IATA Safety Audit for Ground Operations

**Webinar 3
Audit program management and
audit administration**

ISAGO / IATA

IATA Ground Operations

Agenda

Competition Law Guidelines

Webinar housekeeping rules

Speakers Introduction

Recap of Webinar 1 & 2

ISAGO Audit Program
- Audit Type
- Audit Preparation
- Audit flow & Timelines
- Audit application & prerequisites
- Agreement

Highlight CoPA changes

ONE SOURCE (Registry)

Wrap-up, Next Webinars and IGHC 2025

IATA | ISAGO

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

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Webinar Housekeeping rules

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

Participants other than the speakers are muted

Keep Camera off

Q&A session throughout the webinar. Please use the Q&A functionality to submit your questions

If we are unable to answer all your questions during the webinar, we will ensure to address them afterward

Chat   Q&A   People   Raise   React   View   Notes   Rooms   Apps   More
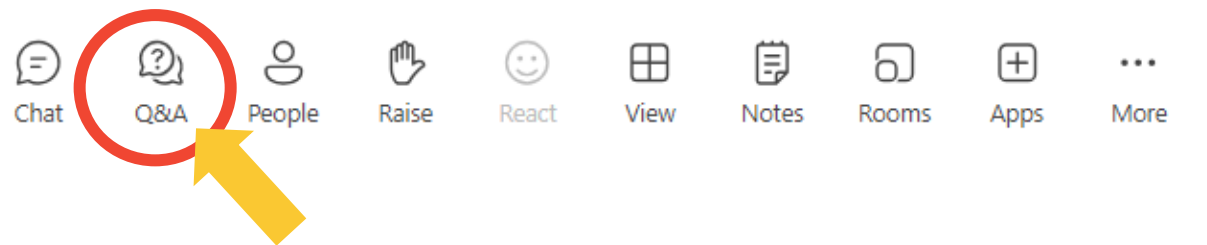
Previous webinars' recap

Webinar 1

- Standards change
- Audit scope per audit type
- Audit methodology
- Audit process
- Standards adoption and GAP analysis
- Preparation for Documentation assessment (DA)
- Preparation for Implementation Assessment (IA)
- OneSource web-based Registry
- GHSP Operational profile

Webinar 2

- GAP preparation highlights
- Access to Customer Portal & OPS Portal
- GAP demonstration
- GAP cloning

Presentation available online on IATA Webpage : https://www.iata.org/en/programs/ops-infra/ground-operations/isago/

Your feedback is important !

Thank you of your feedback for Webinars 1 & 2!

If you did not already, please be so kind as to provide us with your feedback regarding a new set of questions related to today's presentation.

https://app.sli.do/event/gkW9BkRmDnCivefP7TrwXN

About today's webinar

Changes are developed and currently being tested through pilot audits

Pilot audits are ongoing

Changes may still occur after this webinar

This webinar is to introduce the highlights regarding the audit application and audit conduct changes

Questions related to previous webinars' will be answered but not through this session (or anytime at isago@iata.org or specific mail)

Moving Forward

ISAGO MHQ and STN relationship

MHQ Initial audit

Must happen before any STN audit

MHQ renewal audit

As we are transitioning into the new model, it may happen after any STN audit

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ISAGO Audit MHQ and STN

	MHQ Initial	MHQ Renewal	STN (Initial or Renewal)
Documentation Assessment	Onsite	Desktop/Onsite*	Desktop
Implementation Assessment	Onsite	Desktop/Onsite	Onsite

*NOTE: GHSP may option to perform the MHQ renewal audit onsite by requesting it to IATA
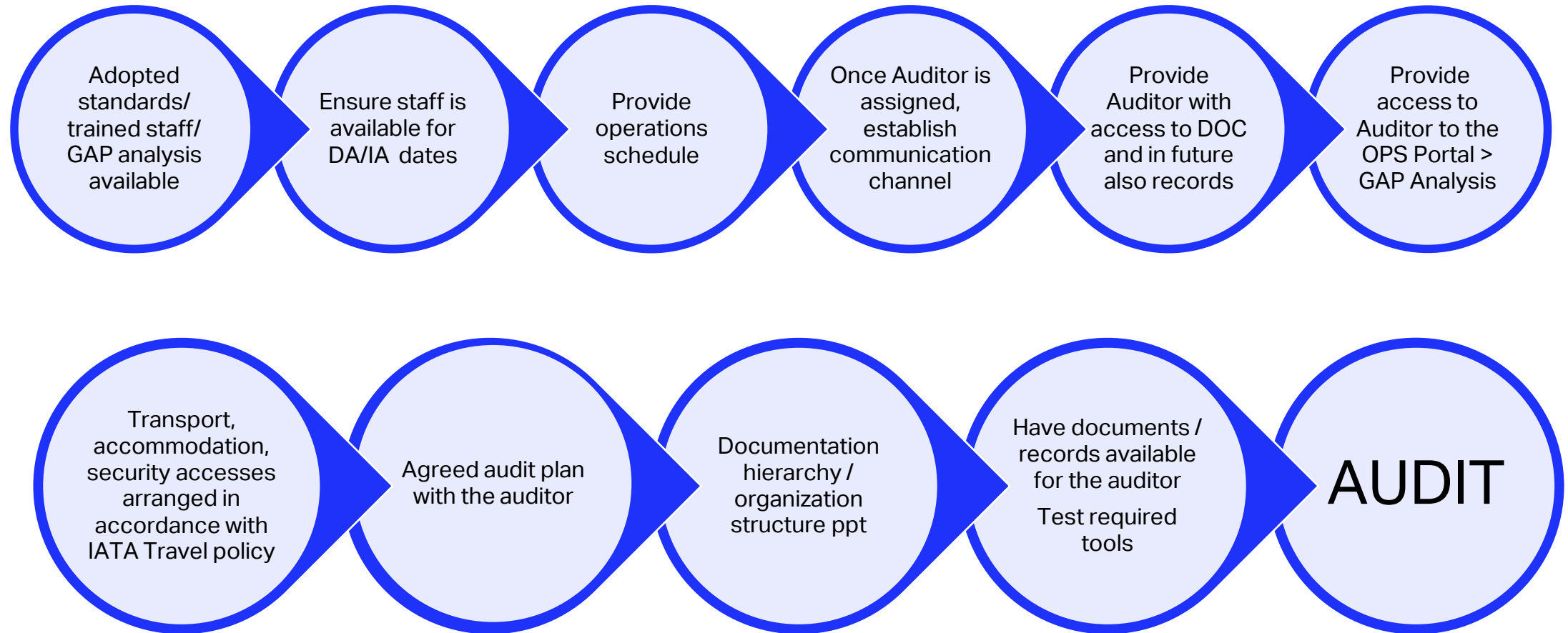
IATA

ISAGO CTN

CTN audit

Not existing from 1APR25
MHQ and STN audits to be
scheduled **separately** one
after the other by same auditor.
Two separate reports.

IATA

Audit preparation

Audit preparation and planning

Adopted standards/ trained staff/ GAP analysis available →
Ensure staff is available for DA/IA dates →
Provide operations schedule →
Once Auditor is assigned, establish communication channel →
Provide Auditor with access to DOC and in future also records →
Provide access to Auditor to the OPS Portal > GAP Analysis

Transport, accommodation, security accesses arranged in accordance with IATA Travel policy →
Agreed audit plan with the auditor →
Documentation hierarchy / organization structure ppt →
Have documents / records available for the auditor
Test required tools →
AUDIT

IATA

Q4 2024 Pilot audits feedback from GHSPs

Audit process Industry friendly

OPS Portal considered a useful tool

GHSP needs to prepare thoroughly with accurate documentation references

GHSP needs to ensure continued up to date GAP analysis

IATA

Q4 2024 Pilot audits feedback for GHSPs

Accuracy of the GAP analysis document references

Applicable document references to each type of audit (MHQ or STN) (pay attention to cloning and adjust to local conditions). MHQ does not have the same scope as it does currently

Do the **correct adoption mapping** (adoption assessment)

Be mindful that it is not about copy-pasting manuals but ensuring that **procedure/process need to operationally make sense** to the location and be applicable to the audited operations.

Mindful during the audit preparation (Standards adoption) and QC your GAP to avoid additional interviews/resources/ time.
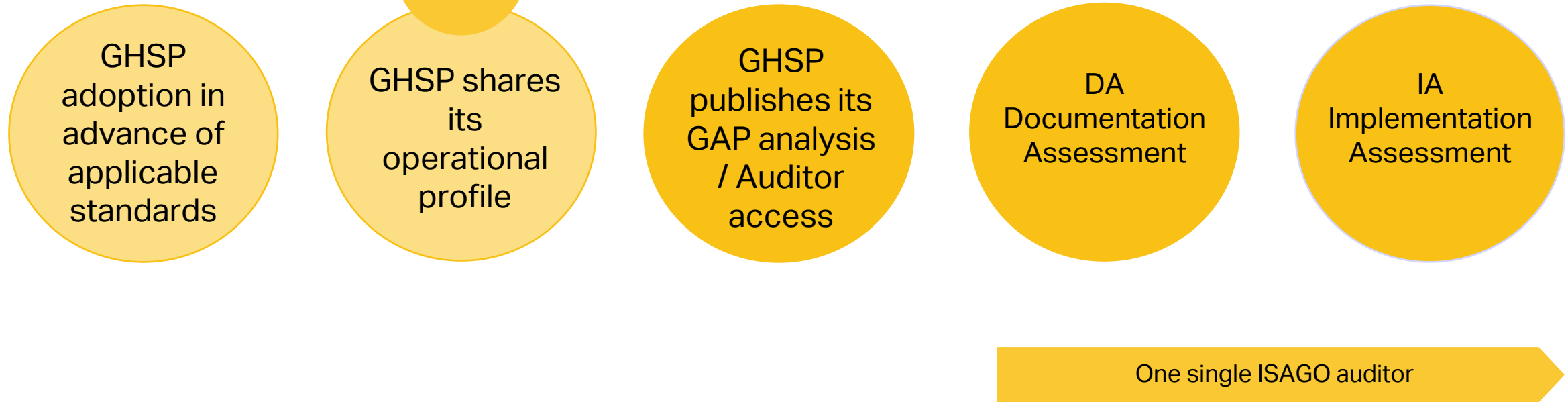
Q4 2024 Pilot audits feedback for GHSPs

Be mindful that a **thorough gap analysis will be available for other stations** to clone and reuse and adapt to their local conditions.

Be aware that **each Station needs to review the cloned GAP analysis** and adapt it to the local operations and variations

Provide timely **documentation access to the auditor**

Understand the variations policy.

Be skilled in preparing and presenting records/evidence.

IATA

Audit flow & timelines

High level audit flow

Temporarily a MS form (initial audits), in the future through IATA Connect, by mid-JUN will be incorporated into IATA Connect
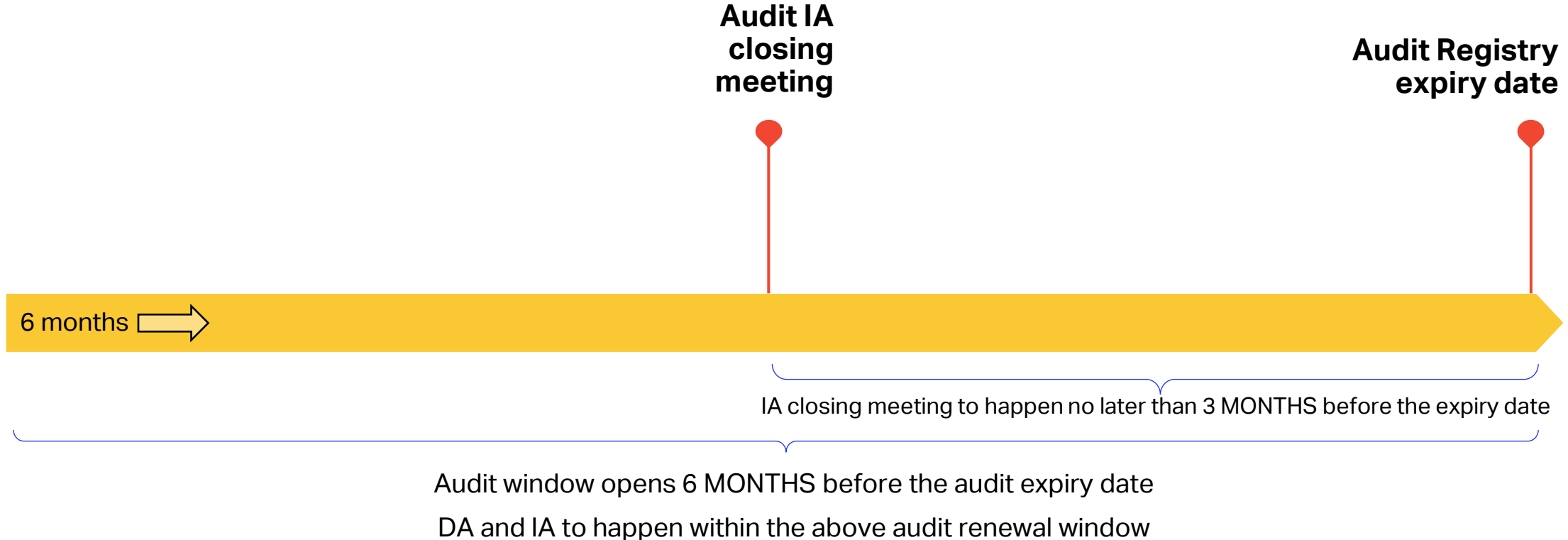
GHSP adoption in advance of applicable standards

GHSP shares its operational profile

GHSP publishes its GAP analysis / Auditor access

DA Documentation Assessment

IA Implementation Assessment

One single ISAGO auditor

NOTE: to ensure audits happening in 2025 are performed according current AHM/IGOM and not the effective ones from JAN26, please **ensure that at least a drafted and QC'd gap analysis against current AHM/IGOM is available in the OPS Portal before the end of JUN25**
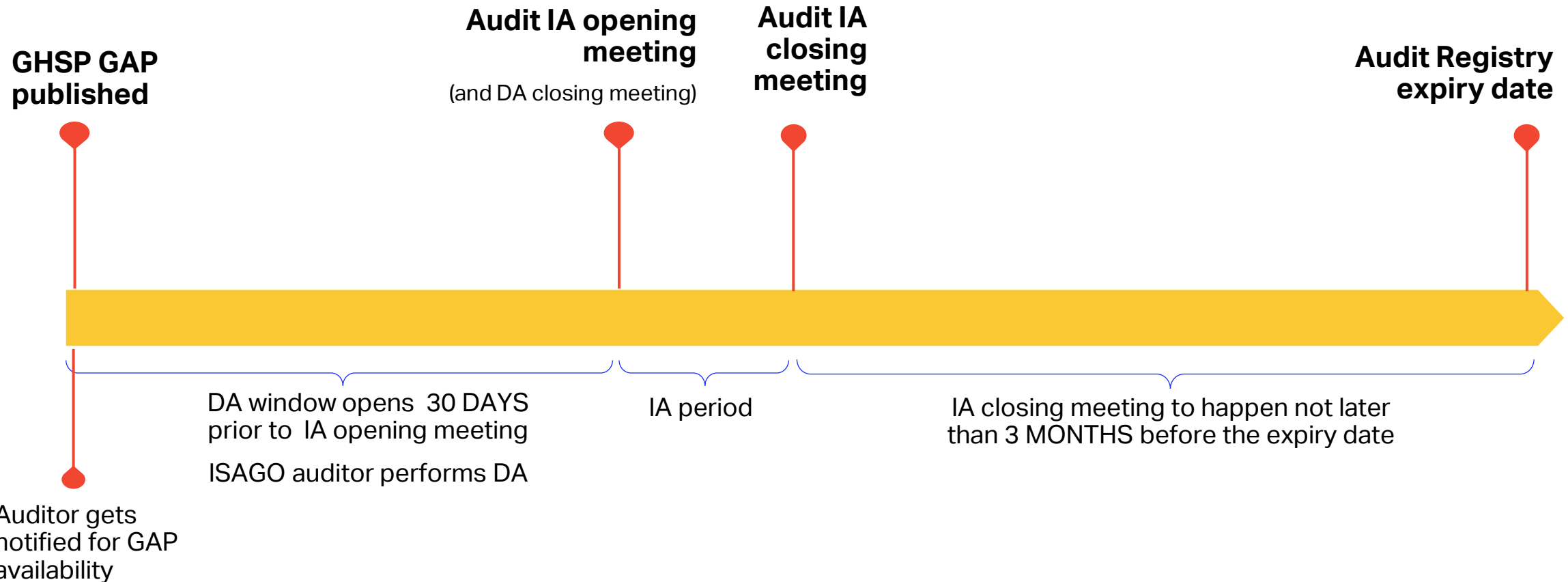
IATA

Timeline – **STN or MHQ renewal audit**

- Once audit agreement has been signed, the ISAGO audit implementation assessment (IA) closing meeting date will be established

- Pre–established audit date taking as a reference the current registration/accreditation expiry date

- GOA is allocated with the audit and contacts GHSP and agrees on the audit date
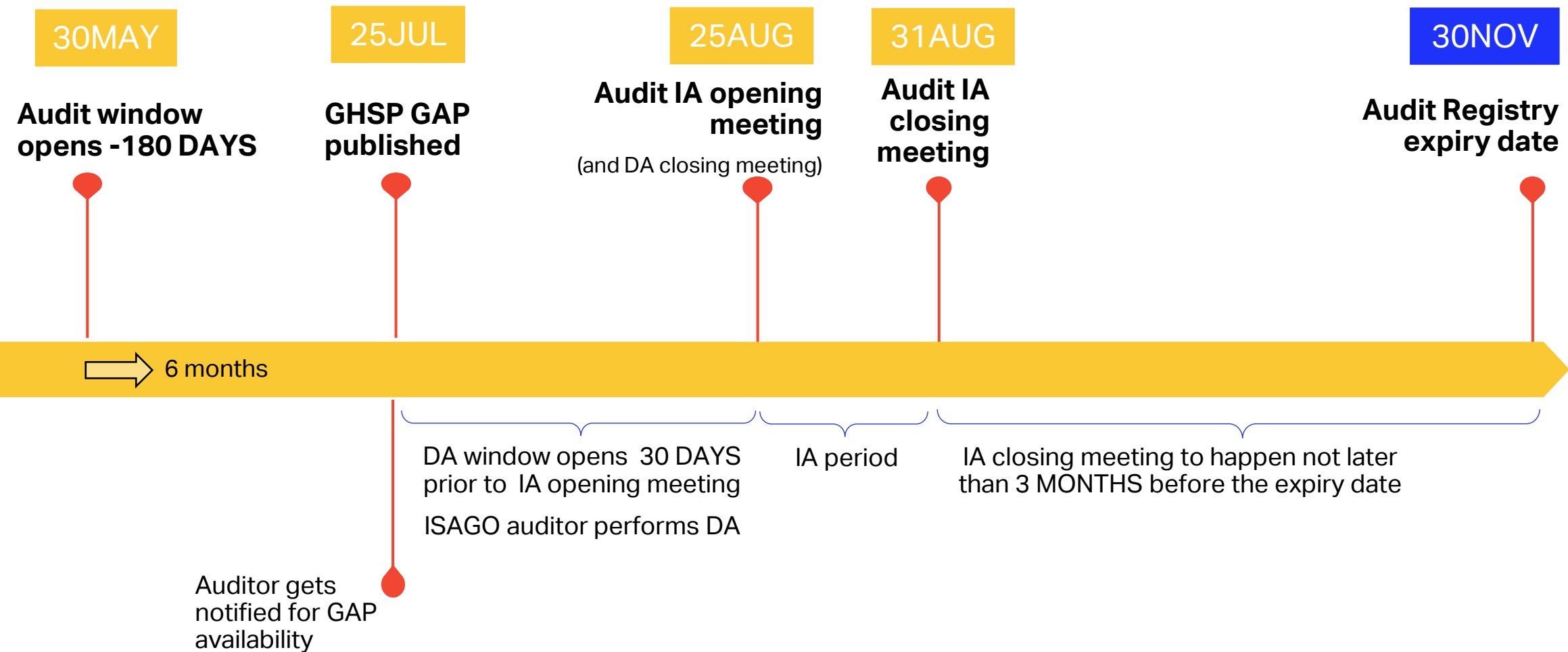
Audit IA closing meeting

Audit Registry expiry date

6 months

IA closing meeting to happen no later than 3 MONTHS before the expiry date

Audit window opens 6 MONTHS before the audit expiry date

DA and IA to happen within the above audit renewal window

Timeline – **STN or MHQ renewal audit**

- Once audit implementation assessment (IA) closing meeting date has been established

- IA opening meeting is established

- Documentation Assessment (DA) period opens 30 days prior to IA opening meeting

Audit IA opening meeting

(and DA closing meeting)

Audit IA closing meeting

GHSP GAP published

Audit Registry expiry date

DA window opens 30 DAYS prior to IA opening meeting

ISAGO auditor performs DA

IA period

IA closing meeting to happen not later than 3 MONTHS before the expiry date

Auditor gets notified for GAP availability

Timeline scenario – **STN or MHQ renewal audit**

30MAY

Audit window opens -180 DAYS

25JUL

GHSP GAP published

25AUG

Audit IA opening meeting

(and DA closing meeting)

31AUG

Audit IA closing meeting

30NOV

Audit Registry expiry date

6 months

Auditor gets notified for GAP availability

DA window opens 30 DAYS prior to IA opening meeting

ISAGO auditor performs DA

IA period

IA closing meeting to happen not later than 3 MONTHS before the expiry date

Timeline – **STN initial audit**

- Once audit agreement has been signed, the IA closing meeting date will be established
- GOA is allocated with the audit and contacts GHSP and proposes dates for an initial audit
- The date for initial audit will be driven by and coordinated with IATA

Audit IA closing meeting

Audit closure date deadline

6 months

GHSP will have 6 MONTHS to address findings from DA and IA assessment

Timeline – **STN initial audit**

- Once the audit date/IA is agreed, this will define the timeline for DA
- Documentation Assessment (DA) period opens 30 days prior to IA opening meeting
- GHSP will have 6 months to address DA and IA findings

GHSP GAP published

Audit IA opening meeting

(and DA closing meeting)

Audit IA closing meeting

Audit closure date deadline

Auditor gets notified for GAP availability

DA window opens 30 days prior to IA opening meeting

ISAGO auditor performs DA

IA period

GHSP will have 6 MONTHS to address findings from DA and IA assessment
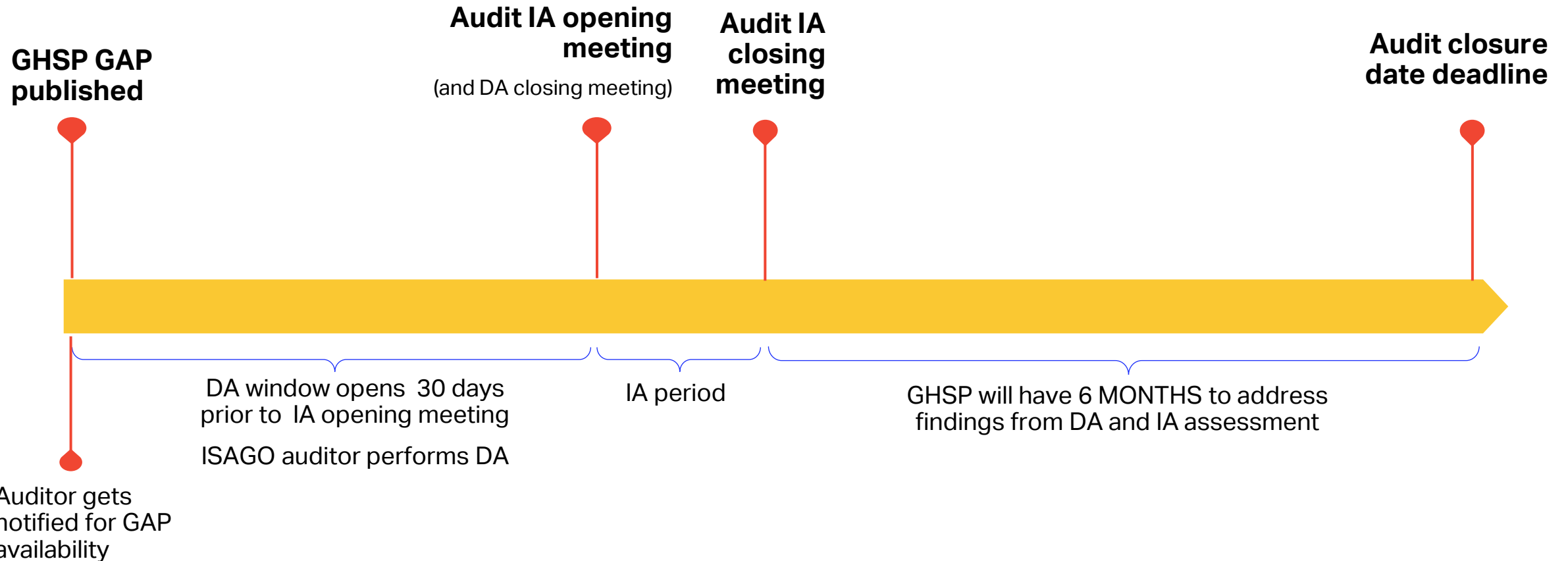
Audit documentation assessment
MHQ Renewal / STN Initial & Renewal audits

- Auditor performs DA on her/his own and no interview meant to happen

- Auditor will require clarifications to the GHSP on documentation references, only if needed

- No corrections allowed during the DA

- If any documentation issue, only one documentation finding

- Additionally, for MHQ renewals the GHSP to be ready for implementation records review

Audit implementation assessment
STN Initial & Renewal audits
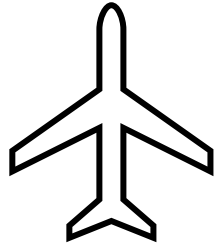
- Flight / operations schedule to be available to the auditor as soon as possible but not later than 7 days prior IA opening meeting

- Auditor plans all assessment activities around selected operations (not interview centric)

- Auditor observes all applicable standard provisions to the GHSP (no sampling)

- In general, no implementation interviews for ops. disciplines, unless specific operations could not be observed (records, oversight, etc.)

- If any implementation, multiple findings implementation finding

Timeline – MHQ initial audit

Once audit agreement has been signed, the ISAGO audit closure deadline will be established

- **Initial MHQ audit date assigned**:
    - Depending on readiness of the GHSP (gap published/GHSP profile completed), and
    - GHSP to provide evidence that a monitoring activity (e.g. QC has been performed on the published GAP analysis)
    - Although the GHSP might have a preference for DA/IA start date, specific periods provided by IATA for the GHSP to select the most convenient start date or DA&IA date

Timeline – **MHQ initial audit**

- Once audit agreement has been signed, the audit closing meeting date will be established
- GOA is allocated with the audit and contacts GHSP and proposes dates for an initial audit
- The date for initial audit will be driven by and coordinated with IATA

**Audit DA/IA
closing meeting**

**Audit closure
date deadline**

6 months

GHSP will have 6 MONTHS to address findings from DA and IA assessment

Timeline – **MHQ initial audit**

- Once the audit date is agreed, this will define the timeline for the publication of the GAP

- GHSP to publish GAP analysis publication at least 30 days prior to audit opening meeting

- GHSP will need to QC the published GAP

- GHSP will have 6 months to address audit findings

GHSP GAP published

Audit (DA/IA) opening meeting

Audit (DA/IA) closing meeting

Audit closure date deadline

Auditor/IATA get notified for GAP availability

Because of being a MHQ Initial audit (going first time through ISAGO) , GHSP to QC its published GAP

Audit period

Auditor performs DA and IA onsite and validates the GHSP QC report

GHSP will have 6 MONTHS to address findings from DA and IA assessment

Audit documentation assessment
MHQ Initial

- Same methodology as per the other type of audits (sampling) but onsite

- Additionally, GAP needs to be QCd by the GHSP and have record evidence

- Although the DA happens onsite , it is not meant to have "audit interviews" but instead support to the auditor if requires clarifications on GHSP documentation references

- No corrections allowed during the DA

- Only one documentation finding

Audit follow up time flow

Initial audits

Audit closing meeting

Audit closure deadline date

ISAGO Registry/Accreditation update 2 years from closing meeting
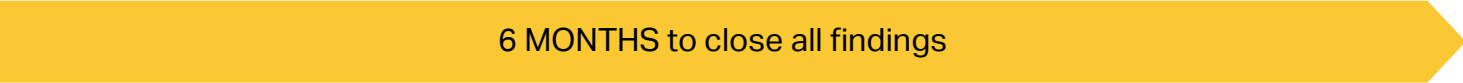
6 MONTHS to close all findings

Minimum 2 calendar weeks before audit closure deadline report to be delivered to IATA
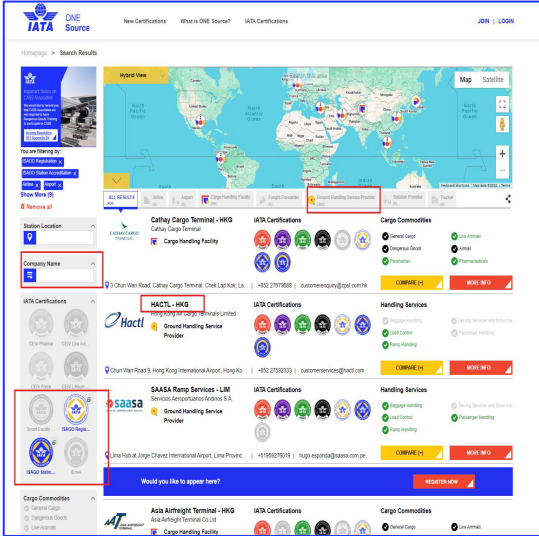
Audit follow up time flow

Renewal audits

Audit IA closing meeting

Registry expiry date

ISAGO Registry/Accreditation update 2 years from Registry expiry date

Minimum 2 calendar weeks before expiry – audit report to be delivered to IATA
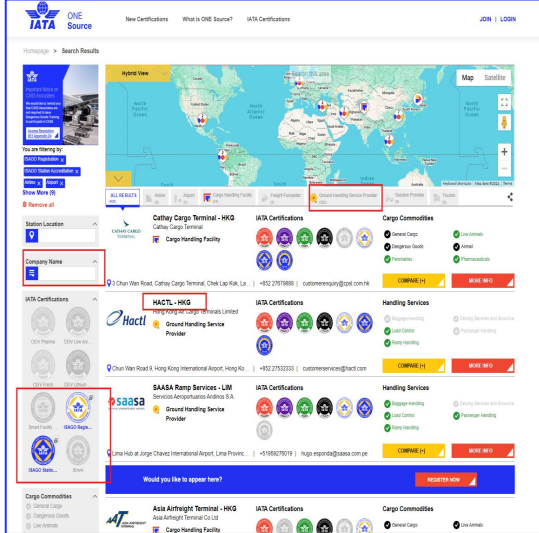
Questions
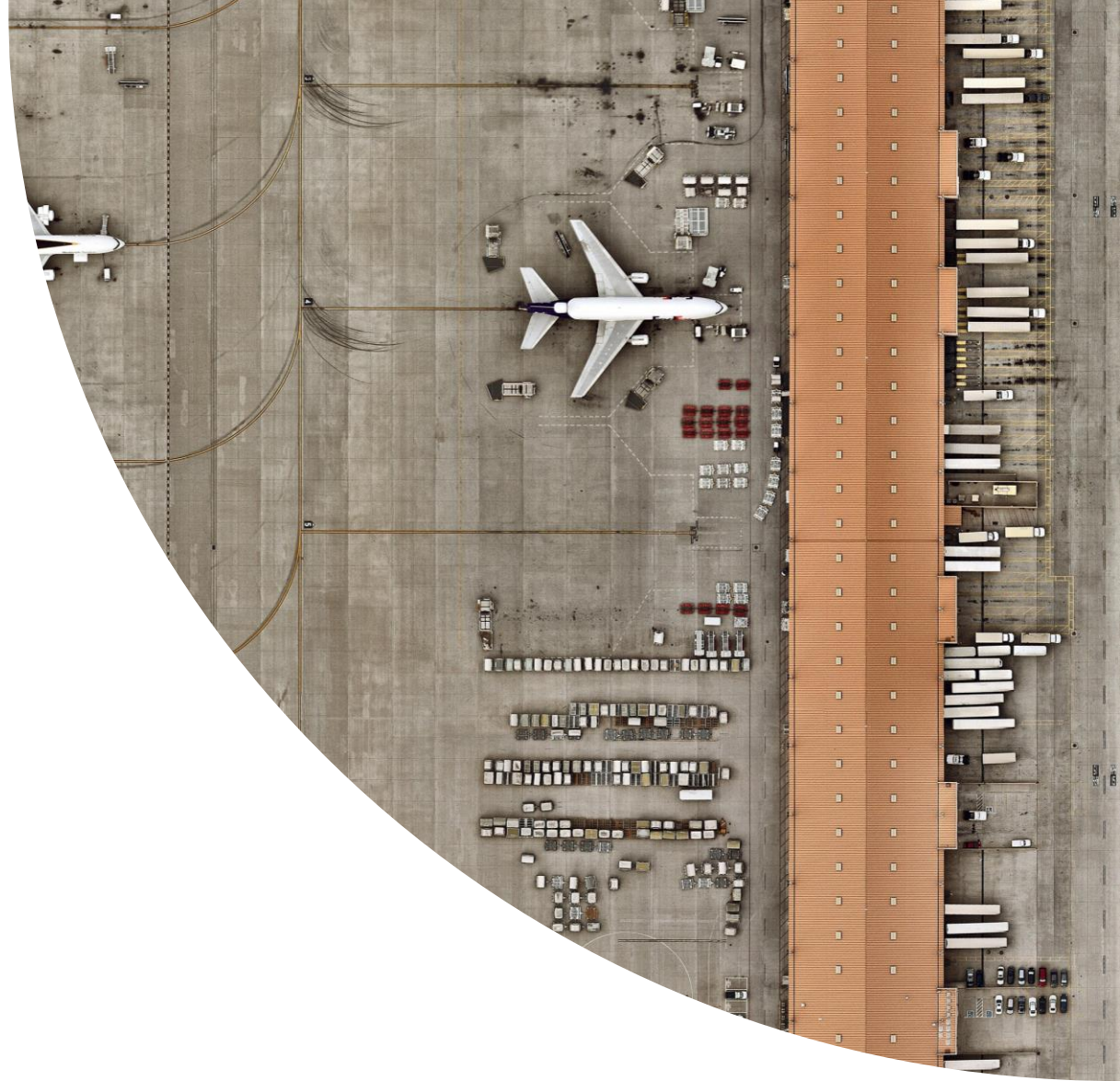
Summary

Adopt standards
QC & publish GAP

IATA Connect
Operational profile

Expiry date and IA closing meeting date
rules the audit renewal timelines flow

Thorough **GHSP preparation in advance** is crucial for the new ISAGO

Audit process simplification: single auditor, CARs management, no DA interviews, focus on implementation

No CTN audit

STN audits centric on operations' observations and not on the interviews

Audit prerequisites & application

Audit Application Overview

Application for new ISAGO Registration
or
Renew existing ISAGO Registration/Station Accreditation**

Audit Pre-requisites

IATA sends Audit Agreement

Audit Agreement is executed

Audit Assigned to ISAGO Agent
and
IATA invoices GHSP For Audit Fee(s)
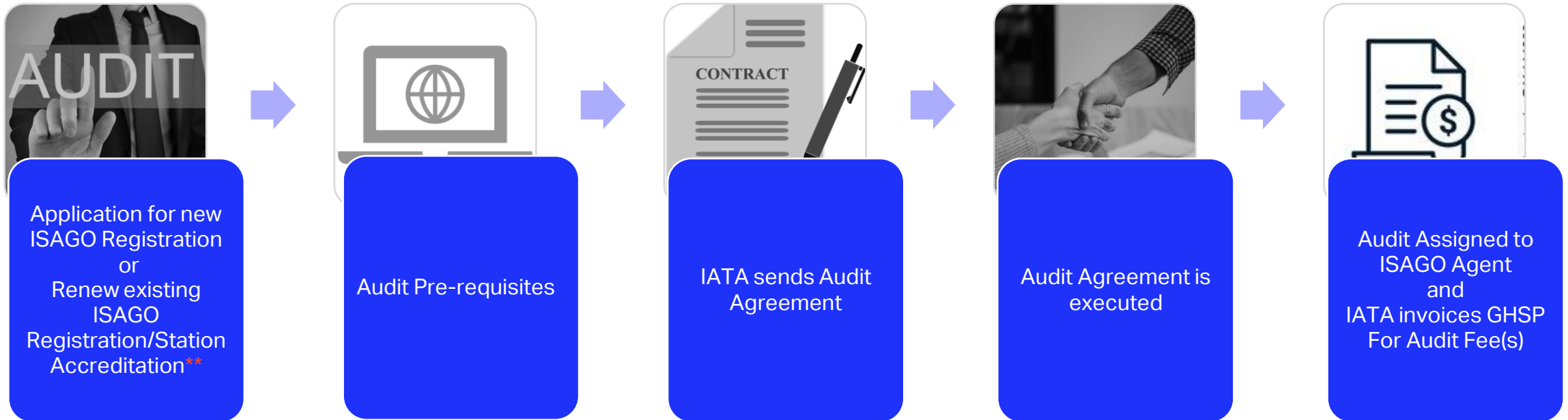
***subject to compliance clearance*

Audit Pre-requisites & Application

All audits as of April 2025

AUDIT

Application for new ISAGO Registration or Renew existing ISAGO Registration/Station Accreditation**

Audit Pre-requisites

**subject to compliance clearance*

Join the Customer Portal → **Join ONE Source and OPS Portal** → **Request Audit from iata.org to ONE Source** → **IATA reviews the audit request** → **Complete GHSP Profile** → **Work on GAP Analysis** → **IATA shares Audit Agreement**
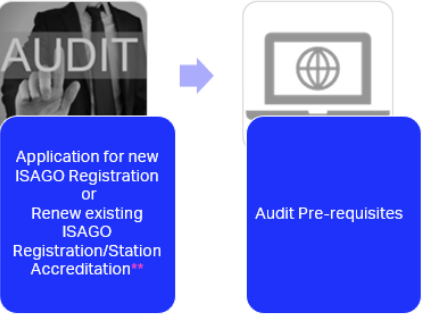
First 2 steps, communicated via GHSP Bulletins:
2023-09
2023-10
2024-01
2024-07
2024-08

GHSP profile form will be shared with the agreement or with the initial audit email

From mid-2025 through a new tool (IATA Connect)

GHSP drafts its GAP analysis to familiarize with the standards, the tool and prepare its readiness for the audit.

Audit Agreement changes
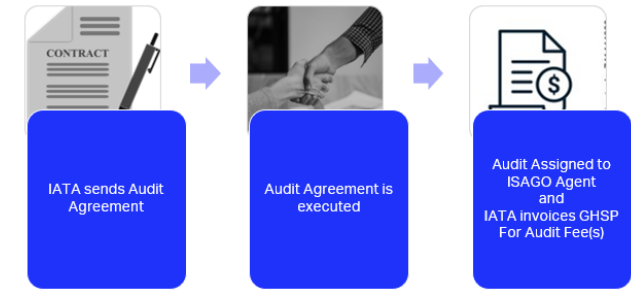
Modular Format

- Contract Front Sheet
- Part A – the general supply terms – this portion of the Agreement contains the generic contractual terms and provision that apply to all products and services within IATA
- Part B – product and services terms applicable to ISAGO
- Schedule A (known today as Schedule C)

High Level changes

- Scope of work
- Liabilities and risk
- Confidentiality
- Non-Disclosure

New Legal Portal

- Agreement will be shared with automated email & only authorized signatory will receive it
- Signature via Docu Sign

Audit Agreement Flow
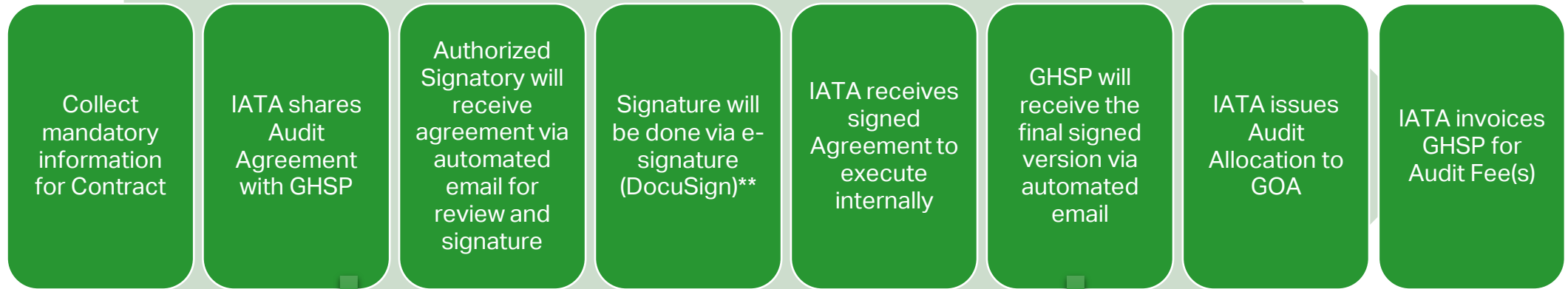
Collect mandatory information for Contract	IATA shares Audit Agreement with GHSP	Authorized Signatory will receive agreement via automated email for review and signature	Signature will be done via e-signature (DocuSign)**	IATA receives signed Agreement to execute internally	GHSP will receive the final signed version via automated email	IATA issues Audit Allocation to GOA	IATA invoices GHSP for Audit Fee(s)

IATA Legal Services sent you a document to review and sign.

REVIEW DOCUMENT

IATA Legal Services
legalsignature@iata.org

Your document has been completed

VIEW COMPLETED DOCUMENT

When will you receive your New Agreement?

GHSP to provide details for Agreement

Audit Agreement signed by GHSP (return to IATA)

IATA shares detailed audit checklist with HQ

By Jan 31st

Early February

Within 7 business days

Within 7 business days

By Feb end

Audit Agreement shared

Audit Agreement executed by IATA

Audits assigned to GOA
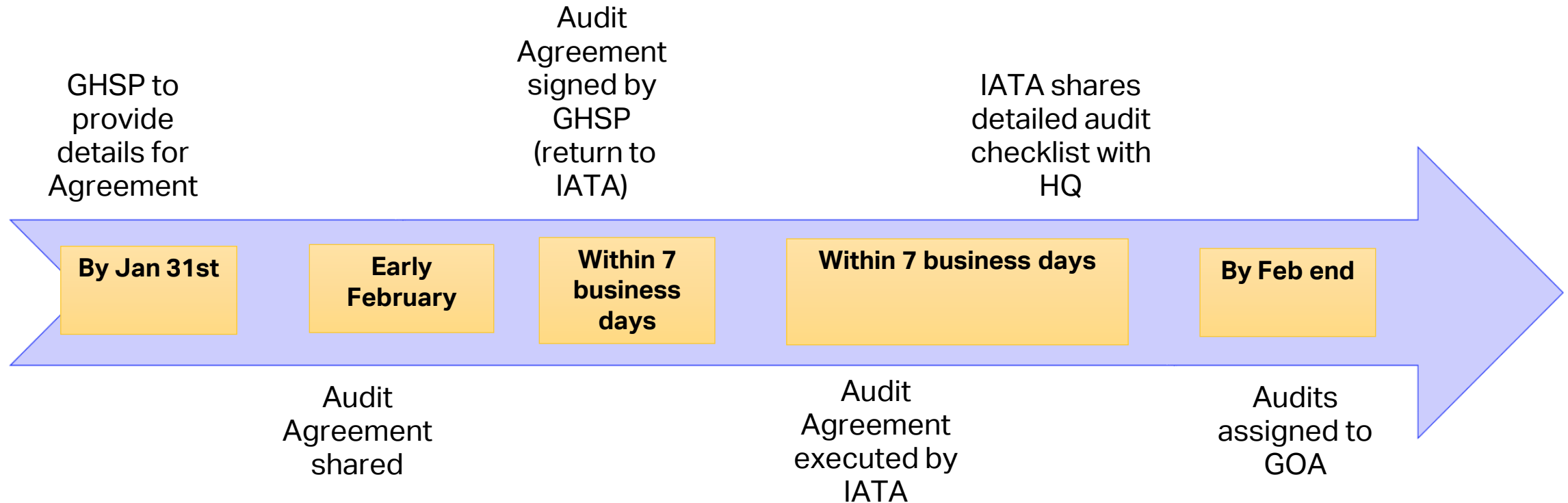
Questions
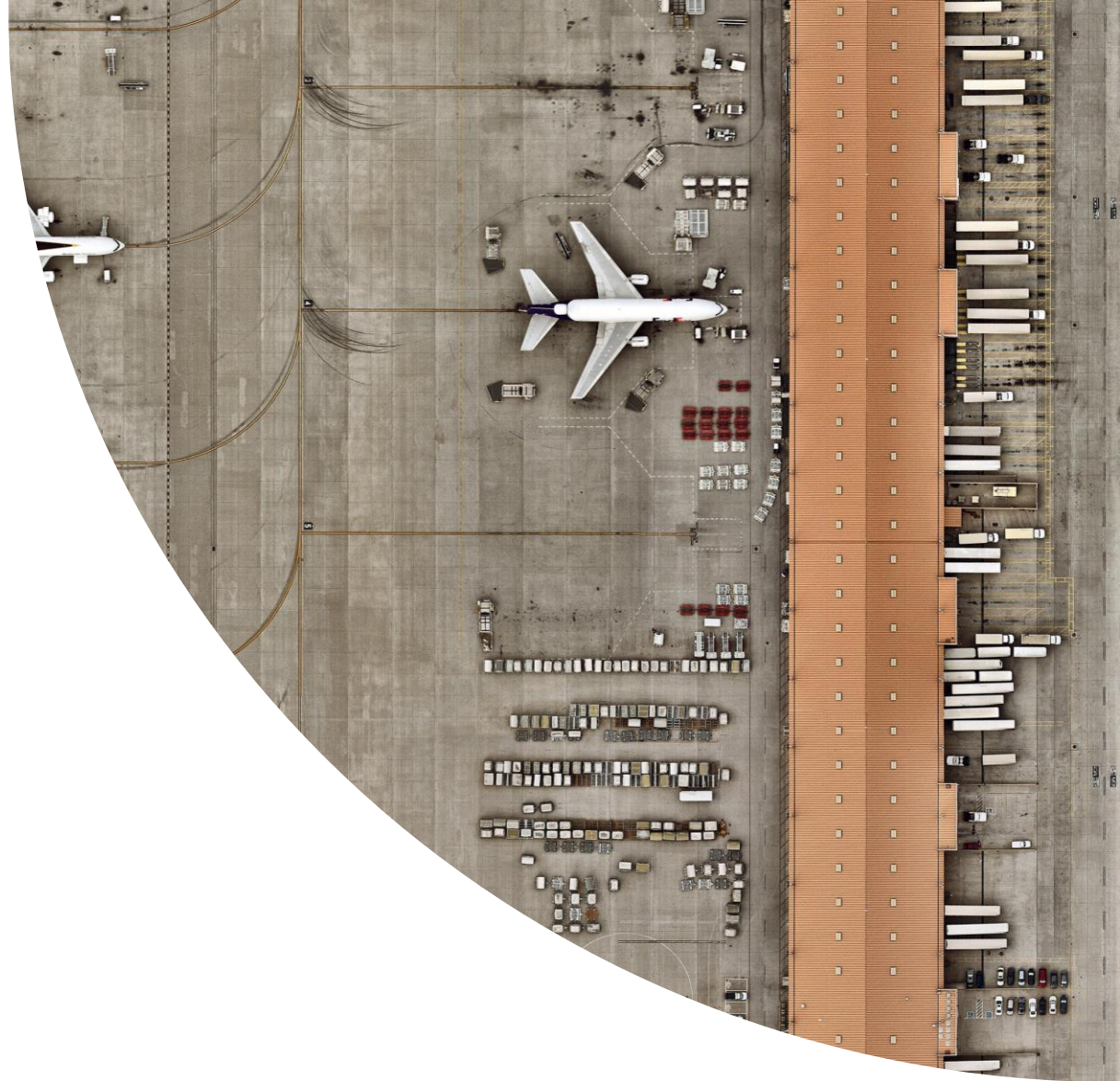
Summary

Audit Application
Pre-requisites

GAP Publication
Start Today!

New Audit Agreement
from Q2

DA/IA for MHQ initial
Onsite & **MHQ renewal**
Desktop

New Audit Agreement is **e-signed via Docu Sign**

DA/IA for STN
DA – Desktop
IA - Onsite

Audit validity is 2 years

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CoPA Auditors
Getting ready for the new audit method

CoPA Changes

 Single auditor audit

 To make ISAGO more accessible

 Intense upskill program to increase auditor qualifications

 Recruitment of auditors to increase regional reach

CoPA training

In 2024 we had an intense training program to teach the auditors:

- New Audit Methodology
- New tools (OPS portal, Intelex mobile, sampling calculation tool)
- Lessons from Auditor performance data
- Lessons from Pilot audits

Verification of CoPA's knowledge of the industry standards by:

- Familiarization sessions on IGOM and AHM
- IGOM/AHM knowledge test to verify understanding

Culminating on a 3-day F2F training with hands on exercises on New Audit Methodology.

Additionally:
- On the job training (OJT) to upscale their leading skills in preparation for one auditor audits.
- Auditors missing disciplines have done discipline specific training, OJTs, and evaluations to qualify.

CoPA distribution vs Audit distribution in 2024

68 CoPA Auditors

Europe 41% of CoPA
25% of audits

NASIA 4% of CoPA
5% of audits

NAM 10% of CoPA
4% of audits

MENA 19% of CoPA
16% of audits

ASPAC 10% of CoPA
24% of audits

NASIA / ASPAC boosted with 9 auditors recruited through 2023-2024

LATAM 1% of CoPA
11% of audits

AFI 15% of CoPA
15% of audits

2025 focus on: Recruiting in LATAM

MENA reach boosted with 2 newly recruited auditors
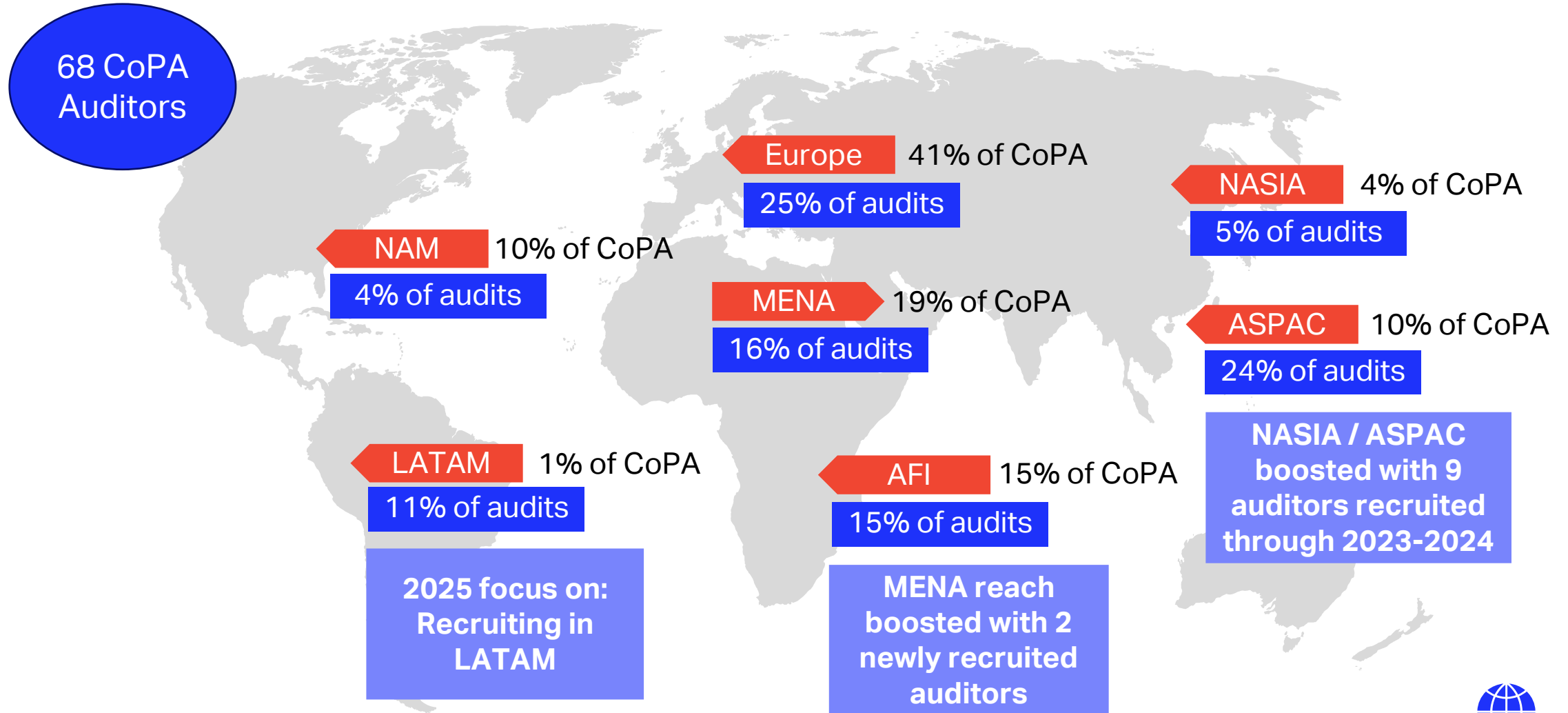
IATA

Questions
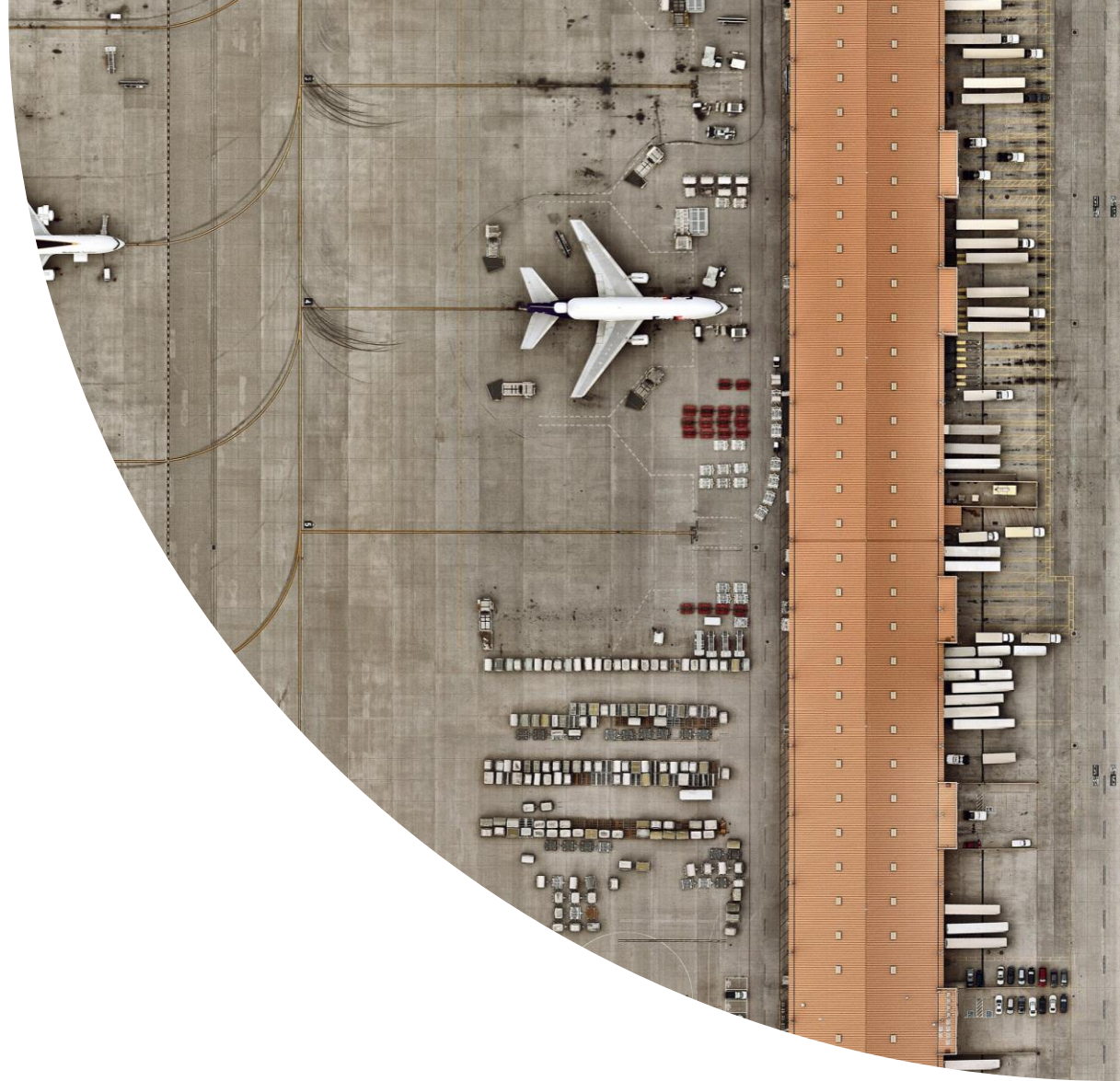
Summary

One auditor

Upscaling CoPA to make possible **single auditor** audits

GHSP may **organize** the audit logistics according to IATA Travel Policy

Same auditor for the **whole audit** process

Regional CoPA coverage

CoPA applications accepted

if based in **Central / South America** send to copa@iata.org

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ISAGO Registry – ONE Source

ISAGO Registry to ONE Source

Share Point

In Transition to
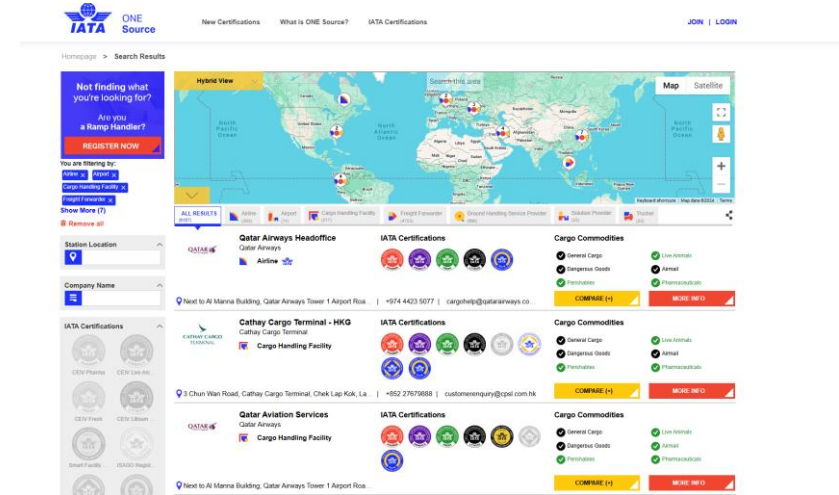
ONE Source

- IATA ONE Source is the online industry platform for validated aviation capability and infrastructure information.
- ONE Source offers the possibility to attract new customers by highlighting facility's capacities and IATA certifications and accreditations.
- Find the right business partner for your needs.

ISAGO registry is now featured on ONE Source for registered/accredited GHSPs.

ISAGO Registry on ONE Source

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Certificates New Disciplines

Old Discipline	**New Discipline**
ORM -- Organization Management	Organization Management
LOD -- Load Control	Training
PAB -- Passenger & Baggage Handling	Passenger Handling
HDL -- Aircraft Handling	Baggage Handling
AGM -- Aircraft Ground Movement	Ramp Handling (HDL & AGM)
CGM -- Cargo and Mail Handling	Load Control
	Cargo Mail Handling

- MHQ Registration Certificate includes Organization Management and Training
- STN Accreditation includes Organization Management , Training and applicable operational disciplines.

Required Links -   IATA Customer Portal   ONE Source

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Questions

IATA
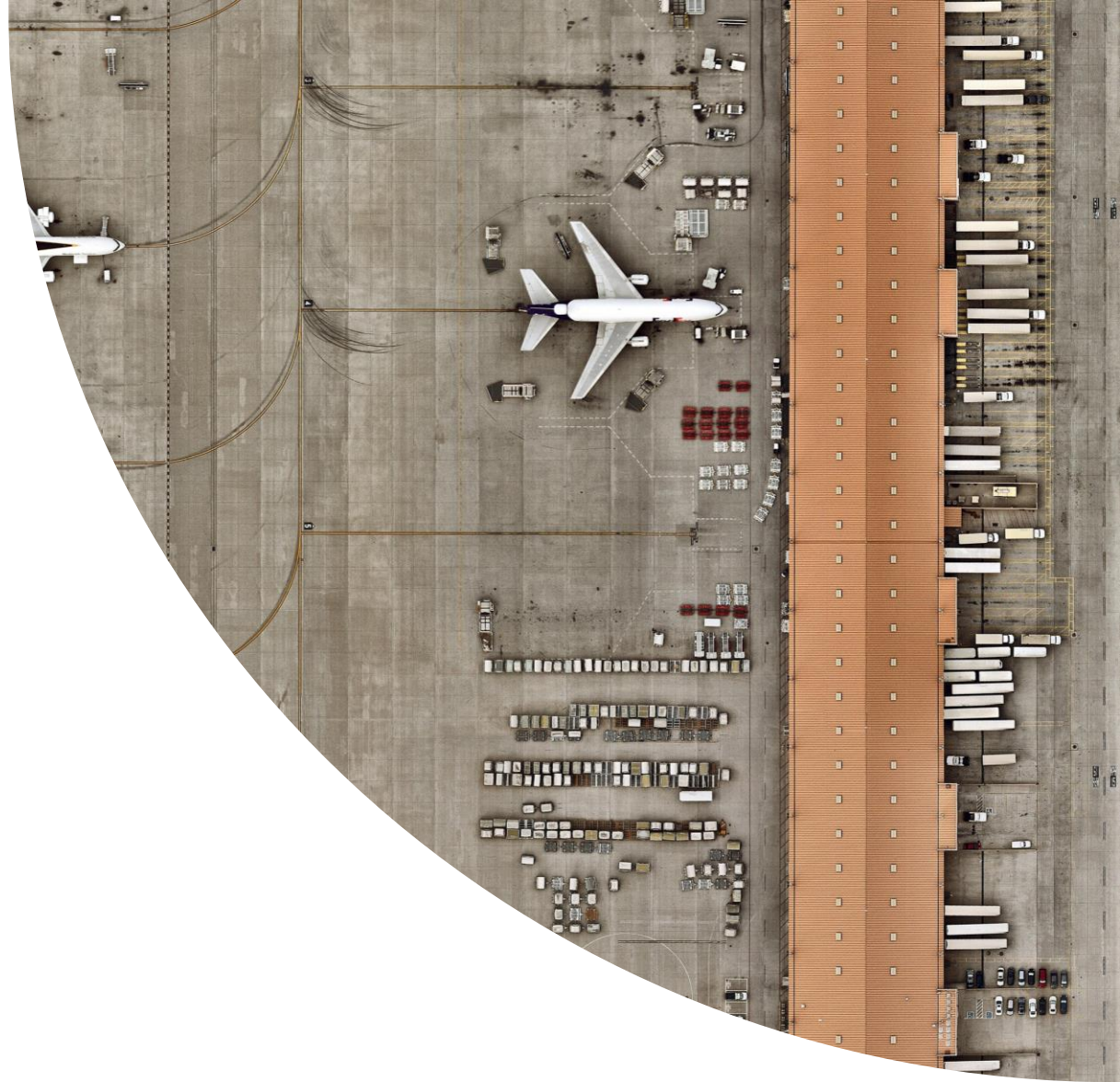
Summary

One Source
New Registry

SharePoint

Audit Report

GHSP station profile account
mandatory before the audit

Audit Request from ONE Source

Certificate New Disciplines

IATA

Wrap up

IATA ISAGO

Series of Webinars delivered up to now

(GHSP Bulletin 2024-09)

Webinar topic	Webinar details	Date	Time	Duration
1. Audit Standards and new audit methods	• 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
2. Getting ready for the audit	• OPS portal demonstration • Doing the gap analysis right • Cloning the gap analysis • Verifying gap analysis accuracy	09-Dec-2024	0900-1100 (EST, Montreal time)	in Q&
		10-Dec-2024	1900-2100 (EST, Montreal time)	2 ho includ Q&A
3. Audit program management and administration	• Audit agreement • Audit allocation • Audit planning	14-Jan-2025	0900-1100 (EST, Montreal time)	2 hours includes Q&A
		15-Jan-2025	1900-2100 (EST, Montreal time)	2 hours this includes time Q&A

RECORDINGS AND QUESTIONS : Accessible at
https://www.iata.org/en/programs/ops-infra/ground-operations/isago/
Ask your standards/compliance SMEs to watch the recordings/questions

Upcoming Webinars dates/topics

- CRM Tool via IATA Customer Portal
- IATA Connect demo
- New audit fees
- OPS Portal live demo
- GSE Fleet validation program
- Q1 2025 Pilot audits feedback
- and any other topics as we progress to support the GHSPs in this journey

Webinars' dates/agenda topics will be announced through a GHSP Bulletin

NOTE : If you did not have access to the GHSP Bulletin, please request access to isago@iata.org
Ensure you and your team attend each webinar.
Two identical sessions are planned for each webinar, one of them is a MUST to understand the new ISAGO.
There new webinars will be announced shortly.

IATA

Thank You !

ISAGO Airline membership topics: isago@iata.org
ISAGO generic questions : isago@iata.org
Application to CoPA: copa@iata.org
IGOM: igom@iata.org
OPS Portal: igom@iata.org
GSE Validation program: groundops@iata.org

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How to join …

- **IATA Customer Portal   / Creation of account**

IATA Customer Portal

- **One Source**

IATA ONE source

- **GOPS Operational Portal (OPS Portal) /Guidance**

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

ISAGO

Ground Operations Highlights

- **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/

- **Safety Issue Hub**

https://www.iata.org/en/programs/safety/safety-risk/safety-issue-hub/

- **Ground Handling Partnership**

https://www.iata.org/en/services/certification/operations-safety-security/ground-handling-partnership-ghp/

- **IGHC**

https://www.iata.org/en/events/all/iata-ground-handling-conference/

IATA Ground Operations initiatives:

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

Safety Issue Hub – Ground Ops risks

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".**
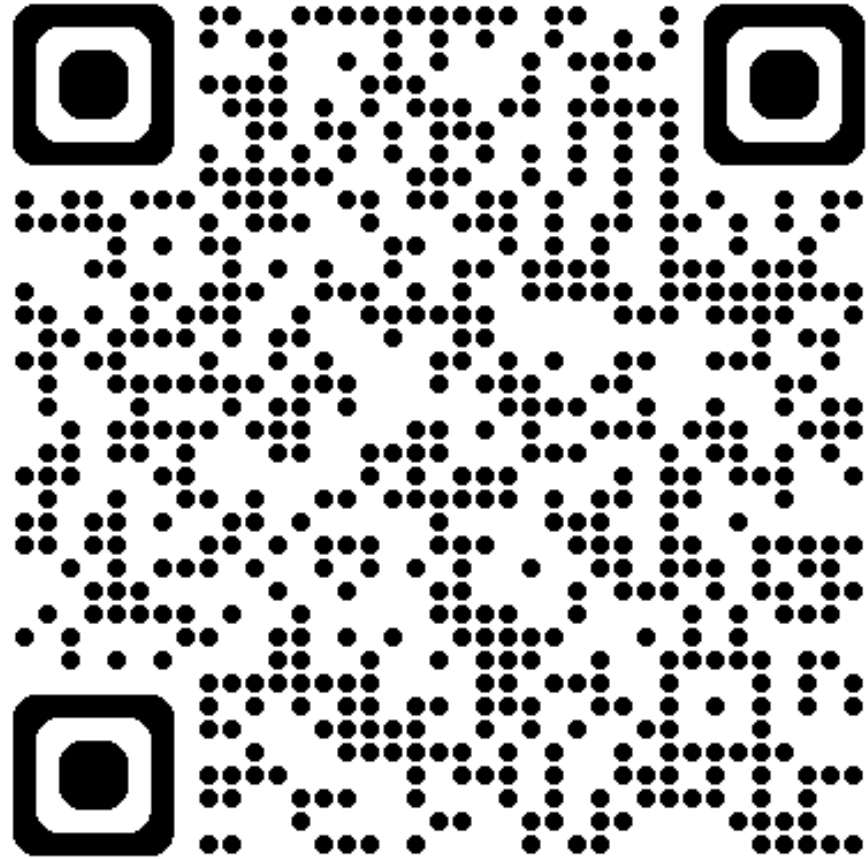
IATA Ground Damage Report

the case for enhanced
ground support equipment
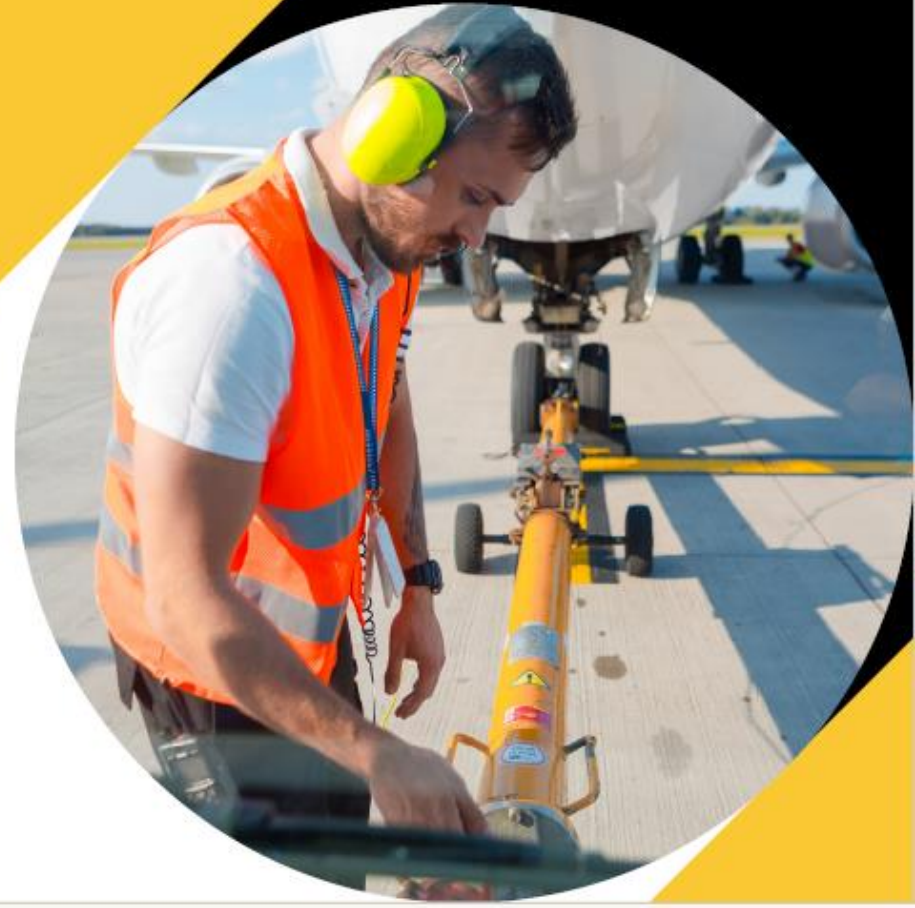
IATA Enhanced GSE Recognition Program

WHAT

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

HOW

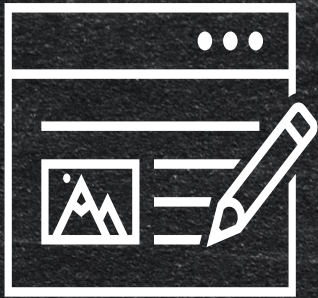Station GSE fleet at will be declared by the ground handling organization; IATA will perform a Desktop validation

WHEN

Soft launch in 2024