DNATA RECEIVES SEVENTH CERTIFICATION FOR IATA'S SAFETY AUDIT FOR GROUND OPERATIONS

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Dnata's continual focus on safety and security has been achieved with the air services provider's Sydney headquarters and station receiving registration for IATA's Safety Audit of Ground Operations (ISAGO) in December.

This is the seventh key station in dnata’s ground handling operations to receive this prestigious certification. The other ground operations which are also ISAGO-registered are Dubai, Geneva, Manila, Melbourne, Singapore and Zurich.

ISAGO is an internationally-recognised system for assessing the operational management and control systems of an organisation that provides ground handling services for airlines. It is based on industry-proven quality audit principles and is structured to ensure a standardised audit with consistent results across aviation businesses. The implementation of the ISAGO aims to improve safety as well as manage airline costs by reducing ground accidents and injuries.

dnata began its ISAGO certification journey in 2008. The process to be successfully registered is a rigorous one, requiring compliance with the ISAGO Standards and Recommended Practices at

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both the corporate and station levels. The standards cover Organization and Management Systems, Load Control, Passenger Handling, Aircraft Handling and Loading, Aircraft Ground Movement and Cargo and Mail Handling. An audit is then conducted by an airline member drawn from the ISAGO Audit Pool and registration is granted if the audit is successful.

“Safety has always been a core value in dnata’s culture. There is nothing more important to us than ensuring the safety and security of our staff. Investing the time and effort in ensuring compliance with ISAGO standards reflect our commitment to continuous improvement in safety standards. It also demonstrates our goal to operate within globally recognised industry best practices and we aim to have all our stations progressively registered with ISAGO,” said Ross Marino, senior vice president -International Airport Operations.

For the latest certification, dnata’s Sydney operations underwent three days of audit by ISAGO following months of planning and preparation. “The positive results could only have been achieved with the teamwork of all the operational and support divisions. It shows our commitment to providing a safe and healthy working environment for our people and reaffirms dnata as the ground handler of choice,” said Daniela Marsilli, CEO dnata Australia.

31 DECEMBER 2015

SOURCE: ARABIANAEROSPACE
ARTICLE LINK:
https://ids.50skyshades.com/news/maintenance-trainings/dnata-receives-seventh-certification-for-iatas-safety-audit-for-ground-operations

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