



IOSA Repository User Guide

The IOSA Repository is the system used by IOSA Registered Operators to share IOSA Audit Reports and submit the IOSA Operator Questionnaire.

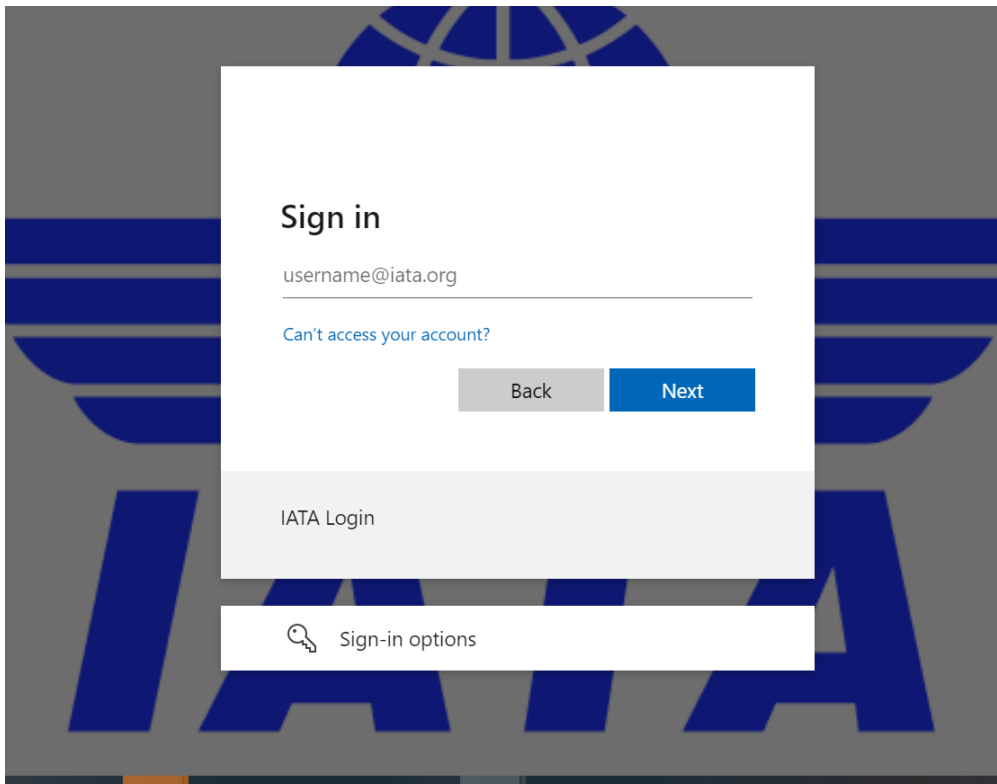
The link to access the site is: <https://iataonline.sharepoint.com/sites/iosa-audit-reports>

1. User Access

In order to access the site, users will need to have a Microsoft account with their business E-Mail address. It must be understood that all account management issues, including password resets will need to be done at the Microsoft account level.

Should a prospective user need to be registered for the site, a request needs to be sent to iosa@iata.org. In cases where the prospective user is not the one listed in the IOSA Audit Agreement, they will need to provide a request from their head of department/division or from a user who is already registered to the system.

Once in the system, users will enter their Microsoft Account linked email address.



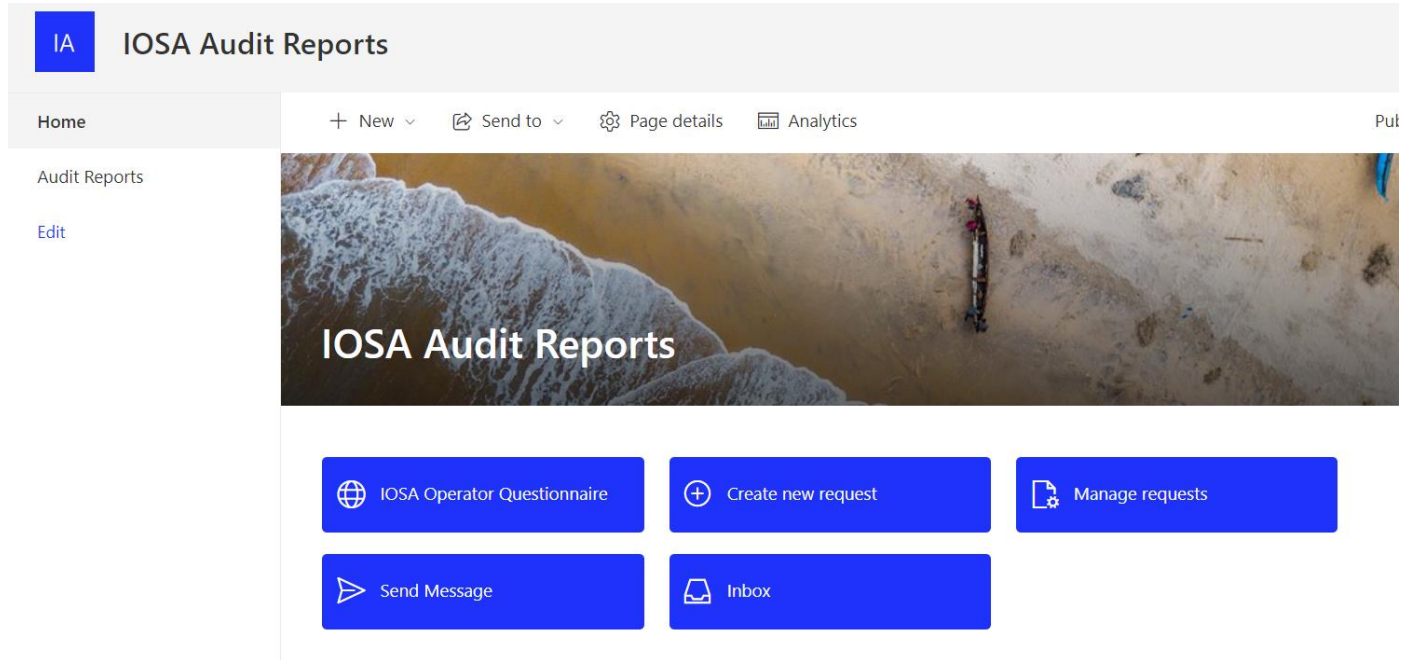
It must be noted that, at times, it is necessary for the user to be in an "incognito window" in order to successfully access the site.



If users change their email address or if they experience any difficulty trying to access the site, they will need to contact IATA at iosa@iata.org.

2. System Functionality

When users enter the site, they will see the following landing page.



2.1. Request and IOSA Audit Report or IOSA Operator Questionnaire

Users will request the reports and questionnaires by clicking on the following link.





The user will then access the request form.

New request

1. If users are part of several airlines, they will need to select the requesting airline.

2. Select the airline the user is requesting the report from.

3. Select the desired report

4. Select purpose of the request.

5. Select the disclosure level the user would like request

6. Accept terms and conditions and click on "Submit".

Requesting airline name * Choose from: [v]

Request to airline * Choose from: [v]

Report name * select an airline first ... [v]

Purpose of request * Choose from: [v]

Comment

Disclosure options * Choose from: [v]

Terms of Use

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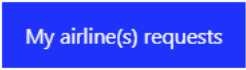
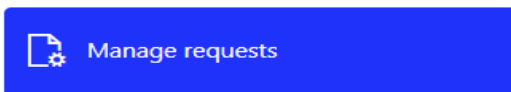
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The IOSA Audit Reports (the "IAR"s) and IOSA Questionnaires are available to users who have executed an IOSA Audit Agreement and the provision of such agreement shall be fully applicable in addition to the present Terms of Use. Upon satisfactory completion of registration documentation online or offline, confidential access codes may be provided to enable continued access online with full or partial permitted exposition as of particular data files or permitted downloading

I accept the terms and conditions *

SUBMIT

The users can check the status of the request by clicking on



Once in "Manage Requests", the user will click on the **My airline(s) requests** tab, where the submitted requests and their status are listed.



Manage requests

Pending requests to my airline(s) **My airline(s) requests** Archived requests

RequestingAirline ↑	RequestedToAirline ↑	RequestPurpose ↑	Comment ↑	Status ↑	Created ↑	ReportCategory ↑
[Redacted]	[Redacted]	Code-share (evaluation, monit...	Monitoring of cooper...	Approved	12.06.2023 01:35:59	Allow requestor to disclose inf...
[Redacted]	[Redacted]	Code-share (evaluation, monit...		Pending	11.06.2023 21:26:03	The requestor is not allowed t...

Once the report is approved the user will be able to find the requested report in the Audit Report section.

IA IOSA Audit Reports

Home + New Send to Page details Analytics

Audit Reports Edit

IOSA Audit Reports

IOSA Operator Questionnaire Create new request Inbox

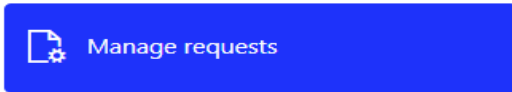
Once in this section, the user will look at the folder for the operator in question.



2.2. Approve requests from other Airlines

When a request for a report or questionnaire is submitted, the owner of the report will receive an email notification, advising that a request has been received.

Users can see the list of requests pending their approval by going into:



The user should click on "Approve/Reject" for each request they would like to action.

Manage requests

Pending requests to my airline(s)							My airline(s) requests	Archived requests
Approve/Reject	RequestingAirline ↑	RequestedToAirline ↑	RequestPurpose ↑	Comment ↑	Status ↑	Created ↑		
Approve/Reject	[Redacted]	[Redacted]	Code-share (evaluation, monit...		Pending	11.06.2023 21:26:03		
Approve/Reject	[Redacted]	[Redacted]	Code-share (evaluation, monit...		Pending	08.06.2023 18:48:02		

Once the approver is in the approval form, the user should proceed as follows:

IOSA report approval

IOSA report request approval

Requesting airline name



Requested to airline name

Test

Purpose of request

Wet-lease

Requestor's comment

This is just a test request from Bangkok Airways to Test Airline. Please ignore.

1. If the request will be approved, select the level of disclosure to be afforded to the requestor.

Disclosure options *

Allow requestor to disclose information of IAR to regulatc

Comment

Allow requestor to give copy of IAR to regulators

Allow requestor to disclose information of IAR to regulators

The requestor is not allowed to disclosed information or give a copy of the IAR to regulators

2. Click on "Approve" or "Reject".

APPROVE

REJECT

CANCEL

Once the request has been approved, the requestor will receive an email notification.

2.3. Send and receive messages to other IOSA Operators.

This functionality should be used to follow up on pending requests or to advise the owner of a report that a request is forthcoming.

2.3.1 Send messages

The user will click on



Once in the form

Send Message

1. If users are part of several airlines, they will select the airline the message will be sent from.

From Airline *

2. Select airline to which to send the message

To Airline *

3. Enter message subject

Subject *

4. Write message

Body

4. Click on "Send"

2.3.2 Receive and reply to messages.

Once a message is sent to an operator, users will receive a notification by E-mail.

Dear Colleague,

Please be advised that you have received a message from **Name of sender** on the IOSA Repository site.
Kindly [Log in](#) to your account to see the message in your Inbox.
Should you have any questions, please do not hesitate to contact us at iarrequests@iata.org .

Sincerely,
The IOSA Team

This is an automated email. Please do not reply. In case of difficulty, please contact the site administrator by email.



The user should then log onto the IOSA Repository and click on:



The list of messages will be visible as follows:

Inbox

Airline * MailBox Type *

Action	Subject ↑	Created ↑	From Airline ↑	To Airline ↑	Body ↑
	Test message 5262023	26.05.2023 07:47:07	Test Airline 5	Test	test

Click on "Subject"

Once the user is in the reply form, they can write their message in the text box and click on "Reply".

IOSA Audit Reports [EDIT LINKS](#)

Messaging › 365_.000

[Test message 5262023](#)

0 replies

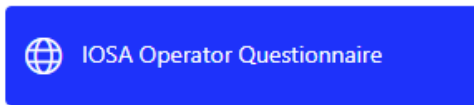
IATA System Account
test
May 26 Reply Edit ...

This is the reply message



2.4. Complete and Submit the Operator Questionnaire

To access the questionnaire section of the IOSA Repository, the user will click on



The user will first need to deal acknowledge the disclaimer page and click on "Next".

IOSA Operator Questionnaire - Disclaimer

IATA does not warrant, validate or express any opinions whatsoever as to the accuracy, origin, tracing, completeness and timeliness of the information contained in this questionnaire, nor do we guarantee the reliability and good standing of the source of the information. We make no representations, warranties or other assurances, express or implied, about the accuracy, sufficiency, relevance and validity of the information captured. By completing or reading this questionnaire, you acknowledge and agree that the information provided is subject to significant uncertainties and contingencies, and we disclaim any warranty of merchantability, quality or fitness for a particular purpose. Nothing contained in this questionnaire is intended to replace your own assessment and evaluation of a situation, or the opinions and expert advice you may receive from third parties.

You consent to the inclusion of the questionnaire in the IOSA Database etc. completing or reading this questionnaire, you acknowledge and agree that the information provided is subject to significant uncertainties and contingencies, and we disclaim any warranty of merchantability, quality or fitness for a particular purpose. Nothing contained in this questionnaire is intended to replace your own assessment and evaluation of a situation, or the opinions and expert advice you may receive from third parties.

I hereby acknowledge that I agree with the above-written information.

Yes No

I agree to receive related communications providing information on IOSA-related content of new or related products & services. I understand that I may opt-in or opt-out of receiving these communications at any time.

Yes No

[Next](#)

After clicking next on the disclaimer page, the user will begin completing the Questionnaire form. It is important to notice that the entries in the form will autosave, so that when users log back on to the site for subsequent submissions, the previously entered information will be pre-populated.

2.4.1 Section 1- Operator Information:

Operator shall submit operator related information such as State of Registry, Headquarter, Operational Bases, AOC Number, AOC Expiry. Alliance etc.



IOSA Operator Questionnaire - Operator Information

Operator Name *	ICAO Code *	IATA Code	Country *
<input type="text" value="IOSA Admins"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
State of Registry *	Headquarter *	Operational Bases *	AOC Number *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
AOC Expiry	Alliance	Number of Employees *	Avg. Experience in Company (Years)
<input type="text" value="Wed Feb 15 2023"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Staff Turnover Percentage/Year			
<input type="text" value="0.00 %"/>			



Previous

Next

2.4.2 Section 2- Operational Information:

Operator shall submit operational information such as number of weekly flights (domestic, international), number of destinations, number of codeshare partners, wet lease operations etc. If the Operator has wet lease operations, details are required to be defined in the wet lease details field.

IOSA Operator Questionnaire - Operational Information

Number of Weekly Flights	Number of Weekly Domestic Flights	Number of Weekly International Flights
<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of Destinations	Number of Codeshare Partners	Wet Lease Operations *
<input type="text"/>	<input type="text"/>	<input type="text" value="Yes"/>
Wet Lease Details *		
<input type="text" value="Please provide wet-lease details."/>		

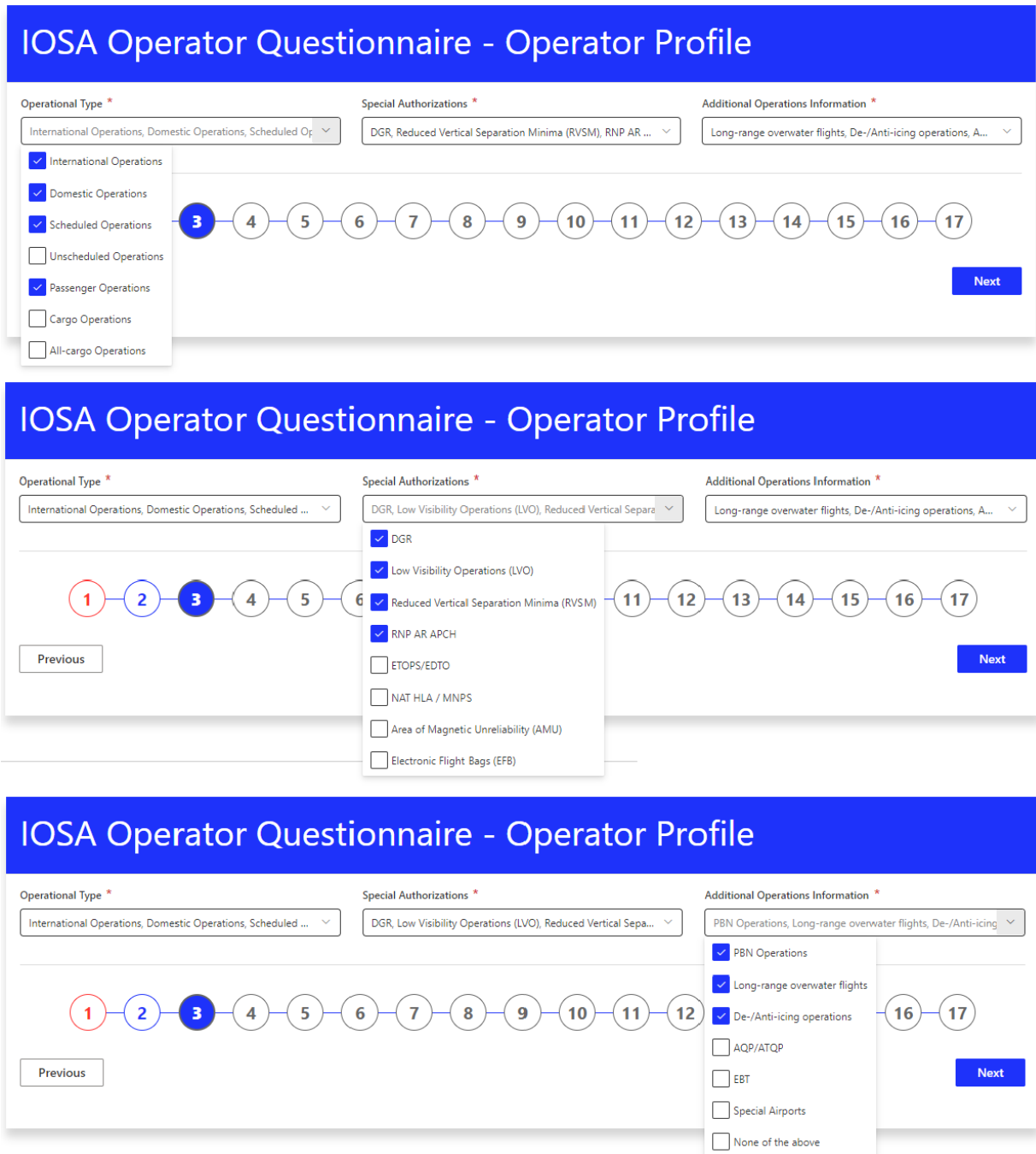


Previous

Next

2.4.3 Section 3- Operational Information:

Operator shall submit "Operational type", "Special Authorizations" and "Additional Operational Information" through multiple selection dropdown fields as depicted in below figures:



The figure displays three screenshots of the "IOSA Operator Questionnaire - Operator Profile" form, illustrating the selection process for Operational Type, Special Authorizations, and Additional Operations Information.

Screenshot 1 (Top): Shows the "Operational Type" dropdown menu open. The selected options are International Operations, Domestic Operations, Scheduled Operations, and Passenger Operations. The progress indicator shows step 3 is active.

Screenshot 2 (Middle): Shows the "Special Authorizations" dropdown menu open. The selected options are DGR, Low Visibility Operations (LVO), Reduced Vertical Separation Minima (RVSM), and RNP AR APCH. The progress indicator shows step 3 is active.

Screenshot 3 (Bottom): Shows the "Additional Operations Information" dropdown menu open. The selected options are PBN Operations, Long-range overwater flights, and De-/Anti-icing operations. The progress indicator shows step 3 is active.



2.4.4 Section 4- Key Contacts:

The next section is intended to provide key contacts within the organization.

IOSA Operator Questionnaire - Key Contacts

CEO

First Name Last Name E-Mail

Accountable Manager

First Name Last Name E-Mail

COO / Head of Operations

First Name Last Name E-Mail

Head of Safety

First Name Last Name E-Mail

Head Of Quality / Compliance

First Name Last Name E-Mail

OCC Contact

First Name Last Name E-Mail

ERP Contact

First Name Last Name E-Mail

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

Previous Next

2.4.5 Section 5- Fleet Information:

In this section fleet information may be provided. When the Repository user selects the manufacturer, applicable types/models are populated in the related field and similarly when the user selects the type/model, applicable variants are also populated.

IOSA Operator Questionnaire - Fleet Information

Manufacturer *	Model *	Variant *	Number of Aircrafts *	Avg. Age	IFS Rate	A/C on Order	A/C Type Auth. *	Configuration
Airbus	Airbus A...	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">Airbus A330 Passenger - Unknown Type</div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">Airbus A330-200 Passenger</div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">Airbus A330-300 Passenger</div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">Airbus A330-800neo Passenger</div> <div style="border: 1px solid gray; padding: 5px;">Airbus A330-900neo Passenger</div>	11				Pax	<div style="border: 1px solid gray; padding: 5px; text-align: center;">Add More</div>

1
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7
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14
15
16
17

Previous

Next

For each variant, the user must select authorizations specific to the variant such as Pax, Cargo, DG etc. as depicted below.

IOSA Operator Questionnaire - Fleet Information

Manufacturer *	Model *	Variant *	Number of Aircrafts *	Avg. Age	IFS Rate	A/C on Order	A/C Type Auth. *	Configuration
Airbus	Airbus A...		11				<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <input checked="" type="checkbox"/> Pax </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <input type="checkbox"/> Cargo </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <input type="checkbox"/> DG </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <input type="checkbox"/> LVO </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <input type="checkbox"/> ETOPS/EDTO </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <input type="checkbox"/> RVSM </div> <div style="border: 1px solid gray; padding: 5px;"> <input type="checkbox"/> NAT HLA/MNPS </div>	<div style="border: 1px solid gray; padding: 5px; text-align: center;">Add More</div>

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12
15
16
17

Previous

Next



2.4.6 Section 6- Quality / Compliance:

This section is intended to provide information related to the number of FTEs and Auditors, as well as the number of audits conducted every year for each scope.

IOSA Operator Questionnaire - Quality / Compliance

Number of Quality / Compliance FTE * <input style="width: 95%;" type="text"/>	Number of Auditors * <input style="width: 95%;" type="text"/>	
Number of Internal Audits / Year - ORG <input style="width: 95%;" type="text"/>	Number of Internal Audits / Year - FLT <input style="width: 95%;" type="text"/>	Number of Internal Audits / Year - DSP <input style="width: 95%;" type="text"/>
Number of Internal Audits / Year - CAB <input style="width: 95%;" type="text"/>	Number of Internal Audits / Year - MNT <input style="width: 95%;" type="text"/>	Number of Internal Audits / Year - GRH <input style="width: 95%;" type="text"/>
Number of Internal Audits / Year - CGO <input style="width: 95%;" type="text"/>	Number of Internal Audits / Year - SEC <input style="width: 95%;" type="text"/>	

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

PreviousNext

2.4.7 Section 7- Safety Management:

Similarly, the Safety Management section allows an Operator to share the number of FTEs used for SMS, the number of safety reports submitted, and the number of accidents/incidents within the last 3 years.

IOSA Operator Questionnaire - Safety Management

Number of Safety Management FTE * <input style="width: 95%;" type="text"/>	Number of Safety Reports per Year * <input style="width: 95%;" type="text"/>	Number of Accidents in Last 3 Years * <input style="width: 95%;" type="text"/>
Number of Serious Incidents in Last 3 Years * <input style="width: 95%;" type="text"/>		

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

PreviousNext



2.4.8 Section 8- Crews – Pilot in Command:

This section is to share the information related to the number/average experience of the PICs, as well as qualification and training requirements.

IOSA Operator Questionnaire - Crews - Pilot in Command

PIC Minimum Qualification (Hour)	PIC Minimum Type Qualification (Hour)	Number of PIC *
<input type="text"/>	<input type="text"/>	<input type="text"/>
PIC Average Experience (Years)	PIC Recurrent Training Total Hours	PIC Recurrent Training SIM Sessions
<input type="text"/>	<input type="text"/>	<input type="text"/>
PIC Monthly Average Flight Time (Hours)		
<input type="text"/>		
PIC Training Details		
<input type="text"/>		

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

Previous Next

2.4.9 Section 9- Crews – First Officer:

This section is to share the information related to the number/average experience of First Officers, as well as qualification and training requirements.

IOSA Operator Questionnaire - Crews - First Officer

FO Minimum Qualification (Hour)	FO Minimum Type Qualification (Hour)	Number of FO *
<input type="text"/>	<input type="text"/>	<input type="text"/>
FO Average Experience (Years)	FO Recurrent Training Total Hours	FO Recurrent Training SIM Sessions
<input type="text"/>	<input type="text"/>	<input type="text"/>
FO Monthly Average Flight Time (Hours)		
<input type="text"/>		
FO Training Details		
<input type="text"/>		

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

Previous Next



2.4.10 Section 10- Crews – Cabin Crew:

This section is to share the information related to the number/average experience of Cabin Crew, as well as qualification and training requirements.

IOSA Operator Questionnaire - Crews - Cabin Crew

Cabin Crew Minimum Qualification (Hour) <input style="width: 95%;" type="text"/>	Cabin Crew Number * <input style="width: 95%;" type="text"/>	Cabin Crew Average Experience (Years) <input style="width: 95%;" type="text"/>
Cabin Crew Recurrent Training Total Hours <input style="width: 95%;" type="text"/>	Cabin Crew Monthly Average Flight Time (Hours) <input style="width: 95%;" type="text"/>	
Cabin Crew Training Details <div style="border: 1px solid #ccc; height: 30px; width: 100%;"></div>		

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

PreviousNext

2.4.11 Section 11- Management / Organizational Changes:

Sections 11 to 16 shall be used to report to IATA every reportable circumstance or event as outlined in IPM 6.8.3 (IPM Ed 14 TR1). Each section may be skipped if there is no change to report as per the list of changes outlined in the section.

IOSA Operator Questionnaire - Management / Organizational Changes

Significant Management / Organizational Changes Yes No

- Merger / Take-over
- Complete re-organization
- Departmental re-organization
- New CEO / Accountable Manager
- New Postholder(s)
- New Quality / Compliance / Safety Manager
- Significant staff-turnover
- Significant changes in subcontracted services
- Commencement of new subcontracted services
- Addition of new operational base

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Previous
Next

If the user selects the option to report a management/organizational change, the change can be reported as depicted in the following example.

Merger or Take-over Yes No

Complete Re-organization Yes No

Complete Re-organization Details *

Departmental Re-organization Yes No

New CEO / Accountable Manager Yes No

New Postholder(s) Yes No

New Quality / Compliance / Safety Manager Yes No

Significant Staff-turnover Yes No

Significant Changes in Subcontracted Services Yes No

Commencement of New Subcontracted Services Yes No

Addition of New Operational Base Yes No

2.4.12 Section 12- Operational Change:

Section 12 shall be used to report to IATA any Operational Changes as per IPM 6.8.3 (IPM Ed 14 TR1). The section may be skipped if there is no change to report as per the list of changes outlined in the section.

IOSA Operator Questionnaire - Operational Change

Please review management and organizational changes listed below before selecting the option!

- Addition of new aircraft type
- Removal of an aircraft type
- Commencement / New special authorizations
- Significant changes in flight/crew training
- Significant changes in flight planning policies

- Significant changes to external training providers
- Significant changes to operations control
- New major aircraft maintenance provider
- New Software / IT System

Significant Operational Changes Yes No

1
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Previous
Next

If the user selects the option to report an operational change, the change can be reported as depicted in the following example.

Addition of New Aircraft Type Yes No

Addition of New Aircraft Type Details *

Removal of an Aircraft Type Yes No

Commencement or New Special Authorization Yes No

Flight / Crew Training Yes No

Flight / Crew Training Details *

Flight Planning Policies Changes Yes No

External Training Providers Changes Yes No

Any Operations Control Changes Yes No

New Major Aircraft Maintenance Provider Changes Yes No

New Software / IT System Changes Yes No

2.4.13 Section 13- Management System / QA / SMS Changes:

Section 13 shall be used to report to IATA any Management System / QA / SMS change as per IPM 6.8.3 (IPM Ed 14 TR1). The section may be skipped if there is no change to report as per the list of changes outlined in the section.

IOSA Operator Questionnaire - Management System / QA / SMS Changes

Please review management system / QA / SMS changes listed below before selecting the option!

- Significant changes in documentation system
- Significant change in ERP
- Significant organizational or procedural changes in QMS / Compliance
- Significant organizational or procedural changes in SMS / Risk Management

Significant Management System / QA / SMS Changes Yes No

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

Previous Next

If the user selects the option to report a management system / QA / SMS change, the change can be reported as depicted in the following example.

Significant Management System / QA / SMS Changes Yes No

Significant Changes in Documentation System Yes No

Significant Changes in ERP Yes No

Significant Organizational or Procedural Changes in QMS / Compliance Yes No

Organizational or Procedural Changes in QMS / Compliance Details *

Significant Organizational or Procedural Changes in SMS / Risk Management Yes No

Organizational or Procedural Changes in SMS / Risk Management Details *

2.4.14 Section 14- Authority Relations

Section 14 shall be used to report to IATA any Authority relations as per IPM 6.8.3 (IPM Ed 14 TR1). The section may be skipped if there is nothing to report as per the list of changes outlined in the section.

IOSA Operator Questionnaire - Authority Relations

Please review authority relations listed below before selecting the option!

- Temporary surrender of AOC
- Temporary suspension of AOC by authority
- Revocation of AOC by authority
- Sanctions / restrictions / fines by any authority
- Refused authorization by any authority
- Significant findings from SAFA inspection

Authority Relations Yes No

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Previous
Next

If the user selects the option to report any Authority relation, this can be reported as depicted in the following example.

Temporary Surrender of AOC Yes No

Temporary Surrender of AOC by Authority Yes No

Revocation of AOC by Authority Yes No

Sanctions / Restrictions / Fines by Any Authority Yes No

Sanctions / Restrictions / Fines by Any Authority Details ^{*}

Refused Authorization by Any Authority Yes No

Refused Authorization by Any Authority Details ^{*}

Significant Findings from SAFA / SANA Inspection Yes No

2.4.15 Section 15- Operational Events

Section 15 shall be used to report to IATA any accidents and/or serious incidents as per IPM 6.8.3 (IPM Ed 14 TR1). The section may be skipped if there is nothing to report as per the list of changes outlined in the section.

IOSA Operator Questionnaire - Operational Events

Significant Operational Events Yes No

- Accidents
- Serious incidents

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

Previous Next

If the user selects the option to report any accidents and/or serious incidents, this can be reported as depicted in the following example. The user can remove the accident or serious incident that they previously added, or report one or more accidents or serious incidents.

Accidents Yes No

Date *	Wed Feb 15 2023	Accident Type *	CFIT
Event Details *	TBD	Actions Taken *	TBD

Date *	Wed Feb 15 2023	Accident Type *	
Event Details *		Actions Taken *	

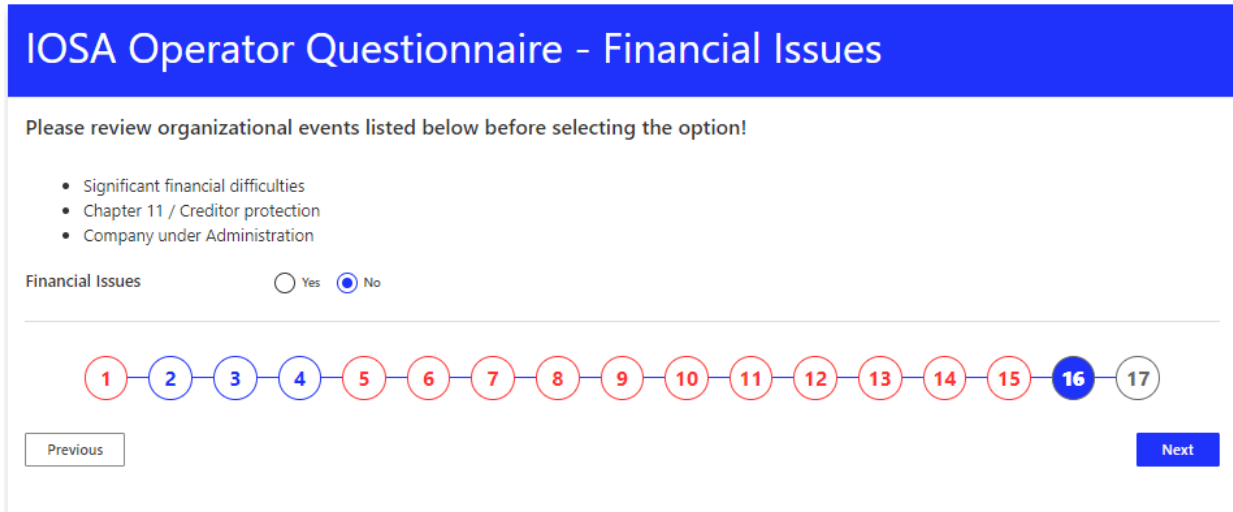
Remove the last accident Report an accident!

Serious Incidents Yes No

Remove the last incident Report a serious incident!

2.4.16 Section 16- Financial Issues

Section 16 shall be used to report to IATA any financial issues as per IPM 6.8.3 (IPM Ed 14 TR1). The section may be skipped if there is nothing to report as per the list of changes outlined in the section.



IOSA Operator Questionnaire - Financial Issues

Please review organizational events listed below before selecting the option!

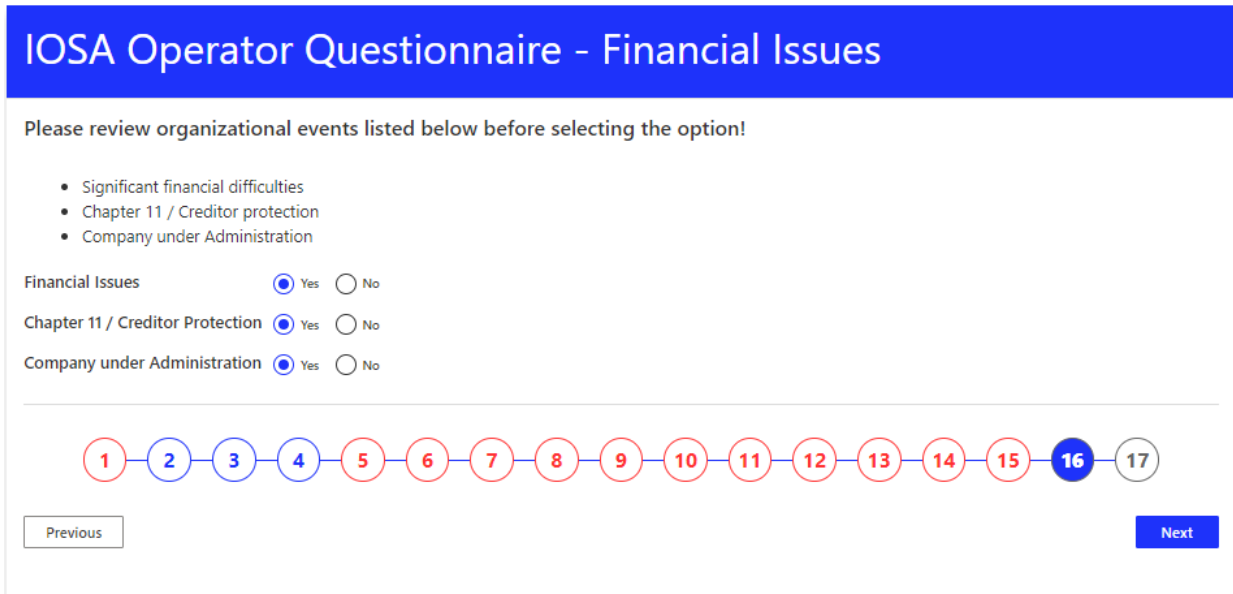
- Significant financial difficulties
- Chapter 11 / Creditor protection
- Company under Administration

Financial Issues Yes No

Progress indicator: 1-17, with 16 highlighted in blue.

Buttons: Previous, Next

If the user selects the option to report any financial issues, this can be reported as depicted in the following example.



IOSA Operator Questionnaire - Financial Issues

Please review organizational events listed below before selecting the option!

- Significant financial difficulties
- Chapter 11 / Creditor protection
- Company under Administration

Financial Issues Yes No

Chapter 11 / Creditor Protection Yes No

Company under Administration Yes No

Progress indicator: 1-17, with 16 highlighted in blue.

Buttons: Previous, Next



2.4.17 Section 17- Blanked Disclosure

Section 17 shall be used to provide Blanket Disclosure to the listed Authorities. If the user provides a blanket disclosure, IATA may provide a copy of the submitted questionnaire to the selected Authorities.

IOSA Operator Questionnaire - Blanket Disclosure

BLANKET DISCLOSURE AUTHORIZATION

For the benefit of complementing state safety oversight and the IOSA program, IATA has executed memorandums of understanding (MoU) with civil aviation organizations.

In accordance with Section 9 of the IPM("IAR Access"), IATA requests the Candidate's blanket disclosure authorization to share this form with the below listed organizations.

If the Candidate elects to provide a blanket disclosure authorization to IATA for this form, the Candidate understands and agrees that IATA may, provide a copy of this document to the specified organizations.

<input type="checkbox"/> Egyptian Civil Aviation Authority	<input type="checkbox"/> Administración Nacional de Aviación Civil - Argentina
<input type="checkbox"/> Estonian Civil Aviation Administration (ECAA)	<input type="checkbox"/> Agência Nacional de Aviação Civil (ANAC) - Brazil
<input type="checkbox"/> European Union Aviation Safety Agency (EASA)	<input type="checkbox"/> Civil Aviation Administration of China (CAAC)
<input type="checkbox"/> Finnish Transport Safety (Trafi Finland)	<input type="checkbox"/> Civil Aviation Affairs of the Kingdom of Bahrain
<input type="checkbox"/> General Civil Aviation Authority (UAE GCAA)	<input type="checkbox"/> Civil Aviation Authority of Mongolia
<input type="checkbox"/> Georgian Civil Aviation Agency (GAAC)	<input type="checkbox"/> Civil Aviation Authority of Thailand (CAAT)
<input type="checkbox"/> Kuwait Directorate General of Civil Aviation	<input type="checkbox"/> Civil Aviation authority of the Republic of Poland
<input type="checkbox"/> Rwandan Civil Aviation Authority	<input type="checkbox"/> Civil Aviation Regulatory Commission CARC Jordan
<input type="checkbox"/> Spanish Aviation Safety and Security Agency (AESA)	<input type="checkbox"/> Civil Aviation Safety Authority of Australia
<input type="checkbox"/> Civil Aviation Safety Authority of Singapore (CAAS)	<input type="checkbox"/> Civil Aviation Safety Authority of Moldova
<input type="checkbox"/> Luftfahrt-Bundesamt Germany (LBA)	<input type="checkbox"/> Civil Aviation Safety Authority of Macau SAR
	<input type="checkbox"/> All of the Above

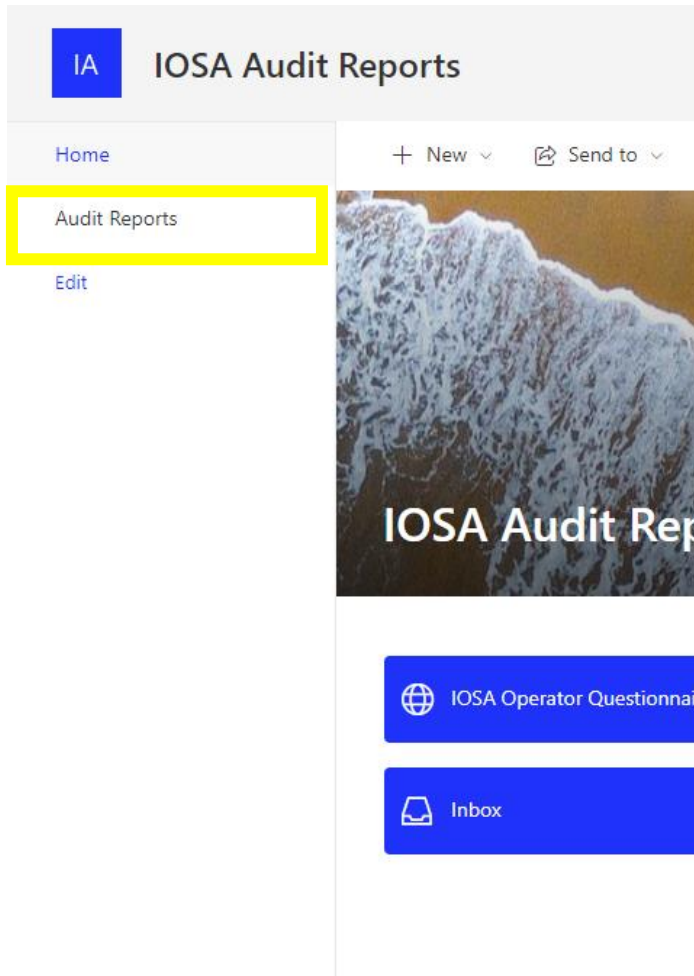
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

Previous Submit

When the IOSA Operator Questionnaire been fully completed, the section numbers, as shown below, will appear in blue.



Once the Questionnaire has been submitted, the user will be able find the .pdf versions of the form in their report library.



3. User Support

For additional user support, please contact IATA at iosa@iata.org.

Note: Users must not that the mailbox iarrequest@iata.org as it is no longer monitored.