



ICAO

TENTH MEETING OF THE REGIONAL AVIATION SAFETY GROUP -  
ASIA PACIFIC REGIONAL (RASG-APAC/10)

(Bangkok, Thailand, 17-18 December 2020 on Virtual Platform)

RASG-APAC/10-WP/23

Agenda Item 5

**Agenda Item 5: ICAO / Member State / Industry Presentations**

**IATA OPERATIONAL SAFETY AUDIT (IOSA)**

*(Presented by International Air Transport Association)*

**SUMMARY**

The IATA Operational Safety Audit (IOSA) launched the IOSA Support Program to assist the industry during the COVID-19 crisis. Among others, the Support Program collects questionnaires from all registered operators on regulator intervals which can be obtained upon request and authorization. Furthermore, a remote audit option was developed to ensure continuity of the program.

Regulators can obtain above mentioned questionnaires as well as IOSA Audit Reports, and furthermore, can request to observe onsite IOSA Audits.

**1. INTRODUCTION**

1.1 During the COVID-19 crisis, IATA developed the 'IOSA Support Program' which contains measures to ensure continuity and adaption of the IOSA Program.

1.2 IATA developed a temporary policy to grant a claim of extenuating circumstances for IOSA registered Operators impacted by COVID-19. The measures were applicable exclusively to IOSA registered Operators and granted operators 180 days extension from their IOSA expiry date.

1.3 All IOSA registered operators are required to submit and complete an online Operator Questionnaire every sixty (60) calendar days. It provides airlines and regulators with updated information on the carriers' current operations and can be requested through the IOSA Audit Report sharing platform, the IOSA Repository extranet site at [www.iata.org/iosa](http://www.iata.org/iosa). Over 400 operators submitted the questionnaire so far, which were shared over 11 times.

1.4 In July 2020, the IOSA Support Program was launched, providing IOSA-registered operators the option to remotely conduct a registration renewal audit which allows for continuity of the industry's safety assurance.

1.5 Over the 2016-2020 period, the accident rate for IOSA carriers was 0.93 compared to the accident rate for non-IOSA operators at 2.06. IOSA continues to be respected as a global standard, with 33% of airlines on the IOSA registry being non-IATA members.

**2. DISCUSSION**

2.1 The IOSA Support Program ensures global safety assurance during the COVID-19 crisis through a remote audit option.

2.2 Through IOSA, regulators can obtain access to IOSA Audit Reports as well as completed Operator questionnaires, with the benefit of complementing their safety oversight activities, especially during the challenges brought by the crisis.

2.3 Regulators have the opportunity to observe onsite IOSA audits to further complement their oversight activities and to strengthen the confidence into the IOSA process.

2.4 IOSA is recognized as an Acceptable Means of Compliance by the EASA (spanning 27 European Union (EU) Member States) in the Third Country Operator authorization process and the code-share monitoring of non-EU carriers. Finland is the first EU country to start using IOSA as a tool to complement the safety oversight of Finnish aircraft operators as part of its risk-based oversight in line with the EU Implementing Rules. In the APAC region, Australia, P.R China, Hong Kong SAR, China, Macao SAR, China, Mongolia, Singapore and Thailand are utilizing IOSA as a complement to the regulatory oversight of air operators.

### **3. ACTION BY THE MEETING**

3.1 The Meeting is invited to:

- a) To recognize the benefits that the IOSA Support Program brings to global safety assurance and regulatory oversight.
- b) To encourage States to complement their national oversight activities with the IOSA Program as the leading industry safety assurance program.

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