



ISAGO

IATA Safety Audit for Ground Operations

Brett Dorney – VP, Aviation Risk Advisory Solutions
Aviation and Aerospace Practice
Marsh

Presentation provided courtesy of Mike O'Brien
Director, Programme Implementation/Auditing
Safety, Operations & Infrastructure
IATA



IATA Safety Audit for Ground Operations

Concept

- A standardized and structured audit programme for Ground Service Providers
- Based on internationally recognized operational standards
- A model for operational risk & safety management
- A system for registration and sharing of audits
- Highly trained and experienced auditors conduct audits

Why are we doing it?

- To **improve** operational safety
- To **reduce** aircraft ground damage
- To **reduce** personnel injuries
- To **avoid** redundant audits





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Ground damage

Direct costs

- Damage to Aircraft:
4 Billion US \$ a Year



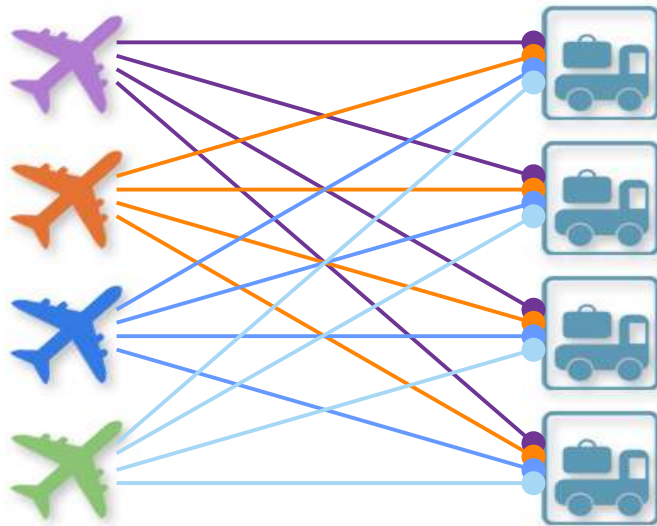
Indirect costs

- Measured in multiples
- Personnel injuries / deaths
- Loss of revenues and crew costs
- Hotel, meals, re-protection of affected and delayed passengers
- Airline reputation



Current situation

Redundant audits



-Multiple Audits per GSP

With ISAGO

One Audit per GSP



-One Audit per GSP

-Audit sharing

IATA's Role

- Development and Maintenance of the standards
- Development and Delivery of training programmes
- Management of data and information
- Application of system Quality Assurance
- Programme management and oversight
 - Approval of Auditors
 - ISAGO Steering Group and Task Forces
- Promote support by Regulators and others



- Introduction
- **ISAGO Model**
- ISAGO Benefits
- IOSA & ISAGO
- ISAGO Audit Pool
- How to schedule an ISAGO Audit
- ISAGO Training
- ISAGO Targets



ISAGO Model



Key Elements

- All GSPs are not alike!
 - Full service, multi-role companies **vs.** limited role (e.g. cargo handling)

- **Corporate** operations, plus **station** operations

- The ISAGO audit will be **tailored to the entity** being audited

- ISAGO Audits are conducted at Corporate and Station Levels

ISAGO Audits

Corporate and Station levels audits



Corporate

Corporate Audits

- Audits conducted by: **AO** resources
- **Two-year** cycle audits
- The Corporate audit is always done **first**



Stations

Station Audits

- Audits conducted by: **Airline auditors**
- **Two-year** cycle, unless more frequent audit required by the Pool
- Station audits are conducted **after** the Corporate audit



GSP Registration

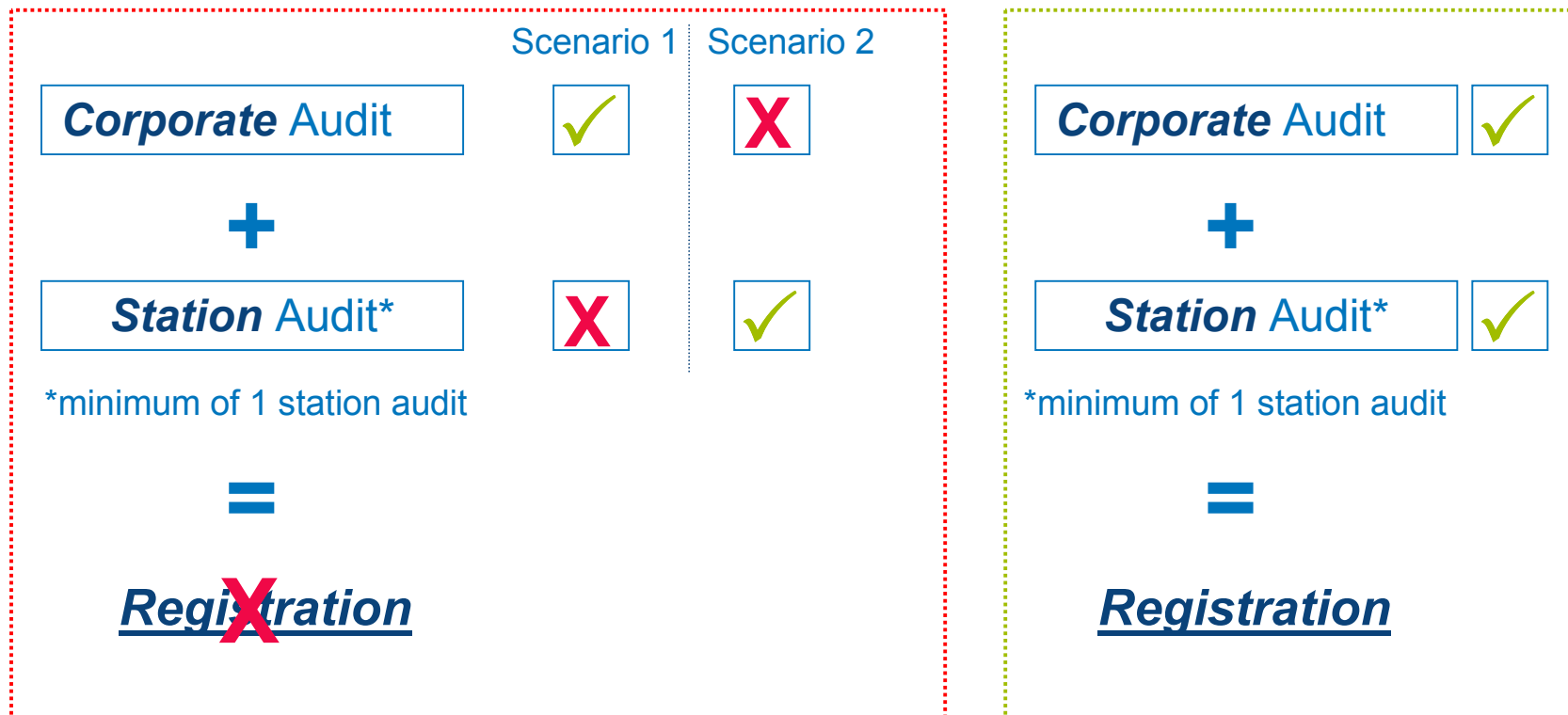
Audit Sharing

- Upon completion of the audit and correction of all findings, the GSP is placed on the **ISAGO Registry**.
- **Corporate level** audit will be conducted **first**, followed by **station audits**.
- Registration of a GSP will **specify stations audited**.
- GSP and Airlines consult the **ISAGO Registry** upon request, in line with agreed protocol.
 - AO and Airlines provide audit reports to **IATA**.
 - IATA ensures audit reports are kept in a secure environment.

1 Corporate Audit + Minimum of 1 Station Audit = Registration

GSP Registration

ISAGO - 2 Levels Audits



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ISAGO Benefits

Benefits from ISAGO

For Airlines, Ground Service Providers, Airports and Regulators



Airlines

- Reduction in ground ops incidents, accidents and injuries
- Audit sharing and system of registration
- Cost savings:
 - Less ground damage and fewer audits
- Supports outsourcing decisions (e.g. new stations)



Ground Service Providers

- Reduction of incidents in ground ops
- Reduction of personnel injuries
- Reduction in number of audits; lower costs
- Lower costs = focus resources on operations
- Enhanced company image/reputation



Regulators and Airports

- Uniform standards for ground handlers
- Potential to complement regulatory oversight
- Improve control by airport authorities

Looking to the future....?

Pre-requisite for issuing a ground handling concession at an airport ...?

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IOSA & ISAGO

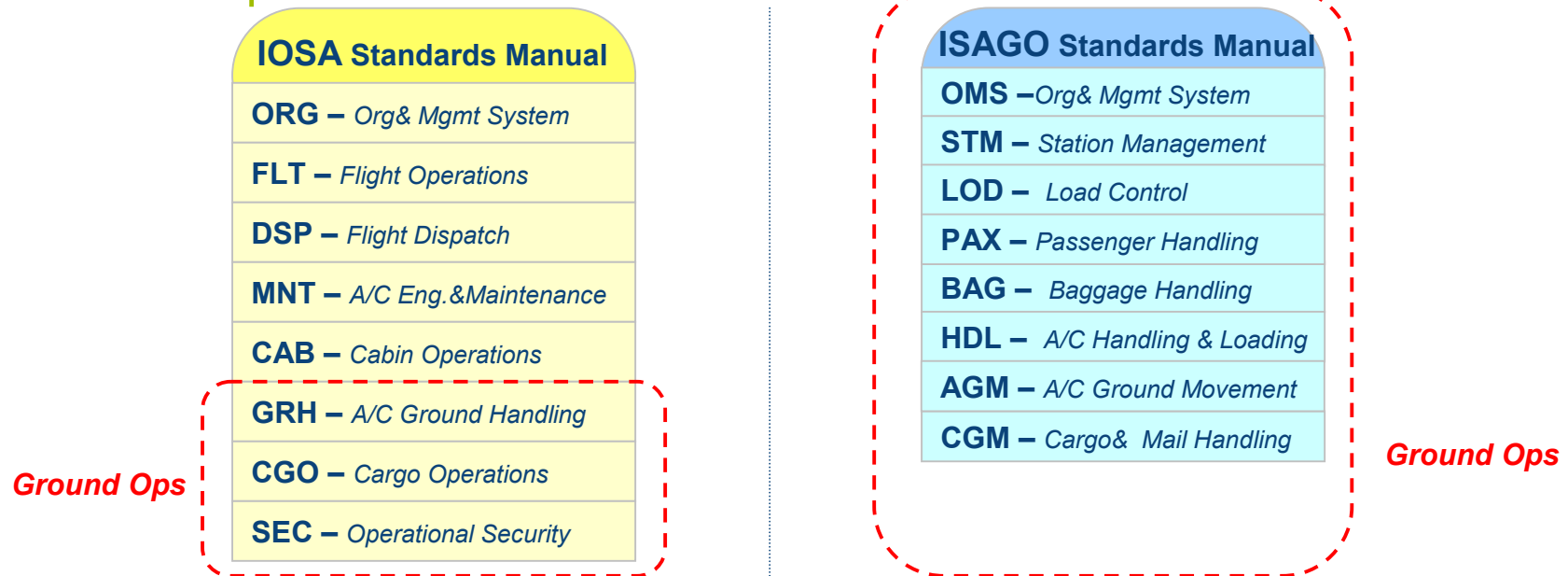


IOSA & ISAGO

IOSA	ISAGO
➤ An audit of Air Operators (passenger and cargo)	➤ An audit of Ground Service Providers
➤ IOSA Standards Manual - ISM ➤ IOSA Programme Manual - IPM	➤ ISAGO Standards Manual - GOSM ➤ ISAGO Programme Manual - GOPM
Common elements	
<ul style="list-style-type: none">➤ Safety and security of flight operations<ul style="list-style-type: none">➤ ISAGO includes safety of <i>ground ops personnel</i>➤ Audit based on internationally recognised operational standards and recommended practices➤ Highly trained and experienced auditors conduct audits➤ Audit sharing➤ A system of registration	

IOSA & ISAGO

Audit scope



ISAGO Standards are significantly **more numerous** and **more granular** than the IOSA Standards contained in GRH section.

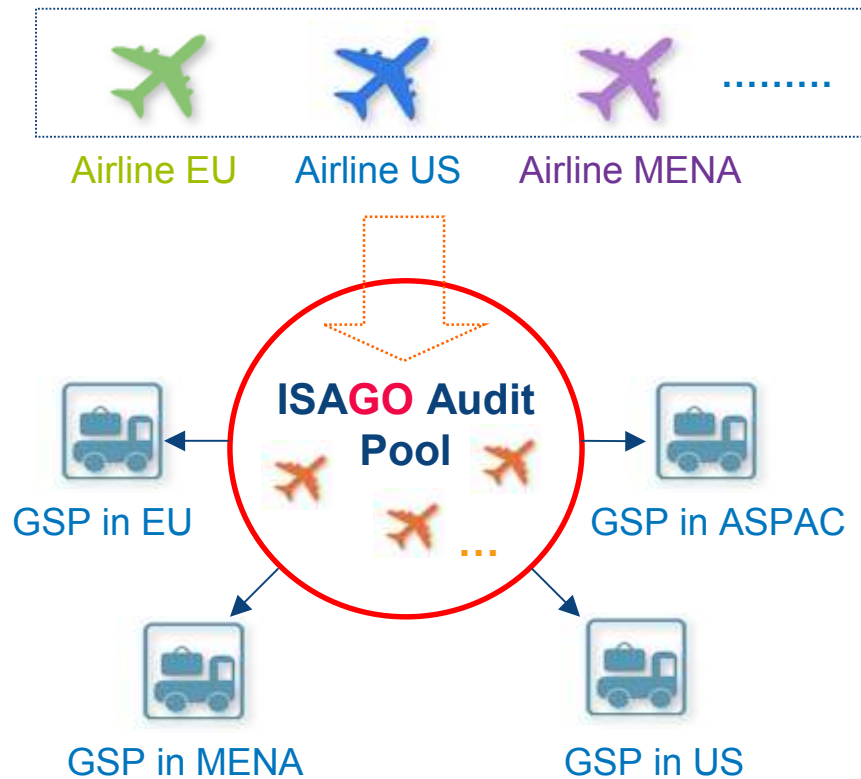
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ISAGO Audit Pool

ISAGO Airline Audit Pool

Concept



➤ ISAGO Audit Pool Membership

- For now, membership is reserved to IATA members
- Pool members have:
 - **unconditional access to audit reports through audit reports sharing**

➤ Pool members provide Approved/candidate auditors

➤ Pool Auditors (airline auditors) Qualification

- Airline auditors undergo an ISAGO training for auditors

➤ IATA is responsible for:

- Pool management and administration
- Audit allocations

ISAGO Audit Pool

67 Interested Airlines, 18 Pool members as of September 10th 2008

1		8		15	
2		9		16	
3		10		17	
4		11		18	
5		12		19	
6		13		20	
7		14		21	



Audit Pool members





















In process of signing

22		31		40	
23		32		41	
24		33		42	
25		34		43	
26		35		44	
27		36		45	
28		37		46	
29		38		47	
30		39		48	

 Audit Pool members

 In process of signing

49		57	SINGAPORE AIRLINES 	65	
50		58		66	
51		59		67	
52		60			
53		61			
54		62			
55		63			
56		64			

 Audit Pool members

 In process of signing

ISAGO Audit Pool (as of September 10th, 2008)





“Out of Pool” Station Audits

Planning Consideration

- Scenario: Menzies Aviation servicing US Airways at Gatwick (station)
- ISAGO will be offered on a commercial basis for GSPs servicing airlines outside the scope of the Audit Pool;
- The audit cost will be on a cost recovery basis. It will vary **in function of the activities** conducted and the **size of the company** (number of stations);
- GSPs interested to be on the ISAGO registry will be invited to promote ISAGO to their customer airlines and encourage them to become **Participating Airlines**.

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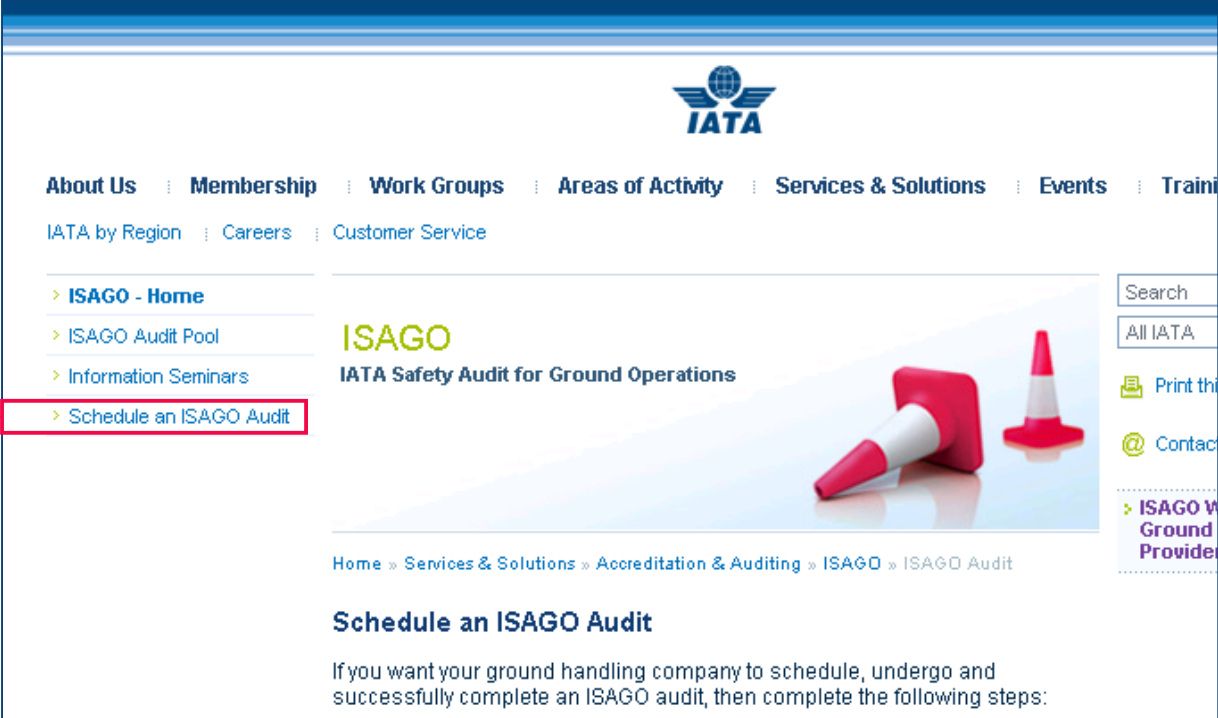


Schedule an ISAGO audit



How to schedule an ISAGO Audit

On the ISAGO Website – www.iata.org/isago

A screenshot of the ISAGO website's navigation menu. The IATA logo is at the top center. Below it is a horizontal menu with links: About Us, Membership, Work Groups, Areas of Activity, Services & Solutions, Events, and Training. Underneath is another row of links: IATA by Region, Careers, and Customer Service. A vertical sidebar menu on the left contains: > ISAGO - Home, > ISAGO Audit Pool, > Information Seminars, and > Schedule an ISAGO Audit. A red arrow points to the "Schedule an ISAGO Audit" link. To the right of the sidebar is a search box with "Search" and "All IATA" buttons, and icons for "Print this page" and "Contact us". Below the sidebar is a section titled "ISAGO IATA Safety Audit for Ground Operations" with an image of a red and white traffic cone. At the bottom of the screenshot, a breadcrumb trail reads: Home » Services & Solutions » Accreditation & Auditing » ISAGO » ISAGO Audit. Below the breadcrumb is the heading "Schedule an ISAGO Audit" and the start of a paragraph: "If you want your ground handling company to schedule, undergo and successfully complete an ISAGO audit, then complete the following steps:"

About Us | **Membership** | **Work Groups** | **Areas of Activity** | **Services & Solutions** | **Events** | **Training**

IATA by Region | Careers | Customer Service

- > ISAGO - Home
- > ISAGO Audit Pool
- > Information Seminars
- > **Schedule an ISAGO Audit**

Search
All IATA
Print this page
Contact us

> ISAGO V Ground Provider

Home » Services & Solutions » Accreditation & Auditing » ISAGO » ISAGO Audit

Schedule an ISAGO Audit

If you want your ground handling company to schedule, undergo and successfully complete an ISAGO audit, then complete the following steps:



How to schedule an ISAGO Audit

On the ISAGO Website – www.iata.org/isago

- Download the [ISAGO Standards Manual](#);
 - Familiarise the Corporate Managers with the OMS standards;
 - Familiarise the Operations Personnel with the standards
 - Complete the [ISAGO Audit Request form](#),
 - Return the completed form via email to isagoauditrequest@iata.org.
-
- The **AO** and **Auditing Airline** shall have a pre-planning process in order to prepare for the ISAGO audit
 - It consists in **obtaining relevant information and documentation** from the GSP
 - This is achieved through the **ISAGO Pre-Audit Questionnaire (GOPAQ)**

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ISAGO Training



ISAGO Training

ITDI is responsible for development and delivery of ISAGO Training

ISAGO Training for Pool Auditors	ISAGO Training for GSPs \$1200 per head
<ul style="list-style-type: none">↗ Requirements for operation management systems↗ Requirements for areas that will be audited (e.g. OMS, STM, LOD, PAX, BAG, HDL, AGM, CGM)↗ Relevance and meaning of programmes, processes and procedures↗ Consistent and standardised ISAGO auditing techniques↗ Q5 Electronic Audits System	<ul style="list-style-type: none">↗ Gain knowledge about ISAGO from a GSP's viewpoint↗ ISAGO Standards and GOSARPS that will be audited↗ Q5 Electronic Audits System↗ Preparing for an ISAGO audit↗ ISAGO registration, data management↗ Audit sharing, programme administration
Schedules – Auditors (5-day course)	Schedules – GSPs (3-day course)
<ul style="list-style-type: none">↗ Additional training sessions to be announced...↗ More information on www.iata.org/isago	<ul style="list-style-type: none">↗ Miami: 13-15 October 2008↗ Nairobi: 13-15 October 2008↗ Kuwait: 13-15 October 2008↗ Cairo: 9-11 November 2008

ISAGO Information Seminars

Free of charge, 2-day event

- The ISAGO Information Seminar is *free of charge*
- For further information: www.iata.org/isago or isago@iata.org
- Schedule:

Location	Date
Kuala Lumpur	May 14/15
Amsterdam	June 19/20
Johannesburg	June 24/25
Santo Domingo	July 15/16
Seattle	September 4/5
Amman	October 15/16
Beijing	October 27/28
Guayaquil	November 25/26





ISAGO Information Seminars 2008

Attendees from KUL, AMS, JNB, SDQ and SEA

➤ Over 360 participants from more than 55 countries

➤ More than 60 GSPs represented:

- Aero Group
- Airlines Ground Assistance
- AGS
- Alitalia Servizi
- Alyzia
- ARS-Ace
- ATIS&S
- Atlantica Handling S.L.U.
- Attar Travel Co.
- Aviam Ltd.
- Aviapartner
- BGS
- Bidair
- Cargo Center Sweden AB
- Cargo Service Center India
- Çelebi Ground Handling Inc.
- Combined Refuelling Service
- Dzione Aviation Services & Training
- Equity Aviation Services
- Express Air Services
- Flightcare Corporation
- Flughafen Hamburg GmbH
- Fraport AG
- Gezamenlijke Tankdienst Schiphol
- GlobeGround Romania
- Goldair Handling
- Groupe Europe Handling
- Island Aviation Services Limited
- Lachs - Liege Air Cargo Handling
- Lavos BV
- LSG Sky Chefs
- Maastricht Handling Services B.V.
- Mahs
- Menzies Aviation
- Middle East Airlines Ground Handling
- National Handling Services
- Newco Airport Services S.A.
- Pelican Air Services
- Safair
- SAHCOL
- Saigon Ground Services
- SAS Ground Services
- Sea Handling S.P.A.
- Servisair
- SATS
- Societe Togolaise De Handling
- Swissport
- TAV Airports Holding
- Tiger Aviation Services
- WFS
- BBA Aviation Group
- ASIG
- Evergreen Aviation
- ...

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ISAGO Targets

ISAGO 2008 Targets

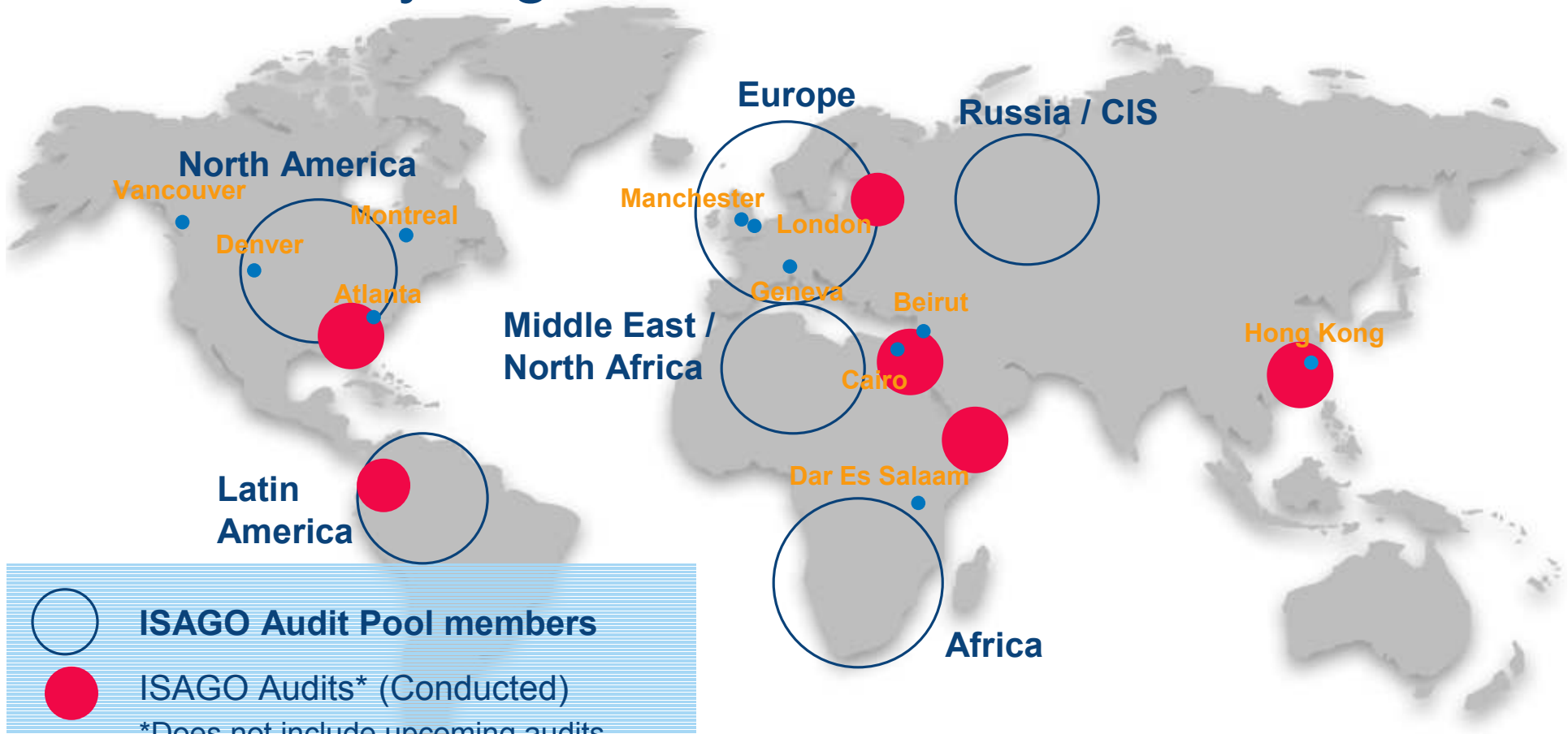
Aim: Active ISAGO Registry

- **68 Audits: 60 Stations + 8 Corporate**
- **Start date: 25 May 2008 (DNATA, DXB)**
- **Audits conducted (to date):**

GSP	Location	Corporate audit	Station audit
DNATA	Dubai	✓	✓
HACTL	Hong Kong	✓	October 20-21
DGS	Atlanta	✓	
NAS	Kuwait	✓	October
Avianca	Bogota	✓	✓
JAS	Hong Kong	✓	✓
Estonian	Tallinn	✓	October

Upcoming audits include SATS, NHS, BGS, EgyptAir...

ISAGO, by regions



-  ISAGO Audit Pool members
-  ISAGO Audits* (Conducted)
*Does not include upcoming audits
-  ISAGO Beta Audits



**Are you ready for ISAGO?
How can Marsh help?**



Marsh Aviation and Aerospace Aviation Risk Advisory Solutions

(ARAS)

Marsh's Aviation Risk Advisory Solutions team provides our global clients with access to unique industry -specific services and solutions that help to identify sources of risk, implement programmes to manage the impact of operational risk as well as integrate and embed these into the business.

Our experienced specialists are able to assist our clients to:

- realise continual safety and security improvements
- reduce the direct and indirect incident-driven costs derived from the deployment of people in

the business

Strategic advisor to boards
including input on IOSA/ISAGO

Aviation and Aerospace Aviation Risk Advisory Solutions (ARAS)



Ongoing IOSA/ISAGO
consulting engagements

ARAS Consulting Model



Marsh Aviation and Aerospace Aviation Risk Advisory Solutions

- Brochures here today on our services
- Colleagues here today to chat to over lunch
- Please take a business card

Conclusion

IATA Safety Audit for Ground Operations (ISAGO)

- **Two** fundamental aims:
 - *Improving operational safety*
 - *Driving down number of redundant audits*

- **Modelled** on *IOSA's* structure

- ISAGO will establish a **worldwide benchmark** and **standard for ground operations.**



A 3D-rendered red and white traffic cone is positioned on the left side of the slide, partially overlapping the text. The cone is tilted and has a white band around its middle.

ISAGO

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>> www.iata.org/isago

>> isago@iata.org