



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.

2020/16 ISAGO PROGRAM MANUAL EDITION 3

IATA, in collaboration with the ISAGO Oversight Council (GOC), has developed the 3rd Edition of the ISAGO Program Manual (GOPM).

The major changes are indicated in the document. All Temporary Revisions to Edition 2 are incorporated.

The GOPM Edition 3 is effective January 2021 and is available on the ISAGO website. Click this [link](#) to view or download a copy.

Approved by: Paul Fleming, Head, Ground Ops Audits

Date: 29 December 2020



The following GSP Bulletins are hereby revoked

2019/1	2 January 2019, GOPM Edition 2
2019/7	20 December 2019, Audit Allocation 2020
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
2020/7	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)
2020/10	20 July 2020, ISAGO Program Changes Webinar for GSPs (Limited Distribution)

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
2019/4	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
2020/1	15 January 2020, ISAGO Standards Manual (GOSM) Edition 9
2020/6	23 June 2020, Auditing Effectiveness in ISAGO
2020/9	13 July 2020, Active Implementation in ISAGO Audits (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)
2020/16	29 December 2020, ISAGO Program Manual Edition 3