

# Agenda

- Competition law guidelines
- Webinar housekeeping rules
- 3 Speakers introduction
- ISAGO Program Changes Recap
   New audit methodology / audit process
   Operational (OPS) Portal
  - IATA Connect Launch
  - New digital report
- Audits feedback and lessons learnt
- What's next?

# 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



Q&A session throughout the webinar. Please use the Q&A functionality to submit your questions



If we are unable to answer all your questions during the webinar, we will ensure to address them afterward























# **Moderator & Speakers for Today**



Monika Mejstrikova

Director Ground Operations



Iva Pluhackova

Head, Ground Operations and Standards



**Dimitri Rybkin** 

Head, Ground Ops Audit Programs



**Berthe Lawson** 

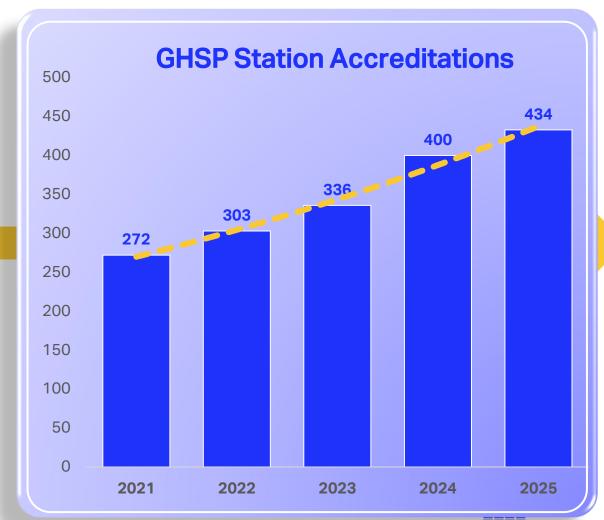
Assistant Manager, Accreditation & Program Management





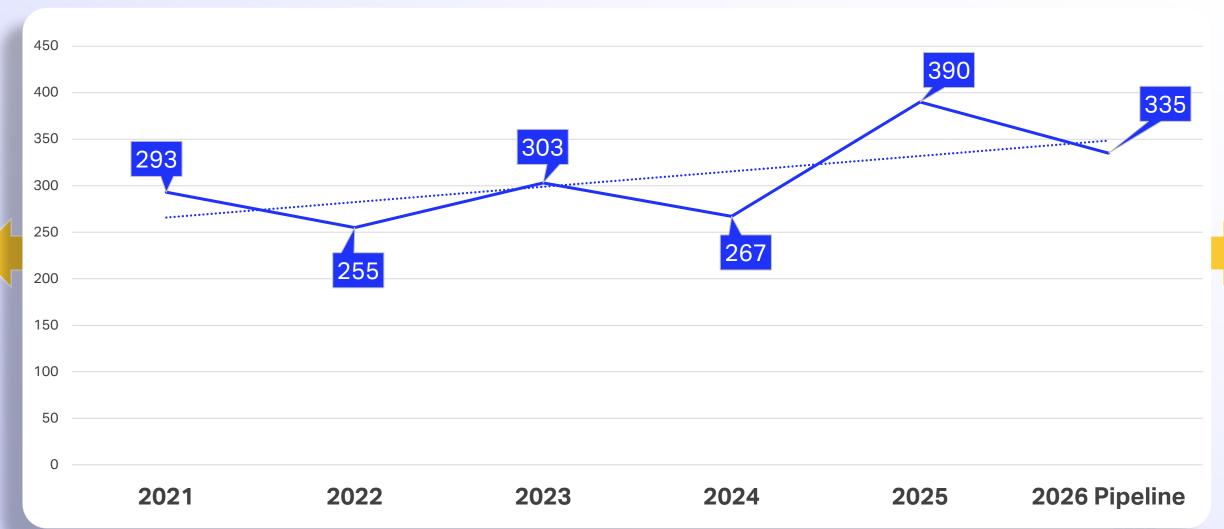
# One Source: Registration/Accreditation







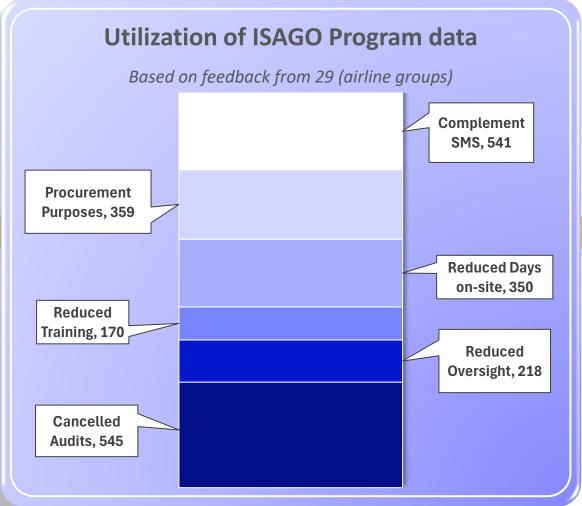
### ISAGO annual audits trend





# Airlines membership and 2024 savings





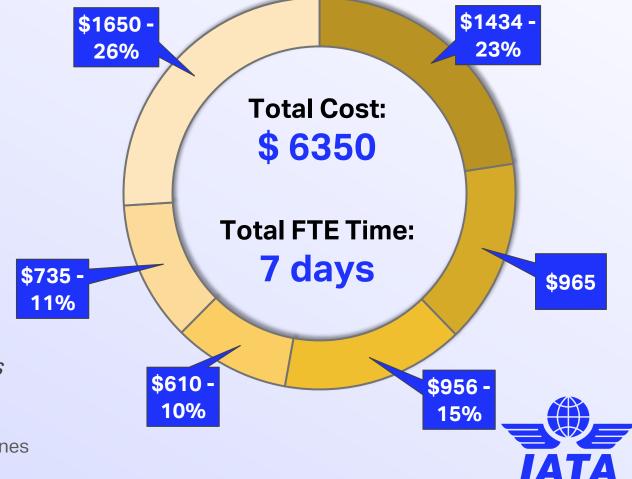


### Cost of audit

Reduced Audit Cost \$ 3302 \$3048 Saving per audit (3 FTE days)

### **Average Audit Cost Composition\* – Full Scope**

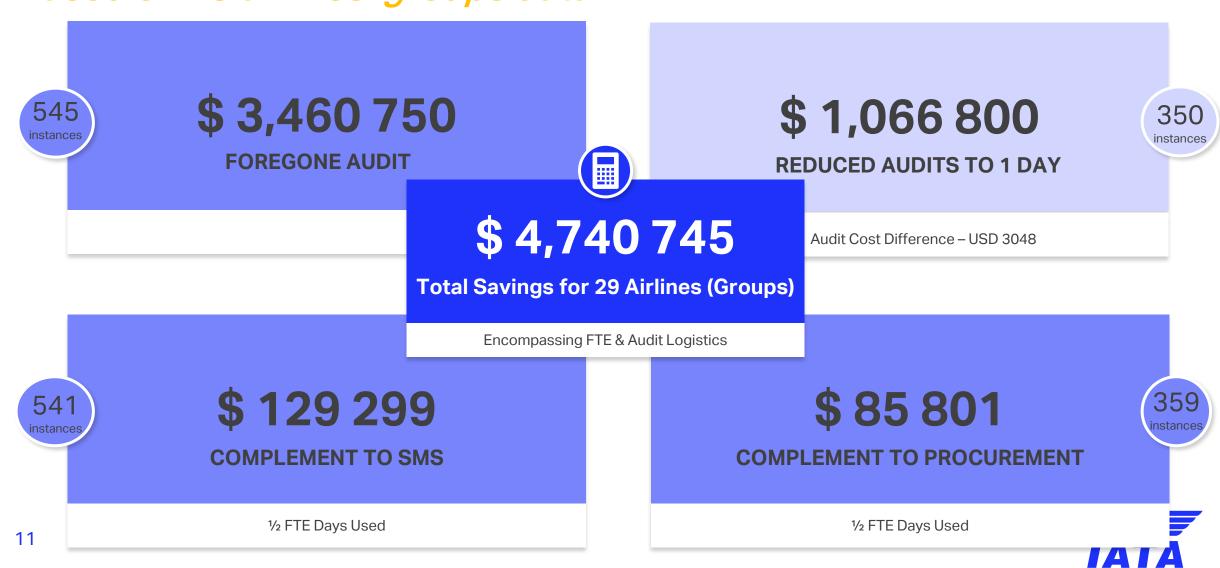
- 3 Audit Days FTE Cost
- 2 Travel Days FTE Cost
- 2 Follow up Days FTE Cost
- *Meals & On-site Logistics*
- □ 3-4 Nights Accommodation
- □ Airfare- including blocking commercial seats



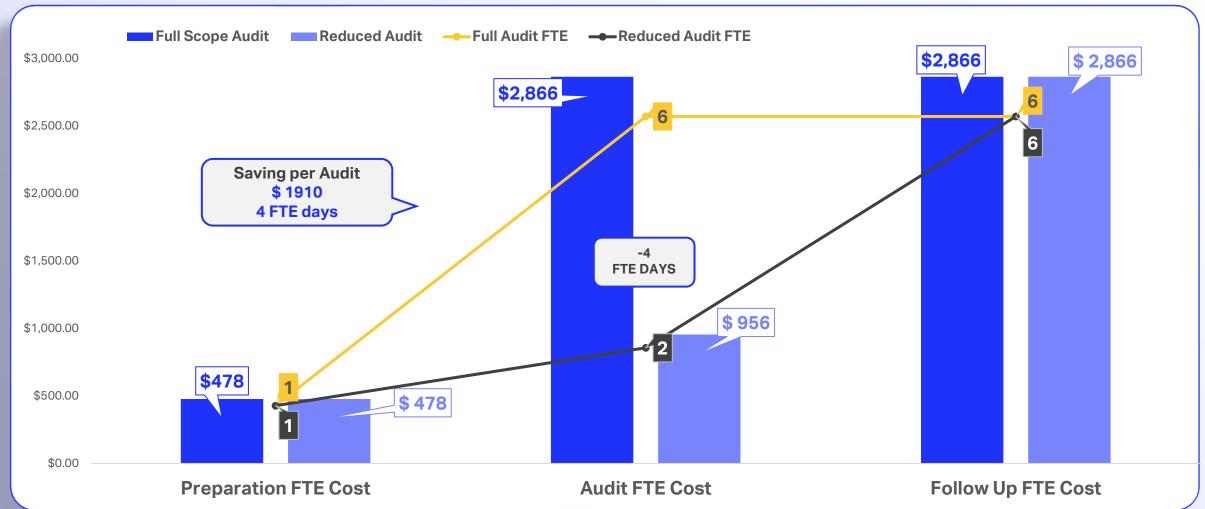
<sup>\*</sup> Mean of high and low costs as collected from different airlines

# **Airline Perspective**

Based on 29 airlines' groups data



# Impact on GHSPs: full versus reduced Audit



GHSP's cost when accommodating Reduced Scope Audit \$4300



# GHSPs savings

As per data from 29 Airline Groups



\$ 668 500

GHSP SAVINGS FROM REDUCED AUDITS BY 29 GROUPS

350 Instances (x\$1910)



\$ 3,384 450

GHSP SAVINGS FROM FOREGONEAUDITS BY 29 GROUPS

545 Instances (x6210)



\$ 4,740 745

TOTAL SAVINGS FROM REDUCED & FOREGONE AUDITS

Impact of 29 Airline (Groups)



# Program changes

New audit standards and checklists

Single-auditor audit

Documentation assessment remote

Implementation assessment simplified (Yes/No)

Audit fee adjusted

### **NEW TOOLS**

Customer portal, CRM

Intelex

One Source

**RVQ** 

IATA Connect

IDX

ICH, SIS, IATA Store

**Ops Portal** 

AMSS (yet to be launched)





1

**Account Creation** 

2

**Profile Creation** 

3

Agreement & Invoicing

4



1

### **Account Creation**

- Customer Portal
- One Source
- STN Account
- MHQ Account

2

**Profile Creation** 

3

Agreement & Invoicing

4



1

**Account Creation** 

2

### **Profile Creation**

- IATA Connect (services, customer airlines, organization information, key personnel)
- Renewal audits assigned automatically
- New audit application on One Source

3

Agreement & Invoicing

4



1

**Account Creation** 

2

**Profile Creation** 

Agreement & Invoicing

- Basic form to get details for the agreement
- Agreement/Schedule A via Legal Portal & E-Signature via Docu Sign
- Audits defined for applicable year
- Invoice (e-mail, SIS, ICH)
- Detailed ISAGO IA checklist obtained
- AHM/IGOM/ICHM purchase

4



1

**Account Creation** 

2

**Profile Creation** 

3

Agreement & Invoicing



- Audit assigned to ISAGO
  Agents (GOAs) for
  scheduling (audit dates paired
  with auditor's availability)
- Travel plans made by GOAs
- Communication via e-mails



1

**Audit Preparation** 

2

**Audit Conduct** 

3

**GSE Fleet Assessment** 





1

### **Audit Preparation**

- Audit Plan
- Audit checklist (to do checklist for an audit + timeline), shared by auditor
- OPS portal account
- Self-assessment (gap analysis) to be published

2

**Audit Conduct** 

3

**GSE Fleet Assessment** 

4



1

**Audit Preparation** 

2

### **Audit Conduct**

- Access to OPS portal for auditor
- DA completed in OPS portal (excel)
- IA completed in Intelex

3

**GSE Fleet Assessment** 

4



1

**Audit Preparation** 

2

**Audit Conduct** 

3

# **GSE Fleet Assessment**

- GSE fleet declaration
- GSE fleet assessment in RVQ + validation
- GSE fleet part of the IATA Connect profile
- GSE GD reduction contribution - reward

4



1

**Audit Preparation** 

2

**Audit Conduct** 

3

**GSE Fleet Assessment** 



- DA + IA follow up in Intelex
- CAR addressed
- Audit closed
- Audit feedback survey



1

**Audit Report** 

2

**Registry Update** 

3

Registry Notification 4



1 Audit Report

- Quality control check
- Report production in pdf
- Digital report (Power BI)
- Audit Data Insights and Unified Multi-Page Dashboard Export

2

**Registry Update** 

3

Registry Notification 4



1

**Audit Report** 

2

### **Registry Update**

- IATA ONE Source
- IATA Connect

3

Registry Notification





1

**Audit Report** 

2

**Registry Update** 

Registry Notification

Station account manager receives notification for:

- Initial and renewed registration
- Certificate availability

4



1

**Audit Report** 

2

**Registry Update** 

3

Registry Notification

- <u>List of ISAGO member airlines</u>
- ISAGO member airlines access reports on IATA Connect
- Detail profile sharing upon request and GHSP approval
- GSE fleet sharing upon request and GHSP approval
- Certificate accessible on One Source



## **Communication with GHSP**

### Customer Relationship Management Tool (CRM)

A streamlined way to connect with us and manage your queries efficiently.



#### **Unified Communication**

All customer interactions captured in one system.

### **End-to-End Tracking**

Full visibility dashboard on case progress and resolution.



### **Automated Case Creation**

Customer Portal: Submit queries → Case

created instantly.

Email: Send to isago@iata.org → Case

logged automatically.



### **Communication with GHSP**

**IATA Connect** 

#### Why It's Valuable

- Strengthens peer-to-peer collaboration
- Provides quick access to critical information
- Keeps you connected with industry developments and safety updates

#### **Resource Library**

Centralized access to essential documentation, guidelines, and updates.

### **Private Groups**

Secure forum for accredited Ground Handling Service Providers (GHSPs) to share insights and best practices.

### **Safety Connect**

Engage with ground operators, airlines, and related organizations on safety topics and initiatives.

#### **Safety Issue Hub**

Post, discuss, and stay informed on key hazards, safety risks, and industry events.





Documentation Assessment

Implementation Assessment

Standards

Training

Audit Process Program

Communication

Change Management

Program
Performance



### Documentation Assessment

Implementation Assessment

**Standards** 

Training

Audit Process Program

Communication

Change Management

Program
Performance



- Separated from IA
- Done remotely
- Sampled
- GHSP can make update anytime
- Resulting in one single CAR (if not adopted)



- Takes a lot of time to do and publish the self-assessment (gap)
- OPS portal not always user friendly
- GHSP inability to correct the gap after it goes auditor's validation
- CAR sometimes very complex to address
- Gap cloned between MHQ and STN and not adjusted to local profile and condition
- Need for official recap of DA
- Content in OPS portal



### Documentation Assessment

# Implementation Assessment

**Standards** 

Training

Audit Process Program

Communication

Change Management

Program
Performance





- More evidence of implementation is checked
- More observations



- Time pressure
- Is it feasible?
- Airlines variations are not audited
- Remote auditing (for MHQ) not easy – planning, resource and evidence availability



Implementation Assessment

### **Standards**

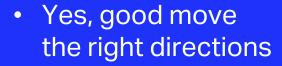
**Training** 

Audit Process Program

Communication

Change Management





- Savings on duplicate audits can be materialized
- Driving standardization



- IGOM/AHM not structured as GOSM (standard, guidance, AA) – more space for subjectivity and different interpretation
- Auditors' inconsistence more visible
- Heavy duty to maintain compliance



Implementation Assessment

Standards

### **Training**

Audit Process Program

Communication

Change Management





- Driving standardization
- Global awareness
- Potential for savings



- Lack of understanding of AHM 1110 and corresponding gap (MHQ vs STN, chapters 1-9 vs 10-12)
- Role of MHQ and STN
- Cloned gap not adjusted to local conditions



Implementation Assessment

**Standards** 

Training

Audit Process Program

Communication

Change Management

Program
Performance





Lower variable cost



- Intro to GHSP organization is missing
- Opening/Closing meeting DA/IA – consistency
- Challenges with declaration of MHQ (country, region – who does what)
- Single auditor not easy
- GOPM not revised yet



Implementation Assessment

Standards

**Training** 

Audit Process Program

Communication

Change Management





- Guidance and manuals
- Videos
- Webinars
- Website
- Launched the CRM tool
- 150+ calls with Auditee (getting ready for the audit: calls with GHSPs having audit in 2025)



- Information has not reached to all
- GHSPs are not aware of the changes or do not read it
- Complexity of the tools and guidance
- Response time



Implementation Assessment

**Standards** 

Training

Audit Process Program

Communication

Change Management



- Takes time to adjust
- Resistance to change
- Simplification x Complexity
- More automated, using smart tools x not smart enough, better user interface
- Getting ready to support regulatory activities



Implementation Assessment

**Standards** 

Training

Audit Process Program

Communication

Change Management





- Digital report
- Historical data
- Risk heat map (connecting data various data source into meaningful input)
- Auditor's performance
- Feedback from audits



- Lack of data analytics
- Historical data
- Auditor's performance
- Data connected to findings, variations, IDX



# **Next Steps**

- Auditee guidance to provide more clarity on the audit process and tools, how to do gap analysis on training, how to declare MHQ and its functions
- GHSP training enhancement
- GHSP preparation support package to be developed and offered
- Data analytics to be available to GHSPs (but also to airlines)
- Review of the time needed to do the audit feedback from auditee and auditors
- GOPM publication
- > IATA connect launch



### **GSE fleet validation and GD reduction contribution**



# IATA Enhanced GSE Recognition Program





|                | Applications | GHSPs |  |  |
|----------------|--------------|-------|--|--|
| Total          | 296          | 140   |  |  |
| Assessed       | 135          | 59    |  |  |
| In progress    | 99           | 67    |  |  |
| Failed         | 81           | 45    |  |  |
| Awaiting fleet | 62           | 38    |  |  |



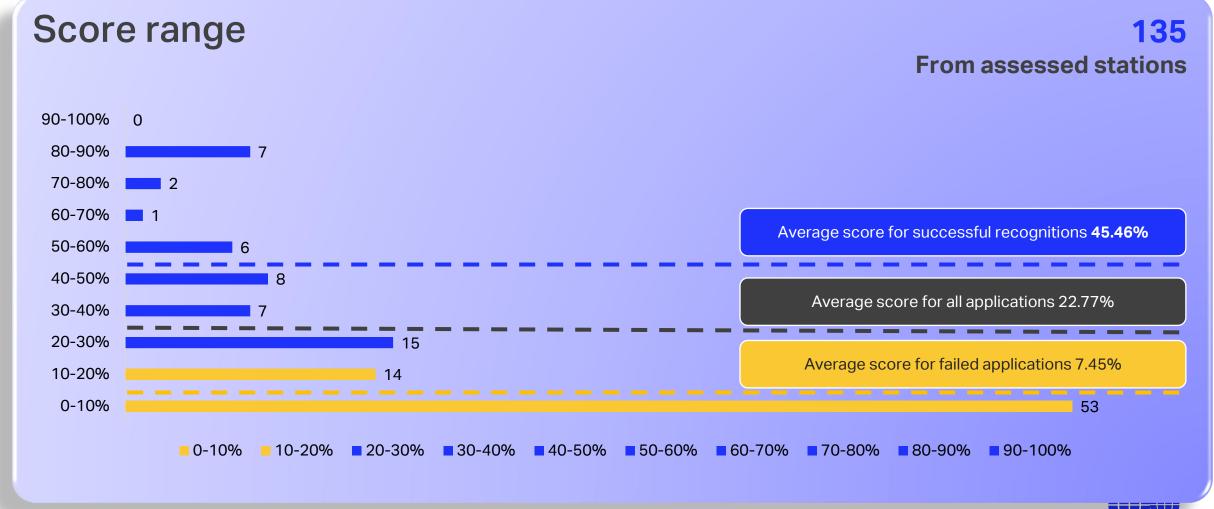
Total applications expected to exceed 310 by the end of 2025



# GSE Program- Fleet Regional breakdown

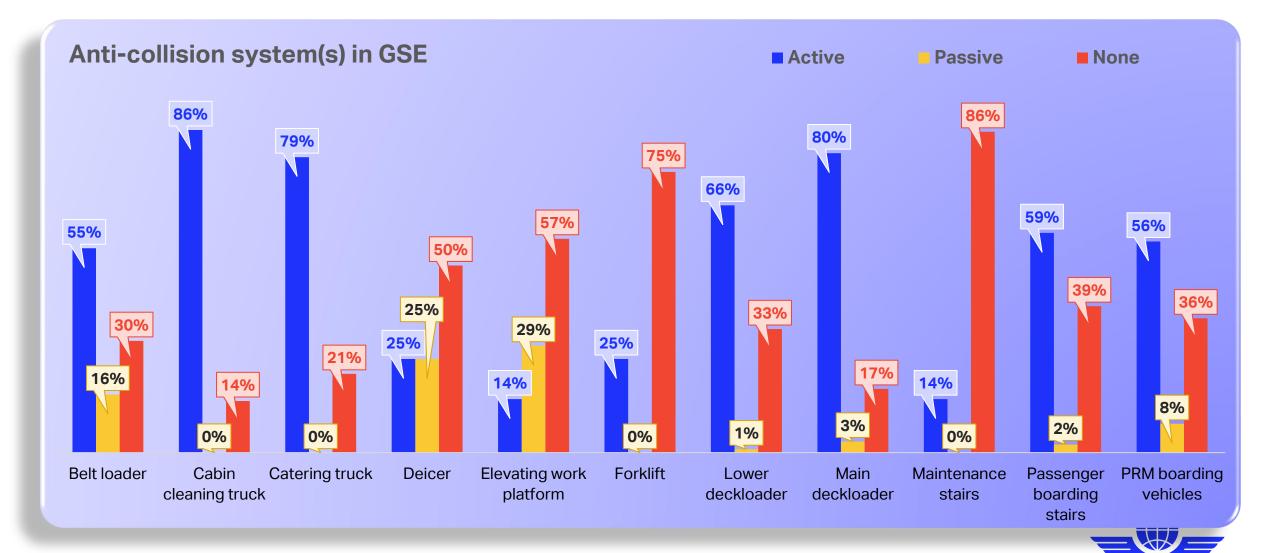


## **GSE Program - Breakdown**





# GSE Program – Fleet breakdown





# **Operational Portal**



Iva Pluhackova

Head, Ground operations and Standards



### **OPS Portal Features**

#### **Account Management**

Invite/manage accounts, set hierarchy groups, and edit user permissions

#### **Gap Functions**

Create, publish, and edit gap analyses; share gaps and manage related documents

#### **Variation Functions**

Track and manage variation responses within gap analyses

Documentation Assessment
Allows perform DA directly in the portal

#### **Dashboards**

View company compliance, activities, audits, and hierarchy group comparisons

#### **Own Company Reports**

Generate reports based on company standards and assessments

#### **Notifications**

Send and receive messages related to portal activity

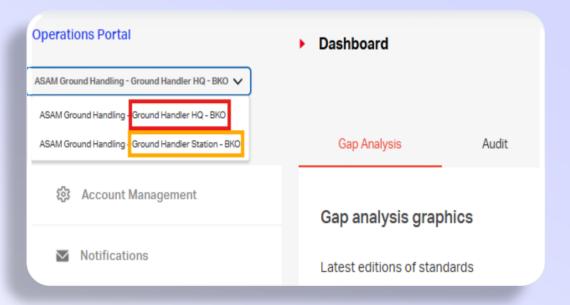
### **Tutorial videos and guidance**

- OPS Portal websites
- Home page in the OPS Portal

## Frequent Errors: Account Set-Up & Navigation

GHSP must submit separate requests for headquarters and each station in the OPS Portal

Applies also for GHSPs with both, MHQ and STN, at the same location.



### **MHQ** Request

Submit one dedicated request specifically for Headquarters access.

### **Station Request**

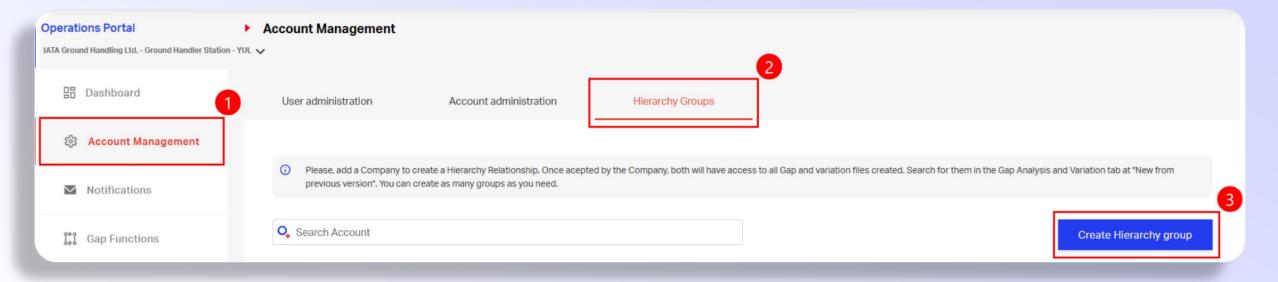
Submit a separate request for each station needing access, including one with the same MHQ location.

### **IATA Portal Access**

All requests must be processed through

**IATA - Operational Portal.** 

## **FAQ: Company Hierarchy**



#### **Hierarchy Group**

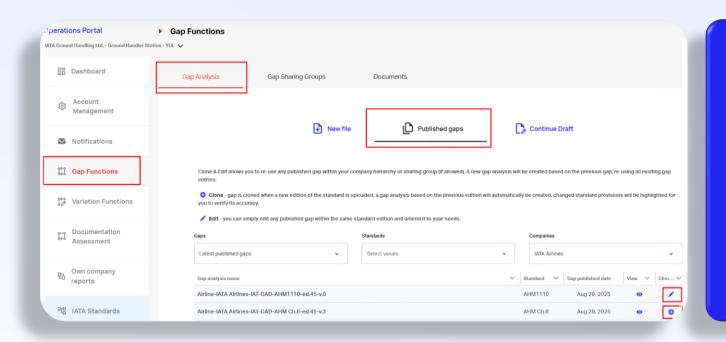
GHSP can link their MHQ and station accounts to:

- Share gap analysis and variation reports
- ★ Reuse gap analysis across accounts
- ★ Monitor progress in the network

This streamlines collaboration and reduces duplication of effort.



## FAQ: Reusing Gap Analysis - Clone & Edit



Reusing or cloning from published Gap Analysis

#### Reusing a Gap - Two options automatically defined by the portal

- ★ Clone: Create a new draft from a published gap analysis based on the previous standard edition. It includes a comparison table showing differences between the old and new standard editions to help identify updates needed.
- ★ **Edit:** Update a published gap analysis yours or one from your hierarchy without changing the edition of the standard it was originally based on.

## Frequent Error: Reuse of Gaps from MHQ

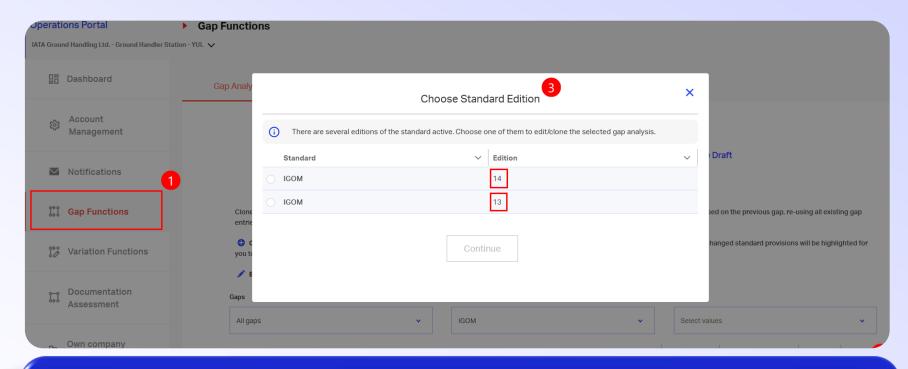
#### **Headquarters**

- Publish MHQ gap analysis for all standards relevant to the MHQ audit (AHM Ch. 6 & AHM 1110).
- May perform gap analysis on behalf of stations for standards relevant to station audits (AHM 1110, IGOM, ICHM).

#### **Station**

- Publish <u>own STN gap</u> analysis for all standards relevant to the station audit, based on the station profile
- Options for creating the gap analysis:
  - Develop a new gap analysis from scratch
  - Reuse an existing gap analysis from MHQ or another station <u>and adjust</u> to the station's specific requirements.

## New Feature: Multiple Active Standard Editions



#### **Multiple Editions in OPS Portal**

- ★ A new gap automatically uses the latest editions of the standards
- ★ Clone/Edit an existing gap users can choose between available editions
- ★ **Draft gap -** stays linked to its original standard edition

This helps users work smoothly across updates.



## Applicability of the Audit Standards for ISAGO

**IGOM Edition 13** 

AHM Edition 45

GOSM-CGM Edition 10 R.1

Audits scheduled until 28 February 2026

**IGOM Edition 14** 

AHM Edition 46, TR.2

**ICHM Edition 9** 

Audit module

Audits scheduled starting 1st March 2026



## AHM1110 Ed. 46 Temporary Revision 2

### **Cargo Warehouse Functions**

#### Job Roles declaration

- Select function: "Cargo and Mail Warehouse Handling"
- System will map those to the required courses
- General Aviation and Safety Training courses will depend on the role level
- Cargo and Mail Handling Training Module: CGM01 represents company's own training

#### Gap analysis against required courses

- GEN courses: mark "out of scope" any training or training topic which is not relevant to your company job roles.
- GEN04 Airside Safety: applies if the stuff enters the airside
- GEN12 DGR: applies as defined by your company under the DGR CBTA principles
- CGM01: Provide reference to your company training

| Cargo acceptance  |  | Cargo and Mail Warehouse Handling |  | ¥ |  |  |
|---|--|-----------------------------------|--|---|--|--|
| Insert company Job Role   |  | Select Job Functions              |  |   |  |  |
| Select as many job roles assesstment as needed. You can select more than one Job Function per Job Role. |  |                                   |  |   |  |  |
| 10 DEFINITION OF JOB ROLE AND FUNCTIONAL TASKS  |  |                                   |  |   |  |  |

| Selectrole        |   |  |  |
|-------------------|---|--|--|
| Operational level | ¥ |  |  |

Add

## AHM1110 Ed. 46 Temporary Revision 2

### Marshalling

Marshaling job functions were missed in the AHM Ed.45

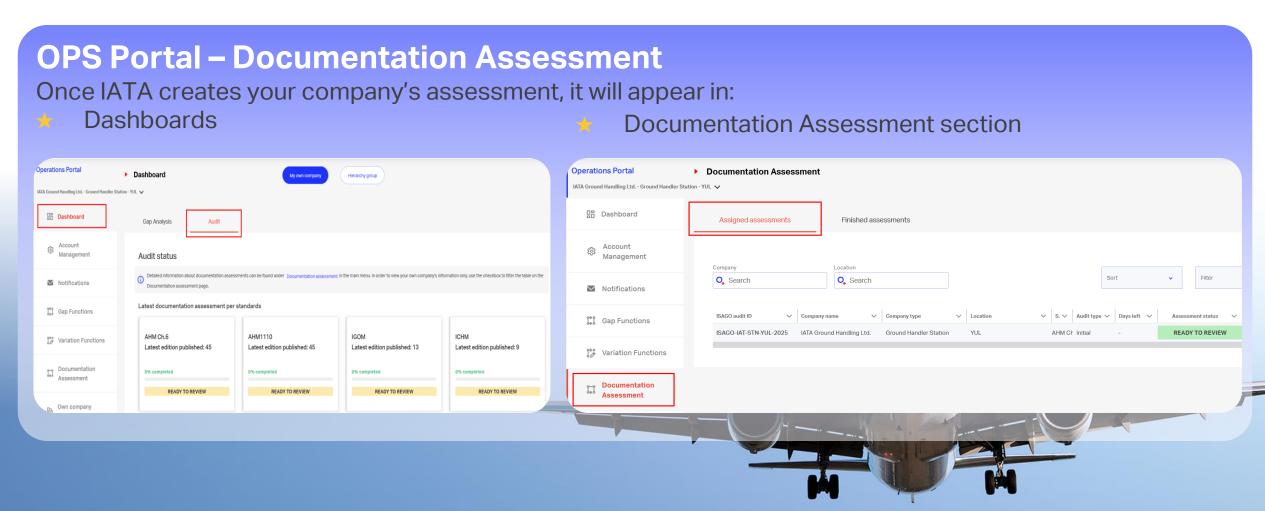
### Managerial and SME Job Functions and Roles

- Operational Management > Management Level
- Safety, Compliance, Emergency Response Management > Management Level
- Auditing > SME Audit
- Ground Occurrence Investigation > SME-Investigation
- Training, Training Assessment > SME-Training, Assessing
- OJT Training > SME-OJT

Required training will be populated by the system



### **Audit Module "Auditee View"**





### **Berthe Lawson**

Assistant Manager Accreditation and Program Management



## What is IATA Connect



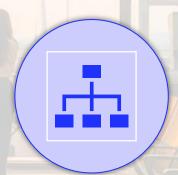
IATA Connect is more than a platform, it's a community-driven initiative that empowers aviation professionals to collaborate and share insights.



Bring together professionals from airlines, ground handling service providers (GHSPs), regulators, and auditors.



Explore resources about the aviation sector, including general details of ISAGO-registered providers, IOSA-registered airlines, audit reports, and shared documentation.



A centralized space is available to submit, track, and discuss safety issues, risks and risk assessments including mitigation strategies.



**GHSP Directory** 

**ISAGO** Registry

ISAGO Documentation IATA CONNECT Discussion
4 Groups

5 Safety Connect



A directory of GHSPs with key operational details and, information on headquarters and station networks.

Discussion
Groups

**ISAGO** Registry

2

IATA CONNECT

5 Safety Connect

ISAGO Documentation



A directory of GHSPs with key operational details and, information on headquarters and station networks.

A complete list of all registered ISAGO Ground Handling Service Providers and their accredited stations.

2

ISAGO Documentation IATA
CONNECT

Discussion
Groups

5 Safety Connect



A directory of GHSPs with key operational details and, information on headquarters and station networks.

A complete list of all registered ISAGO Ground Handling Service Providers and their accredited stations.

2

3

One place to access all relevant documentation regarding ISAGO.

IATA
CONNECT

Discussion
Groups

5 Safety Connect



A directory of GHSPs with key operational details and, information on headquarters and station networks.

A complete list of all registered ISAGO Ground Handling Service Providers and their accredited stations.

2

One place to access all relevant documentation regarding ISAGO.

IATA CONNECT

3

Private forums for ISAGO GHSPs and auditors to connect, collaborate and communicate.

5 Safety Connect



A directory of GHSPs with key operational details and, information on headquarters and station networks.

A complete list of all registered ISAGO Ground Handling Service Providers and their accredited stations.

2

3

One place to access all relevant documentation regarding ISAGO.

IATA CONNECT Private forums for ISAGO GHSPs and auditors to connect, collaborate and communicate.

5

Dedicated space for Ground Operations professionals to discuss and share challenges and solutions.



A directory of GHSPs with key operational details and, information on headquarters and station networks.

A complete list of all registered ISAGO Ground Handling Service Providers and their accredited stations.

One place to access all relevant documentation regarding ISAGO.

**CONNECT** 

Private forums for ISAGO GHSPs and auditors to connect, collaborate and communicate.

Dedicated space for Ground Operations professionals to discuss and share challenges and solutions.

Part of GHSP's profile, accessible upon request including its validation history.



## **GHSP** Account Profile

About - A brief overview of generic information about the GHSP

Organization - Contact personnel and employee statistics

Billing Information - Billing info, contact person and other related information

**Business Profile** 



## **GHSP** Account Profile

### Only visible in a **GHSP Station Profile**:

- Overview of airline network
- List of customer airlines

**Customer Airlines** 



## **GHSP** Account Profile

### Always displayed:

- Organization & Management
- Other Operations
- Training

### Visible if within scope of STN:

- Management and Administration
- Passenger Handling
- Baggage Handling
- Ramp Handling

- Load Control
- Operational Security
- Cargo Operations
- Catering and in-flight Supplies
- ULD Management

Operational Profile



# **Audit Report and profile access**

|                                     |                    |       | Business Profile |         |                        | 0 .                  |           | A 111           |                 | ISAGO                             |
|-------------------------------------|--------------------|-------|------------------|---------|------------------------|----------------------|-----------|-----------------|-----------------|-----------------------------------|
|                                     | General<br>Profile | About | Organization     | Billing | Operational<br>Profile | Customer<br>Airlines | GSE Fleet | Audit<br>Report | Manage<br>Users | Registry<br>Status,<br>Expiration |
| GHSP<br>Administrator               |                    |       |                  |         |                        |                      |           |                 |                 |                                   |
| GHSP<br>Moderator                   |                    |       |                  |         |                        |                      |           |                 |                 |                                   |
| GHSP<br>Employee                    |                    |       |                  |         |                        |                      |           |                 |                 |                                   |
| GHSP<br>Customer<br>Airline Partner |                    |       |                  |         |                        |                      |           |                 |                 |                                   |
| GHSP Audit<br>report Viewer         |                    |       |                  |         |                        |                      |           |                 |                 |                                   |
| GSE Fleet<br>Viewer                 |                    |       |                  |         |                        |                      |           |                 |                 |                                   |
| Verified User                       |                    |       |                  |         |                        |                      |           |                 |                 |                                   |

Edit & View access

View access

No Edit or View access

Audit report availability – normal and digital Airlines and auditor access



# Timelines and Next steps

**Go-Live** ISAGO modules **07 Nov** enable on ic.iata.org

Invitation IATA sends invitation Week of 10 Nov to GHSP admin

**GHSP receives** Request to connect via **notification** IATA customer portal







EXECUTIVE SUMMARY

AUDIT CHECKLIST FLIGHT OBSERVATION

**AUDIT RESULTS** 

CAR REPORT

AUDIT ANALYTICS

### IAT - Sample GHSP

| GHSP Name                        | IAT - Sample GHSP       |
|----------------------------------|-------------------------|
| Auditor                          | Auditor Name            |
| Audit type                       | MHQ                     |
| Documentation Assessment Period  | 09/11/2025 - 09/31/2025 |
| Implementation Assessment Period | 12/12/2025 - 12/31/2025 |



**EXECUTIVE SUMMARY** 

AUDIT CHECKLIST FLIGHT OBSERVATION

**AUDIT RESULTS** 

**CAR REPORT** 

AUDIT ANALYTICS

### IAT - Sample GHSP

IAT - Sample GHSP is a ground handling provider located in the Mexico City International Airport. IAT provides ramp services, including re-fueling, to mainly cargo operators which operates from small aircraft (Metro III) to widebody (B747F). At the moment of the audit, MEX has ten customer airlines of which one operates daily scheduled flights (Airline A), and the others ad-hoc flights (Airline B, Airline C, Airline D, Airline E, Airline F, Airline G, Airline H, Airline I. IAT is a small organization, with a total of 20 employees, and where the managers also perform operational functions. The management system is a standard structure with a Managing Director supported by the Managers of the Commercial, Operations and Training areas. Two ramp supervisors and fifteen ramp staff provide all ground handling services in two shifts.

Safety and Quality activities are performed separately under the responsibility of the Compliance manager and the SMS Officer. A safety reporting system is in place for all employees to report mandatory occurrences and any other event. QR codes are available at all locations, as well as in the airport badge of each employee for easy and direct reporting to the airport and IAT. Although the SMS was implemented the last year (2023), the Provider has a significant number of hazards identified and analyzed with measures and barriers which are reviewed based on the reports received. All the information gathered is regularly reviewed on the management meetings for decision-making. Safety performance indicators and targets are defined, however no high-level objectives have been defined. The Safety Officer is also responsible for the Health and Safety Program (HSP), which is required by the airport authority. Any health and safety condition must be also subjected to an analysis and be risk assessed.



EXECUTIVE SUMMARY

AUDIT CHECKLIST FLIGHT OBSERVATION

**AUDIT RESULTS** 

**CAR REPORT** 

AUDIT ANALYTICS

### IAT - Sample GHSP

| AUDIT DISCIPLINE | AUDIT STANDARD | IN SCOPE/OUT OF SCOPE |
|------------------|----------------|-----------------------|
| ORM              | AHM ED45 CH6   | IN SCOPE              |
| TRN              | AHM 1110       | IN SCOPE              |
| PAX              | IGOM ED13      | OUT OF SCOPE          |
| BAG              | IGOM ED13      | OUT OF SCOPE          |
| RMP              | IGOM ED13      | OUT OF SCOPE          |
| LOD              | IGOM ED13      | OUT OF SCOPE          |
| CGM              | ICHM ED9       | OUT OF SCOPE          |



EXECUTIVE SUMMARY

AUDIT CHECKLIST FLIGHT OBSERVATION

**AUDIT RESULTS** 

CAR REPORT

AUDIT ANALYTICS

#### IAT - Sample GHSP

|   | $\bigcirc$ | Show all applicable |
|---|------------|---------------------|
| ١ |            | Manual              |

| · · · · · · · · · · · · · · · · · · · |
|---------------------------------------|
| AHM CH6                               |
| AHM 1110                              |
| IGOM ED13                             |
| ICHM ED9                              |

| Discipline |
|------------|
| ORM        |
| TRN        |
| PAX        |
| BAG        |
| RMP        |
| LOD        |
| CGM        |
|            |
| Accessment |

| CGM            |
|----------------|
|                |
| Assessment     |
| Documentation  |
| Implementation |
|                |

| DOCUMENTATION ASSESSMENT                           | Total Procedures | Applicable Procedures | Not Adopted |
|--|------------------|-----------------------|-------------|
| 601 Safety and Management                          | 25               | 25                    | o           |
| 610 Safety Management                              | 41               | 41                    | o           |
| 615 Monitoring Program                             | 16               | 16                    | 0           |
| 616 Human Factors Program                          | 3                | 3                     | 0           |
| 617 Occupational Health and Safety Management      | 3                | 3                     | 0           |
| 620 Emergency and Crisis Management at the Airport | 11               | 9                     | 2           |

AHM CH6

AHM 1110

**IGOM** 

CGM

PASSED



**EXECUTIVE SUMMARY** 

AUDIT CHECKLIST FLIGHT OBSERVATION

**AUDIT RESULTS** 

CAR REPORT

AUDIT ANALYTICS

#### **IAT - Sample GHSP**

|  | Show al | l applic | able |
|--|---------|----------|------|
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| Manual    |
|-----------|
| AHM CH6   |
| AHM 1110  |
| IGOM ED13 |
| ICHM ED9  |

|                         | Discipline |
|-------------------------|------------|
|                         | ORM        |
|                         | TRN        |
| $\overline{\mathbb{Z}}$ | PAX        |
|                         | BAG        |
|                         | RMP        |
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| $\mathbb{Z}$            | CGM        |
|                         |            |

| Documentation  |  |
|----------------|--|
| Implementation |  |

| DOCUMENTATION & IMPLEMENTATION ASSESSMENT          | Manual   | Total<br>Procedures | Applicable<br>Procedures | Not<br>Adopted | YES | NO | N/A |
|--|----------|---------------------|--------------------------|----------------|-----|----|-----|
| 601 Safety and Management                          | AHM CH6  | 25                  | 25                       | 0              | 24  | 1  | 0   |
| 610 Safety Management                              | AHM CH6  | 41                  | 40                       | 1              | 41  | 0  | 0   |
| 615 Monitoring Program                             | AHM CH6  | 16                  | 10                       | 6              | 16  | 0  | 0   |
| 616 Human Factors Program                          | AHM CH6  | 3                   | 3                        | 0              | 2   | 1  | 0   |
| 617 Occupational Health and Safety Management      | AHM CH6  | 3                   | 3                        | 0              | 2   | 1  | 0   |
| 620 Emergency and Crisis Management at the Airport | AHM CH6  | 11                  | 9                        | 2              | 11  | 0  | 0   |
| 601 Safety and Management                          | AHM CH6  | 25                  | 25                       | 0              | 25  | 0  | 0   |
| SECTION: 003 TRAINING MANAGEMENT SYSTEM            | AHM 1110 | 25                  | 25                       | 0              | 25  | 0  | 0   |
| SECTION: 004 THE TRAINING PROGRAM                  | AHM 1110 | 41                  | 40                       | 1              | 41  | 0  | 0   |
| SECTION: 005 ABSENCE FROM WORK                     | AHM 1110 | 16                  | 10                       | 6              | 16  | 0  | 0   |
| SECTION: 006 TRAINING METHODS                      | AHM 1110 | 3                   | 3                        | 0              | 3   | 0  | 0   |
| SECTION: 008 TRAINING RECORDS                      | AHM 1110 | 3                   | 3                        | 0              | 3   | 0  | 0   |

**AHM CH6** 

**AHM 1110** 

IGOM

CGM

**PASSED** 

PASSED WITH CORRECTIVE ACTION REQUIRED



**EXECUTIVE SUMMARY** 

AUDIT CHECKLIST FLIGHT OBSERVATION

**AUDIT RESULTS** 

**CAR REPORT** 

AUDIT ANALYTICS

#### **IAT - Sample GHSP**

| $\cup$     | Snow all applicable  |
|------------|----------------------|
| $\bigcirc$ | Open all car reports |

| Manual    |
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| AHM CH6   |
| AHM 1110  |
| IGOM ED13 |
| ICHM ED9  |

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| ı |            | RMP   |
| Ī | 7          | LOD   |
| ŀ | 222        |       |
| ı |            | CGM   |
| Ì |            |       |

**Assessment**Documentation

Implementation

| Expand | Assessment   | Findings |
|--------|--|----------|
|        | 601 Safety and Management                          | 3        |
|        | 610 Safety Management                              | 2        |
|        | 615 Monitoring Program                             | 1        |
|        | 616 Human Factors Program                          | 4        |
|        | 617 Occupational Health and Safety Management      | 2        |
|        | 620 Emergency and Crisis Management at the Airport | 1        |



EXECUTIVE SUMMARY

AUDIT CHECKLIST FLIGHT OBSERVATION

**AUDIT RESULTS** 

**CAR REPORT** 

AUDIT ANALYTICS

### **IAT - Sample GHSP**

| $\bigcirc$ | Show all applicable  |
|------------|----------------------|
| $\bigcirc$ | Open all car reports |

| Manual    |
|-----------|
| AHM CH6   |
| AHM 1110  |
| IGOM ED13 |
| ICHM ED9  |

| _            |            |  |
|--------------|------------|--|
|              | Discipline |  |
|              | ORM        |  |
|              | TRN        |  |
| $\mathbb{Z}$ | PAX        |  |
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| $\mathbb{Z}$ | RMP        |  |
| $\mathbb{Z}$ | LOD        |  |
| $\mathbb{Z}$ | CGM        |  |
|              |            |  |
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|-----------|----------------|
|           |                |
|           | Assessment     |
|           | Documentation  |
|           | Implementation |
|           |                |

| Expand | Assessment  | Findings |
|--------|---|----------|
|        | 601 Safety and Management FINDINGS  ORM 2.3.1 The provider shall have procedures to ensure unit load devices (ULDs) are inspected to identify damage and to determine airworthiness and serviceability: (i) When received or accepted (ii) Prior to being released for loading into an aircraft (iii) The ULD Operational Damage Limits Notice (ODLN) is attached to the ULD. (GM)  ROOT CAUSE FM05 - Inadequate Supervision FINAL ACTION TAKEN The QHSE Department revised the Safety Management System Manual (M-DE01-10001257-009 SMS, Chapter 5) under Change Notice CHG-2025-SMS-01, integrating the requirements of ORM 1.1.3 and ORM 1.4.4 into a unified Change Management Framework within the Safety Management System. | 3        |
|        | 610 Safety Management   | 2        |
|        | 615 Monitoring Program  | 1        |
|        | 616 Human Factors Program   | 4        |
|        | 617 Occupational Health and Safety Management   | 2        |
|        | 620 Emergency and Crisis Management at the Airport  | 1        |



EXECUTIVE SUMMARY

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AUDIT ANALYTICS

#### IAT - Sample GHSP

Show all applicable

Open all car reports

| Manual |           |
|--------|-----------|
|        | AHM CH6   |
|        | AHM 1110  |
|        | IGOM ED13 |
|        | ICHM ED9  |

| Discipline |  |
|------------|--|
| ORM        |  |
| TRN        |  |
| PAX        |  |
| BAG        |  |
| RMP        |  |
| LOD        |  |
| CGM        |  |
|            |  |
| Assessment |  |

| xpand | Assessment  | Manual        | Finding |
|-------|---|---------------|---------|
|       | 601 Safety and Management  FINDINGS  ORM 2.3.1 The provider shall have procedures to ensure unit load devices (ULDs) are inspected to identify damage and to determine airworthiness and serviceability: (i) When received or accepted (ii) Prior to being released for loading into an aircraft (iii) The ULD Operational Damage Limits Notice (ODLN) is attached to the ULD. (GM)  ROOT CAUSE  FM05 - Inadequate Supervision  FINAL ACTION TAKEN  The QHSE Department revised the Safety Management System Manual (M-DE01-10001257-009 SMS, Chapter 5) under Change Notice CHG-2025-SMS-01, integrating the requirements of ORM 1.1.3 and ORM 1.4.4 into a unified Change Management Framework within the Safety Management System. | AHM Chapter 6 | 3       |
|       | 610 Safety Management  FINDINGS  ORM 2.3.1 The provider shall have procedures to ensure unit load devices (ULDs) are inspected to identify damage and to determine airworthiness and serviceability: (i) When received or accepted (ii) Prior to being released for loading into an aircraft (iii) The ULD Operational Damage Limits Notice (ODLN) is attached to the ULD. (GM)  ROOT CAUSE  FM05 - Inadequate Supervision  FINAL ACTION TAKEN  The QHSE Department revised the Safety Management System Manual (M-DE01-10001257-009 SMS, Chapter 5) under Change Notice CHG-2025-SMS-01, integrating the requirements of ORM 1.1.3 and ORM 1.4.4 into a unified Change Management Framework within the Safety Management System.     | AHM Chapter 6 | 2       |
|       | 615 Monitoring Program  | AHM Chapter 6 | 1       |



EXECUTIVE SUMMARY

AUDIT CHECKLIST FLIGHT OBSERVATION

**AUDIT RESULTS** 

**CAR REPORT** 

AUDIT ANALYTICS

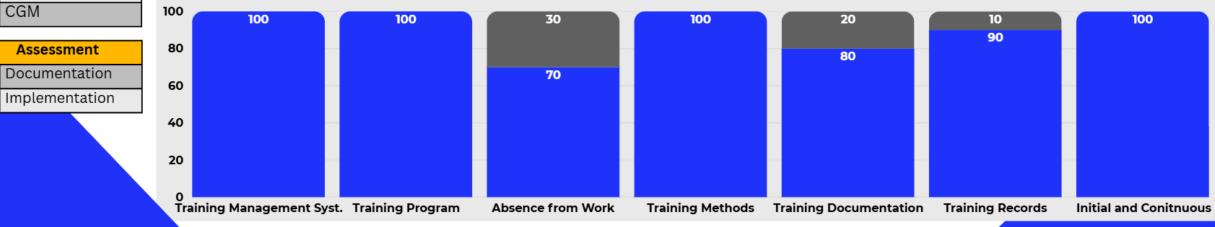
#### **IAT - Sample GHSP**

**SHOW ANALYTICS FOR** 











**EXECUTIVE SUMMARY** 

AUDIT CHECKLIST FLIGHT OBSERVATION

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**CAR REPORT** 

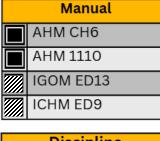
AUDIT ANALYTICS

#### **IAT - Sample GHSP**

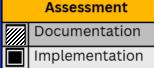
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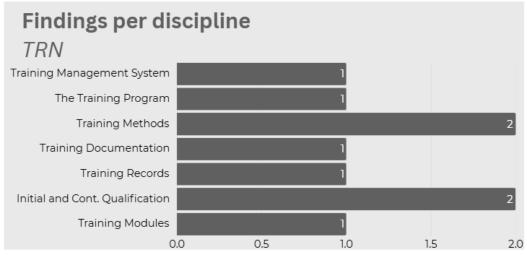


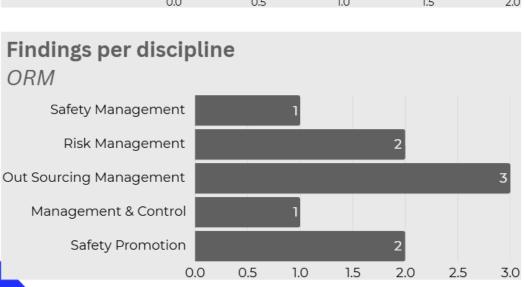


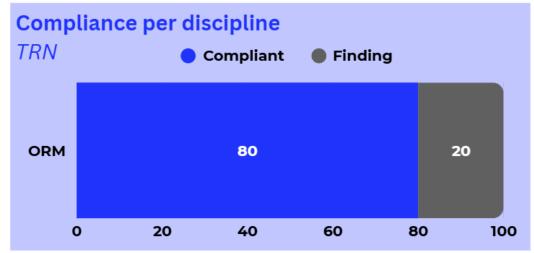


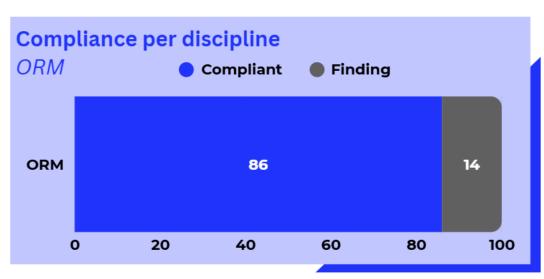
















# 2026 audit application process

1: Log into the IATA Customer Portal or register to create your company account at IATA Customer Portal at <a href="https://portal.iata.org/s/">https://portal.iata.org/s/</a>

2: If you already have access to <u>OneSource</u> you will have OneSource in your "My services" if not, request access to OneSource services and create your stations accounts

3: Then, you will be able to request the ISAGO initial audits for your Headquarters (MHQ) and as a minimum one station (STN) that your GHSP wishes to accredit

4: IATA will send you the MS form for completion via our IATA Legal Portal to initiate the audit agreement

5: In parallel, sign up for the OPS Portal by completing the online form at OPS Portal and once the completed form is received, IATA will send you an invitation link to access to OPS Portal. The OPS Portal is the tool that will allow your GHSP to perform your gap analysis.



# 2026 audit application process

6: Publish your company MHQ and STN gap analysis against applicable Industry standards (IGOM, AHM ch.6, AHM 1110 and ICHM) and prepare for the audit

7: Complete your GHSP profile in IATA Connect

8: Then IATA will be able to process the GHSP signed audit agreement and will issue the invoice

9: IATA will assign your audits to an ISAGO agent (GOA).

10: The GOA will take care of the coordination of the audit dates and logistics (assign auditor, arrange travel if required, etc.)

**Note**: GHSP must ensure there will be flight operations at the time of the audit

**Note**: For GHSPs with Cargo in scope, the GOSM 10 Rev 1 CGM is still applicable for all audit with open meeting date as of 28 February 2026



