

## 2021/11 – 2022 audits' scheduling and allocation

### 1. Agreement/Schedule C for 2022 ISAGO Audit Allocation

This bulletin serves to inform you that the 2022 audits allocation has been initiated. All audits (initial, renewal, MHQ, STN and CTN), for which an audit agreement or Schedule C has been signed by the GSP and received by IATA, were assigned to an ISAGO Agent (GOA). The GOAs (Aerotech (Dieter), KDS Imp'ACT (Kevin and Daniel), Global Aviation Consulting (Max)) should be contacting you to initiate the audit arrangement and to find the best suitable team to perform it.

If you have not received an assignment notification email from IATA and wish to be audited in 2022, ensure your audit agreement or Schedule C have been signed and shared with IATA at [isago@iata.org](mailto:isago@iata.org). IATA does not require the hard copy as a scanned copy is sufficient.

If you have not received an audit agreement, kindly ensure that you have done the primary step by submitting the [online application](#)<sup>1</sup> or contact your Headquarters if you are adding additional station accreditation to your existing ISAGO registration. For all other questions, please contact us at [isago@iata.org](mailto:isago@iata.org).

Finally, a note on auditor's travel. The GOAs make the travel arrangements and pay for all the charges, quite often in advance using their own funds. This is a reminder that all invoices to the GSPs by the GOAs are to be paid 30 days prior to audit conduct. If due to audit planning logistics the invoice is received within the 30-day window, then it must be paid immediately upon receipt.

### 2. Renewal audit scheduling

As per the ISAGO program's requirements:

- All renewal audits are expected to be performed and closed prior to the expiration date on the ISAGO Registry.
- ISAGO Agents (GOAs) continue working with individual GSPs to ensure renewal audits will be scheduled according to the program rules, 180 days prior the expiry date to allow for sufficient time to close potential findings prior the expiry date .
- Remote audit option will no longer be available effective 01 January 2022.
- If it becomes evident that after efforts invested by the GOA and GSP, an onsite audit is not possible, GSP can apply for Extenuating Circumstances (EC) by providing reasonable justification. EC conditions will provide the GSP with an additional 180 calendar days (from the expiry) to perform and close the audit. EC can be granted maximum 30 days prior the expiry date.

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<sup>1</sup> Process of an initial audit application is subject to verification that no sanctions or other restrictions apply. This review may take some additional time and the GSP may have to provide IATA with additional information regarding its legal status within a state and its relationship with other organizations.



- 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.

Note: It is not always possible to apply the reduced audit man-days whenever the onsite station audit is performed consecutively after headquarters desktop audit. Same auditing team may not be available and therefore going forward an applicability of the reduced audit man-days will need to be assessed, in cooperation with GOA, on case-by-case basis.

### 3. ISAGO Standards manual Edition 10

The GOSM Edition 10 came into effect in April 2021. Note that Edition 10 will remain valid throughout 2022 and all audits performed in 2022 will be done against GOSM Ed10.

Any GSP that signed the audit agreement should have already received a product key for a free download of the GOSM. If you have not received the key, please contact: [gosm@iata.org](mailto:gosm@iata.org)

### 4. CoPA and GOA relationship

ISAGO auditors are members of the Charter of Professional Auditors (CoPA), they are accredited, trained and under the oversight of IATA. Should you wish to share any feedback regarding their performance please contact IATA, Ms. Jessica Dawe at [dawej@iata.org](mailto:dawej@iata.org). The GOAs are responsible for audit scheduling, selecting team composition, making all travel arrangements, invoicing the GSPs for all travel by auditors, they are not responsible to resolve any topics related to auditor's performance.

**Approved by** Monika Mejstrikova, Director Ground Operations

**Date:** 13 Dec 2021



**The following GSP Bulletins are hereby revoked:**

- 2021/1 25 January 2021, ISAGO Open Forum Webinars
- 2021/3 10 February 2021, ISAGO COVID-19 Support Program 2021

**GSP Bulletins currently in force:**

- 2020/13 7 October 2020, Post-Audit Survey
- 2020/16 29 December 2020, ISAGO Program Manual Edition 3
- 2021/2 28 January 2021, ISAGO Standards Manual (GOSM) Edition 10
- 2021/4 18 February 2021, ISAGO Certificates & Audit Reports
- 2021/5 1 March 2021, Interim ISAGO Standards Manual (I-GOSM) Second Edition
- 2021/6 3 March 2021, Corrective Action Plan (CAP) - Root Causes
- 2021/7 5 May 2021, Onsite Audits – Covering Travel Risks
- 2021/8 13 May 2021, Audit Follow-Up & Closure
- 2021/9 29 June 2021, Continuation of ISAGO COVID-19 Support Program 2021
- 2021/10 01 October 2021, Continuation of ISAGO COVID-19 Support Program 2021
- 2021/11 13 Dec 2021, 2022 audits' scheduling, and allocation