



IATA Ground Safety Integrated Solution

SAFE AND EFFICIENT GROUND HANDLING OPERATIONS

3rd Meeting of the Middle East RGS Working Group

ICAO Regional Office - Cairo
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Airport, Passenger, Cargo, & Security – APCS



Airport, Passenger, Cargo, & Security

Airport & Fuel

Charges
Development
Airport
Collaborative
Decision Making-
ACDM
Passenger
Operations
Ground
Operations
IGOM
Comm. Fuel
Airport Working
Group
Etc.

Passenger

Automated
Border Control
BCBP
Biometrics
Common Use
Auto Check In
Bag Recovery
Bags ready to
Go
Document
Check
Flight re-
Booking
Self Boarding
Etc.

Cargo

e-Freight
e-AWB
e-CDM
Message
Improvement
Program (MIP)
Cargo 2000
Air Mail
DGR
Live Animals
ULD's
Perishables
Secure Freight
Cargo Tariffs
Claims
Etc.

Sec & Fal

Advanced
Passenger
Information
One Stop
Security
Recognition of
Equivalence
Security
Capacity
Building
Insider Threat
Cyber Security
Security Focus
Group
Etc.

Products

Consulting
Training
TIMATIC
(multi-versions)
FFP
Benchmark
TIM
ADRM
Publications
Manuals
Strategic
Partnership
Program
Etc.

- Overview
- Our “Ask”
- What is;
 - *ISAGO - IATA Safety Audit for Ground Operations*
 - *IGOM - IATA Ground Operations Manual*
 - *Integrated Solution Context*
- Q & A



IATA Safety Initiative Overview

- In **collaboration** with the ground handling stake holders, IATA worked on developing **unifying industry standards** and systems that enhance the **safety** and increase the **efficiency**.
- Designed to **achieve cost benefits**
- Through sharing of information it **eliminates the need to duplicate** the audit of ground handling operations by airlines.
- Comprises an IATA **Integrated Solution** for Ground Operations establishes a system for the development and **continuous improvement** of industry provisions and oversight complementary to global regulations.
- **The integrated solution include:**
 - ***ISAGO - IATA Safety Audit for Ground Operations***
 - ***IGOM - IATA Ground Operations Manual***
 - ***AHM - IATA Airport Handling Manual***
 - ***GDDB - Ground Damage Database***

Our “Ask”

- The MID states are encouraged to:
 - A. **Adopt IGOM** as a standardized procedure for ground handling service providers.
 - B. **Adopt ISAGO** as an acceptable means of compliance for ground handling service providers.

- Recommended action by this meeting:
 - A. **Note the information** in this working paper, and
 - B. **Endorse the draft conclusion** in WP para. 2.9.





ISAGO

IATA Safety Audit for Ground Operations

Program Overview



ISAGO - What?

- A standardized and structured audit program of Ground Service Providers
 - *Internationally recognized operational standards*
 - *Highly trained and experienced auditors*

- A model for operational risk & safety management

- A system for registration and sharing of audits



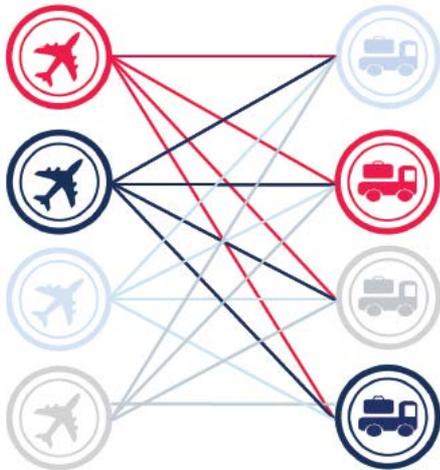
ISAGO – Why?

- To **reduce** ground hazards that affect flight safety
- To **reduce** aircraft ground damage
- To **reduce** personnel injuries
- To **avoid** redundant audits

Because a global industry needs globally recognized global standards!

Current situation

Redundant audits



-Multiple Audits

ISAGO Target

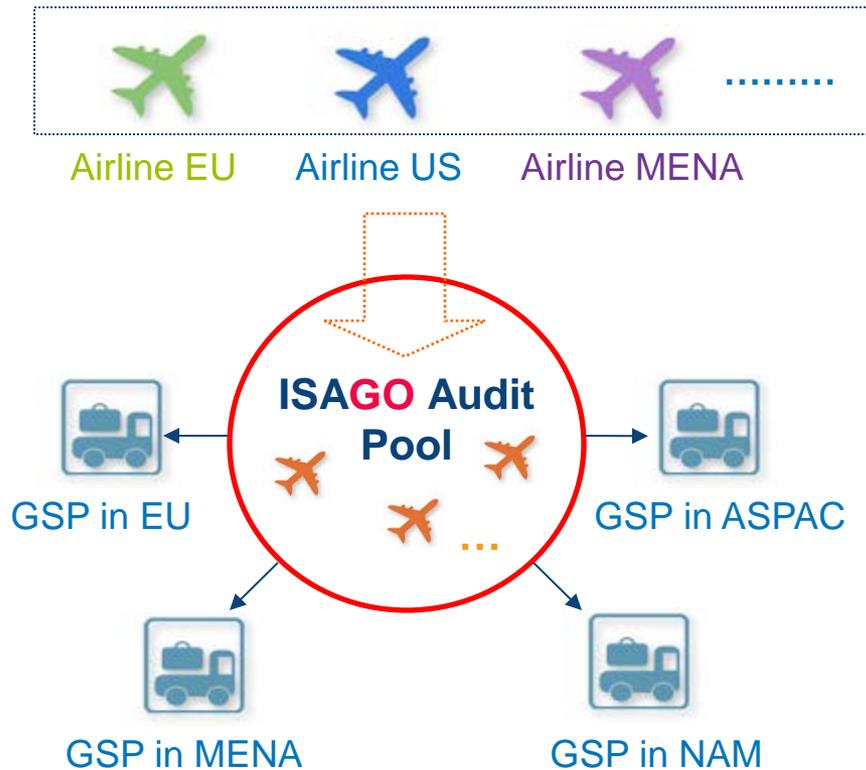
Fewer Audits per GSP



-Fewer Audits

-Audit sharing

ISAGO - Concept



➤ ISAGO Audit Pool Membership

- Reserved to IOSA-registered Airlines.
- Members conduct an allocated number of station audits each year.
- Members have unconditional access to audit reports through audit reports sharing.

➤ Roles & Responsibilities:

- Pool members are responsible for nominating experienced and qualified airline auditors that conduct ISAGO Station Audits.
- Airline auditors undergo an ISAGO training for auditors.
- IATA is responsible for pool management, administration, and audit allocations

ISAGO - Two-level audits

	Corporate Audits	Station Audits
Who	<ul style="list-style-type: none"> ➤ Conducted by an auditor from an Audit Organization (A.O.) 	<ul style="list-style-type: none"> ➤ Conducted by auditors from Pool Airlines
When	<ul style="list-style-type: none"> ➤ First audit activity for initial registration 	<ul style="list-style-type: none"> ➤ Accomplished after the Corporate Audit for initial registration
Cycle	<ul style="list-style-type: none"> ➤ Two-year audit cycle 	<ul style="list-style-type: none"> ➤ Two-year audit cycle for all stations
Duration	<ul style="list-style-type: none"> ➤ Typically 2 days audit (1 auditor) 	<ul style="list-style-type: none"> ➤ Typically 3 days audit (3 auditors – full scope)

ISAGO - Standards Manual (GOSM)

Section 1	ORM	Organization and Management System
Section 2	LOD	Load Control
Section 3	PAX	Passenger Handling
Section 4	BAG	Baggage Handling
Section 5	HDL	Aircraft Handling and Loading
Section 6	AGM	Aircraft Ground Movement
Section 7	CGM	Cargo and Mail Handling

- Section 1 (**ORM**) applies to *all* corporate *and* station audits
- Section 2 to 7 apply to station audits, depending on range of services offered

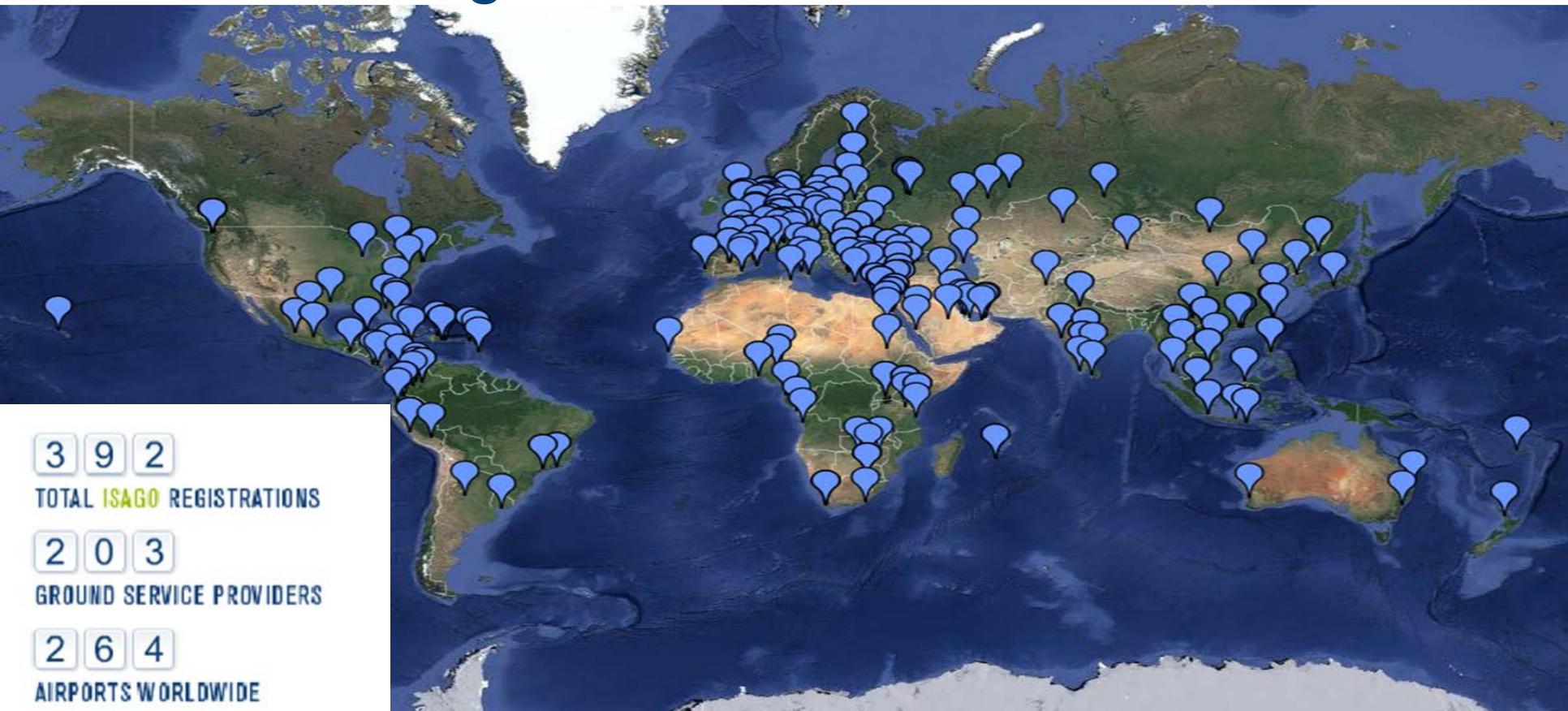
ISAGO - GSP Registration

Audit Sharing

- Upon completion of the Corporate Audit and one Station Audit (i.e. all findings closed), the GSP is placed on the **ISAGO Registry**
- **Corporate Audit** will be conducted *first*, followed by **Station Audits**
- GSP and Airlines consult the **ISAGO Registry** and, upon request and in line with agreed protocol, IATA;
 - provides *access* to audit reports
 - ensures audit reports are kept in a *secure* environment

1 **Corporate Audit** + 1 **Station Audit** = **Registration**

ISAGO - Registration



ISAGO Registry

ISAGO Registry page on <http://www.iata.org/isago>

Search results for airport code 'CAI' : 5 provider(s)

Menzies Aviation



Total number of stations where this GSP is registered :

12

ISAGO - Data management and analysis

Powerful tool for benchmarking

- Data collection from audit reports (**de-identified** data)
 - Number of conformities, findings and observations
 - Per report, section, sub-section, region, etc.

- Data analysis
 - Can be tailored by categories (section, topics, region, etc.)
 - Can be used for benchmarking purposes
 - Used for auditing entities performance
 - Always de-identified

ISAGO - IATA's Role

- Development and maintenance of the standards
- Development and delivery of training programs
- Management of data and information
- Application of system Quality Assurance
 - Audit operations
 - Auditor training
- Program management and oversight
 - Nomination of Auditors
 - Steering Groups and Task Forces
- Administration of the registration process
- Program promotion with Regulators and others

Benefits from ISAGO

For Airlines & Ground Service Providers



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
- Standardization across multiple operations
- Reduction in number of audits; lower costs
- Lower costs = focus resources on operations
- Enhanced company image/reputation

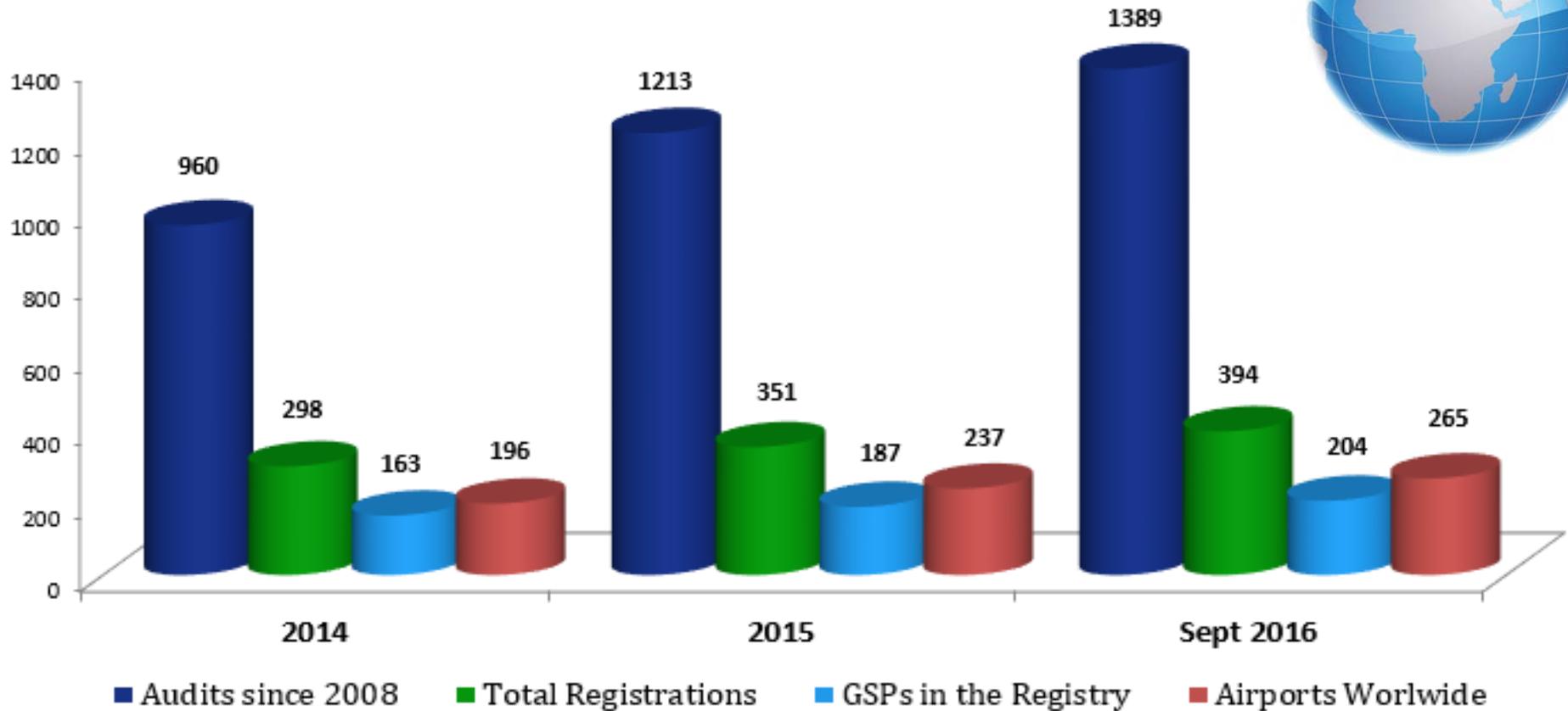
Benefits from ISAGO

For Regulators and Airports

- Uniform standards for ground handlers
- Potential to complement regulatory oversight
- Improve control by airport authorities
- Stake holders satisfaction (i.e. enhancing quality & efficiency)



ISAGO Audits



Audit Pool 2016 : 41 member airlines

Status: As of Sept 2016



Regulatory support

North America

Seattle
Montreal
Toronto
Calgary

MENA

CARC Jordan
DGCA Lebanon
DGCAA Kuwait
GCAA UAE
M. Of. Transp Oman

Europe & RUS/CIS

Amsterdam
Venice
Copenhagen
Roma – Fiumicino
London-Heathrow
FINAVIA
Cluj-Napoca
Larnaka

Kiev
Domodedovo – Moscow
Koltsovo - Yekaterinburg
Group of Airports - LLC
Basel Aero

North Asia

Hong Kong
Hebei
Chengdu
Beijing

LATAM

Antigua and Barbuda
Guayaquil
Lima
El Salvador
Montego Bay
Mexico
Bogota
Cartagena
Quito
Suriname
Honduras

Africa

South Africa's airports -
Airports Company
South Africa

Asia Pacific

Singapore
Melbourne
Perth
Adelaide
Brisbane
Australian Airport
Association
Male
Mumbai

***Airports and Airport Authorities
endorsement***



IGOM Overview

IATA GROUND OPERATIONS MANUAL



IGOM – What?

IATA Ground Operations Manual



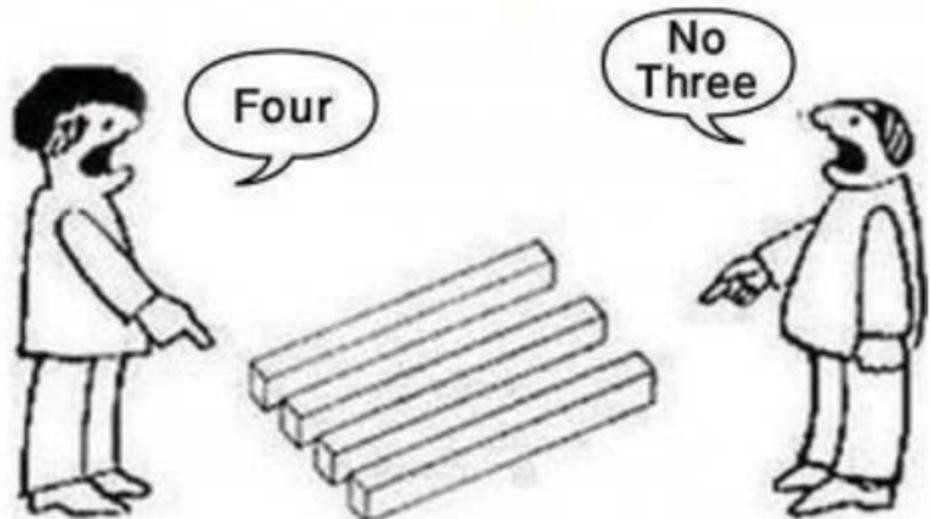
Core procedure manual for all ground operators



Procedures, instruction, scorecard for the frontline personnel

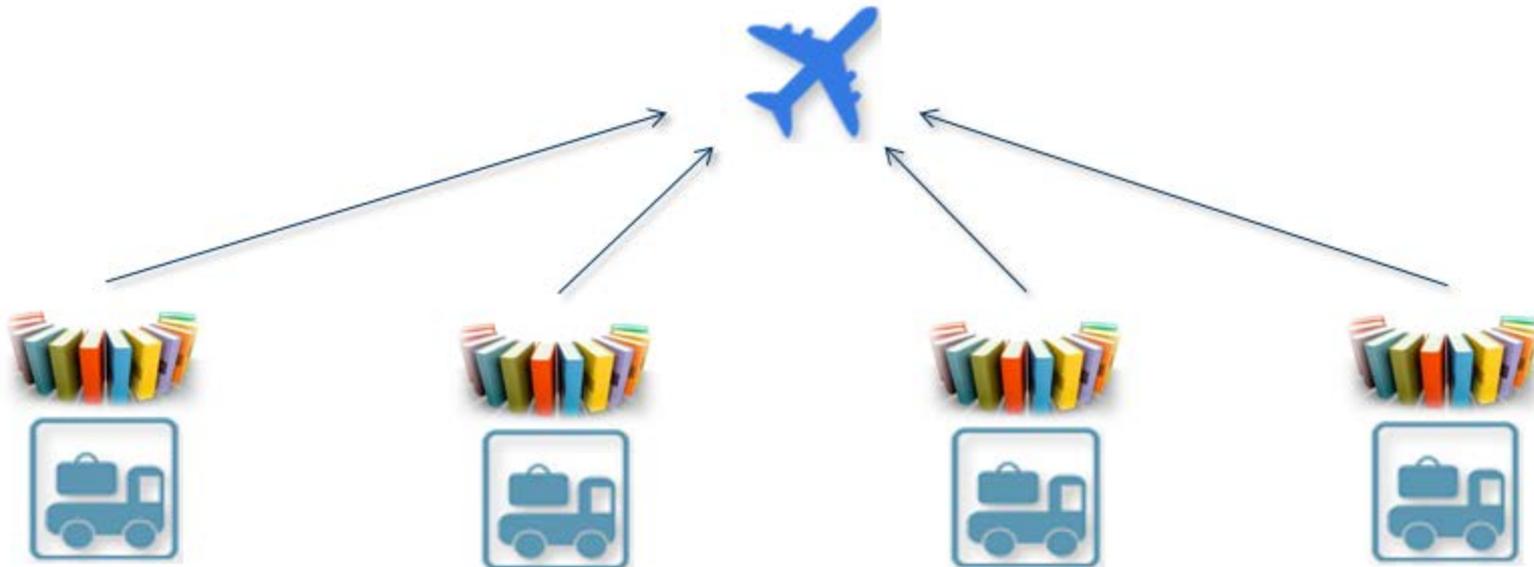
IGOM – Why?

Multiple ground operation manuals



IGOM – Why?

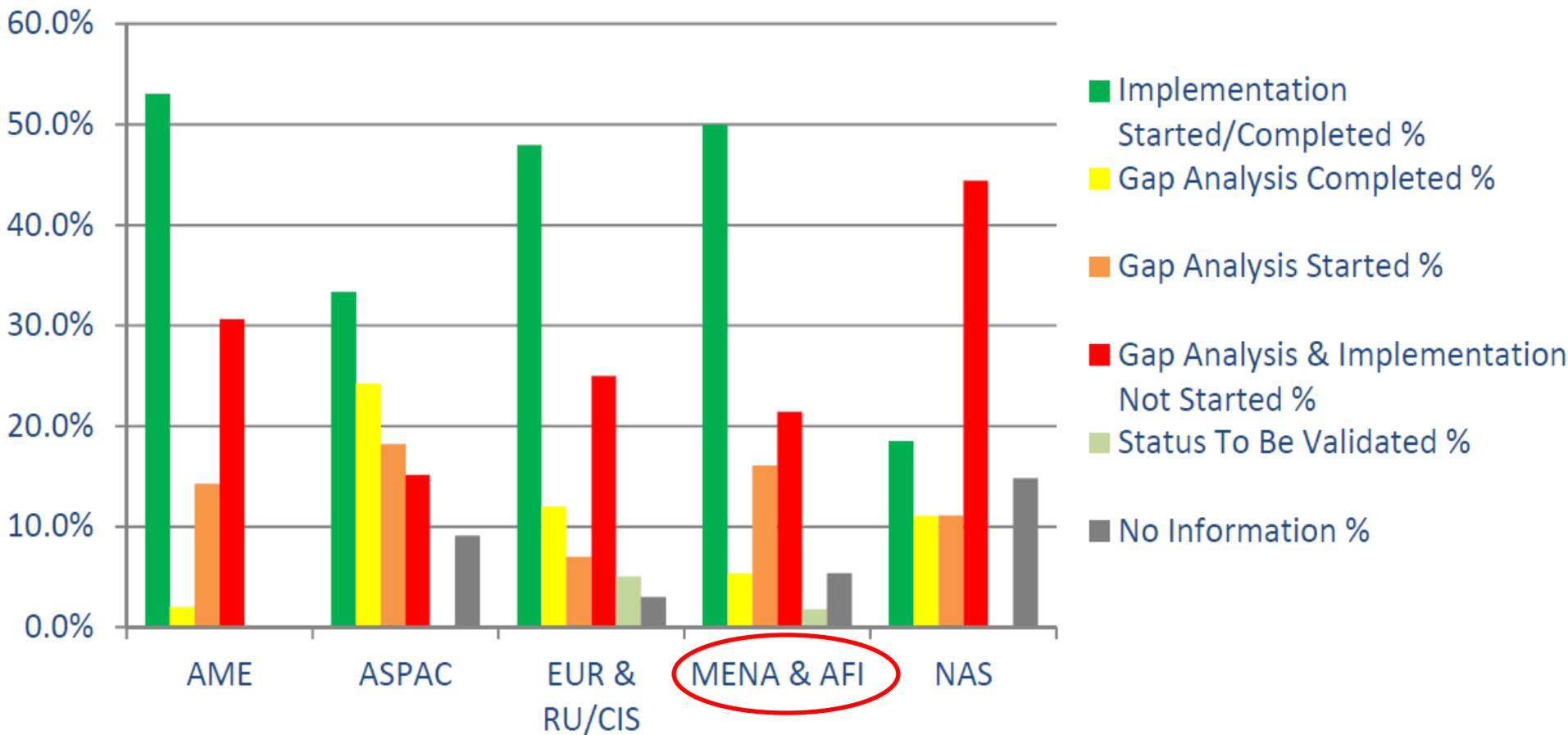
Different ground operators practices for same type of aircraft



IGOM - Objective



IGOM – IATA Airlines Status (AUG, 2016)



IGOM - Benefits

Airlines and GSP's

The word "STANDARDS" written in blue, block letters on a dark blue background.

Standardized work processes



Reduction of complexity & confusion



Decrease of costs for injuries and damages



Decrease of costs for training

IGOM - Benefits

Airports & Regulators

Standardized procedures means enhanced, easier oversight and improved safety

- ✓ *ECAC has recognized IGOM and ISAGO as an acceptable means of compliance to conform to best practices on the ramp*
- ✓ *Using IGOM and ISAGO airports / regulators can be sure that the services offered at an airport that are covered by IGOM and ISAGO are at an acceptable level*

IGOM & ISAGO- Designed to work together



IGOM & ISAGO- Designed to work together

- IGOM aims to be:
 - The **Single** industry manual
 - Able to form the **Core** of airline and service provider Ground Ops Manuals
 - Yet able to stand on its own as a **default** GOM when necessary

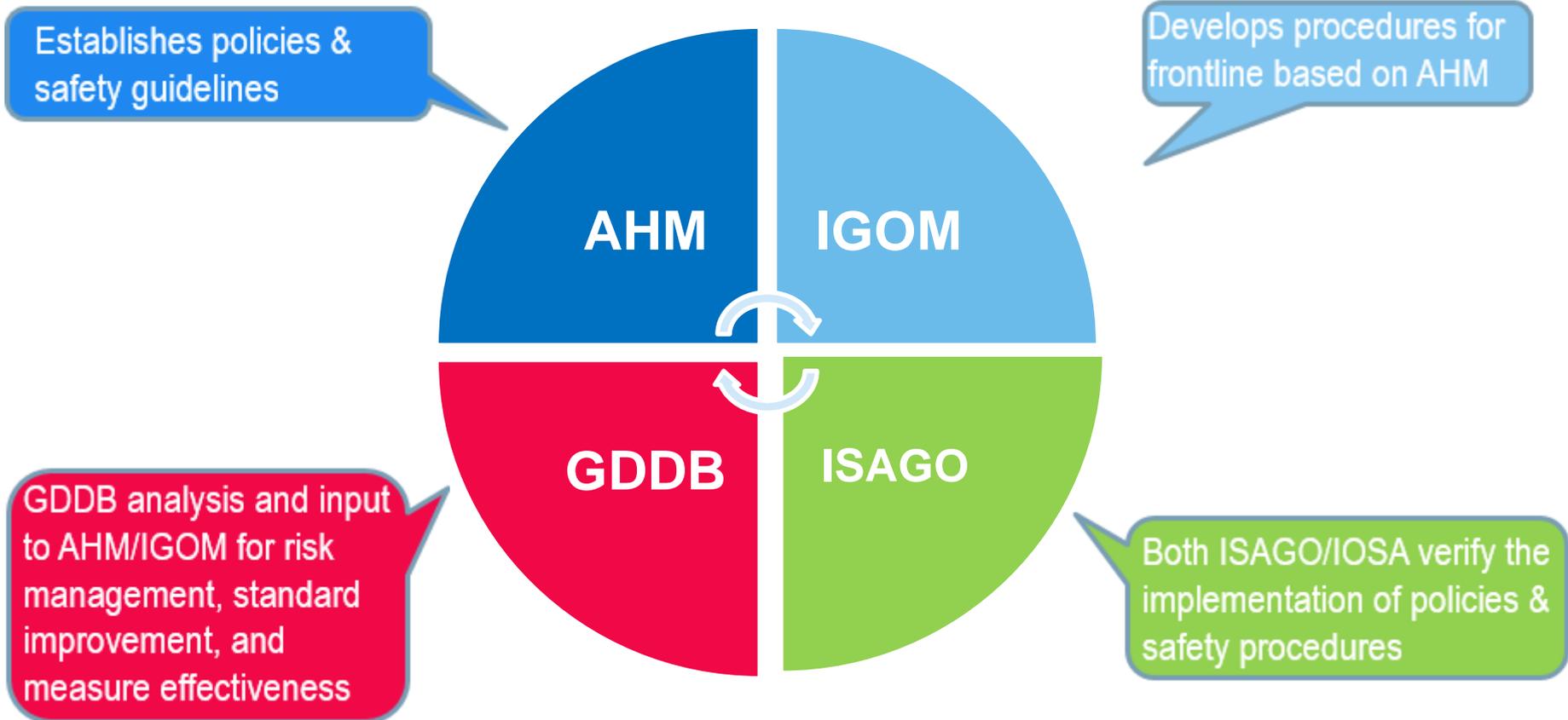
- ISAGO Standards cross reference vs. IGOM requirements

- Together they bring **Standardization** and **Consistency** to the ground operations environment

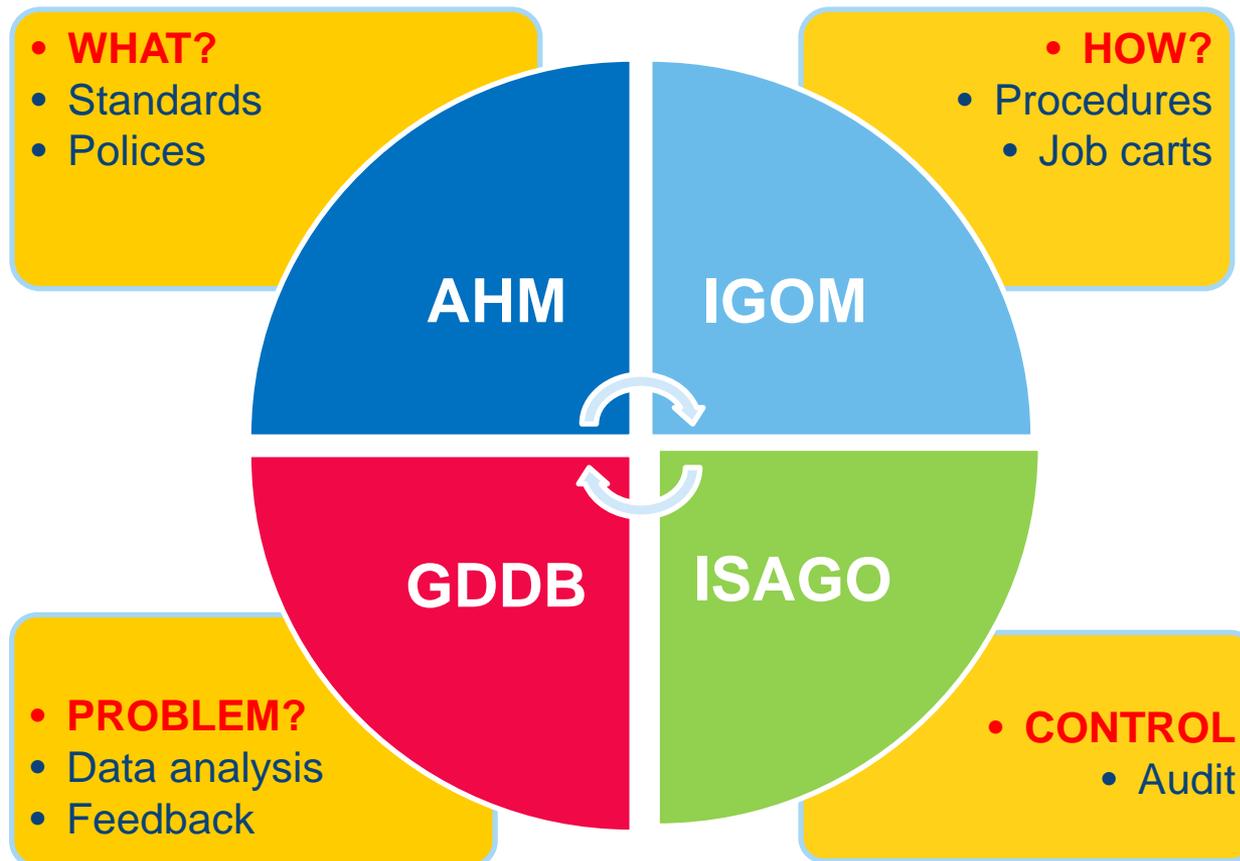
IGOM & ISAGO- Designed to work together

- Mutual benefit relationship between ISAGO & IGOM programs:
 - IGOM to contribute to the **simplification** of ISAGO audit
 - IGOM to become the **sole-source** for technical checklist of ISAGO
 - Ultimate goal for ramp safety is to implement in **ISAGO observation checklist** based only on **IGOM procedures**

Integrated Solution - Closing the loop



AHM / IGOM / ISAGO / GDDB CIRCLE



Our “Ask” – Refresher

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Thank You