

Strengthening Cargo Safety Compliance

ISAGO's Shift to the IATA Cargo Handling Manual



ISAGO

IATA Ground Operations

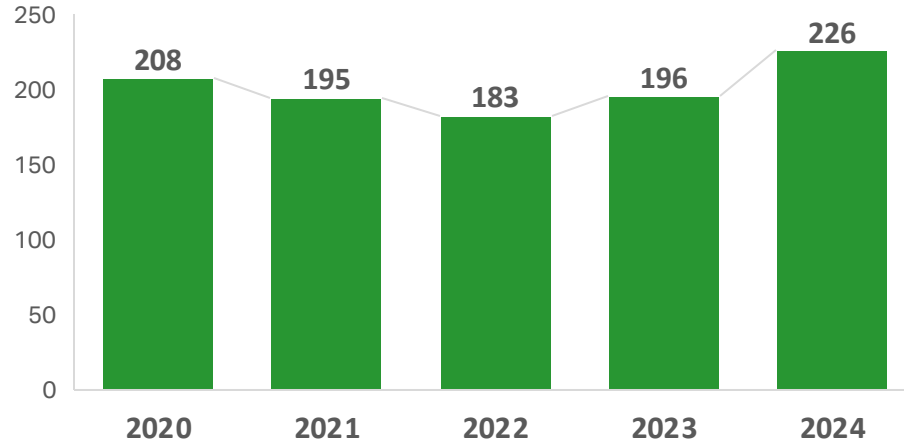
IATA Safety Audit for Ground Operations

ISAGO established in 2008 at request of airlines to address ground damage and safety occurrences

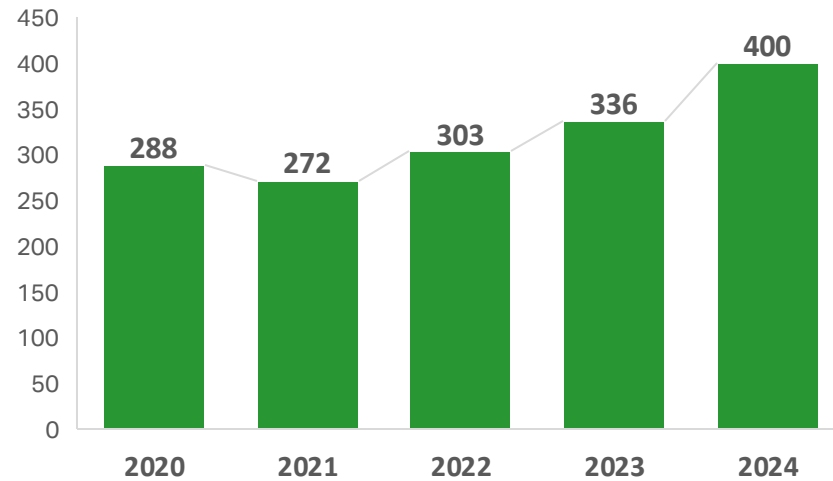
- Industry program for global oversight of ground handling service providers (GHSPs)
- Over 3000 audits conducted
- Driving safety and standardization
- Audits validate adoption of industry standards for ground operations (AHM and IGOM)
- Scope covers corporate management systems, training, GSE management and operational procedures
- Audits done by qualified and trained auditors, members of Charter of Professional Auditors
- 600+ ISAGO reports available
- ISAGO registration/accreditation available on ONE Source

ISAGO footprint

HQ Registrations

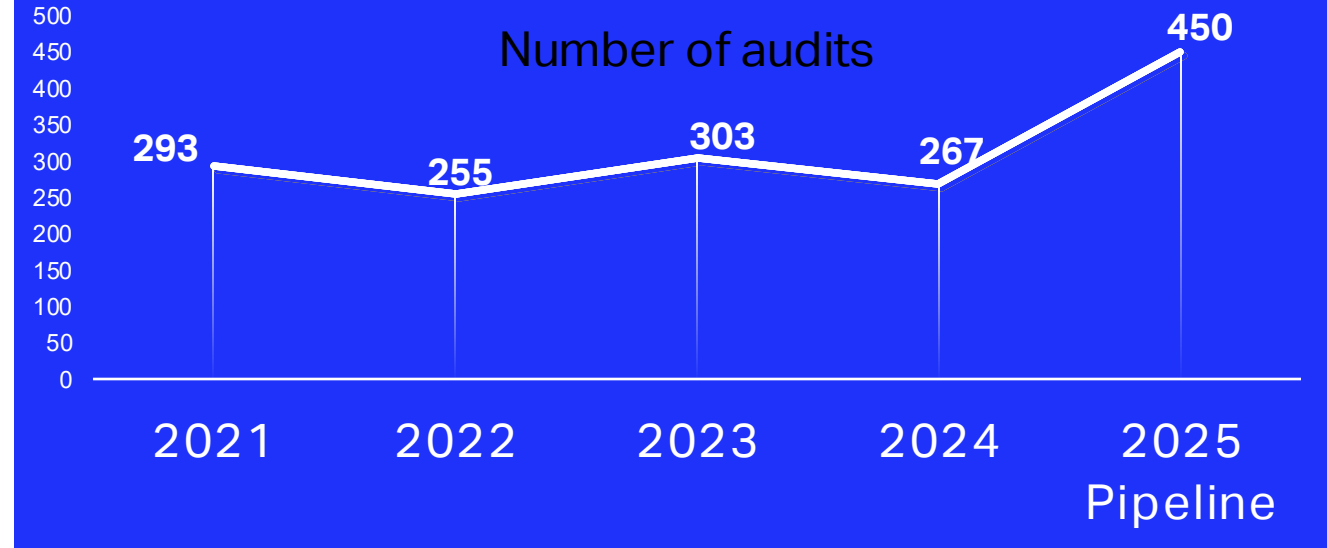


Station Accreditations



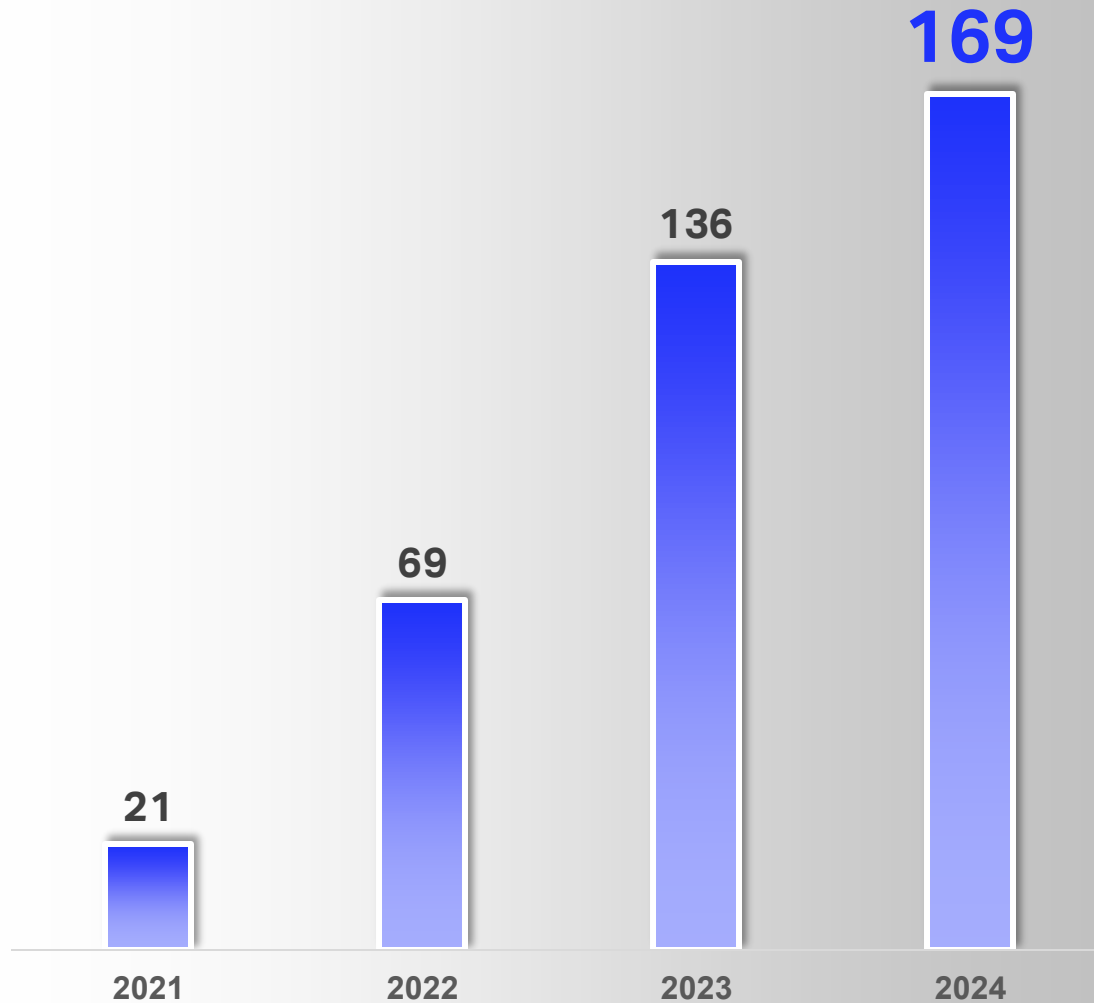
40+ different MoUs with Airports and NAAs

Number of audits



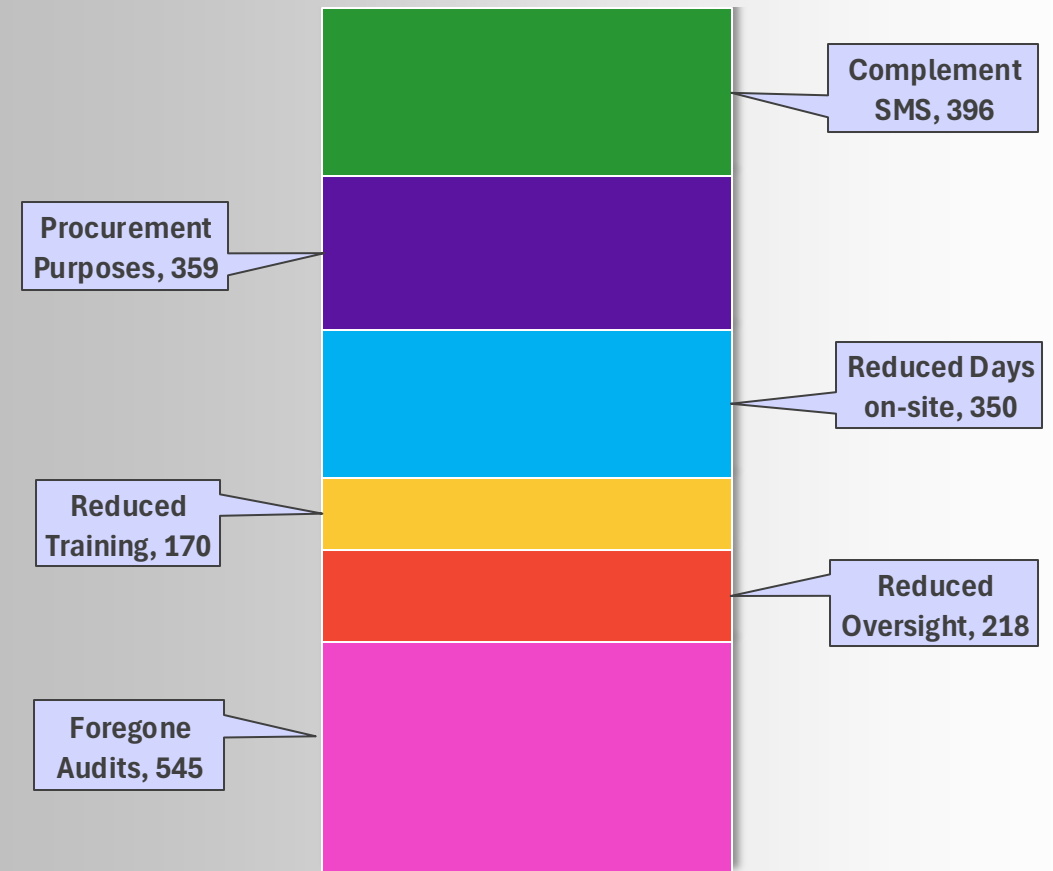
ISAGO Membership and practical use of data

ISAGO Airlines Community Growth



Utilization of ISAGO Program data

Based on feedback from 29 (airline groups)



GHSPs savings as per data from 29 Airline Groups



\$ 668,500

GHSP SAVINGS FROM
REDUCED AUDITS BY 29 GROUPS

350 Instances (x\$1910)



\$ 3,384,450

GHSP SAVINGS FROM
FOREGONE AUDITS BY 29 GROUPS

545 Instances (x6210)



\$ 4,052,950

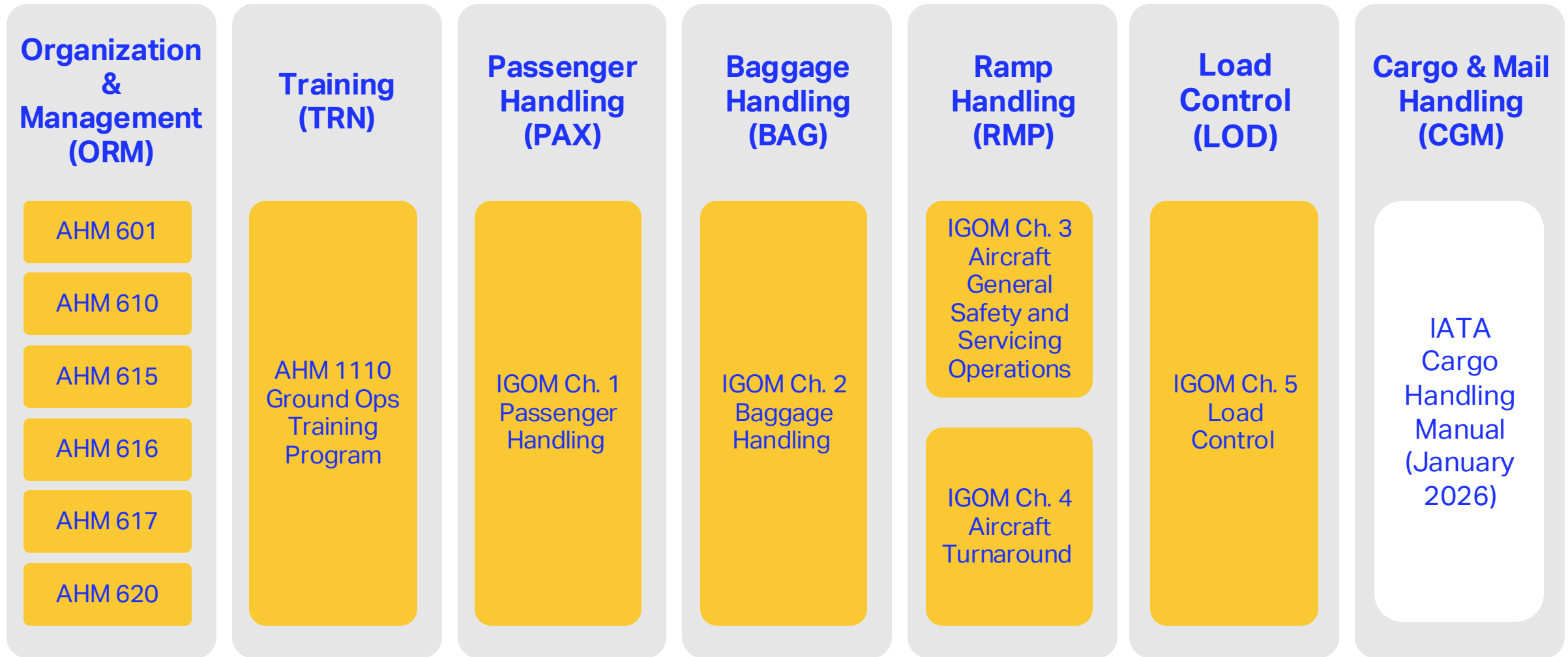
TOTAL SAVINGS FROM REDUCED
& FOREGONE AUDITS

Impact of 29 Airline (Groups)

IATA Safety Audit for Ground Ops (ISAGO)



ISAGO Audit Standards & Disciplines



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.

Effective 1 January - 31 December 2023

IATA Cargo Handling Manual (ICHM)

Edition 9



IATA Cargo Handling Manual (ICHM)



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

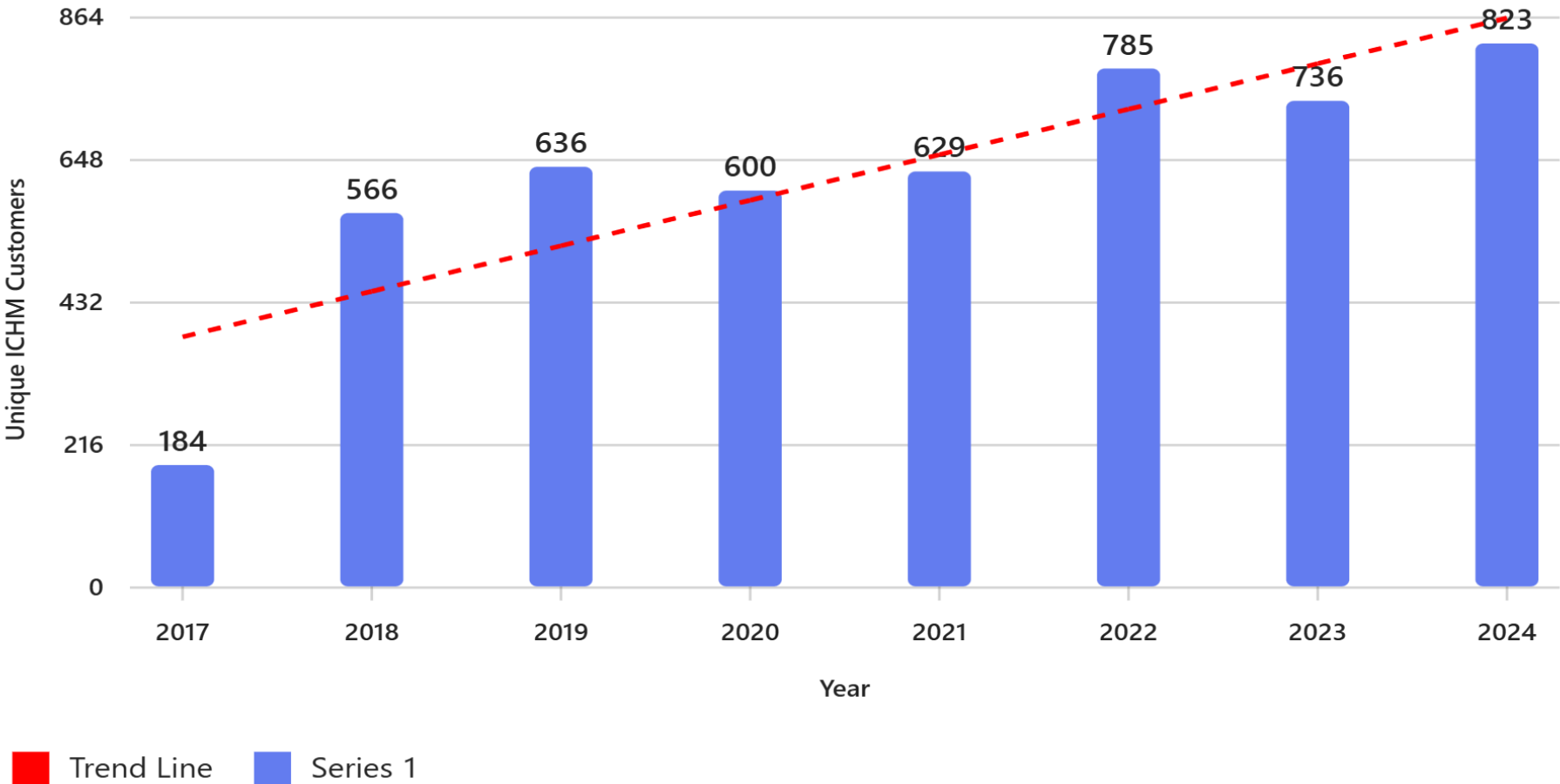
This ensures that operational procedures are documented and aligned to an agreed business process.

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

IATA Cargo Handling Manual (ICHM)



ICHM – Unique Customers

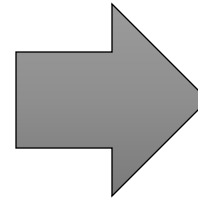


E-Library

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

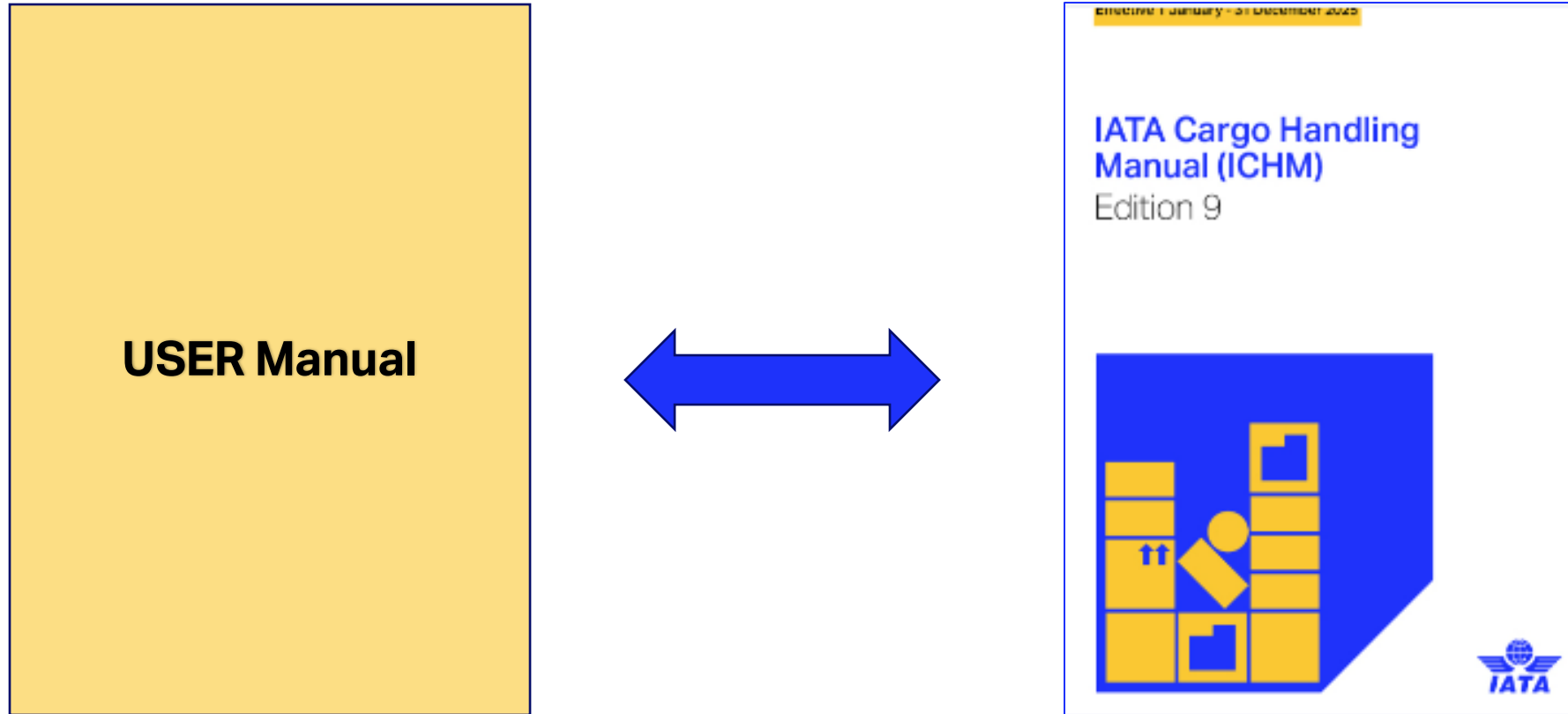
~~Ground Ops Standards Manual~~ → IATA Industry Standards & Regulations

Compliance Based Checklists

Operational Portal / Desktop

**Audit software
/Onsite**

Off-site GAP Analysis



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

		Records for Review/Interviews	Evidence of Implementation
		STN	STN
Cargo Handling (CGM)	Available		
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		
(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	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
(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.	Yes		
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.			
Issue an (electronic) Consignment Security Declaration (e-) CSD in standard IATA format (Resolution 601 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



Questions

