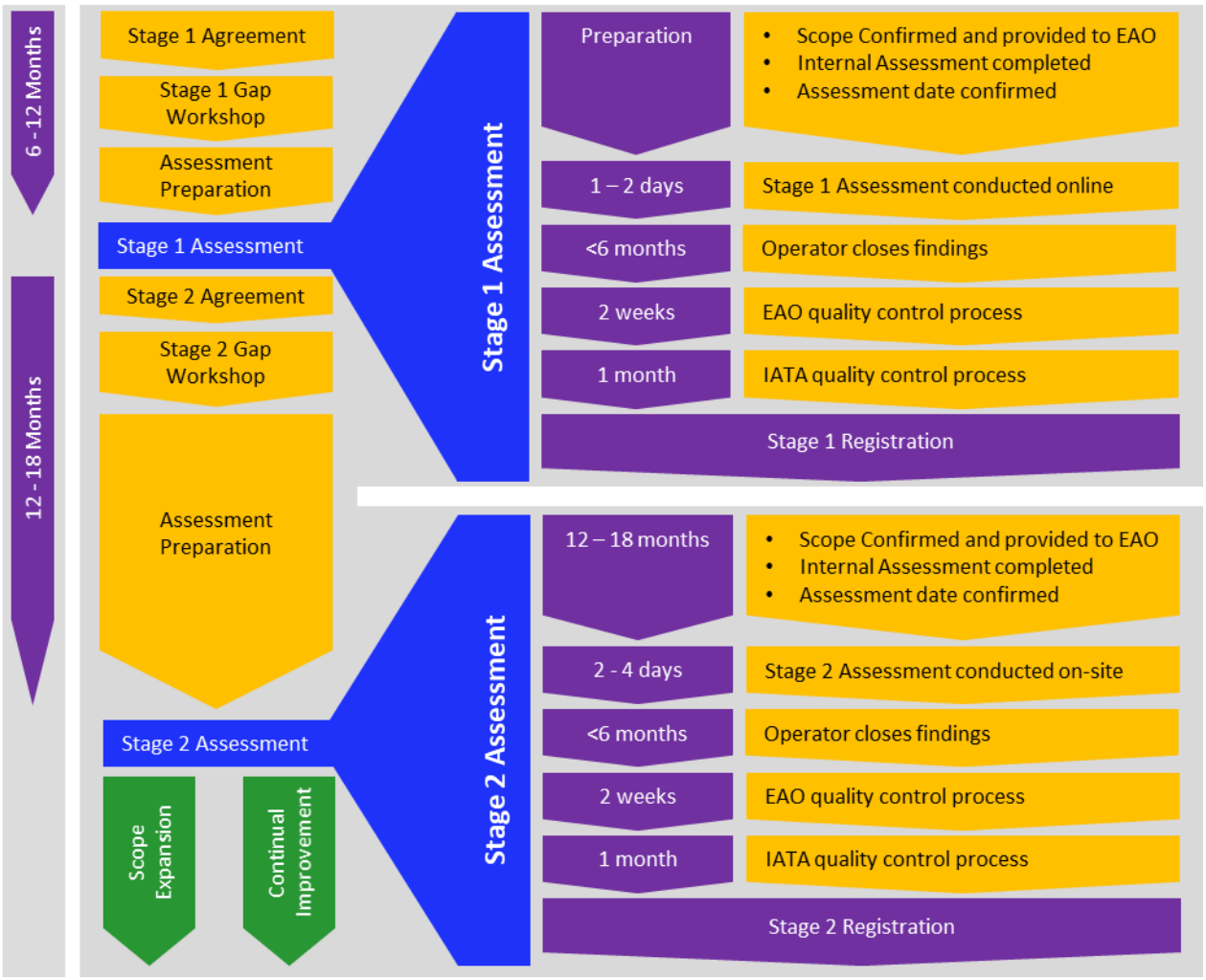
9.5.9 A request for approval of interim corrective action shall be submitted to IATA by the EAO in accordance with IEPM 4.12, when it becomes known during an Assessment that interim corrective action will be necessary to permit acceptance of the Corrective Action Plan (CAP) of an Operator being Assessed for the renewal of IEnvA registration. The validity of a request for interim corrective action shall be determined by IATA based on the specification(s) contained in the relevant IEnvA Standard and the prospects that implementation of permanent corrective action by the Operator to replace the interim corrective action will occur within the time period specified in IEPM 9.5.

9.5.10 In the event a request for interim corrective action is approved by IATA in accordance with IEPM 9.5, the Operator shall remain on the IATA Environmental Registry and implement permanent corrective action to replace the interim corrective action, and the EAO shall verify such implementation, within a maximum of 120 calendar days following the expiry date of the current registration.

9.5.11 In the event permanent corrective action to replace interim corrective action has not been implemented by the Operator and verified by the EAO within the time period specified in IEPM 9.5, the Operator shall be removed from the IATA Environmental Registry.

Figure 7.1 – Stage 1 Track and Stage 2 Track (Initial Assessment)

IEnvA Assessment and Registration – Stage 1 Track



IEnvA Assessment and Registration – Stage 2 Track

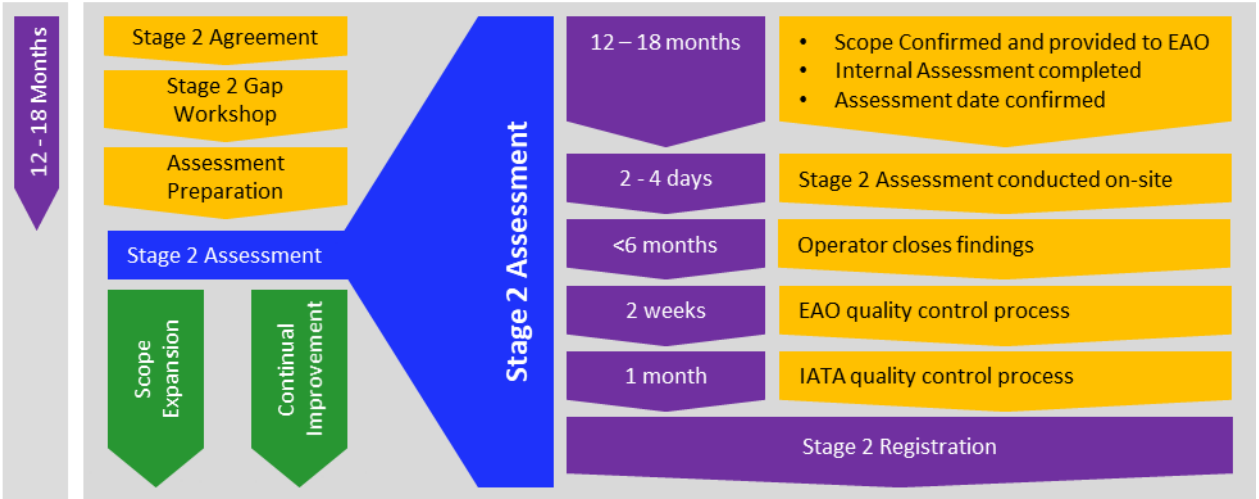
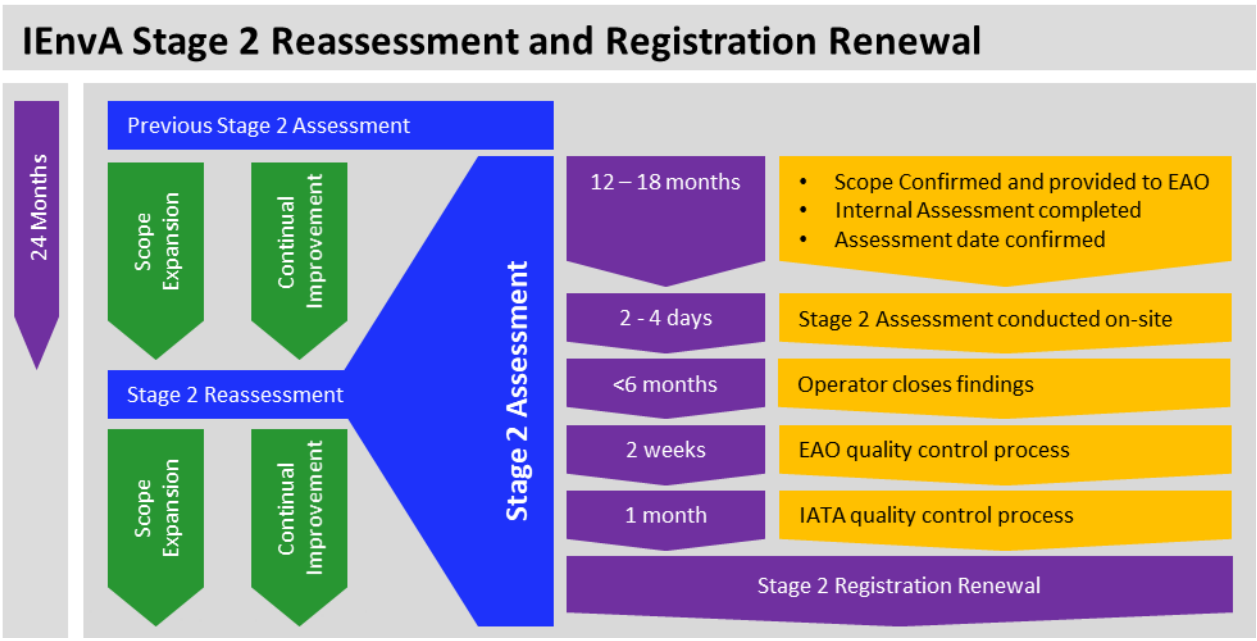


Figure 7.2 – Renewal (Stage 2) IEnvA Assessment & Registration



9.6 Reporting Responsibility

9.6.1 A registered IEnvA 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. Reportable circumstances or conditions, applicable to the IEnvA Operator, shall include, but not be limited to, any of the following:

9.6.1.1 cessation of operations;

9.6.1.2 Air Operator Certificate (AOC) changes:

- suspension;
- revocation; or
- restriction.

9.6.1.3 changes to the fleet;

9.6.1.4 sanctions imposed by a regulatory authority;

9.6.1.5 any takeover, merger, consolidation, or other structural change to the organization that results in a change to the AOC (or to conditions and approvals defined within).

9.6.1.6 any incident causing significant environmental harm.

9.6.2 IATA shall be notified immediately when circumstances or conditions relevant to an IEnvA Operator become known, whether reported by the Operator or from sources other than the Operator.

9.6.3 IATA may require additional information and consider the nature of circumstances and/or conditions and make a determination, in consultation with the Operator, as to the continuation or temporary suspension of the IEnvA registration, or removal of the Operator from the IATA Environmental Registry. In case of temporary suspension, the IATA Environmental Registry shall be annotated accordingly.

Verification Assessment

9.6.4 At the discretion of IATA, at any time in consideration of an Operator's operational circumstances outlined in IEPM 9.6, a Verification Assessment may be required to ensure continuing conformance with the IESM and IEPM. This Assessment would be applied primarily (but not always) in conjunction with a registration suspension, as a way to determine if any subsequent action is required (i.e. Registry retention or removal).

9.6.4.1 Depending on the circumstances, a full Assessment may not always be necessary. The Assessment scope shall be determined on a case-by-case basis, to be in-line with the desired purpose and goal of the Assessment.

9.6.4.2 This IATA-mandated verification Assessment will be carried out by an EAO selected by IATA.

9.6.4.3 The closure period of any findings shall be limited to 90 days (maximum) following the closing meeting of the verification Assessment.

9.6.4.4 The cost of such a verification Assessment shall be borne by the Operator.

9.7 Registration Removal

9.7.1 An IEnvA Operator shall be removed from the IATA Environmental Registry in accordance with either:

9.7.1.1 applicable provisions contained in IEPM 9.5; or

9.7.1.2 IEPM 9.6 when a determination of removal has been made by IATA.

9.7.2 Should there be a defined disagreement associated with removal from the IATA Environmental Registry between a registered IEnvA Operator and either IATA and/or an EAO, IATA shall not take any action to remove an operator from the IATA Environmental Registry until the appropriate IEnvA Dispute Resolution process as described in IEPM Section 13 has been completed.

9.7.3 IATA, at its sole discretion, shall make an annotation on the IATA Environmental Registry and/or to notify Interested Parties when a registered IEnvA operator either:

9.7.3.1 is under review due to significant deficiencies discovered under quality assurance monitoring in accordance with IEPM 10.2, or

9.7.3.2 has reported circumstances and/or conditions as specified in IEPM 11.5, and such circumstances and/or conditions have been verified by IATA; or

9.7.3.3 is involved in dispute resolution that will affect IEnvA registration; or

9.7.3.4 is removed from the IATA Environmental Registry.

9.8 Registration Reinstatement

9.8.1 An IEnvA Operator that has been removed from the Registry in accordance with applicable provisions contained in IEPM 9.5 shall be reinstated to the Registry if the EAO has declared Assessment closure within the six (6) consecutive months following the closing meeting.

9.8.2 The registration of an Operator shall be reinstated upon completion of the IEAR Quality Control process.2

9.8.3 The registration shall expire exactly twenty-four (24) consecutive months following the expiry date of the previous IEnvA registration.

9.8.4 An IEnvA Operator that has been removed from the Registry may be required to undergo a full or partial Assessment, as determined by IATA, to demonstrate operational in order to regain registration as an IEnvA Operator. Such Assessment shall be performed by an EAO designated by IATA.

9.9 IEnvA Brand Promotion

9.9.1 An IEnvA Operator shall request and receive written authority from IATA prior to the issuance of any verbal statements or written material designed to promote IEnvA registration for the purpose of commercial or competitive gain, including any statements or material that use the IATA name, display the IATA and/or IEnvA logos and/or make reference to the Assessment under IEnvA, IEnvA Standards and Recommended Practices (ESARPs), the IATA Environmental Registry, or IEnvA registration.

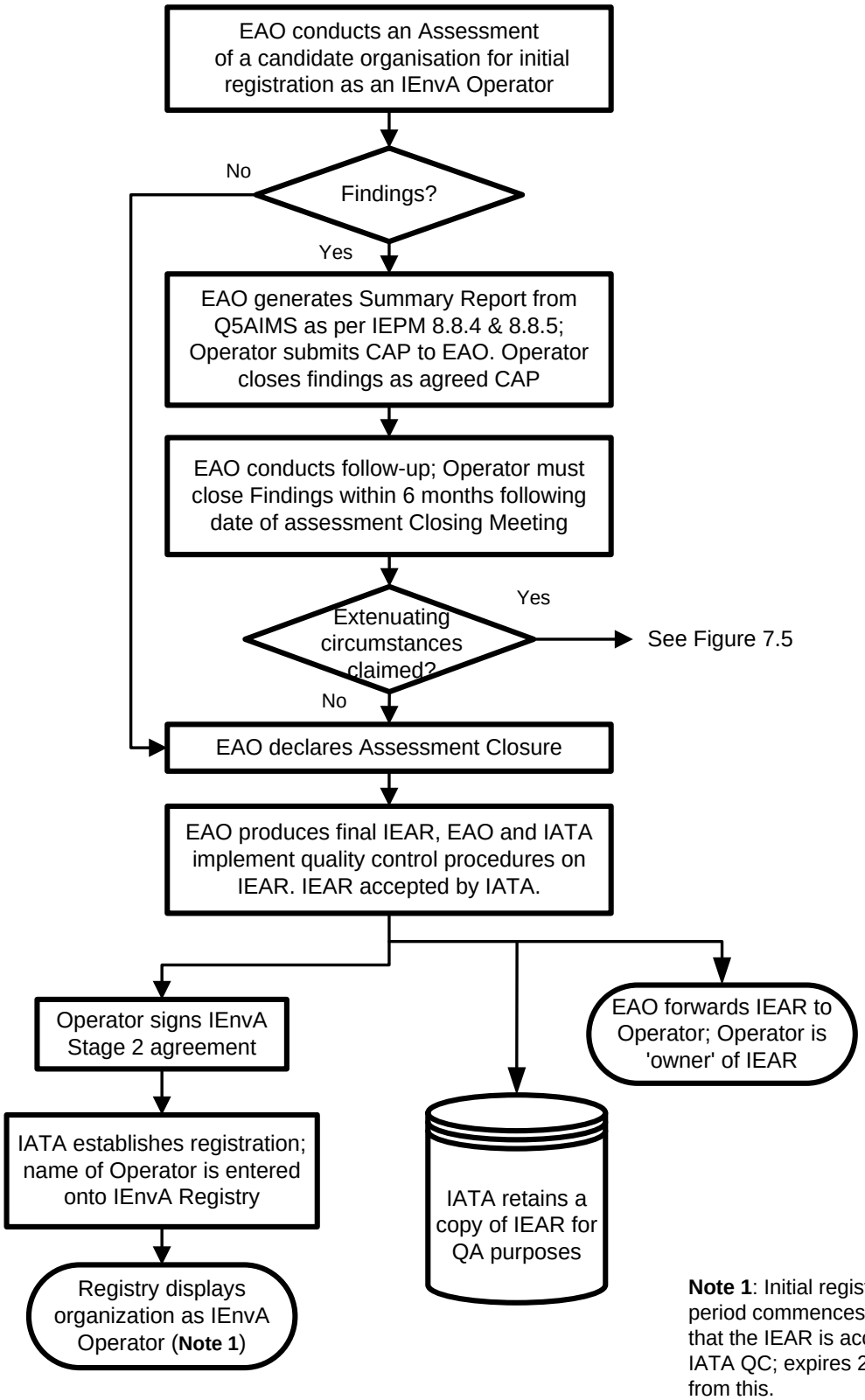
Note:

IEnvA Operators wishing to use the IEnvA logo may contact IATA for usage guidelines.

9.9.2 In accordance with the Assessment Agreement, IATA reserves the right to correct any statement made, released or published by an operator that has been assessed under IEnvA or is on the IATA Environmental Registry when such statement has been determined by IATA to be incorrect and/or

misleading. If applicable, expenses associated with any such correction(s) shall be reimbursed to IATA by the Assessed Operator.

Figure 7.3 – Initial IEnvA Registration, process flowchart



Note 1: Initial registration period commences on date that the IEAR is accepted by IATA QC; expires 24 months from this.

Figure 7.4 – Renewal IEnvA Registration, process flowchart

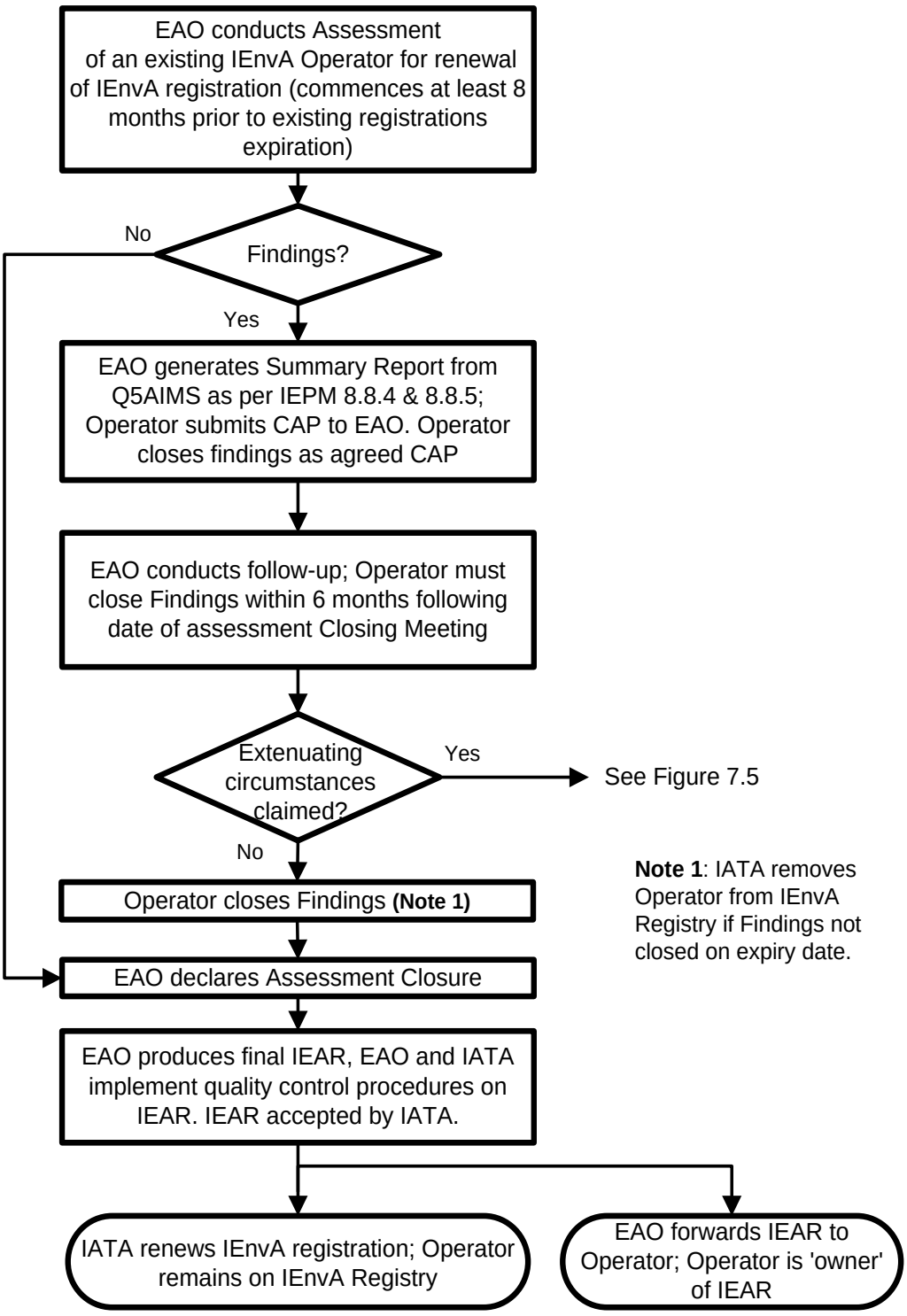
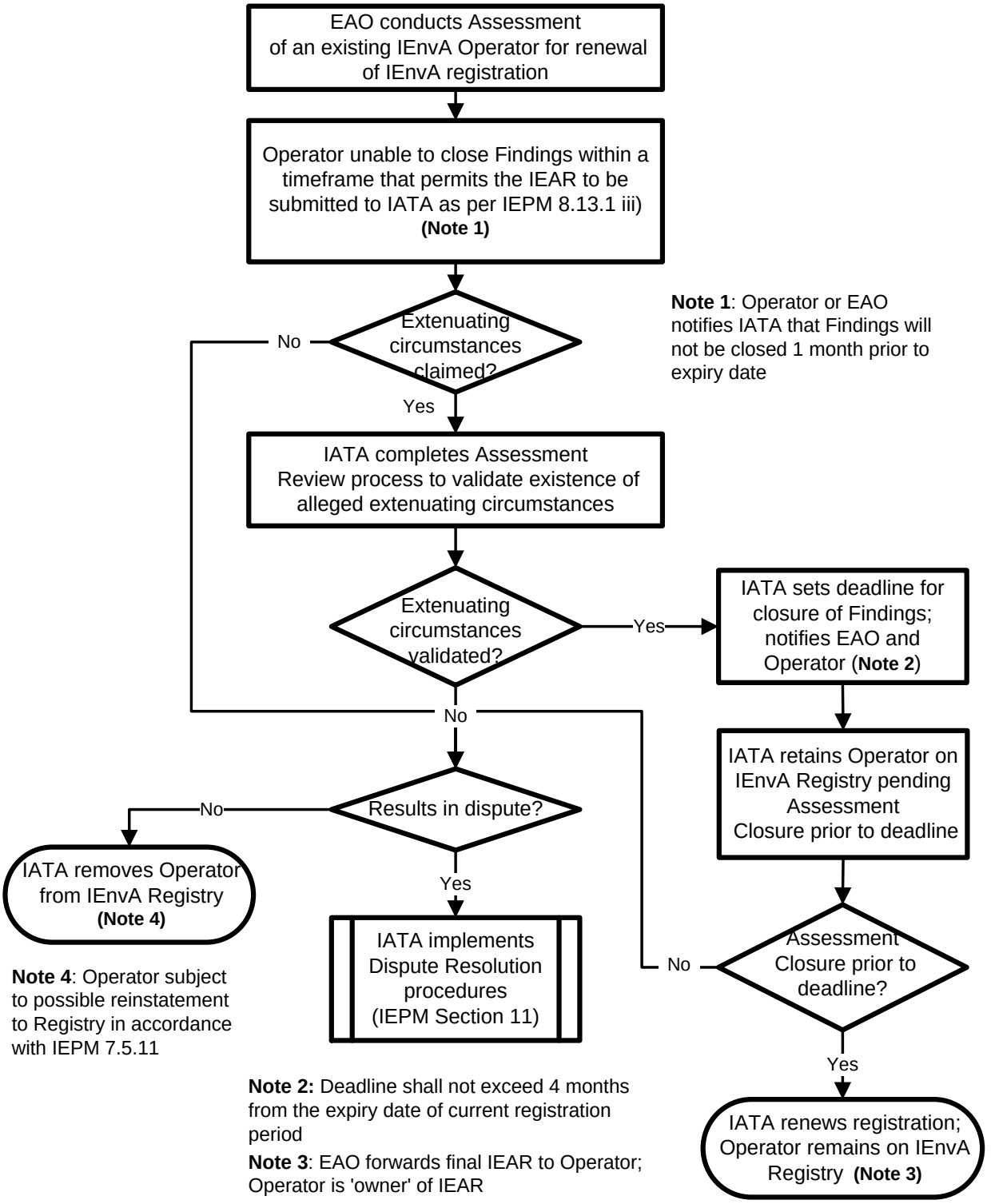


Figure 7.5 – Consideration of Extenuating Circumstances, process flowchart



Note 1: Operator or EAO notifies IATA that Findings will not be closed 1 month prior to expiry date

Note 4: Operator subject to possible reinstatement to Registry in accordance with IEPM 7.5.11

Note 2: Deadline shall not exceed 4 months from the expiry date of current registration period

Note 3: EAO forwards final IEAR to Operator; Operator is 'owner' of IEAR

10 ASSESSMENT PROGRAM

Purpose

The Assessment Program is the documented system, including policies, processes and procedures for implementation of an Assessment under IEnvA. This section of the IEPM sets out standards that provide the basis for an effective Assessment Program.

Table 10. 1 - IEnvA Model

IEnvA Model	Applicable Standards	Assessment	Comment
Stage 1	All IEnvA Standards in the IESM which ends in "S1" is applicable for Stage 1 IEnvA Assessments.	Stage 1 Assessments are carried out online with no on-site activity.	Stage 1 of the IEnvA Program allows the Airline Operator to set the framework for environmental management. It also allows the Airline Operator to identify legal requirements and document its impacts on the natural environment.
Stage 2	All IEnvA Standards in the IESM is applicable for Stage 2 IEnvA Assessments	Stage 2 Assessment are carried out on-site over a period of 2 to 3 days. Stage 2 Assessments are conducted by two assessors from an EAO – a Lead Assessor (typically the assessor with a detailed knowledge of airline organization and operational practices), and an Assessor (typically the assessor with a detailed knowledge of environmental practices, policies and regulations).	Stage 2 allows the Airline Operator to rate its impacts and set objectives and target. It also provides the framework for monitoring requirements, internal assessments and management review.

10.1 Organization and Management

10.1.1 The EAO shall ensure the organization and management system specified in IEPM 4.6, clearly delineates authorities and responsibilities related to all aspects of the Assessment program.

10.1.2 The EAO shall ensure effective implementation, control and standardization of the Assessment program, including:

10.1.2.1 planning an Assessment;
10.1.2.2 selecting and assembling an Assessment Team;
10.1.2.3 preparing for an Assessment;
10.1.2.4 providing resources and logistical support;
10.1.2.5 conducting an Assessment;
10.1.2.6 terminating an Assessment;
10.1.2.7 accepting a Corrective Action Plan (CAP);
10.1.2.8 conducting Assessment follow-up;
10.1.2.9 closing Findings;

10.1.2.10 closing an Assessment;
10.1.2.11 Assessor performance.

10.2 Assessment Planning

10.2.1 8.2.1 The EAO shall ensure the Assessment is conducted in an efficient and standardized manner, and Assessment objectives are achieved. The process shall ensure planning for each Assessment considers, as a minimum:

10.2.1.1 Assessment scope and objectives;
10.2.1.2 Execution of the IEnvA Assessment Agreement;
10.2.1.3 status of the IEnvA registration of the Operator;
10.2.1.4 EAO and Assessor conflict of interest;
10.2.1.5 the organization to be Assessed;
10.2.1.6 Assessment location(s), if applicable;
10.2.1.7 activities to be Assessed;
10.2.1.8 availability of resources;
10.2.1.9 logistical requirements;
10.2.1.10 cultural issues;
10.2.1.11 language issues.

10.2.2 Upon the request of IATA, EAO shall enter into a non-disclosure agreement with an IEnvA Operator whenever an Assessment is to be allocated, which shall be made between IATA, the EAO and the Operator.

10.2.3 The EAO shall coordinate with the Operator to ensure the Assessment Information portion of the IEnvA Assessment Summary specifies the version of the IESM to be used as the basis for the Assessment. The Operator shall have the option to select the version of the IESM to be used for the Assessment, which shall be either:

10.2.3.1 the version that is currently effective on the day before the Assessment is scheduled to begin; or
10.2.3.2 a version that has been published (by IATA) prior to the day the Assessment is scheduled to begin but has not yet become effective.

10.2.4 The EAO shall ensure that the Operator is supplied with an executed Assessment Agreement prior to the scheduled start date of the Assessment.

10.2.5 Intentionally left open.

10.2.6 The EAO shall schedule and conduct Assessments of one or more affiliated Operators that have a significant level of shared operational functions to ensure the EAO:

10.2.6.1 agrees to schedule and conduct such Assessments only if the affiliated Operator that provides the majority of the shared operational functions is an IEnvA Operator being Assessed for registration renewal;
10.2.6.2 schedules the Assessments to be conducted either:
- sequentially (one immediately after the other); or
- simultaneously (both at the same time).

10.2.6.3 provides applicable notifications and submissions to IATA as specified in Section 4
10.2.6.4 provides an advanced written notification to IATA for approval a minimum of four (4) weeks before the planned start of the first Assessment, and such notification contains details specific to the Assessments, to include:
- the total number of man days to conduct the Assessment;
- a description of the relationship and operational functions shared between/among the affiliated Operators.
- provides an overview in the Executive Summary of the IEAR that describes the:
- shared operational functions of the affiliated Operators;
- timeframe in which the Assessments were conducted.

Note:

IATA reserves the right to request the EAO to provide additional Assessing as specified in IEPM 3.5.4.

10.2.7 The EAO shall provide the Operator with the names of the members of the Assessment Team that have been selected in accordance with provisions contained in IEPM 10.3.

10.2.8 The Operator shall have the option to appeal, with a valid reason the nomination of an Assessor that has been selected by the EAO. In such a case, IATA will consider the reason and may reject the appeal or direct the EAO to replace the disputed Assessor prior to the start of the Assessment. This right of refusal by the Operator shall apply to only one member of the Assessment Team; the EAO shall not be obligated to replace any other members of the team.

10.2.9 Once the scheduled Assessment process has begun, an EAO shall notify IATA immediately should there be any changes to the scheduled activities associated with that Assessment.

10.2.10 In the case of an Assessment for the renewal (Stage 2) of an IEnvA registration, the planning process of the EAO shall ensure the Assessment is scheduled such that the assessment is commenced at least 6 months prior to the expiry date of the Operator's current registration to allow for 1 month of assessment time, 6 months to close findings and 1 month for IATA QC to complete assessment closure, under normal circumstances.

10.3 Selecting and Assembling Assessment Teams

10.3.1 The EAO shall ensure an Assessment Team comprises only fully qualified Assessors that are on its list of approved IEnvA Assessors, except where an Assessor is undergoing a final evaluation in accordance with IEPM 5.7, that Assessor shall be considered a member of the Assessment Team.

10.3.2 The EAO shall have a program for Assessor training during an Assessment, which permits a trainee to participate in the conduct of an Assessment only when under the direct supervision or observation of a fully qualified and approved IEnvA Assessor, Lead Assessor, or Evaluator. The responsibility for development of findings and observations shall always be that of the qualified IEnvA Assessor.

10.3.3 The EAO shall permit an individual to observe the activities of an Assessment Team; however, the presence of such an observer shall be coordinated in advance with the Operator and other relevant parties, as applicable.

10.3.4 The EAO shall ensure the process for selection of Assessment Team members considers:

10.3.4.1 Assessment scope and objectives;
10.3.4.2 Assessor potential conflict of interest;
10.3.4.3 size of the organization to be Assessed;
10.3.4.4 location(s), if applicable, and activities to be Assessed;
10.3.4.5 previous Assessment history of the organization to be Assessed, if known;
10.3.4.6 cultural environment(s) and language(s) spoken;
10.3.4.7 appropriate blend of Assessor experience levels.

10.3.5 The EAO shall designate a Lead Assessor for each Assessment that considers considerations in IEPM 8.3.4, and also considers the total experience and competency of Assessment Team members.

10.4 Assessment Preparation

10.4.1 Once an Assessment is planned, the EAO shall establish communication with the Operator to identify and coordinate logistical and operational needs associated with implementation of the Assessment.

10.4.2 The EAO shall request access to previous IEnvA Assessment Reports (IEARs) from IATA in accordance with IEPM 5.7, when preparing to Assess an organization that is currently a registered IEnvA Operator.

10.4.3 On allocation of an Assessment, the EAO shall request the Environmental Assessment Scope of the IEnvA Operator which shall include receiving a detailed documented scope of the IEnvA Operator's IEnvA system including material and practical detail that can aid in the EAO's planning of the assessment. This information may include, but is not limited to:

10.4.3.1 location of buildings in the scope,

10.4.3.2 activities, processes or procedures that are in the scope but not associated with a specific location,

10.4.3.3 Size, environmental significance or any other practical information related to (a) and (b) that can assist in the planning of the assessment.

10.4.4 During the preparation for the Assessment, the EAO shall establish, and confirm with IATA and the IEnvA Operator the Operator's intended scope for IEnvA Registration upon completion of the Assessment as per the following registration options:

Table 10. 2 - IEnvA Registration

Official IEnvA Registration						
IEnvA Stage 1 Certified - **CORE**	●	●				
IEnvA Stage 2 Certified - **CORE**	●	●				
IEnvA Stage 2 Certified - **CORE & MRO**	●	●	●			
IEnvA Stage 2 Certified - **CORE & MRO & GH**	●	●	●	●		
IEnvA Stage 2 Certified - **CORE & MRO & GH & CF**	●	●	●	●	●	
IEnvA Stage 2 Certified - **CORE & MRO & CF**	●	●	●		●	
IEnvA Stage 2 Certified - **CORE & GH**	●	●		●		
IEnvA Stage 2 Certified - **CORE & GH & CF**	●	●		●	●	
IEnvA Stage 2 Certified - **CORE & CF**	●	●			●	
IEnvA IWT Certified						●
IEnvA Stage 1 Certified - **IWT & CORE**	●	●				●
IEnvA Stage 2 Certified - **IWT & CORE**	●	●				●
IEnvA Stage 2 Certified - **IWT & CORE & MRO**	●	●	●			●
IEnvA Stage 2 Certified - **IWT & CORE & MRO & GH**	●	●	●	●		●
IEnvA Stage 2 Certified - **IWT & CORE & MRO & GH & CF**	●	●	●	●	●	●
IEnvA Stage 2 Certified - **IWT & CORE & MRO & CF**	●	●	●		●	●
IEnvA Stage 2 Certified - **IWT & CORE & GH**	●	●		●		●
IEnvA Stage 2 Certified - **IWT & CORE & GH & CF**	●	●		●	●	●
IEnvA Stage 2 Certified - **IWT & CORE & CF**	●	●			●	●

10.4.5 The EAO shall prepare an Assessment plan detailing all requirements necessary for successful implementation of the Assessment, such as:

10.4.5.1 Assessment scope and objectives;

10.4.5.2 general Assessment methodology, including Assessment report and follow-up;

10.4.5.3 identification of ESARPs not applicable to the Assessment, including Standards suspended for special review, if any (refer to Figure 1.4);
10.4.5.4 dates and locations for the Assessment and associated activities;
10.4.5.5 roles and responsibilities of the Assessment Team;
10.4.5.6 identification of trainees and/or observers that may accompany the Assessment Team;
10.4.5.7 key points of contact of EAO and Operator;
10.4.5.8 working arrangements with representatives of Operator;
10.4.5.9 resource and location requirements;
10.4.5.10 logistical requirements and arrangements;
10.4.5.11 cultural issues;
10.4.5.12 any need for translators or interpreters;
10.4.5.13 other requirements, as necessary.

10.4.6 To enhance preparation for an Assessment, the EAO shall obtain and review relevant information and documentation from the Operator as far in advance of the Assessment as possible.

10.4.7 To assist the Assessment Team in assessing IEnvA documentation requirements, thus enhancing Assessment efficiency and reducing Assessment time, the EAO shall coordinate with the Operator for provision of a detailed list of references from its own documentation system that correspond to ESARPs.

10.4.8 The EAO shall evaluate the language capabilities of the personnel employed by the Operator. Based on a determination of the language spoken, as well as the language used in some or all operational documentation, the EAO shall ensure the availability of an appropriate complement of competent and objective translators and/or interpreters.

10.4.9 The EAO shall assemble the Assessment Team prior to the start of the Assessment for the purpose of preparing team members to conduct the Assessment in a coordinated and efficient manner. Such a program shall include a preparatory meeting of the full Assessment Team to:

10.4.9.1 review the Assessment plan;
10.4.9.2 discuss roles and responsibilities;
10.4.9.3 coordinate a strategy and procedures for effective teamwork during the Assessment;
10.4.9.4 ensure a contingency plan is in place.

10.5 Providing Resources and Logistical Support (on-site assessments only)

10.5.1 In addition to having the capability for provision of its own resources to support the Assessment team, the EAO shall ensure that communication with the Operator in sufficient time prior to an Assessment to identify and coordinate the availability of all on-site resources and facilities necessary for implementation of the Assessment.

10.5.2 The EAO shall provide necessary logistical support for the Assessment Team, including arrangements for scheduling, communication, travel, lodging, financial, medical and any other support necessary to ensure efficient and successful Assessment implementation. In particular, the EAO shall ensure travel arrangements are such that Assessors arrive on site fresh and in a fit state for duty.

10.5.3 The EAO shall ensure the availability of an official identification badge for each member of the Assessment Team and further ensure each team member:

10.5.3.1 is in possession of an identification badge;
10.5.3.2 displays the identification badge at all times when conducting the on-site assessment phase of the Assessment.

10.5.4 The EAO shall ensure each member of the Assessment Team is supplied with and always has the required IEnvA documents at his or her immediate disposal during the conduct of an Assessment. Each member of the Assessment Team shall possess:

10.5.4.1 current sections of the IESM relevant to the specific operational area(s) to be Assessed;
10.5.4.2 current IEnvA checklists relevant to the specific operational area(s) to be Assessed.

10.6 Assessor Performance

10.6.1 The EAO shall ensure Assessors:

10.6.1.1 understand correct usage of the IEnvA checklist and are proficient in completing the checklist in a standardized manner;

10.6.1.2 apply effective methods for gathering of objective evidence during an Assessment, to include proficiency in interviewing, reviewing documentation, observing activities and noting operational conditions;

10.6.1.3 are competent in being able to establish conformity based on the degree to which the Operator has documented and implemented specifications contained in ISARPs;

10.7 Conducting the Assessment

10.7.1 The EAO shall conduct a formal opening meeting/discussion with the Operator's management team at the beginning of the Assessment. The spokesperson for the Assessment Team shall be the designated Lead Assessor. The opening meeting shall have attendance recorded, and be conducted using a formal presentation format, either projected or on paper, and shall address the following:

10.7.1.1 introduction of members of the Assessment Team and representatives of the Operator;
10.7.1.2 roles and responsibilities of the Assessment Team and the Operator;
10.7.1.3 exchange of contact information and lines of communication during the Assessment;
10.7.1.4 Assessment objective: establishment of the level of conformity with ESARPs;
10.7.1.5 scope of ESARPs and application to the Assessment;
10.7.1.6 planned schedule of all Assessment activities, including the closing meeting;
10.7.1.7 methods and procedures used to conduct the Assessment;
10.7.1.8 criteria for establishing conformity with ESARPs: "documented" and "implemented";
10.7.1.9 administrative arrangements and facilities to be used during the Assessment;
10.7.1.10 arrangements for observations of operational activities;
10.7.1.11 language to be used during the Assessment;
10.7.1.12 method of keeping the Operator informed of Assessment progress;
10.7.1.13 method of reporting IEnvA findings or observations to the Operator;
10.7.1.14 post-Assessment follow-up and an overview of the process for closing findings;
10.7.1.15 confidentiality of the IEnvA program;
10.7.1.16 conditions that may lead to termination of the Assessment;
10.7.1.17 IEnvA dispute resolution process;
10.7.1.18 IEnvA Assessment Feedback Survey.

10.7.2 The EAO shall ensure that only the current official English language version of the IESM (as selected by the Operator) and/or IEnvA checklists are used by the Assessment Team as the basis for the final determination of conformity or nonconformity with ESARPs during the conduct of an Assessment.

Note:

Versions of the IESM or IEnvA checklists that have been translated into another language are subject to misinterpretation and therefore are considered unofficial reference documents for the purpose of determining Assessment conclusions. The IEnvA checklists contained within the Audit Software are part of the IEAR and shall be considered as the official working documents for an Assessment.

10.7.3 The EAO shall ensure the establishment of formal lines of communication between the Assessment Team and representatives of the Operator, which will permit effective communication among all concerned parties during an Assessment.

10.7.4 The EAO shall ensure the Operator is appropriately informed when any of the following exist:

10.7.4.1 a finding or observation is verified;
10.7.4.2 there is objective evidence indicating a potential finding or observation;
10.7.4.3 Assessment objectives are not attainable.

10.7.5 The EAO shall ensure findings and observations are:

10.7.5.1 generated against a specific IEnvA Standard or Recommended Practice;
10.7.5.2 based on factual evidence discovered during the Assessment;
10.7.5.3 discussed with the Operator during the Assessment to achieve agreement;
10.7.5.4 discussed with and agreed to among the Assessment Team members;
10.7.5.5 documented along with supporting factual evidence on the IEnvA checklist.

10.7.6 If the Operator attempts to address non-conformity with any IEnvA provision through implementation of immediate corrective action during the Assessment, the EAO shall ensure such action is accepted only when the Assessment Team is able to verify, prior to the closing meeting, that the corrective action implemented is comprehensive and permanent, and results in the Operator being in conformity with the IEnvA provision. When such corrective action is accepted, the Assessment Team shall ensure a description of the non-conformance and associated corrective action is documented in the Record of Findings and Observations that were corrected during the Assessment.

10.7.7 Once the Assessment has started, the EAO shall ensure the assessment of the Operator continues uninterrupted to completion, except when the Assessment is terminated in accordance with provisions contained in IEPM 10.9.

10.8 Closing Meeting/Discussion

10.8.1 The EAO shall ensure the Assessment is completed with a formal closing meeting/discussion with the Operator's management team. The spokesperson for the Assessment Team shall be the designated IEnvA Lead Assessor. The closing meeting shall have attendance recorded, and be conducted using a formal presentation format, either projected or on paper, and the following areas shall be presented, or addressed:

10.8.1.1 an overview of the actual Assessment activities;
10.8.1.2 IEnvA findings and observations;
10.8.1.3 supporting objective evidence (may be presented by individual Assessors);
10.8.1.4 the summary of findings and observations;
10.8.1.5 the Corrective Action Report (CAR);
10.8.1.6 follow-up process, including timelines for corrective action;
10.8.1.7 process for verification of corrective action implementation;
10.8.1.8 closure of findings;
10.8.1.9 the final IEAR;
10.8.1.10 IEAR quality control process;
10.8.1.11 requirements for IEnvA registration;
10.8.1.12 confidentiality of the IEnvA program;
10.8.1.13 IATA policy for marketing of IEnvA registration;
10.8.1.14 the IEnvA Assessment Feedback Survey (sent by IATA).

10.8.2 The Lead Assessor shall ensure the Operator understands that findings and observations presented in a "Summary of Findings and Observations" during the closing meeting:

10.8.2.1 shall not be revised or withdrawn, except in accordance with IEPM 10.12.4;
10.8.2.2 are to be used by the Operator to begin development of the Corrective Action Plan (CAP);
10.8.2.3 may not represent the total number of findings and observations; additional areas of nonconformity could be identified if further assessment is required to resolve discrepancies identified during application of the IEAR quality control processes.

10.8.3 The designated Lead Assessor shall ensure the Operator understands the following:

10.8.3.1 the Operator and the EAO will make every effort to reach agreement on a CAP in accordance with provisions contained in IEPM 10.10;
10.8.3.2 Assessment closure will not be declared until corrective action in accordance with the accepted CAP has been implemented by the Operator and verified by the EAO in accordance with provisions contained in IEPM 10.11 and 10.12.

10.8.4 The EAO shall use the IATA audit software for both initial and renewal registration Assessments to:

10.8.4.1 prepare and issue a summary of any finding and/or observation to the Operator at the closing meeting or immediately following the date of adjournment;

10.8.4.2 create applicable Corrective Action Record(s) [CAR], which will be made available to the Operator following the closing meeting.

Note:

Upon receipt of the CAR(s) from the EAO, the Operator, per IEPM 10.4.1, shall provide to the EAO a Corrective Action Plan (CAP) that includes the Root Cause Analysis (RCA) and the Planned Corrective Action to address each finding and/or observation.

10.8.5 The entire duration for the EAO and Operator to complete the process in IEPM 10.8.4 shall not exceed a total of 30 calendar days following the closing meeting. Additionally, the deadlines specified in IEPM 9.3.1 shall not be exceeded.

10.8.6 The EAO shall review the CAP(s) upon receipt from the Operator and ensure that all information was properly uploaded into INTELEX and is ready for retrieval.

10.9 Terminating an Assessment

10.9.1 The EAO shall terminate an Assessment if the Assessment Team makes an objective determination that any one of the following conditions exist:

10.9.1.1 the Operator is attempting to exert obvious and undue influence on the Assessment Team;

10.9.1.2 the Operator is raising unacceptable barriers that significantly limit or inhibit the ability of the Assessment Team to discover factual evidence;

10.9.1.3 a conflict of interest as specified in IEPM 4.4, becomes evident;

10.9.1.4 there is a significant breach of the Assessment Agreement; or

10.9.1.5 the Assessment Team has determined that Assessment objectives are not attainable.

10.9.2 When terminating an Assessment, the EAO shall ensure IATA is notified in writing within twenty-four (24) hours of such termination action.

10.10 Accepting a Corrective Action Plan (CAP)

10.10.1 The EAO shall review and reach agreement with the Operator on an acceptable CAP within forty-five (45) calendar days of the closing meeting in accordance with applicable provisions contained in IEPM 8.8. The CAP shall comprise an acceptable overall proposal by the Operator to implement corrective action to close all findings and/or observations as documented on each CAR. Implementation of corrective action to close an observation is optional for the Operator.

10.10.2 An acceptable CAP shall:

10.10.2.1 for initial IEnvA registration, project closure of all findings no later than three (3) consecutive months following the date of the closing meeting;

10.10.2.2 for renewal of an existing IEnvA registration, project closure of all findings within a period of time as specified in IEPM 9.5;

10.10.2.3 include proposed implementation of comprehensive and permanent corrective action.

Interim Corrective Action

10.10.3 Interim corrective action shall only be accepted by the Assessment Team once the EAO has formally requested and received approval from IATA.

10.10.4 Under unique circumstances, an acceptable CAP may, for renewal of an existing IEnvA Registration only, include implementation of interim corrective action. Interim corrective action shall be considered an exception to IEPM 8.10.2 as a means for providing resolution of a Finding on a temporary basis.

10.10.5 In a case where the EAO has received approval to include interim corrective action in an accepted CAP in accordance with IEPM 8.10.3, the EAO shall:

10.10.5.1 provide for continued Assessment follow-up to verify the implementation by the Operator of permanent corrective action to replace the interim corrective action within a period of 120 calendar days following the expiry date of the current registration.

10.10.5.2 notify IATA in writing within seven (7) calendar days following the date the EAO has verified the implementation of permanent corrective action to replace interim corrective action.

10.11 Conducting Assessment Follow-up

10.11.1 For a period of six (6) consecutive months following the date of the Assessment closing meeting, as provided in the Assessment Agreement, the EAO shall be responsible for applicable Assessment follow-up activity, including verification that the Operator has implemented all comprehensive and permanent corrective action in accordance with the accepted CAP as specified in IEPM 8.9.2.

10.11.2 The EAO shall be responsible for verifying that corrective action in accordance with the accepted CAP has been implemented by the Operator. The following shall apply:

10.11.2.1 the exact method of such verification by the EAO is in accordance with IAH guidance issued by IATA; and

10.11.2.2 the verification of the corrective action and CAR closure is done by an Assessor qualified in the operational discipline associated with the Finding, or the Lead Assessor of the Assessment Team that conducted the Assessment.

10.11.3 The EAO shall document in the Corrective Action Report (CAR):

10.11.3.1 a description of the method used for verification of corrective action implementation;

10.11.3.2 the justification for the use of the method described in IEPM 10.11.3.1 above;

10.11.3.3 a description of the evidence that provides proof corrective action has been implemented.

10.12 Closing Findings/Observations

10.12.1 The EAO shall declare a Finding/Observation closed after the implementation of comprehensive and permanent corrective action has been verified in accordance with IEPM 8.11.1 and 8.11.2.

10.12.2 Should all findings not be closed by the EAO in accordance with IEPM 8.11.1, the Assessment shall become invalid as a means for the Operator to be added to the IATA Environmental Registry, or renew an existing IEnvA registration:

10.12.2.1 for initial IEnvA registration an Operator shall not be added to the IATA Environmental Registry until all findings have been closed, and the IEAR quality control processes have been completed in accordance with provisions contained in IEPM 8.2;

10.12.2.2 for renewal of an existing IEnvA registration: except as provided in IEPM 7.5.4 and 7.9.3, an Operator shall be removed from the IATA Environmental Registry if all findings have not been closed prior to the expiry date of the current IEnvA registration, unless extenuating circumstances are determined to exist in accordance with applicable provisions in IEPM 7.5 and 7.9.

10.13 Effect of IESM Revisions

10.13.1 The EAO shall address findings/observations that have not yet been closed by the Operator when an associated IEnvA Standard or Recommended Practice is changed as a result of a published revision to the IESM. When a new version of IESM is published, the following apply to existing open findings and/or observations if an associated:

10.13.1.1 standard or recommended practice is eliminated, the finding or observation record remains and is closed by the EAO by insertion of a standard phrase that refers to this IEPM 8.12.3, thereby relieving the Operator of the obligation to implement corrective action;

10.13.1.2 standard or recommended practice is revised, and the Operator is in conformity with the revised provision, or the revised provision is no longer applicable to the Operator, the finding or observation record remains and is closed by the EAO by insertion of a standard phrase that refers to this IEPM 8.12.3, thereby relieving the Operator of the obligation to implement corrective action;

10.13.1.3 standard or recommended practice is revised, and the Operator is not in conformity with the revised provision, the Operator has the option to close the Finding or Observation through implementation of corrective action to satisfy either the old or new (revised) provision;

10.13.1.4 recommended practice is upgraded to a standard, the Operator has no obligation to implement corrective action to close an observation.

Effect of a Standards Special Review

10.13.2 The EAO shall address a Finding that has not yet been closed by an Operator when the IEnvA Standard associated with that Finding, or a specification within that IEnvA standard, is suspended in accordance with the IEnvA Standards Special Review Process (refer to IEPM Section 3, Figure 1.4). An existing open Finding associated with such suspension is addressed as follows:

10.13.2.1 if an Operator has an open Finding against an IEnvA standard that is suspended, the Finding is withdrawn, and the standard becomes not applicable (N/A) for that Assessment; a description of such withdrawal is documented in the IEAR;

10.13.2.2 if an Operator has an open Finding against an IEnvA standard solely as a result of non-conformity with suspended specifications within that standard, the Finding is closed; a description of such closure is documented in the IEAR;

10.13.2.3 if an Operator has an open Finding against an IEnvA standard solely as a result of non-conformity with non-suspended specifications within that standard, the Finding is closed when the Operator is in conformity with all non-suspended specifications; a description of such closure is documented in the IEAR;

10.13.2.4 if an Operator has an open Finding against an IEnvA standard as a result of non-conformity with a combination of non-suspended and suspended specifications within that standard, the Finding is closed when the Operator is in conformity with all non-suspended specifications; a description of such closure is documented in the IEAR.

10.14 Closing an Assessment

10.14.1 The EAO shall:

10.14.1.1 declare Assessment closure on a specific date, once all Findings have been addressed by the Operator through implementation of corrective action in accordance with an accepted CAP as specified in IEPM 8.10.2, and such implementation has been verified by the EAO. On such date, the EAO shall implement the applicable administrative action associated with Assessment closure, and notify IATA in writing within seven (7) calendar days following the declaration of Assessment closure;

10.14.1.2 issue an Assessment closure notice to the Operator, that shall include language to inform the Operator that, although the Assessment has been declared closed, the Assessment is not valid for initial registration, or registration renewal, as applicable, until the IEAR quality control processes have been completed by the EAO and IATA;

10.14.1.3 submit the IEAR to IATA after the closure date of the Assessment:

- (a) for an initial Assessment within 15 calendar days;
- (b) for a renewal Assessment within 15 calendar days or, if applicable, no less than 30 days prior to registration expiry, whichever occurs first.

11 IENVA Assessment Report (IEAR)

Purpose

The IEAR is the definitive record of an IEnvA assessment. This section of the IEPM sets out standards for the management and control of the IEAR and other critical information and data to ensure a level of quality, security and confidentiality necessary to support and facilitate Assessment sharing.

11.1 IEnvA Assessment Report (IEAR)

11.1.1 The IEAR is the official record of an Assessment conducted on an Operator by an EAO in accordance with IEnvA standards. Essential information and the results of an Assessment are documented in the IEAR, which comprises the following documents:

- **11.1.1.1** IEnvA Assessment Summary (IAS);
- **11.1.1.2** Information Sources (IS);
- **11.1.1.3** IEnvA Checklist (QRR);
- **11.1.1.4** Corrective Action Report (CAR);
- **11.1.1.5** if applicable, Onsite Correction Record (OCR);
- **11.1.1.6** if applicable, Active Implementation Record (AIR).

11.1.2 The IEAR is used by an Interested Party for the purpose of Assessment Sharing in accordance with provisions contained in IEPM Section 13.

11.1.3 The EAO shall have ensure the IEAR is completed and submitted in accordance with guidance issued by IATA.

11.1.4 The EAO shall have make available to the Operator the final IEAR once it is released by IATA.

11.2 Quality Control of the IEAR

11.2.1 The EAO shall have an IEAR quality control process, the implementation of which ensures all documents comprising the IEAR are completed accurately and in accordance with procedures contained in the IEnvA Assessment Handbook and other guidance issued by IATA. The IEAR quality control process conducted by the EAO shall ensure, as a minimum:

- **11.2.1.1** details of the Assessment are accurately described;
- **11.2.1.2** documents comprising the IEAR contain all required information and signatures;
- **11.2.1.3** checklists are completed, and all items are appropriately addressed;
- **11.2.1.4** information is documented in the English language in a manner understandable to any reader of the report;
- **11.2.1.5** checklist items of conformity have documented, traceable references from operational manuals;
- **11.2.1.6** checklist items of nonconformity (findings and observations) have documented supporting factual evidence;
- **11.2.1.7** checklist items of non-applicability (N/A) have a documented explanation;
- **11.2.1.8** if applicable, the application of Active Implementation (AI) is correctly documented;
- **11.2.1.9** closure of findings in each CAR includes an accurate description and justification of the method(s) used by the EAO to verify implementation of corrective action, to include interim corrective action, if applicable;
- **11.2.1.10** if applicable, the Onsite Correction Record is completed to address minor corrections.

11.2.2 The EAO shall ensure the IEAR quality control process has been completed prior to:

- **11.2.2.1** issuance of an IEAR to the Operator;
- **11.2.2.2** submission of an IEAR to IATA, for further quality control.

11.2.3 The EAO shall address Assessment issues and amend an IEAR as necessary to resolve discrepancies that have been identified during the IEAR quality control processes conducted by either the EAO or

IATA. The EAO may be required to conduct further assessment of the operations of an Operator to resolve discrepancies involving an omission, error or misapplication of an IEnvA checklist provision by the Assessment Team during the original Assessment.

11.3 IEAR Security

11.3.1 The EAO shall, in agreement with IATA, ensure:

11.3.1.1 secure transfer of an IEAR (or any document that is part of the IEAR) from the EAO to IATA or to the Operator;

11.3.1.2 a confirmation of receipt is provided to the EAO when IATA has received an IEAR that was transferred using INTELEX.

11.4 IEAR Ownership

11.4.1 Once the final version of the IEAR has been issued to the Operator the IEAR shall become the sole and exclusive property of the Operator in accordance with provisions in the IEnvA Assessment Agreement.

11.4.2 The Operator shall maintain the confidentiality of the IEAR and its contents, and not permit the IEAR, or a copy of the IEAR, to be provided to, or released to, any other entity or party, except as follows:

11.4.2.1 a copy of the IEAR may be provided to relevant regulatory authorities in conformance with applicable law(s) of the State of the Operator;

11.4.2.2 a copy of the IEAR may be relinquished as part of legal proceedings in conformance with applicable laws;

11.4.2.3 a copy of the IEAR provided or relinquished in accordance with the two steps above shall require notification to IATA.

11.4.3 At the option of the Operator, the IEAR, or information contained therein, may be viewed by or verbally shared with another party on an informal basis under the following conditions:

11.4.3.1 such viewing or sharing shall not be used for the purpose of Assessment sharing under IEnvA, nor shall such viewing or sharing be used as a mechanism for bypassing the provisions of the official IEAR access process specified in IEPM 9.9;

11.4.3.2 neither the IEAR nor a copy of the IEAR shall be furnished to any other party; the IEAR and any copies shall remain on the property of, and in the physical possession of, the Operator.

11.5 IEAR Custodianship

11.5.1 IATA shall be the official custodian of all IEARs and shall have a database (the Environmental Database) that shall be the system repository for the IEARs from every Assessment conducted under IEnvA.

11.5.2 The Operator that owns an IEAR, shall be the sole determiner and provider of authorization for access to the IEAR from the Environmental Database.

11.6 IEAR Retention

11.6.1 The EAO:

11.6.1.1 retain a copy of the IEAR in its own records for two (2) years after the completion of an Assessment;

11.6.1.2 ensure the confidentiality and security of the report;

11.6.1.3 preclude release of the IEAR, or a copy of the IEAR, to any other entity or party, except the Operator.

11.6.2 The EAO shall ensure all unofficial working documents that are not part of the IEAR as specified in IEPM 9.1.1 (e.g. working checklists, field notes, manuals, electronic working files) are disposed of when the QC processes conducted by IATA and the EAO are complete and the IEAR is finalized.

11.6.3 In cases when the Operator has not been able to successfully close findings within the specified maximum timeframe specified in IEPM Section 12, the EAO shall retain the information and data associated with the Assessment for a minimum of 30 calendar days beyond the nominal closure deadline.

11.6.4 Once received by IATA, the final IEAR shall be loaded into the secure Environmental Database and retained with the IEARs from the previous two Assessments of the Operator.

11.7 Environmental Database

11.7.1 IATA shall establish the Environmental Database for the purpose of retaining, analyzing and providing access to IEARs resulting from Assessments conducted under IEnvA.

11.7.2 The Environmental Database shall be the sole source of official access to an IEAR in conformity with provisions contained in IEPM 9.5 and 9.9; the Operator shall be the sole determiner and provider of authorization for official access to an IEAR.

11.7.3 The Environmental Database shall be managed by IATA in a manner that ensures the security, confidentiality and integrity of information contained in IEARs.

11.7.4 Any analysis of IEnvA data by IATA shall always be accomplished in conformity with provisions contained in IEPM 9.10.

11.8 IEAR Access

11.8.1 An interested party seeking access to an IEAR shall submit a written request to IATA, and such request shall include the specific reason for requesting access to the IEAR.

11.8.2 IATA shall not provide IEAR access to an interested party unless authorization for such access has been granted by the Operator that owns the IEAR, as specified in IEPM 9.6.2.

11.8.3 IATA shall not provide IEAR access to an interested party that is subject to laws or other legal provisions that could potentially either:

11.8.3.1 result in the public release or public disclosure of the IEAR; or
11.8.3.2 otherwise compromise the security and confidentiality of the IEAR.

11.8.4 IATA shall not provide IEAR access to an interested party unless such party has entered into a non-disclosure agreement with IATA that specifies the binding conditions associated with having access to an IEAR.

11.8.5 IATA shall provide IEAR access, including access to archived IEARs, to entities other than an interested party as specified in IEPM 9.9.1. Such process shall ensure:

11.8.5.1 access to the IEAR(s) by the requestor is authorized by IATA;
11.8.5.2 the purpose and conditions of the use of the IEAR(s) are authorized by IATA;
11.8.5.3 if applicable, information contained in the IEAR(s) is de-identified by IATA;
11.8.5.4 such access is authorized by the Operator that owns the IEAR(s).

Note:

Entities addressed in this provision include an EAO, for the purpose of conducting a subsequent Assessment of the Operator that owns the IEAR(s), provided that the EAO and Operator have already signed an Assessment Agreement for that subsequent Assessment and IATA, for the purpose of analyzing safety data.

11.9 IEnvA Data Analysis

11.9.1 IATA at its discretion may conduct analyses of IEARs contained in the Environmental Database as a function of its responsibility for IEnvA program management and promotion of industry safety. Analyses of IEARs shall be accomplished for the purpose of monitoring, among other things:

11.9.1.1 industry conformity with IEnvA standards and recommended practices (ISARPs) for statistical reporting;
11.9.1.2 industry conformity with recommended practices in determining consideration for upgrade to a standard;
11.9.1.3 IEAR content to evaluate EAO and Assessor performance and standardization;
11.9.1.4 IEnvA program areas as necessary for quality assurance.

11.9.2 The following restrictions shall apply to all data derived from analyses of IEARs conducted by IATA:

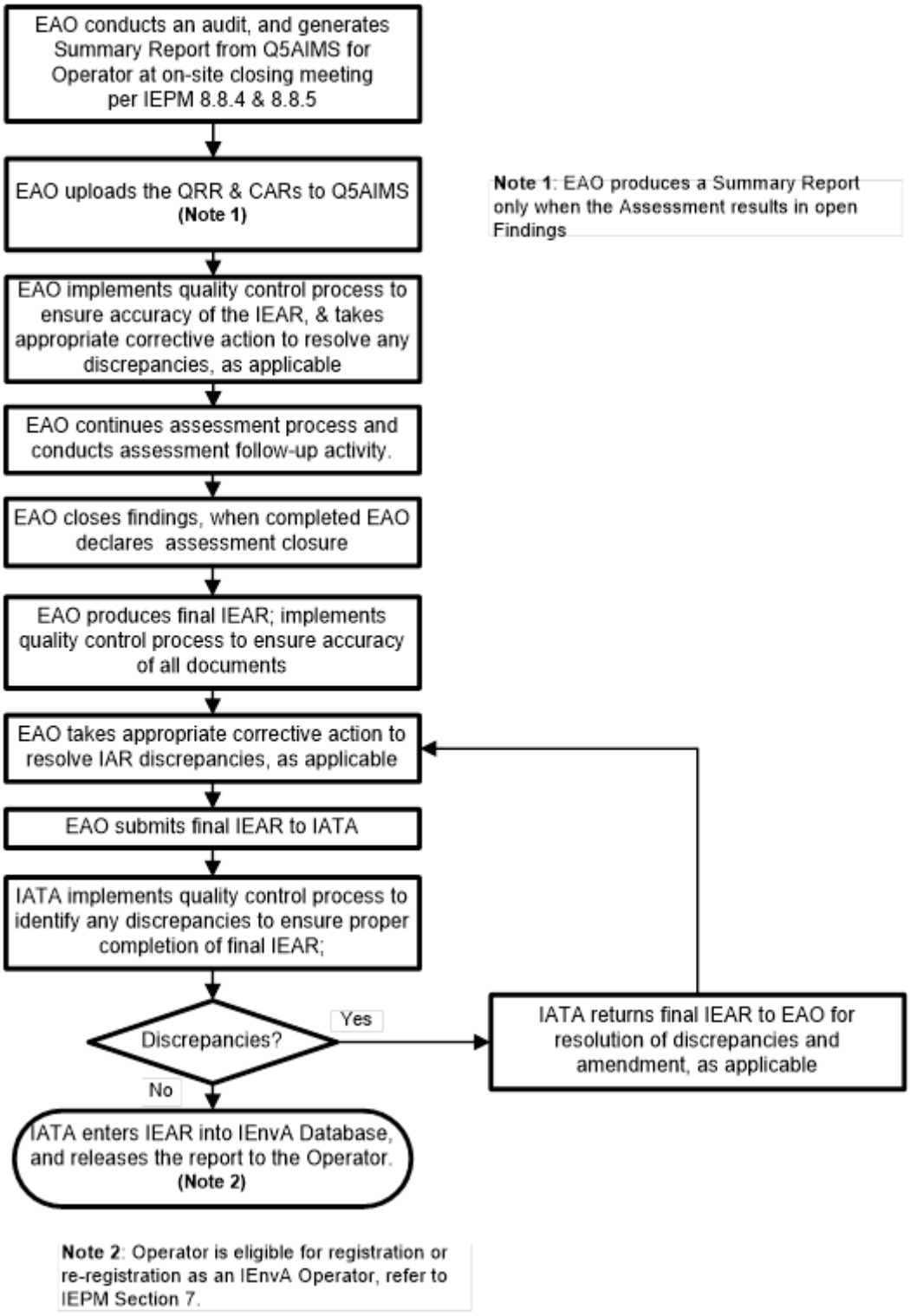
11.9.2.1 data shall be quantitative and results shall be of a statistical nature only;

11.9.2.2 analytical results shall always be de-identified; the name of a specific Operator shall never be included or revealed;

11.9.2.3 analytical data shall never be structured, arrayed or arranged in a manner such that a specific IEAR, Operator or EAO could be identified.

11.9.3 Any proposed future use of information from IEARs in the Environmental Database for purposes other than those contained in IEPM 9.10.1 shall be in conformity with restrictions contained in IEPM 9.10.2.

Figure 11.1 - IEAR QC Process Flowchart



12 Assessment Sharing

Purpose

One goal of IEnvA is to eliminate the redundancy of environmental Assessments within the airline industry and concurrently to provide an effectively managed and controlled system for the sharing of Assessments. The IEnvA Assessment Report (IEAR), which is retained in a central Environmental Database that is managed by IATA, provides the comprehensive information necessary to allow Interested Parties to participate in IEnvA Assessment sharing. This section of the IEPM sets out the standards associated with Assessment sharing.

12.1 Description

12.1.1 IEnvA Assessment sharing is a process whereby an interested party uses the Assessment of an Operator conducted by a third party under IEnvA to satisfy its need for:

12.1.1.1 an Assessment of that same Operator;
12.1.1.2 detailed information about the operations of that same Operator (See Figure 10.1.).

12.2 The Interested Party

12.2.1 An interested party that seeks to share an Assessment under IEnvA shall gain access to the IEAR in accordance with provisions contained in IEPM 9.9.

12.2.2 An interested party uses the Assessment sharing process to achieve its own unique objective(s); therefore, any operational, commercial or business decision(s) based on Assessment sharing shall always be the full responsibility of the interested party (e.g. a decision to enter into a code share agreement with an IEnvA Operator).

12.2.3 An interested party shall understand that, when it shares an Assessment of an Operator under IEnvA to satisfy its own need for an Assessment of that Operator, it bears all responsibilities as if the interested party had conducted its own Assessment of that Operator.

12.2.4 An interested party shall understand that, when it shares an Assessment of an Operator under IEnvA, it bears the responsibility for providing its own ongoing monitoring of the operations of the Assessed Operator.

12.2.5 An interested party shall understand that the IEAR, while designed to provide comprehensive information about an Assessment, may not always resolve all needs. In such cases, an interested party may be required to seek clarification or additional information through direct communication with the Operator.

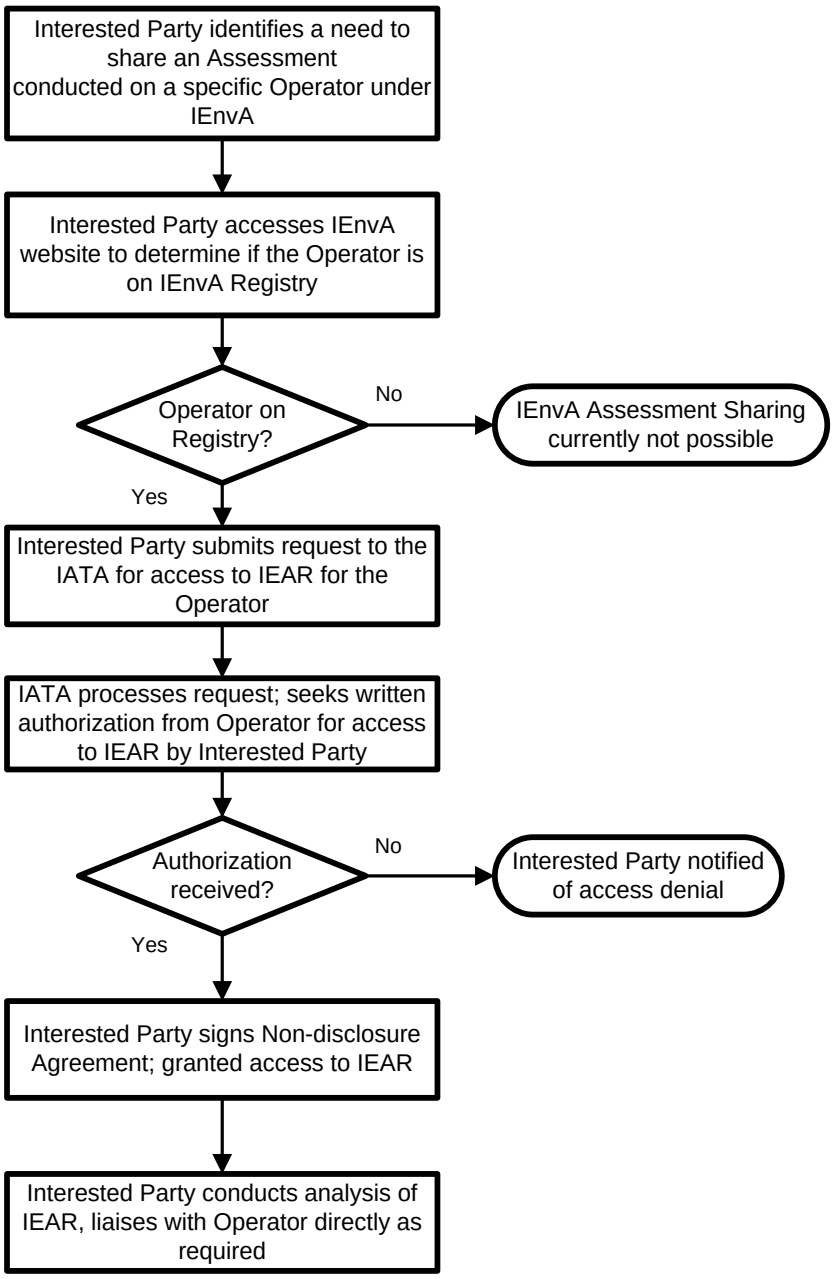
12.3 IATA

12.3.1 IATA is the official custodian of IARs in the Environmental Database and shall provide controlled IEAR access to an interested party in accordance with provisions contained in IEPM 9.9.

12.4 The Operator

12.4.1 The IEAR is the sole and exclusive property of the IEnvA Operator and access to an IEAR shall be granted to an interested party by IATA only after the Operator that owns the IEAR has specifically authorized such access in accordance with applicable provisions contained in IEPM Section 13.

Figure 12.1 - IEnvA Assessment Sharing Flowchart



13 Dispute Resolution

Purpose

This section of the IEPM sets out standards for resolution procedures to be followed whenever a dispute arises between or among parties that are signatories to an IEnvA Accreditation Agreement and/or Assessment Agreement. Such parties may include IATA, an EAO or an Operator. (see Figure 11.1)

13.1 Applicability

13.1.1 The dispute resolution procedures in this section shall be applied when specific dispute resolution mechanisms and/or consultative procedures contained in other provisions in this IEPM have been exhausted.

13.2 Accreditation Agreement and Assessment Agreement

13.2.1 The dispute resolution procedures provided for in this Section shall be described in the Accreditation Agreement and the Assessment Agreement.

13.3 Dispute Resolution

13.3.1 Before a party seeks to initiate any external dispute resolution in relation to a dispute, such initiating party shall follow the escalation procedure as set out below:

13.3.1.1 the reasons for dissatisfaction and/or disagreement (the "issue");
13.3.1.2 the representatives of all parties involved shall conference to discuss the issue;
13.3.1.3 if the representatives cannot resolve the issue within thirty (30) calendar days of the Notification as specified in IEPM 31.3.1.1, each representative shall notify their respective superiors;
13.3.1.4 the superiors of all parties shall then conference and attempt to resolve the issue.

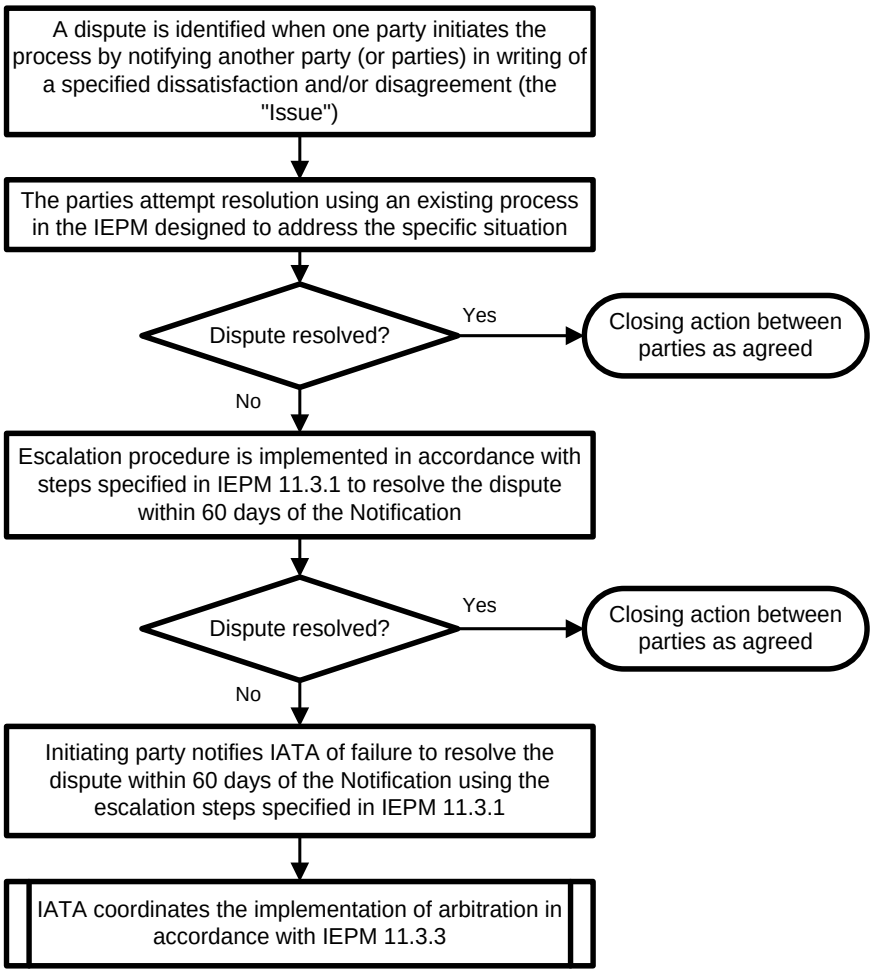
Note:

The primary IATA point of contact for the dispute resolution process shall be the IEnvA program director.

13.3.2 For the purposes of this subsection, the representatives of each party shall be the persons named in the notice provisions of the Accreditation Agreement and/or the Assessment Agreement, as the case may be.

13.3.3 Any dispute not resolved through implementation of the steps specified in IEPM 11.3.1 within sixty (60) calendar days of the date of Notification will be exclusively and finally settled by a decision from a special resolution committee to be convened by IATA and consisting of selected of IATA staff and EOC members.

Figure 23.1 IEnvA Dispute Resolution, process flowchart



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