IATA Safety Audit for Ground Operations

Webinar
ICHM - Audit standards and new audit methods

IATA ISAGO

IATA Ground Operations

Competition Law Guidelines

Do not discuss

- Any element of prices, including fares or service charges
- Commissions
- Allocations of customers or markets
- Marketing plans, commercial terms or any other strategic decision
- Group boycotts
- Your relations with agents, airlines, audit organizations, or other third parties
- Any other issue aimed at influencing the independent business decisions of competitors

Webinar Housekeeping rules

The webinar is recorded, and the recording, along with the presentation, will be shared

Participants other than the speakers are muted

Keep Camera off

Do not use the CHAT for questions but Q/A
Questions in chat will not be answered to avoid distraction

There will be a Q&A at the end of each session.
We will ensure to answer all your questions after the webinar.

Intro

- Competition Law Guidelines
- Webinar housekeeping rules
- Speakers Introduction
- Overview Cargo Operations
- Cargo Governance
- IATA Cargo Handling Manual (ICHM)
- ISAGO Cargo and Mail Module
- CGM Transition GOSM to ICHM
- Documentation Assessment – GAP Analysis
- Implementation Assessment – Implementation Checklist
- ISAGO Registrations/Accreditations in ONE Source
- Time for discussion, feedback / Q&A
- Wrap up
- Next Webinar

Moderator & Speakers for Today

Andre Majeres

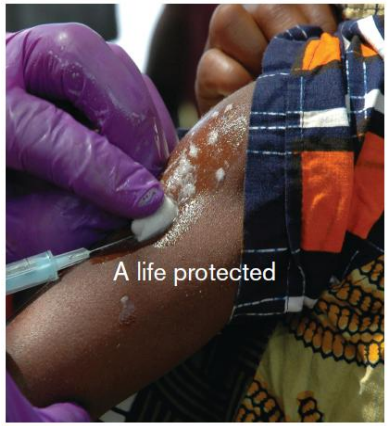
Head E-Commerce and Cargo Operations

Marc Voelkl

Manager Smart Facility & ONE Source

Gurdeep Singh

Senior Manager Ground Ops Safety and Standards



...air cargo makes it happen.

Immunization prevents 2.5 million deaths every year. Air cargo is critical in flying vaccines to their destination in time to be effective.

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...air cargo makes it happen.

Air cargo plays an essential role in assistance to regions facing natural disasters, famine and war by delivering aid and emergency supplies where they are needed as soon as they are needed.

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...air cargo makes it happen.

The Swiss watch industry continues to record strong growth. Reliable air cargo is keeping this industry ticking by connecting the Swiss made timepieces with the world

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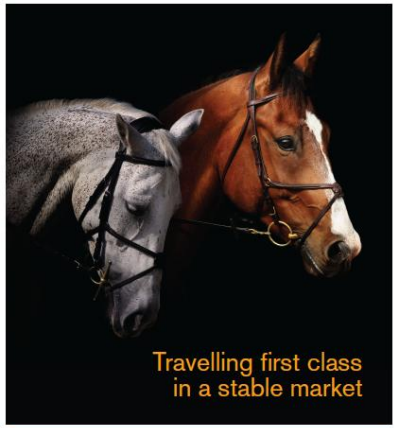

...air cargo makes it happen.

The world's most valuable horses are now competing in parts of the world where this would have been unimaginable 20 years ago.

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...air cargo makes it happen.

Every day, more than 160 billion letters and parcels cross the country. Air transportation is essential to support e-commerce. That's what makes mail the #1 customer of air cargo in the US.

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...air cargo makes it happen.

Air cargo transports over US$ 6.4 trillion in goods, including the latest phone, game and multimedia gadgets —bringing your world to life.

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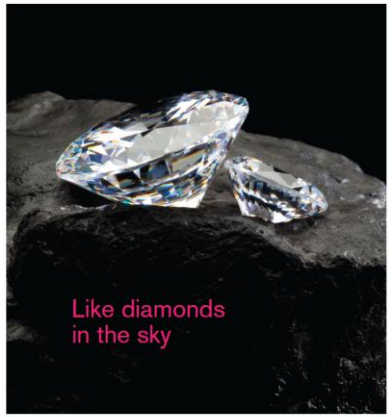

...air cargo makes it happen.

South Africa produces 7 million carats of diamonds accounting for R14.4 billion. The diamonds are then exported worldwide and turned into fashion jewelry, precision cutting equipment and reliable microelectronics.

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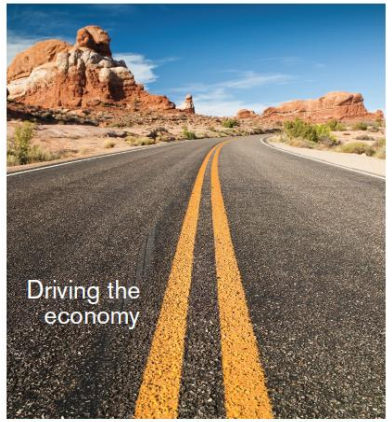

...air cargo makes it happen.

Deliveries of new cars and light trucks are expected to rise to 16 million in 2014 in the US. Speed air cargo is critical to deliver auto parts to the assembly lines.

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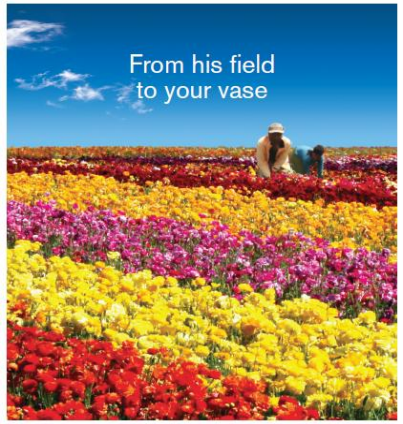

...air cargo makes it happen.

Air cargo flies over 120,000 tonnes of Kenyan flowers each year, sustaining 90,000 jobs. So when you say it with flowers, remember they've come further than you think.

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...air cargo makes it happen.

Malaysia had a record year for trade in 2011, with exports up 8.7% to RM694.55 billion. Reliable air cargo is the essential link for Malaysia's growing technology industries.

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...air cargo makes it happen.

By flying 60 cars and 300 tonnes of equipment to 20 grand prix, in 19 countries, with 500 million avid viewing fans, air cargo keeps Formula 1 on track.

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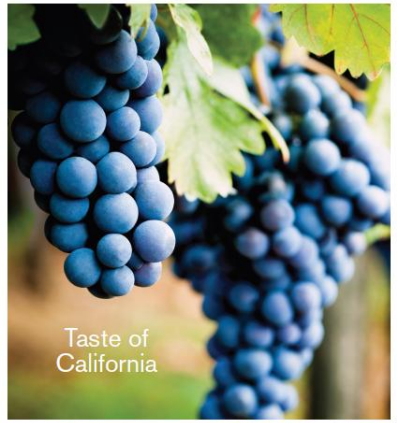

...air cargo makes it happen.

U.S. wine exports, 90 percent from California, reached 112.2 million gallons accounting for $1.43 billion in winery revenues in 2012. Thanks to air cargo, connoisseurs can enjoy the finest wines the world has to offer.

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Air Cargo Makes it Happen Campaign

https://www.iata.org/en/programs/cargo/sustainability/benefits/

IATA

Landside activities with airside connections

Cargo Governance

Cargo Advisory Council (CAC)

Cargo Agency Conference (CAConf)

Cargo Procedures Conferences Management Group (CPCMG)

Cargo Services Conference (CSC)

IATA / Cargo Handling Consultative Council (ICHC)

Airmail Board (AMB)

Dangerous Goods Board (DGB)

Cargo Border Management Board (CBMB)

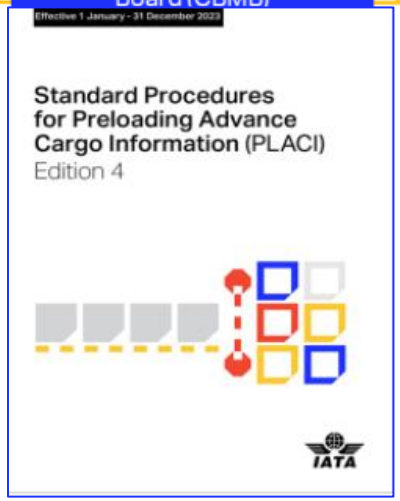
Live Animals and Perishables Board (LAPB)

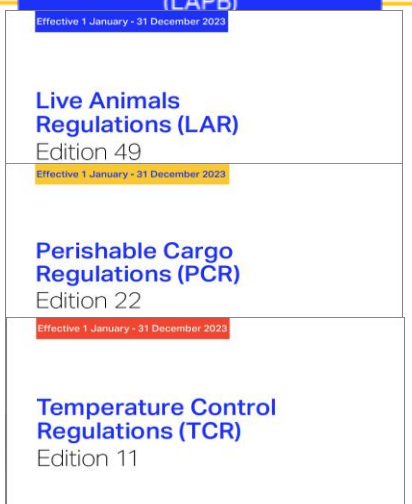
ULD Board (ULDB)

Cargo Operations and Technology Board (COTB)

Connectivity Working Group (CDCWG)

Interactive Cargo Task Force (ICTF)





: Airline Only

: Industry Group

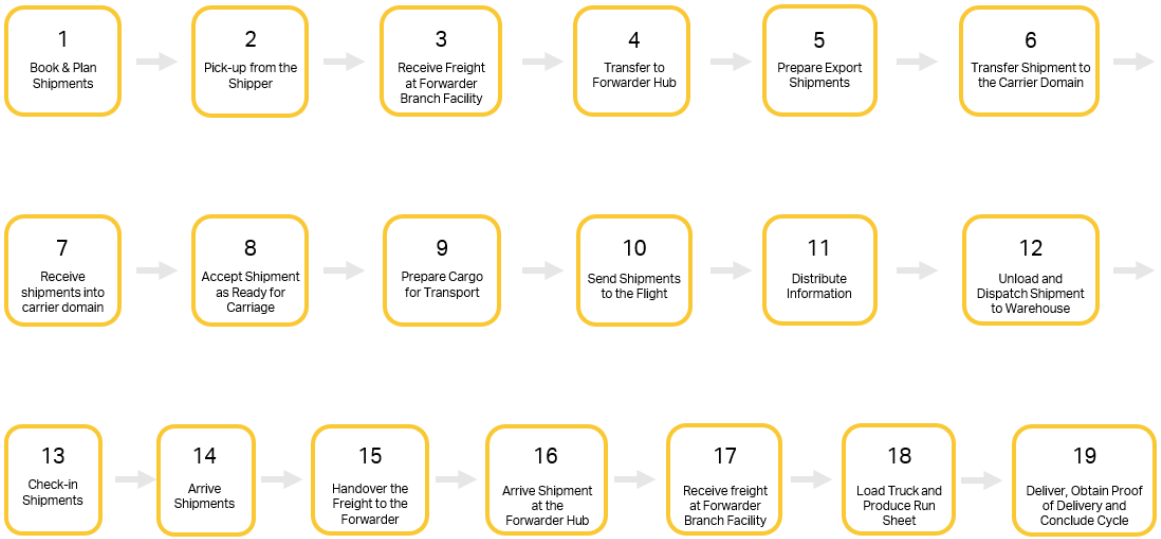
Standard for Efficiency & Compliance

The IATA Cargo Handling Manual (ICHM) defines cargo handling standards for carriers and ground service providers to ensure that cargo operations are safely, efficiently, and consistently accomplished landside.

The ICHM interfaces with the AHM and IGOM and as such refers to those publications.

Just as with any carrier or group operation requiring coordination between groups, the same coordination will be done between the IATA Cargo Governance and the IATA Ground Operations Governance to ensure standards interlock in the most seamless way possible.

IATA Cargo Handling Manual (ICHM)



The ICHM structure aligns to the Industry Master Operating Plan (MOP).

This ensures that operational procedures are documented and aligned to an agreed business process.

This facilitates not only an ability to speak using common language to all parties but also facilities process improvements by spotting process redundancy more effectively.

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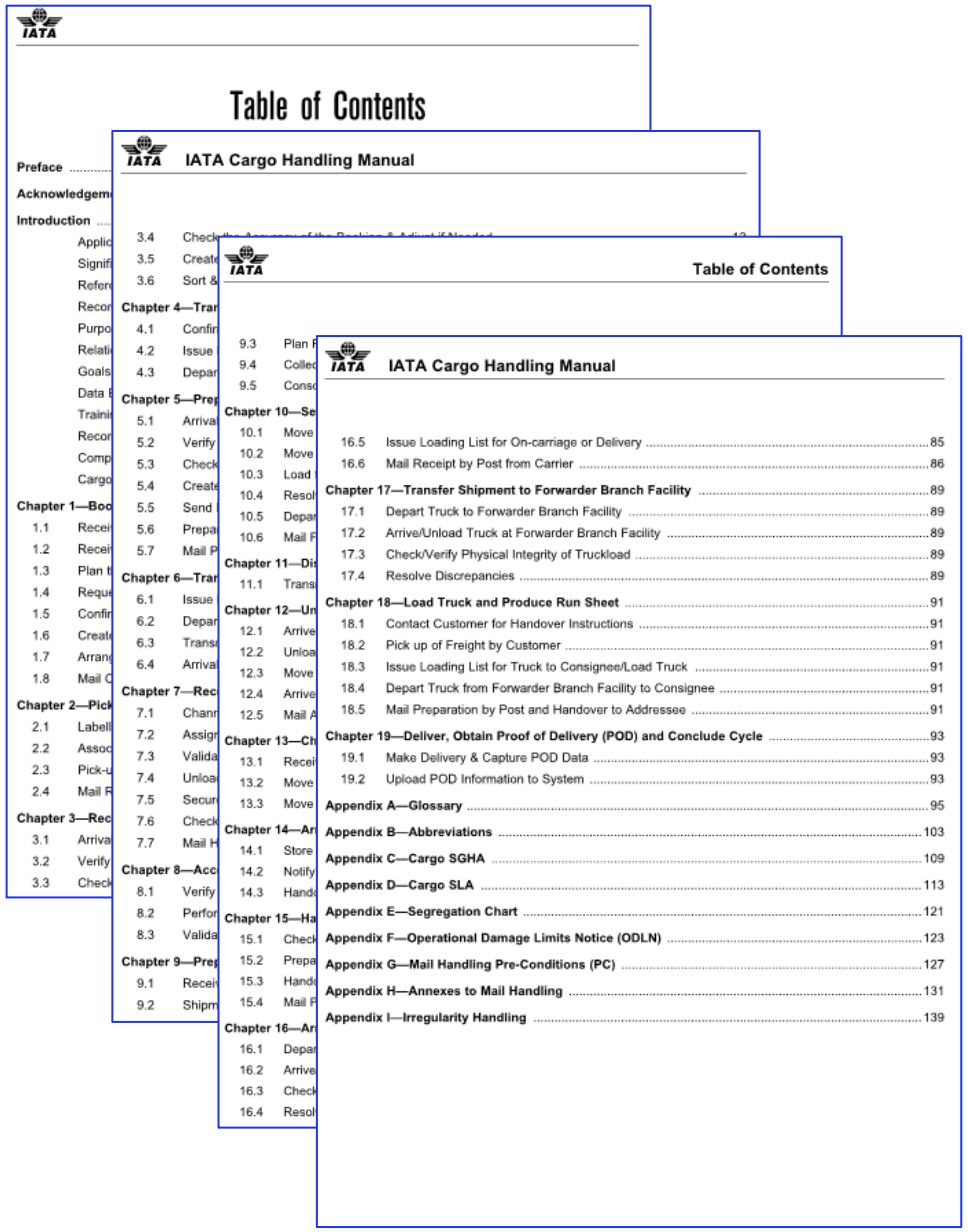
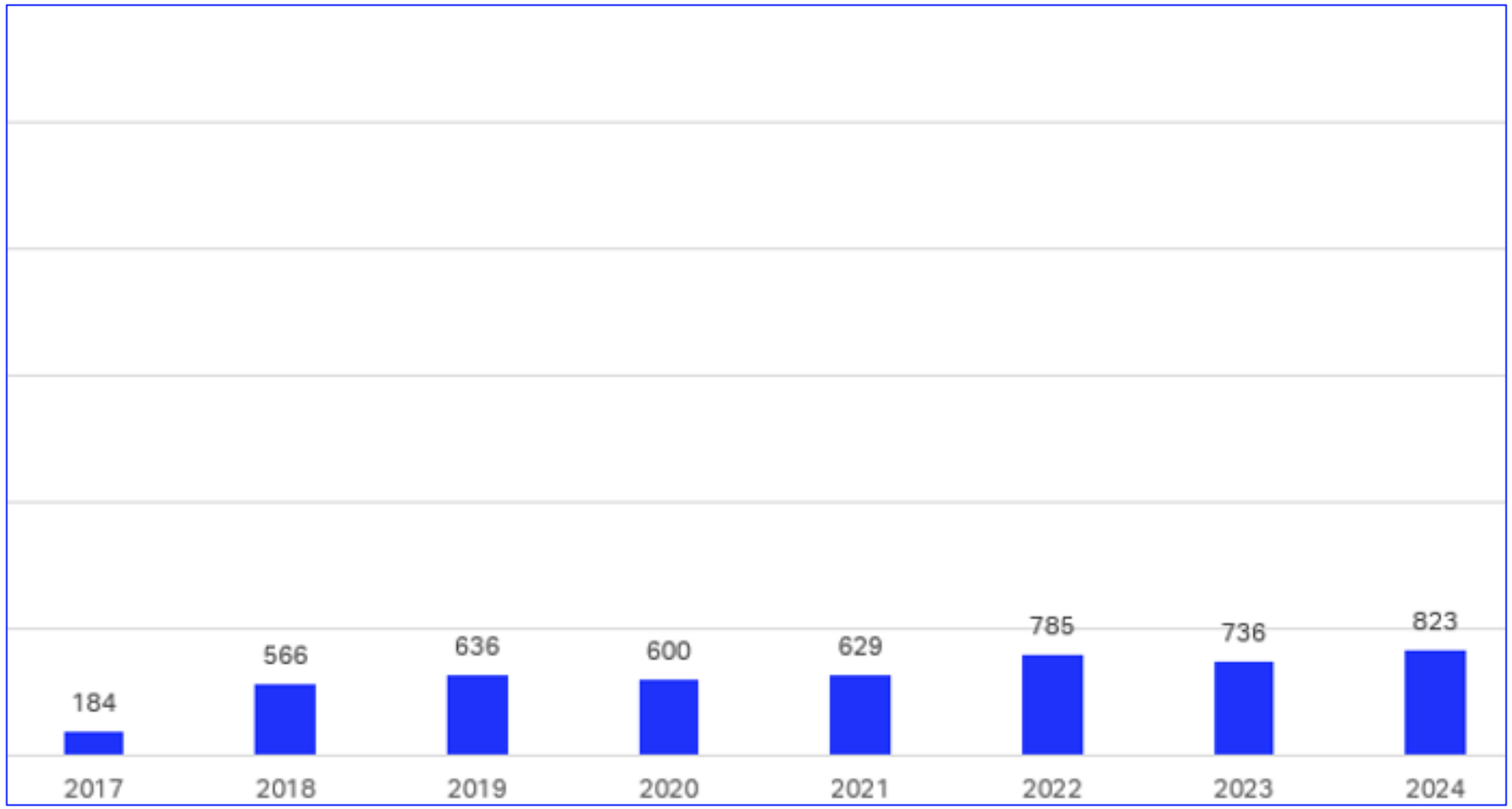
ICHM & Industry MOP



IATA Cargo Handling Manual (ICHM)

- The IATA Cargo Handling Manual (ICHM) is a complete set of standards for everyone involved in cargo operations. The ICHM helps airlines and cargo handlers to operate more effectively together, to improve efficiency and safety in air cargo operations.
- The ICHM brings together the **90%** of information that is common to individual carrier cargo handling manuals
- https://www.iata.org/publications/store/Pages/iata-cargo-handling-manual.aspx

ICHM – Unique Customers



E-Library

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Significant changes – ICHM Edition 9

Chapter 1

- Add new text ‘to check/verify if any Pre-Loading Advance Cargo Information (PLACI) regimes apply and additional data is required / or area-specific requirements must also be taken into consideration by the freight forwarder before tendering the shipments to the carriers’ under point (b) of ‘Cargo Reservations – Content of Information.
- Add new text ‘as instructed by the shipper’ under the paragraph below 1.7 Arrange Pick Up of Freight.

Chapter 2

- Add new text of ‘Reduce single-use plastic items’ after ‘general’ section.
- Modify the statement in 1st bullet point under ‘how to prevent those risks.

Chapter 3

- Add new text of ‘Reduce single-use plastic items’ and ‘Recycle plastic items’ under 3.1 ‘Arrival of the Truck at the Forwarder Branch Facility’.
- Add ‘if applicable’ after ‘verify the shipper status KC/RA’ under 3.3 ‘Check if Information Matches the Actual Freight and Security’.

Significant changes – ICHM Edition 9

Chapter 5
- Add new text of ‘Reuse single-use plastic items’ under 5.1 ‘Arrival and Unload of Truck at the Forwarder Hub’.

Chapter 6
- Add ‘XFHL’ under ‘General’ and 2nd bullet point under ‘How to Prevent those Risks’.

Chapter 7
- Amend the definition of ‘SPX’ and delete the ‘NSC’ under 7.1 Channel Forwarder Information to Applicable Parties.
- Modify the 3rd bullet point under 7.3 Validate Security/Customs Status Truck
- Add new text of ‘Reduce and reuse single-use plastic items’ under 7.4.1 ‘Unload Truck’, and after 7.6 ‘Check if Booking Information Matches the Actual Freight’.
- Updated content for 7.5 Secure Cargo as Applicable.
- Delete ‘SCO’ under 7.5 ‘Security declaration must contain the following information’.
- Delete all reference to ‘Account Consignor’ and ‘AC’ in 7.5.

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Significant changes – ICHM Edition 9

Chapter 8

- Re-organize the content structure and numbering of bullet points in Chapter 8 in order to be more comprehensive.
- Add new text of ‘Reduce and reuse single-use plastic items’ and ‘Recycle single-use plastic items’ before 8.1 ‘Verify if Shipments are Security Cleared’.
- Delete entire section entitled ‘Documentation received from an Account Consignor’.
- Add new content related to Interactive Cargo under 8.3 Validate Information against the Booking and Update.

Chapter 9

- Re-organize the content structure and numbering of bullet points in Chapter 9 in order to be more comprehensive.
- Add new text of ‘Reduce single-use plastic items’ and ‘Reuse single-use plastic items’ under 9.4.1 ‘Prepare ULDs and Accessories’.
- Replace ‘Slave pallets’ by ‘Movable workstation’ under 9.4.3 ‘Use of Forklift’, 9.4.5.2.1 ‘General Build-up Instructions’, and 9.4.7.3 ‘Weighing of ULDs’.
- Updated content for 9.4.1.5 ‘Fire Containment Covers (FCC)’.
- Replace ‘Shrink Wrap’ by ‘Stretch wrap’ under 9.4.5.2.5 ‘Stacking of Packages’, 9.4.5.3 ‘Special Load Build-up’, 9.4.5.3.3 ‘Drums, Cans, Barrels and Cylindrical Packaging’.

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Significant changes – ICHM Edition 9

Chapter 13

- Add new text of ‘Reuse single-use plastic items’ and ‘Recycling single-use plastic items’ under 13.1.1 ‘ULD Breakdown’.
- Replace ‘Slave pallets’ by ‘Movable workstation’ under 13.1.3 ‘Return to Storage’.

Chapter 15

- Add new text ‘subject to the customs clearance’ under 15.3 Handover the Freight to the Forwarder.
- Add new text of ‘Reuse single-use plastic items’ and ‘Recycling single-use plastic items’ under 15.3 ‘Handover the Freight to the Forwarder’.

Chapter 16

- Add new text ‘additional information’ under 16.2 ‘Arrive/Unload Truck at Forwarder Hub’.
- Add new text of ‘Reuse single-use plastic items’ and ‘Recycling single-use plastic items’ under 16.2 ‘Arrive /Unload Track at Forwarder Hub’.

Significant changes – ICHM Edition 9

Appendix B
- Add ‘HUL’ – Human Limbs
- Add ‘HUU’ – Human Remains in Ums
- Add ‘ROA’ – Animal Remains (Not Cremated)
- Add ‘ROC’ – Animal Remains (Cremated)
- Delete ‘AC’ and ‘SCO’.
- Amend ‘SPX’ definition.

Appendix E
- Update Segregation Chart.

Appendix M
- Relocation of ‘Biosafety Measures’ from ‘Sustainability’ section.

Appendix N
- IATA Standards Compliance – Shipper Built ULD (SBU) Version 0.1

ICHM Ed.9 – Single-Use Plastic Product (SUPP)

Single Use Plastic Products Reduction in Air Cargo

Plastic sheets & stretch wrap

Download

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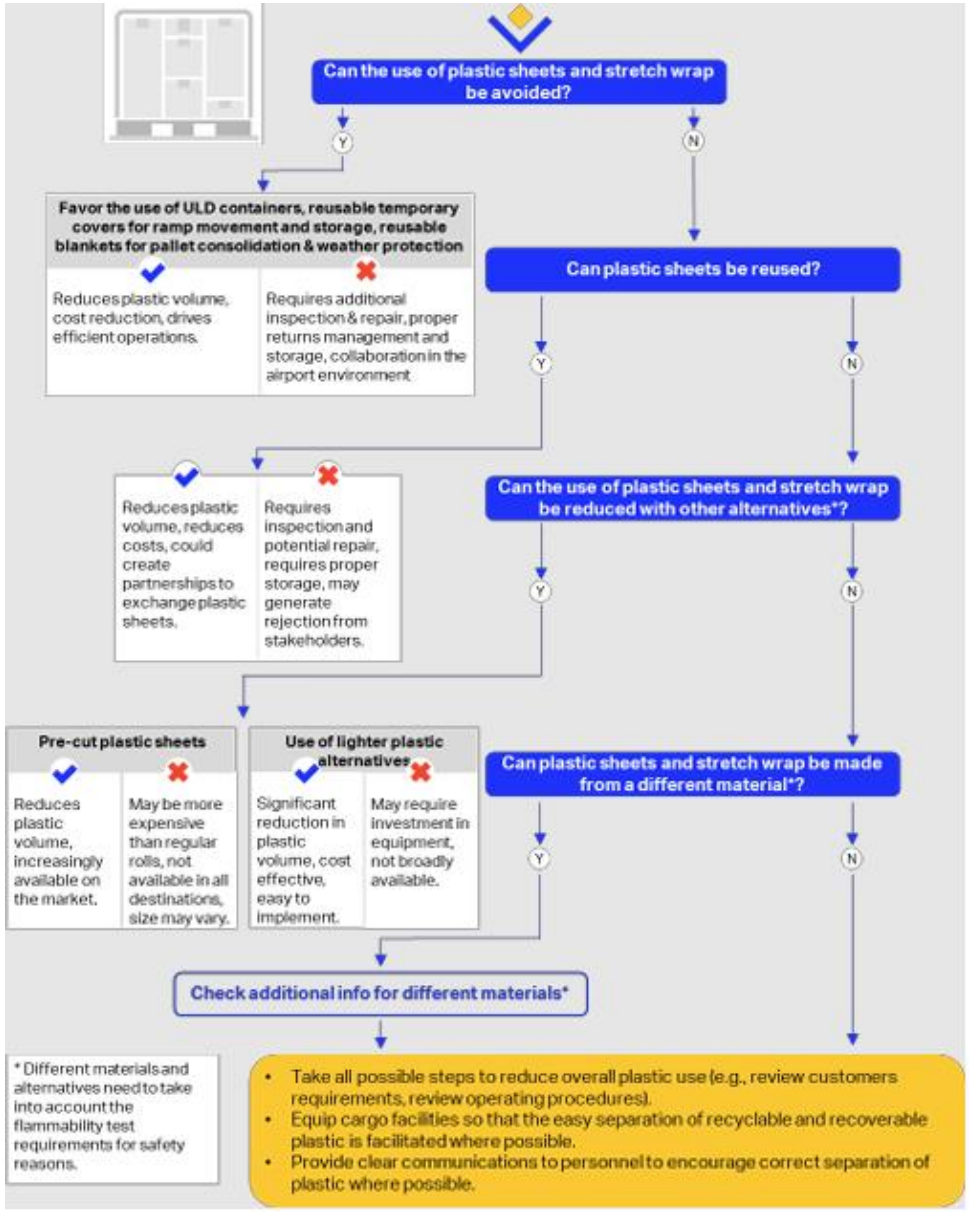
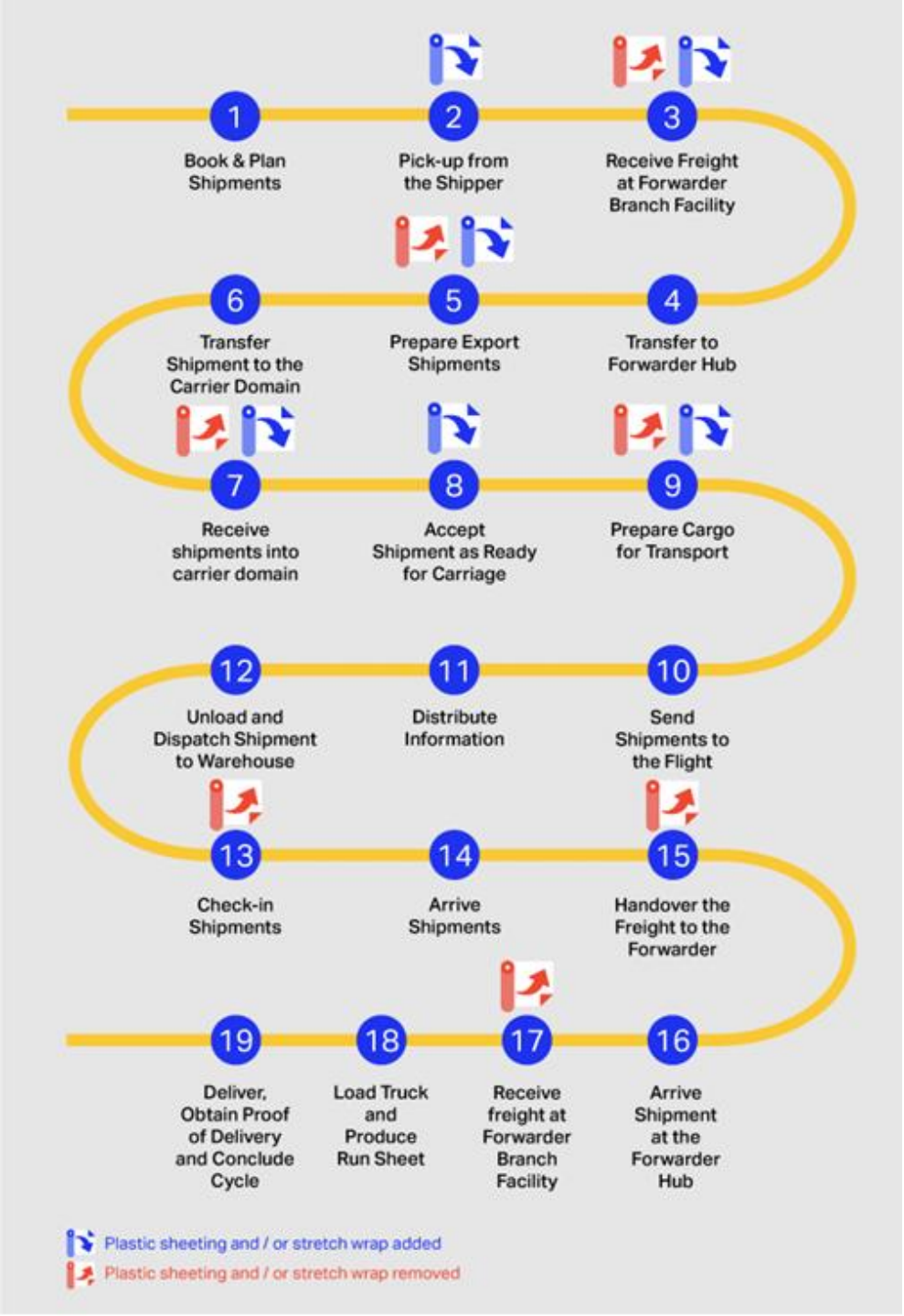
Decision Tree





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IATA Safety Audit for Ground Ops (ISAGO)

The ISAGO Checklist is an easy-to-use tool designed to quickly assess compliance with industry standards in ground handling. It helps organizations ensure adherence and streamline operational audits.

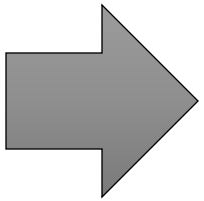
The checklists are derived from the Airport Handling Manual (AHM) and the IATA Ground Operations Manual (IGOM).

According to the ISAGO standards management change, the standards from the IATA Cargo Handling Manual (ICHM) will replace the CGM module effective January 2026.

Transition GOSM to ICHM

Old CGM: GOSM, focusing on safety related handling processes

- 4 Chapters
- 33 Questions
- Focus on Safety Handling
- Key Areas:
  - Operational Procedures
  - Special Procedures
  - Documentation
  - Training



New CGM: ICHM- focusing on compliance-based audits

- 5 Chapters
- 70+ Questions
- Compliance-Based Audits
- Expanded Coverage:
  - Acceptance
  - ULD Preparation
  - Special Loads

ISAGO audit process enhancement

Mandatory prerequisites

2 step-audit process

New GHSP OPS Profile

Published Gap Analysis

1

DOCUMENTATION ASSESSMENT

2

IMPLEMENTATION ASSESSMENT

3

Industry standards – ICHM

Checklists based on CHM

Operational Portal / Desktop

Audit software /Onsite

What is expected of a GHSP :

Documentation assessment

Adoption of Industry Standard

- ❑ Adopt the standard
- ❑ Copy paste the standard

Adoption of industry standard

Adopt Standard

A company is in alignment with the industry standard and has adopted “as is” (ICHM) or modified requirements to meet own company needs

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Copy-paste of the industry standards

Procedures, policy wording can be copy-pasted from the industry standards however:

- Company needs to adjust it to its own operational profile and need/s
- Define what type of process/procedures is applicable for the specific station (if ICHM is developed and managed at the MHQ level, it needs to be scalable to stations needs)

Perform GAP Analysis

USER Manual

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GHSP self assessment - GAP analysis

The GHSP completes the GAP Analysis by providing an assessment of each provision within the audit scope, selecting one of the following assessments:

Document Reference provided	Conformity	GHSP meets requirements of industry standard
Document Reference provided	Variation	GHSP procedures vary from the industry standard. Explain the reason and variation
No Document Reference	Out of Scope	GHSP does not conduct the operational functions as applicable to the industry standard

GAP Analysis is a verification of GHSP own assessment in alignment with industry standards, which should be reviewed by its own company monitoring system to maintain compliance

Conformity

Conformity means the company requirements (procedures, processes, program) is the same as the industry standard as defined in IATA's publications .

The company requirement are adequate and;

a) Have the same wording and/or numbering as stated in the industry standard.

b) Have different wording from the industry standard, however the overall intent is met. It includes all relevant steps, processes of the standard in the required sequence

c) Where the industry standard represent framework requirements, high level processes that are not prescriptive and where more details are expected to be developed by a company in order to be in alignment with industry standard.

Example –DA for ICHM Chapter 8.1.1

8.1.1 Documentation Received from a Regulated Agent or from a Known Consignor

If you accept a secured shipment from a Regulated Agent/Known Consignor:

(a) Verify that the person delivering the shipment represents a Regulated Agent/Known Consignor;

(b) Verify the identity of the person delivering the shipment by means of a passport, national ID Card or, where applicable, driver's license issued by or on behalf of the national authorities;

(c) Verify the RA/KC agreement number according to local registrations (such as EU-database).

If you accept an unsecured shipment from a Regulated Agent/Known Consignor, it must be screened before loading on board an aircraft.

The screening party has to establish the security status and issue the security documentation.

12.3.4 Documentation received from a Regulated Agent or from a Known Consignor

When any secured shipment is accepted from a Regulated Agent/Known Consignor the following needs to be done by the acceptance personnel:

- Verify that the person delivering the shipment represents a Regulated Agent/Known Consignor;

- Verify the identity of the person delivering the shipment by means of a passport, national ID Card or, where applicable, driver's license issued by or on behalf of the national authorities;

- Verify the RA/KC agreement number according to local registrations (such as EU-database).

If you accept an unsecured shipment from a Regulated Agent/Known Consignor, it must be screened before loading on board an aircraft.

The screening party has to establish the security status and issue the security documentation.

Conformity

Documentation assessment

Adopted; Documented as per industry standard and the intent is met. No action required.

Not adopted; Not adopted as per industry standard, is below industry standard, action required to address this.

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Variation

Variation means the company requirements (procedures, processes, program) is not the same as the industry standard as defined in IATA's publications.

Company requirement can be less or more restrictive, or organization can have requirements which are different from the industry standard. The company requirement can be adequate and safe, however in comparison with the industry benchmark, it may:

a) Include additional requirements beyond those stated in the industry standard.
b) Includes or cover less requirements than the industry standard.
c) Have a different, alternative, and unique procedures, not addressed in the industry standard.
d) Covers a combination of some or all scenarios above

As such, all the scenarios above define variations that are declared by the organizations when comparing their own requirements with the industry benchmark.

Example –DA for ICHM 13.1.3

13.1.3 Return to Storage (See ULDR Section 9.3)

Provision for Temporary Storage of Empty ULD

"When on a temporary basis it becomes necessary to store empty ULD outside of fixed storage racking, apply the following practices:

[…]

- Stack maximum **two** containers high

Temporary Storage of Empty ULD

When on a temporary basis it becomes necessary to store empty ULD outside of fixed storage racking, apply the following practices:

[…]

- Stack maximum three containers high

Variation

Documentation Assessment

Adopted with variation; Documented as per industry standard and the intent is met despite the comprehensive or additional steps due to company requirement, regulatory or airport requirements. No action required.

Not Adopted with variation; Not documented as per industry requirement due to regulatory or airport requirements. No action is required.

Not adopted; Not adopted as per industry standard, variation is below industry standard, action required to address this

Out of Scope

"Out of scope" means a company does not perform, provide or offer an operation/service/function within the scope of the industry standard as defined in IATA's publications.

Out of scope can be at:

a) **Chapter level:** If a company does not perform an entire operation, the entire relevant industry standard chapter shall be marked "out of scope"

b) **Section level:** if a company does not perform a certain requirement corresponding to an entire section within a chapter, the relevant industry section will be marked "out of scope".

c) **Sub-section level:** If a company does not perform a requirement within a sub-section this will be identified as "out of scope"; A narrative maybe included in the comment section if the subsection has

- A combination of requirements which are "in scope" and "out of scope"
- A combination of mixed assessment i.e., conformity, variation and out of scope

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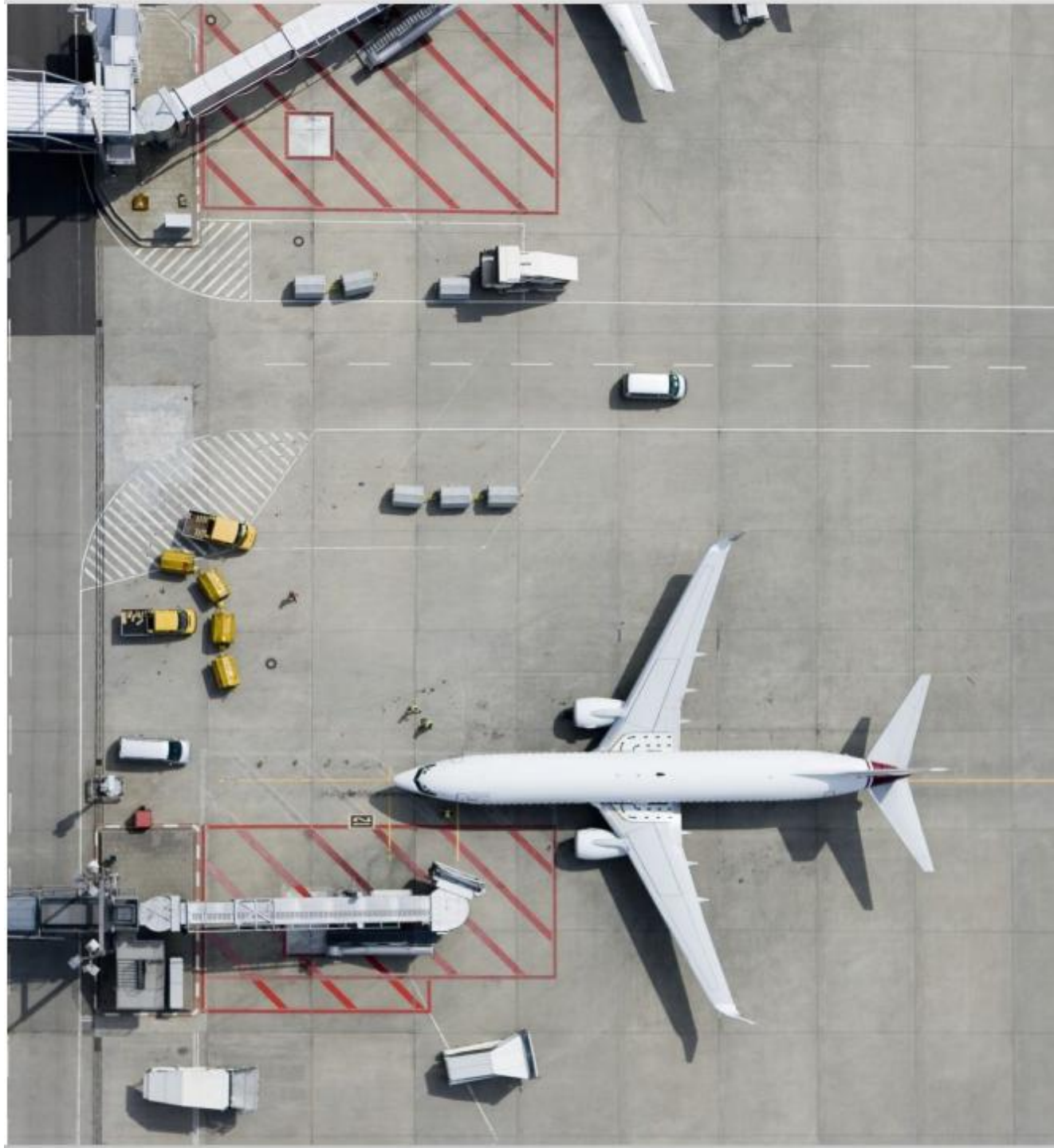
Live Demo – Ops Portal Documentation Assessment

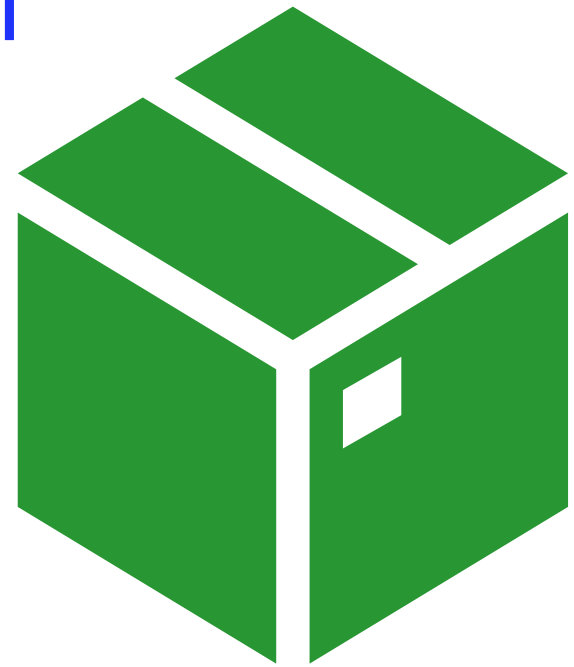
Prepare for Implementation



Cargo Audit Preparation

- Location, scope of operations - size of operation / facilities / regulated agent / any restrictions
- Equipment in use e.g. forklifts, truck-docks, storage infrastructure
- Temporary storage / handling areas within warehouse e.g. DGR space, cooling, live animal
- Office setup
- Walk process from Export acceptance via build-up to handover to Ramp Handler
- Follow process from Import ULD break-down to Consignee handover
- Minimum observe 3 different build-up

Prepare for implementation of CGM standards -as per ICHM



Follow Implementation checklist, key elements:

- Physical freight acceptance / handover from shipper / forwarder incl. SBUs
- Security status
- Serviceability Checks on ULDs
- Transporting ULDs, use of Forklifts
- Build-up process incl. special loads based on offered capabilities, services
- Weighing & tagging process
- DGR checks & storage
- Office documentation process & systems
- Communication to Load Control

CGM – ICHM (MHQ & STN) – Implementation of Industry Standards

Cargo Handling (CGM)	Auditable	Records for Review/Interviews STN	Evidence of Implementation STN
Validate Security/Customs Status Truck	Yes		
(a) Validate the integrity of the customs or security seal if required by local legislation or carrier instructions;	Yes	check AWB / customs documentation / Security Statements / System Checkpoints / sample AWB number and verify	Observe when checks are being done by responsible staff / Interview staff how process is done / Review trip files / documentation
(b) Verify if shipments with a security status have also been transported according to security regulations. Depending on local regulations, delivering trucks can be either sealed or accompanied by authorised persons;	Yes		
(c) Validate the security status of the driver, and of his company, in accordance with carrier and national requirements. Include documents such as trucker ID, shipper/forwarder database or check forms;	Yes		
(d) Validate the security status on the basis of the information/documentation. The security status is communicated in the XFWB/XFHL or on the (e)CSD;	Yes		
(e) Validate on the basis of the information/documentation if the truck contains any unsecured cargo. If so, such cargo must be secured (as per ICHM chapter 7.5).	Yes		
Unload Truck/Receive Transfer Shipments	Yes		
Unload Truck	Yes		
(a) Check the identity of the driver;	Yes	check AWB files / Security Declaration / offloading documents	Observe when checks are being done by responsible staff / Interview drivers / Interview staff
(b) Check the registration number and the integrity of the customs and/or security seal, if applicable;	Yes		
(c) Check the condition of the tarpaulin or loading compartment;	Yes		
(d) Remove the seal(s). Do not allow the driver to do this unsupervised, as this may undo the 'secure' status of all 'secured' cargo.	Yes		
Receive Shipments Transferred from other Carriers	Yes		
(a) Ensure that the (electronic) documentation for shipments transferred from other carriers is complete. This includes Air Cargo Transfer Manifest, (electronic) air waybills/house waybills and associated (e-) pouches, and may include paper documents.	Yes	check GSP / Carrier system for records	Observe handling / transporting process, interview staff
(b) Always verify the security status at time of transfer. Screen all transfer shipments and issue a (electronic) consignment security declaration and status (on shipment level) unless:	Yes	check AWB / customs documentation / Security Declaration / System Checkpoints / sample AWB number and verify	
(c) The flight originates in the European Union (EU) and the transferring carrier presents a valid and completed (electronic) consignment security declaration (i.e. EU1998/2015);	Yes		
(d) The flight originates in an ACC3 country and the transferring carrier presents a (electronic) consignment security declaration including the security status and the ACC3 U.A.I (Unique Alphanumeric Identifier).	Yes		
(e) Receive the physical cargo from the transferring carrier, with handover between Ground Handling Agent where necessary. Update the cargo inventory system alongside the physical process.	Yes	check AWB data in system	
Secure Cargo as Applicable	Yes		
Unknown shipments must be one hundred percent (100%) screened and percentage and random selection of Known Consignors' shipments are performed by third party security personnel including the security screening process.	Yes	check Security Declaration / screening logs / AWB data / Carrier - National requirements / take shippers name and confirm in official systems	Observe when checks are being done by responsible staff / Interview staff how process is done / Review trip files / documentation
Screen cargo on entry into the warehouse or as specified by national regulations unless the cargo has come from a KC/RA and no signs of tampering is evident. If the security controls have been applied by the Known Consignor or Account Consignor or Freight Forwarder, a shipment must be handed over to the air carrier/Ground Handling Agent, accompanied by a (electronic) Consignment Security Declaration. The handling agent must be a Regulated Agent (RA) to ensure the chain of custody is not broken and therefore maintain the validity of the e-CSD. Fulfil any destination and carrier screening requirements. Receive an (electronic) Consignment Security Declaration (e-) CSD in standard IATA format or as mandated by the carrier or government authorities where applicable.	Yes		
Issue an (electronic) Consignment Security Declaration (e-) CSD in standard IATA format (Resolution 651 of ICAO Doc 8973) or as denoted by the carrier or government authorities. The (e-) CSD contains the secured status Indication. The security declaration must contain the following information: • The unique alphanumeric identifier (RA code) of the Regulated Agent that issued the security status; • Unique identifier of the shipment (air waybill number); • Contents of the shipment; • Security status of the shipment, (SPX, SCO or SHR); • Reason why the security status was issued:		check AWB in system / physical	Observe when process is performed

IATA - Public content

ICHM	Cargo Handling (CGM)	Auditable	Records for Review/Interviews	Evidence of Implementation
	(k) Partially filled containers have straps or nets to secure the cargo.	Yes	STN	STN
	(l) When there are several heavy pieces to be carried on a pallet or in a container, distribute them evenly and tie down using straps.	Yes		
9.4.5.2.6	**General Tie-Down Rules**	Yes		
	restrained in all directions based on the g-force factors per aircraft type and in accordance with Operator's instructions.	Yes	assess tie-down rules - buildup requirements / verify weights of shipments from buildup plan / Carriers / ULD requirements	Observe the complete buildup process from ULD preparation to closure / check already prepared ULDs / interview staff responsible for activity
	(b) Establish the suitable tie-down material (examples Figure 9.4.G in 9.4.1.8).	Yes		
	(c) Establish the number of lashings to be applied if any.	Yes		
	(d) Use only certified tie-down material.	Yes		
	(e) For the purpose of restraining g-forces, it is not allowed to use other non-certified tie-down material.	Yes		
	(f) Attach in advance the fittings, tie-down straps or ropes in those places that may be difficult to reach later on (especially in containers).	Yes		
	restraint. If it is not possible to stay below the 30° angle, double the number of tie-down straps in that direction.	Yes		
	(h) Apply appropriate number of ropes over the load to prevent the tie-down straps from slipping down (see picture). The ropes used for this purpose do not require a certified strength.	Yes		
	(i) If two or more tie-down straps are required to restrain forces in the same direction, make sure that the fittings are separated by more than 50 cm/20 in (double-stud fittings) or 30 cm/12 inch (single-stud fittings).	Yes		
	(j) If fittings are used to restrain forces in different directions, they may be used as close as 10 cm/4 in from each other.	Yes		
	(k) For equal reasons, apply the same tension to all tie-down straps.	Yes		
	(l) Never make a knot in a tie-down strap. It will not be a certified tie-down item anymore.	Yes		
	(m) Never mix different types of tie-down material on opposite sides of one ULD.	Yes		
	(n) Every tie-down must include an even number of tie-down points on opposite sides of the load.	Yes		
	(o) Two attachment points symmetrically located on opposite sides of the load, must receive the same number of straps for the same restraint direction.	Yes		
	(p) Do not tighten tie-down straps more than necessary to fasten the load. If the maximum tension is already applied during ULD build-up, no further stress capacity remains to restrain the g-forces. Too much tension on tie-down straps may also bend the pallet edges upward. If that occurs, the pallet cannot be properly secured on the aircraft floor.	Yes		
	(q) Secure loose ends of straps.	Yes		
	(s) The unused net must be forwarded together with the secured load.	Yes		
	(t) For equal reasons, apply the same tension to all tie-down straps:	Yes		
	1. Never make a knot in a tie-down strap. It will not be certified tie-down anymore.	Yes		
	2. Never mix different types of tie-down material on opposite sides of one ULD.	Yes		
	3. Every tie-down must include an even number of tie-down points on opposite sides of the load.	Yes		
	4. Two attachment points symmetrically located on opposite sides of the load, must receive the same number of straps for the same restraint direction.	Yes		
	5. Do not tighten tie-down straps more than necessary to fasten the load. If the maximum tension is already applied during ULD build-up, no further stress capacity remains to restrain the g-forces. Too much tension on tie-down straps may also bend the pallet edges upward. If that occurs, the pallet cannot be properly secured on the aircraft floor.	Yes		
9.4.5.2.9.	**Tie-Down on Pallets without the Net (Exception Rules)**	Yes		
	(a) Use tie-down strap assemblies with double-stud fittings.	Yes	assess specific tie-down rules - buildup requirements / sample AWB - shipment types weights e.g. aircraft engines, cars, pipes etc / Carriers / ULD requirements	check buildup either during or after handling event / interview staff responsible for activity
	(b) Do not mix straps of different length or materials.	Yes		
	(c) Make symmetrical tie-down arrangements.	Yes		
	(d) Each piece of cargo carried on a pallet on which the pallet net is not used, must be tied down individually (except stacked pallets).	Yes		
	(e) After the tie-down with straps is completed, an authorised and qualified person must systematically re-check the airworthiness of the pallet and its build-up.	Yes		
	(f) The person closing the ULD must be qualified/trained and is accountable for completing the ULD tag with correct information.	Yes		
9.4.5.3	**Special Loads Build-Up**	Yes		
9.4.5.3.1.	**Piercing Cargo, Crated or Unpacked**	Yes		
	Long piercing freight, with considerable overhang, that does not fit under the pallet net, shall also be restrained in both forward and aft direction. Tie-down straps with snap hooks and retainers can be used to connect the white cargo stopper to the seat track of the pallet. Apply the smallest possible angle to the pallet surface. Un-crated loads of piercing items in larger quantities shall be bound together.	Yes	sample AWB - shipments from booking list / freight buildup plan / sample weights of individual	observe or verify buildup / interview

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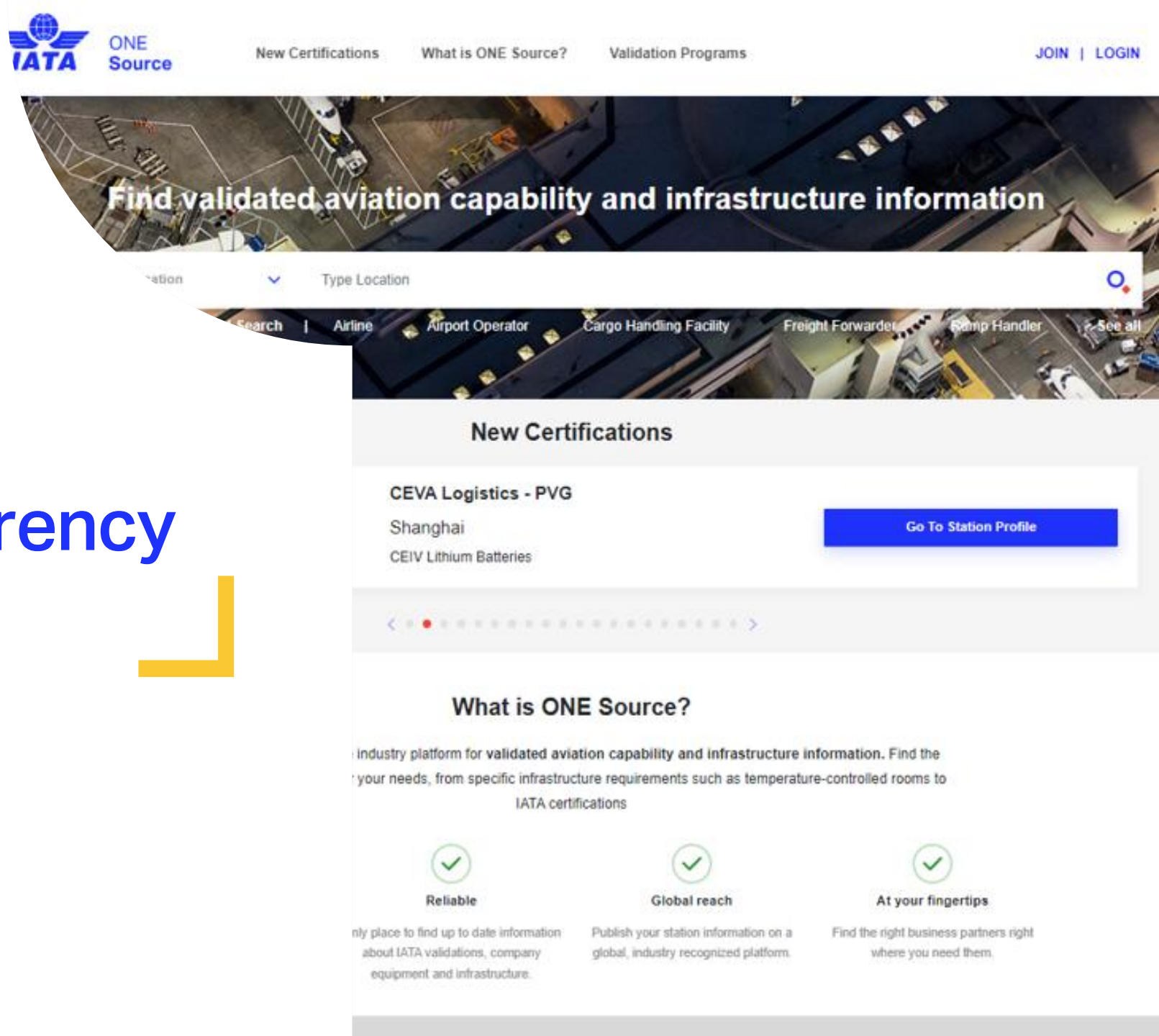

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- Now listing all ISAGO accredited Stations
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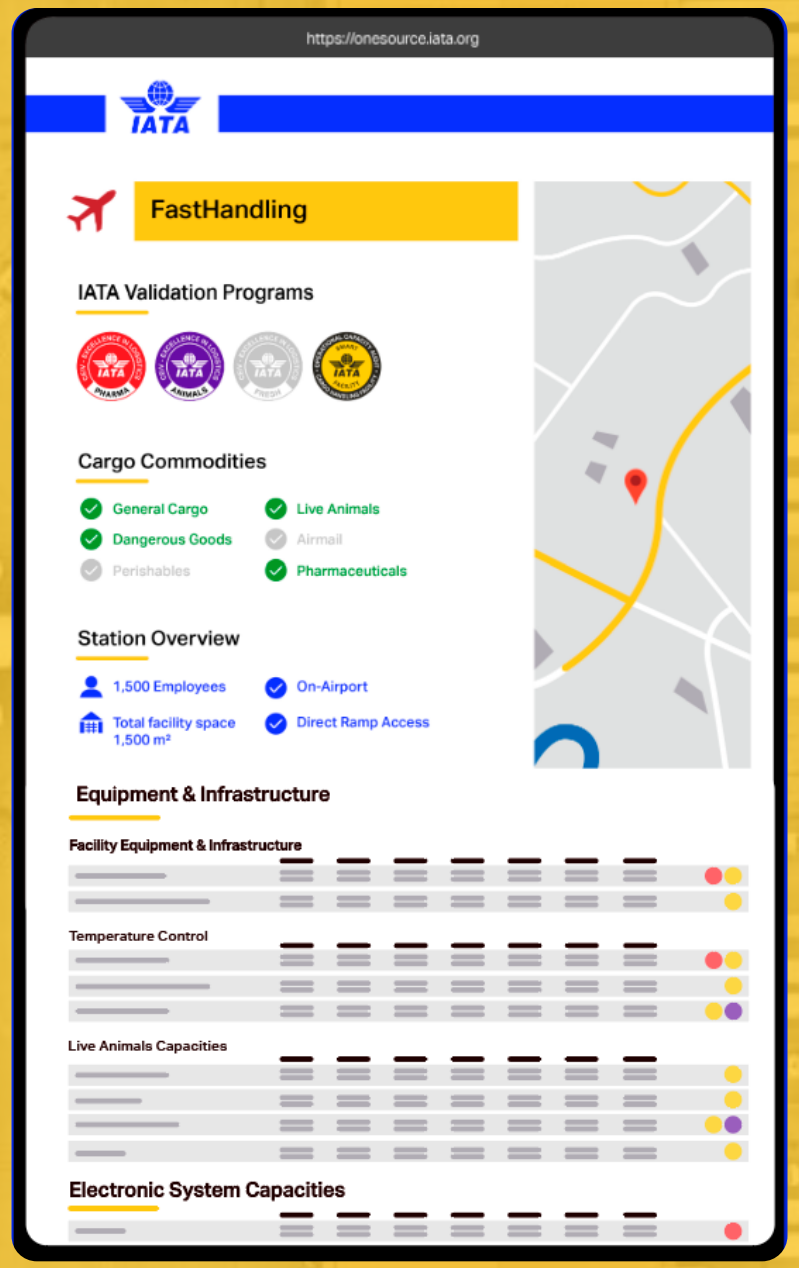
- Enables you to find the right business partner for your needs



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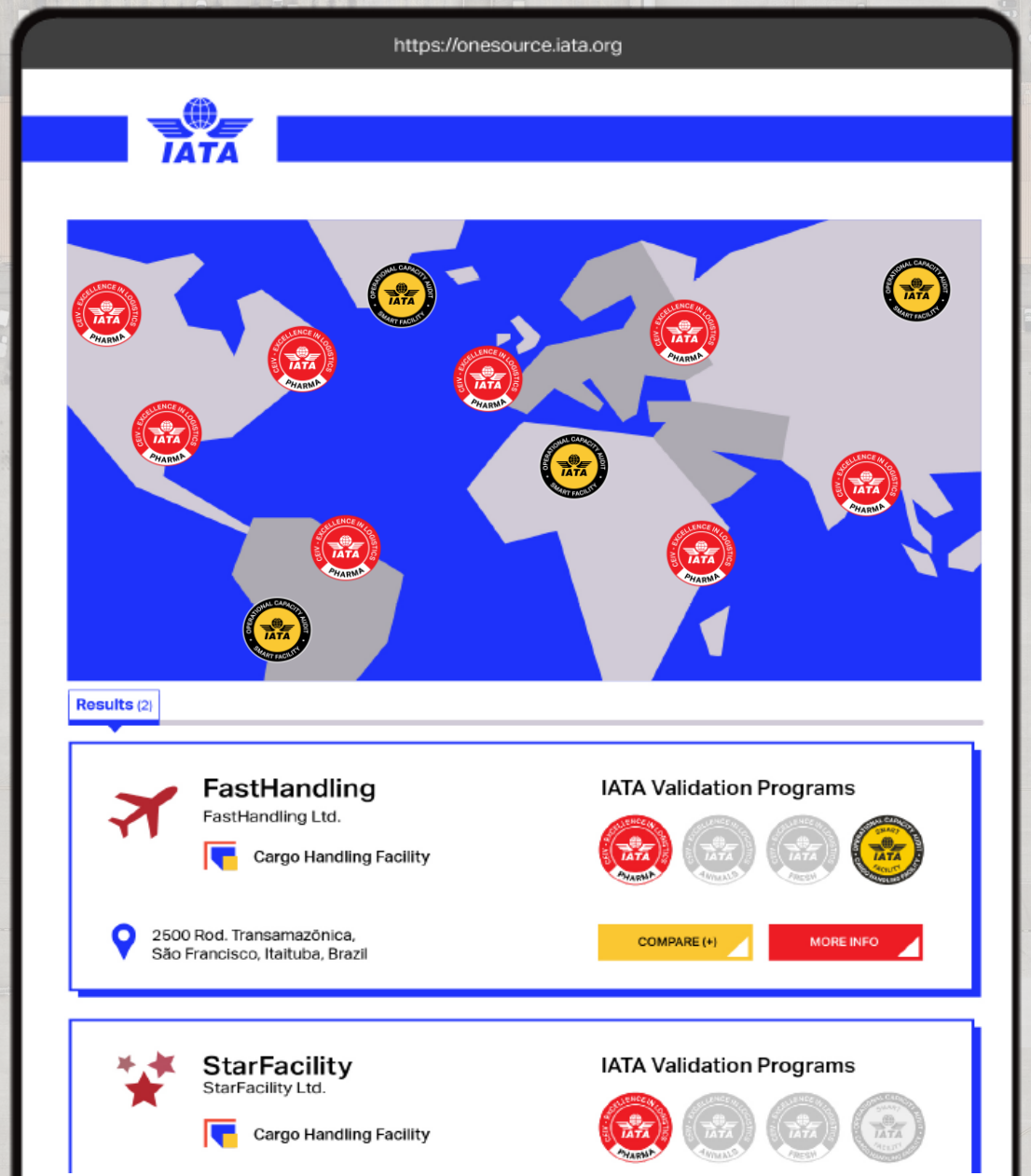
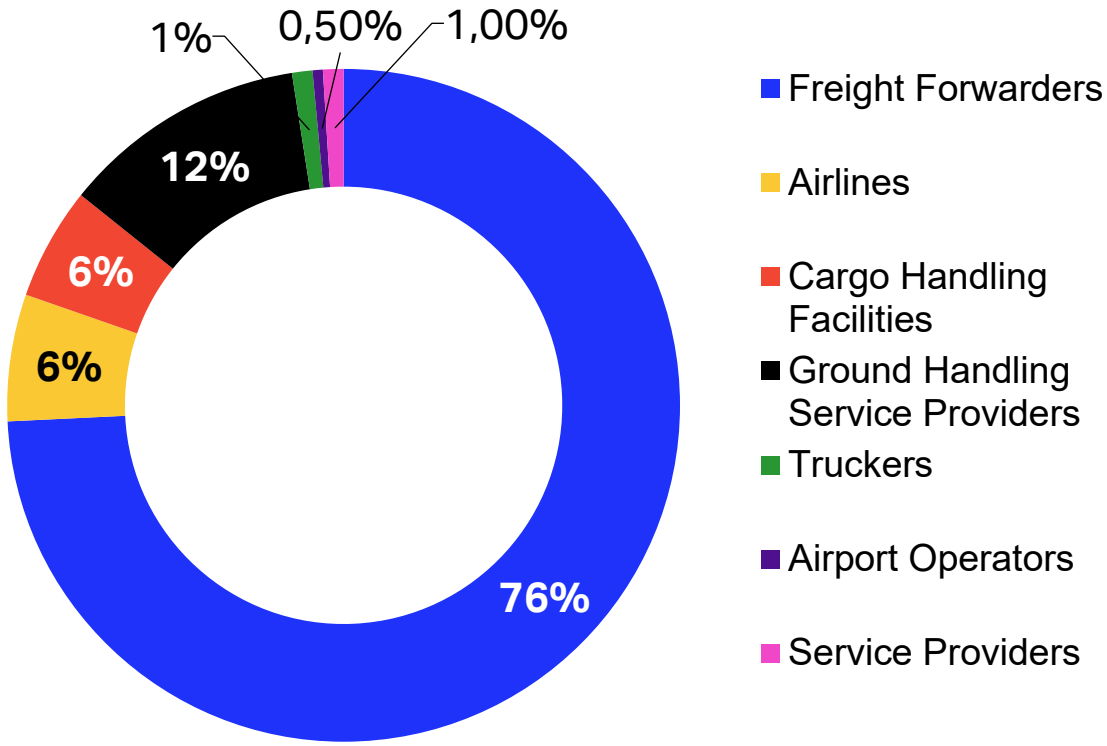
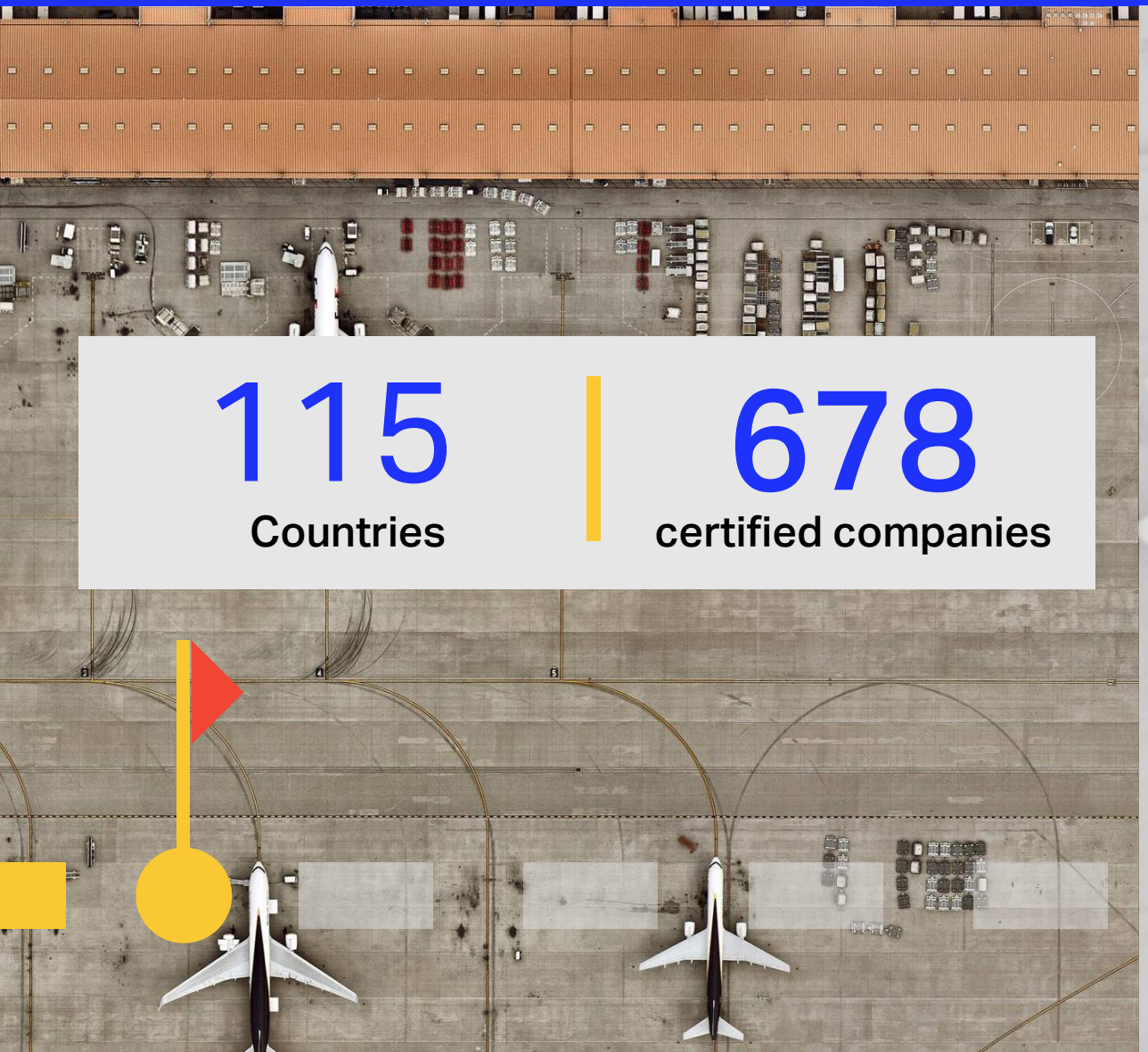




6288 registered stations

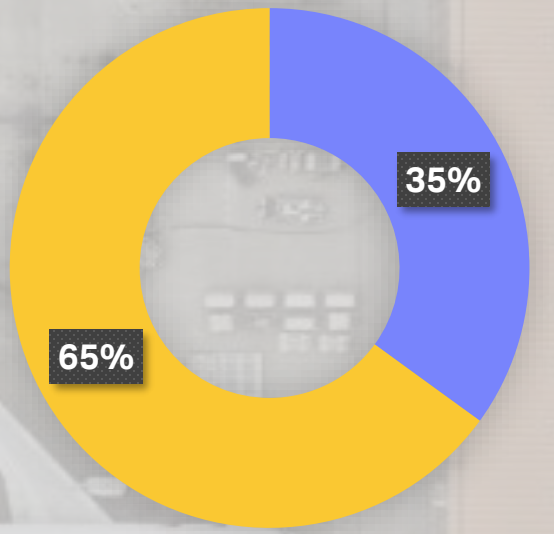
1480 certified companies

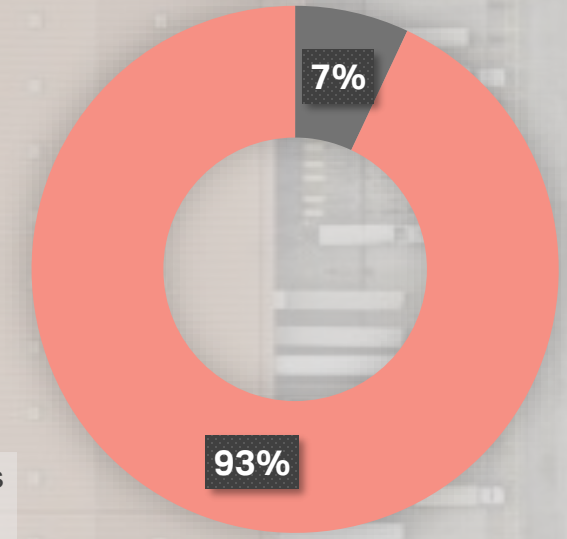
ISAGO Statistics



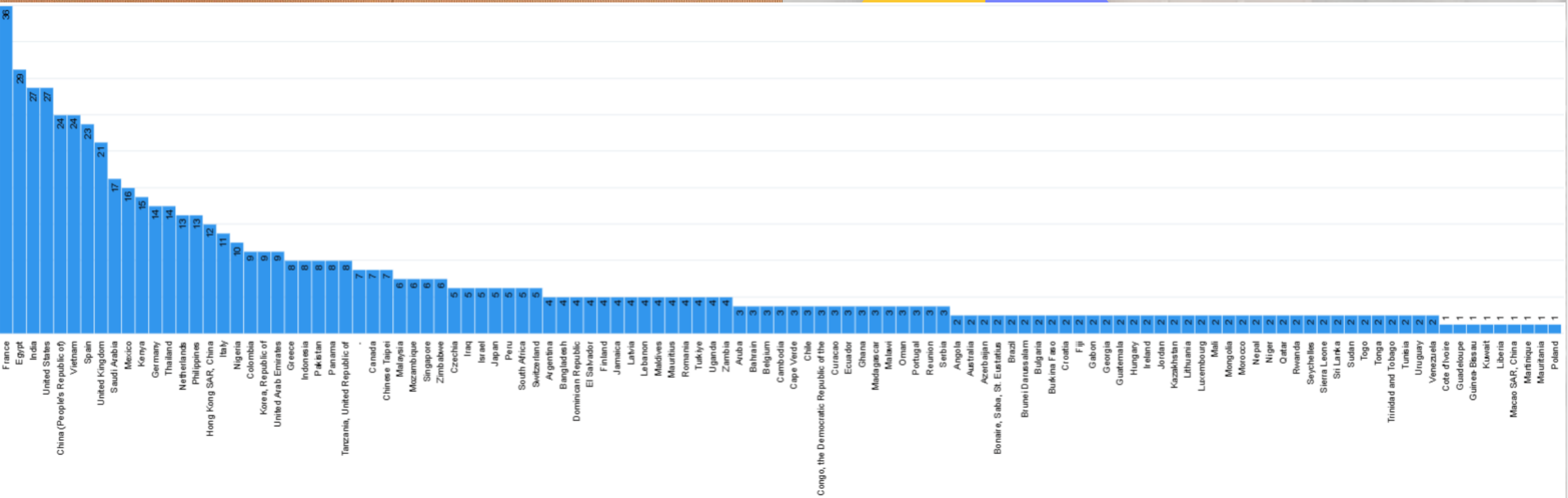
115
Countries

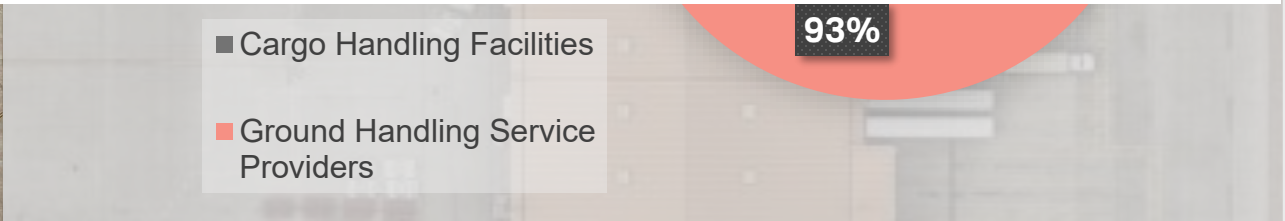
678
certified companies



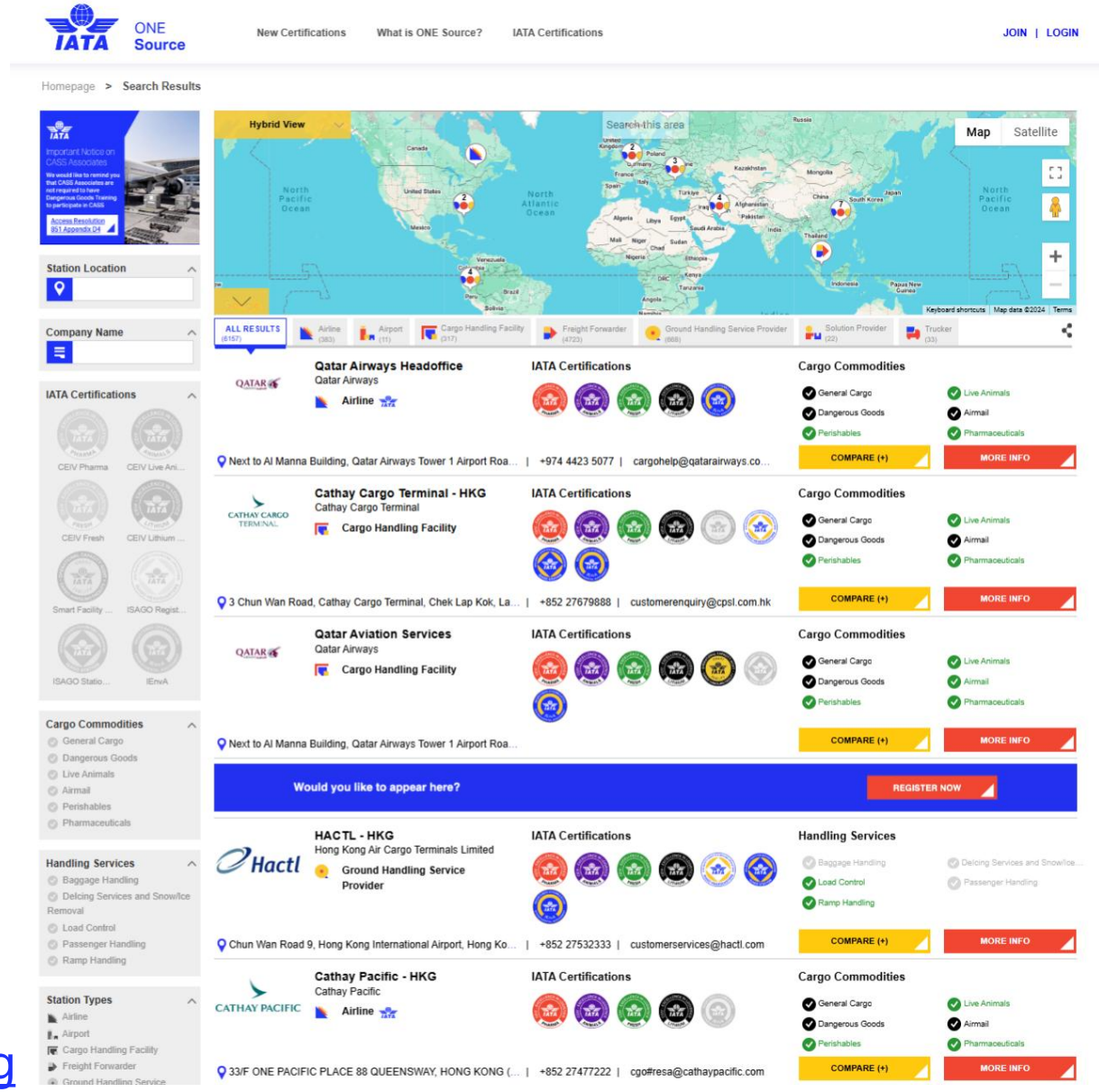


ISAGO Statistics





Live Demo ONE Source platform



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ONE Source is the single reference for up-to-date infrastructure and certification data.

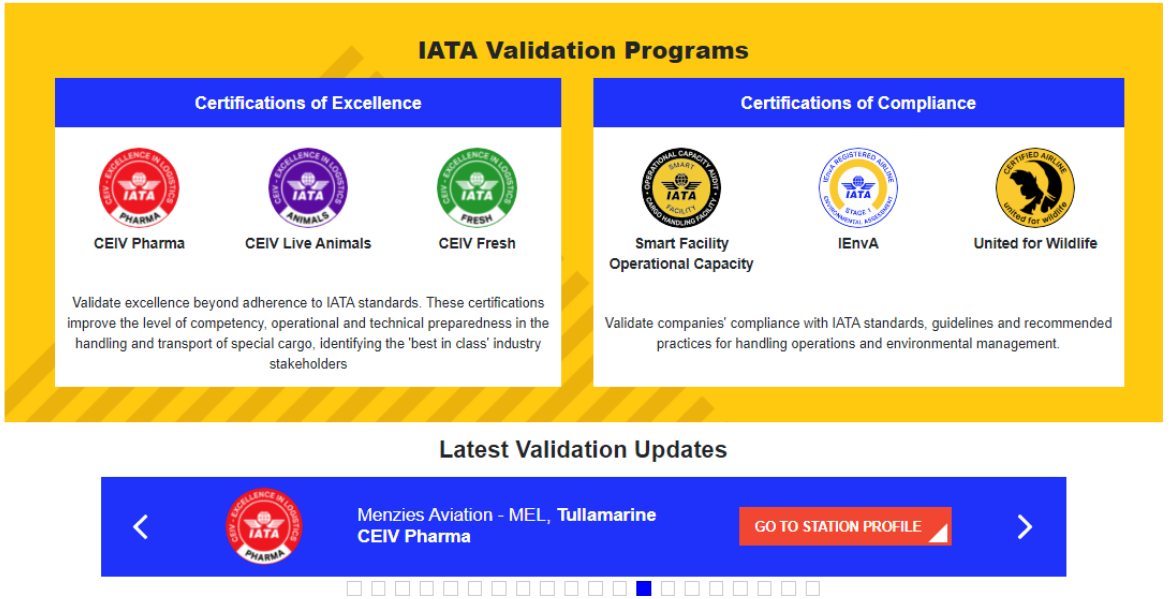
All critical information has been validated by IATA to guarantee that the data is accurate.

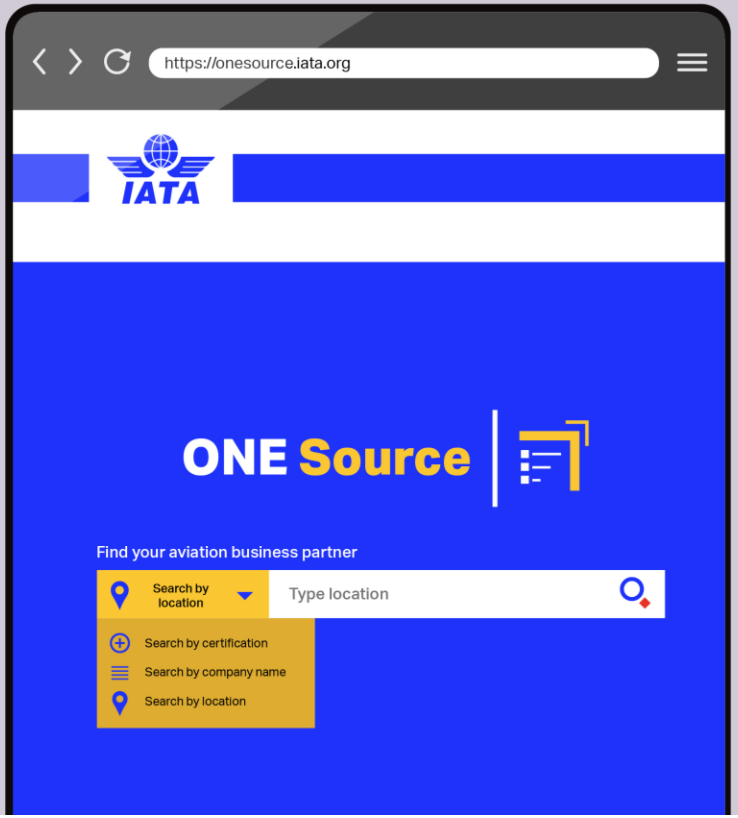
Data integrity is ensured by IATA's existing validation programs.

IATA Certification featured on ONE Source:

- **ISAGO**
- **CEIV Pharma, Live Animals, Fresh, Li-Batt**
- **Smart Facility Operational Capacity , IEnvA, IATA Sustainability Program, Track Zero**
- **Other IATA programs will join in the future**

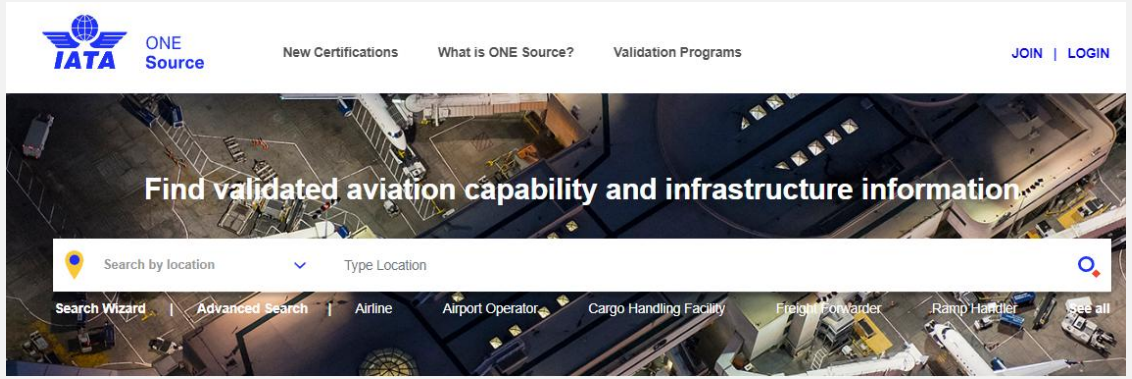
Latest certification updates are featured on ONE Source landing page

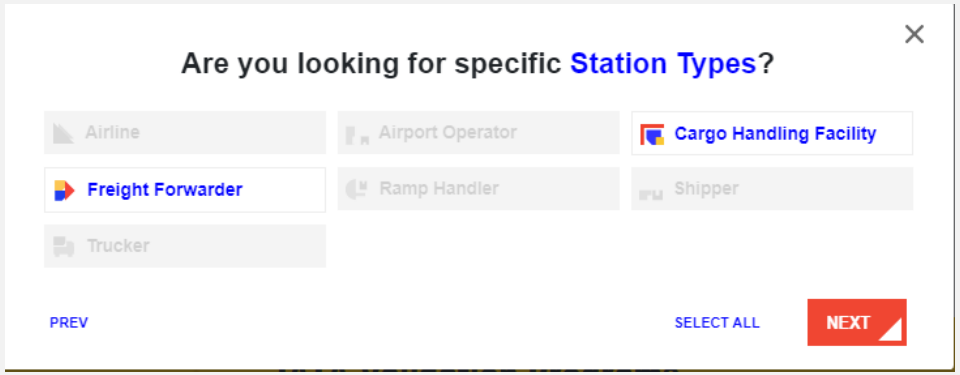




IATA ONE Source brings the modern search engine experience to the aviation services industry.

ONE Source allows you to find business partners through the quick search using locations, certifications or company names

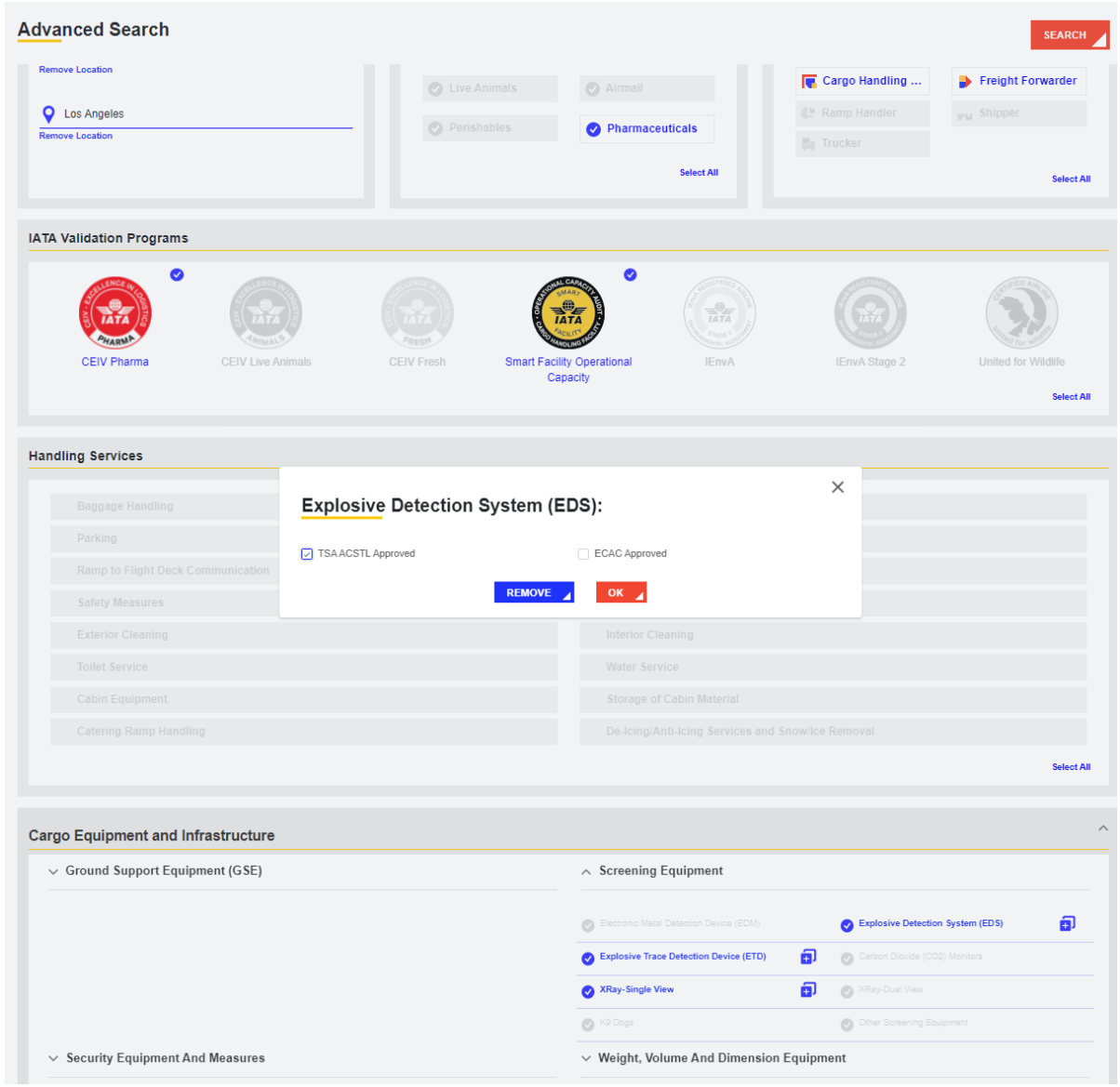


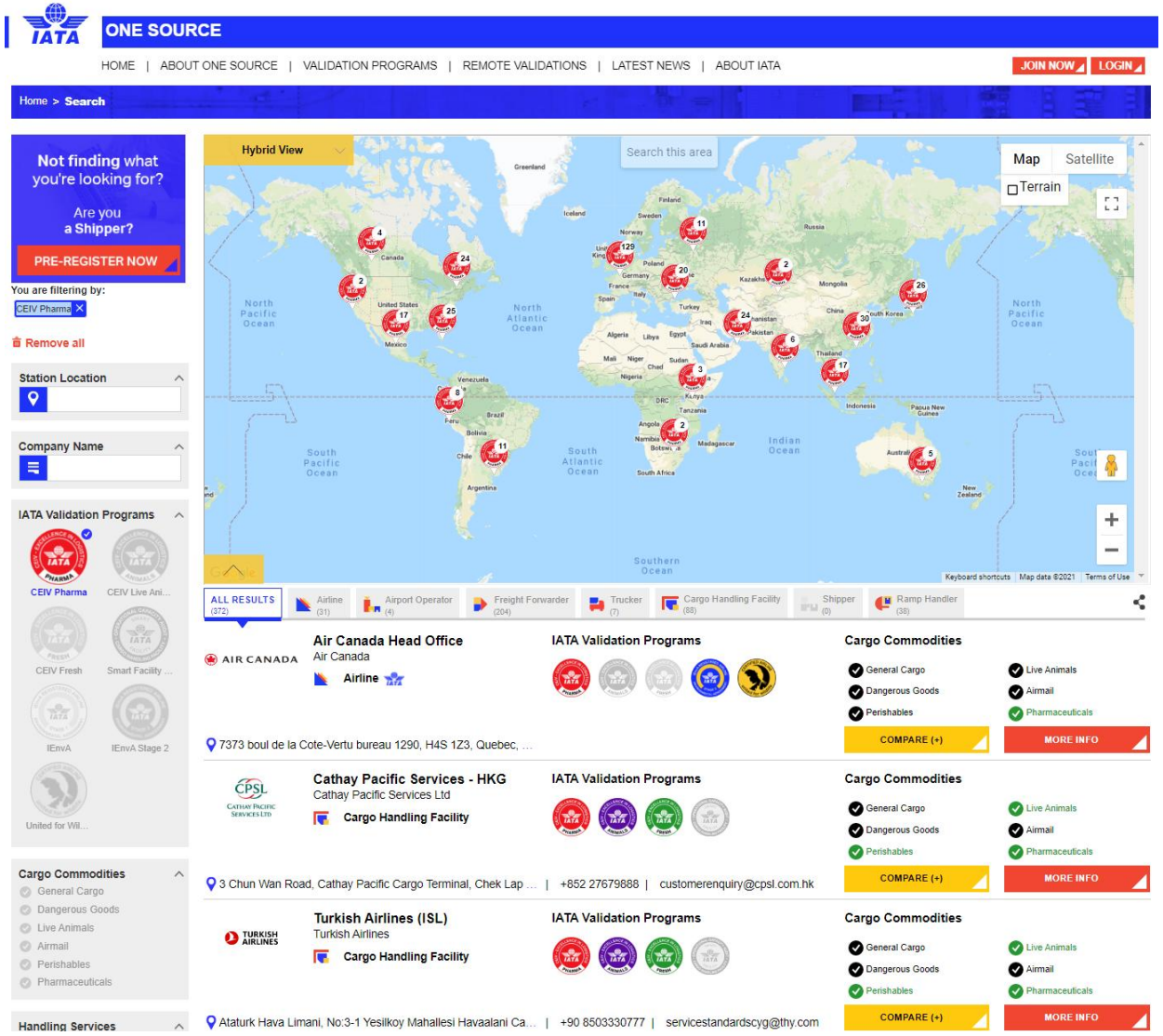


… or by using a dedicated search assistant

IATA

… you can also search by specific equipment and infrastructure requirements such as temperature-controlled rooms or screening devices



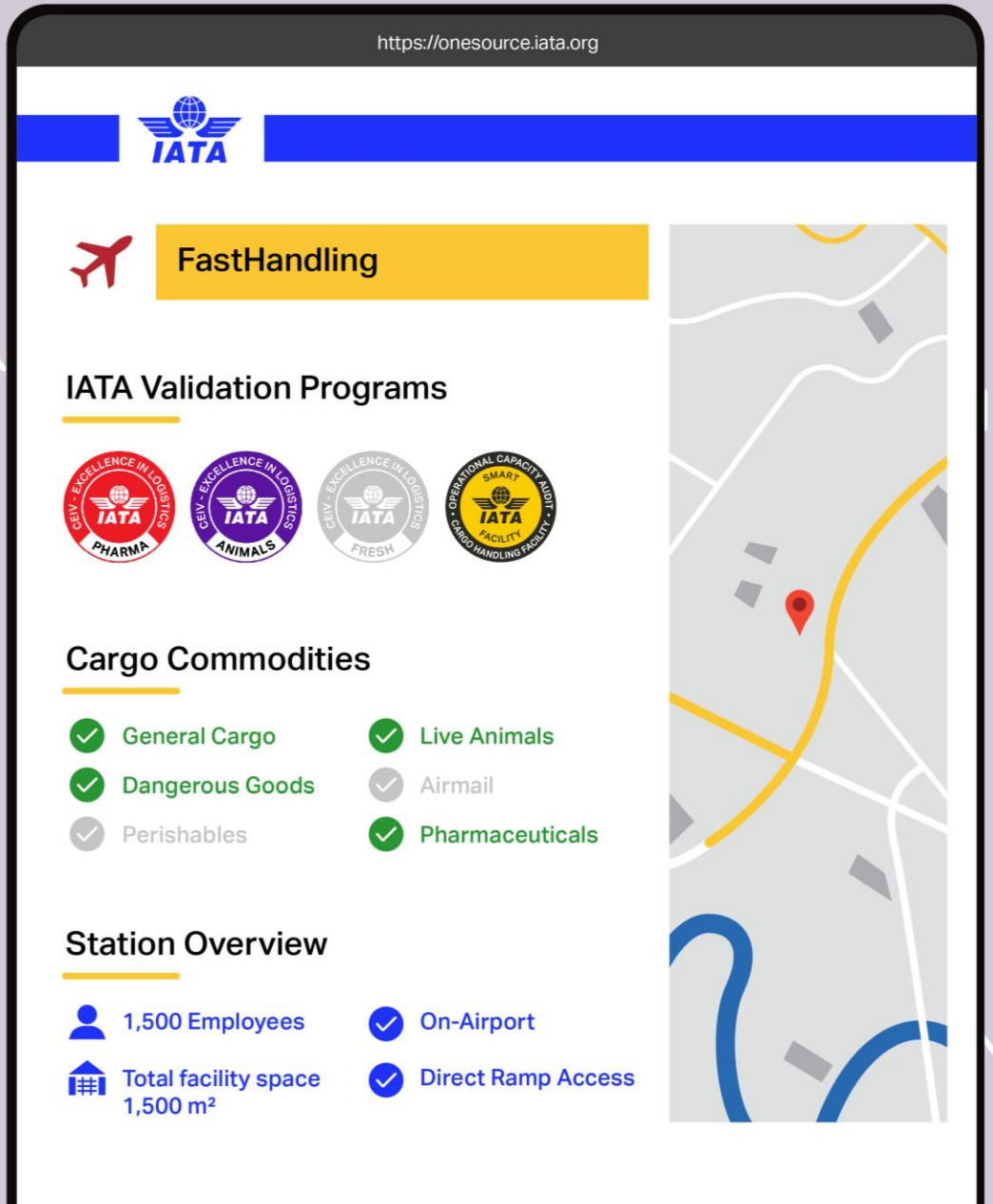


You can refine your search at any time using the filter side bar or the interactive world map

Through ONE Source, companies can attract new customers by creating a **free profile**.

Stand out from the competition by:

- adding validated equipment and infrastructure information
- highlighting capabilities and IATA certifications, like ISAGO, CEIV and Smart Facility Operational Capacity.
- List your handling business partners in every location



ONE Source allows you to find and objectively compare those business partners who better meet your needs…

FastHandling

Cargo Handling Facility

IATA Validation Programs

- Smart Facility Certification
- Cool Rooms 2 - 8 °C
- Dangerous Goods Handling
- Cargo XML Messages
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Find your aviation business partner

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What is ONE Source?

ONE Source is the industry platform for validated aviation capability and infrastructure information.
Find the right business partner for your needs, from specific infrastructure requirements such as temperature-controlled rooms to IATA certifications. The platform makes it easier for you to find the right services where you need them.

Do you want to be listed?

Attract new customers by creating a free profile on ONE Source.
Stand out from your competitors and highlight your facility's capacities and IATA certifications and accreditations.

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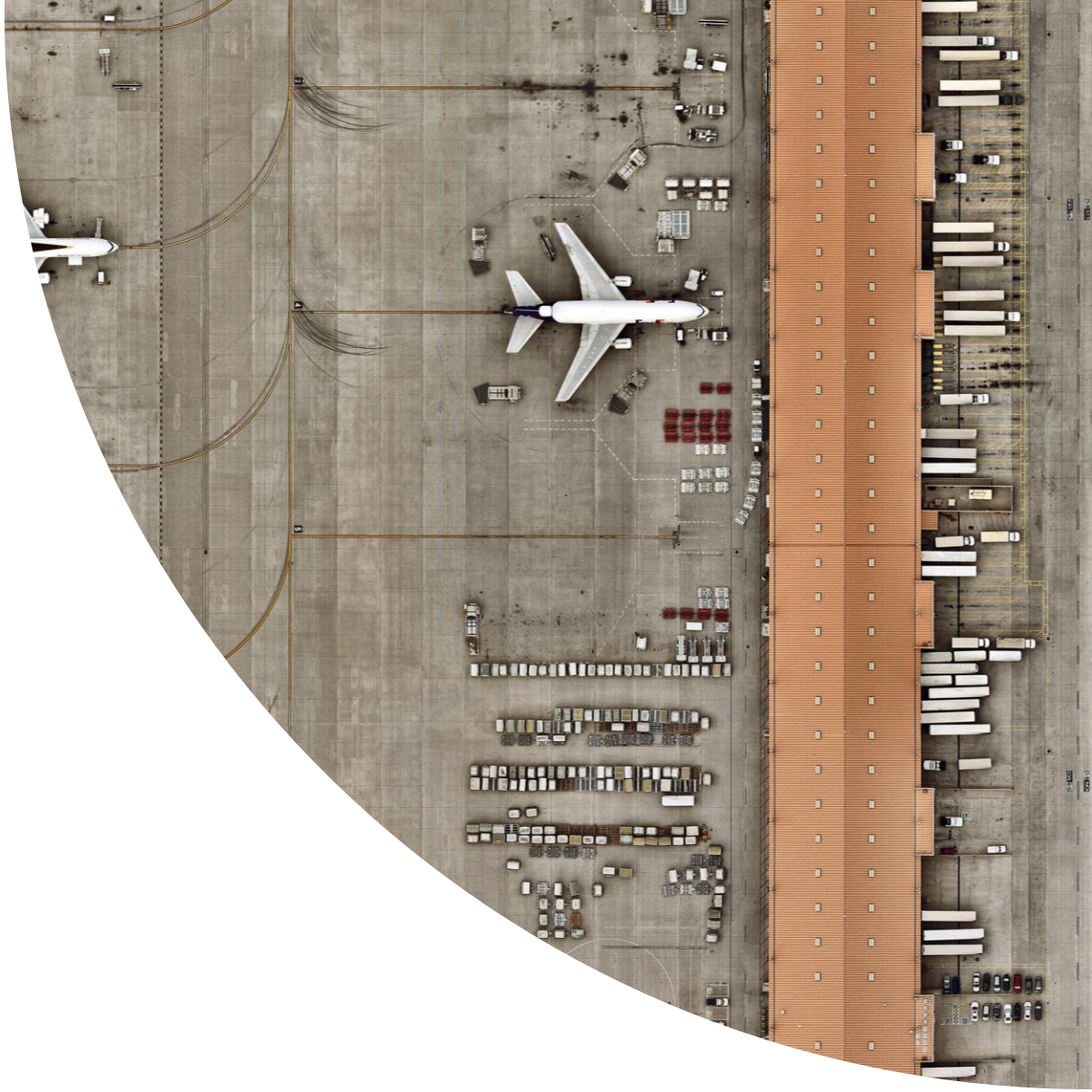
Questions