



ISAGO Oversight Committee (GOC/4)

SUMMARY REPORT

29th October 2009 - Montreal



ISAGO Oversight Committee (GOC)

- The ISAGO Oversight Committee (GOC) reports to the Operations Committee (OPC) and is composed of :
 - 20 Airlines
 - 3 IGHC Officers
 - IUAI
 - ACI
 - ICAO
 - States CAA (not limited)

- Three slots are still open in airline's membership :
 - KLM has already expressed interest in taking part in the group
 - IATA is looking for two other airlines in North Asia and Asia Pacific

- Gabor Hodi (Austrian Airlines) has been nominated Chairman and Angela Corrales (LAN) as Vice-Chairman of the GOC

ISAGO Oversight Committee (GOC)

Airline Membership

1	Air Transat	NATNAM	11	Lan Chile	LATAM
2	Delta Air Lines	NATNAM	12	Cathay Pacific	NASIA
3	United Airlines	NATNAM	13	JAL*	ASPAC
4	Air Canada	NATNAM	14	Ethiopian Airlines	AFI
5	Aeroflot	RUS/CIS	15	Kenya Airways	AFI
6	Adria	EUR	16	Royal Air Maroc	MENA
7	Austrian	EUR	17	Saudi Arabian Airlines	MENA
8	Air France	EUR	18		
9	British Airways	EUR	19		
10	Lufthansa	EUR	20		

* Non-Pool member airline

Program Status

- 38 Pool member airlines
 - More airlines need to join the Pool in order to support growth of the program

- 10 free information seminars given in all regions
 - Also many articles published in aviation industry magazines

- 283 auditors from 81 airlines took the auditor training course

- Over 110 audits conducted in all regions of the world since launch of the program

2009 Achievements

- As of end of October, 73 audits conducted so far in 2009 versus Board target of 80
- Over 50 audits in the pipeline for the remainder of the year
- 20 Regulators/Airports from every region have sent formal letters of support
- Second Edition of the Standards Manual to be published by end of October

BoG/OPC Update

- Board of Governors (BoG) reiterated full support at their last meeting held in June in Kuala Lumpur
- Operations Committee (OPC) put strong emphasis on the need for the IATA Ground Operations Manual (IGOM) to complement ISAGO

Regulator/Airport Authorities Update

- As of end of October:
 - 13 CAAs are formally supporting the program
 - 20 airports are formally supporting the program

- European Commercial Aviation Safety Team (ECAST) group is planning to use the ISAGO training provisions in the development of their guidelines

- UK Ground Handling Operations Safety Team (GHOST) group is also evaluating ISAGO as part of their initiative

Forum “Benefit of ISAGO for a regulatory/airport entity”

- Regulators representatives emphasized that there is no international regulations for ground handlers, and therefore ISAGO presents the opportunity to “fill the gap” in terms of regulatory oversight
- Regulators representatives stressed that ISAGO can also make the link with the SMS requirement for airports
- Airports and Regulators representatives have expressed interest in observing ISAGO audits, with the agreement of the audited entity
- It was recognized that support from regulators and airport authorities is a strong incentive for GSPs to join to the program

ACTION: IATA to build into the Audit Agreement a provision to allow airport / regulator representatives to apply to observe an ISAGO audit

Ground Service Providers

- IATA presented an update on Audit Requests received from GSPs
- Each Audit Request is sent by an individual company and can contain multiple stations
- As of end of October 2009, a total of 85 individual companies have sent an ISAGO Audit Request since launch of the program
 - 26 requests in 2008
 - 59 requests so far in 2009
- 30% of the requests come from companies based in Europe
- Forecasts for 2010 show 80 additional requests

ISAGO Registry

- IATA presented the new look of the ISAGO Registry available on the IATA Website at <http://www.iata.org/ps/certification/isago/registry.htm>

- The Registry now integrates search functionalities:
 - By Region
 - By GSP Name
 - By Airport code

- The Registry also includes a “*New ISAGO Registrations*” feed on the homepage, which will include in the future sub-categories to show “*Suspended*” and “*Removal*” Registrations

ISAGO Registry

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- As of end of October, 20 Providers are on the Registry at 20 locations worldwide
 - Mainly in Europe, MENA and ASPAC

- By mid of 2010, it is expected to have 70 companies on the Registry at 90 locations worldwide

- Airlines expressed concerns in coping with number of renewal audits to be conducted in the near future demonstrated by the rapid growth of the Registry
 - Importance of ensuring parallel growth of Pool membership to respond to increasing audit activity workload

ACTION: IATA to specify on the Registry when a company only provides supervision functions

Costs & Fees

Corporate Audit

- From 1st May to 31st December 2009, IATA has been covering the cost of the corporate audit
 - GSP only had to cover travel & hotel accommodation expenses for the AO Auditor

- IATA has planned a budget to continue to fund corporate audits in 2010 in the following cases :
 - Renewal audit
 - Audit initially scheduled in 2009 but deferred to 2010

- Decision subject to Board of Governors approval for Budget 2010

Costs & Fees

Station Audit

- Until now, costs of the station audit have been covered by the Auditing Airline
- This arrangement will continue in 2010
- IATA will consider geographical criteria within the audit allocation process in order to reduce travel expenses for Pool Airlines
- IATA also has the objective to alleviate the administrative workload for Auditing Airlines during the audit follow-up phase

Costs & Fees

Program Fees

- Pool Membership fees are waived for IATA member airlines in 2010
- Auditor Training fees are waived for IATA member airlines in 2010
- No Registration fees for GSP in 2010
- No Q5 software licence costs in 2010

Top 10 Findings Statistics

- At the corporate level, *Training and Qualification* sub-section counts for almost 30% of all findings
- Most frequent finding for corporate audits: Aircraft Turnaround Coordinator Training Program (OMS 5.13.1)
- At the station level, Passenger Handling section (PAX) counts for 25% of all findings
- IATA presented Top 10 Findings statistics per auditing section based on data from all audit reports closed so far
- Suggestion was made to make these statistics available to GSP
 - Data already included into the ISAGO Training course for GSP
 - Possibility to make it available on the Extranet (but restricted access)

ACTION: IATA to analyze specific cases where station audit was conducted prior to corporate audit

Auditee Feedback Survey Analysis

- IATA presented an analysis of audit feedback surveys received from audited GSPs to date
- As of end of October, 38 surveys have been received
- Survey addresses various aspects of the audit process such as :
 - AO/AA Auditors Performance
 - Interpretation of Standards
- Surveys show a very good level of satisfaction regarding the performance of both AO and Auditing Airlines Auditors
- Surveys show also a very good level of satisfaction regarding the impact of the ISAGO Standards on GSP's ground operational safety level

Audit Reports Sharing

- Proposal of the new template for final ISAGO Audit Report (GOAR) only consist of:
 - Audit Report (AR)
 - Corrective Action Records (CARs)

- Similar changes are being applied for the IOSA Audit Reports

- Third parties such as airports and regulators can access ISAGO Audit Reports via Pool Airlines and/or audited entity

ACTION : IATA to build into the audit agreements clear definition of access provisions to audit reports by third parties

ISAGO Standards Manual (GOSM)

- Edition 2 of the ISAGO Standards Manual (GOSM) to be published in October 2009 will be effective from January 2010
- During the Nov/Dec 2009 period, the audited GSP will have the option to be audited under the first or second edition
- GOSM 2nd Edition highlights:
 - Simplification and consolidation of Standards
 - Reduction of total number of Standards
 - Elimination of duplication
 - Addresses upcoming changes in 2010 version of AHM and DGR
 - Current OMS and STM sections have been combined into a new ORM section

ISAGO Standards Manual (GOSM)

Organization and Management (ORM)

- The current OMS and STM sections have been eliminated and replaced by three new ORM (Organization and Management) sections

ORM-H	ORM-S	ORM-HS
<ul style="list-style-type: none"> ▪ For Headquarters Audit ▪ To be conducted by Audit Organization (AO) ▪ Assessed from “documented” criteria 	<ul style="list-style-type: none"> ▪ For Station Audit ▪ To be conducted by Auditing Airline (AA) ▪ Assessed from “implemented” criteria 	<ul style="list-style-type: none"> ▪ For combined HQ/Station Audit ▪ To be conducted by Auditing Airline (AA) ▪ Assessed from both “documented” and “implemented” criteria

ISAGO Program Manual (GOPM)

- The GOPM contains all requirements and procedures that govern the ISAGO Program
- Current version – draft November 2008
- GOPM Edition 1 to be issued early in 2010

ISAGO Audit Handbook (GOAH)

- The GOAH includes provisions covering auditing techniques, audit report production, QC process and Q5 manuals
- GOAH Edition 1 to be published after GOSM Edition 2 publication

IATA Insurance Program

- IATA Insurance Program for Ground Operations is now launched
- Insurers will take into consideration ISAGO Registration when negotiating premium rates with GSP
- IATA Insurance Program presents many benefits, including better coverage, lower premiums and better claims handling
- Any GSP has now the option to join the IATA Insurance Program
- In order to join the Program, a GSP needs first to commit to registration under ISAGO

IATA Insurance Program

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IATA Ground Operations Manual (IGOM)

- During the last Operations Committee meeting (OPC), the importance of developing a standardized ground operations manual to support the ISAGO Program was highlighted
- The concept of the IATA Ground Operations Manual (IGOM) presents many benefits to Airlines and GSP
- IGOM will complement ISAGO
 - Many ISAGO Standards will refer to an IGOM section

IATA Ground Operations Manual (IGOM)

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- Development of IGOM will make use of all existing IATA publications, companies manuals, manufacturers manuals and other relevant publications

- IATA is currently looking for qualified resources to participate
 - Project manager
 - Task Force

- Objective is to form Task Force by end of 2009 and provide significant deliverables by end of 2010

Global Safety Information Center (GSIC)

- IATA presented an update on the Global Safety Information Center (GSIC)
- GSIC is a web-based platform that gather all safety-related data that IATA is collecting :
 - IOSA
 - ISAGO
 - STEADES
 - Accidents Report
 - Ground Damage
 - Flight Data Analysis
- All data will be de-identified
- It was highlighted that the data from different sources is not always comparable

Global Safety Information Center (GSIC)

(continued)

- Prototype is ready and was presented to the group. The platform will be accessible as of January 2010
- Currently access is restricted to IATA member representatives only
- In the future, IATA intends to open access also to other entities, on a commercial basis

Ground Damage/Incidents Database

- IATA has presented an update on the “Ground Damage/Incident Initiative”
- Objective is to establish a global database for Ground Damage and Incidents across the industry
 - Work done by former ISAGO Ground Ops Data Task Force will be used
- Recognized as an industry need at the last Board of Governors (BoG)
 - Strong support from IATA member carriers
- Task Force was formed in September 2009
- Task Force is currently looking at Taxonomy challenges
- Next step : Trial Period with some key Airlines and GSP

Next Meetings

Tentative Schedule

- **20 April 2010: PAG/5** meeting
- **21/22 April 2010: GOC/5** meeting
- Location : IATA Offices in **Geneva**



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