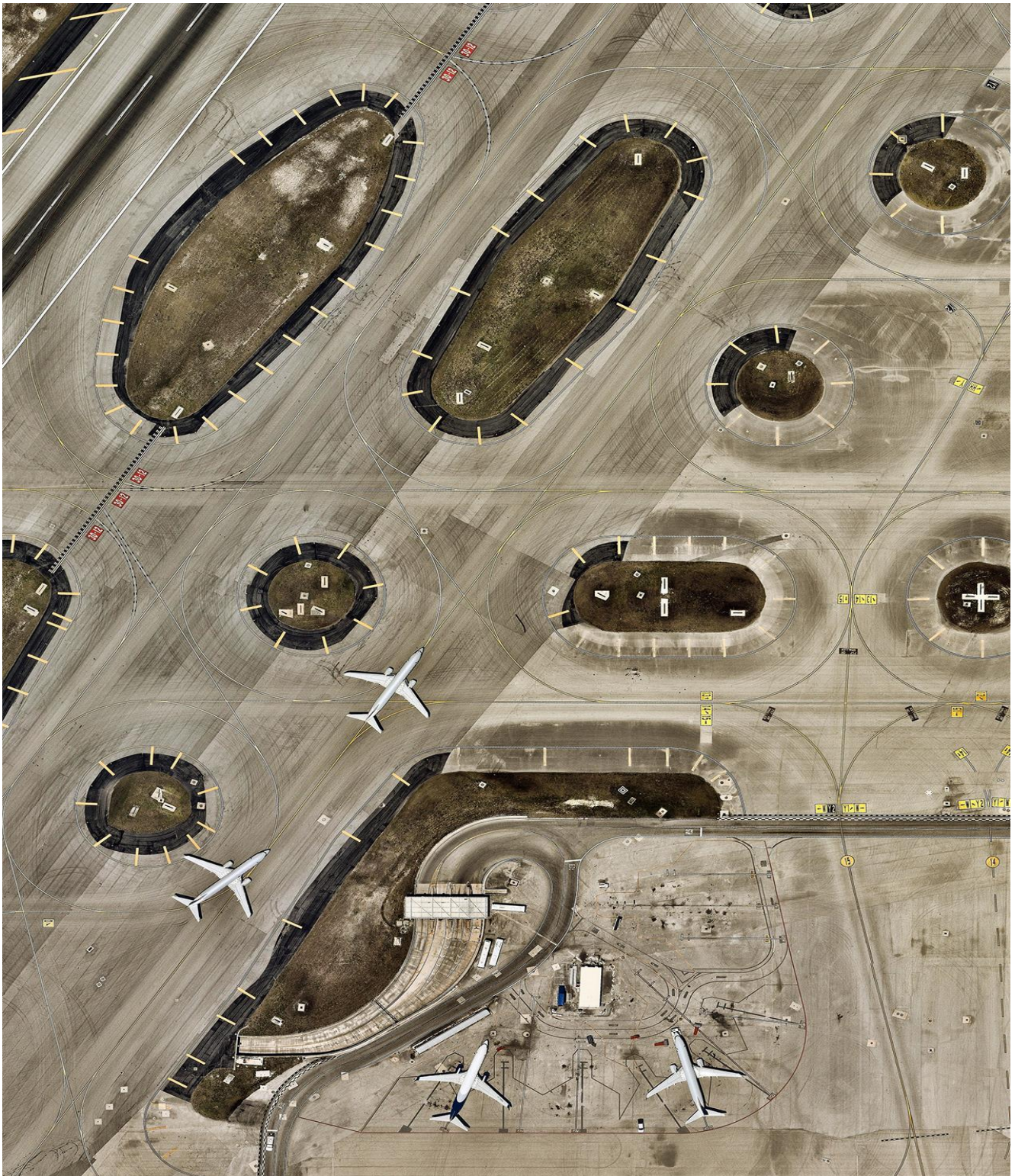




The ISAGO Registry

ISAGO Audit Report & Certificate Sharing & More





Introduction

The ISAGO program was transformed in 2017, and for all audits conducted from January 2018, the audit methodology, audit conduct and the program requirements were completely revised. To provide additional benefits to airlines and a ground service provider (GSP), a new enhanced registry was developed.

Features of the new ISAGO Registry include:

- Graphical representation of the ISAGO status of the GSPs, including disciplines audited, at all airports within an airline's network
- Graphical representation of the ISAGO status of a GSP's headquarters and stations, including disciplines audited, at all airports within its network
- Search with multiple filters (Region, Airport, GSP, ISAGO Disciplines, Expiry date)
- Access to ISAGO Audit Reports and ISAGO Certificates
- The facility to update airline and GSP networks

The ISAGO Registry is hosted on the IATA ISAGO Extranet, a website hosted on IATA servers.

Access to the ISAGO Registry is controlled by IATA and is available only to airlines that take out an ISAGO membership and to ISAGO registered GSPs. The information available to view and download is also controlled. An airline has access to information related to its and all GSP networks, while a ground service provider has access only to information related to its network.

This document provides guidance on the use of the ISAGO Registry by authorized users. To become an authorized user you must be notified to IATA as either a nominated employee of an airline that has a current ISAGO membership or a nominated employee of a GSP that is ISAGO registered. IATA will grant access rights to the nominated employee.

The accuracy of the information provided on the networks of the airlines and GSPs cannot be assured. The ISAGO Registry is dependent upon the airlines and GSPs to provide the initial network information and to update the information as necessary. Maintaining accurate information ensures that the full benefits of the ISAGO Registry can be gained.

1. The ISAGO Registry Home Page


The ISAGO Registry Home page provides three options:

- ISAGO Registry – this option is available to authorized employees of airlines and GSPs, and provides information on the ISAGO status of a GSP's headquarters and stations, including disciplines audited, at all airports within its network
- Airline Network View – this option is available only to authorized employees of airlines and provides information on the ISAGO status of the GSPs, including disciplines audited, at all airports within an airline's network
- Upload Your Network - this option is available to authorized employees of airlines and GSPs and accesses the facility to update airline and GSP networks

Click the icon for the option that you want to use.

ISAGO Registry





ISAGO REGISTRYAIRLINE NETWORKUPLOAD YOUR NETWORK

<< To strive to be the global standard for safe and efficient ground handling operations. >>



2. ISAGO Registry

If you are an employee of an airline you will have access to detailed information on all GSPs.

If you are an employee of a GSP you will have access to detailed information related only to the GSP.

Counters

The Counters that appear at the top of the page provide a summary of the ISAGO registration status of GSPs. The Counters on the ISAGO Registry landing page provides the status of all ISAGO registrations. In the example below:

- The first counter indicates the total number of GSPs that are ISAGO registered
- The second counter indicates the total number of stations that have an ISAGO Station Accreditation
- The third counter indicates the number of airports worldwide where at least one GSP has an ISAGO Station Accreditation



Search Filters

One or more filters can be applied to display the information according to the following specified criteria:

- Region
- Country
- Airport Code
- Expiry Date (Search results will show results before the entered date)
- ISAGO services
- GSP Name

Click [Filter](#) to view the results.

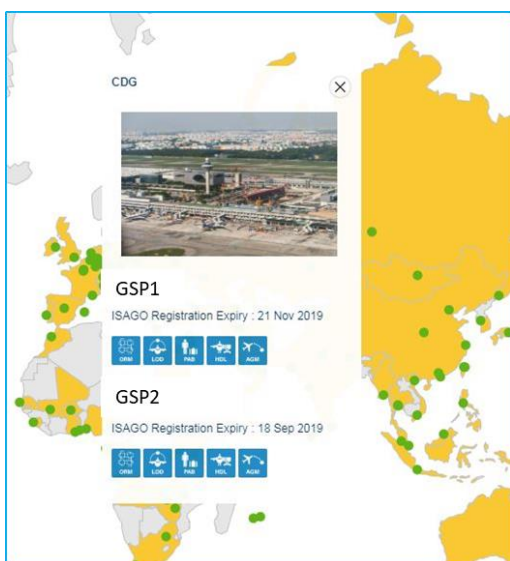
Region	<input type="text" value="Please select"/>	Country	<input type="text" value="Please select"/>	Airport Code	<input type="text"/>
Expiry Date	<input type="text" value="___/___/___"/>	Services	<input type="text" value="Please select"/>	GSP Name	<input type="text"/>
				<input type="button" value="RESET"/>	<input type="button" value="FILTER"/>






You can apply multiple filters for one search. For example, if you set Airport Code to "SEA" and Services to "LOD", the search results would display all the ISAGO-registered GSPs at Seattle Airport that provide a Load Control service.

The default view of the ISAGO Registry landing page includes a global illustration of ISAGO registration. All GSPs are indicated by green dots at the location where the ISAGO Headquarters Audit took place.



Click on a green dot to reveal the ISAGO registration details of the GSP(s) at that location (usually associated with an airport) as shown below. Note the expiry date of the ISAGO registration is given and the icons indicate the ISAGO disciplines that were audited.



-  Organization & Management
-  Load Control
-  Passenger & Baggage Handling
-  Aircraft Ground Handling
-  Aircraft Ground Movement
-  Cargo & Mail Handling

You can obtain detailed information on the individual GSP by clicking on its name or by the using a filter.



GSP Network Information

Selecting a GSP (by clicking on the name of the GSP or by using a filter) opens a new tab in the browser. The tab provides detailed information on the GSP, its ISAGO status (registration details), Station Accreditations (stations that have been audited) and other stations in its network that have not been audited.

Note: It is only possible to see the GSP stations without an ISAGO Station Accreditation if the GSP has made this information available to IATA or has uploaded it to ISAGO Registry.

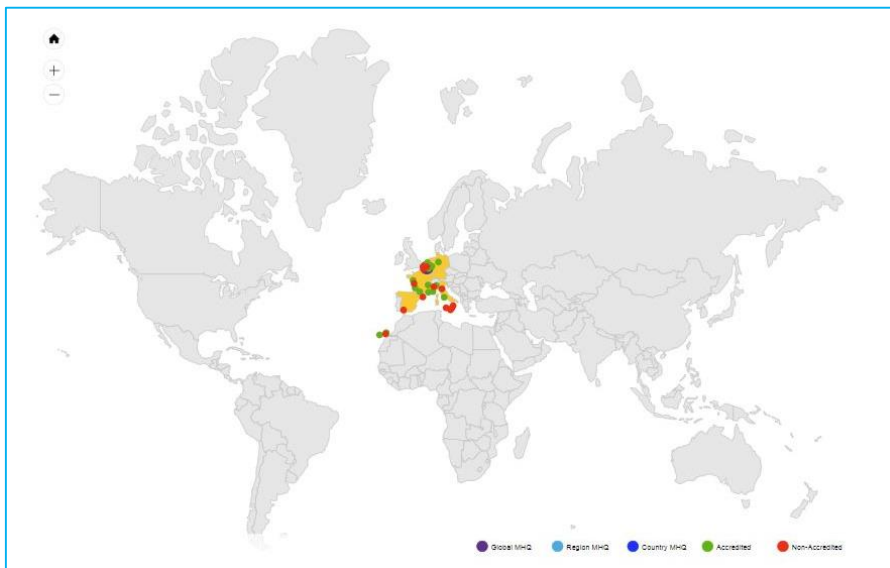
The Counters on this page relate to the GSP and provide the following detail:

- The total number of stations where the GSP provides services
- The number of stations with an ISAGO Station Accreditation
- The GSP's ISAGO penetration – the percentage of the GSP's stations that have been audited

GroundServiceProvider



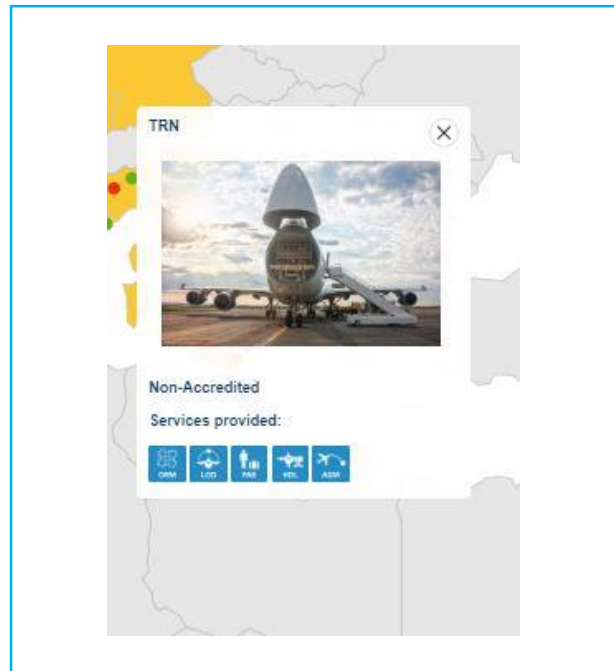
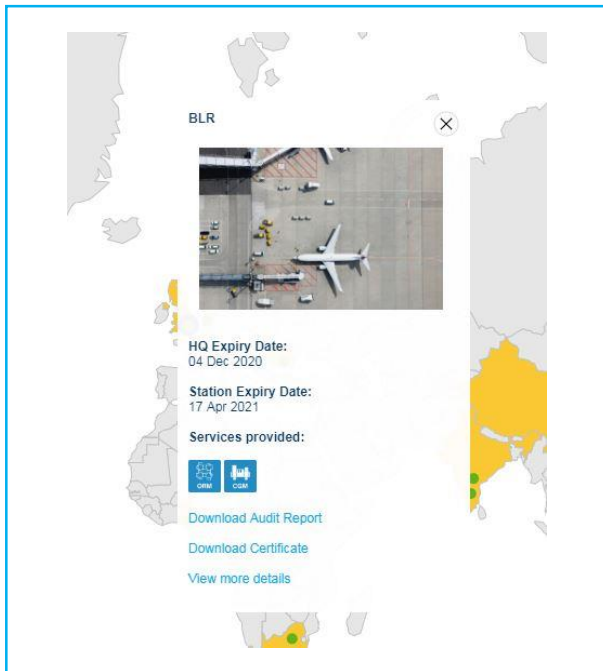
Below the filters, the network of the GSP is illustrated on the map.



A green dot indicates the location of a station that has an ISAGO Station Accreditation (has been audited). A red dot indicates a station that has not been audited. If the GSP has more than one Headquarters (it is audited as operating on a regional or country basis), color-coded dots differentiate the location.

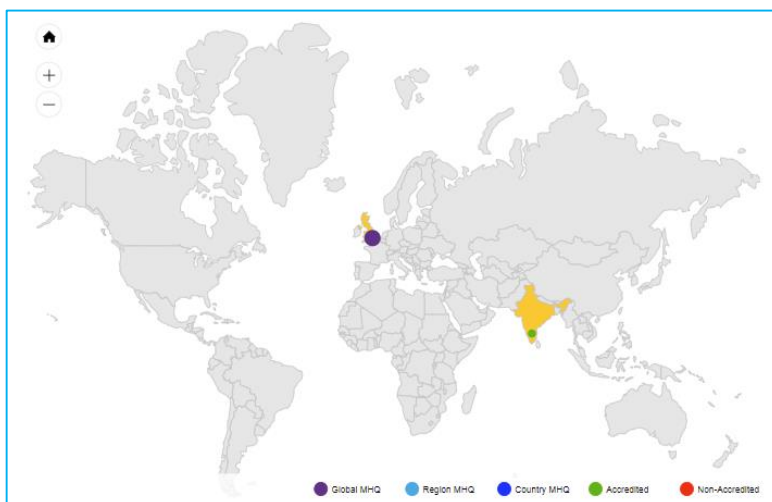
Click on a dot to reveal more information on the ISAGO status of the Headquarters or a station.

A station that has an ISAGO Station Accreditation has more information.



For a station with an ISAGO Station Accreditation, the dialogue box provides the following:

- The ISAGO Registration (HQ) expiry date
- The Station Accreditation expiry date
- ISAGO services at the station that have been audited
- Option to [Download Audit Report](#) – Click here to access the ISAGO Station Audit Report
- Option to [Download ISAGO Certificate](#) – Click here to access a scanned copy of the ISAGO Certificate
- Option to [View more details](#) – Click here to obtain more information regarding the GSP at the selected station. A new tab opens and the map (as below) displays the location of the GSP's Headquarters and the selected station.



GroundServiceProvider

GSP Headquarters

Name	GroundServiceProvider
Location	Brussels
Country	Belgium
IATA Region	Europe
First Registration Date	03 Jun 2009
Registration Expiry Date	03 Jun 2022
Annotations	

Services Registered:

GSP LDD FBO HSL AGM CDM

GSP Station Details

IATA Airport Code	LGG
Airport Name	Liège Airport
Country	Belgium
IATA Region	Europe
Accreditation Expiry Date	28 Jan 2020
Annotations	

Services accredited at the station:

GSP LDD FBO HSL AGM CDM

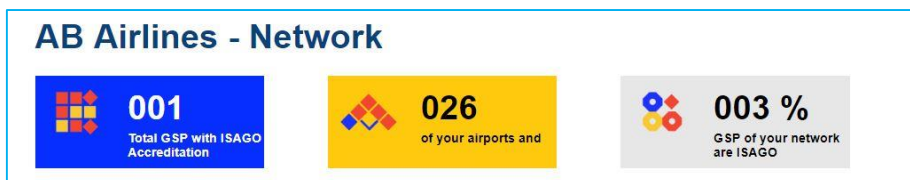
[Download ISAGO Audit Report](#)

[Download ISAGO Certificate](#)

3. Airline Network

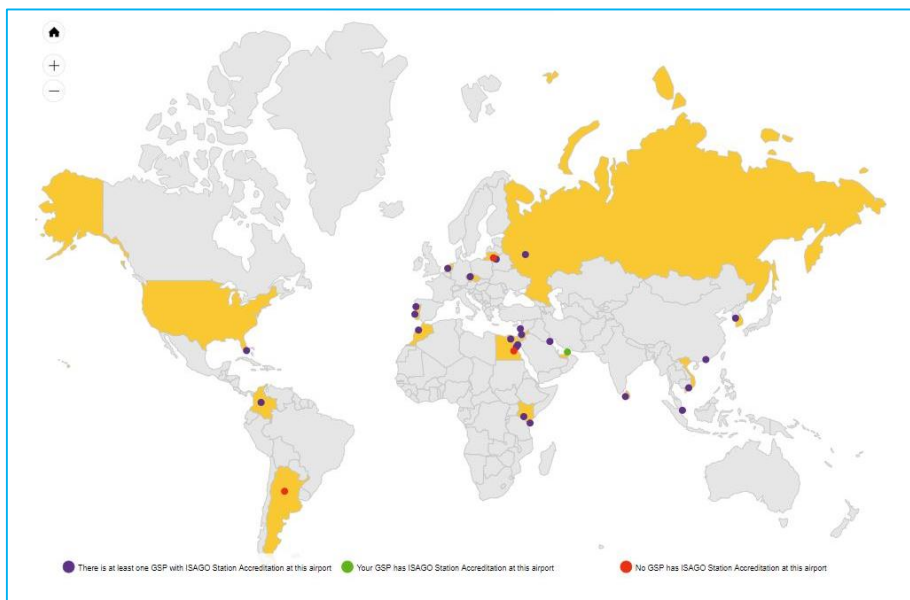
A key element of the new ISAGO Registry is to provide airlines with a visual demonstration of where ISAGO can contribute to the airline's safety and risk management of outsourced ground operations, and to reduce the costs associated with duplicate audits of those operations. The ISAGO Registry is able to display a comparison of the network of GSPs, the ISAGO penetration and the airline's network.

To gain maximum benefit from this feature, it is important that the airline network information is accurate and therefore is updated as necessary. The airline network information provided in this area of the ISAGO Registry is only visible to the airline that provides the information. The Counters at the top of the page provides information on the ISAGO Registration of GSPs that exist at the airports included in the airline's network.



The Counters indicate:

- The total number of GSPs in your network with at least one ISAGO Station Accreditation
- The number of airports that you fly to that have at least one GSP with an ISAGO Station Accreditation
- The percentage of your stations where your GSP is ISAGO registered



The map displays the following information:

- A green dot indicates that your GSP has an ISAGO Station Accreditation at the airport
- A blue dot indicates that there is at least one GSP with an ISAGO Station Accreditation at the airport but it is not your GSP
- A red dot indicates that there no GSP has an ISAGO Station Accreditation at the airport

Click on a dot (an airport) and a dialogue box displays the GSP(s) at the airport and its ISAGO status (whether it has an ISAGO Station Accreditation or not).



Note: Information related to a Non-Accredited GSP will only be available if the airline has included it in its network information.

Click on the GSP name (with an ISAGO Station Accreditation) to display more information and also to access the ISAGO Audit Report and ISAGO Certificate.

4. Upload Your Network

The accuracy of the information provided on the networks of the airlines and GSPs cannot be assured. The ISAGO Registry is dependent upon the airlines and GSPs to provide the initial network information and to update the information as necessary. Maintaining accurate information ensures that the full benefits of the ISAGO Registry can be gained.

You can easily upload network information.

Click [Upload Your Network](#)

Click [Click here to download template to upload operations network](#)

Fill in all the mandatory fields

Click [Choose File](#) and select the file to upload

Click [Submit](#)

Upload your operations network

[Click here to download template to upload operations network](#)

No file chosen

Should there be any error in the data entry, you will receive an Email indicating the problem.

Contact IATA by Email at this address, isago@iata.org if you have any problems or questions.