

New IOSA Operator Questionnaire

Issue date: 1-Mar-2023

Effective date: 1-Mar-2023

1. Reason for Issue

With the release of Temporary Revision 1 to the IOSA Program Manual Ed 14, Program rules pertaining to Operator reporting responsibilities have been revised. The new reporting responsibilities are supported with a new IOSA Operator Questionnaire.

This Alert is issued to explain the changes and provide guidance for the new IOSA Operator Questionnaire.

2. New IOSA Operator Questionnaire

The new Questionnaire will serve multiple purposes:

2.1. Reportable Circumstances

The new IOSA Operator Questionnaire replaces IATA's "Self-Evaluation Form". It shall therefore be submitted in case of reportable circumstances or events, as outlined in IPM Ed 14 TR 1 Ch 6.8.3.

The information gathered through the reporting process will also be used by IATA to support the audit scoping under Risk-Based IOSA.

2.2. Code-share Monitoring Questionnaires

Based on industry feedback, operators send questionnaires to each other for code-share safety monitoring purposes. These numerous questionnaires are not standardized and lead to duplication of information.

To streamline and simplify this process, IATA has developed the new Questionnaire in collaboration with the IOSA program governance. This new Questionnaire replaces the questionnaire introduced during the COVID outbreak. The intent is to have a single Questionnaire that can shared through the repository, like an audit report.

The new Questionnaire accommodates elements that have been requested by different operators. The form contains both, mandatory and optional fields. The mandatory fields (red asterisk) must be completed before the form can be submitted; optional fields are at the discretion of the operator.

An operator can decide what level of information is shared with a partner airline. An operator can either share the basic questionnaire containing the mandatory fields only, or the extended questionnaire containing additional information. Completing the optional fields will not automatically make this data available to other operators.

3. Submission Rules

Temporary Revision 1 to the IPM Edition 14 introduced the following changes:

- The new Questionnaire is accessible through the IOSA Repository (can be found here).
- The new IOSA Operator Questionnaire shall be submitted:
 - i. initially by the end of March 2023
 - ii. recurrently every six (6) months, and
 - iii. thirty (30) days prior to any Audit as outlined in IPM Ed 14 TR1.



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4. Access & Completion Instructions

- a) The Questionnaire is accessible through the IOSA Audit Report Repository at the following link:
 - IOSA Repository / New Operator Questionnaire
- b) For the first submission of the Questionnaire, an Operator shall submit all mandatory fields in Section 1 to Section 10. For any subsequent submissions, fields will be prepopulated with the last submission values and an Operator shall only update the information. Instructions for completion are contained on the following pages.
- c) An operator wishing to request a Questionnaire can navigate to the repository and request the latest Questionnaire just like an IOSA Audit Report. The questionnaire will only be accessible to the requesting Operator once approved.

For a continuation of the completion instructions, please continue to the next page.

5. Actions for Operators

Operators are required to submit the new IOSA Operator Questionnaire by the end of March 2023. Resubmission shall subsequently be made every six (6) months, and thirty (30) days prior to any Audit as outlined in IPM Ed 14 TR1.

Operators are also required to use the Questionnaire for every reportable circumstance or event as outlined in IPM 6.8.3 as outlined in IPM Ed 14 TR1.

For any questions, concerns or technical issues, please do not hesitate to contact us at iosa@iata.org

Serkan Simitcioglu
Serkan Simitcioglu (Mar 1, 2023 14:27 EST)

Serkan Simitcioglu Head, IOSA



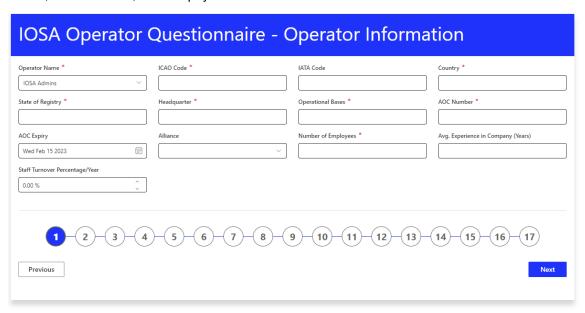
New IOSA Operator Questionnaire

Issue date: 1-Mar-2023

Effective date: 1-Mar-2023

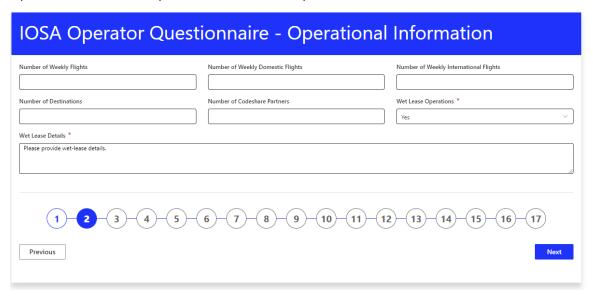
Section 1- Operator Information:

Operator shall submit operator related information such as State of Registry, Headquarter, Operational Bases, AOC Number, AOC Expiry. Alliance etc.



d) 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 wet lease details field.





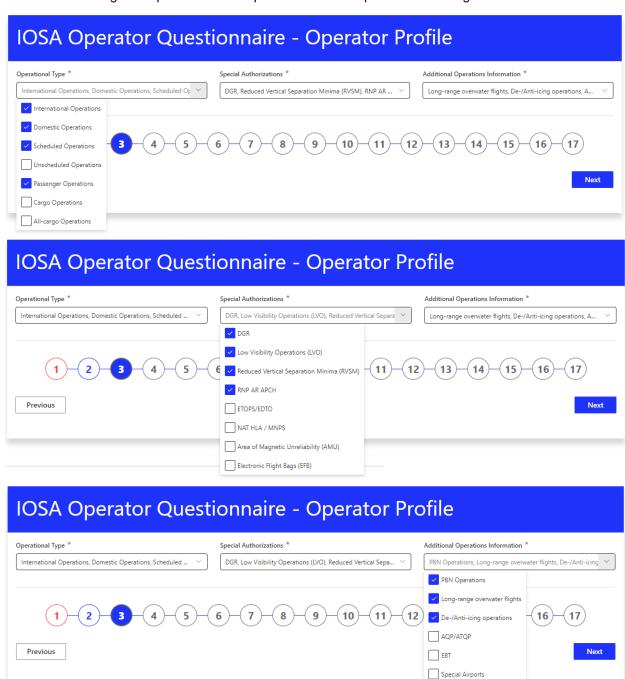
New IOSA Operator Questionnaire

Issue date: 1-Mar-2023

Effective date: 1-Mar-2023

e) 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:



None of the above



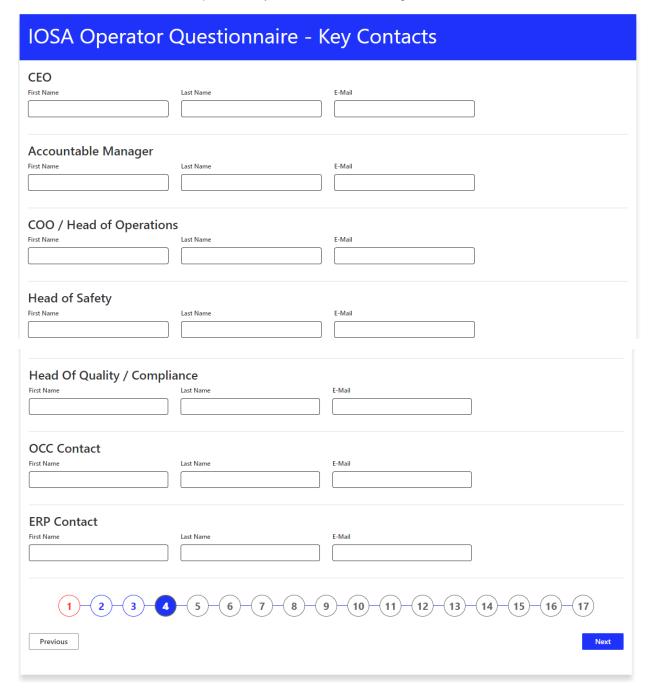
IOSA Operator Alert 30 New IOSA Operator Questionnaire

Issue date: 1-Mar-2023

Effective date: 1-Mar-2023

f) Section 4- Key Contacts:

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





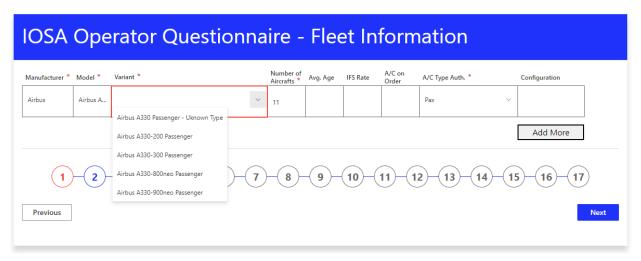
New IOSA Operator Questionnaire

Issue date: 1-Mar-2023

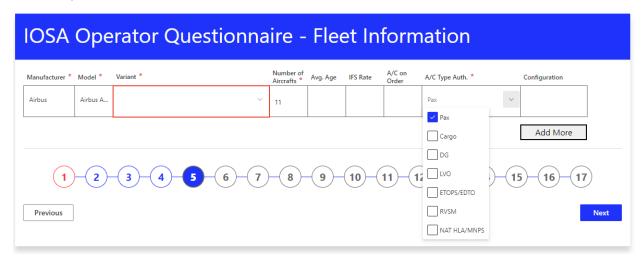
Effective date: 1-Mar-2023

g) 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.





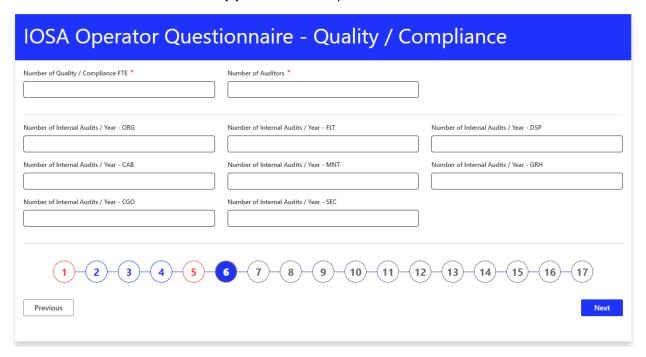
New IOSA Operator Questionnaire

Issue date: 1-Mar-2023

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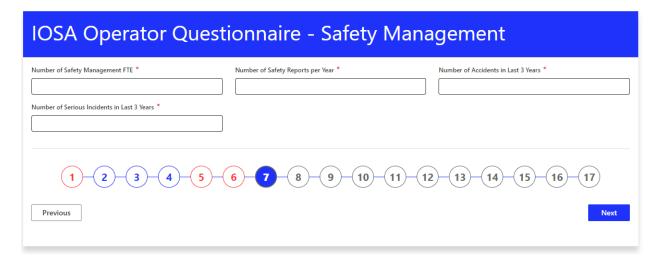
h) Section 6- Quality / Compliance:

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



i) Section 7- Safety Management:

Similarly, Safety Management section allows Operator to share number of FTE used for SMS, number of safety reports submitted and number of accidents/incidents within the last 3 years.





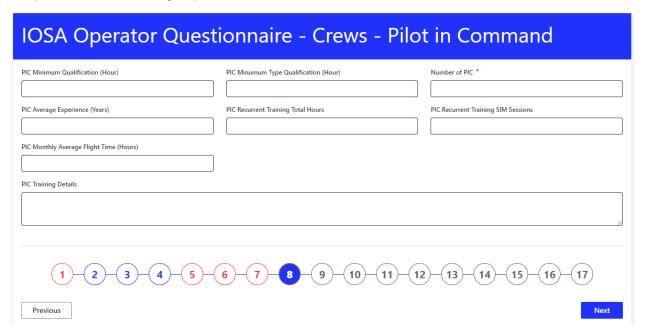
New IOSA Operator Questionnaire

Issue date: 1-Mar-2023

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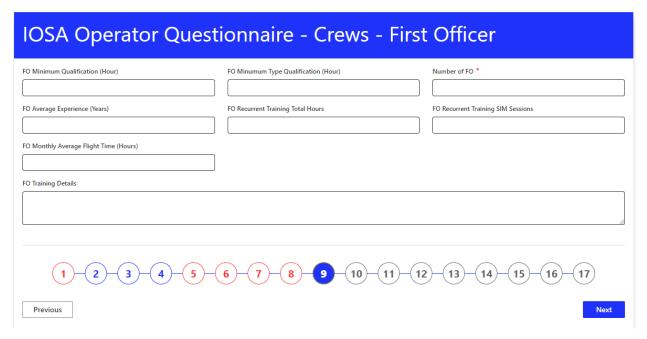
j) Section 8- Crews - Pilot in Command:

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



k) Section 9- Crews - First Officer:

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





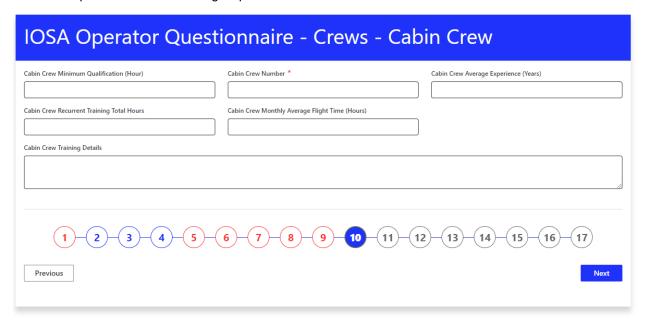
New IOSA Operator Questionnaire

Issue date: 1-Mar-2023

Effective date: 1-Mar-2023

l) Section 10- Crews - Cabin Crew:

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





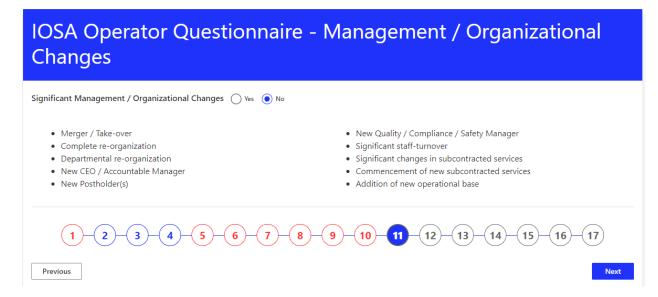
New IOSA Operator Questionnaire

Issue date: 1-Mar-2023

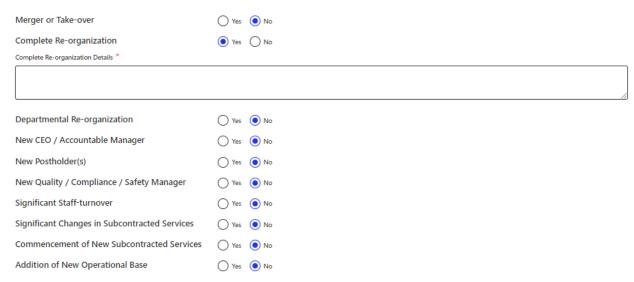
Effective date: 1-Mar-2023

m) 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.





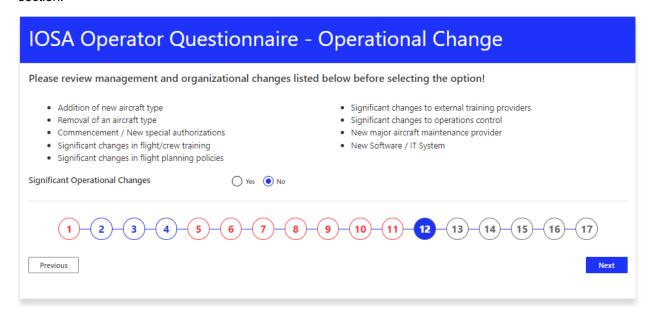
New IOSA Operator Questionnaire

Issue date: 1-Mar-2023

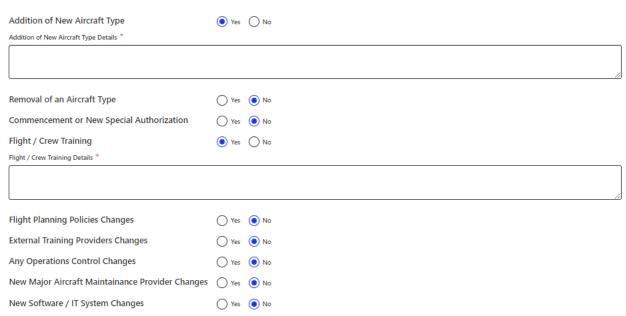
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n) Section 12- Operational Change:

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.





New IOSA Operator Questionnaire

Issue date: 1-Mar-2023

Effective date: 1-Mar-2023

o) 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.

| IOSA Operator Questionnaire - Management System / QA / SMS Changes | | | | |
|--|---|--|--|--|
| Please review management system / QA / SMS changes listed below before selecting the option! | | | | |
| Significant changes in documentation system Significant change in ERP | Significant organizational or procedural changes in QMS / Compliance Significant organizational or procedural changes in SMS / Risk Management | | | |
| Significant Management System / QA / SMS Changes | Yes No | | | |
| 1 2 3 4 5 6 7 | 8 9 10 11 12 13 14 15 16 17 Next | | | |

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.

| Significant Management System / QA / SMS Changes | Yes | es No |
|--|-----|----------|
| Significant Changes in Documentation System | Yes | es O No |
| Significant Changes in ERP | | ies O No |
| Significant Organizational or Procedural Changes in QMS / Compliance | Yes | es O No |
| Organizational or Procedural Changes in QMS / Compliance Details * | | |
| | | |
| Significant Organizational or Procedural Changes in SMS / Risk Managemer Organizational or Procedural Changes in SMS / Risk Management Details * | nt | es 🔘 No |
| organizational of Procedural Granges in 2012 / 100k Mallagement Details | | |
| | | |



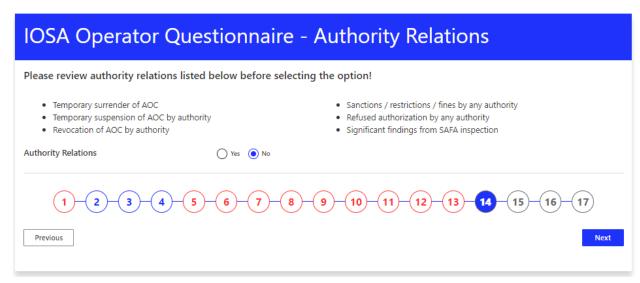
IOSA Operator Alert 30 New IOSA Operator Questionnaire

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p) 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.

| Temporary Surrender of AOC | Yes No | |
|---|------------|--|
| Temporary Surrender of AOC by Authority | Yes No | |
| Revocation of AOC by Authority | Yes No | |
| Sanctions / Restrictions / Fines by Any Authority | Yes No | |
| Sanctions / Restrictions / Fines by Any Authority Details * | | |
| | | |
| Refused Authorization by Any Authority | Yes | |
| Refused Authorization by Any Authority Details * | | |
| | | |
| Significant Findings from SAFA / SANA Inspection | Yes No | |



New IOSA Operator Questionnaire

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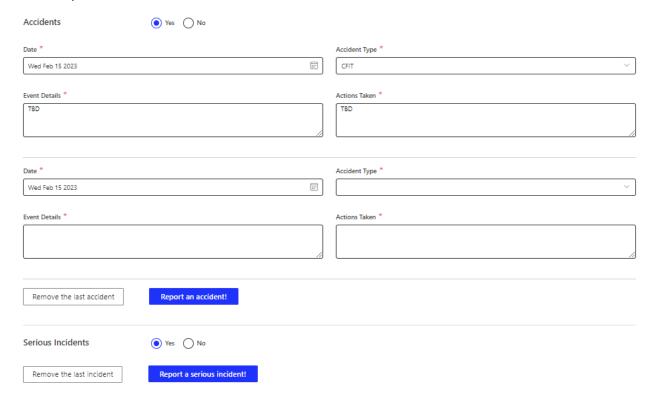
Effective date: 1-Mar-2023

q) 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 he added or can report one or more accidents or serious incidents.





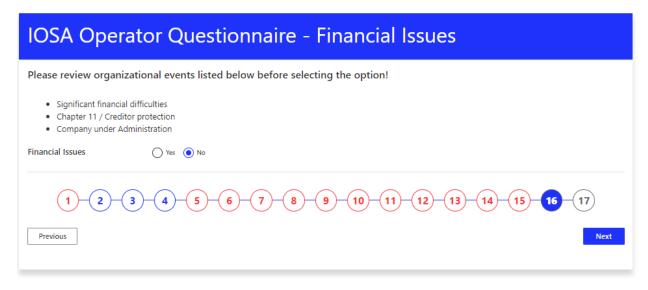
New IOSA Operator Questionnaire

Issue date: 1-Mar-2023

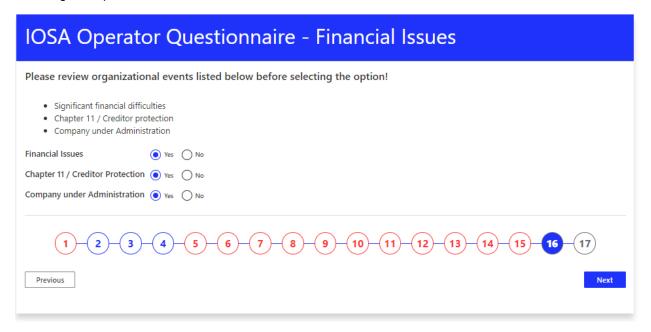
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r) Section 16- Financial Issues

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.





IOSA Operator Alert 30 New IOSA Operator Questionnaire

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s) 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.

| IOSA Operator Questionnaire - Blanket Disclosure | | | | |
|--|---|--|--|--|
| BLANKET DISCLOSURE AUTHORIZATION | | | | |
| For the benefit of complementing state safety oversight and the IOSA program, IATA has executed memorandums of understanding (MoU) with civil aviation organizations. | | | | |
| In accordance with Section 9 of the IPM("IAR Access"), IATA requests the Candidate's blanket disclosure authorization to share this form with the below listed organizations. | | | | |
| It the Candidate elects to provide a blanket disclosure authorization to IATA for this form, the Candidate understands and agrees that IATA may, provide a copy of this document to the specified organizations. | | | | |
| Egyptian Civil Aviation Authority | Administración Nacional de Aviación Civil - Argentina | | | |
| Estonian Civil Aviation Administration (ECAA) | Agencia Nacional de Aviação Civil (ANAC) - Brazil | | | |
| European Union Aviation Safety Agency (EASA) | Civil Aviation Administration of China (CAAC) | | | |
| Finnish Transport Safety (Trafi Finland) | Civil Aviation Affairs of the Kingdom of Bahrain | | | |
| General Civil Aviation Authority (UAE GCAA) | Civil Aviation Authority of Mongolia | | | |
| Georgian Civil Aviation Agency (GAAC) | Civil Aviation Authority of Thailand (CAAT) | | | |
| Kuwait Directorate General of Civil Aviation | Civil Aviation authority of the Republic of Poland | | | |
| Rwandan Civil Aviation Authority | Civil Aviation Regulatory Commission CARC Jordan | | | |
| Spanish Aviation Safety and Security Agency (AESA) | Civil Aviation Safety Authority of Australia | | | |
| Civil Aviation Safety Authority of Singapore (CAAS) | Civil Aviation Safety Authority of Moldova | | | |
| Luftfahrt-Bundesamt Germany (LBA) | Civil Aviation Safety Authority of Macau SAR | | | |
| | All of the Above | | | |
| 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 | | | | |
| Previous | Submit | | | |

End of Alert.

IOSA Operator Alert 30- IOSA Operator Questionnaire

Final Audit Report 2023-03-01

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By: IOSA IATA (iosa@iata.org)

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