

IATA Safety Audit for Ground Operations

Webinar 8: IATA Connect Platform – GHSP Profile Management

GHSP Profile

Organization

Job
Function

Ops
Services

Training

IATA Ground Operations

「Agenda」

Competition Law Guidelines

Webinar housekeeping rules

Speakers Introduction

Platform Overview update

GHSP Roles – user account

GHSP company account profile

GSE Fleet details

Enhanced GSE fleet validation

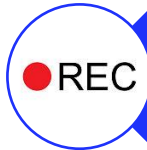
Webinar Wrap-up

Competition Law Guidelines

Do not discuss

- Any element of prices, including fares or service charges
- Commissions
- Allocations of customers or markets
- Marketing plans, commercial terms or any other strategic decision
- Group boycotts
- Your relations with agents, airlines, audit organizations, or other third parties
- Any other issue aimed at influencing the independent business decisions of competitors

Webinar Housekeeping rules



The webinar is recorded, and the recording, along with the presentation, will be shared



Participants other than the speakers are muted



Keep Camera off



Do not use the CHAT for questions but Q/A
Questions in chat will not be answered to avoid distraction



There will be a Q&A at the end of each session.
We will ensure to answer all your questions after the webinar.

Moderator & Speakers for Today



Monika Mejstrikova

Director Ground
Operations



Jonathan Jasper

Senior Manager Cabin
Safety



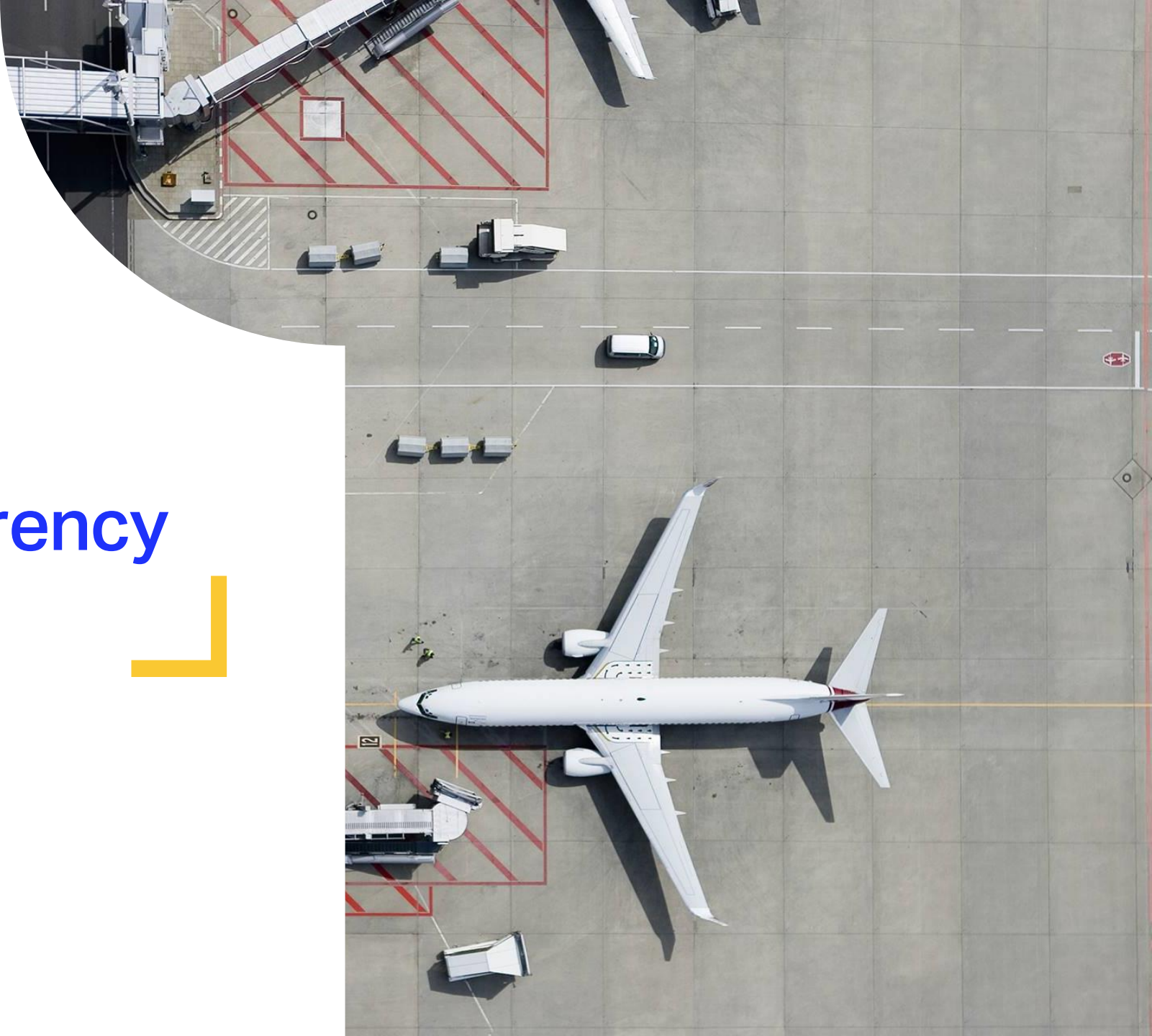
Berthe Lawson

Assistant Manager
Accreditation and
Program Management



Vineet Garg

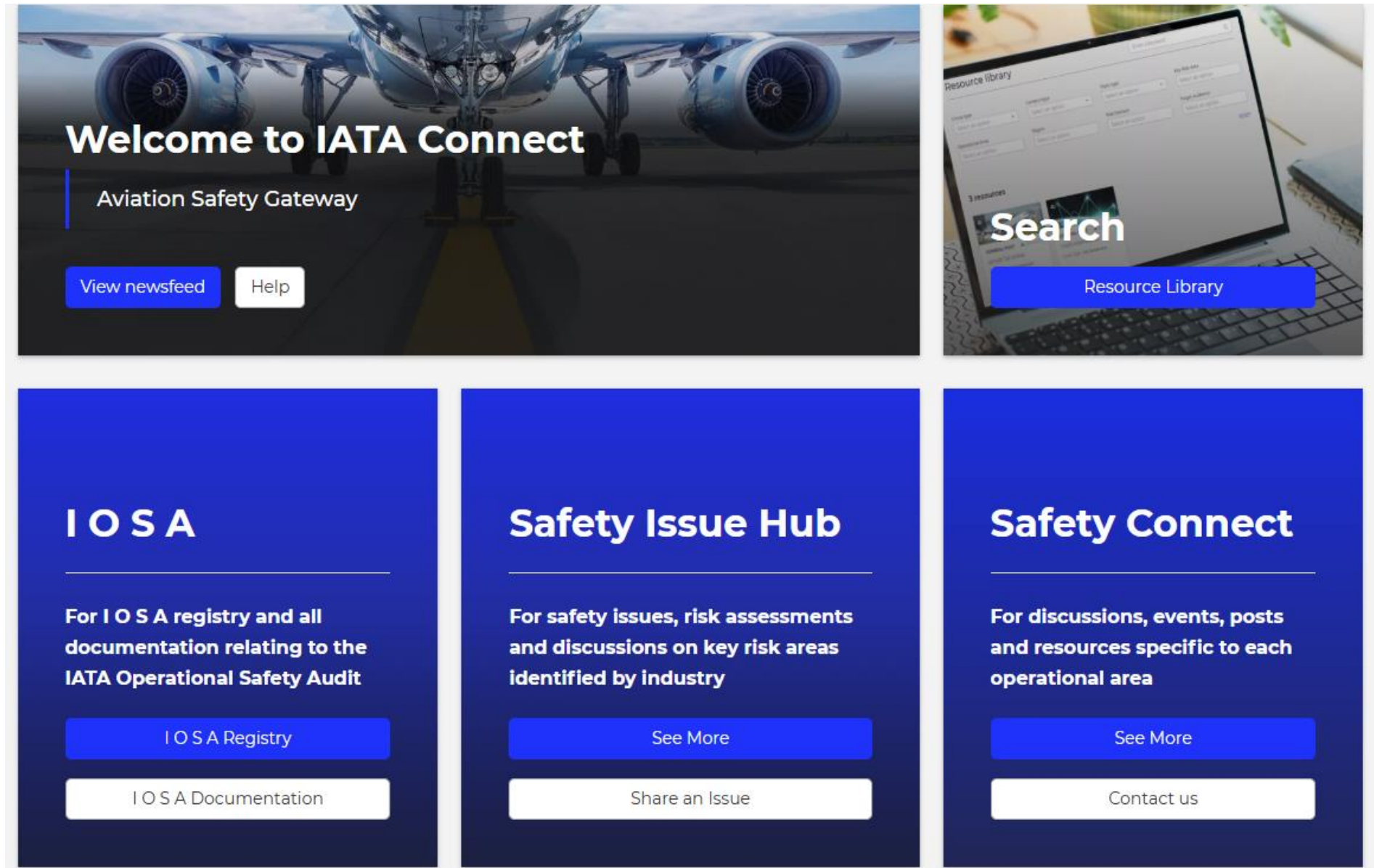
Assistant Manager
Ground Operations
Systems & Solutions

An aerial photograph of an airport tarmac. A large white commercial airplane is parked on the right side, facing left. Several ground support vehicles, including belt loaders and service trucks, are positioned around the aircraft. A small white car is driving on a taxiway in the center. The tarmac is marked with white and red lines. In the top left corner, there is a circular inset showing a closer view of the aircraft's tail and ground equipment.

IATA Connect Creating Transparency and Visibility

ic.iata.org

Demo



Platform Overview

- Home page overview
- Safety Issue Hub
- Safety Connect
- Resources
 - a. Library
 - b. Directories
- Discussion Groups
 - a. ISAGO GHSP Group
 - b. ISAGO Auditors Group
- ISAGO Registry
- Documentations

Home Page Overview

Safety Issue Hub

It serves as a centralized repository for safety issues and related guidance, including links to IATA and external resources. Its primary purpose is to facilitate safety management and drive continuous safety improvement

- **Safety Issues** – Users can easily report safety issues directly through the platform
- **Safety connect** – Users can access and collaborate on a wide range of safety topics, including Cabin, Flight, Ground Operations, Safety, and Regional Interest Groups

Directories

The directory lists all GHSPs and their profiles. key components of GHSPs profiles are Trade name, Logo, Business Profile, Stream, Customer Airlines, Operational Profile, GSE Fleet, Audit history and Profile Access Requests.

Groups

- **ISAGO Auditors Group** – The ISAGO Auditors Group is a dedicated space for all ISAGO Charter of Professional Auditors to access files, explore topics, attend events, and stay connected through a centralized communication channel.
- **ISAGO GHSP Group** - In the GHSP Group, members can access events, explore topics, and create posts to share insights and updates.

ISAGO Registry

The ISAGO Registry provides a complete list of all registered and accredited Ground Handling Service Providers (GHSPs)

Documentation

The Documentation tab provides all essential ISAGO program resources, including the ISAGO Program Manual, ISAGO Standards Manual, ONE Source User Guide, IGOM, AHM, ICAO Annex 19 on Safety Management Systems, the Operational (OPS) Portal User Guide, and the ISAGO Audit Handbook.

Invitation to ISAGO GHSPs

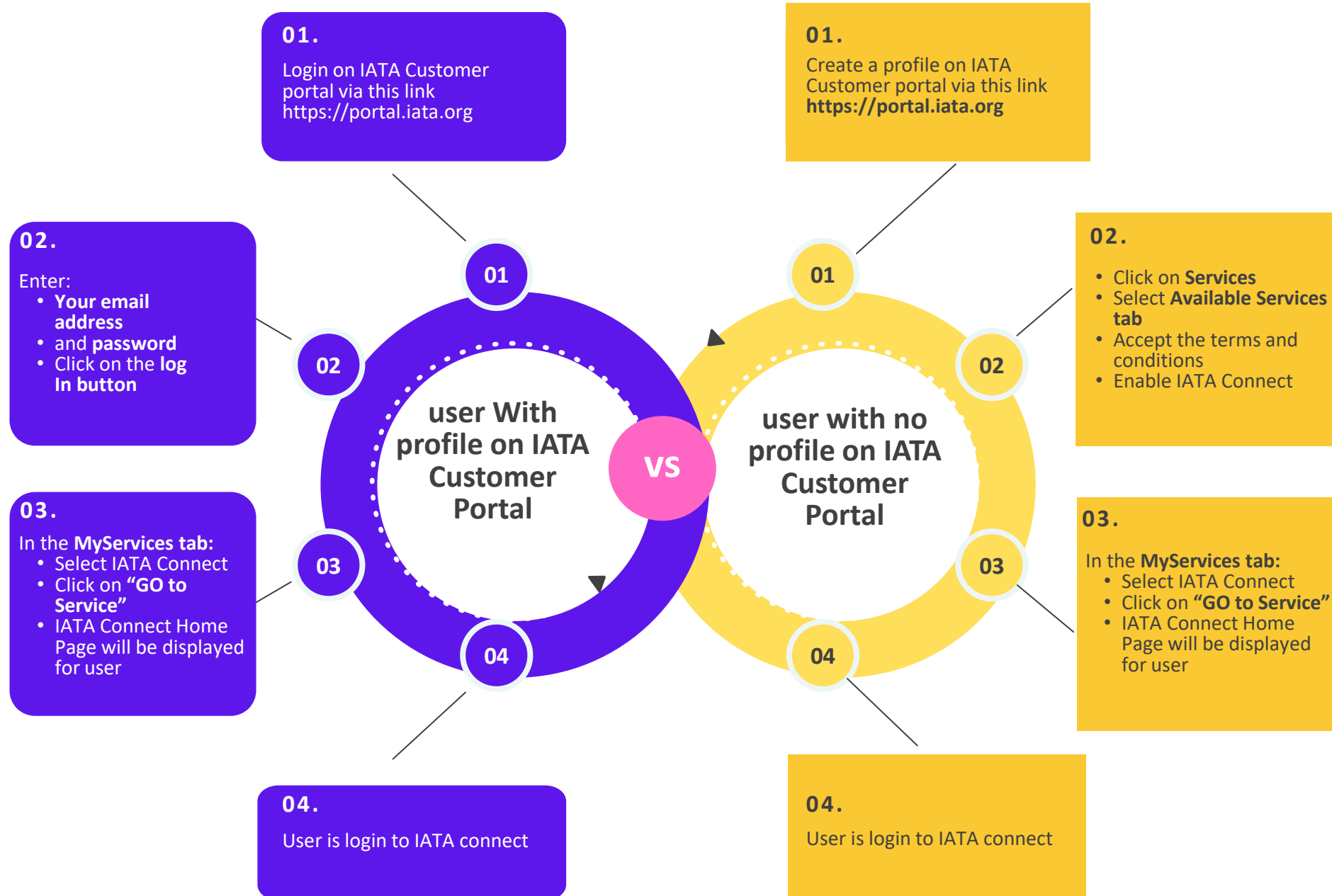
For current ISAGO Registered GHSPs

IATA will create existing GHSP basic profile (company name, business address and billing info)

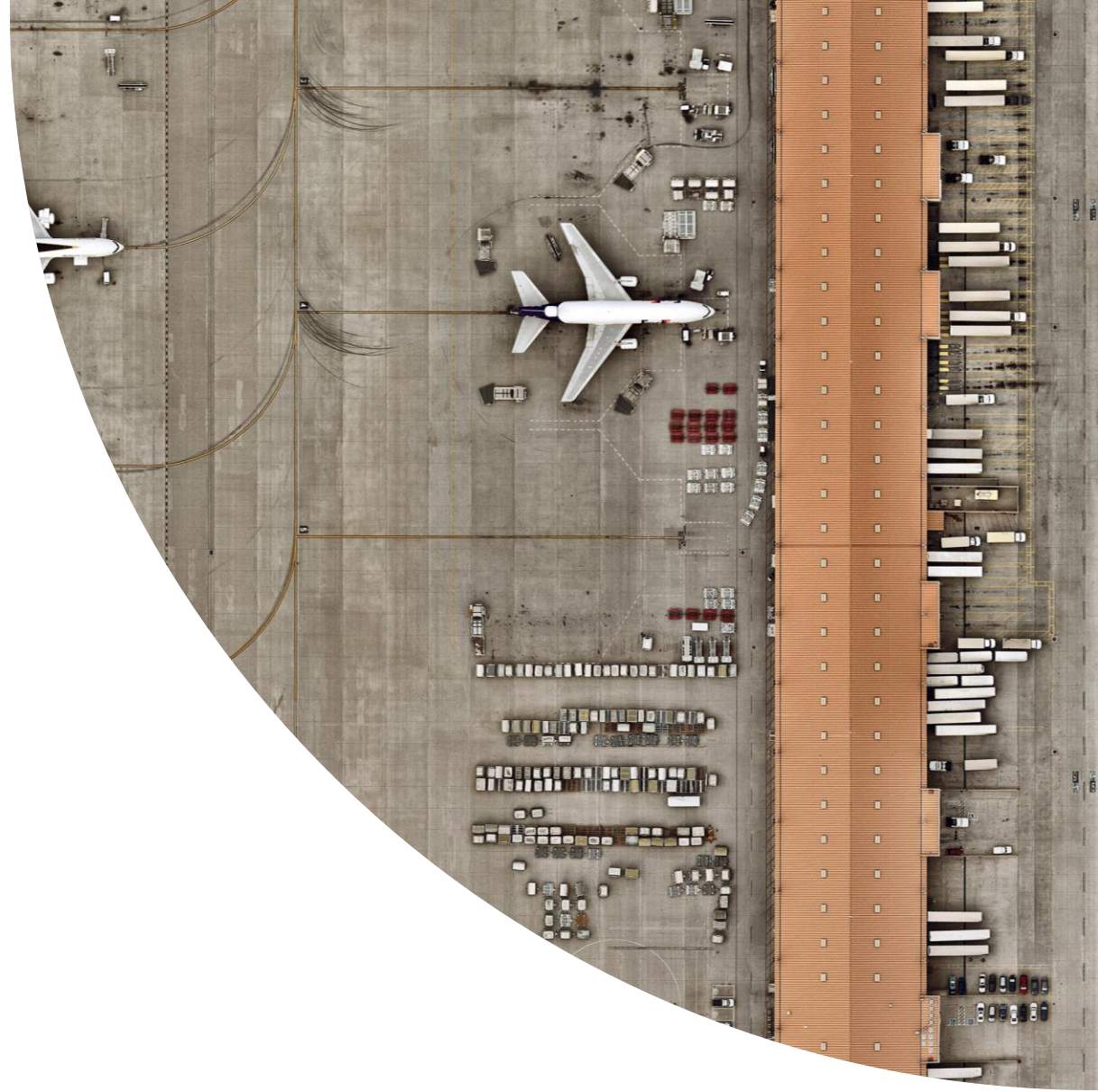
IATA to invite GHSP Administrators

GHSP admin will receive email notification including link to connect

How to Join IATA Connect



Questions



GHSP Account Profile

Profile Information: GHSP Admin

- General
- Business profile
- Customer airlines
- Operational profile
- Audit history

GHSP Account Profile

Business profile

- **About** - A brief overview of basic information
- **Organization** - Contact personnel and employee statistics
- **Billing Information** - Billing info, contact person and other related information

Customer Airlines

- Overview of airline clients
- List of customer airlines

Operational Profile

Always displayed:

- Operational Context
- Organization and Management
- Training

Visible if within scope:

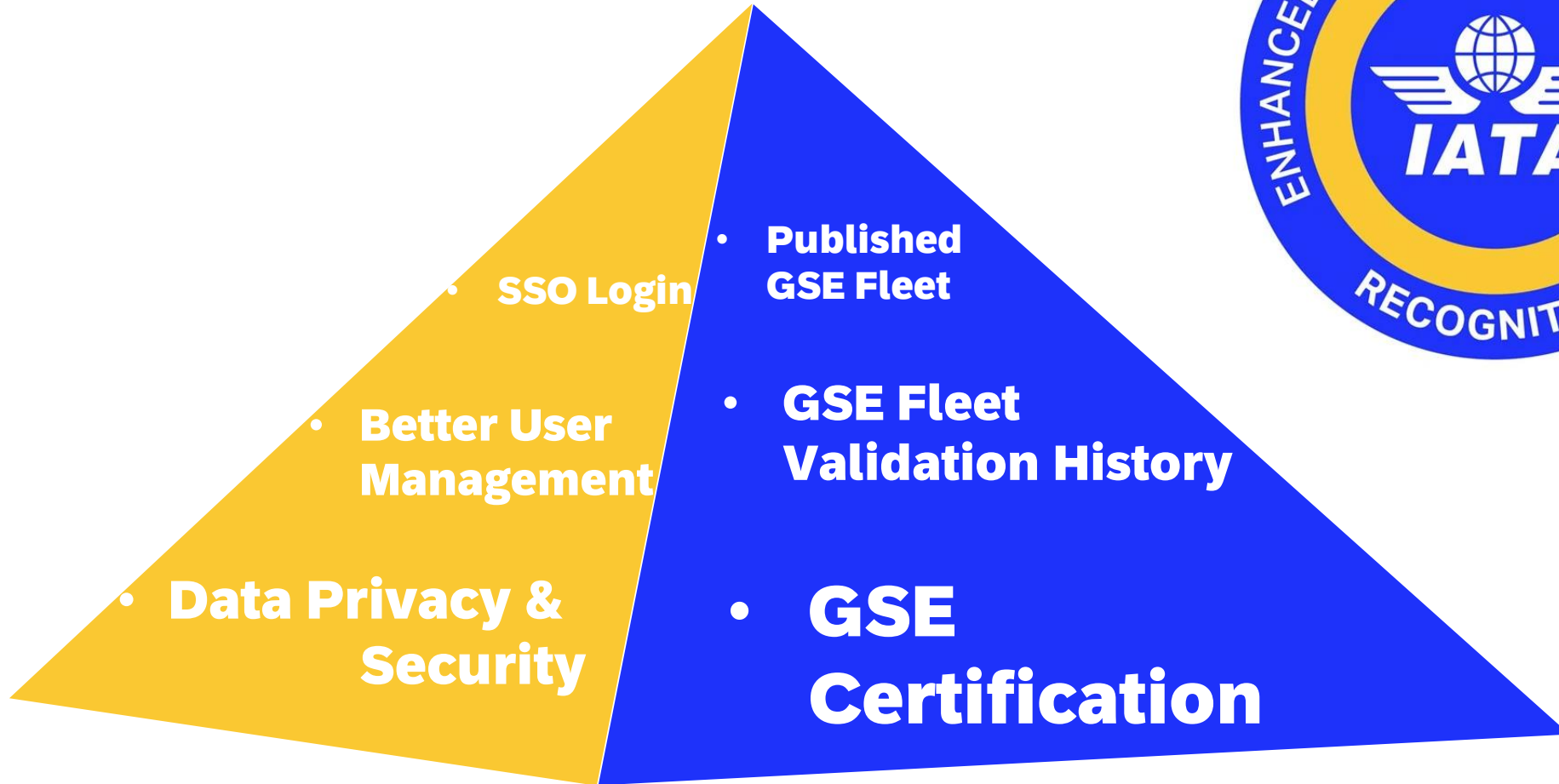
- Management and Administration
- Passenger Handling
- Baggage Handling
- Ramp Handling
- Load Control
- Operational Security
- Cargo Operations
- Catering and in-flight Supplies
- ULD Management

GHSP GSE Fleet

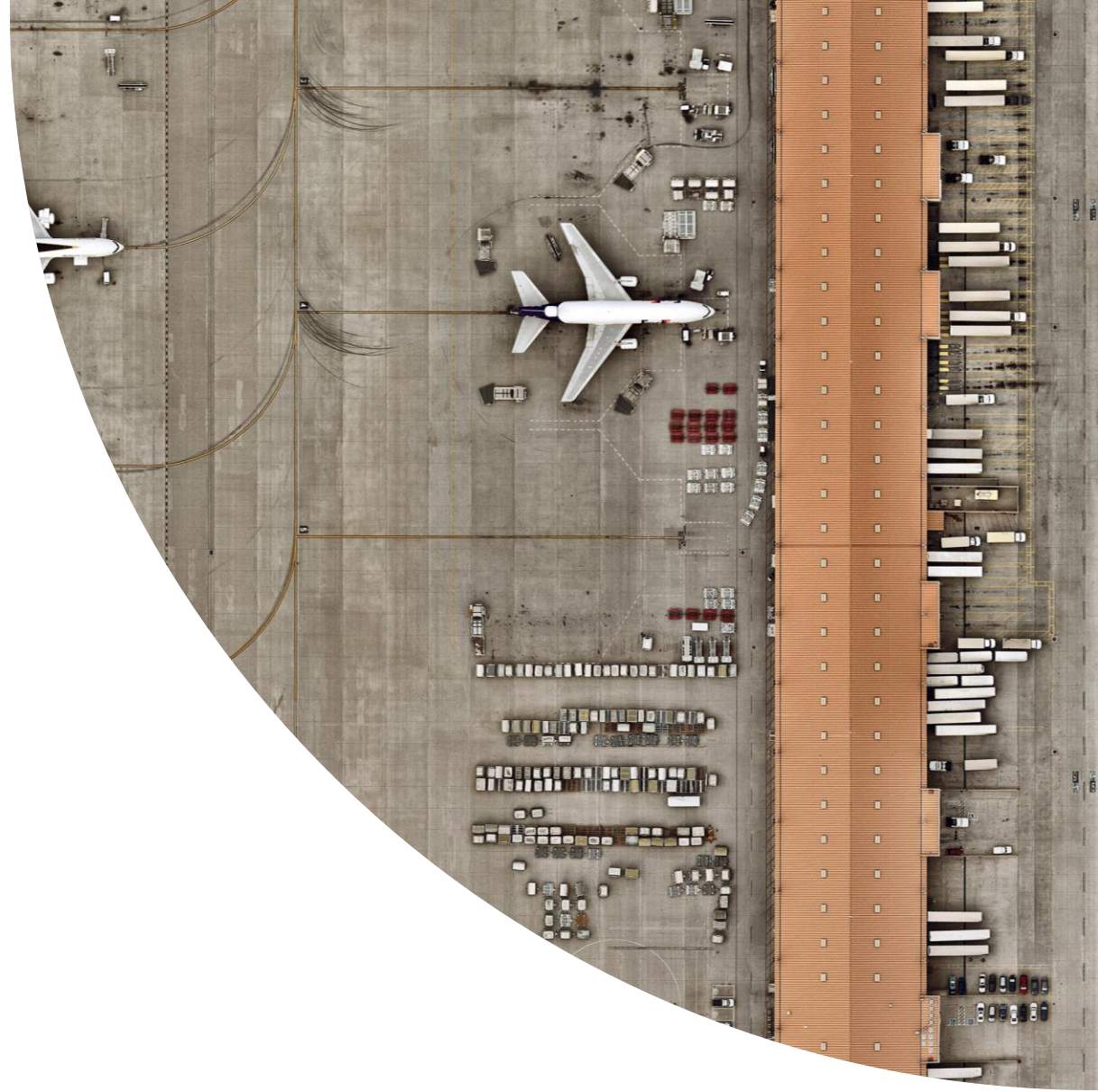
Profile Information:

- Enhanced GSE fleet recognition program
- GSE fleet validation history
- Enhanced GSE fleet validation

GSE Fleet Information



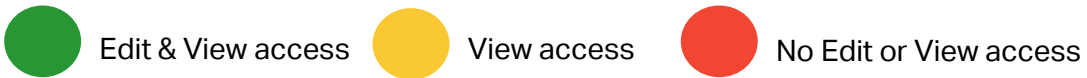
Questions



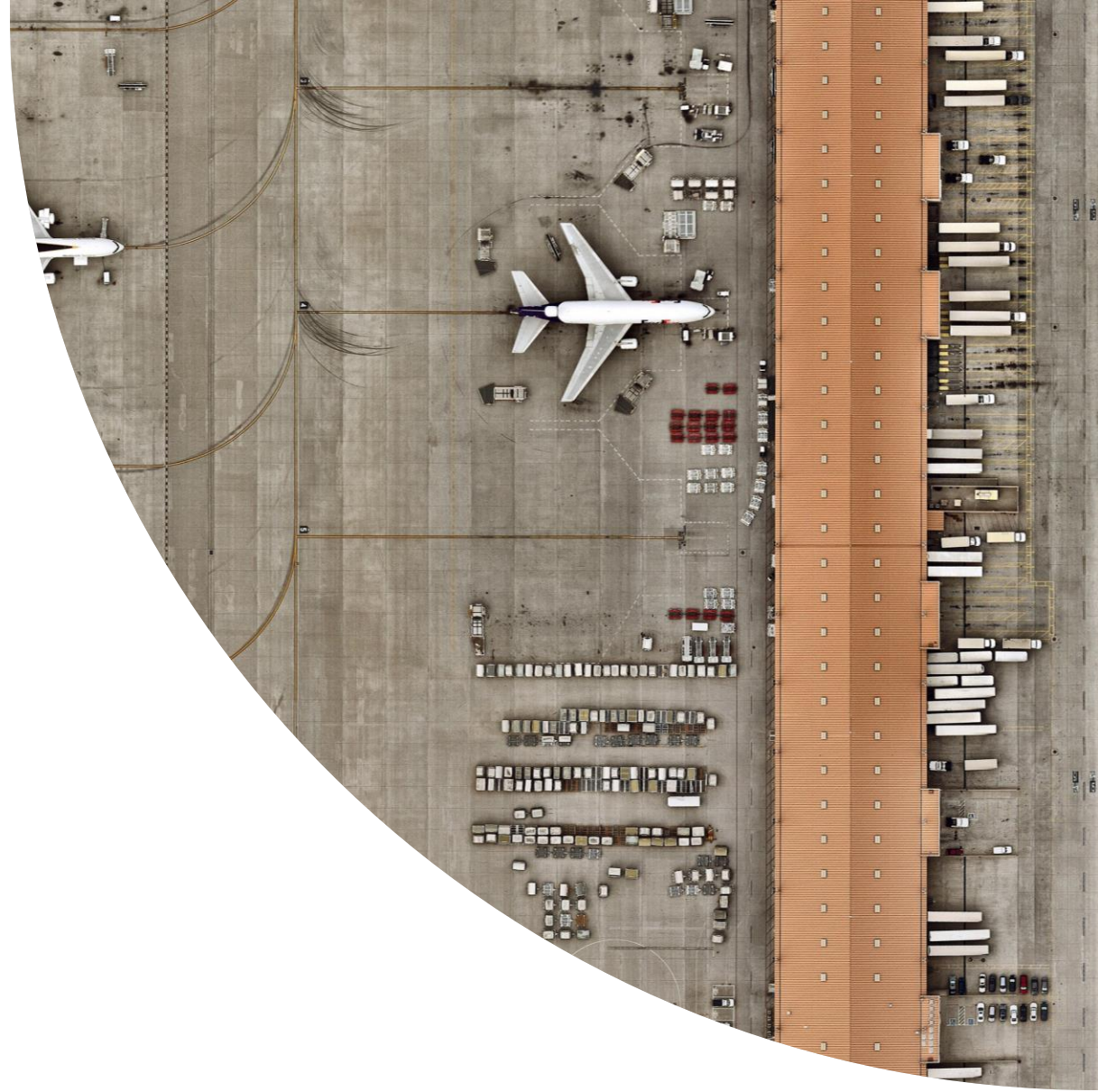
GHSP Roles

Roles overview

- Anonymous User
- Verified User
- GHSP Administrator
- GHSP Moderator
- GHSP Employee
- GHSP Customer Airline Partner*
- GHSP Audit report Viewer*
- GSE Fleet Viewer*

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Questions



Next Step



Wrap up



Upcoming Webinar

(GHSP Bulletin 2024-10)

9. Program changes - recap	• Feedback • Lessons learned	04-Nov-2025	9:30 AM (EST) (UTC+5)	2 hours this includes time for Q&A	ISAGO Program changes lessons learned Webinar registration
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- [GHSP Webinar 1 \(AM\) \(Recording\)](#)
- [GHSP Webinar 1 \(PM\) \(Recording\)](#)
- [GHSP Webinar 1 Slides \(pdf\)](#)
- [GHSP Webinar 2 \(AM\) \(Recording\)](#)
- [GHSP Webinar 2 \(PM\) \(Recording\)](#)
- [GHSP Webinar 2 Slides \(pdf\)](#)
- [GHSP Webinar 3 \(AM\) \(Recording\)](#)
- [GHSP Webinar 3 \(PM\) \(Recording\)](#)
- [GHSP Webinar 3 Slides \(pdf\)](#)
- [GHSP OPS Portal Training Webinar 4 \(Recording\)](#)
- [IATA Connect Webinar 5 \(Recording\)](#)
- [GHSP Webinar 6 \(Recording\)](#)
- [GHSP Webinar 6 Slides \(pdf\)](#)
- [IATA Cargo Handling Manual - ICHM Webinar 7 \(Recording\)](#)
- [IATA Cargo Handling Manual - ICHM Webinar 7 Slides \(pdf\)](#)

RECORDINGS AND QUESTIONS : Accessible at
<https://www.iata.org/en/programs/ops-infra/ground-operations/isago/>
Ask your standards/compliance SMEs to watch the recordings/questions

38th IGHC – Save the date





Thank You!

Contact us at isago@iata.org



ISAGO