



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.

2021/1 ISAGO OPEN FORUM WEBINARS

The ISAGO Oversight Council (GOC) at its 25th meeting (9-10 September 2020) requested IATA to organize periodic open forums to engage with GSPs and airline members. Under the circumstances at the time, the GOC meeting was conducted virtually using communication technology that is now in common daily and business use. The GOC considered that IATA should use the same technology and its convenience to improve communication with all stakeholders. We have already done this when arranging information and training webinars to announce and discuss program changes. To address the GOC action, we can do the same and arrange webinars of an open forum nature.

To kickstart the program, we have scheduled three GSP Open Forums as follows:

Session	Date	Time (Montreal Time)
2021/1	16 March 2021	8:00 to 10:00 am EDT
2021/2	15 June 2021	12:00 to 14:00 pm EDT
2021/3	5 October 2021	09:00 to 11:00 am EDT

To be put on the GSP Open Forum distribution list and receive invitations and links, please send an email to: singhgu@iata.org, giving your name, job title and company. We can only accept a GSP company email address assigned to a person's mailbox.

To open the first GSP Open Agenda in March and to stimulate the discussion we will provide updates on IDX, information from Quality and from the ISAGO Agents. Subsequent sessions will follow a simple agenda. IATA will summarize or announce anything recent that may be of relevance or interest. However, this will be very brief and the rest of the time will be devoted to hearing and discussing matters that you wish to raise. You can submit (to the same email address above) any questions or topics for discussion before the session and we can put it on the agenda. We will answer any ISAGO-related questions if we can on the day, or will take the matter away for further review.

We will use Microsoft Teams. We do not intend to record the sessions and will not without your agreement. All that we ask is that the discussion is friendly and within the rules of anti-trust.

We look forward to hearing from you.

Approved by: Paul Fleming, Head, Ground Ops Audits

Date: 25 January 2021



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 (GPM) & Temporary Revision (TR1) to the ISAGO Standards Manual (GOSM)
2020/16	29 December 2020, ISAGO Program Manual Edition 3
2021/1	25 January 2021, ISAGO Open Forum Webinars