



International Civil Aviation Organization

Fifth Meeting of the Asia Pacific Regional Aviation Safety Team (APRAST/5)

Bangkok, Thailand, 16 to 19 September 2014

Agenda Item 5: Presentation – State / Industry / ICAO

**IATA SAFETY AUDIT FOR GROUND OPERATIONS (ISAGO)
RECOGNITION BY STATES**

(Presented by International Air Transport Association)

SUMMARY

This paper calls on States to recognize and endorse the IATA Safety Audit for Ground Operations (ISAGO) as a tool to meet and exceed current safety oversight requirements.

1. INTRODUCTION

1.1 With the growth of air traffic, airport operations have become increasingly complex. More and larger aircraft, an increase in ground support equipment and faster turnaround times all contribute to the challenge of improving operational safety.

1.2 The aviation industry is determined to improve on our safety performance. And one of our areas of focus is to reduce ground damage, which costs the industry \$4 billion annually and was the third most common type of accident after gear-up landings or gear collapse.

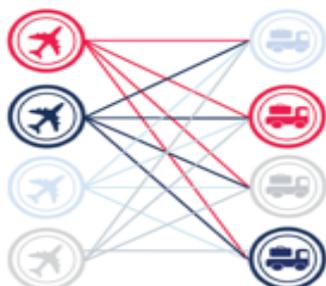
1.3 Since inception in 2008, ISAGO has made much progress. Nevertheless, we strive to fully realise the ISAGO benefits to the industry, increasing airlines and GSP participation, and desirably gaining recognition from airports and regulatory agencies globally.

2. DISCUSSION

2.1 The IATA Safety Audit for Ground Operations (ISAGO) is the industry's first global standard for the oversight and auditing of ground service providers (GSPs) regardless of size or status. The scope of the audit is tailored to the range of activities conducted by the ground service provider to be audited at a particular airport.

2.2 ISAGO is equally applicable to independent ground handlers as well as airline-owned subsidiaries or airline embedded GSPs. It aims to improve safety and cut airline costs using internationally recognized standards and quality auditing principles with the objective of drastically reducing ground accidents and injuries, while driving down the number of duplicate or redundant audits.

Former situation Multiple audits per GSP



-Multiple Audits

With ISAGO Fewer Audits per GSP



**-Fewer Audits
 -Audit sharing**

2.2 Built on a backbone of audit standards applicable to all GSPs worldwide, ISAGO provides an uniform set of standards relevant for specific activities of any GSP. As a result, the ISAGO audit allows for consistent application to both multinational GSP and smaller companies at a single station.

2.3 ISAGO audits are conducted on a two-year cycle at the headquarters and stations of a GSP by IATA-accredited audit organisations and airline auditors respectively

2.4 Lebanon, Turkey, Kazakhstan, Mexico, SEA, MBJ, AMS, YYZ, LHR, GLA have mandated ISAGO in their respective jurisdictions and many others are evaluating this option. Support for the program received from the following regulators:

Regulatory Support

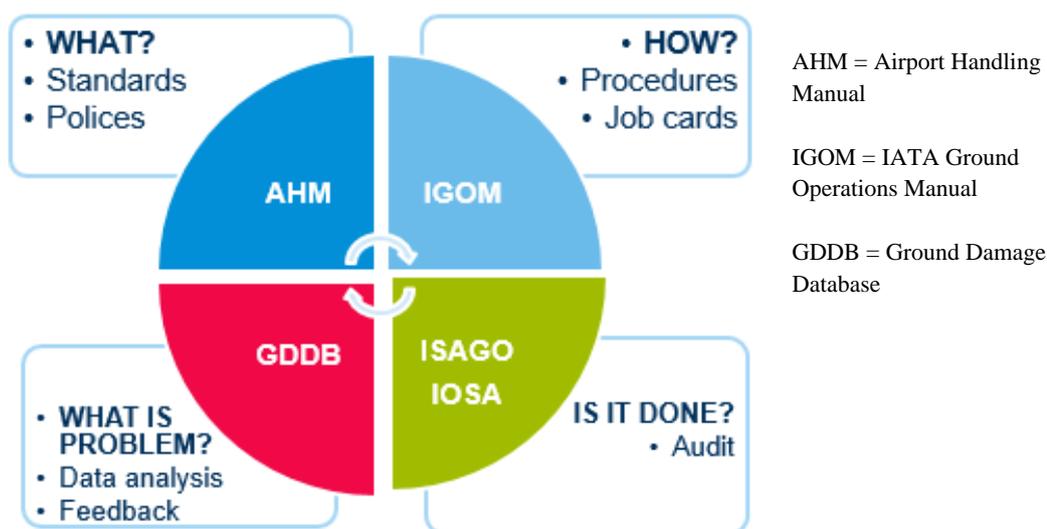


2.5 The ISAGO audit programme management is ISO-CEN 9001:2008 certified, this includes all aspects of selection, training, management and performance monitoring of ISAGO auditors.

2.6 As on 6 August 2014, there are 280 ISAGO registrations comprised of 154 ground service providers at 192 airports worldwide.

2.7 Going forward, the Integrated Solution for Ground Operations approach will provide the industry with a more effective, efficient and smarter way to meeting oversight requirements through a continuous improvement cycle, making this comparably safe industry even safer.

Integrated Solution for Ground Operations



3. ACTION BY THE MEETING

3.1 The meeting is invited to:

- a) Recognize, endorse and accept ISAGO as an alternate means of compliance for aircraft operators to meet existing oversight requirements of contracted GSPs in lieu of their own company specific oversight program; and
- b) Encourage Aerodrome Operators to utilize ISAGO as an oversight tool of GSPs at their aerodrome and to consider the possibility of mandating GSPs to be ISAGO certified where possible.

3.2 To note that the ISAGO manuals and materials are freely available on www.iata.org/ISAGO.