



ISAGO Program Manual

Temporary Revision 1

Effective 18 October 2018





Temporary Revision 1 GOPM Ed1

Reference:	GOPM Ed1-TR1
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NOTICE

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ISAGO Program Manual

Notification of Amendment

Purpose

The purpose of this Temporary Revision (TR) is to notify the amendment to the ISAGO Program Manual (GOPM) Edition 1 prior to the issue of a new edition. The amendment includes the introduction of new and revised requirements that have a direct effect on the operation of the ISAGO program and need to be implemented to schedule audits in the coming year.

Applicability

This TR is effective immediately and applicable to all ISAGO Audits being undertaken from 1 January 2019. The TR remains in effect until superseded by the next edition of the GOPM, which is planned to be issued by the end of 2018.

General Overview of the Amendment

This TR results from a review that took place after the initial six months of operation of the new ISAGO program. Amendments are made in the following areas that impact upon the scheduling of audits to be performed in 2019:

Section 3—Audit Agreement, Audit Allocation and Audit Schedules

- Clarification of the importance and use of GSP Organization Exposition
- Clarification of the audit scope
- Clarification of Combined Audit eligibility
- Change to the purpose and use of Audit Days
- Clarification of the criteria for scheduling multiple audits in sequence
- Introduction of a “rest day”

Section 4—ISAGO Agent

- Changes in the development of Audit Schedules
- Criteria for a “rest day”
- Auditor nominated for a follow-up visit

Section 7— ISAGO Audit Report Management & Information Sharing

- New airline membership criteria

Section 10—Scheme of Charges

- Changes in ISAGO Audit Fee (ISAGO Auditor and Rest Day Supplement)
- Re-location of Audit Day criteria (to Section 3)
- Introduction of new ISAGO Audit Report subscription rates
- Changes to the invoicing, payment and refund schemes

Annex C—ISAGO Fees & Charges

- New fees (ISAGO Auditor and Rest Day Supplement, airline subscription)

Annex E—Travel Policy

- Changes to air travel policy and insurance



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Indication of Changes Made

The changes and new/amended text of the GOPM are detailed in the Appendix to this TR. In the Appendix you can compare the new text with, if relevant, the text of Edition 1. Renumbered clauses as a result of the deletion of a clause or the insertion of a new clause are not indicated if no amendment to the text is made.

It is important that you review the changes in relation to the rest of Edition 1.

Figures that require amendment are not included in this TR but will appear in the next edition of the GOPM that is planned to be published prior the year end.

Governance

The changes of this TR were agreed by the ISAGO Oversight Council, and have been subject to the Manual Approval Process as outlined in the GOPM Introduction. The amendment may be subject to further review and approval when publishing the next edition of the GOPM.

	Name	Date
Reviewed by:	Monika Mejstrikova Head, Ground Ops Audits	15 October 2018
Recommended by:	Catalin Cotrut Director, Audit Programs	15 October 2018
Approved by:	Gilberto Lopez Meyer Senior Vice President, Safety and Flight Operations	18 October 2018



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Appendix - Changes/New and Amended Text of the Temporary Revision

Section 3—Initial Audit Application, Renewal Audits, Audit Allocation & Scheduling

3.3 Initial Audit Application

The following changes clarify the rationale for the GSP to provide IATA with a GSP Organization Exposition (and to keep it up-to-date) and to address any potential misunderstanding of the scope of an ISAGO Audit.

Description of Change	GOPM Ed1	GOPM Ed1 TR1
Clarification of use of GSP Organization Exposition	<p>Audit Scope</p> <p>3.3.8 The scope of the audit will be specified by IATA. It specifies the disciplines to be audited and will be used to determine the composition of the audit team and the duration and cost of the audit.</p>	<p>Audit Scope</p> <p>3.3.8 The scope of the audit (the disciplines to be audited) will be specified by IATA from the information provided in the GSP Organization Exposition. The scope will be used to determine the composition of the audit team and the duration and cost of the audit.</p>
Clarification of audit scope moved to 3.3.10	<p>3.3.9 All initial ISAGO Registration and Station Accreditation audits (and subsequent Renewal Audits) will include an assessment of conformity with all applicable Organization and Management (ORM) GOSARPs. The scope of the Initial Headquarters Audit will also include all the operational disciplines within the scope of ISAGO that are collectively provided at the Stations to be accredited. The disciplines within the scope of ISAGO are as specified in the GOSM and in Annex B.</p>	<p>3.3.9 All initial ISAGO Registration and Station Accreditation audits (and subsequent Renewal Audits) will include an assessment of conformity with all applicable Organization and Management (ORM) GOSARPs.</p>
New clause regarding scope of audits		<p>3.3.10 The audit scope is not negotiable. The scope of the Headquarters Audit shall cover all the disciplines within the scope of ISAGO provided by the GSP at all its Stations. The scope of a Station Audit shall cover all the disciplines within the scope of ISAGO provided by the GSP at the Station. The disciplines within the scope of ISAGO are as specified in the GOSM and in Annex B.</p>
Clause deleted – no longer relevant	<p>3.3.11 The time given to cover the audit of each individual discipline is specified in Table 10.1.</p>	



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3.4 Combined Audit

The following changes address any potential misunderstanding of eligibility for a Combined Audit.

Description of Change	GOPM Ed1	GOPM Ed1 TR1
Clause 3.4.3 renumbered to 3.4.1 (no text change)		3.4.1 Eligibility for a Combined Audit will be verified upon the GSP's submission of its Organization Exposition. A Combined Audit applies if the GSP provides ground operations at only one Station worldwide. The Headquarters also has to be at the location where the Station operations take place to permit the Headquarters and Station GOSARPs to be audited at the same time. GSPs should be aware that an Initial Headquarters Audit for ISAGO Registration purposes will need to be conducted if the GSP subsequently requests the addition of a Station Accreditation audit after receiving an ISAGO Registration on the basis of a Combined Audit.
Clause renumbered and editorial	3.4.1 A Combined Audit is effectively where the activities associated with a Headquarters Audit are immediately followed by those of a Station Audit. The Headquarters elements are always conducted first. Only one onsite opening and one closing meeting will take place, combining the Headquarters and Station aspects.	3.4.2 Only one onsite opening and one closing meeting will take place.
Clause renumbered and editorial	3.4.2 All Findings resulting from an Initial Combined Audit (relating to both Headquarters and Station) must be closed within six calendar months from the onsite closing meeting. The ISAGO Registration (and single Station Accreditation) period also starts on the day of the onsite closing meeting and, if not renewed, expires two years later.	3.4.3 All Findings resulting from an Initial Combined Audit must be closed within six calendar months from the onsite closing meeting. The ISAGO Registration (and single Station Accreditation) period also starts on the day of the onsite closing meeting and, if not renewed, expires two years later.



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3.6 Audit Agreement

The following changes outline the revised process and timetable to improve the execution of Audit Agreements.

Description of Change	GOPM Ed1	GOPM Ed1 TR1
Clarification of use of GSP Organization Exposition	3.6.1 IATA and the GSP will enter into an agreement (the 'Audit Agreement') that outlines the terms and conditions associated with the conduct of the ISAGO Audits. The Audit Agreement is an indication of intent; that the audits will be scheduled by IATA and the type, category and scope shall be as needed by the GSP. Unless a change in the main text occurs, an Audit Agreement need only be made once and amended (through the re-issue of Schedules to the Agreement) when an Audit is to be included in the audit allocation exercise.	3.6.1 IATA and the GSP will enter into an agreement (the 'Audit Agreement') that outlines the terms and conditions associated with the conduct of the ISAGO Audits. The Audit Agreement is an indication of intent; that the audits will be scheduled by IATA and the type, category and scope shall be as needed by the GSP and correlates with the information provided by the GSP in its Organization Exposition. Unless a change in the main text occurs, an Audit Agreement need only be made once and amended (through the re-issue of a Schedule to the Agreement that lists the audits to be conducted) when a Renewal or a new initial Audit is to be included in the audit allocation exercise.
New Clause (text moved from 3.6.3)		3.6.2 An Audit Agreement will be issued by IATA upon receipt of an initial audit application. The Audit Agreement should be signed by the GSP and by IATA as soon as possible. The allocation of an ISAGO Audit or any other work included in the Agreement will not take place unless and until the Agreement is executed.
Clause revised	3.6.2 The GSP has one week in which to sign the Audit Agreement and return it to IATA or notify a modification (including to the list of audits) in which case it will be amended and re-issued by IATA. Once the GSP signs the Audit Agreement, IATA will allocate the audits to the GOA for further audit coordination and planning. The GSP is required to cooperate with the GOA to schedule the audits indicated in the Audit Agreement (or a subsequent re-issue of the relevant Schedule of the Audit Agreement).	3.6.3 The signing and execution of the Audit Agreement, or the signing of the re-issued Schedule initiates the audit allocation and scheduling process, see Figure 3.1. IATA will allocate the audits to the GOA for further audit coordination and planning only once the GSP signs and the Audit Agreement is executed. The GSP is required to cooperate with the GOA to schedule the audits indicated in the Audit Agreement (or a subsequent re-issue of the relevant Schedule of the Audit Agreement).
New clause regarding sanction checks		3.6.4 Execution of an Audit Agreement between IATA and a GSP is subject to verification that no sanction restriction applies. This process may take some time and the GSP may be required to provide IATA with additional information regarding its legal status within a state and its relationship with other organizations.



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Description of Change	GOPM Ed1	GOPM Ed1 TR1
Clause renumbered and revised (part moved to 3.6.2)	3.6.3 An Audit Agreement will be issued by IATA upon receipt of an initial audit application. The Audit Agreement should be signed the GSP and by IATA as soon as possible. The deadline for signing an Audit Agreement (such that the initial audit(s) requested will be included in the audit allocation) is 30 August, see Figure 3.1.	3.6.5 The deadline for signing an Audit Agreement (such that the Initial or Renewal Audits will be included in the audit allocation) is 30 November.

3.7 Audit Allocation

The following changes outline the revised timetable to improve the allocation of audits to GOA.

Description of Change	GOPM Ed1	GOPM Ed1 TR1
Revised date for audit allocation	3.7.1 The audit allocation exercise is conducted by IATA each year during the month of September. The allocation will automatically include all Renewal Audits due and all Initial Audits included in Audit Agreements signed since the last allocation exercise and haven't already been scheduled.	3.7.1 The audit allocation exercise is conducted by IATA each year during the months of October and November. The allocation will automatically include all Renewal Audits due and all initial Audits included in Audit Agreements signed since the last allocation exercise and that haven't already been scheduled.
Revised date for audit allocation and editorial	3.7.2 By the 30 September each year IATA will notify the GOA of its audit allocation for the following year. The allocation, specified in a Statement of Works, is attached to the IATA/GOA contract. The Statement of Works specifies the location, type, category and scope of each audit, and the relevant expiry dates or the dates of initial audits requested by the GSP. A copy of the Statement of Works relevant to the GSP is included as the Initial Audit Schedule in the GSP's Audit Agreement.	3.7.2 By the 30 November each year IATA will notify the GOA of its audit allocation for the following year. The allocation, specified in a Statement of Works, is attached to the IATA/GOA contract. The Statement of Works specifies the location, type, category and scope of each audit, and the relevant expiry dates or the dates of initial audits requested by the GSP. The allocation will include all audits for which the Audit Agreement was signed by the GSP. Allocation may proceed incrementally as the GSPs sign their Audit Agreements.



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3.8 Audit Schedules

The following changes outline the revised interpretation and use of audit days in the scheduling of ISAGO Audits; revision of the audit days assigned to ORM in a Combined Audit; and conditions applied to audits scheduled in sequence using the same audit team to address the GOC's concern for auditor performance and audit quality.

Description of Change	GOPM Ed1	GOPM Ed1 TR1
Editorial	3.8.1 The audit schedules are developed by the GOA(s), in coordination with the relevant GSPs, in the following two stages.	3.8.1 The audit schedules are developed by the GOA(s), in coordination with the relevant GSPs. To keep workload to a minimum, secure the audit team and reduce costs the GSP should aim to confirm their audit schedule as soon as possible. The GSP should be aware of the consequences of schedule changes, including reduced availability of auditors, potential increased travel costs and risk of the audit being postponed or taking place closer to the ISAGO Registration or Station Accreditation expiry date. The GSP should also be aware of the potential risk and costs of audit cancellation.
Deletion of title (Preliminary Audit Schedules) and editorial	<p>Preliminary Audit Schedules</p> <p>3.8.2 The type, category and scope of the Audits are confirmed and Provisional dates for the onsite audit are determined. The GOA will upload these details (as a preliminary audit schedule) into the ISAGO Audit management system no later than 31 October.</p>	3.8.2 The GOA and each GSP will confirm the type, category and scope of the ISAGO Audits and, if possible, the onsite audit start date. The scope of the audit will determine the number of ISAGO Auditors needed and the choice of those most suitable, and the planned duration of the onsite audit.
New title (Audit Days) and new clause regarding new purpose of audit days		<p>Audit Days</p> <p>3.8.3 An audit day is used for planning purposes to mean the working time allocated for the audit of an ISAGO discipline while onsite. It is also used as a means of determining the duration of an onsite audit, the travel and accommodation needs and the audit fee. The assigned audit days for each type of audit are specified in Table 3.1 and apply to both initial and Renewal Audits.</p>



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New table (relocated and revised Table 10.1 Specified Audit Days)	<p>Table 10.1 – Specified Audit Days</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Audit Scope (Discipline)</th> <th style="text-align: center;">Headquarters Registration Audit (Audit Days)</th> <th style="text-align: center;">Station Accreditation or Combined Audit (Audit Days)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">ORM</td> <td style="text-align: center;">3.0</td> <td style="text-align: center;">2.0</td> </tr> <tr> <td style="text-align: center;">LOD</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">1.0</td> </tr> <tr> <td style="text-align: center;">PAB</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">1.0</td> </tr> <tr> <td style="text-align: center;">HDL</td> <td style="text-align: center;">1.5</td> <td style="text-align: center;">1.5</td> </tr> <tr> <td style="text-align: center;">AGM</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">1.5</td> </tr> <tr> <td style="text-align: center;">CGM</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">1.5</td> </tr> </tbody> </table>	Audit Scope (Discipline)	Headquarters Registration Audit (Audit Days)	Station Accreditation or Combined Audit (Audit Days)	ORM	3.0	2.0	LOD	1.0	1.0	PAB	1.0	1.0	HDL	1.5	1.5	AGM	1.0	1.5	CGM	1.0	1.5	<p>Table 3.1 – Specified Audit Days</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Audit Scope (Discipline)</th> <th style="text-align: center;">Headquarters Registration Audit</th> <th style="text-align: center;">Station Accreditation Audit</th> <th style="text-align: center;">Combined Audit</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">ORM</td> <td style="text-align: center;">3.0</td> <td style="text-align: center;">2.0</td> <td style="text-align: center;">3.0</td> </tr> <tr> <td style="text-align: center;">LOD</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">1.0</td> </tr> <tr> <td style="text-align: center;">PAB</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">1.0</td> </tr> <tr> <td style="text-align: center;">HDL</td> <td style="text-align: center;">1.5</td> <td style="text-align: center;">1.5</td> <td style="text-align: center;">1.5</td> </tr> <tr> <td style="text-align: center;">AGM</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">1.5</td> <td style="text-align: center;">1.5</td> </tr> <tr> <td style="text-align: center;">CGM</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">1.5</td> <td style="text-align: center;">1.5</td> </tr> </tbody> </table>	Audit Scope (Discipline)	Headquarters Registration Audit	Station Accreditation Audit	Combined Audit	ORM	3.0	2.0	3.0	LOD	1.0	1.0	1.0	PAB	1.0	1.0	1.0	HDL	1.5	1.5	1.5	AGM	1.0	1.5	1.5	CGM	1.0	1.5	1.5
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New clause regarding audit days (relocated from 10.2.6)	<p>10.2.6 The specified audit days are intended to represent the effective working time during the audit for each discipline and includes any audit preparation and closure work. The audit days specified for the Station Accreditation audit also includes assessment of local variations or customer airline requirements.</p>	<p>3.8.4 The specified audit days are intended to represent the effective working time during the onsite audit for the assessment of all GOSARPs within the discipline. The audit days specified for the Station Accreditation audit also includes assessment of local variations or customer airline requirements and Mandatory Observations. In addition, time should be allocated in the onsite audit plan for the onsite opening and closing meetings.</p>																																																	
Clause renumbered and editorial	<p>3.8.3 The preliminary audit schedule allows The GOA and the GSP to organize the audit teams and their provisional travel and accommodation arrangements.</p>	<p>3.8.5 The GOA, in coordination with the GSP, uses the scope of the audit and the corresponding audit days to establish the audit team: the ISAGO Auditor(s) and the disciplines they will audit and, if the dates are confirmed, their travel and accommodation arrangements. Confirmation of the onsite audit start date of an ISAGO Audit scheduled late in the year may not be possible but it should be possible to confirm all other factors and book the audit team.</p>																																																	
New clause regarding audit scope and invoicing		<p>3.8.6 Confirmation of the scope of the ISAGO Audit and the number of ISAGO Auditors also allows IATA to issue an invoice to the GSP for the Audit Fee. Early confirmation is essential for an ISAGO Audit scheduled in the first three months of the year.</p>																																																	



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Clause renumbered, split and editorial (consecutive audits)	<p>3.8.4 In the interests of efficiency and travel cost reduction, a Headquarters and a Station Audit or multiple Station Audits using the same ISAGO Auditor or audit team may be scheduled consecutively (back-to-back) provided that the required disciplines are covered. The Station Audit has to commence within three days of the onsite closing meeting of the Headquarters Audit or a previous Station Audit. The time taken for the Station Audit should be devoted primarily to the verification of implementation conformity but will depend upon the outcome (number and type of Findings) of the Headquarters Audit and the availability of documentation references applicable to the Station Audit. The GSP should therefore be aware of the risk of the Station Audit requiring the audit days specified in Table 10.1 and not the reduced time specified in 10.2.7 and the subsequent need to extend the duration of the Station Audit.</p>	<p>3.8.7 In the interests of efficiency and travel cost reduction, multiple ISAGO Audits using the same ISAGO Auditor or audit team may be scheduled consecutively with direct travel between each location if the audits are scheduled either for the same GSP or for all different GSPs. Conditions apply as specified in 3.8.8 and 3.8.11. Due to the complexity of the arrangements it is essential that changes to the schedule are avoided once it is confirmed.</p>
New clause regarding consecutive audits of the same GSP		<p>3.8.8. The following conditions apply to the scheduling of consecutive ISAGO Audits as described in 3.8.7 for the same GSP:</p> <ul style="list-style-type: none"> a) all the audits are of the same GSP; b) a Headquarters Audit occurs first; c) the same ISAGO Auditor or audit team is used for all audits and assigned the same disciplines at each Station Audit; however, the role of Lead Auditor for each audit may be shared between suitably qualified Auditors; d) the length of time from the start of the onsite meeting of the first until the last day of the last of the consecutive audits does not exceed 14 days; e) a break of at least one but not more than three complete (rest) days occurs between each audit (a rest day may include travel from one audit location to another); f) all travel and accommodation is arranged by the GOA; and g) the Auditors are paid a subsistence rate Rest Day Supplement (see 10.2.7) for each rest day.



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New clause regarding consecutive audits (relocated from 10.2.7)	10.2.7 To account for the ISAGO Auditor's or audit team's familiarity with the GSP and its documentation, the specified audit days applicable to a Station Audit that is scheduled back-to-back with a Headquarters Audit or another Station Audit (as suggested in 3.8.4) will be reduced by one audit day for the ORM discipline and one half of an audit day for each of the other disciplines. The cost of the ISAGO Auditor's or audit team's accommodation to, If applicable, stay in the vicinity or the travel and accommodation needed between audit locations shall be covered by the GSP.	3.8.9 To account for the ISAGO Auditor's or audit team's familiarity with the GSP and its documentation, the specified audit days applicable to a Station Audit that is scheduled according to 3.8.8 will be as specified in Table 3.2.														
New table (Reduced Specified Audit Days)		<p>Table 3.2 – Reduced Audit Days (Applicable only to a Station Audit scheduled according to 3.8.8)</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Audit Scope (Discipline)</th> <th style="text-align: center;">Station Audit</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">ORM</td> <td style="text-align: center;">1.5</td> </tr> <tr> <td style="text-align: center;">LOD</td> <td style="text-align: center;">1.0</td> </tr> <tr> <td style="text-align: center;">PAB</td> <td style="text-align: center;">1.0</td> </tr> <tr> <td style="text-align: center;">HDL</td> <td style="text-align: center;">1.0</td> </tr> <tr> <td style="text-align: center;">AGM</td> <td style="text-align: center;">1.0</td> </tr> <tr> <td style="text-align: center;">CGM</td> <td style="text-align: center;">1.0</td> </tr> </tbody> </table>	Audit Scope (Discipline)	Station Audit	ORM	1.5	LOD	1.0	PAB	1.0	HDL	1.0	AGM	1.0	CGM	1.0
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HDL	1.0															
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CGM	1.0															
Clause 3.8.4 split renumbered and editorial		3.8.10 The time taken for a Station Audit that is scheduled according to Table 3.2 should be devoted primarily to the verification of implementation conformity. However, the time allowed at the Station will depend upon the outcome (number and type of Findings) of the Headquarters Audit and the availability of documentation references applicable to the Station Audit. The GSP should therefore be aware of the risk of the Station Audit requiring more time and the subsequent need to extend the duration to that of a normal Station Audit as specified in Table 3.1.														



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Description of Change	GOPM Ed1	GOPM Ed1 TR1
New clause regarding consecutive audits of different GSPs		<p>3.8.11 The following conditions apply to the scheduling of consecutive ISAGO Audits as described in 3.8.7 that are for different GSPs:</p> <ul style="list-style-type: none"> a) each audit is of a different GSP; b) the same ISAGO Auditor or audit team is used for all audits (and is able to audit the disciplines in an efficient manner); c) the role of Lead Auditor for each audit may be shared between suitably qualified Auditors; d) the length of time from the start of the onsite meeting of the first until the last day of the last of the consecutive audits does not exceed 14 days; e) a break of at least one but not more than three complete (rest) days occurs between each audit (a rest day may include travel from one audit location to another); f) all travel and accommodation is arranged by the GOA; and g) the Auditors are paid a subsistence rate Rest Day Supplement (see 10.2.7) for each rest day.
New clause regarding consecutive audits of different GSPs (relocated from 4.4.8)		<p>3.8.12 The scheduling of consecutive ISAGO Audits as in 3.8.11 is also subject to the GOA gaining the collective agreement of the GSPs involved on apportioning and payment of the travel and accommodation and rest day costs, and consequently if any changes to schedule are made.</p>



Temporary Revision 1 GOPM Ed1

Reference:	GOPM Ed1-TR1
Issue date:	18 October 2018
Effective date:	18 October 2018

Description of Change	GOPM Ed1	GOPM Ed1 TR1
New clauses regarding pre-on-site audit document review		<p>3.8.11 The amount of time spent on the Pre-on-site Audit Documentation, see 6.4.6 to 6.4.8 does not impact on the audit days specified for a discipline; hence, there is also no impact on the ISAGO Audit Fee. The work has to be done and whether onsite or offsite makes no difference. There will still be some documentation verification needed; however, time needed onsite and any interruption to operations can be reduced, and audit team accommodation costs can potentially be saved. Where a Pre-on-site Audit Documentation Review has been requested by a GSP, the Lead Auditor may reduce the amount of planned time onsite by up to 50% for a Headquarters Audit and by up to 25% for a Station Audit (does not apply in the case of a Station Audit scheduled as per Table 3.2) or a Combined Audit, dependent upon the number of potential Findings and need for further information. The Lead Auditor must however agree the reduced time onsite with the GSP and GOA to ensure the travel and accommodation arrangements match the time onsite.</p>

Section 4—ISAGO Agent

4.4 GOA Role & Responsibilities

The following changes enforce the requirement for the execution of an Audit Agreement before making any audit arrangements; are a consequence of changes made in Section 3; and clarifies who will perform a follow-up visit.

Description of Change	GOPM Ed1	GOPM Ed1 TR1
New clause regarding condition for audit administration		<p>4.4.2 The GOA will not commence or undertake any administration work for an ISAGO Audit that has not been allocated to the GOA by IATA.</p>
Clause replaced by new text in Section 3	<p>Audit Schedules</p> <p>4.4.7 The audit days specified in Table 10.1 and the number of ISAGO Auditors utilized shall be used to determine the number of working days assigned to the onsite part of the audit, the number of ISAGO Auditors and their suitability. In addition, time should be allocated for the onsite opening and closing meetings.</p>	<p>Audit Schedules</p> <p>See 3.8.3, Table 3.1, 3.8.4.</p>



Temporary Revision 1 GOPM Ed1

Reference:	GOPM Ed1-TR1
Issue date:	18 October 2018
Effective date:	18 October 2018

Description of Change	GOPM Ed1	GOPM Ed1 TR1
Editorial and replaced by new text in Section 3	4.4.8 The GOA and each GSP should organize the audit schedule efficiently, respecting deadlines and expiry dates. Multiple ISAGO Audits of the same GSP may be scheduled consecutively using the same audit team, with direct travel between each location. ISAGO Auditors may also be scheduled to take part in consecutive ISAGO Audits of different GSPs provided that the GOA gains the GSPs collective agreement on apportioning and payment of the travel and accommodation costs, see 4.4.24.	4.4.8 The GOA and each GSP should organize the audit schedule efficiently, respecting deadlines and expiry dates. Care should also be taken to ensure that sufficient time is allowed for the ISAGO Auditor to obtain a required visa. ISAGO Auditors may be scheduled to take part in consecutive ISAGO Audits of the same GSP (see 3.8.8) or different GSPs (see 3.8.11) subject to the conditions specified.
New clause (relocated from Annex E 3.6)	Travel and Accommodation	Travel and Accommodation 4.4.24 Additional night stops as per Annex E 3.6 will be agreed between the Agent and GSP. If an additional night stop is agreed, no additional payment for professional fees will be made; however, the GSP shall pay the accommodation costs and full rate Rest Day Supplement.
New clause regarding condition for rest day		4.4.25 A rest day will be given before the start of the onsite audit if the ISAGO Auditor travels to the audit location as per a schedule sequence of audits as per 3.8.7 or 3.8.9, or in Economy Class throughout a journey by air if applicable in accordance with Annex E 3.9. The additional accommodation cost and full rate Rest Day Supplement will be paid by the GSP.
New clause regarding condition for follow-up visit	Audit Follow-up Activities	Audit Follow-up Visit 4.4.29 One ISAGO Auditor (normally the Lead Auditor nominated for the ISAGO Audit) will conduct the onsite follow-up visit.



Temporary Revision 1 GOPM Ed1

Reference:	GOPM Ed1-TR1
Issue date:	18 October 2018
Effective date:	18 October 2018

Section 7—ISAGO Audit Report Management & Information Sharing

7.4 ISAGO Audit Report Access & Sharing

The following change introduces new airline membership categories to reflect audit report usage and costs.

Description of Change	GOPM Ed1	GOPM Ed1 TR1
New clause regarding Airline membership categories	Airlines	<p>Airline Membership</p> <p>7.4.7 Four categories of Airline membership and subscription are available and according to the following conditions:</p> <ul style="list-style-type: none"> a) <i>Prime Member</i>: The Airline receives ISAGO Audit Reports for its own benefit only; b) <i>Prime Member Plus</i>: The Airline is solely responsible for the outsourcing of ground operations for all other airlines with its group and the Airline shares the ISAGO Audit Reports within its group; c) <i>Group Member</i>: The Airline is one of a group of airlines that operate under separate Air Operator Certificates and individually organize the outsourcing of ground operations (one of the Group Members must be a Prime Member); and d) <i>Compact Member</i>: The Airline outsources its ground operations to less than 50 different ground service providers.
Clause renumbered and revised	7.4.7 The Airline will not share an ISAGO Audit Report or the information contained therein with any other party, including an airline group member, affiliated operator or another member of an airline alliance, without the agreement of IATA and the relevant GSP. Access will be granted only to the Air Operator Certificate (AOC) holder.	7.4.8 The terms and conditions of membership and the sharing of an ISAGO Audit Report or the information contained therein are specified in the Airline Agreement signed with IATA, which differs according to the category of membership.
New clause regarding membership fees		7.4.9 The fee for each category of membership and individual ISAGO Audit Report purchase is specified in Table C1.



Temporary Revision 1 GOPM Ed1

Reference: GOPM Ed1-TR1

Issue date: 18 October 2018

Effective date: 18 October 2018

Section 10—Scheme of Charges

10.2 Fees & Charges

The following changes reflect the new provisions included in the audit fee and other audit costs.

Description of Change	GOPM Ed1	GOPM Ed1 TR1
Clause revised regarding supplements	<p>ISAGO Audit Fee</p> <p>10.2.3 An ISAGO Audit Fee is payable by a GSP to IATA for a scheduled audit. The fee includes:</p> <ul style="list-style-type: none"> a) ISAGO Auditor professional fee at a flat audit day rate and according to the discipline(s) included in the scope of the ISAGO Audit; b) ISAGO Lead Auditor Supplement for the pre, post-audit activities and ISAGO Audit Report production; c) a flat rate fee for the administration costs incurred by the GOA; and d) a flat rate fee for IATA administration and program development costs. 	<p>ISAGO Audit Fee</p> <p>10.2.3 An ISAGO Audit Fee is payable by a GSP to IATA for a scheduled audit. The fee includes:</p> <ul style="list-style-type: none"> a) ISAGO Auditor professional fee at a flat audit day rate and according to the discipline(s) included in the scope of the ISAGO Audit; b) ISAGO Auditor Supplement for the pre, post-audit activities and ISAGO Audit Report production; c) a Rest Day Supplement (if applicable); d) a flat rate fee for the administration costs incurred by the GOA; and e) a flat rate fee for IATA administration and program development costs.
Editorial	<p>10.2.4 The ISAGO Auditor professional fees are calculated on the amount of time taken to complete the audit of each discipline assigned to the auditor for the onsite part of the audit. The time taken is specified as a flat audit daily rate, as in Table 10.1 and applies to both Initial and Renewal Audits and is the same for all ISAGO Auditors, regardless of their auditor status. The time assigned to a discipline includes work the ISAGO Auditor will do in preparation for and to close the audit, including a documentation review, see 6.4.8.</p>	<p>10.2.4 The ISAGO Auditor professional fees are calculated on the number of audit days assigned to each discipline that is audited, as specified in Table 3.1.</p>



Temporary Revision 1 GOPM Ed1

Reference:	GOPM Ed1-TR1
Issue date:	18 October 2018
Effective date:	18 October 2018

Description of Change	GOPM Ed1	GOPM Ed1 TR1												
Clause revised regarding conditions for ISAGO Auditor Supplement	10.2.5 <i>Lead Auditor Supplement.</i> Where the audit scope includes four or more disciplines, an additional four audit days is charged to the GSP and given to the nominated Lead Auditor for the ISAGO Audit to cover the pre and post onsite audit activities and the production of the ISAGO Audit Report. Where the audit scope includes three or less disciplines, an additional two audit days is charged to the GSP and given to the nominated Lead Auditor.	10.2.5 <i>ISAGO Auditor Supplement.</i> An additional fee is charged to the GSP to cover the work done by the audit team in pre (including a documentation review, see 6.4.8) and post onsite audit activities and the production of the ISAGO Audit Report. The ISAGO Auditor Supplement is four audit days if the audit scope includes four or more disciplines, and two audit days if the audit scope includes three or less disciplines. If more than one ISAGO Auditor is involved, the ISAGO Auditor Supplement is divided between the audit team as specified in Table 10.1.												
Clause relocated to Section 3 and revised	Table 10.1 – Specified Audit Days	See Table 3.1												
New table regarding conditions for ISAGO Auditor Supplement		Table 10.1 – ISAGO Auditor Supplement <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Number of ISAGO Auditors in the audit team</th> <th style="text-align: center;">Lead Auditor</th> <th style="text-align: center;">Auditor #2</th> <th style="text-align: center;">Auditor #3</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">75%</td> <td style="text-align: center;">25%</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">50%</td> <td style="text-align: center;">25%</td> <td style="text-align: center;">25%</td> </tr> </tbody> </table>	Number of ISAGO Auditors in the audit team	Lead Auditor	Auditor #2	Auditor #3	2	75%	25%	N/A	3	50%	25%	25%
Number of ISAGO Auditors in the audit team	Lead Auditor	Auditor #2	Auditor #3											
2	75%	25%	N/A											
3	50%	25%	25%											
Clause relocated to Section 3	10.2.6 The specified audit days are intended to represent the effective working time during the audit for each discipline and includes any audit preparation and closure work. The audit days specified for the Station Accreditation audit also includes assessment of local variations or customer airline requirements.	See Clause 3.8.4												
Clause relocated to Section 3	10.2.7 To account for the ISAGO Auditor's or audit team's familiarity with the GSP and its documentation, the specified audit days applicable to a Station Audit that is scheduled back-to-back with a Headquarters Audit or another Station Audit (as suggested in 3.8.4) will be reduced by one audit day for the ORM discipline and one half of an audit day for each of the other disciplines. The cost of the ISAGO Auditor's or audit team's accommodation to, If applicable, stay in the vicinity or the travel and accommodation needed between audit locations shall be covered by the GSP.	See Clause 3.8.8, 3.8.9 and Table 3.2												



Temporary Revision 1 GOPM Ed1

Reference:	GOPM Ed1-TR1
Issue date:	18 October 2018
Effective date:	18 October 2018

Description of Change	GOPM Ed1	GOPM Ed1 TR1
Clause renumbered and editorial	10.2.8 <i>Combined Audit.</i> The time given to conduct a Combined Audit (both Headquarters and Station Audit activities included) will be the same as for a Station Accreditation audit. However, Only one ISAGO Audit Fee (incorporating one GOA and one IATA administration fee) and one set of ISAGO auditor fees and Lead Auditor Supplement will apply.	10.2.6 <i>Combined Audit.</i> Only one ISAGO Audit Fee (incorporating one GOA and one IATA administration fee) and one set of ISAGO professional auditor fees and ISAGO Auditor Supplement will apply.
New clause regarding Rest Day Supplement		10.2.7 <i>Rest Day Supplement.</i> The GSP will pay a Rest Day Supplement to each member of the audit team that is scheduled to perform audits as per 3.8.8 or 3.8.11 at the subsistence rate for each rest day incurred, and where applicable at the full rate before the start of the onsite audit, see 4.4.24 and 4.4.25. The Rest Day Supplement is included in the travel and accommodation costs invoiced by the GOA, see 10.3.3.
New clause	Audit Team Travel and Accommodation	Audit Team Travel and Accommodation 10.2.8 The cost of the ISAGO Auditor's or audit team's accommodation to, If applicable, stay in the vicinity or the travel and accommodation needed between audit locations shall be covered by the GSP. The GSP will reimburse payments made by the GOA for the travel and accommodation booked, including for a post audit onsite follow-up visit.
Editorial	10.2.9 The GSP will reimburse invoiced payments made by the GOA for the travel and accommodation booked and when payment is made for the audit team to conduct the onsite audit and post audit onsite visit. The GSP will also reimburse the GOA for unavoidable costs incurred when making travel and accommodation bookings, such as booking fees, local currency cash payments and fees incurred because an invoice for accommodation may be available only after the audit takes place. The ISAGO Travel Policy, see Annex E, will be applied at all times.	10.2.9 The GSP will reimburse the GOA for unavoidable costs incurred when making travel and accommodation bookings, such as insurance, booking fees, local currency cash payments and fees incurred because an invoice for accommodation may be available only after the audit takes place. The ISAGO Travel Policy, see Annex E, will be applied at all times.
Editorial	Post Audit Onsite Visit 10.2.12 IATA will invoice the GSP for an onsite follow-up visit, if one is to take place. The GSP will pay IATA the ISAGO Auditor professional fees for an onsite follow-up visit and a GOA administration fee. The GOA administration fee for an onsite follow-up visit will be 50% of the normal rate included in the ISAGO Audit Fee.	Post Audit Onsite Follow-up Visit 10.2.12 IATA will invoice the GSP for an onsite follow-up visit, if one is to take place. The GSP will pay IATA the ISAGO Auditor professional fees for an onsite follow-up visit, an audit day for each day onsite, and a reduced GOA administration fee, see Table C1.



Temporary Revision 1 GOPM Ed1

Reference:	GOPM Ed1-TR1
Issue date:	18 October 2018
Effective date:	18 October 2018

Description of Change	GOPM Ed1	GOPM Ed1 TR1
Editorial	<p>ISAGO Audit Reports</p> <p>10.2.22 The annual subscription is only available to air operators. The annual subscription grants access only to the AOC holder. A discounted annual subscription rate is available to other members of an airline group or a wholly-owned subsidiary operator if one full subscription is paid by the parent member of the group. Members of an airline alliance are not eligible for the discounted subscription rate. The amount of discount will be determined by IATA based primarily on the number of different GSPs included in the airline's network relative to that of the parent airline.</p>	<p>ISAGO Audit Reports</p> <p>10.2.22 The annual subscription is only available to air operators. Members of an airline alliance are not eligible for the discounted subscription rate.</p>
Clause deleted	<p>10.2.23 The application of a charge for an individual ISAGO Audit Report will depend upon the circumstances under which the report is required or it will be used. IATA reserves the right to discount or waive any payment due if the third party that is the recipient of the report expresses a genuine interest in promoting the aims of ISAGO or would provide benefits to one or more stakeholders.</p>	

10.3 Invoicing & Payments

The following changes reflect the improved program provisions.

Description of Change	GOPM Ed1	GOPM Ed1 TR1
Clause revised invoicing criteria	<p>ISAGO Audit Fee Invoicing & Payments</p> <p>10.3.2 Upon execution of an Audit Agreement and thereafter prior to the allocation of a Renewal Audit or an Initial Audit, IATA will invoice the GSP for the payment of the GOA administration fee (as part payment of the ISAGO Audit Fee) for each audit.</p>	<p>ISAGO Audit Fee/Travel and Accommodation Invoicing & Payments</p> <p>10.3.2 The GSP will be invoiced by IATA as specified in the Audit Agreement for payment of the total amount of the ISAGO Audit Fees for the ISAGO Audits to be conducted.</p>
New clause regarding invoicing by GOA		<p>10.3.3 The GSP will be invoiced directly by the GOA for payment of travel, accommodation, Rest Day Supplements, if applicable, or visa costs incurred by the ISAGO Agent for the Auditor to conduct the onsite audit. The GOA will include in the invoice any charges payable during an onsite audit that can be predicted, for example the cost of a visa issued on arrival.</p>



Temporary Revision 1 GOPM Ed1

Reference:	GOPM Ed1-TR1
Issue date:	18 October 2018
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Description of Change	GOPM Ed1	GOPM Ed1 TR1
Clause renumbered and revised	10.3.3 A second invoice will be issued by IATA to the GSP for a payment before the start of the onsite audit to ensure the payment is completed by the GSP prior the on-site closing meeting. Non-payment on time may result in the cancellation of the audit. The invoice will include the remainder of the ISAGO Audit fee, comprising the audit team professional fees (based on the confirmed number of ISAGO Auditors and the duration of their onsite stay), the Lead Auditor Supplement and the IATA administration charge.	10.3.4 The onsite audit will be cancelled if the invoice issued by an ISAGO Agent is not paid on time and if payment of the ISAGO Audit Fee is not received by IATA at least one calendar month before the onsite audit is due to take place. An audit that is cancelled will be removed from the audit schedule.
Clause renumbered and editorial	<p>ISAGO Auditor Invoicing & Payments</p> <p>10.3.9 The Lead Auditor should also invoice the relevant GOA for payment of the Lead Auditor Supplement as outlined in 10.2.5 once the ISAGO Audit Report has been delivered to IATA and the Lead Auditor has received confirmation from IATA that it is acceptable.</p>	<p>ISAGO Auditor Invoicing & Payments</p> <p>10.3.10 The ISAGO Auditor should invoice the relevant GOA for payment of the ISAGO Auditor Supplement as outlined in 10.2.5 once the ISAGO Audit Report has been delivered to IATA and the Lead Auditor has received confirmation from IATA that the quality control check is completed.</p>
Clause renumbered and editorial	10.3.10 the ISAGO Auditor shall invoice the GOA for any agreed additional fee incurred in the arranging or conduct of the ISAGO Audit (such as a visa).	10.3.11 There should be no additional expenses that are claimed; however, the ISAGO Auditor shall invoice the GOA for any agreed additional fee incurred in the arranging or conduct of the ISAGO Audit (such as a visa) or additional cost due to travel disruption. The GOA will, in turn, invoice the GSP for all acceptable claims or claims not recoverable from insurance or other means.
Clause renumbered and editorial	<p>Refunds/Adjustments</p> <p>10.3.12 The GSP will pay any additional costs incurred if the GSP is responsible for a change to the onsite audit starting date or duration, including the cost of changing travel and accommodation bookings.</p>	<p>Refunds/Adjustments</p> <p>10.3.13 The GSP will pay an additional administration charge and any additional costs incurred if the GSP is responsible for a change to the onsite audit starting date or duration, including the cost of changing travel and accommodation bookings.</p>
Renumbered and editorial	10.3.13 IATA will reimburse any payment, part or over-payment made by a GSP for professional fees and travel and accommodation charges if the audit is cancelled or postponed through the actions of an ISAGO Auditor or the GOA. The GOA will reimburse any related payment received from IATA. Full reimbursement of travel and accommodation may be subject to booking and refund conditions.	10.3.14 IATA will reimburse any payment made by a GSP for professional and administration fees and travel and accommodation charges if the audit is cancelled through no fault of the GSP. The GOA will reimburse any related payment received from IATA. Through no fault of the GSP does not include cancellation due to the GSP's late or non-payment of an invoice.



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Reference:	GOPM Ed1-TR1
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Description of Change	GOPM Ed1	GOPM Ed1 TR1
New clause regarding audit cancellation		10.3.15 The GSP will pay the ISAGO Audit Fee and reimburse the GOA for any travel, accommodation and visa charges if the GSP or IATA cancels the ISAGO Audit due to the GSP defaulting on a payment as per 10.3.4.
Clause renumbered and revised	10.3.14 The GSP will not receive any reimbursement of any paid professional fees and travel and accommodation charges unless the audit is cancelled for a reason beyond the GSP's control.	10.3.16 The GSP will be reimbursed any paid ISAGO Audit Fee (except the ISAGO Agent administration fees) and the travel and accommodation charges (subject to insurance, booking and refund conditions) paid by the GSP to the ISAGO Agent if the ISAGO Audit is cancelled by the GSP more than one month before the onsite audit starting date. No refund will be given if the GSP cancels an audit less than one month before the onsite starting date.
Clause deleted	10.3.15 The ISAGO Auditor will reimburse the payee any costs or additional costs incurred as a result of being the cause of the cancellation or postponement of an ISAGO Audit.	
Clause deleted (duplication)	10.3.16 The GOA and IATA administration fees are non-refundable.	
Clause renumbered and editorial	10.3.17 The GOA and IATA administration and the Airline subscription fees are non-refundable.	10.3.17 The Airline subscription fees are non-refundable.



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Annex C—ISAGO Fees & Charges

Table C1 – ISAGO Fees and Charges

The following changes reflect the new provisions included in the audit fee and other audit costs.

GOPM Ed1				GOPM Ed1 TR1			
Service (Payee)	Element	Fee/Charge (USD)	Notes	Service (Payee)	Element	Fee/Charge (USD)	Notes
ISAGO Audit Fee (GSP)	ISAGO Auditor professional fee	700 per person per audit day	The ISAGO Auditor professional fee applies to all ISAGO Auditors regardless of status and the total is dependent upon audit scope according to Table 10.1	ISAGO Audit Fee (GSP)	ISAGO Auditor professional fee	700 per person per audit day	The ISAGO Auditor professional fee applies to all ISAGO Auditors regardless of status and the total is dependent upon audit scope according to Table 3.1.
	Lead Auditor Supplement	700 per audit day	Total is dependent upon audit scope, see 10.2.5		ISAGO Auditor Supplement	700 per audit day	Total is dependent upon audit scope, see 10.2.5.
	ISAGO Agent (GOA) administration	1000			Rest Day Supplement	100 per person per day	Subsistence rate, for scheduled consecutive audits, see 3.8.8 and 3.8.11.
	IATA administration	1000				700 per person per day	Full rate, for additional night stop and economy long-haul travel, see 4.4.24 and 4.4.25.
ISAGO Audit Report (Airline)	Annual subscription	20000	Available only to airlines. Gives access to all reports. A discounted rate is available subject to conditions, see 10.2.22	ISAGO Agent (GOA) administration	1000	300 to rebook travel and accommodation or to arrange an onsite follow-up visit.	
				IATA administration	1000		
				ISAGO Audit Report (Airline)	Prime Member	20000	Annual subscription.
					Prime Member Plus	20000	Annual subscription. Payable only by parent Airline.
					Group Member	5000	Annual subscription. Prime membership applies to one Group Member.
					Compact Member	10000	Annual subscription.



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GOPM Ed1				GOPM Ed1 TR1			
Service (Payee)	Element	Fee/Charge (USD)	Notes	Service (Payee)	Element	Fee/Charge (USD)	Notes
ISAGO Audit Report (Airline/Airport)	Per report	1500	Available subject to conditions and request to IATA. See also 10.2.23	ISAGO Audit Report (Airline/Airport)	Per report	1500	Available subject to conditions and request to IATA.
Auditor qualification application fee (Applicant)	Auditor	100	Waived. Not applicable at this time.	Auditor qualification application fee (Applicant)	Auditor	100	Waived. Not applicable at this time.
	Lead Auditor	500			Lead Auditor	500	
Auditor training fee (Candidate Auditor/ Candidate Lead Auditor)	Discipline specific (CBT)	600	Organization & Management (ORM) only.	Auditor training fee (Candidate Auditor/ Candidate Lead Auditor)	Discipline specific (CBT)	600	Organization & Management (ORM) only.
	Discipline specific (CBT)	300	Per operational discipline course, see Annex B.		Discipline specific (CBT)	300	Per operational discipline course, see Annex B.
	ISAGO Auditor Training (Classroom)	1800	Per course.		ISAGO Auditor Training (Classroom)	1800	Per course.
	ISAGO Lead Auditor Training (Classroom)	1700	Per course.		ISAGO Lead Auditor Training (Classroom)	1700	Per course.
	Re-current	Free of Charge	Annual payment.		Re-current	Free of Charge	Annual payment.
CoPA membership fee (ISAGO Auditor)	Auditor	200	Annual payment. Waived. Not applicable at this time.	CoPA membership fee (ISAGO Auditor)	Auditor	200	Annual payment. Waived. Not applicable at this time.
	Lead Auditor	200			Lead Auditor	200	



Temporary Revision 1 GOPM Ed1

Reference:	GOPM Ed1-TR1
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Annex E—ISAGO Travel Policy

3 Policy

The following changes reflect new provisions for auditor welfare.

Description of Change	GOPM Ed1	GOPM Ed1 TR1
Editorial (part relocated to 4.4.24)	3.6 Depending upon available travel times and audit duration, an additional night accommodation may be needed for the audit team to ensure that they are adequately rested prior to commencing the onsite audit or at the end of the onsite part if no departures are available the same day. Additional night stops will be agreed between the GOA and GSP. If an additional night stop is agreed, no additional payment for professional fees will be made; however, the GSP shall pay the accommodation costs and any air travel will be Economy Class regardless of duration.	3.6 Depending upon available travel times and audit duration, an additional night accommodation may be needed for the audit team to ensure that they are adequately rested prior to commencing the onsite audit or at the end of the onsite part if no departures are available the same day.
Clause split, revised and duplicated text removed	<p>Air Travel</p> <p>3.8 Air travel shall only be on commercial flights, in Economy Class (the most suitable and cost-effective fare available) and from the airport nearest to the ISAGO Auditor's domicile. The principle of "if you honestly would not choose to take the journey or accommodation yourself then do not propose anyone else to take it" shall apply. The selection of the suitable and cost-effective fare should not result in an unreasonable flight routing, number of transfers involved and total travel duration. Travel between domicile and airport will be at the auditor's cost. However, where there is a more convenient or cheaper flight option from another airport, the auditor will be refunded the cost of public transport to and from that airport. Airport car parking and other charges incurred by the auditor will not be refunded.</p>	<p>Air Travel</p> <p>3.8 Air travel shall only be on commercial flights, the most suitable and cost-effective fare available and from the airport nearest to the ISAGO Auditor's domicile or the last audit location if an onward flight to another audit is scheduled.</p>
Clause 3.8 split revised to include business class travel		3.9 The normal route for all air travel shall be the most direct route from the point of departure to the destination where the onsite audit is to take place. If the scheduled flight time is greater than six hours or the duration of the journey, including obligatory transfer times on the ground (if any) to the first onward flight connection available, is nine hours or more either Business Class applies or one paid (at full rate) rest day before the start of the audit applies if travelling in Economy Class throughout the journey.



Temporary Revision 1 GOPM Ed1

Reference:	GOPM Ed1-TR1
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Effective date:	18 October 2018

Description of Change	GOPM Ed1	GOPM Ed1 TR1
New clause containing remainder of Clause 3.8 (no text change)		3.10 The selection of the suitable and cost-effective fare should not result in an unreasonable flight routing, number of transfers involved and total travel duration. Travel between domicile and airport will be at the auditor's cost. However, where there is a more convenient or cheaper flight option from another airport, the auditor will be refunded the cost of public transport to and from that airport. Airport car parking and other charges incurred by the auditor will not be refunded.
Clause renumbered and revised	3.9 An air travel ticket will include the carriage of at least one checked-in baggage.	3.11 An air travel ticket will include the carriage of at least one checked-in baggage and travel insurance to cover flight cancellation, amendment or stopover due to a missed or delayed flight.
New clause		3.12 A flight booking in Economy Class will take account of the ISAGO Auditor's seating preference (for example, window and aisle).
New clause		Travel Insurance 3.25 Travel bookings will include insurance to recover costs in the event of unplanned change, disruption and cancellation.
Clause renumbered and revised	Travel Insurance 3.23 The ISAGO Auditor is responsible for baggage and personal property insurance and shall first make a claim to the airline involved. IATA's insurance provider might cover the cost of lost or delayed baggage and contents if the airline claim is not resolved.	3.26 If not covered by insurance, the ISAGO Auditor is responsible for baggage and personal property insurance and shall first make a claim to the airline involved. IATA's insurance provider might cover the cost of lost or delayed baggage and contents if the airline claim is not resolved.
New clause		Safety and Emergencies 3.29 All necessary measures and precautions will be taken to ensure the safety and security of the ISAGO Auditor or an audit team while travelling and conducting an ISAGO Audit. Decisions on whether travel or audits should take place as planned will be based on published government travel warnings and other reliable sources of information. Additional costs may be incurred in choosing specific routes or hotels in areas identified by travel warnings. The safety and security of the ISAGO Auditor or audit team also has to be address while onsite, including transferring between the airport and hotel and other sites during an audit.



Temporary Revision 1 GOPM Ed1

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Description of Change	GOPM Ed1	GOPM Ed1 TR1
Clause renumbered and revised	Lodging 3.28 Hotel accommodation accounts will be paid at the time of booking and where possible will include internet connection fees.	Lodging 3.32 Hotel accommodation accounts will be paid at the time of booking and where possible will include a breakfast and internet connection fees.
New clause regarding expenses	Other Incidental Expenses	Other Incidental Expenses 3.36 The ISAGO Auditor may, if no other means are available or provided by the GSP or hotel, claim the cost of a local internet connection through the purchase of a sim card or similar method to enable access to the audit software.

- END -