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 (CASA), European Union Aviation Safety Agency (EASA), US Federal Aviation Administration (FAA) and Transport Canada.
• IOSA is a condition for IATA membership.
• 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. IOSA is an acceptable means of complying with third country code-share safety monitoring and for risk-based regulatory safety oversight.
  - 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, Georgia, Germany, Hong Kong SAR, Jordan, Kuwait, Macao SAR, Moldova, Mongolia, Mozambique, Netherlands, Lebanon, Poland, Rwanda, Spain, Singapore and Thailand. The number of MoUs continues to increase.
• As of 29 June, 124 of the 416 airlines on the IOSA Registry are non-IATA member airlines.
• Since 2003, over 2,751 IOSA Audits have been completed and over 12,504 IOSA audit report requests have been made.
• For 2020 the all-accident rate for airlines on the IOSA registry was nearly three times better than the rate for non-IOSA airlines of (1.20 vs 3.29 accidents per million sectors flown).
• In 2020 in response to the COVID-19 crisis, the IOSA Program introduced the IOSA Support Program providing controlled relief measures to registered operators, including, among others, a remote audit option, the option to claim extenuating circumstances and revised registration rules.
• 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. 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 Standards Manual meets all ICAO SMS related requirements.
- As of 29 June 2021, there are 10 airlines in the ISSA Registry

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

- In September 2020 responding to the COVID-19 crisis, the ISSA Program introduced the ISSA Support Program with controlled relief measures to registered operators, including, among others, a remote assessment option.

IATA Safety Audit for Ground Operations (ISAGO)

- ISAGO is a standardized and structured audit program of Ground Service Providers (GSPs—ground handling companies operating at airports). Its principal aims are to improve ground safety, reduce ground damage and accidents/incidents, and to provide airlines with trustworthy audit reports for use in managing ground operation risks and the reduction of airline audits. Cost savings are achieved for both airlines and GSPs by the use of a single ISAGO audit to decrease the large number of duplicate airline audits of a GSP.
- IATA is the custodian of all ISAGO Audit Reports and manages the ISAGO registry, the online portal for all ISAGO information and status details.
- An ISAGO audit assesses the management and oversight systems in place at the GSP’s corporate headquarters and the implementation of ground operations processes and procedures at selected stations. ISAGO requires a GSP to have in place a Safety Management System (SMS) equivalent to that required of an airline or airport.
- The ISAGO audit is based on the standards and recommended practices published in the ISAGO Standards Manual (GOSM) and is 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 is run on a cost recovery basis. The GSPs pay the cost of the audits and airlines subscribe to receive access to the ISAGO Registry and the Audit Reports.
- 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.
More and more civil aviation authorities (CAAs) and international airports see the benefits of ISAGO and mandate ISAGO registration for GSPs in their respective areas of regulatory oversight of ground operations or in licensing to operate at the airport. The GOSM is aligned fully with the associated ground handling service provider provisions specified in the ICAO Doc 10121, *Manual on Ground Handling*. IATA participates in the work of the ICAO Ground Handling Task Force (GHTF) that developed the Manual and future global regulations. IATA also participates in the work of EASA, whose remit has been extended to include ground handling. The European Civil Aviation Conference (ECAC), composed of 44 European States represented by Director Generals of Civil Aviation, endorsed ISAGO in January 2012 and an MoU with IATA.

ISAGO is ISO 9001:2015 certified.

**Achievements Update**

- Performed over 2500 audits worldwide since 2008.
- Over 250 audits are performed each year. The exceptional pandemic year of 2020 saw a decrease of about 50% as audits were postponed. Despite the decrease over 120 new audit reports were added to the Registry. The ISAGO Support Program, initiated in March 2020, managed the impact of the pandemic on the audit program and provided assurances that registration requirements were maintained.
- As of 29 June 2021 there were 232 GSPs in the ISAGO Registry providing services at 294 accredited stations at 193 airports worldwide. Many renewal audits due to take place in 2020 were postponed as a result of the pandemic and industry crisis. However, we are on target for a record number of audits in 2021.