GSP Bulletin

A GSP Bulletin provides essential information to Ground Service Providers on matters of an ISAGO Audit, ISAGO Registration or Station Accreditation or the requirements of the ISAGO Audit Program. It is published by IATA as necessary, reviewed periodically and remains in force until revoked.

2020/7 IMPLEMENTATION OF ISAGO COVID-19 SUPPORT PROGRAM, ISAGO PROGRAM MANUAL (GOPM) TEMPORARY REVISION (TR) 2

Please find attached to this GSP Bulletin the Temporary Revision (TR2) to the ISAGO Program Manual (GOPM) 2nd Edition. The TR2 is effective 1 July 2020 and includes temporary changes to the program that implement the arrangements described in the ISAGO Support Program (which can be downloaded from the ISAGO website) to assist ISAGO-registered ground service providers impacted by the COVID-19 crisis.

The support program can now be implemented fully. Initial measures applied in March granted extenuating circumstances to ISAGO Registrations and Station Accreditations that couldn't be renewed because of travel restrictions and severe loss of operations. Expiry date extensions allowed time for IATA to develop and now implement the option for a remote audit before the extended expiry date and later an onsite follow-up audit when operations restart and travel restrictions are lifted. The ISAGO support program mirrors that developed for IOSA and both the remote and onsite follow-up audit will use a reduced checklist. The support program objectives, endorsed by the ISAGO Oversight Council (GOC), are to reduce industry costs, provide ground operations safety assurances and maintain the supply of ISAGO audit reports. More airlines may now wish to benefit from the availability of the audit reports.

The temporary arrangements are optional. You can, if you prefer and it is practicable and safe to do so, have a renewal audit conducted in the normal way. Your assigned ISAGO Agent will discuss this with you.

We will continue to monitor developments and revise the measures as or if necessary.

Please contact us If you have any questions.

Approved by: Paul Fleming, Head, Ground Ops Audits

Date: 30 June 2020

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

2019/1   2 January 2019, GOPM Edition 2

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

2019/7   20 December 2019, Audit Allocation 2020

2020/1   15 January 2020, ISAGO Standards Manual (GOSM) Edition 9

2020/4   25 March 2020, ISAGO Program Manual (GOPM) Temporary Revision (TR) 1, Coronavirus (COVID-19) Measures for ISAGO Audits

2020/5   31 March 2020, Application of Extenuating Circumstances to the Impact of COVID-19

2020/6   23 June 2020, Auditing Effectiveness in ISAGO

2020/7   30 June 2020, Implementation of ISAGO COVID-19 Support Program, ISAGO Program Manual (GOPM) Temporary Revision (TR) 2

ISAGO Program Manual
Edition 2 Temporary Revision 2

Effective 1 July 2020

NOTICE

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ISAGO Program Manual

Notification of Amendment

Purpose

The purpose of this Temporary Revision (TR2) is to notify the amendment to the ISAGO Program Manual (GOPM) Edition 2 to address changes prior to the issue of a new edition and the post COVID-19 recovery plan.

Temporary Revision 1 to the GOPM Edition 2, issued on 25 March 2020, introduced initial measures to address the COVID-19 pandemic that severely impacted global flight operations and stringent travel restrictions prevented the conduct of scheduled renewal audits for the continuation of ISAGO Registrations and Station Accreditations. The TR1 implemented extenuating circumstances that extended the affected ISAGO Registrations and Station Accreditations until operations resumed and an audit could take place. During this time, both airlines and ground service providers would be in a recovery situation.

Applicability

This TR2 is effective from 01 July 2020. The new Annex G to the GOPM Edition 2 as detailed in this TR applies only to ISAGO Registrations and Station Accreditations that have been extended by extenuating circumstances in accordance with TR1 to the GOPM Edition 2.

Both TR1 and TR2 Annex G are applicable only while extenuating circumstances for the conduct of a renewal audit are needed because of the COVID-19 pandemic.

General Overview of the Amendment

To address the recovery period, an alternative method of conducting a renewal audit was developed. An audit could be conducted remotely and an onsite Follow-up audit would subsequently take place. This Temporary Revision 2 introduces new and revised program requirements to implement the alternative method of conducting a renewal audit and should be read in conjunction with the Interim ISAGO Standards Manual (GOSM) developed for the remote and onsite Follow-up audits.

Indication of Changes Made

The changes and new/amended text of the GOPM are detailed in this TR. You can compare the new text with, if relevant, the text of Edition 2.

The new Annex G to the GOPM outlines the temporary provisions for renewal audits affected by COVID-19.

It is important that you review the changes in relation to the rest of Edition 2.

Figures that require amendment are not included in this TR.

Governance

The changes of this TR were agreed by the ISAGO Oversight Council 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:	Gurdeep Singh Manager, ISAGO Audit Program & Paul Fleming Head, Ground Ops Audits	23 June 2020
Recommended by:	Catalin Cotrut Director, Audit Programs	29 June 2020
Approved by:	Gilberto Lopez Meyer Senior Vice President, Safety and Flight Operations	30 June 2020

Changes/New and Amended Text of the Temporary Revision

Section 2— ISAGO Registration and Station Accreditation

2.3   ISAGO Registration/Station Accreditation

The following changes revise the criteria for an Initial ISAGO Registration and for an initial Station Accreditation.

Description of Change	GOPM Ed2	GOPM Ed2 TR2
Clause 2.3.1 Change to when ISAGO Registration is recognized	2.3.1 An Initial ISAGO Registration is recognized officially when the Initial Headquarters Audit and a subsequent Initial Station Audit are declared closed by the nominated Lead Auditor and after IATA receives notification that both audit reports are ready for IATA's quality check. ISAGO Registration and Station Accreditation then becomes a continuous process of renewal by undertaking and closing Renewal Audits before the current ISAGO Registration or Station Accreditation period expires	2.3.1 An Initial ISAGO Registration is recognized officially when the ISAGO Audit Reports of the Initial Headquarters Audit and the first Initial Station Audit are approved, or the Initial Combined Audit is approved, by the IATA SVP - SFO. ISAGO Registration and Station Accreditation then becomes a continuous process of renewal by undertaking and closing Renewal Audits before the current ISAGO Registration or Station Accreditation period expires.
Clause 2.5.3 Change to when Station Accreditation is recognized	2.5.3 An Initial Station Accreditation will be given when the Initial Station Audit has been closed and after the Lead Auditor has notified IATA that the ISAGO Audit Report is ready for IATA's quality check. The notification has to be done within five days of the closure of the Station Audit.	2.5.3 An Initial Station Accreditation will be given when the ISAGO Audit Report of the Initial Station Audit is approved by the IATA SVP - SFO. Station Accreditation then becomes a continuous process of renewal by undertaking and closing Renewal Audits before the current Station Accreditation period expires.

2.6   Period of ISAGO Registration & Station Accreditation

The following change revises the registration period as result of a Headquarters Audit.

Description of Change	GOPM Ed2	GOPM Ed2 TR2
Clause 2.6.1 Revision of Headquarter Audit renewal period	2.6.1 An initial ISAGO Registration expires 36 calendar months from the date of the onsite closing meeting of the Initial Headquarters Audit. Upon renewal and thereafter upon each subsequent renewal, the ISAGO Registration will be valid for a period of 36 calendar months.	2.6.1 An initial ISAGO Registration expires 24 calendar months from the date of the onsite closing meeting of the Initial Headquarters Audit. Upon renewal and thereafter upon each subsequent renewal, the ISAGO Registration will be valid for a period of 24 calendar months.

2.7 Renewal of ISAGO Registration & Station Accreditation

The following change revises the ISAGO Registration and Station Accreditation renewal criteria.

Description of Change	GOPM Ed2	GOPM Ed2 TR1
Clause 2.7.2 Renewal ISAGO Registration and Station Accreditation acceptance revised	2.7.2 ISAGO Registration and Station Accreditation will be renewed if the respective Renewal Audits are closed and the ISAGO Audit Reports are received by IATA before the applicable expiry date. If the renewal audit is not closed and the ISAGO Audit Report is not received by IATA before the associated ISAGO Registration or Station Accreditation expiry date, the ISAGO Registration or Station Accreditation will be cancelled.	2.7.2 ISAGO Registration and Station Accreditation will be renewed if the respective Renewal Audits are closed and the ISAGO Audit Reports are approved by the IATA SVP - SFO before the applicable expiry date. IATA may, at its discretion, notify the renewal of the ISAGO Registration or Station Accreditation upon receipt of the ISAGO Audit Report from the Lead Auditor.

10.3 Invoicing and Payments

The following changes clarifies the payment requirement and revises the refund conditions.

Description of Change	GOPM Ed2	GOPM Ed2 TR2
Clause 10.3.2 Clarification of invoicing method	10.3.2 The GSP will be invoiced by IATA as specified in the Audit Agreement for payment of the total amount of the ISAGO Audit Fees for the ISAGO Audits to be conducted. IATA will issue one invoice only per GSP, covering all scheduled ISAGO Audits of the GSP. The GSP shall arrange its own internal financial means to facilitate payment of the IATA invoice.	10.3.2 The GSP will be invoiced by IATA as specified in the Audit Agreement for payment of the total amount of the ISAGO Audit Fees including IATA and ISAGO Agent Administration fees. The GSP shall arrange its own internal financial means to facilitate payment of the IATA invoice.
Clause 10.3.4 Editorial	10.3.4 The onsite audit will be cancelled if the invoice issued by an ISAGO Agent is not paid on time and if payment of the ISAGO Audit Fee is not received by IATA at least one calendar month before the onsite audit is due to take place. An audit that is cancelled will be removed from the audit schedule.	10.3.4 The onsite audit will be cancelled if: a) payment of the ISAGO Audit Fee is not received by IATA at least one calendar month before the onsite audit is due to take place; and b) the invoice issued by an ISAGO Agent to the GSP for the reimbursement of auditor travel and accommodation costs is not paid by the time specified by the ISAGO Agent. **There will be no exceptions made.** An audit that is cancelled will be removed from the audit schedule.

Description of Change	GOPM Ed2	GOPM Ed2 TR2
Clause 10.3.16 Addition of non-refundable IATA admin fee	10.3.16 The GSP will be reimbursed any paid ISAGO Audit Fee (except the ISAGO Agent administration fees) and the travel and accommodation charges (subject to insurance, booking and refund conditions) paid by the GSP to the ISAGO Agent if the ISAGO Audit is cancelled by the GSP more than one month before the onsite audit starting date. No refund will be given if the GSP cancels an audit less that one month before the onsite starting date.	10.3.16 The GSP will be reimbursed any paid ISAGO Audit Fee (except the IATA and ISAGO Agent administration fees) and the travel and accommodation charges (subject to insurance, booking and refund conditions) paid by the GSP to the ISAGO Agent if the ISAGO Audit is cancelled by the GSP more than one month before the onsite audit starting date. No refund will be given if the GSP cancels an audit less that one month before the onsite starting date.

Annex G - Remote & Onsite Follow-up Audits

1   Introduction

1.1   Remote and Onsite Follow-up Audits and using a reduced checklist can, as an alternative to a normal ISAGO audit, be conducted for the renewal of an ISAGO Registration or a Station Accreditation that has been extended under extenuating circumstances because of the COVID-19 pandemic. A GSP can choose instead to conduct the renewal audit as a normal ISAGO audit as per GOPM Edition 2 and GOSM Edition 9.

1.2   The renewal audit is effectively an onsite audit that is split into two parts. The Remote Audit replaces the document review part and the Onsite Follow-up Audit replaces the implementation observation part of a Combined or Station Audit. A renewal Headquarters Audit involves only the Remote Audit.

1.3   The Remote Audit would assess conformity of the "documented" aspects of the standards. An Onsite Follow-up Audit would subsequently take place, when possible, to assess conformity of the "implemented" aspects of the standards. The objectives of the Remote and Onsite Follow-up Audits are to ensure that the level of conformity and management of operational safety is sustained in ground operations, while supporting the auditee's recovery and business continuity plans, and provide continued confidence in the audit program.

1.4   The Remote and Onsite Follow-up Audits will be conducted using the Interim GOSM (IGOSM), which specifies checklists for a documentation review and observations. The checklists are based on GOSM Edition 9 but selected specifically for the audit of a GSP that is in post-pandemic recovery mode. The GSP will be provided with a copy of the IGOSM upon signing an agreement to conduct a Remote and Onsite Follow-up Audit.

1.5   An Onsite Follow-up Audit will only be conducted when possible (no travel restrictions or quarantine requirement apply) and is safe for all participants. The ISAGO Agent, GSP and individual ISAGO Auditors are required to use their judgment to select the most appropriate form of transport, and must follow the health and safety requirements, such as physical distancing, wearing masks/gloves, etc. ISAGO Auditors should ensure they carry the required health and safety PPE.

1.6   The GSP should ensure that it is fully prepared for the audits and that enough operations are available for observation during the Onsite Follow-up Audit. Audit conduct and closure timelines are final and not subject to further extenuating circumstances due to the pandemic.

2   Applicability

2.1   This Annex G to the GOPM Edition 2 is applicable until further notice until the COVID-19 pandemic no longer impacts ISAGO audits.

3   Renewal of ISAGO Registration

3.1   The following process applies if the GSP chooses the alternative approach for the renewal of an ISAGO Registration that was extended under extenuating circumstances and renewed by a Headquarters or a Combined Audit.

3.2   A Remote Audit shall be conducted and closed before the deadline date of the extended ISAGO Registration under extenuating circumstances. This deadline date is normally six months from the expiry date of the ISAGO Registration.

3.3 Where the renewal of an ISAGO Registration is by a Combined Audit, an Onsite Follow-up Audit shall be conducted and closed within six months of the closure of the Remote Audit. No Onsite Follow-up Audit will be conducted for the renewal of an ISAGO Registration by a Headquarters Audit.

3.4 The renewal of the ISAGO Registration will be confirmed when the Remote Audit, and the Onsite Follow-up Audit in the case of a Combined Audit, have been closed and IATA is in receipt of the audit report(s) from the Lead Auditor before the deadline stated in 3.2 and, if applicable, 3.3.

3.5 The new ISAGO Registration period will be for a period of 24 months from the date of the closing meeting of the Remote Audit.

4 Renewal of Station Accreditation

4.1 The following process applies if the GSP chooses the alternative approach for the renewal of a Station Accreditation that was extended under extenuating circumstances.

4.2 A Remote Audit shall be conducted and closed before the deadline date of the extended Station Accreditation under extenuating circumstances. This deadline date is normally six months from the expiry date of the Station Accreditation.

4.3 An Onsite Follow-up Audit shall be conducted at the Station and closed within six months of the closure of the Remote Audit.

4.4 The renewal of the Station Accreditation will be confirmed when both the Remote and Onsite Follow-up Audits have been closed and IATA is in receipt of the audit reports from the Lead Auditor before the deadlines stated in 4.2 and 4.3.

4.5 The new Station Accreditation period will be for a period of 24 months from the date of the closing meeting of the Remote Audit.

Figure G.1 – ISAGO Registration & Station Accreditation Timelines Applicable to Combined and Station Audits
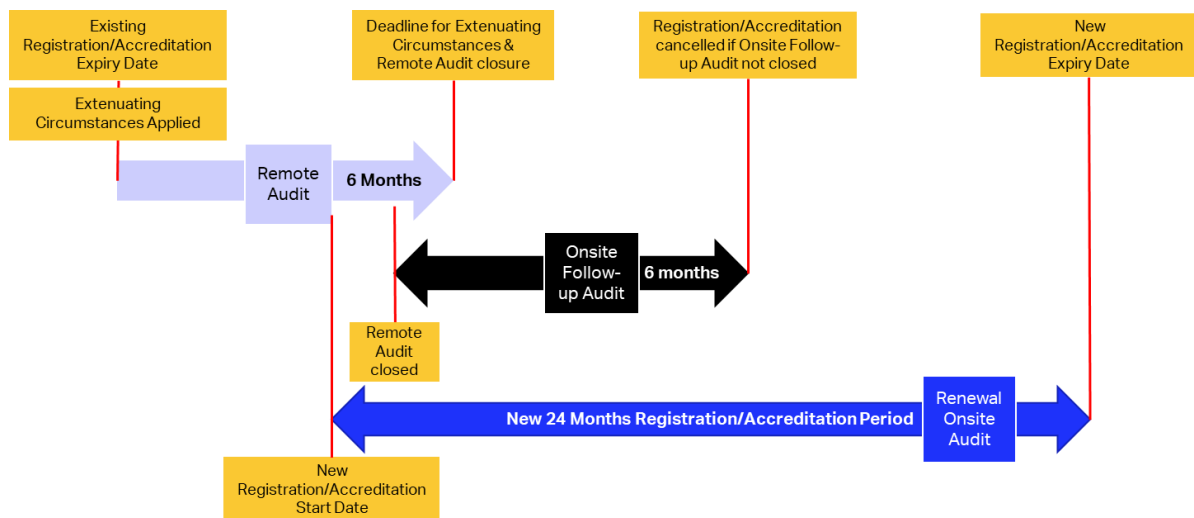
5   Audit Categories and Audit Allocation

5.1   A **Remote Audit** is a documentation review by the ISAGO Auditor as described in 6.5.9 (GOPM Ed2) with limited implementation assessment capability. The documentation is provided by the GSP as hard copy manuals or access is given to electronic copies. The ISAGO Auditor will communicate and conduct interviews with GSP staff by remote means.

5.2   An **Onsite Follow-up Audit** is the assessment of implementation of selected GOSARPs and through Auditor Observations.

5.3   IATA will notify the GSP of the scope of the Remote and Onsite Follow-up Audits in a Schedule C to the Audit Agreement. If necessary, a new Audit Agreement will be executed.

5.4   IATA will allocate the Remote and Onsite Follow-up Audits to an ISAGO Agent once the Schedule C to the Audit Agreement is signed by the GSP.

5.5   All payments due to IATA and the ISAGO Agent must be received at least one month prior to the Remote Audit commencing else the Remote and Onsite Follow-up Audits will be cancelled. There will be no exception to this requirement.

6   Audit Scheduling

6.1   The ISAGO Agent and GSP will confirm the scope and expected starting date of Remote and Onsite Follow-up Audits.

6.2   The ISAGO Agent will ensure that the GSP is willing and able to provide the audit team with the documentation as planned and requested by the auditor.

6.3   The ISAGO Agent is responsible to select the audit team and, only in the case of the Onsite Follow-up Audit, ensuring travel and accommodation. The ISAGO Agent should ensure that the ISAGO Auditor is qualified and equipped to conduct a Remote Audit.

6.4   The same audit team will conduct the Remote and the corresponding Onsite Follow-up Audit.

6.5   The Audit Days specified in Table G.1 will be used for the Remote and Onsite Follow-up Audits. The Audit Days reflect the checklist as specified in the IGOSM for each type of audit. The checklists are reduced versions of those in GOSM Edition 9.

Table G.1 – Audit Days (Remote and Onsite Follow-up Audits)

Audit Scope (Discipline)	Remote Audit	Onsite Follow-up Audit
ORM	1.0	N/A
LOD	0.5	0.5
PAB	0.5	0.5
HDL	1.0	1.0
AGM	0.5	1.0
CGM	0.5	1.0
Total	4.0	4.0

7   Auditor Qualification for Remote/Onsite Follow-up Audits

7.1   The ISAGO Auditor must successfully complete the training provided by IATA specifically for these audits and prior to being selected as part of the audit team.

8   Audit Conduct – Remote Audit

8.1   Remote Audit Pre-Activities

8.1.1   The Lead Auditor shall arrange a remote stakeholder meeting (preferably by videoconference) at least three weeks before the start to discuss and agree the audit scope and program of activities, including:

   a)   Use of the Interim ISAGO Standard Manual (IGOSM) and the applicable standards;

   b)   Remote audit documentation review methodology;

   c)   Remote audit implementation review methodology (differences from onsite audits);

   d)   The technology to be used for virtual meetings (video/tele-conferencing software, tele-messaging etc.);

   e)   Documentation and records to be provided by the GSP (all documentation to be in English Language);

   f)   Documentation and records access (cloud server, file sharing platform, documentation software etc.).

   g)   Any authorizations required in advance to access the software, records, etc.;

   h)   Personnel to be interviewed and contact details (deputies if needed);

   i)   Scheduling of interviews, time slots, the number and the duration; and

   j)   Provision of interpreters (if necessary).

8.1.2   The Lead Auditor shall develop a Remote Audit plan in conjunction with the rest of the audit team and GSP. The Remote Audit plan should include:

   a)   The names and contact details (telephone and email address) of all persons involved in the Remote Audit, including observation by IATA Quality and any Follow-up activity to close findings;

   Note: Station personnel may be interviewed during the assessment of an operational discipline during a Headquarter audit.

   b)   A complete and agreed list of all applicable ISAGO Standards;

   c)   A complete list of documents to be assessed, including documentary references for each applicable ISAGO Standard;

   Note: Station documents and records may be sampled during a Headquarter audit.

   d)   A controlled copy of all documents listed in c) - the documentation must be in a format that the auditor can use without modification or restriction (including search facility but copy and printing may be disabled);

   e)   A provisional timetable – the timetable does not have to follow a daily routine but should accommodate factors such as the availability of persons, time zones and deadlines; and

   f)   A pre-audit test – the audit team should arrange to test of the communications and documentation access, including back-up facilities, to ensure that the audit can start and complete as planned.

8.1.3   The Lead Auditor shall report to IATA, through the ISAGO Agent, any issues that arise that may prevent the start and completion of the Remote Audit, or any change in scope that is identified in planning the audit.

8.1.4　The Lead Auditor shall ensure that the audit checklist is enabled in the audit software at least three weeks prior to the Opening Meeting.

8.1.5　The GSP shall upload the documentary references for the audit into the audit software at least two weeks prior to the Opening Meeting.

8.2　　Remote Audit Activities

8.2.1　The Lead Auditor shall open the Remote Audit by hosting and chairing a virtual Remote Audit Opening Meeting.

8.2.2　The objective of the Remote Audit Opening Meeting is to confirm and agree the activities of the remote audit, including:

a)　The GSP shall provide or give access to the documentation and records requested by the audit team and the documentary references for each applicable GOSARP;

b)　The audit team shall assess the documentation for conformity ("documented") with the relevant GOSARP and record the assessment in the audit software;

c)　The audit team may use information submitted in an Extenuating Circumstances Questionnaire in the assessment;

d)　The audit team may request documentary evidence of organization-wide implementation of processes and procedures as part of the documented conformity assessment;

e)　An assessment of nonconformity ("Not Documented") shall be discussed with the GSP and agreed before recording in the audit software; and

f)　When and how the progress made during the remote audit will be reported and discussed.

8.2.3　Auditor Observations will not be conducted and will be deferred to the Onsite Follow-up Audit.

8.2.4　The Lead Auditor shall close the Remote Audit by hosting and chairing a virtual Remote Audit Closing Meeting.

8.2.5　The Lead Auditor will provide the GSP with the result of the Remote Audit and details of any nonconformities raised to seek the GSP's agreement of the Findings.

8.2.6　The Lead Auditor shall provide the GSP will access in the audit software to the Corrective Action Records (CARs) and set a date whereby the Corrective Action Plan (CAPs) must be approved.

8.3　　Remote Audit Closure

8.3.1　The closure of the Remote Audit will be conducted in the same way as the closure of a normal ISAGO Audit. All Findings must be closed, and the audit report submitted by the Lead Auditor to IATA Quality before the deadline set by the expiry of extenuating circumstances.

9　Audit Conduct – Onsite Follow-up Audit

9.1　　Onsite Follow-up Audit Pre-Activities

9.1.1　The Lead Auditor shall plan the Onsite Follow-up Audit in the same way as the planning for a normal ISAGO Audit. The Onsite Follow-up Audit is based on Auditor Observations that assess implementation. The Lead Auditor shall therefore ensure that there will be an adequate number and type of ground operations to observe.

9.1.2   The Onsite Follow-up Audit cannot take place until after the associated Remote Audit is closed.

9.1.3   The Lead Auditor shall report to IATA, through the ISAGO Agent, any issues that arise that may prevent the start and completion of the Onsite Follow-up Audit, or any change in scope that is identified in planning the audit.

9.1.4   The Lead Auditor shall ensure that the audit checklist is enabled in the audit software at least three weeks prior to the Opening Meeting.

9.2   Onsite Follow-up Audit Activities

9.2.1   The Onsite Follow-up Audit shall be conducted in the same way as a normal ISAGO Audit assessing implementation at the station of the processes and procedures that have been assessed in the Remote Audit. A process or procedure that has been amended for local station operations shall be assessed for implemented conformity.

9.3   Onsite Follow-up Audit Closure

9.3.1   The closure of the Onsite Follow-up Audit will be conducted in the same way as the closure of a normal ISAGO Audit. All Findings must be closed, and the audit report submitted by the Lead Auditor to IATA Quality before the deadline set by 4.3 as applicable.

10   ISAGO Audit Report

10.1   The audit report submitted by the Lead Auditor shall be subjected to the satisfactory completion of an IATA Quality check prior to approval by SVP-SFO.

10.2   ISAGO Audit Reports will be made available for each audit. A consolidated ISAGO Audit Report will be made available where a Remote Audit and the Onsite Follow-up Audit has been conducted. All Audit Reports will be made available from the ISAGO Registry to airlines that execute an ISAGO Airline Agreement.

11   Scheme of Charges

11.1   The fees and charges for a Remote and Onsite Follow-up Audit are specified in Table G.2.

Table G.2 – ISAGO Audit Fee (Remote and Onsite Follow-up Audits)

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 G.1.
	ISAGO Auditor Supplement	700 per audit day	See 11.2
	Rest Day Supplement	See 11.3	N/A
	ISAGO Agent (GOA) administration	1000	One fee covers the Remote Audit, and also the Onsite Follow-up Audit in the case of a Combined and Station renewal audit.
	IATA administration	1000	One fee covers the Remote Audit, and also the Onsite Follow-up Audit in the case of a Combined and Station renewal audit.

11.2 *ISAGO Auditor Supplement*. An additional fee is charged to the GSP to cover the work done by the audit team in planning, preparation and post audit activities. The ISAGO Auditor Supplement is two audit days if the audit scope includes four or more disciplines, and one audit day if the audit scope includes three or less disciplines. If more than one ISAGO Auditor is involved, the ISAGO Auditor Supplement is divided between the audit team as specified in GOPM Ed 2 Table 10.1. One ISAGO Auditor Supplement covers the Remote Audit, and the Onsite Follow-up Audit in the case of a Combined and Station renewal audit.

11.3 *Rest Day Supplement*. No Rest Day Supplement will be paid.

12 Travel Policy

12.1 All air travel will be economy class. Where mutually agreed by the GSP and audit team and possible with reasonable timing, the auditors can travel on the start day of the audit. Otherwise, the flight booking shall provide a minimum of 12 hours between arrival at the audit location and the start of the Onsite Follow-up Audit Opening Meeting. No rest day supplement will apply.

12.2 The auditor shall comply with all health requirements while engaged in an ISAGO audit, including when travelling and while onsite.

12.3 The audit team will not be subjected to travel restrictions or required quarantine when conducting the Onsite Follow-up Audit.

- END -