



ISAGO Program Manual
Edition 3 Temporary Revision 2

Effective 04 October 2021





**Temporary Revision 2
GOPM Ed3**

Reference: GOPM Ed3-TR2

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ISAGO Program Manual

Notification of Amendment

Purpose

The purpose of this Temporary Revision (TR2) is to notify the amendment to the ISAGO Program Manual (GOPM) Edition 3 to address the continuing impact of the COVID-19 pandemic on ISAGO audits.

The publication of GOPM Ed 3 in December 2020 consolidated the temporary measures to address the immediate impact of the pandemic. Travel restrictions prevented the conduct of onsite audits for the continuation of ISAGO Registrations and Station Accreditations. The impact of the pandemic continued into 2021-22 and still in some parts of the world the situation has not improved enough. Hence the measures defined in the ISAGO support program are reviewed and the changes are presented in this TR2.

Applicability

This TR2 is effective from 04 October 2021 and supersedes the TR1 GOPM Ed3. The TR remains in effect until revoked or superseded by the next edition of the GOPM.


The changes detailed in the TR2 shall apply to:

1. GSPs that wish to undergo an initial and/or renewal ISAGO audit where an onsite audit is not possible due to travel restrictions.
2. GSPs that underwent a remote audit resulting in provisional ISAGO Registration / Station Accreditation and are in the process of their audit renewal.

IATA will monitor the impact of the pandemic and the implications of the ISAGO COVID-19 Support Program. The provisions in Annex I will be reviewed regularly and may be modified or withdrawn.

Indication of Changes Made


The changes and new/amended text of the GOPM are detailed in this TR2 and should be compared with the text of GOPM Edition 3. **All changes addressed in TR2 in comparison to TR1 are marked in color.**

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Governance

The changes of this TR were agreed by the ISAGO Oversight Council and have been subject to the Manual Approval Process as outlined in the GOPM Introduction. The amendment may be subject to further review and approval when publishing the next edition of the GOPM.

	Name	Date
Reviewed by:	Gurdeep Singh Manager, ISAGO Audit Program	28 September 2021
Recommended by:	Monika Mejstrikova Director, Ground Operations - OSS	29 September 2021
Approved by:	Nick Careen Senior Vice President, Operations, Safety and Security	30 September 2021

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Changes/New and Amended Text of the Temporary Revision


Annex I - ISAGO COVID-19 Support Program (Revised 20 September 2021)

1 Introduction

- 1.1 In 2020, working under the governance of the ISAGO Oversight Council (GOC) and the guidance of the Safety, Flight and Ground Operations Advisory Council (SFGOAC), and in alignment with the IATA Board's declaration of the five principles for re-starting aviation, the ISAGO program was revised temporarily to offer a safety focused, attainable, flexible, and effective approach in light of the COVID-19.
- 1.2 ISAGO Support Program was reviewed in July 2020, when an alternative auditing method (remote audit) if travel restrictions prevented an onsite audit was introduced. Onsite ISAGO renewal audits could still take place were practicable. Initial ISAGO audits for ISAGO Registration or Station Accreditation purposes were excluded from the support program at that time.
- 1.3 Since, the remote audits were conducted using the reduced checklist it was decided that closure of a remote audit will result in a provisional ISAGO Registration or Station Accreditation valid for 12 months. Due to the continuing impact of the COVID-19 pandemic, we have extended the availability of remote audit option for Registration/Station Accreditation expiring up to 30 June 2022 with the condition that remote audit must be conducted before 31 December 2021. Remote audit option will not be available effective 01 January 2022.
- 1.4 We had hoped the COVID-19 impact would be subsided by now, but the situation is still uncertain in many countries, which prevent the conduct of the onsite audit, and a second remote audit is not applicable where previous audit was conducted remotely. Hence, we are introducing the measures of Extenuating Circumstances (EC) applicable for the renewal of provisional ISAGO Registration/Station Accreditation.
- 1.5 Utilization of reduced audit checklist for Headquarters audit does not seem as a viable option, therefore, going forward, the remote audit option (with reduced audit scope) won't be possible for GSPs' Headquarters, however, it will be replaced by the desktop audit that will utilize the full scope ISAGO checklist and will provide the possibility to perform the audit virtually.

2 Applicability

- 2.1 The ISAGO COVID-19 Support Program and a remote audit and/or EC application are not options if not necessary. An ISAGO audit must, wherever feasible, take place onsite as per the program requirements outlined in the GOPM Ed3 except for the Headquarters desktop audit. All audits will be assigned to ISAGO Agents (GOAs) as usual and planning for onsite audit must take place between the GOA and GSP. This is a pre-requisites for any further condition of the Support Program.
- 2.2 The Annex I applies to:
 - a) GSPs that wish to undergo an initial and/or renewal audit where an onsite audit is not possible before the expiry date of your ISAGO Registration / Station Accreditation due travel restrictions.
 - b) GSPs that underwent a remote audit resulting in provisional ISAGO Registration / Station Accreditation and are in the process of their audit renewal.

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2.3 IATA will monitor the impact of the pandemic and the implications on the ISAGO program. This Annex I will be reviewed regularly and may be modified or withdrawn.

3 Renewal of ISAGO Registration/Station Accreditation expiring prior to 30 June 2022 through remote audit option

3.1 All GSPs with ISAGO Registration/Station Accreditation expiring prior 30 June 2022 should have initiated planning of their renewal audits to ensure that audits will happen 180 days prior the expiration. Those GSPs should have signed the audit agreement, paid the fee, and their audit should have been allocated to GOA for scheduling.

3.2 Combined and station renewal audits, expiring prior 30 June 2022, that are yet to be performed and planning to be finalized should be performed by conducting an onsite audit. However, if not feasible, a remote audit will be available as an alternative option until the end of 2021.

3.3 If a remote audit is agreed between GSP and GOA, it must be scheduled and performed prior 31 December 2021. Remote Audit option will not be available effective 01 January 2022.

3.4 A remote audit scheduled to take place prior to 31 December 2021 cannot be postponed beyond this date. Closure of a remote audit will result in a provisional ISAGO Combined or Station Accreditation valid for 12 months from the closing meeting, which means that GSP will need to schedule onsite renewal audit in 2022.

3.5 The remote audit will be performed using the applicable reduced checklist specified in the Interim GOSM Edition 10. The GSP is always provided with a copy of the IGOSM upon signing the agreement to conduct the remote audit.

3.6 A remote audit option will not be available for GSPs' Headquarters effective 04 October 2021. Headquarters audits shall be performed either as a desktop audit or as regular onsite audit. Both will have 24 months validity from the original expiry date. A desktop audit will be performed as a normal audit except it will be done virtually and therefore no auditor travel and accommodation are associated. A complete set of checklists as applicable to GSP's operations and based on GOSM Edition 10 will be used for any audit. The audit days are specified in table 3.1 of the GOPM.

3.7 If the renewal of the ISAGO Registration or Station Accreditation is performed as a normal onsite audit, the ISAGO Registration or Station Accreditation period will be 24 months from the original expiry date.


3.8 If the GSP won't use the option of a remote audit and an onsite audit is not possible prior expiry date, they will have an option to apply for EC as described in section 4.

3.9 Refer to Figure I.1 for Headquarters and Figure I.2 for combined and station audits for various action flow.

4 Renewal of regular Station Accreditations and provisional Station Accreditations (applicable to GSPs that previously underwent a remote audit)

4.1 If the travel restrictions prevent the conduct of an onsite audit before the expiry date and/or second remote audit is not applicable GSP will have the option to apply for Extenuating Circumstances (EC) for the renewal of their regular and provisional ISAGO Station Accreditation as per below conditions.

EC extension up to 180 days - EC can be applied if it is not possible to undergo an onsite audit due travel restrictions or unavoidable conditions caused by the COVID-19 outbreak. EC under this situation may be granted up to 180 days from the expiry date if an onsite audit is planned however, prevented from happening

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before expiry date. The expiry date of the associated regular and/or provisional ISAGO Station Accreditation does not change but you are granted extension up to 180 days beyond the expiry date, in which the onsite audit shall be completed, meaning performed and closed.

- 1) GSP must liaise with their assigned ISAGO Agent to evaluate the possibility of conducting the onsite audit before applying for EC. ISAGO Agent will also brief IATA on the GSP situation.
- 2) The GSP will notify IATA with their current situation and the significant reasons to apply for EC.
- 3) EC won't be approved until a minimum of 30 days prior the expiry date when it's clear that onsite audit is not possible despite all effort invested by the GSP and GOA.
- 4) The GSP will receive an email from IATA, copied to the assigned ISAGO Agent. The email will confirm EC has been granted and specify the date when the EC expires. The e-mail can serve as a confirmation that GSP remains on the ISAGO Registry and can be shared with external parties.
- 5) The GSP shall endeavour to conform to the applicable ISAGO Standards during the period of EC.

4.2 For the continuation of the ISAGO Station Accreditation, the renewal onsite audit must be performed and closed before the deadline date of the extended Station Accreditation under EC. GSP should not leave the audit closure for the last minute, there won't be any further extension granted. The renewal audit will need to be declared closed and delivered to IATA by the Lead Auditor prior the expiry date of the EC.

4.3 If the GSP can't perform and close the audit before expiry of the EC conditions their Station Accreditation will expiry and won't be further extended. In such cases, GSP will need to undergo an initial audit when the travel restrictions allow. Upon request, GSP will be provided with an IATA letter defining the conditions of the ISAGO Station Accreditation expiry.

4.4 If the travel restrictions are elevated and a renewal audit is completed prior the expiry date however, there is not a sufficient time to address and close all the findings prior the expiry date, GSP will have the option to apply for Extenuating Circumstances (EC) for the renewal of their regular and provisional ISAGO Station Accreditation as per below conditions.

Extension up to 90 days - Application of EC for audits that were conducted before expiry date, but it is not possible for GSP to complete the follow-up activities to close an ISAGO audit within the required time due to unavoidable conditions and limitations caused by the COVID-19. EC under this situation may be granted extension up to 90 days.

- 1) The GSP and the Lead Auditor will notify IATA with difficulties and unavoidable reasons why they cannot close the findings and apply for EC.
- 2) The GSP will receive an email from IATA with notification to the audit team and ISAGO Agent. If approved the email will confirm EC has been granted and specify the date that the EC will end.
- 3) The purpose of granting EC is to provide more time to close all findings. During this time, the GSP must keep the audit team aware of the progress.
- 4) GSP should not leave the audit closure for the last minute, there won't be any further extension granted. The renewal audit will need to be declared closed and delivered to IATA by the Lead Auditor prior the expiry date of the EC.

4.5 Validity of any Station Accreditation, for which any EC condition was approved, will be 24 months from the original expiry date of the regular or provisional ISAGO Station Accreditation.

4.6 Refer to Figure I.2 for Combined and Station audits action flow.



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Fig I. 1 Headquarters Registration

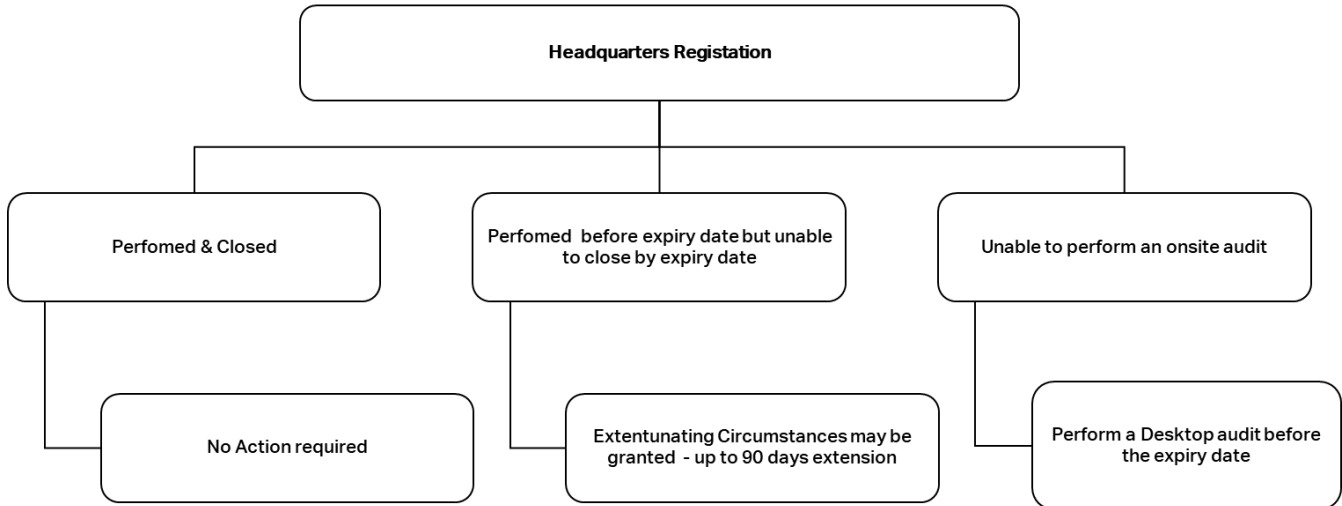
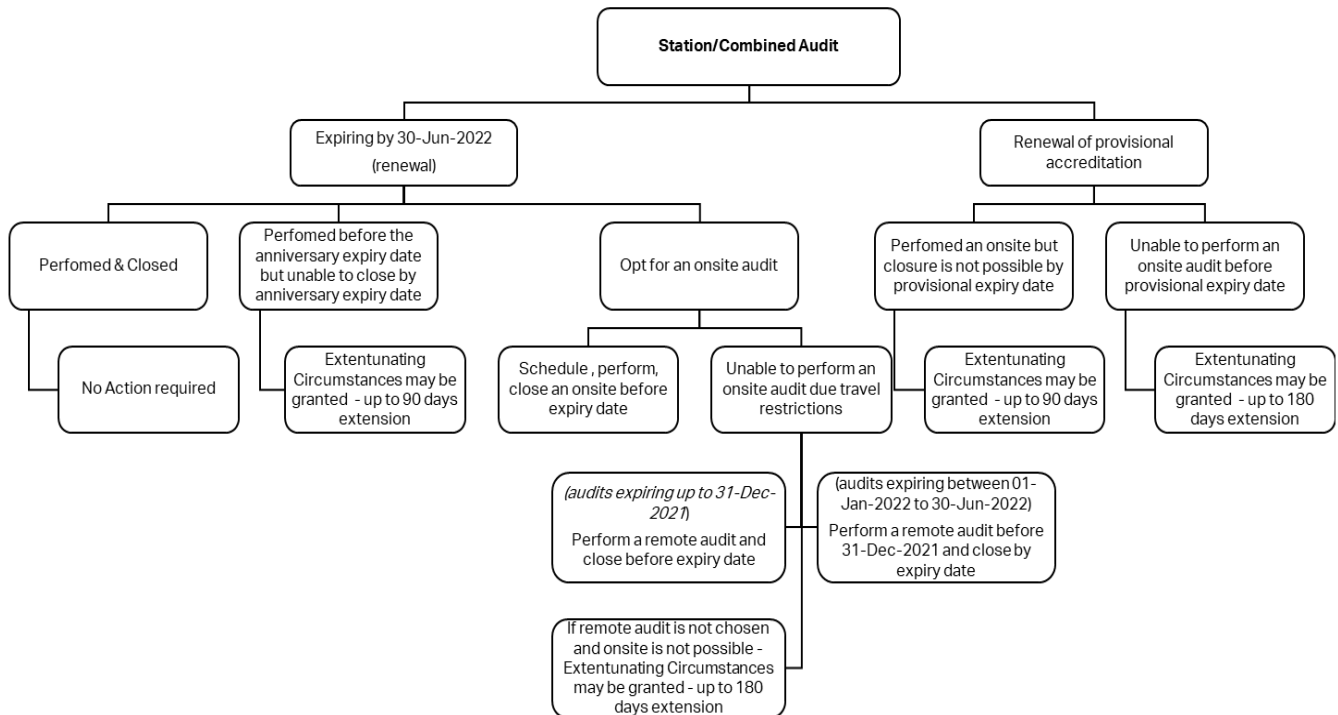



Fig I. 2 Station Accreditation (applicable to station and combined audits)



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5 Provisional ISAGO Registration and Station Accreditation

- 5.1 Upon closure of the remote audit and to mitigate the use of a reduced checklist, a provisional ISAGO Registration or Station Accreditation will be valid for a period of 12 months from the date of the closing meeting of the remote audit.
- 5.2 A certificate will not be provided for the provisional ISAGO Registration or Station Accreditation but will be annotated on the ISAGO Registry (*The ISAGO Registration/Station Accreditation was renewed provisionally by a Remote Audit.*) with other details, including the new expiry date, and an e-mail will be sent to the GSP to confirm the remote audit conduct and provisional ISAGO Registration or Station Accreditation.

6 Resumption of ISAGO Registration and Station Accreditation

- 6.1 Where a provisional ISAGO Registration or Station Accreditation has been granted, full ISAGO Registration or Station Accreditation status can be achieved by conducting and closing an onsite renewal audit before the provisional ISAGO Registration or Station Accreditation expires.
- 6.2 IATA will automatically schedule the normal onsite renewal audit in accordance with Section 3 of this GOPM. You will have to provide an updated Organization Exposition.
- 6.3 The renewed ISAGO Registration or Station Accreditation in full will be annotated on the Registry and a certificate will be issued upon the closure and approval of the normal onsite renewal audit.
- 6.4 The ISAGO Registration or Station Accreditation will be valid for a period of 24 months from the date of the original and/or provisional expiry.

7 Initial ISAGO Registration and Station Accreditation

- 7.1 As of 1 April 2021, and while the ISAGO COVID-19 Support Program has been in place, an initial Headquarters Audit for the purpose of an Initial ISAGO Registration could have been performed as a desktop audit. A Headquarters desktop audit utilizes the full ISAGO checklist and it's completed through a virtual means. GSPs has an option to go through either an initial desktop audit or an onsite audit.
- 7.2 Initial Station Accreditation – Initial Station Accreditation audit has to take place within four calendar months of the date of the Headquarters Audit closing meeting as per program rule GOPM Edition 3. If travel restrictions prevent the conduct of the onsite audit, EC under this situation may be granted extension up to 90 days. The station onsite audit must be performed before the expiry of the EC. GSP must liaise with their assigned ISAGO Agent to evaluate the possibility of conducting the onsite audit within four calendar months following the Headquarters audit before applying for EC. ISAGO Agent will also brief IATA on the GSP situation. The GSP will receive an email from IATA, with copy to the assigned ISAGO Agent confirming the conditions of the EC.
- 7.3 An initial ISAGO Registration by means of an initial combined audit or an initial Station Accreditation by means of an initial station audit must be performed as a regular onsite audit.

8 Audit Category and Allocation

- 8.1 The Audit Category of a remote audit is a renewal audit. The difference is that the audit will be performed remotely (there will be no travel or accommodation costs) and a reduced checklist applies.



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- 8.2 The Audit Category of a Headquarters desktop audit for the purpose of an initial ISAGO Registration is an initial audit. The Audit Category of a Headquarters desktop audit for the purpose of renewing an ISAGO Registration is a renewal audit
- 8.3 IATA will allocate the audit(s) to an ISAGO Agent once the Schedule C to the Audit Agreement is signed by the GSP.
- 8.4 All payments due to IATA and the ISAGO Agent must be received at least one month prior to the audit commencing else the audit will be cancelled. There will be no exception to this requirement.

9 Remote Audit Scheduling

- 9.1 The ISAGO Agent and GSP will confirm the scope and expected starting date of the remote audit.
- 9.2 The ISAGO Agent will ensure that the GSP is willing and able to provide the audit team with the documentation as planned and requested by the auditor.
- 9.3 The audit days specified in Table I.1 will be used for the remote audit. The audit days reflect the checklist as specified in the IGOSM for each type of audit.

Table I.1 – Audit days (remote audit)

Audit Scope (Discipline)	Remote Audit
ORM	1.0
LOD	0.5
PAB	0.5
HDL	1.0
AGM	0.5
CGM	0.5
Total	4.0


Note: Not applicable to Initial Audits

10 Remote Audit Conduct

- 10.1 The objective of the remote audit is to ensure that the level of conformity and management of operational safety is sustained in ground operations.
- 10.2 A remote audit includes a documentation review by the ISAGO auditor **as well implementation assessment as much feasible (examination of records, meeting notes, data, staff interview etc.)**. The documentation is provided by the GSP as hard copy manuals or, more likely, access is given to the auditors to view electronic files or online material. The ISAGO auditor will communicate and conduct interviews with GSP staff by remote means.

Remote Audit Pre-Activities

- 10.3 The Lead Auditor shall arrange a remote stakeholder meeting (preferably by videoconference) at least three weeks before the start to discuss and agree the audit scope and program of activities, including:
 - a) Use of the applicable checklists and standards;

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- b) Remote audit documentation review methodology;
- c) Remote audit implementation review methodology (differences from onsite audits);
- d) The technology to be used for virtual meetings (video/tele-conferencing software, tele-messaging etc.);
- e) Documentation and records to be provided by the GSP;
Note: All documentation should be in English Language or alternative measures have to be arranged to allow understanding.
- f) Documentation and records access (cloud server, file sharing platform, documentation software etc.).
- g) Any authorizations required in advance to access the software, records, etc.;
- h) Any authorizations required for the use of live video to complement the examination of records (note that the use of live video may also involve recording, distribution and storage);
- i) Personnel to be interviewed and contact details (deputies if needed);
- j) Scheduling of interviews, time slots, the number and the duration; and
- k) Provision of interpreters (if necessary).


10.4 The Lead Auditor shall develop a remote audit plan in conjunction with the rest of the audit team and GSP. The remote audit plan should include:

- a) The names and contact details (telephone and email address) of all persons involved in the remote audit, including observation by IATA and any follow-up activity to close findings;
Note: Station personnel may be interviewed during the assessment of an operational discipline during any audit.
- b) A complete and agreed list of all applicable IGOSM GOSARPs;
- c) A complete list of documents to be assessed, including documentary references for each applicable IGOSM GOSARPs;
Note: Station documents and records may also be sampled during a Headquarters or Combined audit.
- d) A controlled copy of all documents listed in c) - the documentation must be in a format that the auditor can use without modification or restriction (including search facility but copy and printing may be disabled);
- e) A provisional timetable – the timetable does not have to follow a daily routine but should accommodate factors such as the availability of persons, time zones and deadlines; and
- f) A pre-audit test – the audit team should arrange to test of the communications and documentation access, including back-up facilities, to ensure that the audit can start and complete as planned.

10.5 The Lead Auditor shall report to IATA, through the ISAGO Agent, any issues that arise that may prevent the start and completion of the remote audit, or any change in scope that is identified in planning the audit.

10.6 **The Lead Auditor in cooperation with GOA shall ensure that the audit checklist is enabled in the audit software at least two weeks prior to the opening meeting.**

10.7 **The GSP shall upload the documentary references for the audit into the audit software at least a week prior to the opening meeting.**


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Remote Audit Activities

- 10.8 The Lead Auditor shall open the remote audit by hosting and chairing a virtual remote opening meeting.
- 10.9 The objective of the remote opening meeting is to confirm and agree the activities of the remote audit, including:
- a) The GSP shall provide or give access to the documentation and records requested by the audit team and the documentary references for each applicable IGOSM GOSARP;
 - b) The audit team shall assess the documentation and records for conformity (,documented and implemented ') with the relevant GOSARP and record the assessment in the audit software;
 - c) When and how the progress made during the remote audit will be reported and discussed.
- 10.10 A remote Headquarters audit will cover all applicable GOSARPs specified in the Interim GOSM. The documentation will be assessed for organization-wide conformity of all applicable GOSARPs and include verification of the distribution of documentation to stations. Examination of records as described in **Error! Reference source not found.** will be used to determine implementation of the applicable ORM policies and processes at the stations. Sampling of the records will be employed if there are multiple stations.
- 10.11 A remote station audit will cover all applicable GOSARPs specified in the Interim GOSM. The auditor will not assess documentation that is provided by the Headquarters for implementation at the station. However, the auditor will assess locally developed and implemented procedures for conformity with the relevant GOSARP. Implementation of all applicable GOSARPs will be assessed by examination of records kept by the GSP and interviewing staff. Such records (training, meeting notes, internal audit reports, operational records/flight files etc.) should demonstrate that a process or procedure has been performed successfully. The use of live video may, if practicable and authorized, be used to perform an Auditor observation to complement the examination of records.
- 10.12 A remote combined audit will assess the documentation for conformity with all the applicable GOSARPs. Examination of records as described in **Error! Reference source not found.** will be used to determine implementation of the applicable policies and processes and station procedures.
- 10.13 The Lead Auditor shall close the remote audit by hosting and chairing a virtual remote closing meeting.
- 10.14 The Lead Auditor will provide the GSP with the result of the remote audit and details of any nonconformities raised to seek the GSP's agreement of the Findings.
- 10.15 The Lead Auditor shall provide the GSP will access in the audit software to the Corrective Action Records (CARs) and set a date whereby the Corrective Action Plan (CAPs) must be approved.

Remote Audit Closure

- 10.16 The closure of the remote audit will be conducted in the same way as the closure of a normal ISAGO Audit. All Findings must be closed, and the audit report submitted by the Lead Auditor to IATA before the applicable deadline or expiry date.
- 10.17 All audits must be closed by the Lead Auditor and delivered to IATA before the Registration/Station Accreditation expiry date and/or before the extended Registration/Station Accreditation extended under EC option.

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11 Remote Audit Report and Registry Annotations

- 11.1 The audit report will be submitted by the Lead Auditor to IATA and communication shall be copied to GSP also.
- 11.2 The audit report will be made available from the ISAGO Registry to airlines that execute an ISAGO airline agreement.
- 11.3 An appropriate annotation will be posted on the ISAGO Registry to notify the status of the ISAGO Registration or Station Accreditation and other relevant information (such as timelines).

12 Scheme of Charges

- 12.1 The fees and charges for a remote audit are specified in Table I.2.

Table I.2 – ISAGO Audit Fee (Remote Audits)

Service (Payee)	Element	Fee/Charge (USD)	Notes
ISAGO Audit Fee (GSP)	ISAGO Auditor professional fee	700 per person per audit day	The ISAGO Auditor professional fee applies to all ISAGO Auditors regardless of status and the total is dependent upon audit scope according to Table I.1 or Table 3.1 for initial audits
	ISAGO Auditor Supplement	700 per audit day	See 12.2
	Rest Day Supplement	N/A	See 12.3
	ISAGO Agent (GOA) administration	1000	
	IATA administration	1000	

- 12.2 ISAGO Auditor Supplement. An additional fee is charged to the GSP to cover the work done by the audit team in planning, preparation and post audit activities. The ISAGO Auditor Supplement is two audit days if the remote audit scope includes four or more disciplines, and one audit day if the remote audit scope includes three or less disciplines. If more than one ISAGO Auditor is involved, the ISAGO Auditor Supplement is divided between the audit team as specified in Section 10 Scheme of Charges Table 10.1.
- 12.3 Rest Day *Supplement*. No Rest Day Supplement will be paid.

13 Travel Policy

- 13.1 The auditor shall comply with all health requirements while engaged in an ISAGO audit, including when travelling and while onsite.
- 13.2 The audit team will not be subjected to travel restrictions, COVID-19 testing or required quarantine when conducting an ISAGO remote audit.

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