



ISAGO Program Manual
Edition 3 Temporary Revision 1

Effective 10 February 2021





**Temporary Revision 1
GOPM Ed3**

Reference:	GOPM Ed3-TR1
Issue date:	10 February 2021
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ISAGO Program Manual

Notification of Amendment

Purpose

The purpose of this Temporary Revision (TR1) is to notify the amendment to the ISAGO Program Manual (GOPM) Edition 3 to address changes prior to the issue of a new edition and the address the continuing impact of the COVID-19 pandemic on ISAGO audits.

Temporary Revisions 1 and 2 to the GOPM Edition 2 were issued in 2020 to address the immediate impact of the pandemic. Global flight operations were severely impacted and stringent travel restrictions prevented the conduct of scheduled renewal audits for the continuation of ISAGO Registrations and Station Accreditations. The publication of Edition 3 of the GOPM in December 2020 consolidated the temporary measures.

It was expected mid-2020 that the temporary measures could be cancelled by April 2021 as a recovery took place. However, the impact of the pandemic continued into 2021 in many cases more severely and a review of the temporary measures, to address the foreseeable future, was needed. The results are presented in this Temporary Revision.

Applicability

This TR1 is effective from 10 February 2021.

The ISAGO COVID-19 Support Program and a Remote Audit is not an option where it is not necessary. An ISAGO audit for the renewal of Registrations and Station Accreditations and also initial Registrations and Station Accreditations shall take place as normal as per the program requirements wherever possible. However, restrictions may still exist that prevent a normal audit from taking place. The provisions in this TR1 and Annex I apply for this reason.

The revised Annex I to the GOPM Edition 3 as detailed in this TR1 shall apply only to:

1. ISAGO audits that were granted extenuating circumstances due to the impact of the pandemic and an extension of an ISAGO Registration or Station Accreditation expiry date was given by IATA; and/or
2. ISAGO audits (including initial audits for ISAGO Registration) where COVID-19 travel restrictions will prevent an onsite audit taking place.

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 The provisions in Annex I will be reviewed regularly and may be modified or withdrawn.

General Overview of the Amendment

To address the impact of the pandemic (severe travel restrictions; significantly reduced operations, GSP staffing and finances; and inherent health risks) an alternative method of conducting a renewal audit was developed. The initial measure was to conduct the audit remotely and then an onsite follow-up audit (for a Combined or Station) would subsequently take place. Both audits would use a reduced checklist (published in the Interim ISAGO Standards Manual) to reduce the cost and timelines for both activities were specified.

Early 2021 it became clear that the first batch of onsite follow-up audits, due in the first half of 2021, could not take place or the scheduling would present significant risk. In addition, in consideration of the time elapsed, if an onsite audit can take place then it should be a full audit. A review of the temporary measures concluded that the best way forward was to introduce a provisional one year registration/station accreditation period after a remote audit within which a full onsite renewal could be planned and performed (on the assumption that travel restrictions would eventually subside in the second half of 2021). To provide further relief, a full onsite audit allows a resumption of the normal program.

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Indication of Changes Made

The changes and new/amended text of the GOPM are detailed in this TR1 and should be compared with the text of GOPM Edition 3.

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 & Paul Fleming Head, Ground Ops Audits	February 2021
Recommended by:	Catalin Cotrut Director, Audit Programs	February 2021
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Changes/New and Amended Text of the Temporary Revision

Annex I - ISAGO COVID-19 Support Program (Revised 10 February 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 The first measure in March 2020 was to introduce extenuating circumstances applied to ISAGO Registrations and Station Accreditations if, because of the COVID-19, renewal audits couldn't be performed or a performed audit couldn't be closed prior to the ISAGO Registration or Station Accreditation expiry date. The extenuating circumstances granted up to 180 days following the expiry date to perform the renewal audit or up to 90 days to close the audit.
- 1.3 The second measure in July 2020 was to introduce an alternative auditing method if travel restrictions prevented an onsite auditor presence. The alternative auditing method involved an interim assessment by a Remote Audit and (except in the case of the Headquarters), within six months after closure, an Onsite Follow-up Audit when at the time it was expected to be possible. The Remote and Onsite Follow-up Audits also utilized a reduced checklist to ease the financial and resource burden of the GSP that had suffered a significant downturn in business. Normal ISAGO Renewal Audits could still take place where practicable. Initial ISAGO Audits for ISAGO Registration or Station Accreditation purposes were excluded from the support program at this time.
- 1.4 Due to the continuing impact of the COVID-19 pandemic in 2021 (the uncertainty, diverse implementation of travel restrictions and reduced operations) the support program was reviewed in January 2021. The review concluded that, in consideration of the length of time since a full audit was last performed and if an onsite visit was possible, the Onsite Follow-up Audit should be replaced by a full onsite audit. The normal program could then be resumed. This Annex I was revised accordingly..

2 Applicability

- 2.1 The ISAGO COVID-19 Support Program and a Remote Audit is not an option where it is not necessary. An ISAGO audit for the renewal of an ISAGO Registration or a Station Accreditation or an initial audit for an ISAGO Registration or a Station Accreditation shall, wherever practicable, take place as normal as per the program requirements outlined in this GOPM. However, restrictions may still exist that prevent a normal audit from taking place. The provisions in this Annex I apply for this reason.
- 2.2 This Annex I applies only to:
 - a) ISAGO audits that were granted extenuating circumstances due to the impact of the pandemic and an extension of an ISAGO Registration or Station Accreditation expiry date was given by IATA; and/or
 - b) ISAGO audits (including initial audits for ISAGO Registration) where COVID-19 travel restrictions will prevent an onsite audit taking place.
- 2.3 **An audit confirmed before 10 February 2021 will be performed as arranged unless circumstances make it no longer practicable.**

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- 2.4 The ISAGO COVID-19 Support Program is not expected to be available for the renewal of an ISAGO Registration or a Station Accreditation that expires after 30 September 2021.
- 2.5 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 Audits Expiring Before 1 April 2021 (With or Without Extenuating Circumstances)

- 3.1 All audits for the renewal of an ISAGO Registration or a Station Accreditation that were extended under extenuating circumstances, have yet to be performed and are due to expire before 1 April 2021 shall be performed by a Remote Audit if restrictions prevent a normal audit taking place.
- 3.2 The Remote Audit will be performed using the Interim GOSM, which specifies reduced checklists for a documentation review. The checklists will be based on GOSM Edition 9 but selected specifically for the audit of a GSP that is impacted by the pandemic. The GSP will be provided with a copy of the IGOSM upon signing an agreement to conduct the Remote Audit.
- 3.3 The Remote Audit must be performed and closed before 1 April 2021 (see Figure I.1). Closure of a Remote Audit will result in a Provisional ISAGO Registration or Station Accreditation valid for 12 months (see section 5).
- 3.4 A Headquarters Audit for the renewal of an ISAGO Registration can, if requested by the GSP, be performed as a Headquarters Desktop Audit. The audit will be performed as a normal audit except it will be offsite and therefore no auditor travel and accommodation are needed. A full checklist of applicable GOSARPs in GOSM Edition 9 and the audit days as specified in table 3.1 of this GOPM apply. If an ISAGO Registration is renewed by the closure of a Headquarters Desktop Audit, a Provisional ISAGO Registration will not apply. The ISAGO Registration period will be 24 months from the date of the Headquarters Desktop Audit closing meeting.
- 3.5 If renewed by the closure of a normal onsite audit and the ISAGO Registration or Station Accreditation expiry date was extended, the ISAGO Registration or Station Accreditation period will be 24 months from the date of the onsite audit closing meeting (see Figure I.1).

4 Renewal of ISAGO Registrations and Station Accreditations Expiring From 1 April 2021

- 4.1 The expiry date of an ISAGO Registration or a Station Accreditation that expires from 1 April 2021 will not be extended. For the continuation of the ISAGO Registration or Station Accreditation, the renewal audit must be performed and closed before the applicable expiry date (see Figure I.2).
- 4.2 The renewal audit will be performed by a Remote Audit if restrictions prevent a normal audit taking place.
- 4.3 The Remote Audit will be performed using the applicable reduced checklist specified in the Interim GOSM. The Interim GOSM will be based on GOSM Edition 10.
- 4.4 A Headquarters Audit for the renewal of an ISAGO Registration can be performed as a Headquarters Desktop Audit as outlined in 3.4 except GOSM Edition 10 is applicable.
- 4.5 A Remote Audit scheduled to take place before 1 October 2021 cannot be postponed beyond this date and a cancellation will result in removal from the audit schedule.
- 4.6 The Remote Audit option is not expected to be available for the renewal of an ISAGO Registration or a Station Accreditation that expires after 30 September 2021.

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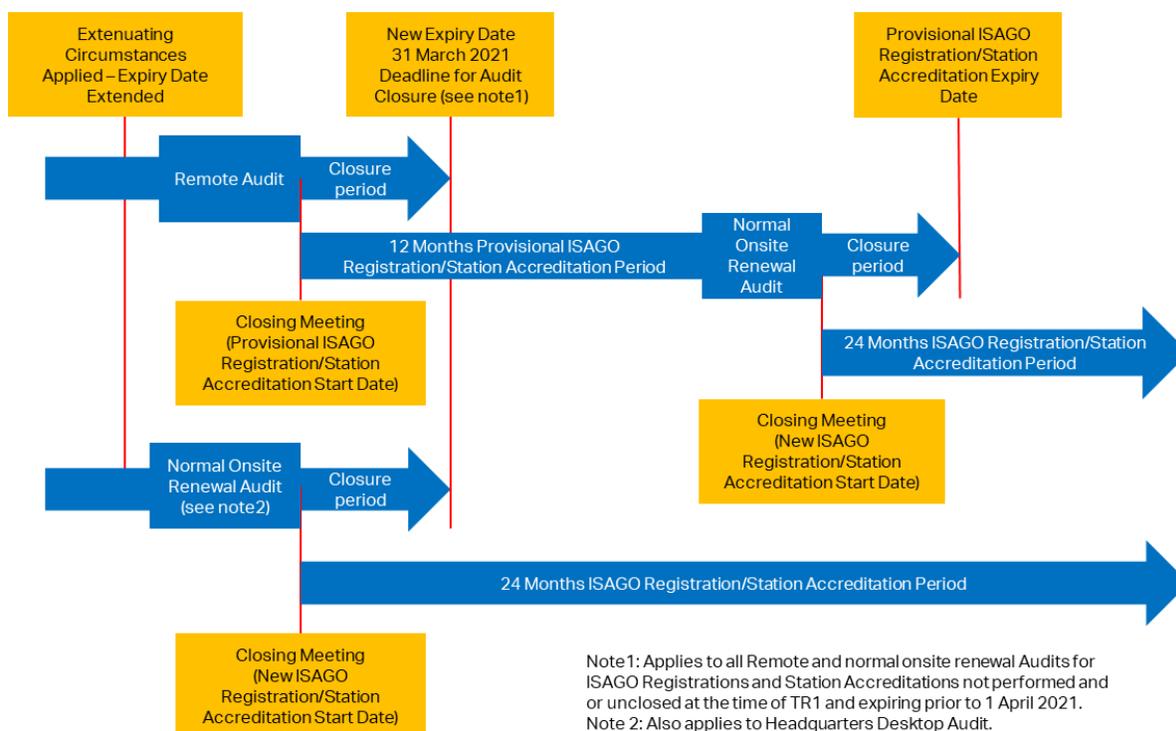
5 Provisional ISAGO Registration and Station Accreditation

- 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 (see Figure I.1 and Figure I.2).
- 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.

6 Resumption of ISAGO Registration and Station Accreditation

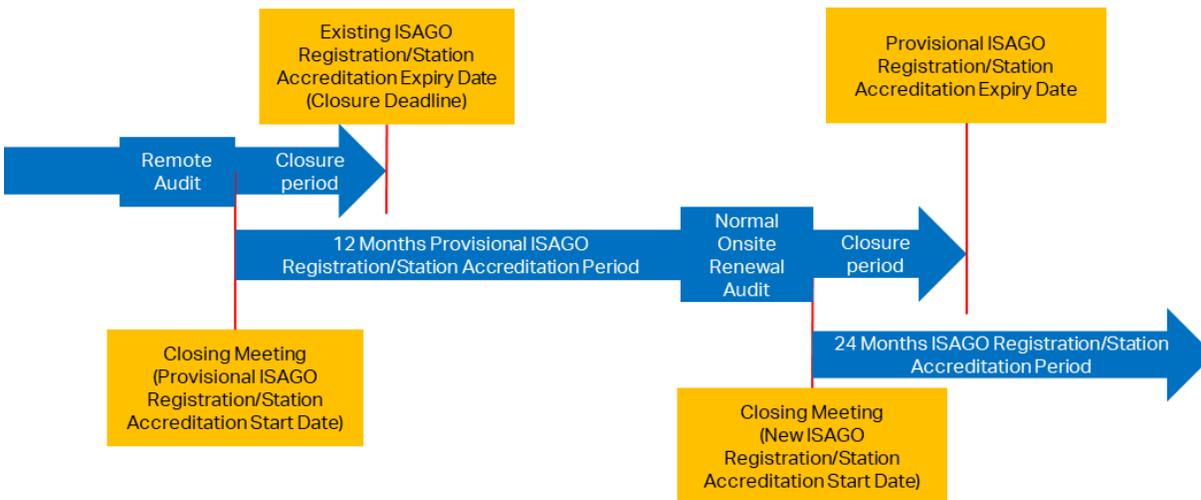
- 6.1 Where a Provisional ISAGO Registration or Station Accreditation has been granted, full ISAGO Registration or Station Accreditation status can be achieved by the closure of a normal onsite renewal audit before the provisional ISAGO Registration or Station Accreditation expires.
- 6.2 IATA will automatically 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 normal onsite renewal audit closing meeting.

Figure I.1 – Timelines Applicable to an ISAGO Registration & Station Accreditation Expiring Before 1 April 2021



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Figure I.2 – Timelines Applicable to a Remote Audit for an ISAGO Registration & Station Accreditation Expiring After 31 March 2021



7 Initial ISAGO Registration and Station Accreditation

- 7.1 From 1 April 2021 and while the ISAGO COVID-19 Support Program is in place, an initial Headquarters Audit for the purpose of an Initial ISAGO Registration will be performed by a Headquarters Desktop Audit if restrictions prevent a normal audit taking place.
- 7.2 A Headquarters Desktop Audit will be performed using the full checklist and audit days as specified in table 3.1 of this GOPM. The only difference from a normal Headquarters Audit is the audit team will not be onsite. The audit will be performed against the applicable GOSARPs in GOSM Edition 10 and in the manner described in **Error! Reference source not found.**
- 7.3 The Initial ISAGO Registration by means of a Headquarters Desktop Audit shall comply with the process outlined in Section 2 of this GOPM and Figure 2.1. This means that an Initial Station Accreditation Audit has to take place within four calendar months of the date of the Headquarters Desktop Audit onsite closing meeting. Allowance must be given in the scheduling of the audits to ensure this is possible.
- 7.4 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 normal and onsite.

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.
- 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 (as permitted in 3.4 and 4.4) is a Renewal Audit

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- 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. 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:
- Use of the applicable checklists and standards;
 - Remote audit documentation review methodology;
 - Remote audit implementation review methodology (differences from onsite audits);
 - The technology to be used for virtual meetings (video/tele-conferencing software, tele-messaging etc.);
 - Documentation and records to be provided by the GSP;

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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 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 Quality and any Follow-up activity to close findings;

Note: Station personnel may be interviewed during the assessment of an operational discipline during a Headquarters or Combined 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 shall ensure that the audit checklist is enabled in the audit software at least three weeks prior to the Opening Meeting.

10.7 The GSP shall upload the documentary references for the audit into the audit software at least two weeks prior to the Opening Meeting.

Remote Audit Activities

10.8 The Lead Auditor shall open the Remote Audit by hosting and chairing a virtual Remote Audit Opening Meeting.

10.9 The objective of the Remote Audit 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;

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- 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) The audit team may use information submitted in an Extenuating Circumstances Questionnaire, if available, in the assessment; and
- d) 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 Audit 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 Quality before the applicable deadline or expiry date.

11 Remote Audit Report and Registry Annotations

11.1 The audit report submitted by the Lead Auditor shall be subjected to the satisfactory completion of an IATA Quality check prior to approval by SVP-SFO.

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).

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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 Audit.

- END -