

## 2021/2 ISAGO STANDARDS MANUAL (GOSM) EDITION 10

The ISAGO Standards Manual (GOSM) Edition 10 has been published.

In addition to the usual updating of references, the 10th Edition incorporates:

1. New recommended practices covering organization-wide human factors and occupational health and safety requirements, and procedures for aircraft cabin cleaning services.
2. Reinstatement of the recommended practice to report ground damage and other safety events to IATA.
3. Active implementation as a means of conformity to a selected number of GOSARPs (replicating the changes introduced in the interim GOSM for remote audits).

An important factor is that the new recommended practices and amendments to applicable standards aligns the ISAGO audit with the associated provisions published in the ICAO Manual on Ground Handling (Doc 10121).

**The GOSM Edition 10 is effective and to be used as the basis of ISAGO audits from 1 April 2021.**

The GOSM (and the associated checklists) is available in three software formats in English only. The formats are: a Windows® download for installation in the IATA Reader<sup>1</sup>; a mobile, multi-operating system download (requires 'Bookshelf' eBook reader) and Extensible Markup Language (XML). The GOSM can be ordered from the [IATA store](#). Updated spreadsheets that cross reference the GOSM standards to related standards will be uploaded to the ISAGO website in due course.

A Product Key for a Windows® download will be provided to a GSP that has executed an ISAGO Audit Agreement. A Product Key for each location due to be audited will be distributed to the person nominated as the ISAGO focal point. Please notify any change of contact as soon as possible.

A Product Key is valid for one download but can be transferred from one computer to another by using the deactivation and activation process in the IATA Reader Management tool. The Product Key must ONLY be used by your organization for a purpose directly related to ISAGO. The Product Key and all content in the download must not be copied, given or sold to an ineligible person or organization. Any query concerning the distribution of the GOSM and Product Keys should be emailed to: [gosm@iata.org](mailto:gosm@iata.org).

**Approved by:** Paul Fleming, Head, Ground Ops Audits

**Date:** 28 January 2021

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<sup>1</sup> The IATA e-reader is a document library and viewing application designed for devices that run on a Microsoft Windows operating system. For details and free download, click [here](#).



**GSP Bulletins currently in force:**

2018/7	15 June 2018, Corrective Action Records
2018/9	16 August 2018, Guidelines for Auditees - ISAGO Audit Software User Manual & ISAGO Audit Follow-Up Activities
2019/4	17 May 2019, Temporary Revision 1 to GOSM Edition 8
2019/5	10 October 2019, ISAGO Registration/Station Accreditation Press Releases and Use of IATA Brand and ISAGO Logos
2020/1	15 January 2020, ISAGO Standards Manual (GOSM) Edition 9
2020/6	23 June 2020, Auditing Effectiveness in ISAGO
2020/9	13 July 2020, Active Implementation in ISAGO Audits (Limited Distribution)
2020/12	4 August 2020, Remote Audit Considerations (Limited Distribution)
2020/13	7 October 2020, Post-Audit Survey
2020/14	20 October 2020, Revision 1 to Interim ISAGO Standards Manual (IGOSM) First Edition (Limited Distribution)
2020/15	12 November 2020, ISAGO Registration of an IOSA Registered Airline that Provides Ground Services - Temporary Revision (TR3) to the ISAGO Program Manual (GOPM) & Temporary Revision (TR1) to the ISAGO Standards Manual (GOSM)
2020/16	29 December 2020, ISAGO Program Manual Edition 3
2021/1	25 January 2021, ISAGO Open Forum Webinars
2021/2	28 January 2021, ISAGO Standards Manual (GOSM) Edition 10