



ISAGO Program Manual
Edition 3 Temporary Revision 3

Effective 13 March 2023





**Temporary Revision 3
GOPM Ed3**

Reference: GOPM Ed3-TR3

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	Temporary Revision 3 GOPM Ed3	Reference:	GOPM Ed3-TR3
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ISAGO Program Manual

Notification of Amendment

Purpose

The purpose of this Temporary Revision (TR3) is to notify the amendment to the ISAGO Program Manual (GOPM) Edition 3 prior to the issue of a new edition. The amendment includes the introduction of new and revised requirements that have a direct effect on the operation of the ISAGO program and need to be implemented to schedule audits in the coming year.

Applicability

This TR3 is effective immediately and supersedes the TR2 GOPM Ed3. The TR remains in effect until revoked or superseded by the next edition of the GOPM.


The changes detailed in the TR3 shall apply only to:

1. Conflict of Interest and Confidentiality of Intellectual Property
2. Suspended ISAGO Registration
3. Maintaining ISAGO Registration & Station Accreditation
4. Extenuating Circumstances
5. Verification Audit
6. The ISAGO Registry – Promulgation of ISAGO Registration
7. Initial Audit Application, Renewal Audits, Audit Allocation & Scheduling
8. Audit Schedules
9. ISAGO Agent
10. Audit Team Preparation (Pre-audit activities)
11. ISAGO Audit Report Management & Information Sharing
12. Fees and Charges
13. Annex C – ISAGO Fees and Charges
14. Annex E – ISAGO Travel Policy
15. Annex F – ISAGO Logos
16. Annex G – IOSA registered airline applying for ISAGO registration
17. Annex I – ISAGO COVID-19 Support Program suspension

Indication of Changes Made

The changes and new/amended text of the GOPM are detailed in this TR3 and should be compared with the text of GOPM Edition 3.


A Headquarters Audit for the renewal and initial of an ISAGO Registration can be performed as a Headquarters Desktop Audit. 3.8.8 and 3.8.11 also apply.

	Temporary Revision 3 GOPM Ed3	Reference:	GOPM Ed3-TR3
		Issue date:	13 Mar 2023
		Effective date:	13 Mar 2023

Governance

The changes of this TR were agreed by IATA Senior Vice President Operations, Safety & Security (SVP OSS) and have been subject to the Manual Approval Process as outlined in the GOPM Introduction. The amendment may be subject to further review and approval when publishing the next edition of the GOPM.

	Name	Date
Reviewed by:	Berthe Lawson Salami AM, Accreditation and Program Management & Santiago Frau Planas Head, Accreditation and Program Management	February 2023
Recommended by:	Monika Mejstrikova Director, Ground Operations	March 2023
Approved by:	Nick Careen Senior Vice President Operations, Safety & Security (OSS)	March 2023

	Temporary Revision 3 GOPM Ed3	Reference:	GOPM Ed3-TR3
		Issue date:	13 Mar 2023
		Effective date:	13 Mar 2023

Changes/New and Amended Text of the Temporary Revision

1. Conflict of Interest and Confidentiality of Intellectual Property

Description of Change	GOPM Ed3	GOPM Ed3 TR3
New added clause 1.4.4		1.4.4 The GSP must ensure the availability of flight operations to be observed by the ISAGO Auditors. Unavailability of flight operations does not allow for the ISAGO audit to happen.
Amended Clause 1.8.2	1.8.2 A conflict of interest will be if the ISAGO Auditor: a) within the previous two years provided the GSP being audited with a training course, workshops or other consultancy based services related to the audit or provided assistance in conforming to any content of the GOSM; or b) is participating in an audit within the scope of ISAGO of his/her own organization, or any Group Company, or for whom was employed within the past two years; or c) is participating in an audit of a GSP for whom a family member or a close relative is affiliated and might influence or gain from the outcome of the audit; or d) receives payment or payment-in-kind from the GSP that could have an influence on the outcome of an audit that the ISAGO Auditor is participating or has participated in; or e) is providing consulting services to a GSP while engaged in an audit or an audit closure of that GSP.	1.8.2 A conflict of interest will be if the ISAGO Auditor: a) within the previous two years provided the GSP being audited with a training course, workshops, products, or other consultancy based services related to the audit or provided assistance in conforming to any content of the GOSM; or b) participated or is participating in an audit within the scope of ISAGO of his/her own organization, or any Group Company, or for whom was employed within the past two years; or c) participated or is participating in an audit of a GSP for whom a family member or a close relative is affiliated and might influence or gain from the outcome of the audit; or d) receives payment or payment-in-kind from the GSP that could have an influence on the outcome of an audit that the ISAGO Auditor is participating or has participated in; or e) is providing consulting services or products to a GSP while engaged in an audit or an audit closure of that GSP. f) is intentionally providing GSP contact details to other ISAGO Auditors or/and organizations for them to be able to offer products or services to the GSP

2. Suspended ISAGO Registration

Description of Change	GOPM Ed3	GOPM Ed3 TR3
New added clause 2.7.3		2.7.3 Suspension of the ISAGO Accreditation allows the GSP to obtain the Registration within the remaining validity period of the ISAGO Accreditation. The suspension can be removed by the registration of a Station before the accreditation period expires. The ISAGO Accreditation will however be cancelled without delay if the Registration is unlikely to happen in the required time.


	Temporary Revision 3 GOPM Ed3	Reference:	GOPM Ed3-TR3
		Issue date:	13 Mar 2023
		Effective date:	13 Mar 2023

Table 2.1 – Registry Annotations

Reason	Annotation	Description
Provisional ISAGO Registration	ISAGO Registration is provisional awaiting closure of an Initial Station Accreditation Audit	Applies while the circumstances described in 2.3.3. exist. The Headquarters Audit for ISAGO Registration has been closed and the closure of an initial Station Audit is needed to complete the registration.
Extenuating circumstances	Extenuating circumstances apply to the closure of the audit until [date]	Applies while the circumstances described in 2.8 (and 2.9.8.) exist.
Registration suspension	ISAGO Registration has been suspended until further notice because the GSP does not have a Station that is currently accredited.	Applies while the circumstances described in 2.7. exist.
Verification Audit	The GSP is undergoing a Verification Audit	Applies while the circumstances described in 2.9. exist.

Note: Additional annotations may be used to describe the status of the ISAGO Registration or Station Accreditation. Examples of such annotations include items or notifications of a change in circumstances or an event that have occurred since the last ISAGO audit and relevant to an airline's, regulator's or airport's oversight of the GSP's ground operations.



**Temporary Revision 3
GOPM Ed3**

Reference: GOPM Ed3-TR3

Issue date: 13 Mar 2023

Effective date: 13 Mar 2023

3. Maintaining ISAGO Registration & Station Accreditation

Description of Change	GOPM Ed3	GOPM Ed3 TR3
Amended Clause 2.6.3	2.6.4 The GSP shall also notify IATA within 30 days with details of an occurrence that relates directly to an ISAGO provision. The occurrence could be an accident or other safety event, or a management or legal matter. The purpose of the notification is solely to determine if the credibility of the GSP's ISAGO Registration or a Station Accreditation could be called into question. It is not IATA's intention to take any position or action in investigating or analyzing the occurrence other than to understand any potential ISAGO impact, which could be the appropriateness of a GOSARP or a questionable aspect of an audit, and it is possible that auditing action or an amendment to the ISAGO documentation is needed to mitigate or prevent a re-occurrence. As much detail as possible should be provided about why or how an ISAGO provision or a GOSARP was implicated in the occurrence. Notification of an occurrence involving ground damage does not negate the need, if a member, to file a report to the IATA Ground Damage Database.	2.6.4 The GSP shall also notify IATA within 30 days with details of an occurrence that relates directly to an ISAGO provision. The occurrence could be an accident or other safety event, or a management or legal matter. The purpose of the notification is solely to determine if the credibility of the GSP's ISAGO Registration or a Station Accreditation could be called into question. It is not IATA's intention to take any position or action in investigating or analyzing the occurrence other than to understand any potential ISAGO impact, which could be the appropriateness of a GOSARP or a questionable aspect of an audit, and it is possible that auditing action or an amendment to the ISAGO documentation is needed to mitigate or prevent a re-occurrence. As much detail as possible should be provided about why or how an ISAGO provision or a GOSARP was implicated in the occurrence. GSPs are encouraged to join IATA Incident Data eXchange - IDX (iata.org/idx) and to notify any occurrence involving any type of incidence by filing a report into IDX.
New added clause 2.6.8		<p>2.6.8 In case a registered GSP is going through a merger, acquisition, or joint venture, the GSP being subject of the corporate restructuring must declare to IATA:</p> <ul style="list-style-type: none"> a) details on the organization restructuring. b) details on the timelines for when the merge/acquisition/ joint venture will start and when it will be completed. c) definition strategy on how the corporate policies, programs, operational procedures will or will not be combined and the related consequences on the organization's structure, documentation, staff training/qualification, etc. d) provide all the necessary new resulting GSP or separate GSP legal documents such as certificate of registration/Incorporation and Shareholding structure e) if the GSP is acquired or merged into a new GSP, both must be involved in the communications with IATA, and; f) the new resulting GSP management must provide a declaration on how the accredited stations will be aligned to the new possible MHQ and provide IATA with an updated exposition form. <p>As a result of the above, IATA will assess:</p> <ul style="list-style-type: none"> a) the restructuring GSP is not subject to any economic sanctions b) the ISAGO registry and the changes and alignment of audits allocation. c) depending on the final corporate structure resulting from the merger, acquisition, or joint venture, a new MHQ and station(s) may be required. d) if applicable, the registered GSP must clear with IATA any pending invoices before moving forward into a new organization.



**Temporary Revision 3
GOPM Ed3**

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Effective date: 13 Mar 2023

4. Extenuating Circumstances

Description of Change	GOPM Ed3	GOPM Ed3 TR3
Amended Clause 2.8.1	2.8.1 The GSP can submit a claim of extenuating circumstances to IATA if it becomes known that it is not possible to undergo or complete a renewal ISAGO audit before an applicable expiry date or audit closure will not be achieved on time due to plausible circumstances. Such circumstances will be those beyond the control of the GSP. The basis and justification of the claim should be clearly stated, and any relevant evidence should be included.	2.8.1 The GSP can submit a claim of extenuating circumstances to IATA if it becomes known that audit closure will not be achieved on time due to circumstances beyond the control of the GSP . The basis and justification of the claim needs to be clearly stated, and any relevant evidence should be included.
Amended Clause 2.8.3	2.8.3 IATA will review the claim and, if accepted, will specify: a) the additional actions to be taken or the conditions that apply to achieve a resolution; b) the date by which resolution has to be achieved, which will be up to: i) 180 days following the ISAGO Registration or Station Accreditation expiry date if it is not possible to undergo or complete a renewal audit; ii) 90 days from the date that IATA reviews the claim in the case of failure to close the audit within the required time; c) the impact on the ISAGO Registration or Station Accreditation expiry date (if any); and d) the consequences if a resolution is not achieved by the specified date.	2.8.3 IATA will review the claim and, if accepted, may specify: a) the additional actions to be taken or the conditions that apply to achieve a resolution; b) the date by which resolution must be achieved, which will be up to 90 days from the original audit expiry date of failure to close the audit within the required time; c) the impact on the ISAGO Registration or Station Accreditation expiry date (if any); and d) the consequences if a resolution is not achieved by the specified date.

Note: GHSP can submit a claim of extenuating circumstances to IATA if it becomes known that it is not possible to undergo or complete a renewal ISAGO audit before an applicable expiry date due to force-majeure only. The basis and justification of the claim needs to be clearly stated, and any relevant evidence should be included.

5. Verification Audit

Description of Change	GOPM Ed3	GOPM Ed3 TR3
Amended Clause 2.9.3	2.9.3 All costs associated with a Verification Audit initiated by an airline report would be paid by IATA.	2.9.3 All costs associated with a Verification Audit initiated by an airline report would be paid by IATA. In the case that the Verification Audit was initiated by more than one airline, all associated costs would be paid by the GSP.



**Temporary Revision 3
GOPM Ed3**

Reference:	GOPM Ed3-TR3
Issue date:	13 Mar 2023
Effective date:	13 Mar 2023

6. The ISAGO Registry – Promulgation of ISAGO Registration

Description of Change	GOPM Ed3	GOPM Ed3 TR3
Amended Clause 2.11.6	2.11.6 The ISAGO Registry restricted area open to a regulator will list all the details in 2.11.4 but only those related to GSPs providing ground operations in the state of the regulator and those GSPs contracted to provide ground operations for Operators registered in the state and are IOSA-registered.	2.11.6 IATA may provide access to ISAGO audit reports to a regulator/airport authority but only those related to GSPs providing ground operations in the state of the regulator or airport.
Deleted Clause 2.11.7	2.11.7 The ISAGO Registry restricted area open to an airport will list all the details in 2.11.4 but only those related to GSPs providing ground operations at the airport.	N/A see amended 2.11.6

7. Initial Audit Application, Renewal Audits, Audit Allocation & Scheduling

Description of Change	GOPM Ed3	GOPM Ed3 TR3
Amended Clause 3.2.1	3.2.1 A Combined Audit (CTN) , which assesses conformity with the applicable GOSARPs related to a GSP's corporate management policies, processes, and procedures for the provision of ground operations within the scope of ISAGO at only one Station worldwide. The GSP must have its only Headquarters located in proximity of the Station, allowing the audit of the Headquarters and Station to be effectively treated as the same audit.	3.2.1 A Combined Audit (CTN) , which assesses conformity with the applicable GOSARPs related to a GSP's corporate management policies, processes, and procedures for the provision of ground operations within the scope of ISAGO at only one Station worldwide. The GSP must have its only Headquarters located in proximity of the Station, allowing the audit of the Headquarters and Station to be effectively treated as the same audit. <i>In the case the GSP operates in one country and has three (3) or less Stations, the GSP may apply for a CTN audit at the location where the Headquarter resides and GSP has no intention to apply for additional station(s). The CTN audit is not applicable if GSP apply for more than one station accreditation, in that case MHQ and STN separate audits would apply.</i>
Amended Clause 3.4.1	3.4.1 Eligibility for a Combined Audit will be verified upon the GSP's submission of its Organization Exposition. A Combined Audit applies if the GSP provides ground operations at only one Station worldwide. The Headquarters also has to be at the location where the Station operations take place to permit the Headquarters and Station GOSARPs to be audited at the same time. GSPs should be aware that an Initial Headquarters Audit for ISAGO Registration purposes will need to be conducted if the GSP subsequently requests the addition of a Station Accreditation audit after receiving an ISAGO Registration on the basis of a Combined Audit.	3.4.1 Eligibility for a Combined Audit will be verified upon the GSP's submission of its Organization Exposition. <i>GSPs should be aware that an Initial Headquarters Audit for ISAGO Registration purposes will need to be conducted if the GSP subsequently requests the addition of a Station Accreditation audit after receiving an ISAGO Registration based on a Combined Audit.</i>



**Temporary Revision 3
GOPM Ed3**

Reference:	GOPM Ed3-TR3
Issue date:	13 Mar 2023
Effective date:	13 Mar 2023

8. Audit Schedules

Description of Change	GOPM Ed3	GOPM Ed3 TR3
Amended Clause 3.8.6	3.8.6 Confirmation of the scope of the ISAGO Audit and the number of ISAGO Auditors also allows IATA to issue an invoice to the GSP for the Audit Fee. Early confirmation is essential for an ISAGO Audit scheduled in the first three months of the year.	3.8.6 Confirmation of the scope of the ISAGO Audit also allows IATA to ensure the accuracy of an invoice to the GSP for the Audit Fee. Early confirmation is essential for the ISAGO Audit allocation and early scheduling of the audit.

9. GOA Role and responsibilities

Description of Change	GOPM Ed3	GOPM Ed3 TR3
Amended Clause 4.4.5	4.4.5 While complying with the conflict of interest requirements in 1.8.2, the GOA may provide assistance, utilizing CoPA members, to a GSP that is preparing for an ISAGO Audit or to address conformity issues.	4.4.5 While complying with the conflict of interest requirements in 1.8.2, IATA may provide assistance, utilizing CoPA members, to a GSP that is preparing for an ISAGO Audit or to address conformity issues.
Amended Clause 4.4.10	4.4.10 The GOA should determine the suitability and acceptability of an audit team based on: a) no conflict of interest, as outlined in 1.8.2; b) membership of CoPA c) currency of Authorization(s); d) acceptance by the GSP, see 4.4.14; e) domicile and ease of travel to the audit location; f) nothing known would prevent the ISAGO Auditor from traveling to or working at the audit location; and g) language skills (if appropriate).	4.4.10 The GOA shall determine the suitability and acceptability of an audit team based on: a) membership of CoPA b) currency of discipline (s); c) most feasible logistics; d) nothing known (travel documents or/and health requirements) would prevent the ISAGO Auditor from traveling to or working at the audit location; e) ISAGO Auditor or audit team must not be selected to perform the following renewal audit, and f) language skills (if appropriate).
Amended Clause 4.4.11	4.4.11 The GOA shall utilize all suitable ISAGO Auditors equally and fairly in such a way that individual ISAGO Auditors are given the opportunity to maintain ISAGO auditing competence, currency and their CoPA membership. Note: Effective January 2022, the same ISAGO Auditor or audit team must not be selected to perform the following renewal audit.	4.4.11 The GOA shall utilize all suitable ISAGO Auditors fairly in such a way that individual ISAGO Auditors can maintain their ISAGO auditing competence, currency and their CoPA membership.
Amended Clause 4.4.14	4.4.14 The selection of a particular ISAGO Auditor may not be acceptable to the GSP. The GOA shall therefore, before contracting the ISAGO Auditor, consult the GSP and gain agreement on the GOA's proposed selection of each ISAGO Auditor. The GOA shall provide the GSP with the employer of the proposed auditor. Where the GSP and GOA cannot reach an agreement on the formation of the audit team, IATA will attempt to resolve the situation.	4.4.14 The selection and/or refusal of a particular ISAGO Auditor by the GSP is not allowed.
Amended Clause 4.4.18	4.4.18 The GOA is to ensure all the logistical aspects for the audit, including travel (and visa requirements) and accommodation arrangements, are in place and confirmed.	4.4.18 The GOA is to ensure all the logistical aspects for the audit, including travel (visa requirements, health requirements , etc.) and accommodation arrangements, are in place and confirmed.



**Temporary Revision 3
GOPM Ed3**

Reference: GOPM Ed3-TR3

Issue date: 13 Mar 2023

Effective date: 13 Mar 2023

Description of Change	GOPM Ed3	GOPM Ed3 TR3
Amended Clause 4.4.21	4.4.21 The GOA will organize the audit build in the audit software according to the audit scope.	4.4.21 The GOA will build and approve the audit in the audit software no later than four (4) weeks prior the audit opening meeting date.
amended Clause 4.4.24	4.4.24 Additional night stops as per Annex E 3.6 will be agreed between the GOA and GSP. If an additional night stop is agreed, no additional payment for professional fees will be made; however, the GSP shall pay the accommodation costs and full rate Rest Day Supplement.	4.4.24 Additional night stops as per Annex E 3.6 will be agreed between the GOA and GSP. If an additional night stop is agreed, no additional payment for professional fees will be made; however, the GSP shall pay the accommodation costs and half rate Rest Day Supplement.

10. Audit Team Preparation (Pre-audit activities)

Description of Change	GOPM Ed3	GOPM Ed3 TR3
Amended Clause 6.5.8	6.5.8 The audit team should prepare for the audit by: a) reviewing all aspects of the audit plan and confirm their understanding; b) reviewing documentation and other information provided in advance by the GSP; c) confirming the audit scope and, if applicable, outsourced activities; and d) confirming roles and responsibilities and contingency procedures.	6.5.8 The audit team should prepare for the audit by: a) reviewing all aspects of the audit plan and confirm their understanding; b) reviewing documentation and other information provided in advance by the GSP; c) confirming the audit scope and, if applicable, outsourced activities; and d) confirming roles and responsibilities and contingency procedures. e) having the list of available flights from which to choose the future mandatory observations. In case GSP couldn't confirm any flights prior, report to IATA immediately f) ensuring the audit is available to them in the audit software four (4) weeks prior the audit opening meeting date

11. ISAGO Audit Report Management & Information Sharing

Description of Change	GOPM Ed3	GOPM Ed3 TR3
Amended Clause 7.4.7	7.4.7 Four categories of ISAGO Airline membership and subscription are available and according to the following conditions: <ul style="list-style-type: none"> ● Prime Member: The Airline receives ISAGO Audit Reports for its own benefit only; ● Prime Member Plus: The Airline is solely responsible for the outsourcing of ground operations for all 	7.4.7 Three categories of ISAGO Airline membership and subscription are available and according to the following conditions: <ul style="list-style-type: none"> ● Individual Membership: Operator with a network of more than 20 GHSP stations or Operator with a network of 20 GHSP stations or less



**Temporary Revision 3
GOPM Ed3**

Reference: GOPM Ed3-TR3

Issue date: 13 Mar 2023

Effective date: 13 Mar 2023

Description of Change	GOPM Ed3	GOPM Ed3 TR3
	<p>other airlines with its group and the Airline shares the ISAGO Audit Reports within its group;</p> <ul style="list-style-type: none"> ● Group Member: The Airline is one of a group of airlines that operate under separate Air Operator Certificates and individually organize the outsourcing of ground operations (one of the Group Members must be a Prime Member); ● Association Group Member: The Airline is a member of an airline association (see note below); and <p>Compact Member: The Airline operates to less than 50 destinations.</p> <p>Note: IATA will consider the applicability of the airline association on request. The airline or airlines concerned should contact IATA for advice. An airline alliance for code-sharing purposes is not applicable.</p>	<ul style="list-style-type: none"> ● Family membership: Group of Airlines (AOC holders) with parent-child family relationship with AOCs registered in the same country (other conditions may apply). One single membership agreement will be signed by the parent-Airline and each Airline will be listed as an ISAGO member however, one fee will cover all Airlines within this family. ● Corporate membership: Group of Airlines belonging to the same corporation but having AOCs registered in different countries (regardless of the number of stations and/or number of Airlines within the family). One single membership agreement will be signed by the prime member and each associated airline will be listed as an ISAGO member, however, and each Associated Airline fee will be covered by the prime member. <p>Note: An airline alliance for code-sharing purposes is not applicable.</p>
Amended Clause 7.4.10	<p>7.4.10 The Airline should use an ISAGO Audit Report for its own purposes and the realization of benefits, which can include:</p> <p>a) to satisfy its own need for an audit of that GSP and the airline thereby is able to forgo the audit of the GSP in the areas covered by the report;</p> <p>b) using the audit report data as part of their risk based approach to oversight of outsourced services in the areas covered by the report, aiming to reduce the risk and cost of their oversight activities;</p> <p>c) discussing with the regulatory authority responsible for the issue of its AOC its acceptance of the ISAGO Audit and the associated report as the means of demonstrating compliance with corresponding regulatory requirements related to the oversight of outsourced ground operations or the management of the provision of its own ground operations; and</p> <p>d) the airline providing, as applicable, IATA with comments or opinion on the content of the report and provide IATA with information it believes relevant to the ISAGO Registration or Station Accreditation of a GSP, including an allegation of nonconformity with a GOSARP and/or a situation that might require attention or an investigation through a Verification Audit (see 2.9).</p>	<p>7.4.10 The Airline should use an ISAGO Audit Report for its own purposes and the realization of benefits, which can include:</p> <p>a) Satisfy its own need for an audit of a GHSP covering the items included in the audit checklists and report, and thereby can forgo the audit of the GHSP in the areas covered by ISAGO.</p> <p>b) Satisfy its own need for an audit of a GHSP covering the items included in the audit checklists and report, and thereby can reduce the number of man-days needed to conduct their own oversight audit of the areas already covered by ISAGO.</p> <p>c) Complement an Airline risk-based oversight program with data from the ISAGO Audit Reports hence aiming to enhance the risk management system and reduce cost.</p> <p>d) Use data from the ISAGO Audit Reports during procurement process (renewal of SGHA, new station opening, seeking for a GHSP at alternate airports).</p> <p>e) Satisfy its own requirement to outsource the ground handling servicing to an IGOM compliant GHSP hence requesting its validation through data in the ISAGO Audit Report and reducing cost for oversight.</p> <p>f) Satisfy its own requirement to outsource the ground handling servicing to a GHSP that has implemented Airport Handling Manual (AHM) 1100 training requirements hence requesting its validation through data in the ISAGO Audit Report and reducing cost for training and oversight.</p>



**Temporary Revision 3
GOPM Ed3**

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12. Fees & Charges

Description of Change	GOPM Ed3	GOPM Ed3 TR3
Amended Clause 10.2.3	<p>10.2.3 An ISAGO Audit Fee is payable by a GSP to IATA for a scheduled audit. The fee includes:</p> <p>a) ISAGO Auditor professional fee at a flat audit day rate and according to the discipline(s) included in the scope of the ISAGO Audit;</p> <p>b) ISAGO Auditor Supplement for the pre, post-audit activities and ISAGO Audit Report production;</p> <p>c) a Rest Day Supplement (if applicable);</p> <p>d) a flat rate fee for the administration costs incurred by the GOA; and</p> <p>e) a flat rate fee for IATA administration and program development costs.</p>	<p>10.2.3 An ISAGO Audit Fee is payable by a GSP to IATA for a scheduled audit. The fee includes:</p> <p>a) ISAGO Auditor professional fee at a flat audit day rate and according to the discipline(s) included in the scope of the ISAGO Audit;</p> <p>b) ISAGO Auditor Supplement for the pre, post-audit activities and ISAGO Audit Report production;</p> <p>c) a Rest Day Supplement (if applicable);</p> <p>d) a non-refundable fee for the administration costs incurred by the GOA; and</p> <p>e) a non-refundable fee for IATA administration and program development costs.</p>

13. Annex C - ISAGO Fees & Charges

1.1. The fees and charges are specified in Table C1.

Table C1 – ISAGO Fees and Charges

Service (Payee)	Element	Fee/Charge (USD)	Notes
ISAGO Audit Fee (GSP)	ISAGO Auditor professional fee	700 per person per audit day	The ISAGO Auditor professional fee applies to all ISAGO Auditors regardless of status and the total is dependent upon audit scope according to Table 3.1 .
	ISAGO Auditor Supplement	700 per audit day	Total is dependent upon audit scope, see 10.2.5 .
	Rest Day Supplement	100 per person per day	Subsistence (per-diem) rate, for scheduled consecutive audits, see 3.8.8 . and 3.8.11 .
		700 per person per day	Full rate for economy long-haul travel instead of business class or premium class, see 4.4.25 .
		350 per person per day	Half rate, for additional night stop, see 4.4.24
	ISAGO Agent (GOA) administration	1000	300 to arrange an onsite follow-up visit which include booking travel and accommodation
IATA administration	1000		




**Temporary Revision 3
GOPM Ed3**

Reference: GOPM Ed3-TR3

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Service (Payee)	Element	Fee/Charge (USD)	Notes
ISAGO Audit Report (Airline)	Individual Member	3000	Operator with a network of more than 20 GHSP stations
		5000	Operator with a network of 20 GHSP stations or less
	Family membership	5000	One single membership agreement will be signed by the parent-Airline and each Airline will be listed as an ISAGO member however, one fee will cover all Airlines within this family. AOCs registered in the same country (other conditions may apply).
	Corporate membership	5000 (Prime Member)	Group of Airlines belonging to the same corporation but having AOCs registered in different countries (regardless of the number of stations and/or number of Airlines within the family).
2000 (Associated Member)		One single membership agreement will be signed by the prime member and each Associated Airline fee will be covered by the prime member. Each associated airline will be listed as an ISAGO member,	
ISAGO Audit Report (Airline/Airport)	Per report	1500	Available subject to conditions and request to IATA.
ISAGO Standards Manual (GOSM) (GSP, Airline)	Manual Audit Checklists	525	Per edition. Free of charge to a GSP that signs an Audit Agreement and Airline that signs an Airline Agreement. An XML version is also available.
Auditor qualification application fee (Applicant)	Candidate Auditor	TBD	Waived. Not applicable currently.
	Candidate Lead Auditor	TBD	
Auditor training fee	ISAGO Auditor Induction Training	Refer to iata.org/training	e-Learning. Subject to IATA reviews.
	Discipline Specific Training	Refer to iata.org/training	e-Learning and Classroom. Subject to IATA reviews.
	Re-current	Calculated yearly	Included in annual CoPA membership fee.

	Temporary Revision 3 GOPM Ed3	Reference:	GOPM Ed3-TR3
		Issue date:	13 Mar 2023
		Effective date:	13 Mar 2023

Service (Payee)	Element	Fee/Charge (USD)	Notes
CoPA membership fee (ISAGO Auditor)	Auditor and Lead Auditor	Calculated yearly	Annual payment. Subject to review and publication in NoToCMs on CoPA platform.

14. Annex E – ISAGO Travel Policy

Description of Change	GOPM Ed3	GOPM Ed3 TR3
Clause 3.9 amended	3.9 The normal route for all air travel shall be the most direct route from the point of departure to the destination where the onsite audit is to take place. If the scheduled flight time is greater than six hours or the duration of the journey, including obligatory transfer times on the ground (if any) to the first onward flight connection available, is nine hours or more either Business Class applies or one paid rest day before the start of the audit applies if travelling in Economy Class throughout the journey.	3.9 The normal route for all air travel shall be the most direct route from the point of departure to the destination where the onsite audit is to take place. If the scheduled flight time is greater than six hours or the duration of the journey, including obligatory transfer times on the ground (if any) to the first onward flight connection available, is nine hours or more either Business/Premium Class (whichever available) applies or one paid rest day before the start of the audit applies if travelling in Economy Class throughout the journey.

15. Annex F—ISAGO Logos

Only following logos are authorized for use and subject to the conditions outlined in Section 2, **Error!**
Reference source not found.

GSP only



Airline only



ISAGO Auditor only



ISAGO Agent only



16. Annex G — IOSA-Registered Airline Applying for ISAGO Registration (ISAGO Airline Audit)

The Annex G of the GOPM ED3 is revoked. Therefore, remove and no longer applicable

17. Annex I – ISAGO COVID-19 Support Program suspension

The Annex I of the GOPM ED3 is revoked. Therefore, remove and no longer applicable

- END -