



IOSA Operator Alert 30

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 be 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. Re-submission 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



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Section 1- Operator Information:

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

IOSA Operator Questionnaire - Operator Information

Operator Name *	ICAO Code *	IATA Code	Country *
<input type="text" value="IOSA Admins"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
State of Registry *	Headquarter *	Operational Bases *	AOC Number *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
AOC Expiry	Alliance	Number of Employees *	Avg. Experience in Company (Years)
<input type="text" value="Wed Feb 15 2023"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Staff Turnover Percentage/Year			
<input type="text" value="0.00 %"/>			

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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.

IOSA Operator Questionnaire - Operational Information

Number of Weekly Flights	Number of Weekly Domestic Flights	Number of Weekly International Flights
<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of Destinations	Number of Codeshare Partners	Wet Lease Operations *
<input type="text"/>	<input type="text"/>	<input type="text" value="Yes"/>
Wet Lease Details *		
<input type="text" value="Please provide wet-lease details."/>		

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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:

The figure displays three screenshots of the "IOSA Operator Questionnaire - Operator Profile" form, illustrating the selection process for Operational Type, Special Authorizations, and Additional Operations Information.

Screenshot 1: Operational Type Selection

- Operational Type ***: Dropdown menu showing "International Operations, Domestic Operations, Scheduled Operations".
- Special Authorizations ***: Dropdown menu showing "DGR, Reduced Vertical Separation Minima (RVSM), RNP AR ...".
- Additional Operations Information ***: Dropdown menu showing "Long-range overwater flights, De-/Anti-icing operations, A...".
- Selections**:
 - ☒ International Operations
 - ☒ Domestic Operations
 - ☒ Scheduled Operations
 - ☐ Unscheduled Operations
 - ☒ Passenger Operations
 - ☐ Cargo Operations
 - ☐ All-cargo Operations
- Progress Indicator**: A sequence of 17 numbered circles (1-17). Circle 3 is highlighted in blue, indicating the current step.
- Next**: A blue button to proceed to the next step.

Screenshot 2: Special Authorizations Selection

- Operational Type ***: Dropdown menu showing "International Operations, Domestic Operations, Scheduled ...".
- Special Authorizations ***: Dropdown menu showing "DGR, Low Visibility Operations (LVO), Reduced Vertical Separation Minima (RVSM), RNP AR APCH, ETOPS/EDTO, NAT HLA / MNPS, Area of Magnetic Unreliability (AMU), Electronic Flight Bags (EFB)".
- Additional Operations Information ***: Dropdown menu showing "Long-range overwater flights, De-/Anti-icing operations, A...".
- Selections**:
 - ☒ DGR
 - ☒ Low Visibility Operations (LVO)
 - ☒ Reduced Vertical Separation Minima (RVSM)
 - ☒ RNP AR APCH
 - ☐ ETOPS/EDTO
 - ☐ NAT HLA / MNPS
 - ☐ Area of Magnetic Unreliability (AMU)
 - ☐ Electronic Flight Bags (EFB)
- Progress Indicator**: A sequence of 17 numbered circles (1-17). Circle 3 is highlighted in blue, indicating the current step.
- Previous**: A button to return to the previous step.
- Next**: A blue button to proceed to the next step.

Screenshot 3: Additional Operations Information Selection

- Operational Type ***: Dropdown menu showing "International Operations, Domestic Operations, Scheduled ...".
- Special Authorizations ***: Dropdown menu showing "DGR, Low Visibility Operations (LVO), Reduced Vertical Separation Minima (RVSM), RNP AR APCH, ETOPS/EDTO, NAT HLA / MNPS, Area of Magnetic Unreliability (AMU), Electronic Flight Bags (EFB)".
- Additional Operations Information ***: Dropdown menu showing "PBN Operations, Long-range overwater flights, De-/Anti-icing operations, AQP/ATQP, EBT, Special Airports, None of the above".
- Selections**:
 - ☒ PBN Operations
 - ☒ Long-range overwater flights
 - ☒ De-/Anti-icing operations
 - ☐ AQP/ATQP
 - ☐ EBT
 - ☐ Special Airports
 - ☐ None of the above
- Progress Indicator**: A sequence of 17 numbered circles (1-17). Circle 3 is highlighted in blue, indicating the current step.
- Previous**: A button to return to the previous step.
- Next**: A blue button to proceed to the next step.



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f) Section 4- Key Contacts:

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

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



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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.

IOSA Operator Questionnaire - Fleet Information

Manufacturer *	Model *	Variant *	Number of Aircrafts *	Avg. Age	IFS Rate	A/C on Order	A/C Type Auth. *	Configuration
Airbus	Airbus A...	<div>Airbus A330 Passenger - Unknown Type</div> <div>Airbus A330-200 Passenger</div> <div>Airbus A330-300 Passenger</div> <div>Airbus A330-800neo Passenger</div> <div>Airbus A330-900neo Passenger</div>	11				Pax	

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Add More

For each variant, the user must select authorizations specific to the variant such as Pax, Cargo, DG etc. as depicted below.

IOSA Operator Questionnaire - Fleet Information

Manufacturer *	Model *	Variant *	Number of Aircrafts *	Avg. Age	IFS Rate	A/C on Order	A/C Type Auth. *	Configuration
Airbus	Airbus A...		11				<div><input checked="" type="checkbox"/> Pax</div> <div><input type="checkbox"/> Cargo</div> <div><input type="checkbox"/> DG</div> <div><input type="checkbox"/> LVO</div> <div><input type="checkbox"/> ETOPS/EDTO</div> <div><input type="checkbox"/> RVSM</div> <div><input type="checkbox"/> NAT HLA/MNPS</div>	

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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.

IOSA Operator Questionnaire - Quality / Compliance

Number of Quality / Compliance FTE *	Number of Auditors *	
<input type="text"/>	<input type="text"/>	

Number of Internal Audits / Year - ORG	Number of Internal Audits / Year - FLT	Number of Internal Audits / Year - DSP
<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of Internal Audits / Year - CAB	Number of Internal Audits / Year - MNT	Number of Internal Audits / Year - GRH
<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of Internal Audits / Year - CGO	Number of Internal Audits / Year - SEC	
<input type="text"/>	<input type="text"/>	

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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.

IOSA Operator Questionnaire - Safety Management

Number of Safety Management FTE *	Number of Safety Reports per Year *	Number of Accidents in Last 3 Years *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of Serious Incidents in Last 3 Years *		
<input type="text"/>		

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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.

IOSA Operator Questionnaire - Crews - Pilot in Command

PIC Minimum Qualification (Hour)	PIC Minimum Type Qualification (Hour)	Number of PIC *
<input type="text"/>	<input type="text"/>	<input type="text"/>
PIC Average Experience (Years)	PIC Recurrent Training Total Hours	PIC Recurrent Training SIM Sessions
<input type="text"/>	<input type="text"/>	<input type="text"/>
PIC Monthly Average Flight Time (Hours)	<input type="text"/>	
PIC Training Details		
<input type="text"/>		

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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.

IOSA Operator Questionnaire - Crews - First Officer

FO Minimum Qualification (Hour)	FO Minimum Type Qualification (Hour)	Number of FO *
<input type="text"/>	<input type="text"/>	<input type="text"/>
FO Average Experience (Years)	FO Recurrent Training Total Hours	FO Recurrent Training SIM Sessions
<input type="text"/>	<input type="text"/>	<input type="text"/>
FO Monthly Average Flight Time (Hours)	<input type="text"/>	
FO Training Details		
<input type="text"/>		

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I) 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.

IOSA Operator Questionnaire - Crews - Cabin Crew

Cabin Crew Minimum Qualification (Hour)

Cabin Crew Number *

Cabin Crew Average Experience (Years)

Cabin Crew Recurrent Training Total Hours

Cabin Crew Monthly Average Flight Time (Hours)

Cabin Crew Training Details

1234567891011121314151617

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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.

IOSA Operator Questionnaire - Management / Organizational Changes

Significant Management / Organizational Changes ☐ Yes ☒ No

- Merger / Take-over
- Complete re-organization
- Departmental re-organization
- New CEO / Accountable Manager
- New Postholder(s)

- New Quality / Compliance / Safety Manager
- Significant staff-turnover
- Significant changes in subcontracted services
- Commencement of new subcontracted services
- Addition of new operational base



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If the User selects the option to report a management/organizational change, the change can be reported as depicted in the following example.

Merger or Take-over ☐ Yes ☒ No

Complete Re-organization ☒ Yes ☐ No

Complete Re-organization Details *

Departmental Re-organization ☐ Yes ☒ No

New CEO / Accountable Manager ☐ Yes ☒ No

New Postholder(s) ☐ Yes ☒ No

New Quality / Compliance / Safety Manager ☐ Yes ☒ No

Significant Staff-turnover ☐ Yes ☒ No

Significant Changes in Subcontracted Services ☐ Yes ☒ No

Commencement of New Subcontracted Services ☐ Yes ☒ No

Addition of New Operational Base ☐ Yes ☒ No



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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.

IOSA Operator Questionnaire - Operational Change

Please review management and organizational changes listed below before selecting the option!

- Addition of new aircraft type
- Removal of an aircraft type
- Commencement / New special authorizations
- Significant changes in flight/crew training
- Significant changes in flight planning policies
- Significant changes to external training providers
- Significant changes to operations control
- New major aircraft maintenance provider
- New Software / IT System

Significant Operational Changes ☐ Yes ☒ No

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If the User selects the option to report an operational change, the change can be reported as depicted in the following example.

Addition of New Aircraft Type ☒ Yes ☐ No

Addition of New Aircraft Type Details *

Removal of an Aircraft Type ☐ Yes ☒ No

Commencement or New Special Authorization ☐ Yes ☒ No

Flight / Crew Training ☒ Yes ☐ No

Flight / Crew Training Details *

Flight Planning Policies Changes ☐ Yes ☒ No

External Training Providers Changes ☐ Yes ☒ No

Any Operations Control Changes ☐ Yes ☒ No

New Major Aircraft Maintenance Provider Changes ☐ Yes ☒ No

New Software / IT System Changes ☐ Yes ☒ No



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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

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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 ☐ No

Significant Changes in Documentation System

☒ Yes ☐ No

Significant Changes in ERP

☒ Yes ☐ No

Significant Organizational or Procedural Changes in QMS / Compliance

☒ Yes ☐ No

Organizational or Procedural Changes in QMS / Compliance Details *

Significant Organizational or Procedural Changes in SMS / Risk Management ☒ Yes ☐ No

Organizational or Procedural Changes in SMS / Risk Management Details *



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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.

IOSA Operator Questionnaire - Authority Relations

Please review authority relations listed below before selecting the option!

- Temporary surrender of AOC
- Temporary suspension of AOC by authority
- Revocation of AOC by authority
- Sanctions / restrictions / fines by any authority
- Refused authorization by any authority
- Significant findings from SAFA inspection

Authority Relations ☐ Yes ☒ No

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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 ☐ No

Refused Authorization by Any Authority Details *

Significant Findings from SAFA / SANA Inspection ☒ Yes ☐ No



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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.

IOSA Operator Questionnaire - Operational Events

Significant Operational Events ☐ Yes ☒ No

- Accidents
- Serious incidents

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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.

Accidents ☒ Yes ☐ No

Date *

Wed Feb 15 2023

Accident Type *

CFIT

Event Details *

TBD

Actions Taken *

TBD

Date *

Wed Feb 15 2023

Accident Type *

Event Details *

Actions Taken *

Remove the last accident

Report an accident!

Serious Incidents ☒ Yes ☐ No

Remove the last incident

Report a serious incident!



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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.

IOSA Operator Questionnaire - Financial Issues

Please review organizational events listed below before selecting the option!

- Significant financial difficulties
- Chapter 11 / Creditor protection
- Company under Administration

Financial Issues ☐ Yes ☒ No

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If the User selects the option to report any financial issues, this can be reported as depicted in the following example.

IOSA Operator Questionnaire - Financial Issues

Please review organizational events listed below before selecting the option!

- Significant financial difficulties
- Chapter 11 / Creditor protection
- Company under Administration

Financial Issues ☒ Yes ☐ No

Chapter 11 / Creditor Protection ☒ Yes ☐ No

Company under Administration ☒ Yes ☐ No

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s) Section 17- Blanket 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.

If 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.

- | | |
|--|--|
| <input type="checkbox"/> Egyptian Civil Aviation Authority | <input type="checkbox"/> Administración Nacional de Aviación Civil - Argentina |
| <input type="checkbox"/> Estonian Civil Aviation Administration (ECAA) | <input type="checkbox"/> Agência Nacional de Aviação Civil (ANAC) - Brazil |
| <input type="checkbox"/> European Union Aviation Safety Agency (EASA) | <input type="checkbox"/> Civil Aviation Administration of China (CAAC) |
| <input type="checkbox"/> Finnish Transport Safety (Trafi Finland) | <input type="checkbox"/> Civil Aviation Affairs of the Kingdom of Bahrain |
| <input type="checkbox"/> General Civil Aviation Authority (UAE GCAA) | <input type="checkbox"/> Civil Aviation Authority of Mongolia |
| <input type="checkbox"/> Georgian Civil Aviation Agency (GAAC) | <input type="checkbox"/> Civil Aviation Authority of Thailand (CAAT) |
| <input type="checkbox"/> Kuwait Directorate General of Civil Aviation | <input type="checkbox"/> Civil Aviation authority of the Republic of Poland |
| <input type="checkbox"/> Rwandan Civil Aviation Authority | <input type="checkbox"/> Civil Aviation Regulatory Commission CARC Jordan |
| <input type="checkbox"/> Spanish Aviation Safety and Security Agency (AESA) | <input type="checkbox"/> Civil Aviation Safety Authority of Australia |
| <input type="checkbox"/> Civil Aviation Safety Authority of Singapore (CAAS) | <input type="checkbox"/> Civil Aviation Safety Authority of Moldova |
| <input type="checkbox"/> Luftfahrt-Bundesamt Germany (LBA) | <input type="checkbox"/> Civil Aviation Safety Authority of Macau SAR |
| | <input type="checkbox"/> All of the Above |



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Submit

End of Alert.

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Final Audit Report

2023-03-01

Created:	2023-03-01
By:	IOSA IATA (iosa@iata.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAAJvl--dmEM9qhp2JlclU0NkQEdB-1xxUN

"IOSA Operator Alert 30- IOSA Operator Questionnaire" History

-  Document created by IOSA IATA (iosa@iata.org)
2023-03-01 - 3:33:11 PM GMT- IP address: 96.20.220.89
-  Document emailed to Serkan Simitcioglu (simitciogs@iata.org) for signature
2023-03-01 - 3:37:38 PM GMT
-  Email viewed by Serkan Simitcioglu (simitciogs@iata.org)
2023-03-01 - 7:26:28 PM GMT- IP address: 107.171.212.183
-  Document e-signed by Serkan Simitcioglu (simitciogs@iata.org)
Signature Date: 2023-03-01 - 7:27:04 PM GMT - Time Source: server- IP address: 107.171.212.183
-  Agreement completed.
2023-03-01 - 7:27:04 PM GMT