



From the Warehouse to the Ramp: Ensuring Safety and Success in Every Step

In this March issue of Inside Choice Aviation, I would like to discuss how we want to become ISAGO certified, what steps need to be taken and why. The International Air Transport Association (IATA) Safety Audit for Ground Operations (ISAGO) is an internationally recognized program for assessing a Ground Handling organization's operational management and control systems. **This certification is the Gold Standard for Service Providers.**

The Cargo/Ground Service business is one that is highly competitive, with many diverse organizations (both local and global) with varying degrees of service delivery. It is our goal to standardize our operations across our network, especially as we grow the organization to ensure alignment, process, training and structure. **The ISAGO approach provides a framework of standards with the ability to customize activities, giving us the best success for managing our growing company.**

Why is this important?

1. Safer Ground Operations, Fewer Accidents and Injuries: Safety is the cornerstone of any operation, especially in industries like aviation, manufacturing, or logistics. By focusing on safety recognition, our company aims to reduce accidents and injuries, ensuring a safer environment for employees and customers. This builds a positive reputation and reduces costs related to accidents.

2. Uniform Audit Process and Harmonized Standards: Establishing a consistent audit process and harmonizing standards across the company ensures that all departments and locations are held to the same high level of quality and safety. This improves our efficiency, helps track progress, and guarantees adherence to best practices.

3. Improved Safety Oversight: Recognizing safety efforts strengthens the processes in place for monitoring operations. This oversight can help identify potential risks early, enabling proactive solutions before issues arise, and ensuring continuous improvement in safety protocols.

4. Consistent Auditor Training and Qualifications: Providing standardized training and qualifications for auditors ensures that all evaluations are conducted with the same level of expertise. This consistency enhances the reliability of audits and helps uncover areas of improvement across the company.

5. Improved Quality Standards: Pursuing recognition for quality and safety signals a commitment to maintaining and improving high standards. This focus on quality benefits customers, builds trust, and creates a competitive edge in the market.

6. Enhanced Understanding of High-Risk Areas: Recognition also forces our company to look inward, identifying and understanding areas that are most prone to risk. By being aware of high-risk areas, the company can take steps to mitigate those risks, whether through better equipment, additional training, or revamped processes.

By striving for recognition, **Choice shows that it prioritizes your well-being, ensures quality, and strengthens our position in the marketplace.** This effort also shows our customers and competitors we are demonstrating reliability, safety, and excellence.



Thank you for all you have done and continue to do to help us achieve and deliver the best service levels for our customers.