



IPM Edition 14
Temporary Revision 1


Reference:	IPM.ED14.TR1
Issue date:	06 Feb 2023
Effective date:	20 Feb 2023

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General Overview

This Temporary Revision to IOSA Program Manual (IPM) Ed 14 updates provisions related to Operator's reporting responsibility of any circumstances or conditions that significantly affect, or have the potential to significantly affect, the management system and/or operations of the Operator.

IATA has introduced a new Operator Questionnaire, which will need to be updated regularly and which needs to be used for the purpose of reportable circumstances. An Operator Alert will also be issued to detail how to use the new Questionnaire.


This TR only contains changed provisions or sub-provisions. Unchanged provisions have been omitted for brevity. Unless an item is clearly marked as changed or deleted, it remains in effect as published in IPM Ed 14.

Effective and Validity Date of This Temporary Revision

This TR shall become effective on 20 February 2023 and shall remain valid until further notice.

Glossary of Symbols

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

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△ **6.8.1** Operators shall submit to IATA an up-to-date and complete Operator Questionnaire as follows:

- (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.


Note: For the purpose of (ii) above, multiple events or circumstances within the same time frame may be communicated through a single submission of a complete Operator Questionnaire containing all relevant information.

□ **6.8.2** The Operator Questionnaire as required in IPM 6.8.1 shall be submitted through the IOSA Audit Report Repository using the designated link. Failure to submit the Operator Questionnaire may result in the temporary suspension of an Operator's IOSA Registration.

□ **6.8.3** An Operator shall report to IATA any circumstances or conditions that significantly affect, or have the potential to significantly affect, the management system and/or operations of the Operator. Such report shall provide all details of a particular circumstance or condition and shall be forwarded to IATA immediately, but not more than seven (7) calendar days after the circumstance or condition becomes known to the Operator. Reports shall be submitted to IATA using the Operator Questionnaire as outlined in IPM 6.8.1. Reportable circumstances or conditions, applicable to the IOSA Operator, shall include, but not be limited to any of the following:

- (i) cessation of operations;
- (ii) Air Operator Certificate (AOC) changes, such as:
 - a. suspensions;
 - b. revocation; or
 - c. restrictions;
- (iii) changes to fleets/operations as follows:
 - a. the addition of aircraft type(s) not being operated during the last IOSA Audit;
 - b. commencement of any special operations that were not conducted during the last IOSA Audit (e.g. EDTO, transport of DG, etc.);
 - c. return to service of any aircraft type(s) exempted during the most recent Audit.
- (iv) measures imposed by a regulatory authority, such as:
 - a. sanctions;
 - b. refused authorizations or approvals; or
 - c. bans and suspensions.
- (v) an event involving the operation of an aircraft that meets the criteria of a Serious Incident or an Accident as defined in ICAO Annex 13, Chapter 1, even if such event took place with an aircraft registered on the Operator's AOC, which is out of the scope of IOSA; or
- (vi) any takeover, merger, consolidation or other significant change to the management or operating structure of the organization; or
- (vii) financial difficulties, to include major and repeated deferrals of financial obligations, applications for protection from creditors or pending insolvency proceedings; or
- (viii) any other circumstance where IATA has requested additional information from the Operator.

Note: For the purpose of reporting responsibility under v) above, the definitions for Accidents and Serious Incidents as specified in the IRM and ICAO Annex 13 are applicable. Irrespective of the

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classification of an Authority or the pending classification of an Authority, an IOSA Operator shall report any event that could meet the definitions or that is specifically listed in ICAO Annex 13 Attachment C, within the required timelines.

△ 7.7.1 (Intentionally open)

△ 7.7.2 (Intentionally open)

△ 7.7.3 IATA shall review any information, circumstances, or conditions relevant to an IOSA Operator whether such information was reported by the Operator or whether it was acquired from sources other than the Operator.

Note: An Operator that did not report applicable circumstances in accordance with IPM 6.8.3 to IATA on time, increases the likelihood of a Verification Audit in accordance with IPM 7.7.5.

△ 7.7.4 IATA shall, once notified in accordance with IPM 6.8.3, or once it has become aware of any situation which may require further clarification, consider the nature of circumstances and/or conditions and make a determination, in consultation with the Operator, as to the continuation, temporary suspension or provisional registration of the IOSA registration or removal of the Operator from the IOSA Registry or the conduct of a Verification Audit in accordance with IPM 7.7.5. In case of temporary suspension or provisional registration, an annotation will be added on the IOSA Registry for the Operator in accordance with Table 7.1.