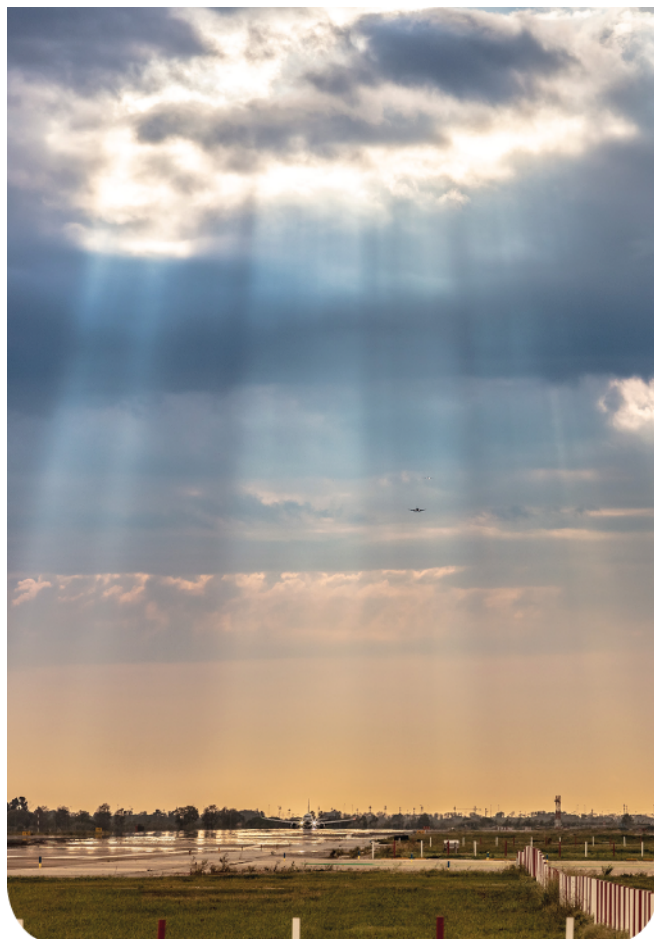


2025-2027 Service Charter

Year of publication: 2026



Introduction

ENAIRe, a public business entity attached to the Ministry of Transport and Sustainable Mobility, is responsible for the planning, management, coordination, operation, maintenance and administration of air traffic, telecommunications and aeronautical information services, as well as the infrastructure, facilities and communication networks of the air navigation system, with the aim of providing a safe, effective, continuous and sustainable service.

ENAIRe is the leading provider of air navigation and aeronautical information services in Spain, the fourth largest in Europe by traffic volume and one of the most important in the world, managing Spanish airspace over a territory of 2,190,000 square kilometres. The air traffic handled by ENAIRe, over 2 million flights, carries more than 300 million people each year.



Main services and functions provided

- Air Traffic Service (ATS)
- Local Air Traffic Flow Management (ATFM-local)
- Airspace Management (ASM)
- Apron Management Service (SDP)
- Communications, Navigation and Surveillance Service (CNS)
- Aeronautical Information Service (AIS)
- Flight Procedure Design Services (FPD)
- Electronic Services



Regulatory framework

The following European Regulations, which establish the common requirements for the provision of services and performance by ENAIRe, are of particular note:

- Commission Implementing Regulation (EU) 2017/373
- Commission Regulation (EU) 2015/340
- Commission Regulation (EU) 139/2014
- Commission Implementing Regulation (EU) 2019/317



Rights of users and citizens

ENAIRe provides its services openly and transparently. ENAIRe publishes the conditions for accessing its services and any changes to them, and establishes a formal consultation process with the users of its services on a regular basis or as required for specific changes to service provision, whether individually or collectively.

As an air navigation service provider, ENAIRe does not discriminate on grounds of nationality or any other characteristic of the user or class of users of its services in a manner contrary to applicable Union legislation.

In their dealings with ENAIRe, citizens have the rights established in Law 39/2015. These include the right to interact through electronic means, to receive assistance in using such means, to be treated with respect and consideration by staff, and to access public information, files and records in accordance with Law 19/2013.

Through the ENAIRe website, citizens can access the Transparency Portal of the Ministry of Transport and Sustainable Mobility, to which ENAIRe is attached. On this Portal, citizens can check at any time the status of the information-request files in which they are an interested party, submit representations and find out about the protection of personal data.



Our commitments and indicators

Safety

Commitment 1: give the highest priority to safety in the provision of air navigation services by assessing and minimising the risks that could lead to accidents or incidents, keeping the Weighted Safety Level (NPS) at or below the following values: 13.30 in 2025, 12.15 in 2026 and 11.00 in 2027.

Associated indicator: Weighted Safety Level.

Punctuality

Commitment 1: help reduce the delay associated with our provision of the ATM service by keeping the average delay per en-route IFR flight attributable to ENAIRE at or below the following values: 0.38 min/flight in 2025, 0.28 in 2026 and 0.23 in 2027.

Associated indicator: average ATFM delay per en-route IFR flight attributable to ENAIRE.

Commitment 2: continuous monitoring of punctuality, ensuring that the planned take-off window (ETOT/CTOT) remains above international regulatory requirements at the five main Spanish airports, namely Madrid, Barcelona, Palma de Mallorca, Málaga and Gran Canaria.

Associated indicator: percentage of flights meeting their planned take-off window (ETOT/CTOT), with a minimum target of 90%.

Availability and continuity

Commitment 1: Carry out preventive and corrective maintenance on Air Navigation System equipment to ensure the required availability.

Associated indicator: percentage of Air Navigation System service units with an availability of over 95%, with a minimum target threshold of 99%.

Commitment 2: Carry out preventive and corrective maintenance on Air Navigation System equipment to ensure the required continuity.

Associated indicator: percentage of Air Navigation System service units with a continuity of over 1,000 hours (MTBO), with a minimum target threshold of 97%.

Commitment 3: 100% availability of AIP amendments (updates) on the dates set internationally at the start of each year by the International Civil Aviation Organization.

Associated indicator: percentage of AIP amendments available on the set dates.

Quality

Commitment 1: Improve the perception of the quality of the services provided by ENAIRE, ensuring a Perceived Quality Level among our customers of over 75%.

Associated indicator: Perceived Quality Level.

Commitment 2: Ensure that 100% of complaints and suggestions are answered within 20 days. Detailed information will be provided within 40 days for those requiring more thorough investigation.

Associated indicator: Percentage of customer complaints and suggestions answered within the committed times.

Commitment 3: Hold specific meetings on the most significant Airspace projects to aid understanding and thereby promote participation in the Airspace User Consultations.

Associated indicator: Percentage of Airspace User Consultations for which a specific meeting was held, with a minimum target threshold of 20%.

Sustainability

Commitment 1: Keep the percentage of continuous descents and climbs (manoeuvres promoted at European level to reduce CO2 emissions) at the five main Spanish airports above 30% and 70% respectively.

Associated indicator: Percentage of continuous climbs and descents at the five main Spanish airports: Madrid-Barajas, Barcelona-El Prat, Palma de Mallorca, Málaga and Gran Canaria.

Commitment 2: Continuous improvement in horizontal en-route efficiency (KEA) so that aircraft fly fewer additional miles on their route each year (KEA < previous year's KEA).

Associated indicator: Horizontal en-route efficiency (KEA) for Spain.

Commitment 3: Keep 100% of the electricity consumed by ENAIRE sourced from renewable sources with a guarantee of origin.

Associated indicator: Percentage of electricity from renewable sources with a guarantee of origin.

General information

Commitment 1: Ensure the availability of the ENAIRE website to the public, giving at least 24 hours' notice of any interruptions for technical maintenance.

Associated indicator: Percentage of planned interruptions to the ENAIRE website announced at least 24 hours in advance.



Corrective measures

The analysis of the commitments and indicators will be published on the ENAIRE website. Complaints regarding failure to meet the commitments set out in this Charter may be addressed to the Unit responsible for the Charter through any of the available communication channels. Failure to meet the commitments set out in this Charter will in no case give rise to financial liability on the part of the Administration.



Enquires, suggestions and complaints

ENAIRE provides customers and users with the following communication channels for sending us their enquiries, complaints and suggestions:

- Electronic Office: <https://enaire.sede.gob.es/>
- Information mailbox: informacion@enaire.es
- Customer mailbox: clientes@enaire.es
- By post or in person.

Unit responsible for the Service Charter:

Customers and CSR Division

ENAIRE Central Services
Kudos Innovation Campus Las Mercedes
C/ Campezo, 1
28022 Madrid. España
✉ clientes@enaire.es

Full ENAIRE 2025-2027 Service Charter at
www.enaire.es

