



# Fact Sheet

## IATA Safety Audit and Assessment 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 their IATA membership.

- IOSA is a global industry standard for airline operational safety auditing.
- It contributes to improving safety performance and reduces the number of redundant audits performed.
- The IOSA program has been 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), is the custodian of the IOSA Audit Reports and manages the IOSA Registry.
- The 35<sup>th</sup> and 38<sup>th</sup> ICAO Assemblies 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 codeshare 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 codeshare safety monitoring and for risk-based regulatory safety oversight.
  - The Civil Aviation Administration of China (CAAC) embedded IOSA in the Advisory Circular for codeshare safety audits of non-Chinese codeshare 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 1 June 2022, 109 of the 401 airlines on the IOSA Registry are non-IATA member airlines.
- Since 2003, over 3500 IOSA audits have been completed and over 13,919 IOSA audit report requests have been made.
- For 2021 the all-accident rate for airlines on the IOSA Registry was six times better than the rate for non-IOSA airlines of (0.45 vs 2.86 accidents per million sectors flown).
- 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, remote and hybrid audit options and revised registration rules, including finding closure extension and the requirement for IOSA registered Operators to submit the IOSA Operator Questionnaires.
- The IOSA Operator Questionnaire can be shared among airlines in the same way as IOSA Audit Reports. Since April 2020, 4866 requests for Questionnaires have been processed.

- The IOSA Program is ISO 9001:2015 certified.

## Introduction of a Risk-based Approach

As industry safety levels improve, future reductions in the accident rate increasingly will rely on an adaptive, risk and data-driven approach to identify potential areas of concern before they rise to the level of risk. Concurrently, in order to be germane to safety improvements, airlines need IOSA to align with the specific risks of their operations.

- Through the introduction of a risk-based approach, audit scopes will be tailored to each operator's risk profile and include a maturity assessment. This will increase the effectiveness of the audit and contribute to the overall industry goal of reducing the accident rate.
- Audit scoping will be based on a combination of industry standards and operator specific elements like operational profile, operator specific-events and operator IOSA audit history.
- The IOSA Maturity Model will establish a degree of how advanced and effective an operator's safety relevant systems and programs are in terms of maturity.
- The process will be supported through a more mature IT solution that will allow the airline to provide information relevant to the risk-based audit.
- This risk-based approach will be supported by the IATA Global Safety Risk Management Framework.
- The transition to the risk-based approach is expected to take three years and be completed by the end of 2025.

## 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.

With the risk-based approach, an ISSA registered operator benefits 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 1 June 2022, there are 10 airlines in the ISSA Registry. Two airlines are in the process of findings closure and will be added to the Registry as soon as they complete necessary follow up activities. 12 more airlines are on pipeline to join ISSA near future.

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.
- In March 2021, the ISSA Standards were extended to seaplane operators who are now eligible to undergo the assessment.

## IATA Safety Audit for Ground Operations (ISAGO)

- ISAGO is an industry program for the global oversight of ground handling service providers (GHSPs). ISAGO drives an implementation of standardized operational procedures and management system requirements by GHSPs, thereby increasing the adoption of harmonized industry best practice. ISAGO contributes to better GHSPs' performance and risk reduction in ground operations. Cost savings may be achieved for both airlines and GHSPs by the use of a single ISAGO audit as it decreases the large number of duplicate airline audits of a GHSP.
- IATA is the custodian of all ISAGO Audit Reports and manages the ISAGO Registry, the online portal for all ISAGO information and status details.
- ISAGO provides airlines with assurance that the GHSP conforms to industry operational best practices and that they have a robust and sound management system in place with the same elements as IOSA airlines including Safety Management System (SMS) compliance with ICAO Annex 19.
- ISAGO provides airlines with complementary information and a solution to strengthen and simplify their oversight programs including an opportunity for cost reduction.
- 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 is managed entirely by IATA.
- ISAGO is run on a cost recovery basis. The GHSPs pay the cost of the audits and airlines subscribe to receive access to the ISAGO Registry and the Audit Reports. The ISAGO membership fee for airlines was significantly reduced in 2022 to enable for family and corporate membership fee sharing.
- ISAGO offers an alternative to states that wish to strengthen their oversight of GHSPs. Additionally, the program provides a solution (in the form of AMC-Acceptable Means of Compliance) to those states that already regulate ground operations.
- More and more civil aviation authorities (CAAs) and international airports see the benefits of ISAGO and mandate ISAGO registration for GHSPs in their respective areas of regulatory oversight of ground operations or in licensing to operate at the airport. The ISAGO standards are 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 in an MoU with IATA.
- ISAGO is ISO 9001:2015 certified.

### Achievements Update

- Performed over 3000 audits worldwide since 2008. An average of 220 audits is performed each year with an average of 12 findings per report. ISAGO Registry offers close to 500 different Audit Reports to member airlines.
- As of 31 May 2022, there were 190 GHSPs in the ISAGO Registry providing services at 289 accredited stations at 190 airports worldwide. In 2021, 293 audits were completed out of which 88 were done remotely. 110 audits were done between Jan-May 2022.

## IATA Global Aviation Data Management (GADM) Industry Data Sharing Programs

Data is at the core of how the airline industry operates. The use of data drives efficient, interoperable business processes, while the controlled exchange of data permits airlines to assess and enhance their safety performance, proactively identify the risks, anticipate operational challenges and implement disruption management programs.

IATA, through the Global Aviation Data Management (GADM) programs – Flight Data Exchange (FDX) and Incident Data Exchange (IDX) offers an opportunity to collaborate on extracting valuable and timely insights to support and inform aviation safety and operations decisions.

The participation in the GADM data sharing programs complements our Safety Audit and Assessment programs for systemic safety risks and issues identification, reporting, measurement, and monitoring.

Today, GADM Programs account for 223 airline members out of which 155 are IOSA registered: 120 IOSA members in FDX and 148 in IDX Programs respectively. (113 IOSA members participate in both IDX and FDX).

IOSA and ISAGO stakeholders are encouraged to join the GADM Programs.