IOSA Repository User Guide

The IOSA Repository is the system used by IOSA Registered Operators to share IOSA Audit Reports and submit the IOSA Operator Questionnaire.

The link to access the site is: https://iataonline.sharepoint.com/sites/iosa-audit-reports

1. User Access

In order to access the site, users will need to have a Microsoft account with their business E-Mail address. It must be understood that all account management issues, including password resets will need to be done at the Microsoft account level.

Should a prospective user need to be registered for the site, a request needs to be sent to iosa@iata.org. In cases where the prospective user is not the one listed in the IOSA Audit Agreement, they will need to provide a request from their head of department/division or from a user who is already registered to the system.

Once in the system, users will enter their Microsoft Account linked email address.

It must be noted that, at times, it is necessary for the user to be in an "incognito window" in order to successfully access the site.
If users change their email address or if they experience any difficulty trying to access the site, they will need to contact IATA at iosa@iata.org.

2. System Functionality

When users enter the site, they will see the following landing page.

![IOSA Audit Reports](image)

2.1. Request and IOSA Audit Report or IOSA Operator Questionnaire

Users will request the reports and questionnaires by clicking on the following link.

[Create new request]
The user will then access the request form.

1. If users are part of several airlines, they will need to select the requesting airline.
2. Select the airline the user is requesting the report from.
3. Select the desired report
4. Select purpose of the request.
5. Select the disclosure level the user would like request
6. Accept terms and conditions and click on “Submit”.

The users can check the status of the request by clicking on

Once in “Manage Requests”, the user will click on the tab, where the submitted requests and their status are listed.
Once the report is approved the user will be able to find the requested report in the Audit Report section.

Once in this section, the user will look at the folder for the operator in question.
2.2. Approve requests from other Airlines

When a request for a report or questionnaire is submitted, the owner of the report will receive an email notification, advising that a request has been received.

Users can see the list of requests pending their approval by going into:

![Manage requests](image)

The user should click on "Approve/Reject" for each request they would like to action.

Manage requests

<table>
<thead>
<tr>
<th>Approve/Reject</th>
<th>RequestingAirline</th>
<th>RequestedToAirline</th>
<th>RequestPurpose</th>
<th>Comment</th>
<th>Status</th>
<th>Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approve/Reject</td>
<td></td>
<td></td>
<td>Code-share</td>
<td></td>
<td>Pending</td>
<td>11.06.2023 21:26:03</td>
</tr>
<tr>
<td>Approve/Reject</td>
<td></td>
<td></td>
<td>Code-share</td>
<td></td>
<td>Pending</td>
<td>08.06.2023 18:48:02</td>
</tr>
</tbody>
</table>

Once the approver is in the approval form, the user should proceed as follows:
Once the request has been approved, the requestor will receive an email notification.

2.3. Send and receive messages to other IOSA Operators.

This functionality should be used to follow up on pending requests or to advise the owner of a report that a request is forthcoming.

2.3.1 Send messages

The user will click on

Once in the form

1. If the request will be approved, select the level of disclosure to be afforded to the requestor.

2. Click on “Approve” or “Reject”.

Send Message
2.3.2 Receive and reply to messages.

Once a message is sent to an operator, users will receive a notification by E-mail.
The user should then log onto the IOSA Repository and click on:

![Inbox]

The list of messages will be visible as follows:

### Inbox

<table>
<thead>
<tr>
<th>Subject</th>
<th>Created</th>
<th>From Airline</th>
<th>To Airline</th>
<th>Body</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test message 5262023</td>
<td>26.05.2023 07:47:07</td>
<td>Test Airline 5</td>
<td>Test</td>
<td>test</td>
</tr>
</tbody>
</table>

Click on “Subject”

Once the user is in the reply form, they can write their message in the text box and click on “Reply”.

![Reply Form]
2.4. Complete and Submit the Operator Questionnaire

To access the questionnaire section of the IOSA Repository, the user will click on

[IOSA Operator Questionnaire]

The user will fist need to deal acknowledge the disclaimer page and click on “Next”.

After clicking next on the disclaimer page, the user will begin completing the Questionnaire form. It is important to notice that the entries in the form will autosave, so that when users log back on to the site for subsequent submissions, the previously entered information will be pre-populated.

2.4.1 Section 1- Operator Information:

Operator shall submit operator related information such as State of Registry, Headquarter, Operational Bases, AOC Number, AOC Expiry, Alliance etc.
2.4.2 Section 2- Operational Information:

Operator shall submit operational information such as number of weekly flights (domestic, international), number of destinations, number of codeshare partners, wet lease operations etc. If the Operator has wet lease operations, details are required to be defined in the wet lease details field.
2.4.3 Section 3- Operational Information:

Operator shall submit “Operational type”, “Special Authorizations” and “Additional Operational Information” through multiple selection dropdown fields as depicted in below figures:
2.4.4 Section 4- Key Contacts:

The next section is intended to provide key contacts within the organization.

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Key Contacts</td>
<td></td>
</tr>
</tbody>
</table>

**IOSA Operator Questionnaire - Key Contacts**

- **CEO**
  - First Name
  - Last Name
  - E-Mail

- **Accountable Manager**
  - First Name
  - Last Name
  - E-Mail

- **COO / Head of Operations**
  - First Name
  - Last Name
  - E-Mail

- **Head of Safety**
  - First Name
  - Last Name
  - E-Mail

- **Head Of Quality / Compliance**
  - First Name
  - Last Name
  - E-Mail

- **OCC Contact**
  - First Name
  - Last Name
  - E-Mail

- **ERP Contact**
  - First Name
  - Last Name
  - E-Mail
2.4.5 Section 5- Fleet Information:

In this section fleet information may be provided. When the Repository user selects the manufacturer, applicable types/models are populated in the related field and similarly when the user selects the type/model, applicable variants are also populated.

For each variant, the user must select authorizations specific to the variant such as Pax, Cargo, DG etc. as depicted below.
2.4.6 Section 6- Quality / Compliance:

This section is intended to provide information related to the number of FTEs and Auditors, as well as the number of audits conducted every year for each scope.

2.4.7 Section 7- Safety Management:

Similarly, the Safety Management section allows an Operator to share the number of FTEs used for SMS, the number of safety reports submitted, and the number of accidents/incidents within the last 3 years.
2.4.8 Section 8 - Crews – Pilot in Command:

This section is to share the information related to the number/average experience of the PICs, as well as qualification and training requirements.

2.4.9 Section 9 - Crews – First Officer:

This section is to share the information related to the number/average experience of First Officers, as well as qualification and training requirements.
2.4.10 Section 10- Crews – Cabin Crew:

This section is to share the information related to the number/average experience of Cabin Crew, as well as qualification and training requirements.
2.4.11 Section 11- Management / Organizational Changes:

Sections 11 to 16 shall be used to report to IATA every reportable circumstance or event as outlined in IPM 6.8.3 (IPM Ed 14 TR1). Each section may be skipped if there is no change to report as per the list of changes outlined in the section.

If the user selects the option to report a management/organizational change, the change can be reported as depicted in the following example.
2.4.12 Section 12- Operational Change:

Section 12 shall be used to report to IATA any Operational Changes as per IPM 6.8.3 (IPM Ed 14 TR1). The section may be skipped if there is no change to report as per the list of changes outlined in the section.

If the user selects the option to report an operational change, the change can be reported as depicted in the following example.
2.4.13 Section 13- Management System / QA / SMS Changes:

Section 13 shall be used to report to IATA any Management System / QA / SMS change as per IPM 6.8.3 (IPM Ed 14 TR1). The section may be skipped if there is no change to report as per the list of changes outlined in the section.

If the user selects the option to report a management system / QA / SMS change, the change can be reported as depicted in the following example.
2.4.14 Section 14- Authority Relations

Section 14 shall be used to report to IATA any Authority relations as per IPM 6.8.3 (IPM Ed 14 TR1). The section may be skipped if there is nothing to report as per the list of changes outlined in the section.

If the user selects the option to report any Authority relation, this can be reported as depicted in the following example.
2.4.15 Section 15- Operational Events

Section 15 shall be used to report to IATA any accidents and/or serious incidents as per IPM 6.8.3 (IPM Ed 14 TR1). The section may be skipped if there is nothing to report as per the list of changes outlined in the section.

If the user selects the option to report any accidents and/or serious incidents, this can be reported as depicted in the following example. The user can remove the accident or serious incident that they previously added, or report one or more accidents or serious incidents.
2.4.16 Section 16- Financial Issues

Section 16 shall be used to report to IATA any financial issues as per IPM 6.8.3 (IPM Ed 14 TR1). The section may be skipped if there is nothing to report as per the list of changes outlined in the section.

If the user selects the option to report any financial issues, this can be reported as depicted in the following example.
2.4.17 Section 17- Blanked Disclosure

Section 17 shall be used to provide Blanket Disclosure to the listed Authorities. If the user provides a blanket disclosure, IATA may provide a copy of the submitted questionnaire to the selected Authorities.

When the IOSA Operator Questionnaire been fully completed, the section numbers, as shown below, will appear in blue.

Once the Questionnaire has been submitted, the user will be able find the .pdf versions of the form in their report library.
3. User Support

For additional user support, please contact IATA at iosa@iata.org.

Note: Users must not that the mailbox iarrequest@iata.org as it is no longer monitored.