	IOSA Operator Alert 37 **Mandatory Completion of the IOSA Operator Questionnaire**	Issue date: 04-June-2024
		Effective date: 04-June-2024

1. Reason for Alert

1.1. Completion of IOSA Operator Questionnaire

In accordance with program requirements outlined in IPM 6.8 (Reporting Responsibilities) and as previously communicated in IOSA Operator Alert 30, all IOSA operators are kindly reminded that an updated Operator Questionnaire is required in the following intervals:

(i)   at least once every six (6) months;
(ii)   for every reportable circumstance or event as outlined in IPM 6.8.3;
(iii)   thirty (30) days prior to any Audit.

The Operator Questionnaire is required and an important element in the risk-based IOSA process. It further ensures that all IOSA registered airlines and requesting parties such as CAAs can request up to date information from IOSA registered airlines as well as demonstrate continued compliance with the IOSA program. **When completing the questionnaire, please provide as many details as possible and complete all sections and sub-items, to ensure that the questionnaires can be adequately reviewed.**

Important Note: IATA is preparing a migration from the current IOSA Repository system to the new "IATA Connect" platform by the end of summer 2024. Operators who submit the latest information by 1 July 2024, will have their airline profiles pre-populated in the new platform, alleviating the necessity for them to enter the information later. For more information on IATA Connect, please refer to the IATA Connect Announcement.

1.2. Nomination of Airline Administrators users for 'IATA Connect'

With IATA Connect launching by the end of Summer, IATA will require two nominated airline administrators to manage the airline information, IOSA audit report requests (the current IOSA Repository features), and airline profiles on behalf of each IOSA-registered airline. Therefore, we kindly request that an authorized person from each airline completes this "IATA Connect Airline Administrator Nomination" form by 1 July 2024.

2. Required Action by Operators

2.1. Complete IOSA Operator Questionnaire

Registered IOSA operators should submit an up-to-date Operator Questionnaire via the IOSA Repository before 1 July 2024 to ensure that the latest data can be migrated on to IATA Connect. For support regarding user access or any challenges with the Questionnaire submission, please do not hesitate to contact us at iosa@iata.org

2.2. Complete 'Airline Administrator Nomination' form

Registered IOSA operators should complete the "IATA Connect Airline Administrator Nomination" form by 1 July 2024. The nominated Airline Administrators will be the first users to be on-boarded to the new IATA Connect platform and will be responsible for maintaining and managing all airline related information, including the airline profile, IOSA audit report requests, and reporting responsibilities (IPM 6.8.3).

2.3. Stay up to date on IOSA

For any IOSA Program developments and announcements, please [subscribe](#) to the IOSA Documentation site. Additionally, to stay up to date with IOSA information and documentation, we also invite you to [register to join IATA Safety Connect](#). This is an airline only community discussing safety issues and risks, best practices, and providing access to all of IATA's safety related products and resources and will also be integrated into the new IATA Connect platform shortly!

Lastly, this IOSA Operator Alert 37 replaces Alert 30 and should you have any questions, please contact us at iosa@iata.org.

Thank you,

Serkan Simitcioglu

Serkan Simitcioglu
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Resources on the IOSA Questionnaire & IATA Connect:

- [IATA Connect Announcement](#)

- [IOSA Operator Alert 30](#)

- [IOSA Newsletter – March 2024](#)

IOSA Operator Alert 37 - Mandatory Completion of IOSA Operator Questionnaire

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