



Fact Sheet

IATA Safety Audit Programs

IATA Operational Safety Audit (IOSA)

The IATA Operational Safety Audit (IOSA) program is an internationally-recognized and accepted evaluation system designed to assess the operational management and control systems of an airline. All IATA members are IOSA registered and must remain registered to maintain IATA their membership.

- Global industry standard for airline operational safety auditing.
- Contributes to improving safety performance and reduces the number of redundant audits performed.
- Program developed in cooperation with regulatory bodies including Australia's Civil Aviation Safety Authority, European Union Aviation Safety Agency (EASA), US Federal Aviation Administration (FAA) and Transport Canada.
- Since 30 March 2008, IOSA is a condition for IATA membership.
- IATA oversees the accreditation of audit and training organizations,
- IATA continually develops the IOSA Standards and Recommended Practices (ISARPs) and is the custodian of all IOSA Audit Reports and manages the IOSA Registry.
- The 35th and 38th ICAO Assembly recognized the IOSA program for its global safety benefit.
- IATA promotes the use of IOSA in national safety oversight programs
- The following aviation regulatory authorities use IOSA in their safety oversight programs. For example:
 - The FAA uses IOSA in the approval process of non-US code-share operators.
 - IOSA is used by the EASA (spanning 28 EU Member States) in the Third Country Operator Authorization process.
 - The Civil Aviation Administration of China (CAAC) embedded IOSA in the Advisory Circular for code-share safety audits of non-Chinese code-share operators.
 - Since the beginning of 2018, IATA has signed Memorandum of Understandings (MoUs) with the following civil aviation authorities: Argentina, Australia, Brazil, China, Egypt, Estonia, Finland, Jordan, Kuwait, Mongolia, Lebanon, Poland, Rwanda, Spain, Thailand. The number of signed MoUs continues to increase
- As of 21 November 2019, there are 436 airlines on the IOSA registry - 145 are not IATA members.
- Since 2003, over 2,692 IOSA Audits have been completed and over 10,930 IOSA audit report requests have been made.
- In Mid-2019 the all-accident rate for airlines on the IOSA registry was considerably better than the rate for non-IOSA airlines of (0.75 vs 1.34 accidents per million sectors flown).
- Effectiveness assessment methodology has now been introduced to the IOSA Standards Manual.
- The IOSA Program is ISO 9001:2015 certified.

IATA Standard Safety Assessment (ISSA)

ISSA is an evaluation program created primarily for airlines that operate aircraft which have a maximum take-off weight (MTOW) below 5,700 kg. ISSA builds on IATA's internationally-recognized IOSA program, assessing documentation and implementation of each requirement. Assessment standards are derived directly from IOSA Standards and Recommended Practices, including elements of the ICAO Safety Management System (SMS). ISSA assessments are performed by IATA accredited Audit Organizations.

An ISSA registered operator will benefit from:

- A global safety standard for commercial operators not covered by existing programs
- Measuring operator's conformity with relevant ICAO requirements
- Gradual implementation of Safety Management System (SMS) elements
- Access to the online ISSA Registry upon successful completion of the assessment
- Improved marketing and commercial advantages for operators
- Improved conditions for reduction of insurance premiums

ISSA Updates:

- ISSA Standards Manual now meets all ICAO SMS related requirements.
- IATA signed collaboration agreements with the Latin American and Caribbean Air Transport Association (ALTA), the African Airlines Association (AFRAA) and Air Transport Association of Canada (ATAC)
- As of November 21, 2019, there are 9 airlines in the ISSA Registry
- 12 airlines currently in the pipeline who have already signed the Agreement and will undergo an ISSA Assessment in 2020.

ISSA Standards are continually reviewed and will be upgraded in accordance with industry needs and ICAO provisions. Relevant Recommended Practices will be progressively upgraded to standards.

IATA Safety Audit for Ground Operations (ISAGO)

- ISAGO improves ground safety and aims to reduce ground damage and accidents/incidents.
- ISAGO is a standardized and structured audit program of Ground Service Providers (GSPs--ground handling companies operating at airports).
- ISAGO is the audit of internationally-developed and recognized standards covering many aspects of the management and provision of ground handling services.
- The focus of the ISAGO audits is the alignment of headquarters and station activities. For ISAGO registration purposes, the GSP's headquarters is audited first. The audit assesses the corporate policies, programs and procedures in place within the organization to perform ground operations at all its stations. A subsequent station audit is therefore focused less on documentation reviews and more on local implementation of corporate requirements, addressing airline and station variations as necessary.
- The ISAGO audits are carried out by highly trained and experienced auditors, members of the Charter of Professional Auditors (CoPA). The recruitment, training and qualification of the auditors for CoPA membership is managed entirely by IATA.
- ISAGO audits are administered by ISAGO Agents (GOAs). GOAs are contracted by IATA to establish the audit teams, arranging travel and accommodation, and liaising with the GSP.
- IATA is the custodian of all ISAGO Audit Reports and manages the ISAGO registry.
- The ISAGO audit program is run on a cost recovery basis. The GSPs pay the cost of the audits and airlines subscribe to receive access to the ISAGO Audit Reports.

- ISAGO aims to provide cost savings for both airlines and GSPs by decreasing the large number of airline audits of a GSP that cover the same scope as a single ISAGO audit.
- ISAGO requires a GSP to have in place a Safety Management System (SMS) equivalent to that required of an airline or airport
- ISAGO stakeholders (operators and providers) are encouraged to contribute safety reports to IATA's Global Aviation Data Management (GADM) program. IATA's GADM helps to establish a baseline for ground damage performance, identify negative trends and contributing factors, and allows for the development of proper mitigation actions for safety risks. Annual GADM data analysis revealed ISAGO-registered GSPs encounter less severe ground damage and are more likely to report an incident.
- Several international airports mandate ISAGO registration for GSPs operating at the airport.
- Several civil aviation authorities (CAAs) mandate ISAGO registration in their respective areas of regulatory oversight of ground operations. The European Civil Aviation Conference (ECAC), composed of 44 European Member States represented by Director Generals of Civil Aviation, endorsed ISAGO in January 2012 and a Memorandum of Understanding (MoU) with IATA.
- ISAGO participates in the work of the ICAO Ground Handling Task Force (GHTF) to develop Guidance for Providers and Operators on ground operations, the first of which was the ICAO Manual on Ground Handling. IATA also participates in the work of the European Aviation Safety Agency (EASA) whose remit has been extended to include ground handling.
- ISAGO is ISO 9001:2015 certified.

Achievements Update

- Performed over 2200 audits worldwide since 2008.
- Over 250 audits are performed each year.
- As of 21 November 2019, there were 170 GSPs in the ISAGO Registry providing services at 271 accredited stations at 190 airports worldwide

Audit Programs Digital Transformation

- To meet the changing needs of the airline industry and to respond to the increasing involvement of regulatory bodies and to address additional program complexity, IOSA and ISAGO are undergoing a Digital Transformation.
- Pillars to IOSA/ISAGO Digital Transformation:
 - A collaboration platform that facilitates sharing of relevant information between stakeholders
 - Advanced data management
 - Digital remastering of audit program processes