



IATA Operational Safety Audit



A perspective on Family
Assistance

IOSA
IATA OPERATIONAL
SAFETY AUDIT

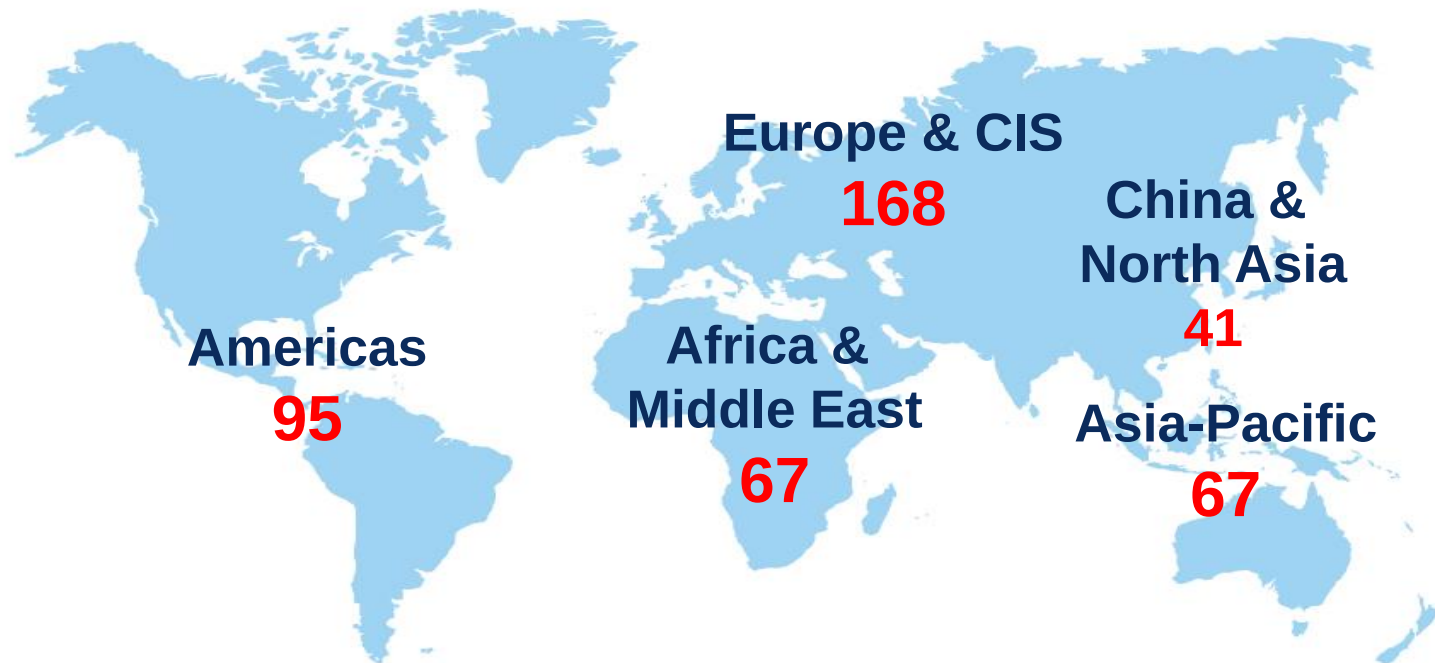
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IATA Operational Safety Audit (IOSA)

- Global Safety audit program managed and controlled by IATA
- IOSA Standards based on ICAO safety and security provisions and industry best practices from ICAO Annexes 1, 2, 6, 8, 17, 18 and 19
- Available to all commercial passenger & cargo airlines, regardless of IATA membership status



438 Operators on IOSA Registry



As of August 24th 2018

IOSA Provisions on Emergency Response

All operators must demonstrate an emergency response plan (ERP) that

- has a designated manager to manage and be responsible for the ERP
- coordinates individual station emergency plans under the corporate ERP
- Coordinates with ERPs of other applicable organizations relevant to the event or crisis

Elements of the ERP

The ERP shall

- **Provide a manifest to the appropriate authorities in event of an accident**
- Publish procedures and assign responsibilities to ensure a coordinated execution of the ERP
- **Personnel with responsibilities in the ERP should be trained and qualified to execute the procedures.**

Elements of the ERP - Continued

The ERP shall

- **be rehearsed periodically to ensure familiarity with procedures, functionality of equipment and facilities and expose deficiencies in the plan and its execution to ensure deficiencies are addressed**
- Debriefing and critique should take place after rehearsals or actual events

Elements of the ERP - Continued

The operator should

- Ensure the ready availability of a facility for use as an emergency center (EMC)
- **Ensure central coordination and control of all communications with external entities**

Elements of the ERP - Continued

The operator should have procedures and resources immediately available under the ERP that provide for

- **Established command posts**
- **A telephone enquiry center**
- **Dedicated equipment and material**
- **Dispatch of humanitarian teams to appropriate locations to attend to individuals in need of assistance**
- **Assistance to passengers, crew and their families**

Thank you