



The IATA Safety Audit for Ground Operations

A Quick Guide for Airlines, Regulators, Airports and
Ground Service Providers





Welcome!

The IATA Safety Audit for Ground Operations (ISAGO) is an industry global standard for the oversight and audit of ground service providers (GSPs). It is complementary to the internationally recognized and accepted IATA Operational Safety Audit (IOSA) designed to assess the operational management and control systems of an air operator.

The ISAGO program was started in 2007 in response to an industry request to address the safety risks and incident costs of ground operations. ISAGO is not a certification scheme, such as provided by agencies that certify compliance with design or process standards. ISAGO goes further, encompassing and providing an independent assessment of all aspects of managing and providing safe ground handling services.

The primary objective of ISAGO is to improve the safety of ground operations through the oversight of the implementation of management systems within a GSP and standardized operational procedures. With the growth of air traffic, airport operations have become increasingly complex. More and larger aircraft, an increase in the ground support equipment needed and the demand for faster turnaround times all contribute to the challenge of improving the safety of aircraft ground operations. The industry recognizes that the standardization of many areas of ground operations covered by the ISAGO Audit is where safety improvements and cost savings can be achieved. In the absence of regulations similar to those applied to air and airport operators, ISAGO requires a GSP to implement a safety management system (SMS).

The secondary objective of ISAGO is to provide an accepted cost-effective alternative to the audits conducted by airlines of ground operations and hence reduce duplication. IATA aims to establish regulatory authority recognition of ISAGO such that it can be used by air operators and airports as an acceptable means of compliance with relevant regulations for the oversight of ground handling activities.

Airlines

Do you know the capabilities of the ground service providers that you contract to service your aircraft? Do they meet the standards set by industry experts? Wouldn't you want to know that they meet these standards?

Are you suffering high rates of ground damage and turnaround delays?

What value would you put on knowing how a ground service provider has demonstrated it meets the industry standards when you start contract negotiations?

Do you want your ground service providers to have a safety management system in place that meets the same standards as yours?

Do you have the resources to oversee all your outsourced operations? Would an independent assessment of the ground operations provided for you be of help? And would you like to use that assessment to satisfy or complement your IOSA or State regulatory obligations?

Did you know you could have access to all ISAGO audit reports and the latest ISAGO information for less than the cost of a handful of your audits? ISAGO membership is available to all airlines

150+

New ISAGO Audit Reports in 2020
(over 550 total)

104

Audits in 2020 despite
COVID-19

380

Audits expected
in 2021

IOSA
ORG 3.5.2/3.5.3
GRH 1.10.2/1.10.3
ISAGO is an
acceptable means
of compliance

ISAGO is the
only global
program that
requires SMS
in ground
operations
(ORG 1.6.6)

Regulators

Are you concerned at the rate of ground safety incidents at airports in your state?

The first edition of the ICAO Manual on Ground Handling (Doc 10121) specifies provisions for states, airlines, airports and ground service providers. The Manual outlines Annex 19 safety management provisions in ground operations that contribute directly to a state safety programme.

ISAGO SMS standards are derived from ICAO Annex 19. The ISAGO audit specifically assesses the implementation and effectiveness of the SMS within the ground service provider's organization and throughout its network of ground operations wherever they may be in the world.

ISAGO Standards are aligned fully with ICAO Doc 10121

ISAGO SMS is ICAO Annex 19 SSP compliant

230+
GSPs ISAGO Registered

ISAGO Audits performed at
240+
Airports Worldwide

[The] Meeting acknowledged the contribution of ISAGO in the oversight of ground handling and recognized the safety assurance benefits that ISAGO brings during and after the COVID-19 pandemic and, ...encourage[d] States/Administrations to complement their State Safety Programme and air operator regulatory activities through recognition of ISAGO as an acceptable means of oversight of ground handling service providers.

10th Meeting of the ICAO Regional Aviation Safety Group - Asia and Pacific Regions (RASG-APAC/10) (Bangkok, Thailand, 17-18 December 2020)

ISAGO registration requires a full audit every two years of the ground service provider's corporate safety and quality management systems and ground operational procedures. At least one station accreditation audit is also required every two years to assure the ground operations are performed in accordance with corporate, local or customer airline requirements.

ISAGO information is available from IATA through a Memorandum of Understanding.

Airports

You don't need reminding that the ramp is a challenging place to work and any incident impacts on many operations that are time critical. You are also aware of the personnel occupational health and aircraft damage risks.

Do you or do you want to incorporate certification of safety standards and procedures in the licensing of ramp operations or cargo facilities? Do you want help to maintain oversight of the ground operations?

The ISAGO audits cover many airport operations and facilities, not just on the ramp. Passenger and baggage check-in and loading/unloading, cargo handling, ramp safety, catering and many other operations are covered by the ISAGO standards.

The latest ISAGO standards also cover occupational and other health (including COVID-19) requirements.

Talk to IATA about what ISAGO can do for your airport.

ISAGO Standards complement IATA airport and cargo policies, procedures and regulations

ISAGO Audits performed at

300+

GSP Airport facilities

ISAGO works with you to improve ramp safety

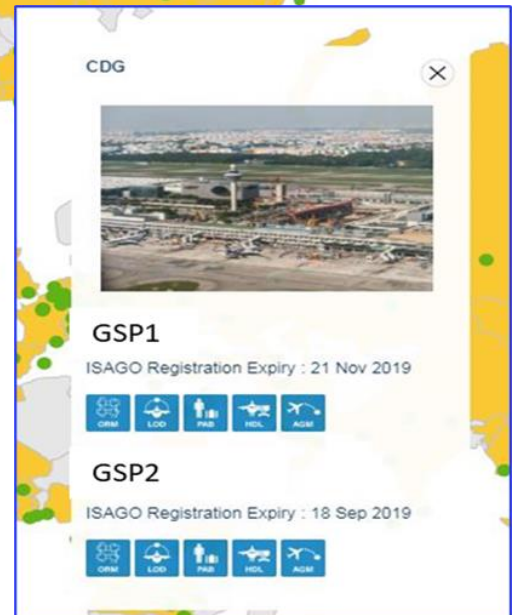
The ISAGO Registry

The ISAGO Registry is the online portal that gives access to ISAGO Registration and Station Accreditation information and Audit reports.


Airlines that subscribe to ISAGO membership receive unlimited access to the registry content. Airlines also receive regular reports on what's new and where audits are planned.

Ground service providers receive access to the ISAGO information for their organization only. They can update their networks to show airlines where they operate.

Over 550 audit reports are available. Each report is updated on a two-year cycle upon completion of an ISAGO audit. This also means that the GSP is fully compliant with all applicable ISAGO standards.



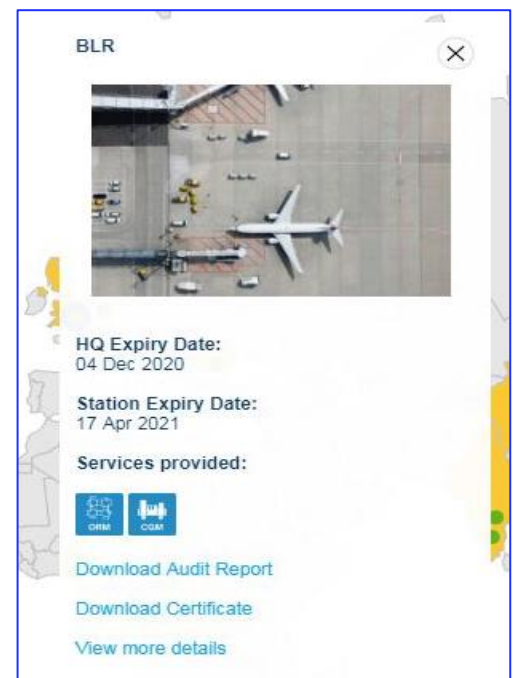
CDG




GSP1
ISAGO Registration Expiry : 21 Nov 2019

GSP2
ISAGO Registration Expiry : 18 Sep 2019

CRM, LOD, PAB, PDL, AAM



BLR



HQ Expiry Date:
04 Dec 2020

Station Expiry Date:
17 Apr 2021

Services provided:

CRM, GDM

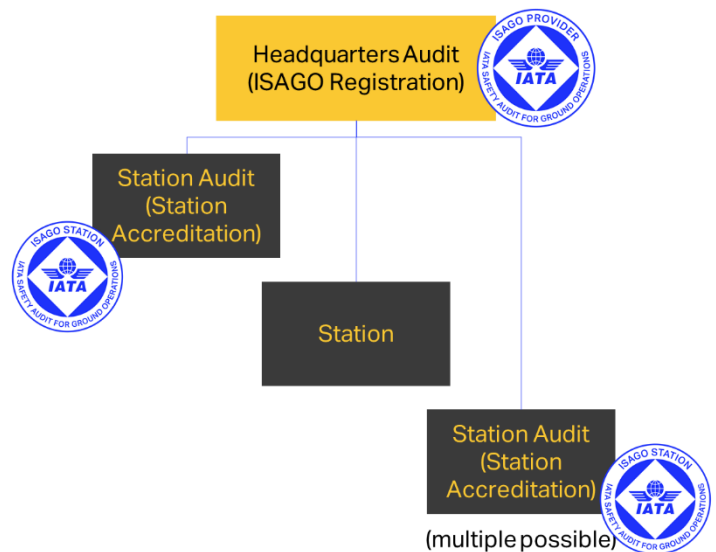
[Download Audit Report](#)

[Download Certificate](#)

[View more details](#)

Audit Program

An ISAGO Registration is based on the audit of the ground service provider as an organization, at its corporate headquarters and covering the management systems in place that control the ground operations provided at all stations (airports). A least one Station Accreditation is required, achieved by the audit of the ground operations implemented at the station. An ISAGO Registration or a Station Accreditation is granted when all findings are closed and is valid for a period of 24 months, pending the closure of a renewal audit before it expires. Full details are in the ISAGO Program Manual.



ISAGO Agents

are contracted by IATA to provide a personal service to schedule the audits and organize the audit teams. The Agents also organize the travel and accommodation and other logistics to make the audits happen.

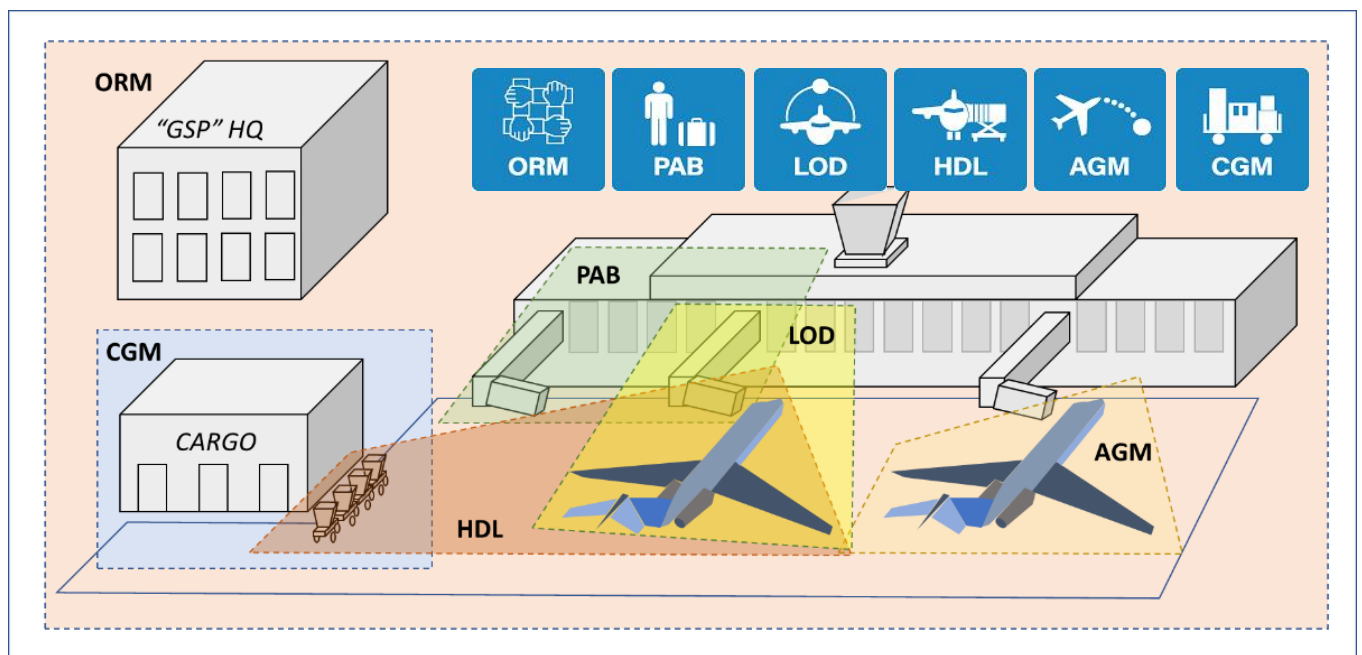
The ISAGO audits are performed against standards and recommended practises (GOSARPs) that are published in the ISAGO Standards Manual and regularly updated with the help of industry experts.



Audit Scope

An ISAGO Headquarters or Station audit is tailored to the GSP's organization, network of stations and the services provided.

The audit scope is determined from the ISAGO standards which cover, in addition to Organization and Management (ORM), the typical ground operations provided at an airport grouped in the following disciplines: Load Control (LOD), Passenger & Baggage Handling (PAB), Aircraft Handling & Loading (HDL), Aircraft Ground Movement (AGM) and Cargo & Mail Handling (CGM).



ISAGO promotes the standardization of procedures, including the best practices in the IATA Ground Operations Manual (IGOM), Airport Handling Manual (AHM) and the IATA Cargo Handling Manual (ICHM).

An ISAGO audit is also available for the ground services provided by an airline. A special arrangement is available if the airline is IOSA-registered.



Auditors

The ISAGO audits are performed by IATA-selected and trained auditors that are qualified as members of the IATA Charter of Professional Auditors.

There are over sixty qualified independent auditors located around the world. All have completed the IATA qualification process and regular refresher and updating training.

Their goal is to provide a high-quality assessment of conformity against the applicable GOSARPs and trace the closure of any findings. IATA monitors their performance on a continuous basis.



COVID-19

The ISAGO Support Program was implemented in March 2020 to provide relief and alternative auditing measures during the COVID-19 pandemic. The measures included:

- Extenuating circumstances applied to ISAGO Registrations and Station Accreditations if, because of the COVID-19, renewal audits could not be performed, or a performed audit could not be closed prior to the ISAGO Registration or Station Accreditation expiry date.
- In July 2020, the option of a remote audit if travel restrictions, limited flights, and quarantine requirements prevented the conduct of a conventional ISAGO Audit.
- A special edition of the ISAGO Standards Manual (interim GOSM) with a reduced set of safety-critical standards for the remote audits.
- Reduced costs – the remote audits eliminated auditor travel and accommodation and the reduced checklist also reduced the time needed and hence cost.

Despite the impact of the pandemic, about half of the planned audits in 2020 were performed. Half of those performed were remote audits. Over 150 new audit reports were approved and uploaded to the ISAGO Registry.

The remote audit option continued in 2021 because travel restrictions remained in many places. However, a return to normal onsite audits will occur as soon as the restrictions are lifted.

Details of the ISAGO COVID-19 Support program (revised in February 2021) are available on the ISAGO website.

Restart!



Click on the image above for more details

The COVID-19 pandemic significantly impacted airline, airport and, probably, regulator resources, including resources normally devoted to oversight activities. The impact may be long-lasting.

ISAGO continued to operate to provide safety assurances of ground operations to support and supplement

the air operator's oversight of outsourced ground handling operations. Audit reports are available at many destinations, perhaps a new destination for an airline or where new contracts are sought. The ISAGO audit reports can, if recognized by the regulatory authority, compensate for the lack of an air operator's own oversight audits. In addition, the ISAGO audits and audit reports provide assurances that contribute to a State Safety Programme (SSP), supplementing aerodrome certification and aerodrome licensing requirements and filling the ground handling regulatory void.

The numbers speak for themselves.



GSP? Need Help?



Get on the right path
iata.org/consulting



Ensuring ISAGO success Improving safety performance

To become or remain a
**Ground Services Provider
(GSP) of choice, your
credibility with regard to safe
operations is crucial.**

Despite no published international safety regulations applying directly to ground handling services or their providers, maintaining your safety reputation depends on keeping up with individual states' and airport requirements and satisfying multiple airline audits. It can be a costly exercise, tying up resources and time. Relied on by many states, airports and airlines as an independent assessment of the implementation of industry-developed and internationally-recognized best practices, ISAGO can reduce the operational costs of meeting safety requirements over the long term.

How IATA Consulting can help

ISAGO meets the recommendations of ICAO DOC 10121 – Manual on Ground Handling. We have access to a network of dedicated IATA-qualified ISAGO auditors and verified consultants to assist GSPs in assessing whether their structure and systems meet the standards and recommended procedures recognized by the industry, and help them successfully complete an ISAGO audit.

Know where you stand and what to do

◆ **ISAGO for Ground Service Providers: Training & High-Level Assessment** | Determine your readiness to undergo an ISAGO audit.

◆ **Mock-Audit & Corrective Action Plan** | Bring your team up to the required level.

Level up your operations

◆ **ISAGO Technical Assistance & Training Delivery** | Facilitate set-up of the structure you need.

◆ **Safety Management Training** | Achieve the highest standards in safety management.



Questions?

Please visit the [ISAGO website](#) for more information on the ISAGO program, ISAGO Registry and ISAGO audits.

Airlines should contact their nearest [IATA Regional Office](#).

Alternatively, email at this address isago@iata.org.

We will be very happy to talk to you!

