



2020/3 IMPACT OF CORONAVIRUS (COVID-19) ON ISAGO AUDITS (UPDATE)

The impact of the Coronavirus and measures taken is changing day by day. We recognize that it is now highly unlikely that an ISAGO audit can be organized in many parts of the world in the coming months and you may not be in a position to accept an onsite audit. Furthermore, any recovery, when it comes, may not be straightforward for anyone. This GSP Bulletin outlines some of the measures we are looking at to help everyone through this difficult time.

In a few exceptional cases it might still be possible to conduct a confirmed ISAGO audit in a safe way, otherwise at this time no more ISAGO audits will be scheduled before 1 June 2020. We will revise this date if possible or when necessary. We do, however, recommend you at this time to continue to schedule an audit from June onwards on the basis that a recovery at that time might have started and subject to the probability of you being in a position to accommodate the audit.

One option we are looking at is to amend the applicability of extenuating circumstances (GOPM 2.10.1) to include the inability to conduct an audit due to the Covid-19 situation. This will allow a period (up to 6 months in this case) beyond the expiry date to conduct and close an audit. During this additional time your Registration will remain valid. This should also provide some relief particularly during the period when recovery from the outbreak takes place. We will notify you very soon when this change occurs through a Temporary Revision to the GOPM, detailed in a GSP Bulletin.

We have scheduled mandatory recurrent training sessions in May to keep our ISAGO Auditors abreast of any changes that occur as well to address any identified competence matters.

At this time, all agreements, certificates and any other document that requires a signature can only be processed electronically with an electronic signature. Certificates will be available to download from the ISAGO Registry.

We appreciate that this situation is unprecedented and there is an enormous strain on your staff and operation. We are monitoring the situation very carefully and will react as quickly as possible to help you maintain your ISAGO Registration. You should therefore expect other GSP Bulletins as/if the situation changes.

Approved by: Paul Fleming, Head, Ground Ops Audits

Date: 19 March 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
2019/6	18 October 2019, ISAGO Program Update
2019/7	20 December 2019, Audit Allocation 2020
2020/1	15 January 2020, ISAGO Standards Manual (GOSM) Edition 9
2020/2	4 March 2020, Impact of Coronavirus (COVID-19) on ISAGO Audits
2020/3	19 March 2020, Impact of Coronavirus (COVID-19) on ISAGO Audits (Update)