



Agenda Item 5: Other Business

IATA SAFETY AUDIT FOR GROUND OPERATIONS

(Presented by IATA)

SUMMARY	
<p>IATA Safety Audit For Ground Operations (ISAGO) is an audit program for ground service providers that improve safety and quality for ground operations, through the implementation of a formal, systematic process using internationally harmonized standards to manage operational risk that reduces accidents, incidents and injuries. ISAGO has two fundamental objectives:</p> <p>a) Improve safety in ground operations; and b) Eliminate redundant audits of ground handling companies by airlines.</p> <p>Many CAR/SAM States have given their support to the program during its first 2 years, but some have not taken full advantage and benefits of the program.</p>	
<i>Strategic Objectives</i>	<i>This working paper is related to Strategic Objectives*.</i>

1. INTRODUCTION

1.1 The International Air Transport Association estimates that ground damage costs airlines about U.S \$4 billion each year. The indirect costs such as aircraft downtime, injury claims, loss of revenue and crew costs, and handling delayed passengers and freight, are measured in multiples of this figure. Ground handling accidents also lead to physical injury or even death of personnel, and can pose a risk to flight safety.

1.2 ISAGO aims to change current practices, where Ground Service Providers (GSPs) are subjected to multiple audits from their airline customers, with little or no sharing of audits results, creating an inefficient environment, wasteful of resources on all sides and with no clear standard to follow.

1.3 In most cases, aviation and government authorities have little oversight of ground operations. In some countries, there is minimal direct regulatory oversight over GSPs activities in the following areas:

- a) Selection and licensing;
- b) Systems implementation;
- c) Training and development; and
- d) Auditing, reporting and compliance.

1.4 According to regulatory agencies requirements, it is generally the responsibility of the AOC holders to maintain a proper oversight of their party contractors.

2. **PRINCIPLE**

2.1 ISAGO is based on the IATA Operational Safety Audit (IOSA) framework, which assesses the operational management and quality control systems of an airline. It will achieve the same two fundamental aims of improving operational safety, and driving down the number of redundant audits. The principle is to establish a worldwide ground operational safety benchmark and standard. Like IOSA, ISAGO enjoys growing support from States and from airport authorities, who will benefit from being able to gain additional information which can facilitate oversight on ground operations within their States and airports respectively.

2.2 Upon completion of the audit and correction of any related findings, the GSP is placed on a registry for an agreed period of 2 years, before which a renewal audit will be required to maintain registration. ISAGO Member Airlines shall accept the ISAGO Audit registration in lieu of conducting their own audit.

3. **APPLICABILITY**

3.1 The program is available to all GSPs worldwide, irrespective of size or independent status. Nevertheless the ISAGO Audit is tailored to the specific ground handling activities conducted by the entity to be audited.

3.2 The ISAGO Audit is achieved at different levels. At the corporate, regional and country level, the audit focuses on corporate organization and management systems. At the station level, the audit focuses on operationally oriented aspects, and is conducted by qualified and approved Airline Auditors fully trained and certified for this purpose.

4. **AUDIT SCOPE AND STANDARDS**

4.1 Technical specifications contained in the standards focus on ground operations. Many of the standards drawn from existing documentation, including the Airport Handling Manual (AHM), IOSA Standards Manual (ISM), ICAO Annexes and FAA/EASA regulations, as well as relevant industry sources such as checklists used by airlines for ground ops audits. GSPs need to demonstrate not only technical conformity with “hard” standards, but also conformity with a risk management philosophy, which permeates all sections of the standards manual.

5. **BENEFITS**

5.1 By setting international standards and risk management practices for ground handling, ISAGO provides the following benefits:

- a) safer ground operations, less accidents and injuries;
- b) elimination of redundant audits from airlines;
- c) reduced costs: less damage and audits;
- d) improved and facilitate safety oversight to operators, airports and countries;
- e) improved quality standards;
- f) a better understanding of risk exposures, essential for prevention;
- g) enhanced company image and reputation; and
- h) additional source of information for regulators.

6. **ISAGO STATUS IN THE CAR/SAM REGION**

6.1 Currently ISAGO has gained support from DGAC Chile in the CAR/SAM region and 7 airports. In its first 2 years of implementation in the region, 7 GSPs from 11 airports are on the ISAGO Registry and 7 GSPs are up for renewal. Overall, approximately 45 audits are scheduled for 2011.

6.2 MBJ Airports Limited has mandated that all ground handlers operating at Sangster International Airport, Montego Bay, Jamaica be ISAGO compliant by November 2011

7. **ACTION**

7.1 States are invited to use ISAGO as a tool to complement the DGAC's regulatory oversight in ground operations.