

IATA Safety Audit for Ground Operations

Webinar 2
Getting ready for the
Audit



IATA Ground Operations

Intro

Competition Law Guidelines

Webinar housekeeping rules

Speakers Introduction

Gap analysis recap

How to access OPS portal

OPS portal demonstration

Gap analysis

Cloning the Gap analysis

GAP in Excel format

Time for discussion, feedback / Q&A

Next Webinar



Competition Law Guidelines

Do not discuss

- Any element of prices, including fares or service charges
- Commissions
- Allocations of customers or markets
- Marketing plans, commercial terms or any other strategic decision
- Group boycotts
- Your relations with agents, airlines, audit organizations, or other third parties
- Any other issue aimed at influencing the independent business decisions of competitors

Webinar Housekeeping rules



We are resolving issues with sharing the Webinar 1 video and will send it to you soon.



The webinar is recorded, and the recording, along with the presentation, will be shared



Participants other than the speakers are muted



Keep Camera off



There will be a Q&A at the end of each session
We will ensure to answer all your questions after the webinar



Do not use the CHAT for questions but Q&A
Questions in chat will not be answered to avoid distraction



Chat



Q&A



People



Raise



React



View



Notes



Rooms



Apps



More

Series of Webinars

(GHSP Bulletin 2024-09)

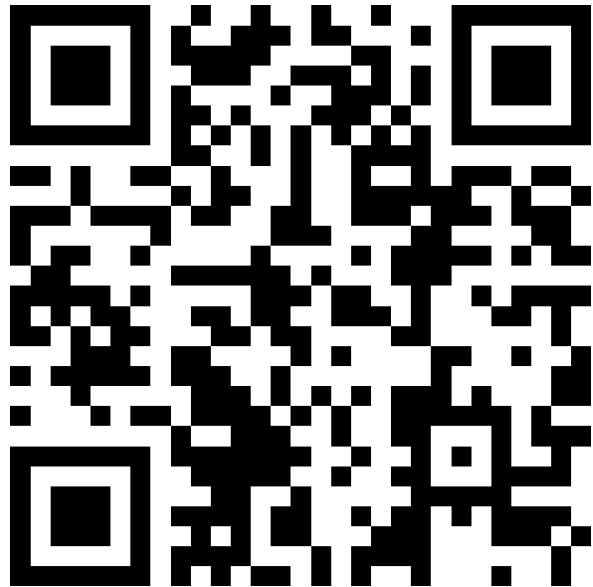
Webinar topic	Webinar details	Date	Time	Duration
1. Audit Standards and new audit methods	<ul style="list-style-type: none">• New audit standards and checklists• Documentation assessment• Implementation assessment	03-Dec-2024	0900-1100 (EST, Montreal time)	2 hours this includes time for Q&A
		04-Dec-2024	1900-2100 (EST, Montreal time)	2 hours this includes time for Q&A
2. Getting ready for the audit	<ul style="list-style-type: none">• OPS portal demonstration• Doing the gap analysis right• Cloning the gap analysis• Verifying gap analysis accuracy	09-Dec-2024	0900-1100 (EST, Montreal time)	2 hours this includes time for Q&A
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3. Audit program management and administration	<ul style="list-style-type: none">• Audit agreement• Audit allocation• Audit planning• Audit fee• IATA Connect	14-Jan-2025	0900-1100 (EST, Montreal time)	2 hours this includes time for Q&A
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<https://app.sli.do/event/gkW9BkRmDnCivefP7TrwXN>



GAP Analysis- Recap



Performing GAP analysis by GHSP

IATA Ground Operations
Manual (IGOM)



GAP Analysis Assessment

**GAP analysis
Assessment**

Conformity

Variation

Out of Scope

GAP analysis is a verification that GHSP's procedures are in alignment with industry standards, which should be part of the company monitoring system to maintain compliance

Adopting the Industry Standards



Gap Analysis Preparation Highlights

1. Gap Analysis Publication:

- Must be completed 30 days before the Document Assessment (DA).

2. Applicable Standards:

- Gap analysis need to be performed for all relevant industry standards based on the GHSP profile.

3. IGOM:

- Available in the IGOM Portal.

4. AHM and GOSM-CGM:

- Available in Excel format through the AHM-IGOM digital toolbox.

5. OPS Portal:

- Launches in February 2025 with all standards included.

6. Gap Analysis Performance:

- Can be done by MHQ and cloned for all stations or by an airline and cloned for GHSP

7. Station Adjustments:

- Stations must tailor the MHQ gap to their operational and job role specifics.

Gap Analysis Preparation Highlights

8. Training Responsibilities:

- Must be analyzed and clarified between headquarter (MHQ) and stations (STN).

9. Gap Analysis Updates:

- Update gap analysis whenever industry standards change or GHSP undergoes significant operational or documentation changes.

10. Gap Analysis Revisions:

- Gaps analysis can be revised multiple times before the Document Assessment (DA) starts.
- No further corrections are allowed once the audit begins, including during the DA.

11. Gap Analysis Correctness:

- Gap analysis must be accurate and reflect the current industry standards and procedures.
- Review shall be included into the oversight/monitoring activities of your company

12. Document References:

- Provide specific document references pointing to the exact procedures.
- If necessary, include multiple references to ensure clarity and completeness.

Gap Analysis Preparation Highlights

13.GHSP Variations:

- Allowed only for procedures that exceed industry standards requirements.

14.Regulatory & Airport Variations:

- Allowed for procedures that are both above and below industry standards requirements.

15.Airlines Variations:

- Shall not be declared in GHSP's gap analysis.
- A process must be in place to manage customer airline variations, including distribution and staff training

16.Variations Recording:

- Required detailed description and document reference to the varied procedure

17.Risk Assessment:

- Required for all variations (GHSP, Regulatory, Airports) related to IGOM safety-critical procedures.

18.Out of Scope:

- Document reference or statement in GOM that such operations is not provided is not required



OPS "IGOM" Portal Live Demo

Topics

IATA Customer Portal

IGOM Portal

Access Management

Gap Analysis

Company Relationships

Access to OPS Portal

Step 1

Request Access
IATA -
Operational
Portal

Sign up for the Ops Portal now

Business Email *

First Name *

Last Name *

Job Title *

Company *

Company type *

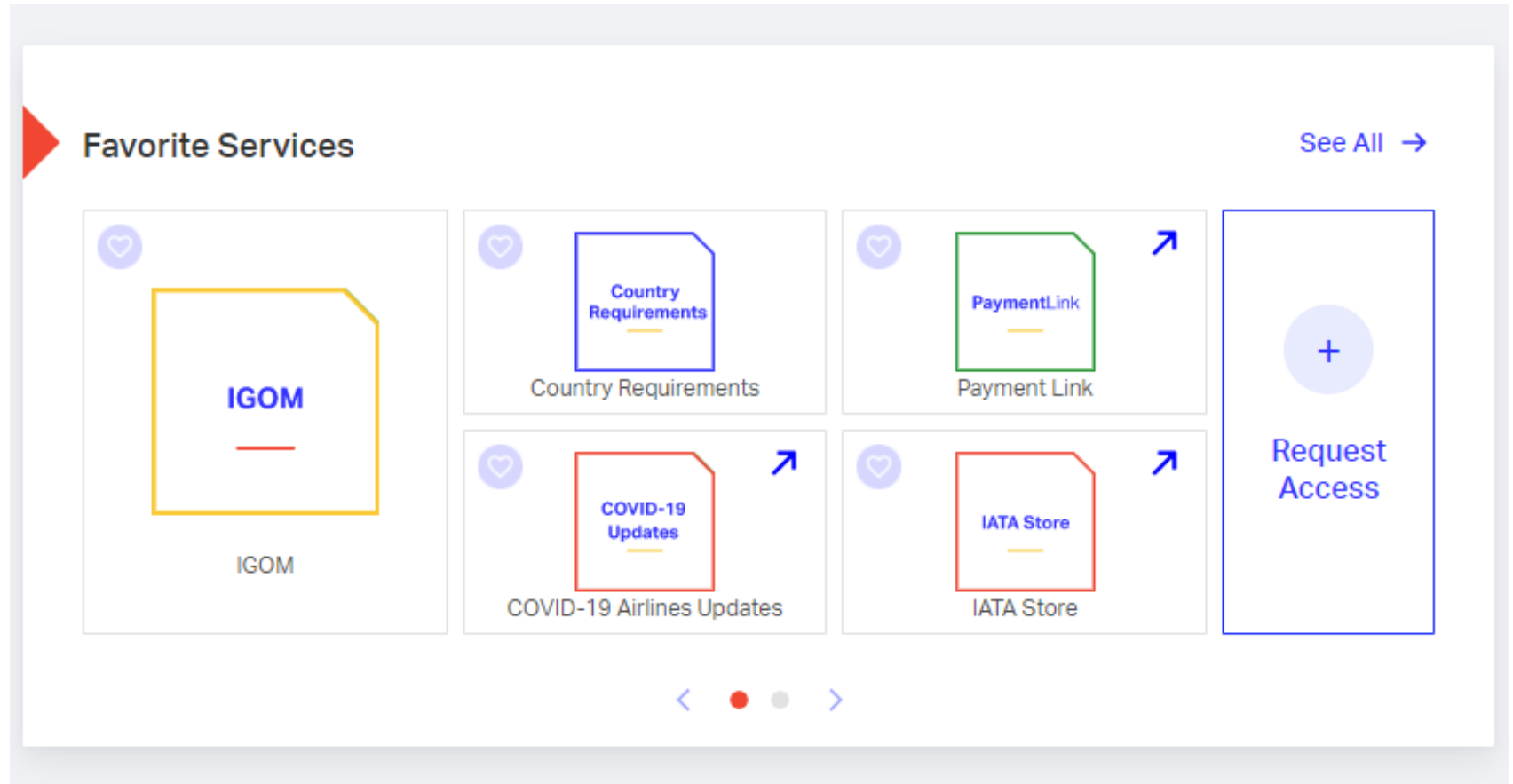
I consent to the processing of my personal information in accordance with [IATA's Privacy Policy](#) and I understand and agree to the [Terms of Use](#) *

SIGN-UP

Access to OPS Portal

Step 2

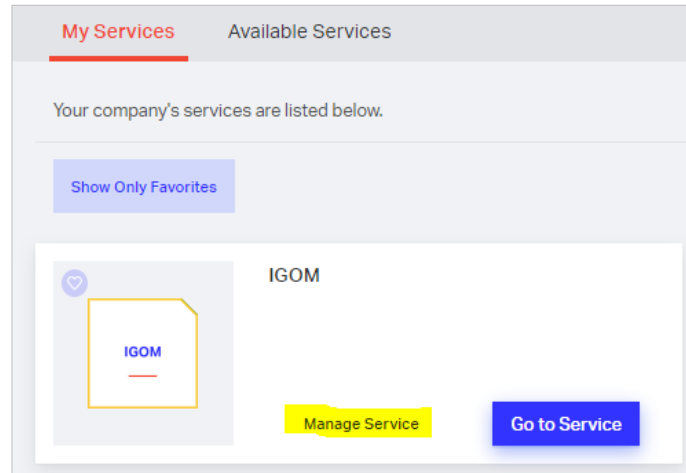
Complete the registration and get access to the Portal



Invitation

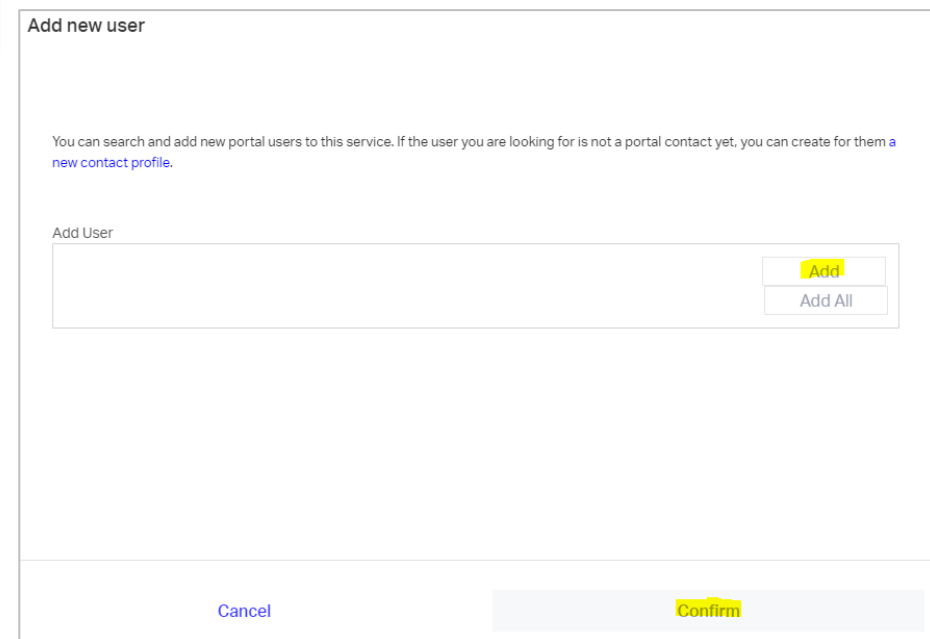
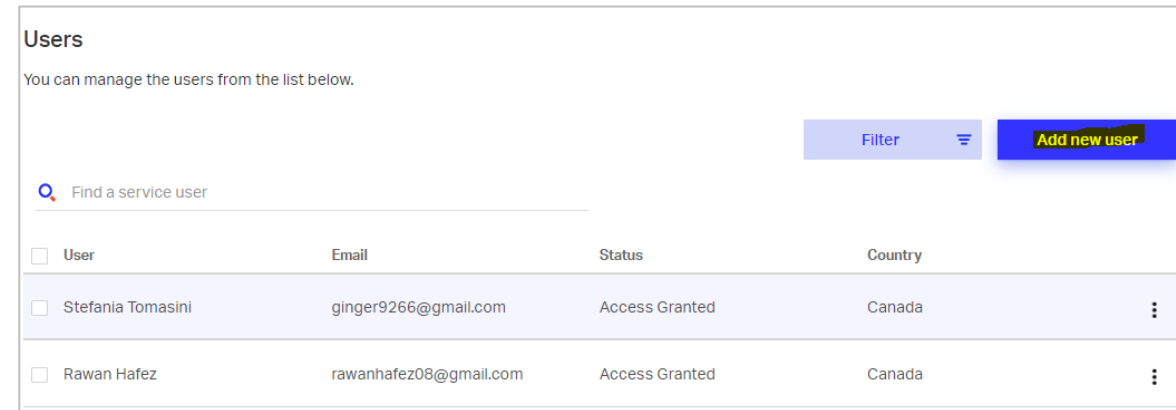
Step 1

Invite users to join the IATA Customer Portal



Inviting a User with an Existing Portal contact account:


1. Click on "**Add New User**"
2. Use the "**Add User**" box to search by email
3. Select the user and click "**Add**"
4. Click "**Confirm**"



Invitation

Add new user

You can search and add new portal users to this service. If the user you are looking for is not a portal contact yet, you can create for them a **new contact profile.**

Download  **Create New Contact**

Find contact

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other **All**

<input type="checkbox"/>	Name	Email	Contact Type	Portal Status
<input type="checkbox"/>	> Rawan Hafez	rawanhafez08@gmail.com		Approved Admin
<input type="checkbox"/>	> Stefania Tomasini	ginger9266@gmail.com		Approved Admin

New Contact Profile ×

Account Name
--None--

First Name Last Name

Email Mobile

Phone Preferred Language
English

Working Areas

Aeropolitical Cargo
 Commercial Environment
 Finance Gen.Management
 Human Resources IT
 Legal Marketing&Sales
 Media Operations
 Other Safety
 Security& Facilitation Technical
 Training

Contact Type Status

Portal Administrator Invoice Contact
 Authorized Signatory BSP/CASS Payment Contact
 Agent Credit Risk

Service Access

Assign New Service

Search

IGOMx

Cancel **Save**

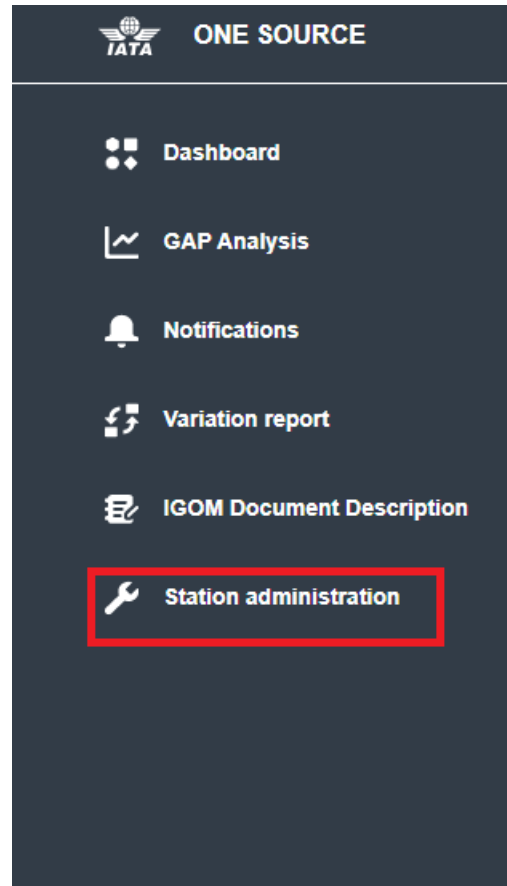
Inviting a User Without a portal contact account:

1. Click on **"a new contact profile"**
2. Select **"Create New Contact"**
3. Fill in the required information
4. In the **"Service Access"** field, type "IGOM" under Assign New Service
5. Click **Save**

Invitation

Step 2

Assign users a role



ONE SOURCE

- Dashboard
- GAP Analysis
- Notifications
- Variation report
- IGOM Document Description
- Station administration**

▶ Station administration

Station Management

Station Relationships

Users in station

• Elisabeth Matschnigg	IGOM Admin	
• Gurdeep Singh	Editor	
• Iva Pluhackova	IGOM Admin	
• Mark Test	Editor	
• Massimo Cicetti	IGOM Admin	

Show users that do not have a role.

Gap Analysis

New File

Creating a Gap Analysis from scratch

The screenshot displays the IATA ONE SOURCE application interface. On the left, a dark sidebar contains a menu with the following items: Dashboard, GAP Analysis (highlighted with a red box), Notifications, Variation report, IGOM Document Description, and Station administration. The main content area is titled 'GAP Analysis - IATA Airlines' and features a 'NEW FILE' button (highlighted with a red box) and two other options: 'NEW FILE FROM PREVIOUS VERSION' and 'CONTINUE DRAFT'. Below the 'NEW FILE' button, a red arrow points to a 'File name' input field. A 'Continue' button is located at the bottom right of the main content area.

Gap Analysis

Continue Draft

Any gap analysis in progress is automatically saved as a draft.

ONE SOURCE IATA

GAP Analysis

GAP Analysis - IATA Airlines

NEW FILE NEW FILE FROM PREVIOUS VERSION **CONTINUE DRAFT**

File name	Completion	
test	0% complete	Discard draft
Test GOM 1030	100% complete	Discard draft
GOM 20241202	0.23% complete	Discard draft

Continue

Gap Analysis

New File from Previous Version

All published gap analyses are in this tab, including those of parent companies within the hierarchy group relationship.

ONE SOURCE

GAP Analysis

GAP Analysis - IATA Airlines

NEW FILE

NEW FILE FROM PREVIOUS VERSION

CONTINUE DRAFT

Search file...

File name	IGOM version	Publish date	Type
Air Kasia test2	IGOM Ed.13 R.0	2024-10-17	Previous analysis
Air Kasia Test	IGOM Ed.13 R.0	2024-10-16	Previous analysis

File name

Continue

Gap Analysis - Cloning & Re-using

Cloning

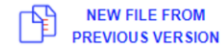
Cloning allows reusing a previously published gap analysis.

Select, Rename, & Continue

▶ GAP Analysis

IATA Airlines ▾

GAP Analysis - IATA Airlines



Search file...

File name	IGOM version	Publish date	Type
Air Kasia test2	IGOM Ed.13 R.0	2024-10-17	Previous analysis
Air Kasia Test	IGOM Ed.13 R.0	2024-10-16	Previous analysis

File name

IATA Air 2024|

Continue

Gap Analysis - Cloning & Re-using

Conformity & Out of scope

Procedures previously mapped as "Conformity" or "Out of Scope" that remain unchanged between IGOM editions will keep the originally mapping.

Click on "Kindly click here to confirm the review of all conformity/out of scope reference that have remained unchanged across IGOM editions"

GAP Analysis - Detail IGOM version 13

	Pending review	Ticket Sales Counter	Go to Item
	Pending review	Passenger Pre-Flight Preparation	Go to Item
	Critical pending review	Check-In Counter Requirements	Go to Item
	Pending review	Requirements for Passenger Acceptance	Go to Item

Kindly click here to confirm the review of all conformity/out of scope references that have remained unchanged across IGOM editions

Passenger Handling Procedures
1.1 Passenger Departure

38 of 38 items complete

1.1 Passenger Departure

Please select a section to add a reference to.

Gap Analysis - Cloning & Re-using

Pending Procedures

Pending procedures include those previously marked as variations or those that have changed between IGOM editions, requiring additional review to ensure correct mappings.

Review all pending procedures

The screenshot displays the 'GAP Analysis - Detail' interface for IGOM version 13. It features a sidebar with navigation icons and a main content area. The main area is divided into two sections: a table of pending review items and a progress bar for 'Passenger Handling Procedures'.

Status	Item	Action
Pending review	Ticket Sales Counter	Go to Item
Pending review	Passenger Pre-Flight Preparation	Go to Item
Critical pending review	Check-In Counter Requirements	Go to Item
Pending review	Requirements for Passenger Acceptance	Go to Item

Kindly click here to confirm the review of all conformity/out of scope references that have remained unchanged across IGOM editions

Passenger Handling Procedures
1.1 Passenger Departure
38 of 38 items complete
1.1 Passenger Departure

Please select a section to add a reference to.

Station Relationships

Variation Sharing

Create Group Relationship




The screenshot displays the IATA ONE SOURCE web application interface. The top navigation bar includes the IATA logo, the text "ONE SOURCE", and the current page title "Station administration". On the right side of the navigation bar, there are links for "IATA Airlines", a notification bell, and a user profile icon labeled "Raw".

A dark sidebar on the left contains a menu with the following items: "Dashboard", "GAP Analysis", "Notifications", "Variation report", "IGOM Document Description", and "Station administration". The "Station administration" item is highlighted with a red rectangular box.

The main content area is titled "Station administration" and contains a sub-section "Station Relationships" which is also highlighted with a red rectangular box. Below this, there are two columns: "Related stations" and "Unrelated stations".

The "Related stations" column shows a single entry: "IATA Airlines".

The "Unrelated stations" column features a search bar labeled "Search station...". Below the search bar, there is a list of stations with the following details:

Station Name	Category	Country	City	Checkmark	Dropdown	Icon
5 Continents Aviation Ground Services	Ground Service Provider	Egypt	Cairo	<input checked="" type="checkbox"/>	▼	
Aalborg Airport a.m.b.a.	Ground Service Provider	Denmark	Norresundby	<input checked="" type="checkbox"/>	▼	
ABX Air	Cargo only	United States		<input checked="" type="checkbox"/>	▼	

A red circle highlights the "Group icon" in the first row of the "Unrelated stations" list, with a red arrow pointing to it from the right side of the screen.

Station Relationships

Gap Sharing

Create Hierarchy
Group
Relationship

The screenshot displays the ONE SOURCE web application interface. The left sidebar contains navigation options: Dashboard, GAP Analysis, Notifications, Variation report, IGOM Document Description, and Station administration (highlighted with a red box). The main content area is titled 'Station administration' and includes a sub-menu with 'Station Relationships' (also highlighted with a red box). Below this, there are two panels: 'Related stations' showing 'IATA Airlines' and 'Unrelated stations' with a search bar and a list of stations. The first station in the 'Unrelated stations' list is '5 Continents Aviation Ground Services', which has a dropdown arrow icon circled in red with a red arrow pointing to it. Other stations listed include 'Aalborg Airport a.m.b.a.' and 'ABX Air'.

Station Name	Category	Country	City	Actions
IATA Airlines				
5 Continents Aviation Ground Services	Ground Service Provider	Egypt	Cairo	<input checked="" type="checkbox"/> ▼ ✕
Aalborg Airport a.m.b.a.	Ground Service Provider	Denmark	Norresundby	<input checked="" type="checkbox"/> ▼ ✕
ABX Air	Cargo only	United States	Wilmington	<input checked="" type="checkbox"/> ▼ ✕

Expected Changes & Enhancements

Renaming IGOM Portal to OPS Portal

Throughout 2025, it will be expanded to include:

- Enhanced relationship creation
- Gap analysis across multiple standards:
 - Airport Handling Manual (AHM) Chapter 11 Training
 - Airport Handling Manual (AHM) Chapter 6
 - IATA Cargo Handling Manual (ICHM)
 - Cargo and Mail Handling (CGM)
 - IATA Ground Operations Manual (IGOM)
- Documentation Assessment

Summary

OPS Portal

Request access
Video Guidance

Invite Users

Video Guidance

Gap Analysis

- Conduct gap analysis
- Clone gap analysis

Video Guidance

Video Guidance

Station Relationships

Group relationship
& Hierarchy
relationship

Digital version – AHM/IGOM

Airport Handling Manual (AHM)
Edition 45 Update 27 Aug. 24
IATA

1

Expand all | Collapse all

Airport Handling Manual (AHM), Edition 45	1
✓ IATA Titles Included with Your AHM	2
IATA Ground Operations Training (Advertisement)	3
✓ Toolbox / Resources	4
✓ IGOM 3.4 Hand Signals	5
Disclaimer	6

Chapter 11 - Ground Operations Training Program

[AHM 1110 Ground Operations Training Toolkit](#)

[AHM 1120 Ground Operations Training Toolkit](#)

2

ISAGO

[ISAGO Checklists](#)

[Correlation table between GOSM, IGOM and ICAO Doc. 10121](#)

[Gap Analysis Toolkit](#)

[isago_gap_analysis \(3\).zip](#)

Name

- AHM_1110_GO_Training_Program_Gap Analysis_Ed45.xlsm
- AHM_Ch.6_Management and Safety_Gap Analysis_Ed45.xlsm
- GOSM_CGM_Gap Analysis_Ed10_R1.xlsm
- IGOM_Gap Analysis_Ed13.xlsm

3

Digital version – AHM/IGOM

IGOM Edition 13 - Gap Analysis & Documentation Assessment

Gap Analysis

Auditor Dashboard

Company Dashboard

Company Name:	
Company Type:	
Company Code:	
Company Location:	

Reset

 Company Login

Passenger Handling Procedures	Baggage Handling Procedures	Aircraft General Safety and Servicing Operations	Aircraft Turnaround	Load Control	Operational Oversight	
		Reference Document	Mapping	Comments	Auditor Assessment	Auditor Co
Chapter 1: Passenger Handling Procedures						
1.1 Passenger Departure						
1.1.1 Predeparture Activities	1.1.1.1 Ticket Sales Counter					
	1.1.1.2 Passenger Pre-Flight Preparation					
1.1.2 Check-In Counter Requirements						
	1.1.3.1 Passenger Check-In - General		Not Required		Not Required	
	1.1.3.2 Check-in Deadlines					
1.1.3 Passenger Check-In	1.1.3.3 Operating Carrier, Marketing Carrier and Wet Lease					
	1.1.3.4 Check-in Types					
	1.1.3.5 Check-In Counter Opening					
1.1.4 Passenger Acceptance	1.1.4.1 Requirements for Passenger Acceptance					
	1.1.4.2 Seating					
	1.1.4.3 Exit Row Seating					
1.1.5 Documents Required for Travel	1.1.5.1 Passenger Documents					
	1.1.5.2 Verification					
	1.1.5.3 Advance Passenger Information					
	1.1.6.1 Baggage Acceptance - General		Not Required		Not Required	
	1.1.6.2 Cabin Baggage					
	1.1.6.3 Checked Baggage					
	1.1.6.4 Dangerous Goods in Baggage					
	1.1.6.5 Baggage Pooling					
	1.1.6.6 Bulky and Oversized Baggage					

Main Spreadsheet Company Dashboard Auditor Dashboard



Wrap up

ISAGO Airline membership topics:
lawsonb@iata.org

ISAGO generic questions : isago@iata.org

Application to CoPA: copa@iata.org

IGOM: igom@iata.org

OPS Portal: igom@iata.org



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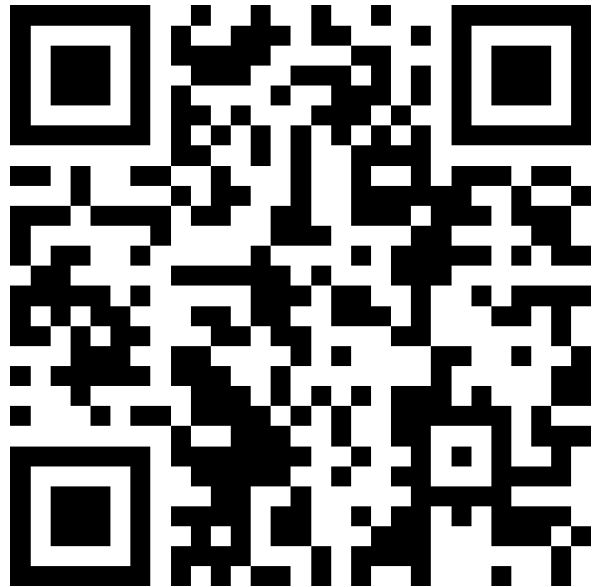
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Thank You!

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OPS Portal: igom@iata.org



IATA

GROUND

HANDLING

CONFERENCE

Nairobi, Kenya
May 2025

Join the IATA Ground
Operations Team at
IGHC 2025!



Host Airline

 **Kenya Airways**
The Pride of Africa



#IGHC

How to join ...

IATA Ground Operations initiatives:

<https://www.iata.org/en/programs/ops-infra/ground-operations/>



- IATA Customer Portal / Creation of account

[IATA Customer Portal](#)

- One Source

[IATA ONE source](#)

- GOPS Operational Portal (OPS Portal)

[Ground Operations Operational Portal](#)

- Incident Data Exchange (IDX)

[Join IDX](#)

- Apply for an ISAGO audit

[GHSP application for an ISAGO audit](#)

- Safety Issue Hub

[Safety Issue Hub](#)



Ground Operations Highlights

IATA Ground Operations initiatives:

<https://www.iata.org/en/programs/ops-infra/ground-operations/>



- **IATA Safety Report**
<https://www.iata.org/safety-report/>
- **IATA Ground Damage Report**
<https://www.iata.org/en/pressroom/2022-releases/2022-12-06-04/>
- **Is your GHSP participating in IDX ?**
<https://www.iata.org/en/services/statistics/gadm/gadm-membership/>
- **Safety Issue Hub**
<https://www.iata.org/en/programs/safety/safety-risk/safety-issue-hub/>
- Guidance for Gap analysis & videos:
- Guidance ???



Information ...

IATA Ground Operations initiatives:

<https://www.iata.org/en/programs/ops-infra/ground-operations/>



isago@iata.org for:

- ISAGO airline membership
- ISAGO generic questions

CoPA application : cv to copa@iata.org

OPS Portal : IATA Customer Portal or igom@iata.org

GAP Analysis issues igom@iata.org

GSE Validation program: groundops@iata.org

DAQCP: daqcp-admin@IATA.org



Safety Issue Hub – Ground Ops risks

Last Refreshed (local)
21/11/2023 3:10:01 AM

IATA

Safety Issue Hub

Search Key Risk Areas Operational Areas Region Acronyms

Detailed risk descriptions and guidance materials with dynamic filtering features Safety issues categorized in Key Risk Areas (access guidance materials) Safety issues categorized in Operational Areas (access guidance materials) Safety issues categorized by regional exposure Acronym decoder and list of key terms

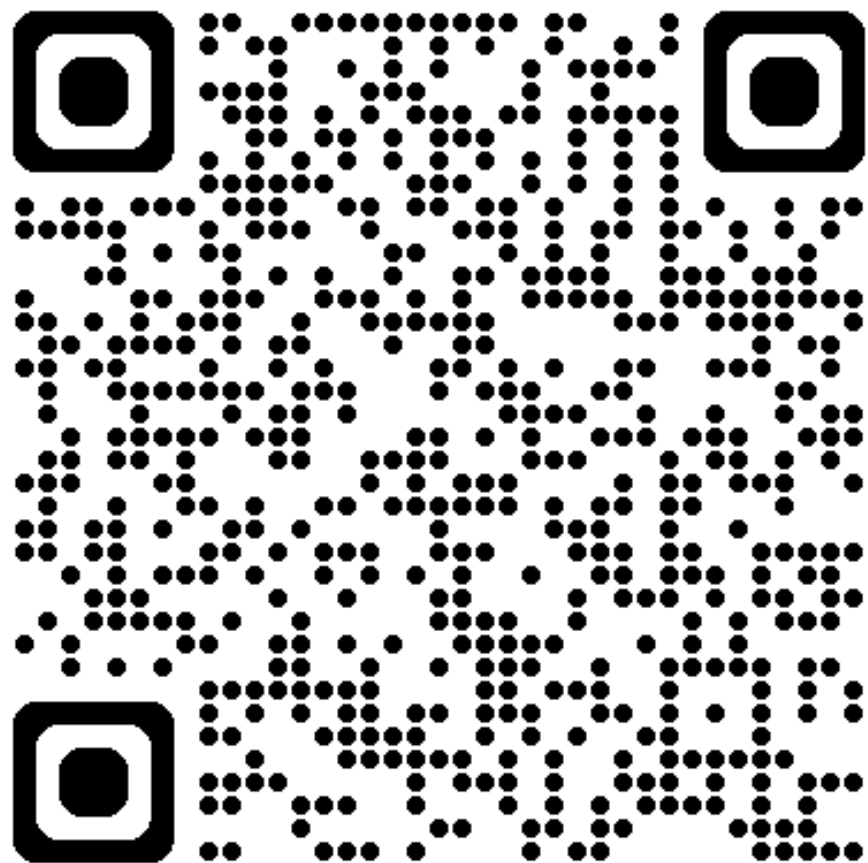
Ground Operations
Count of Issues
8
Latest Issue
Working around running ground servicing equipment (GSE) and vehicles in operations

Ground Operations Risks

Identified 05 high priority safety risks in ground operations based on IDX/ADX

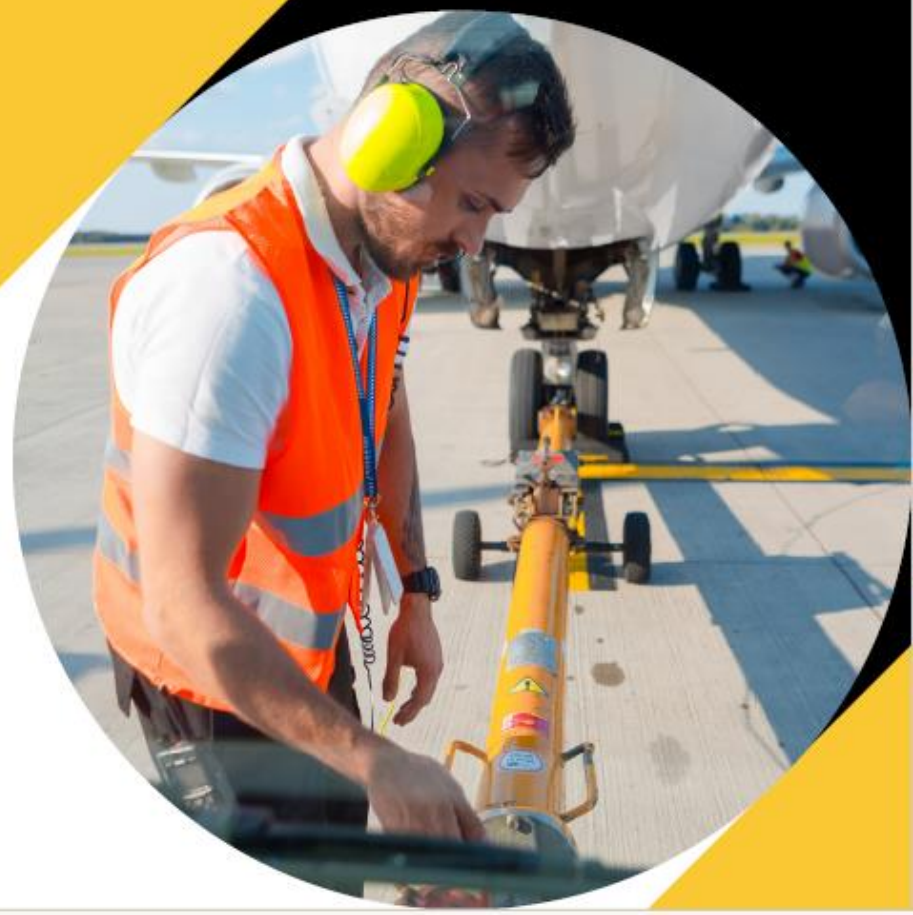
1. Working at height (fall from height)
2. Running Engines
3. Working around running GSE & vehicles in operations
4. Position/Removal of GSE to/from Aircraft
5. Lithium Batteries

To promote and bring safety improvements, these risks are now added in the **"Safety Issue Hub"**.



IATA Ground Damage Report

the case for enhanced
ground support equipment



IATA Enhanced GSE Recognition Program



WHAT

An award recognition program to give visibility to ground handling organizations that have invested in enhanced GSE



HOW

Station GSE fleet at will be declared by the ground handling organization; IATA will perform a Desktop validation



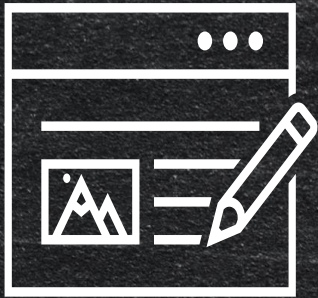
WHEN

Soft launch in 2024





Training passport concept



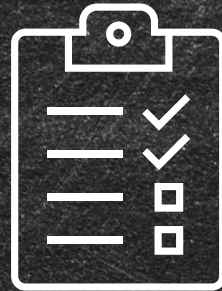
Adoption of global training standards

AHM1110



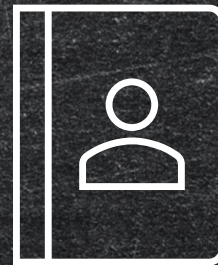
Self-assessment against the global standard

Gap published via Ops portal



Independent verification of compliance

ISAGO



Training passport for employees

Trained per AHM1110



Global acceptance & recognition

Social workforce mobility

