



IPM Edition 12 Temporary Revision 1

Reference:	IPM.ED12.TR1
Issue date:	20 Mar 2020
Effective date:	20 Mar 2020

General Overview

This Temporary Revision IPM.ED12.TR1 (TR) to the IOSA Program Manual (IPM) Ed 12 outlines the measures developed for addressing extenuating circumstances surrounding the outbreak of the COVID-19 virus and the effects it has on IOSA registered Operators.

This TR introduces new policies and suspends existing requirements under stated conditions.

If an Operator is eligible for policies outlined in this TR and if there are conflicting requirements between IPM Edition 12 and this TR, the content of the TR shall prevail.

The below measures are applicable exclusively to IOSA registered Operators that are unable to undergo or complete a registration renewal audit and fulfil the pre-requisites listed in 7.5.14 below. All other provisions in IPM Edition 12, including existing provisions on Extenuating Circumstances (IPM 7.5.6 and related provisions), remain fully effective.

Effective and Validity Date of This Temporary Revision

This TR shall become effective on 20 March 2020 and shall remain valid until further notice.

Approval

Step	Name	Date
Reviewed by:	Serkan Simitcioglu Head, IOSA	March 2020
Recommended by:	Catalin Cotrut Director, Audit Programs	March 2020
Approved by:	Gilberto Lopez Meyer Senior Vice President Safety and Flight Operations	March 2020



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Glossary of Symbols

- Addition of a new item.
- △ Change to an item.
- ⊗ Deletion of an item.

7.5.3. For renewal of a current IOSA registration in accordance with IPM 7.5.1 and 7.5.2:

- iv. the closing meeting of the on-site portion of the renewal Audit process shall not take place more than 150 calendar days prior to the expiry date of the Operator's current registration, in order to maintain the same registration anniversary;
- v. Audit closure notification and the IAR should be provided to IATA on the same date, no less than 30 calendar days prior to the current registration expiry date (refer to IPM 8.13.2);
- vi. if the IAR is submitted less than 30 days before the registration expiry date, completion of the QC process *may not be possible within the remaining time frame*. In such case, the registration expiry date for the Operator will only be updated once the required QC and final approval process by the SVP, SFO or Director, Audit Programs are complete and an annotation will be made to the Operator's registry in accordance with Table 7.1.
- vii. the Operator shall be removed from the IOSA Registry if a Registration Renewal Audit either:

- △ (a) has not been conducted prior to the expiry date of the current registration and a claim for Extenuating Circumstances in accordance with IPM 7.5.14 – 7.5.18 has not been validated;
- (b) has been conducted, but Audit 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 IPM 7.5.6 (see Figure 7.9).

Extenuating Circumstances – Audit Conduct

- **7.5.14** If an Operator is unable to undergo or complete a registration renewal audit prior to the current expiration date, the Operator may submit a claim of Extenuating Circumstances for Audit Conduct. The validity of a claim of Extenuating Circumstances shall be determined by IATA, based on internal criteria and circumstances which may justify such a claim. As a minimum, an Operator must fulfil the following conditions:
 - i. The Operator is IOSA registered.
 - ii. The Operator's registration expiration date is within 150 days of the date of making a claim



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of Extenuating Circumstances for Audit Conduct.

- iii. The Operator is not able to undergo or complete a registration renewal audit due to conditions and limitations related to and/or caused by the COVID-19 outbreak.
- iv. A completed SAR.F23 form is submitted to IATA (iosa@iata.org), together with the claim of Extenuating Circumstances for Audit Conduct. The form is available at www.iata.org/iosa.

- 7.5.15** Should a claim of Extenuating Circumstances for Audit Conduct be validated by IATA, the Operator will remain on the IOSA registry for a period of one hundred and eighty (180) calendar days following the current expiration date. The current expiration date will remain unchanged until a Registration Renewal Audit has been conducted, successfully closed, and the IAR approved. Renewed registration shall be based on the most recent registration expiration date. The following annotation shall be placed on the Operator’s registration until the renewal audit has been conducted, successfully closed, and the IAR approved:

“The registration renewal audit could not be conducted due to Extenuating Circumstances related to and/or caused by the COVID-19 outbreak. The Operator will remain on the registry until dd mmm yyyy.”

During this period, the Operator enjoys full registration status.

- 7.5.16** An Operator shall be removed from the IOSA registry one hundred and eighty (180) calendar days following the last expiration date, at 23:59 local time at the location of the Operator as specified on the AOC, if a claim of Extenuating Circumstances for Audit Conduct has been validated, however a Registration Renewal Audit has not been conducted.
- 7.5.17** The period to achieve audit closure following a validated claim of Extenuating Circumstances for Audit Conduct shall be limited to one hundred and eighty (180) calendar days following the last expiration date. If audit closure in accordance with IPM 8.13.1 is not achieved within this time frame, the Operator shall be removed from the IOSA registry.
- 7.5.18** An Operator with a validated claim of Extenuating Circumstances for Audit Conduct shall submit an up-to-date status report using form SAR.F23 provided by IATA, on a frequency specified in the form. Failure to provide and update this report may result in invalidation of the Extenuating Circumstances claim. The form will be made available to parties authorized by the Operator. The form is available at www.iata.org/iosa.

⊗ **8.2.20**