IS-BAH Policy 2020-01
Subject: International Standard for Business Aircraft Handling (IS-BAH) Covid-19 Remote Audit Option
Effective Date: 20 March 2020 through 31 August 2020

1 Purpose

During these uncertain times, it is fully understood that business continuity is primary concern for us all. In order to deal with the rapidly changing international response to reduce the spread of Coronavirus disease (COVID-19), as communicated in the IBAC INFO – Covid-19 IBAC Programme Auditing Mitigation Option, effective March 18, 2020 through August 31, 2020, IBAC will allow remote auditing registration audits to assist organizations whose registration is about to expire and are in a position to fully support a remote assessment. This document details the conditions, limitations, procedures and guidelines that apply to remote audits conducted for the IS-BAH programme under this temporary mitigation option.

Note 1: The limitations and conditions described herein do not apply to traditional onsite audits.

2 Policy

Stage 1 – Organizations seeking initial Stage 1 registration are eligible for a full remote documentation review assessment against the Stage 1 protocols under this process. Successful audits will initially be issued a Stage 1 (Provisional) registration until such time the onsite portion can be completed at a later date (initially within 12 months), where no implementation issues are noted during the onsite review the registration will revert to a full Stage 1 for two years.

Stage 2 – Organizations seeking initial Stage 2 registration (Stage 1 to Stage 2) and those seeking renewal of Stage 2 registration are also eligible for a full remote documentation review assessment against the Stage 2 protocols under this process. Successful audits will initially be issued a Stage 2 (Provisional) until the on-site portion can be completed at a later date (Initially within 12 months), where no implementation issues are noted during the onsite review the registration will revert to a full Stage 2 for two years.

For the above, where the use of video technology allows for a full "virtual" onsite audit to be conducted (including on request video interviews, airside/facility tours, etc.) the IS-BAH Audit Manager will have the authority to award full registrations on successful completion of the audit where appropriate.

Stage 3 - We regret that at this time upgrades from Stage 2 to Stage 3 will not be assessed during this period. Those organizations who are ready for Stage 3 assessment and have been at Stage 2 for a minimum of two years prior will be eligible for an extension to their current Stage 2 registration initially for 4 months on request to the IS-BAH Audit Manager.

3   Procedures

The Planned Audit Notification must be submitted by the auditor via the PAN form as usual. In the "other information" box at the foot of the form, please indicate if a remote audit or full virtual audit is planned. The Audit Manager will review the PAN and respond with any acceptance limitations in case a virtual audit is planned.

Remote auditing provides flexible conditions for the conduct of an audit. Systems and records related to the audit (e.g. training records, GSE maintenance tracking system, maintenance controls and records, compliance monitoring, SMS records including hazard reports, Internal Evaluation/Audit and Management of Change records, SPI monitoring records, etc.) must be accessible and available for demonstration to the auditor either via electronic sharing, or via video conferencing (sharing screen or showing hard copy records).

The policies and procedures contained within the APM 8th Edition remain valid for all remote documentation audits, except where any imposed social distancing restrictions make compliance with the APM policies impossible or impractical. These exceptions, as well as a description of how the audit was conducted, must be detailed in the Audit Summary of the Audit Report. The Audit Manager may, during the review process, request additional actions to be taken by the auditor before acceptance of the audit.

Thank you for your patience during this difficult time for us all.

Terry Yeomans
IS-BAH Programme Director