



A GSP Bulletin provides essential information to Ground Service Providers on matters of an ISAGO Audit, ISAGO Registration or Station Accreditation or the requirements of the ISAGO Audit Program. It is published by IATA as necessary, reviewed periodically and remains in force until revoked.

## **2020/15 ISAGO Registration of an IOSA Registered Airline that Provides Ground Services - Temporary Revision (TR3) to the ISAGO Program Manual (GOPM) & Temporary Revision (TR1) to the ISAGO Standards Manual (GOSM)**

Temporary Revision (TR3) to the ISAGO Program Manual (GOPM) 2<sup>nd</sup> Edition and Temporary Revision (TR1) to the ISAGO Standards Manual (GOSM) 9<sup>th</sup> Edition are effective 12 November 2020. The TRs introduce the eligibility criteria, program requirements and auditing standards for the ISAGO registration of the ground services provided by an airline that is IOSA registered.

The ISAGO Audit for the purpose of granting the ISAGO Registration recognizes the relevant results of the IOSA audit, particularly in Organization and Management (ORG) as well as Ground Operations (GRH), Security (SEC) and Cargo (CGO) management. The Airline's ground handling operations can therefore be audited using a reduced checklist, which is detailed in the TR1 to the GOSM.

Conditions apply and are explained in the TRs. The ISAGO Audit for ISAGO Registration will be conducted in accordance with the ISAGO program rules for a Combined Audit.

The GOPM TR3 and the GOSM TR1 are attached to this GSP Bulletin.

For any query and further clarification do not hesitate to contact us on [gosm@iata.org](mailto:gosm@iata.org).

**Approved by:** Paul Fleming, Head, Ground Ops Audits

**Date:** 12 November 2020



**GSP Bulletins currently in force:**

2018/7	15 June 2018, Corrective Action Records
2018/9	16 August 2018, Guidelines for Auditees - ISAGO Audit Software User Manual & ISAGO Audit Follow-Up Activities
2019/1	2 January 2019, GOPM Edition 2
2019/4	17 May 2019, Temporary Revision 1 to GOSM Edition 8
2019/5	10 October 2019, ISAGO Registration/Station Accreditation Press Releases and Use of IATA Brand and ISAGO Logos
2019/7	20 December 2019, Audit Allocation 2020
2020/1	15 January 2020, ISAGO Standards Manual (GOSM) Edition 9
2020/4	25 March 2020, ISAGO Program Manual (GOPM) Temporary Revision (TR) 1, Coronavirus (COVID-19) Measures for ISAGO Audits
2020/5	31 March 2020, Application of Extenuating Circumstances to the Impact of COVID-19
2020/6	21 April 2020, ISAGO Renewal Audits in Extenuating Circumstances
2020/7	30 June 2020, Implementation of ISAGO COVID-19 Support Program, ISAGO Program Manual TR2
2020/8	13 July 2020, Extenuating Circumstances Expiry Date (Limited Distribution)
2020/9	13 July 2020, Active Implementation in ISAGO Audits (Limited Distribution)
2020/10	20 July 2020, ISAGO Program Changes Webinar for GSPs (Limited Distribution)
2020/12	4 August 2020, Remote Audit Considerations (Limited Distribution)
2020/13	7 October 2020, Post-Audit Survey
2020/14	20 October 2020, Revision 1 to Interim ISAGO Standards Manual (IGOSM) First Edition (Limited Distribution)
2020/15	12 November 2020, ISAGO Registration of an IOSA Registered Airline that Provides Ground Services - Temporary Revision (TR3) to the ISAGO Program Manual (GOPM) & Temporary Revision (TR1) to the ISAGO Standards Manual (GOSM)



**ISAGO Program Manual**  
**Edition 2 Temporary Revision 3**  
**Effective 12 November 2020**





Temporary Revision 3  
GOPM Ed2


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**ISAGO Program Manual**  
**Notification of Amendment**

**Purpose**

The purpose of this Temporary Revision (TR3) is to notify the amendment to the ISAGO Program Manual (GOPM) Edition 2 to address changes prior to the issue of a new edition and the post COVID-19 recovery plan.

This TR3 amendment to the ISAGO Program enables an Airline that is IOSA registered and provides ground handling services to apply for ISAGO Registration under a dedicated scheme that takes its IOSA Registration into consideration.

**Applicability**

**This TR3 is effective from 01 November 2020.** The TR3 remains in effect until superseded by the next TR or next edition of the GOPM.

The new Annex H to the GOPM Edition 2 as detailed in this TR applies to IOSA registered airlines applying for ISAGO registration and providing ground services for its own operations (self-handling) and third-party airlines.

The Airline's ground handling operations can be audited using a reduced checklist. GOSARPs that are covered by an ISARP during the last IOSA audit are not included except in the case of the management and control of ground handling operations within the scope of ISAGO. In this exception the essential GOSARPs are included within the ISAGO audit but only to ensure that the ground handling operations are integral in the Airline's management and control systems.


**General Overview of the Amendment**

The TR3 introduces new Annex H to the GOPM Ed2 which includes the requirements and eligibility criteria for ISAGO registration of IOSA airlines providing ground handling services. TR3 should be read in conjunction with the ISAGO Standards Manual (GOSM) Edition 9 TR1 containing reduced checklist for IOSA registered airlines applying for ISAGO and GOPM Ed2 (including previous TRs).

**Indication of Changes Made**

The addition of Annex H to the GOPM are detailed in this TR. You can compare the new text with, if relevant, the text of Edition 2.


**It is important that you review the changes in relation to the rest of Edition 2.**

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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 & Paul Fleming Head, Ground Ops Audits	October 2020
Recommended by:	Catalin Cotrut Director, Audit Programs	October 2020
Approved by:	Gilberto Lopez Meyer Senior Vice President, Safety and Flight Operations	November 2020

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**New Annex H to GOPM Edition 2**

# Annex H – IOSA-Registered Airline Applying for ISAGO Registration

## 1 Introduction

- 1.1 Since inception, the ISAGO Program has drawn similarities from the IOSA Program. The objective and the audit methodology for both programs are similar. The objectives and scope of the IOSA Standards and Recommended Practices (ISARPs) related to ground handling and ISAGO Standards and Recommended Practices (GOSARPs) are almost the same. In addition, the management systems defined by both programs have similar requirements and recommendations. An IOSA-registered Airline providing ground services within the scope of ISAGO will therefore have undergone an IOSA audit of its Organization and Management (ORG) as well as Ground Operations (GRH), Security (SEC) and Cargo (CGO) management that is equivalent or comparable to an ISAGO audit covering the same areas. Hence, for ISAGO Registration purposes, the Airline may be audited against a reduced checklist of GOSARPs.
- 1.2 The ISAGO audit is intended to provide assurance of conformity with applicable GOSARPs for ground operations provided by the Airline for its own operations (self-handling) and to third-party airlines at one or more stations (Airports).
- 1.3 Unless specified otherwise in this Annex H, all ISAGO program rules and requirements of the GOPM shall apply.

## 2 Applicability


- 2.1 This Annex H to the GOPM is available and applicable only to an IOSA registered airline providing ground services.

## 3 Eligibility

- 3.1 Airline must be an IOSA registered member with valid membership.
- 3.2 The Airline must always be IOSA-registered without restrictions during this period or the ISAGO Registration will be suspended or cancelled.
- 3.3 The ISAGO Registration may be granted to a subsidiary of the Airline provided that the subsidiary is a legal entity in its own right but the Airline has overall management and control of the ground operations provided as self-handling, provided for third party operators/airlines and of outsourced ground operations.
- 3.4 A subsidiary of an Airline providing ground operations that is a separate legal entity and has its own management and control systems cannot take advantage of the Airline's IOSA Registration.

## 4 ISAGO Registration

- 4.1 The ISAGO Audit will be conducted in accordance with the ISAGO program rules for an Initial Combined Audit. A subsequent ISAGO Registration will therefore be valid for a period of 24 months from the date of the closing meeting of the onsite audit.

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- 4.2 Because the ISAGO Audit is an Initial Combined Audit it is expected that the Headquarters of the Airline (or its ground operations subsidiary) is co-located with the airport that is the home base of the Airline's flight operations. The "station" aspects (implementation) will be audited on the ground operations at the home base. The assessment of conformity will cover the provision of ground operations for self-handling and third-party customer airlines if provided. If the Airline also provides ground operations at other airports, the ISAGO Audit will also assess conformity with the ISAGO standards associated with corporate or Headquarters management and provision of the ground operations at the other stations on a sampling basis.
- 4.3 If the Headquarters of the Airline (or its ground operations subsidiary) is not co-located with an airport, the ground operations provided at the location of its home base will be audited. This may incur additional costs due to the locations and travel involved.
- 4.4 An Airline (or its ground operations subsidiary) that is ISAGO registered by benefiting from its IOSA registration may apply for an ISAGO Accreditation at a station other than its home base. The Station Accreditation will be granted upon the successful completion of an Initial Station Audit at the station concerned. The Initial Station Audit for this purpose will use a full checklist.

## 5 Audit Standards

- 5.1 The audit will use a checklist of GOSARPs as applicable from the list specified in Table D.1 of the GOSM. The table indicates where an ISARP corresponding to the GOSARP exists. Where the corresponding ISARP is a recommended practice (as marked with an asterisk (\*)), the GOSARP will not apply in full if the last IOSA audit of the ISARP is in conformity or a relevant part of the GOSARP will not apply if covered by ISARP conformity. A GOSARP that is a recommended practice will apply as normal, i.e. conformity is optional.
- 5.2 Auditor Observations for all applicable GOSARPs would be performed as normal, including ground operations conducted for customer airlines.


## 6 Audit Allocation

- 6.1 The Airline will execute an ISAGO Audit Agreement with IATA prior to the processing of any audit arrangements.
- 6.2 IATA will notify the Airline of the scope of the Audit in a Schedule C to the Audit Agreement and IATA will allocate the Audit to an ISAGO Agent once the Schedule C is signed.

## 7 Audit Scheduling

- 7.1 The ISAGO Agent and Airline will confirm the scope and expected starting date of the Audits.
- 7.2 The ISAGO Agent is responsible to select the audit team and arranging travel and accommodation. The Airline may, in coordination with the ISAGO Agent, arrange the travel and accommodation in accordance with the ISAGO travel policy in Annex E.
- 7.3 The ISAGO Agent should ensure that a selected ISAGO Auditor is qualified to conduct the Audit.
- 7.4 The Audit Days specified in Table H.1 shall apply.



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**Table H.1 – Audit Days**

Audit Scope (Discipline)	Audit Days
ORM	0.5
LOD	0.5
PAB	0.5
HDL	1.0
AGM	1.0
CGM	0.5
<b>Total</b>	<b>4.0</b>

Note: An audit day is used for audit planning and costing purposes. It is not the actual time taken or intended to be taken to complete the audit.

## 8 Pre-Audit Activities

- 8.1.1 Detailed pre-audit activities are defined in Section 6 of the GOPM.
- 8.1.2 The audit team assigned to conduct the Audit will be provided with a summary of the last IOSA audit that includes the conformity assessment of the identified corresponding ISARPs, including those that are recommended practices.
- 8.1.3 The Lead Auditor shall ensure that the audit checklist is enabled in the audit software prior to the Opening Meeting.
- 8.1.4 The Airline shall upload the documentary references for the audit into the audit software prior to the Opening Meeting.

## 9 Audit Conduct and Closure

- 9.1 The Audit and its closure will be conducted in the same way as a normal ISAGO Audit as defined in Sections 2 and 6 of the GOPM.

## 10 ISAGO Audit Report

- 10.1 The audit report submitted by the Lead Auditor will be subject to the satisfactory completion of an IATA Quality check prior to approval by SVP SFO.
- 10.2 ISAGO Audit Report will be subject to the requirements of Section 7 of the GOPM and made available from the ISAGO Registry to the Airlines that execute an ISAGO Airline Membership Agreement.

## 11 Scheme of Charges

- 11.1 The audit fee and charges are as specified in Annex C of the GOPM. Audit team travel and accommodation costs (and visa fee if applicable) are payable by the Airline.



**ISAGO Standards Manual**  
**Edition 9 Temporary Revision 1**

**Effective 12 Nov 2020**





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GOSM Ed9


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## ISAGO Standards Manual

### Notification of Amendment

#### Purpose

The purpose of this Temporary Revision (TR1) is to notify the amendment to the ISAGO Standards Manual (GOSM) Edition 9, Revision 1 to introduce the standards and checklist applicable to audit of an IOSA-registered Airline performing ground handling operations to achieve an ISAGO Registration.

#### Applicability

This Temporary revision – T1 is effective from 12 November 2020.

#### General Overview of the Amendment

Since inception, the ISAGO Program has drawn similarities from the IATA Operator Safety Audit (IOSA) Program. The objective and the audit methodology for both programs are similar. The objectives and scope of the IOSA Standards and Recommended Practices (ISARPs) related to ground handling and ISAGO Standards and Recommended Practices (GOSARPs) are almost the same. In addition, the management systems defined by both programs have similar requirements and recommendations. An IOSA-registered Airline performing ground handling operations within the scope of ISAGO will therefore have undergone an IOSA audit of its Organization and Management (ORG) as well as Ground Operations (GRH), Security (SEC) and Cargo (CGO) management that is equivalent or comparable to an ISAGO audit covering the same areas. Hence, for ISAGO Registration purposes, the Airline may be audited against a reduced scope of GOSARPs.


#### Indication of Changes Made

The changes and new/amended text of the GOSM are captured in a new Attachment D as detailed in this TR.

#### 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 GOSM Introduction. The amendment may be subject to further review and approval when publishing the next revision or edition of the GOSM.

	Name	Date
Reviewed by:	Grace Otieno Manager, ISAGO Standards & Paul Fleming Head, Ground Ops Audits	28 October 2020
Recommended by:	Catalin Cotrut Director, Audit Programs	28 October 2020

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## Changes/New and Amended Text of the Temporary Revision

### Attachment D to GOSM Edition 9

#### ISAGO Registration of an IOSA-Registered Airline Performing Ground Handling Operations

##### 1. Introduction

- 1.1. The ISAGO Audit for the purpose of ISAGO Registration of the Airline will be conducted as an Initial Combined Audit at the Airline's home base. The assessment of the GOSARPs will cover the ground operations conducted for the Airline (as self-handling) and, if applicable, for other operators.
- 1.2. Because the ISAGO Audit is an Initial Combined Audit it is expected that the Headquarters for the ground operations of the Airline (or its subsidiary) are co-located with the home base of the Airline's flight operations and this is also where the "station" aspects will be audited. A sampling process will be adopted if ground operations, self-handling or third-party, are also provided at other stations. An Airline (or its subsidiary) may apply for an ISAGO Accreditation at a station other than its home base subject to the conduct of a normal (Initial) Station Audit specifically for this purpose.
- 1.3. Full details of the ISAGO audit process and other procedural matters are included in the ISAGO Program Manual (GOPM).

##### 2. Checklist

- 2.1 Table D.1 specifies the GOSARPs applicable for a full scope Combined Audit of an IOSA-registered Airline. The scope of the audit and applicability of GOSARPs will be determined when the audit is requested and planned as per normal procedure.
- 2.2 Table D.1 indicates where an ISARP corresponding to the GOSARP exists. Where the corresponding ISARP is a recommended practice (as marked with an asterisk (\*)), the GOSARP will not apply in full if the last IOSA audit of the ISARP is in conformity or a relevant part of the GOSARP will not apply if covered by ISARP conformity. A GOSARP that is a recommended practice will apply as normal, i.e. conformity is optional.
- 2.3 Auditor Observations for all applicable GOSARPs would be performed as normal, including ground operations conducted for customer airlines.



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**Table D.1 – Reduced Audit Scope Combined Audit for an IOSA-Registered Airline**

GOSM (Edition 9) Section		Applicable GOSARP	IOSA reference (Edition 13)
<b>Section 1 — Organization and Management (ORM)</b>			
<b>1 Management and Control</b>  Note: The purpose of including these GOSARPs is only to ensure that the management and control of ground operations within the scope of ISAGO are integral in the Airline's management and control systems	1.1 Organization and Accountability	ORM 1.1.1	—
		ORM 1.1.5	—
	1.2 Management Commitment	ORM 1.2.1	ORG 1.2.1 ORG 1.2.3 ORG 3.1.3 ORG 3.1.4* ORG 3.1.5*
		ORM 1.2.2	—
	1.3 Safety and Quality	ORM 1.3.1	ORG 4.1.1 ORG 4.1.4
		ORM 1.3.3	ORG 3.1.3
		ORM 1.3.5	ORG 3.3.10 ORG 3.3.11
		ORM 1.3.6	—
		ORM 1.3.7	ORG 3.4.1
		ORM 1.3.9	—
		ORM 1.3.11	—
	1.4 Management Review	ORM 1.4.3	ORG 3.2.1
		ORM 1.4.6	ORG 1.5.2
	1.5 Communication	ORM 1.5.1	ORG 1.4.2
	1.6 Outsourcing Quality Control Program	ORM 1.6.1	ORG 3.5.1
		ORM 1.6.2	ORG 3.5.1
		ORM 1.6.3	—
ORM 1.6.4		—	
1.7 Security Program	ORM 1.7.1	—	
<b>2. Ground Operation Management</b>	2.1 Ground Service Equipment Maintenance	ORM 2.1.1	—
	2.2 GSE Technical Requirements	ORM 2.2.1	—
		ORM 2.2.2	—
	2.3 Unit Load Device Airworthiness and Serviceability	ORM 2.3.1	—
	2.4 ULD Loading	ORM 2.4.1	—
		ORM 2.4.2	—
	2.5 ULD Handling and Storage	ORM 2.5.1	—



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**Table D.1 – Reduced Audit Scope Combined Audit for an IOSA-Registered Airline**

<b>Table D.1 – Reduced Audit Scope Combined Audit for an IOSA-Registered Airline</b>			
<b>GOSM (Edition 9) Section</b>		<b>Applicable GOSARP</b>	<b>IOSA reference (Edition 13)</b>
		ORM 2.5.2	—
	2.6 Facilities and Equipment	ORM 2.6.1	—
	2.7 Station Airside Supervision and Safety	ORM 2.7.2	—
	2.8 Airside Fire Safety	ORM 2.8.1	—
	2.9 Airside Cleanliness	ORM 2.9.1	—
		ORM 2.9.2	—
	2.10 Airside Severe Weather Plan	ORM 2.10.1	—
	2.11 Passenger Safety	ORM 2.11.1	—
	2.12 Personnel Safety	ORM 2.12.1	—
<b>3. Documentation</b>	3.1 Documentation System	ORM 3.1.1	—
	3.2 Operational Manuals	ORM 3.2.1	—
		ORM 3.2.2	—
		ORM 3.2.3	—
3.3 Records System	ORM 3.3.1	—	
<b>4. Training</b>	4.1 Training Program and Qualifications	ORM 4.1.6	—
		ORM 4.1.7	—
		ORM 4.1.9	—
	4.2 Security Training	ORM 4.2.1	—
	4.3 Safety Training	ORM 4.3.1	ORG 1.1.10
<b>Section 2 — Load Control</b>			
<b>1. Operational Procedures</b>	1.1 Process Management and Information Communication	LOD 1.1.1	GRH 3.3.1
			GRH 3.3.2
		LOD 1.1.2	GRH 3.3.2
	1.2 Load Planning	LOD 1.2.1	—
		LOD 1.2.2	—
		LOD 1.2.3	—
		LOD 1.2.4	—
	1.3 Aircraft Offloading/Loading Supervision	LOD 1.3.1	GRH 3.4.1
	1.4 Load Sheet Production	LOD 1.4.1	GRH 3.3.1
			GRH 3.3.2
		LOD 1.4.2	—
		LOD 1.4.3	GRH 3.3.1 (iv)
	1.5 Post-Departure Messaging and Reports	LOD 1.5.1	—



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**Table D.1 – Reduced Audit Scope Combined Audit for an IOSA-Registered Airline**

GOSM (Edition 9) Section		Applicable GOSARP	IOSA reference (Edition 13)
		LOD 1.5.2	GRH 3.3.1 GRH 3.3.4 GRH 3.3.7 GRH 3.3.8
<b>2. Special Procedures</b>	2.1 DCS System Set-up and Data Management	LOD 2.1.1	—
		LOD 2.1.2	—
	2.2 Manual Calculation of Weight and Balance	LOD 2.2.1	—
		LOD 2.2.2	—
	2.3 Notification to Captain (NOTOC)	LOD 2.3.1	GRH 3.3.4
2.4 Managing Discrepancies	LOD 2.4.1	—	
<b>3. Documentation</b>	3.1 Documentation Control	LOD 3.1.1	—
		LOD 3.1.2	—
		LOD 3.1.3	GRH 3.3.5 GRH 3.3.7
<b>4. Training</b>	4.1 Load Control Training Program	LOD 4.1.1	GRH 2.2.3 GRH 2.2.4*
		<b>Section 3 — Passenger and Baggage Handling (PAB)</b>	
<b>1. Operational Procedures</b>	1.1 Check-in	PAB 1.1.1	—
		PAB 1.1.2	—
		PAB 1.1.3	—
		PAB 1.1.4	—
		PAB 1.1.6	—
		PAB 1.1.8	GRH 3.1.5
		PAB 1.1.10	—
<b>2. Special Procedures</b>	2.1 Special Category Passengers	PAB 2.1.3	GRH 3.1.5
	2.2 Carriage of Weapons	PAB 2.2.4	—
	2.3 Weight Measurement	PAB 2.3.1	—
	2.4 Dangerous Goods	PAB 2.4.1	GRH 1.6.7 GRH 1.6.8* GRH 3.4.6
		PAB 2.4.2	GRH 3.1.3
	2.5 Security	PAB 2.5.2	—
PAB 2.5.4		GRH 3.7.3	





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**Table D.1 – Reduced Audit Scope Combined Audit for an IOSA-Registered Airline**

GOSM (Edition 9) Section		Applicable GOSARP	IOSA reference (Edition 13)
		PAB 2.5.5	—
<b>3. Documentation</b>	3.1 General	PAB 3.1.1	GRH 1.6.1 GRH 1.6.2
		PAB 3.1.2	—
<b>4. Training</b>	4.1 Passenger and Baggage Operations Training Program	PAB 4.1.1	—
		PAB 4.1.2	GRH 2.2.3 GRH 2.2.4*
		PAB 4.1.4	—
<b>Section 5 — Aircraft Handling and Loading (HDL)</b>			
<b>1. Operational Procedures</b>	1.1 Aircraft Access	HDL 1.1.1	GRH 3.2.6*
		HDL 1.1.2	—
		HDL 1.1.3	—
		HDL 1.1.4	—
		HDL 1.1.5	—
		HDL 1.1.6	GRH 3.2.6*
		HDL 1.1.7	—
	1.2 Ground Support Equipment (GSE)	HDL 1.2.1	GRH 3.5.3
		HDL 1.2.2	GRH 3.5.1*
		HDL 1.2.3	GRH 3.5.1*
		HDL 1.2.4	GRH 3.5.1*
		HDL 1.2.5	GRH 3.5.1*
		HDL 1.2.6	GRH 3.5.1*
		HDL 1.2.7	GRH 3.5.1*
		HDL 1.2.8	—
		HDL 1.2.9	—
		HDL 1.2.10	—
		HDL 1.2.11	—
		HDL 1.2.12	GRH 3.5.1*
		HDL 1.2.13	GRH 3.5.2* GRH 4.1.5
	1.3 Boarding Bridge and Stairs Inspection	HDL 1.3.1	—
	1.4 Passenger Boarding Bridge	HDL 1.4.1	GRH 3.5.1*
		HDL 1.4.2	—



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GOSM Ed9

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**Table D.1 – Reduced Audit Scope Combined Audit for an IOSA-Registered Airline**

GOSM (Edition 9) Section	Applicable GOSARP	IOSA reference (Edition 13)	
	HDL 1.4.3	—	
	HDL 1.4.4	—	
	HDL 1.4.5	—	
	HDL 1.4.6	—	
	HDL 1.4.7	—	
	1.5 Aircraft Servicing	HDL 1.5.2	—
		HDL 1.5.3	—
		HDL 1.5.4	—
		HDL 1.5.5	—
	1.7 Catering	HDL 1.7.1	—
		HDL 1.7.2	—
		HDL 1.7.3	—
		HDL 1.7.4	—
		HDL 1.7.5	—
		HDL 1.7.6	—
		HDL 1.7.7	—
		HDL 1.7.8	—
	1.8 Aircraft Loading Offloading Operations	HDL 1.8.2	GRH 3.2.1
		HDL 1.8.3	—
		HDL 1.8.4	GRH 3.4.14
		HDL 1.8.5	—
		HDL 1.8.6	GRH 3.3.1
		HDL 1.8.7	GRH 3.3.1
		HDL 1.8.8	GRH 3.4.8
		HDL 1.8.9	—
		HDL 1.8.10	GRH 3.4.5
		1.9 Load Positioning	HDL 1.9.1
1.10 Loading Equipment	HDL 1.10.1	GRH 3.5.1*	
	HDL 1.10.2	GRH 3.5.1*	
1.11 In-Plane Loading	HDL 1.11.1	—	
	HDL 1.11.2	—	
	HDL 1.11.3	—	
<b>2. Special Procedures</b>	2.1 Dangerous Goods	HDL 2.1.2	GRH 3.4.2



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GOSM (Edition 9) Section		Applicable GOSARP	IOSA reference (Edition 13)
	2.2 Other Special Loading	HDL 2.1.4	GRH 3.3.7
		HDL 2.2.1	—
	2.3 Security	HDL 2.2.2	—
		HDL 2.3.1	SEC 3.6.10 SEC 3.6.11*
		HDL 2.3.2	SEC 3.6.6
		HDL 2.3.3	GRH 3.7.2
		HDL 2.3.4	GRH 3.7.1
		HDL 2.3.5	SEC 3.1.1
<b>3. Documentation</b>	3.1 General Documentation	HDL 3.1.1	GRH 1.6.1 GRH 1.6.2
		HDL 3.1.2	—
<b>4. Training</b>	4.1 Aircraft Handling and Loading Training Program	HDL 4.1.1	—
		HDL 4.1.2	GRH 2.2.3 GRH 2.2.4*
		HDL 4.1.4	GRH 2.2.3 GRH 2.2.4*
		HDL 4.1.5	GRH 2.2.3 GRH 2.2.4*
		HDL 4.1.6	GRH 2.2.3 GRH 2.2.4*
<b>Section 6 — Aircraft Ground Movement (AGM)</b>			
<b>1. Operational Procedures</b>	1.1 Aircraft Taxi-in Arrival	AGM 1.1.2	GRH 3.2.2
		AGM 1.1.3	GRH 3.2.3
	1.2 Aircraft Marshalling	AGM 1.2.1	GRH 3.2.9
		AGM 1.2.2	GRH 3.2.9
	1.3 Aircraft Pushback and Towing	AGM 1.3.1	GRH 3.2.8
		AGM 1.3.2	—
		AGM 1.3.4	—
		AGM 1.3.5	—
		AGM 1.3.7	—
		AGM 1.3.10	—
		AGM 1.3.11	—



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GOSM (Edition 9) Section		Applicable GOSARP	IOSA reference (Edition 13)	
		AGM 1.3.14	—	
		AGM 1.3.16	—	
	1.4 Conventional Tractor and Tow Bar	AGM 1.4.1	—	
		AGM 1.4.2	—	
		AGM 1.4.3	—	
		AGM 1.4.4	—	
	1.5 Specific Requirements for Towing Operation	AGM 1.5.1	—	
		AGM 1.5.2	—	
		AGM 1.5.3	—	
		AGM 1.5.4	—	
	<b>2. Special Procedures</b>	2.1 Main Gear Tractor	AGM 2.1.1	—
			AGM 2.1.2	—
AGM 2.1.3			—	
AGM 2.1.4			—	
AGM 2.1.5			—	
AGM 2.1.6			—	
AGM 2.1.7			—	
2.2 Taxi-Out Departure		AGM 2.2.1	—	
2.3 Engine Start Using Air Start Unit	AGM 2.3.1	—		
<b>3. Documentation</b>	3.1 General	AGM 3.1.1	GRH 1.6.1 GRH 1.6.2	
		AGM 3.1.2	—	
<b>4. Training</b>	4.1 Aircraft Ground Movement Training Program	AGM 4.1.1	—	
		AGM 4.1.2	GRH 2.2.3 GRH 2.2.4*	
		AGM 4.1.3	GRH 2.2.3 GRH 2.2.4*	
<b>Section 7 — Cargo and Mail Handling (CGM)</b>				
<b>1. Operational Procedure</b>	1.2 Cargo Acceptance	CGM 1.2.1	—	
		CGM 1.2.2	—	
		CGM 1.2.3	—	
		CGM 1.2.4	—	
		CGM 1.2.5	—	



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<b>GOSM (Edition 9) Section</b>	<b>Applicable GOSARP</b>	<b>IOSA reference (Edition 13)</b>	
	CGM 1.2.6	—	
	1.3 Shipment Verification	CGM 1.3.1	—
		CGM 1.3.2	—
		CGM 1.3.3	—
		CGM 1.3.4	—
	1.4 Cargo Bulk Loads Preparation	CGM 1.4.1	—
		CGM 1.4.2	—
		CGM 1.4.3	—
		CGM 1.4.4	—
		CGM 1.4.5	—
	1.5 Shipments Movement	CGM 1.5.1	—
	1.6 Cargo and Mail Communication	CGM 1.6.1	—
		CGM 1.6.2	—
	<b>2. Special Procedures</b>	2.1 Special Cargo Dangerous Goods	CGM 2.1.5
2.2 Other Special Cargo		CGM 2.2.1	—
		CGM 2.2.2	—
		CGM 2.2.3	—
		CGM 2.2.4	—
2.4 Cargo Security	CGM 2.4.2	—	
	CGM 3.1.1	—	
<b>3. Documentation</b>	3.1 General	CGM 3.1.2	—

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