The IATA Safety Audit for Ground Operations

A Quick Guide for Airlines, Regulators and Airports

IATA ISAGO

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 turnround 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?

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)

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

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 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.

The ISAGO audit reports of ground service providers within your state and other information are available from IATA through a Memorandum of Understanding.

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

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

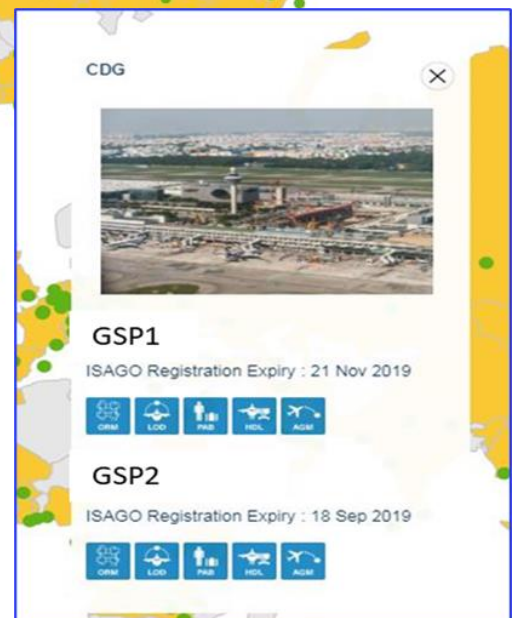**ISAGO works with you to improve ramp safety**

IATA ISAGO

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.
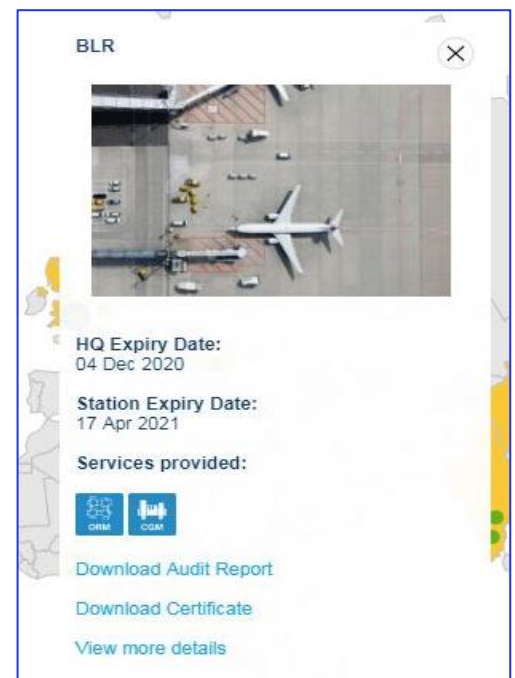
CDG

GSP1
ISAGO Registration Expiry : 21 Nov 2019

GSP2
ISAGO Registration Expiry : 18 Sep 2019

BLR

HQ Expiry Date:
04 Dec 2020

Station Expiry Date:
17 Apr 2021

Services provided:

Download Audit Report
Download Certificate
View more details

Audit Program

ISAGO is based on the audit of a ground service provider as an organization and its ground operations at a station. Full details are in the ISAGO Program Manual.

The ISAGO standards are published in the ISAGO Standards Manual which is regularly updated with the help of industry experts.

The standards cover, in addition to Organization and Management, the typical ground operations provided at an airport grouped in the following disciplines: Load Control, Passenger & Baggage Handling, Aircraft Handling & Loading, Aircraft Ground Movement and Cargo & Mail Handling.

Effective January 2021

ISAGO Program Manual
Edition 3

Effective April 2021

ISAGO Standards Manual
Edition 10

Click on the above for more details

ORM | LOD | PAB
HDL | AGM | CGM

The ISAGO audits are performed by IATA-selected and trained auditors that are qualified as members of the IATA Charter of Professional Auditors. IATA monitors their performance on a continuous basis.

An ISAGO Registration or a Station Accreditation is granted when all findings are closed.

More Info

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!