



# IATA Safety Audit Programs

## Fact sheet

### IATA Operational Safety Audit (IOSA)

The IATA Operational Safety Audit (IOSA) program is an internationally recognized and accepted evaluation system designed to assess the operational management and control systems of an airline. All IATA members are IOSA registered and must remain registered to maintain their IATA membership.

- IOSA is the global industry standard for airline operational safety auditing and is also the established standard for codeshare, wet-lease, and charter operations.
- It has been developed in cooperation with regulatory bodies including Australia's Civil Aviation Safety Authority (CASA), the U.S. Federal Aviation Administration (FAA), Transport Canada, and the European Union Aviation Safety Agency (EASA).
- As of December 2024, 440 airlines are listed on the IOSA registry, including 102 that are not IATA members.
- There are 916 standards in the IOSA Standards Manual (ISM).
- IOSA is demonstrated to improve safety performance. IOSA registered carriers recorded no hull losses or fatal accidents in 2023. Since 2005, the all-accident rate for airlines on the IOSA registry is almost three times better than for non-IOSA airlines. This sustained performance demonstrates that the implementation of global standards improves safety.
- IATA promotes the use of IOSA in national safety oversight programs to drive efficient oversight processes and smart regulations. The 35<sup>th</sup> and 38<sup>th</sup> ICAO Assembly recognized the IOSA program for its global safety benefits.
- Among others, the following aviation regulatory authorities use IOSA in their safety oversight programs:
  - The FAA for the approval process of non-US codeshare operators.
  - EASA (spanning 27 EU Member States) for their Third Country Operator (TCO) authorization process. IOSA is an acceptable means of compliance for EU third country operator codeshares, and for risk-based oversight cycles applied by EU civil aviation authorities.
  - Civil Aviation Administration of China (CAAC) embedded IOSA in the Advisory Circular for codeshare safety audits of non-Chinese codeshare operators.
- IATA has Memorandums of Understanding with the following Civil Aviation Authorities to acknowledge the benefits of IOSA: Rwanda, Mozambique, China, Mongolia, Macau, Hong Kong, Georgia, Germany, Kazakhstan, Moldova, Finland, Estonia, Spain, Poland, Netherlands, Latvia, Romania, Bahrain, Egypt, Lebanon, United Arab Emirates, Jordan, Kuwait, Iran, Argentina, Costa Rica, Australia, Thailand, and Singapore.
- The Sustainability Accounting Standards Board (SASB), part of the IFRS Foundation, lists IOSA as part of its Airlines Sustainability Accounting Standard.
- The IOSA Program is ISO 9001:2015 certified.

## Risk-Based IOSA

In 2022, IATA began evolving IOSA to a risk-based model under which audits are tailored to the operator's profile and focusing on high-risk areas. The new approach also introduces a maturity assessment of the airline's safety-critical systems and programs.

With the move to Risk-Based IOSA:

- Focus areas are based on a data-driven prioritization of industry standards, informed by system-wide safety risks identified by the IATA Safety Issue Hub. Further, individual audit scopes are tailored to each operator's risk profile.
- A maturity assessment has been introduced, which determines the degree to which an operator's safety relevant systems and programs are effective. Feedback from airlines indicates that the IOSA maturity assessments provide a valuable complement to the compliance assessment against the IOSA standards.
- Audit methods and IOSA auditor competencies have evolved to improve consistency to deliver a highly reliable audit.

As of now, over 100 risk-based audits have been conducted, identifying, on average, twice the number of non-conformities compared to conventional audits, despite auditing fewer standards.

## IATA Standard Safety Assessment (ISSA)

ISSA is an evaluation program created primarily for airlines that operate aircraft which have a maximum take-off weight (MTOW) below 5,700 kg. Assessment standards are derived directly from IOSA Standards and Recommended Practices and address the ICAO Safety Management System framework. In October 2023, ISSA Standards were extended to non-commercial operators who are now eligible to undergo the assessment.

- ISSA registered operators benefit from:
  - A global safety standard for commercial operators measuring operator's conformity with relevant ICAO requirements
  - Gradual implementation of ICAO Safety Management System (SMS) framework
  - Access to the online ISSA Registry upon successful completion of the assessment
  - Improved marketing and commercial advantages for operators
- As of December 2024, airlines were ISSA registered.
- IATA offers implementation training which guides airlines to conduct their internal gap analysis against the ISSA Standards and Recommended Practices.
- ISSA Standards are continually reviewed and updated in accordance with industry needs and ICAO provisions. Relevant Recommended Practices will be progressively upgraded to standards.

## IATA Connect Platform

IATA has launched a new collaboration platform, known as 'IATA Connect', to support effective IOSA engagement and delivery:

- Secure B2B network-based collaboration platform tailored for the aviation industry with access for airlines, auditors, regulators, and industry experts.
- Airlines will share their operational profiles, facilitating streamlined information exchange. Partner airlines and other privileged parties will gain exchange information in an airline-controlled environment.
- IOSA documentation and IOSA Audit Report Repository will be centralized, enhancing efficiency and compliance.
- Platform will provide basic data analytics tools, empowering airlines to glean valuable insights.

- Platform integrates Safety Connect as a networking hub, connecting aviation safety and operational professionals for knowledge sharing and industry-wide collaboration.
- It will host the IATA Safety Issue Hub - the IATA repository of aviation hazards and safety risks that enables the prioritization and delivery of aviation safety improvement programs.

## IATA Safety Audit for Ground Operations (ISAGO)

- ISAGO is an industry program for the global oversight of ground handling service providers (GHSPs). ISAGO drives an implementation of standardized operational procedures and management system requirements by GHSPs, thereby increasing the adoption of harmonized industry best practice. ISAGO contributes to better GHSPs' performance and risk reduction in ground operations. Cost savings may be achieved for both airlines and GHSPs by the use of a single ISAGO audit as it decreases the large number of duplicate airline audits of a GHSP.
- IATA is the custodian of all ISAGO audit reports and manages the ISAGO Registry, the ONE Source online public portal for all ISAGO information and status details.
- ISAGO provides airlines with assurance that the GHSP conforms to industry operational best practices and that they have a robust and sound management system in place with the same elements as IOSA airlines including Safety Management System (SMS) compliance with ICAO Annex 19.
- ISAGO provides airlines with complementary information and a solution to strengthen and simplify their oversight programs including an opportunity for cost reduction.
- The ISAGO audits are carried out by highly trained and experienced auditors, members of the Charter of Professional Auditors (CoPA). The recruitment, training, and qualification of the auditors is managed entirely by IATA.
- ISAGO is run on a cost recovery basis. The GHSPs pay the cost of the audits and airlines subscribe to receive access to the ISAGO Registry and the audit reports.
- ISAGO offers an alternative to states that wish to strengthen their oversight of GHSPs. Additionally, the program provides a solution (in the form of AMC-Acceptable Means of Compliance) to those states that already regulate ground operations.
- More and more civil aviation authorities (CAAs) and international airports see the benefits of ISAGO and mandate ISAGO registration for GHSPs in their respective areas of regulatory oversight of ground operations or in licensing to operate at the airport. The ISAGO standards are aligned fully with the associated ground handling service provider provisions specified in the ICAO Doc 10121, *Manual on Ground Handling*. IATA participates in the work of the ICAO Ground Handling Task Force (GHTF) that developed the Manual and future global regulations. IATA also participates in the work of EASA, whose remit has been extended to include ground handling.

## Achievements Update (November 2024)

- Over 3,000 audits performed worldwide since 2008, averaging 270 audits per year with 14 findings per report (17 Q3 2024). The ISAGO Registry offers close to 500 different Audit Reports to member airlines. Currently, 169 airlines benefit from access to the ISAGO audit reports.
- The SharePoint ISAGO Registry has been transferred to the public ONE Source web-based registry where the GHSPs' services and accreditations can be consulted. ISAGO member airlines continue to be the only ones having access to the ISAGO reports.
- There were 225 GHSPs in the ISAGO Registry, providing services at 385 accredited stations at 228 airports worldwide. In 2023, 303 audits were completed (18% more than in 2022), and close to 280 audits are expected to happen in 2024. Forecast for 2025 is 370 audits.
- There is a growing number (47) of different CAAs/Airport Authorities recognizing ISAGO through MoUs (Memorandum of Understanding) or other similar supporting documents.
- 169 airlines are ISAGO member airlines, 33 airlines joined in 2024 applying measures as cost and audit reduction for oversight of outsourced ground operations services. As per data provided by 21 airlines' groups in 2024: there were 446 cancelled audits (due to ISAGO), airlines reduced oversight cost for 110 stations, they reduced # of auditor-days for 335

stations, airlines used the ISAGO report for 271 stations for their procurement processes, and airlines also used data from the reports to complement their safety management system for 396 stations

- The most benefited airports with largest number of accredited GHSPs that experience the highest number of audit reduction are: DEL, CDG, LHR, HKG, SIN, ATH, AMS, MNL and MXP.
- 35 ISAGO airline members and 80 others have already published their IGOM gap analysis. 35 GHSPs have published their IGOM gap analysis and other 53 are in process to publish it.

## IATA Global Aviation Data Management (GADM) Industry Data Sharing Programs

Data is at the core of how the airline industry operates. The use of data drives efficient, interoperable business processes, while the controlled exchange of data permits airlines to assess and enhance their safety performance, proactively identify the risks, anticipate operational challenges and implement disruption management programs.

IATA, through the Global Aviation Data Management (GADM) programs – Flight Data Exchange (FDX) and Incident Data Exchange (IDX) offers an opportunity to collaborate on extracting valuable and timely insights to support and inform aviation safety and operations decisions.

The participation in the GADM data sharing programs complements our Safety Audit and Assessment programs for systemic safety risks and issues identification, reporting, measurement, and monitoring.

Currently, GADM Programs include 252 airlines, 174 of which are IOSA registered: 133 IOSA members in FDX and 165 in IDX Programs. Additionally, 30 ground service providers participate in GADM programs.

IOSA and ISAGO stakeholders are encouraged to join the GADM Programs.