

2025-2027 Service charter



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1. About ENAIRe



ENAIRe, a Public Business Entity attached to the Ministry of Transport and Sustainable Mobility, is entrusted with the planning, management, coordination, operation, preservation and administration of air traffic, aeronautical telecommunications and information services, as well as the infrastructure, facilities and communications networks of the air navigation system, with the objective of providing safe, effective, continuous and sustainable services.

ENAIRe is the main provider of air navigation and aeronautical information services in Spain, the fourth in Europe by traffic volume, and one of the most important in the world. We manage Spanish airspace over a territory of 2,190,000 square kilometres. The air traffic managed by ENAIRe transports over 300 million passengers a year on 2 million flights.

In addition, ENAIRe participates outstandingly and actively in the implementation of SESAR and the development of the Single European Sky.

- **Aim:** "We take care of your flight to make it safe, fast, efficient and sustainable".
- **Mission:** "We provide air navigation services with safety, quality, efficiency and respect for the environment, contributing to the development of aviation and, therefore, to the economic and social development of Spain".
- **Vision:** "We want to turn ENAIRe into a global operator, a leader in the air navigation sector, based on people, innovation and digitization".

2. Principal services and functions provided



■ Air Traffic Service (ATS)

This service is responsible for the following functions:

- Prevents collisions, accelerates and maintains orderly movement of air traffic.

- ▣ Provides advice and useful information for the safe and effective operation of flights.
- ▣ Notifies and assists the relevant bodies with regard to aircraft which need assistance or rescue.

- [Local Air Traffic Flow Management Service \(Local ATFM\)](#)

This activity aims to contribute to a safe and orderly flow of air traffic, ensuring that air traffic control capacity is utilized to the maximum extent possible, and that traffic volume is compatible with declared capacities.

- [Airspace Management \(ASM\)](#)

Planning function with the main objective of maximizing the use of available airspace through a dynamic time allocation system and, sometimes, the segregation of airspace among different categories of airspace users, based on short-term needs.

In particular, ENAIRe is certified to provide ASM level 3, which consists of the real-time activation, deactivation and reallocation of airspace allocated at level 2 and the resolution of specific airspace usage problems and/or individual CAG/CAO transit situations, in real time, between civil and military ATS units and/or controllers.

- [Platform Management Service \(SDP\)](#)

Service provided to direct the activities and movement of aircraft and vehicles on an airport platform.

- [Communications, Navigation and Surveillance service \(CNS\)](#)

Guarantees the availability, operability and maintenance of the technical resources and facilities of the air navigation system in support of the operation of aircraft.

- [Aeronautical Information Service \(AIS\)](#)

Puts all the relevant air navigation system information at the disposal of users of the airspace so that they can plan their operations, in an appropriate way which is up to date and of the quality required, for these to be undertaken safely and efficiently.

- [Flight Procedure Design Services \(FPD\)](#)

Services for the design, documentation, validation, maintenance and periodic review of flight procedures necessary for the safety, regularity and efficiency of air navigation.

3. Regulatory Framework



ENAIRe complies with international regulatory requirements, as well as with those derived from the national regulations applicable to it, as well as with all the requirements subscribed by the organization. Among them, the following European Regulations stand out, with their subsequent amendments, which establish the common requirements for the provision of services and functions by ENAIRe, as well as those applicable as a training organization for air traffic controllers and as a provider of platform management services:

- [Commission Implementing Regulation \(EU\) 2017/373](#), of 1 March 2017, laying down common requirements for providers of air traffic management/air navigation services and other air traffic management network functions.
- [Commission Implementing Regulation \(EU\) 2015/340](#), of 20 February 2015, laying down technical requirements and administrative procedures relating to air traffic controllers' licences and certificates.
- [Commission Regulation \(EU\) 139/2014](#), of 12 February 2014, laying down administrative requirements and procedures for aerodromes.

As regards performance, ENAIRe's provision of air navigation services complies with the following regulation and its subsequent amendments and related Decisions:

- [Commission Implementing Regulation \(EU\) 2019/317](#), of 11 February 2019, laying down a performance and charging scheme in the single European sky, which is materialized in the performance plan by which ENAIRe is obliged to meet improvement targets in the areas of safety, capacity, profitability and environment that contribute to the European goals.

4. Service and standardised management system certifications



ENAIRe has the following certificates for the provision of regulatory services:

- [Air Navigation Services Provider Certificate](#) (Reference: ES-ATM/ANS-002) under the Implementing Regulation (EU) 2017/373, issued by the Spanish Aviation Safety Agency (AESA). The certificate encompasses Air Traffic Services (ATS), Communications, Navigation and Surveillance (CNS), Aeronautical Information Service (AIS), Air Traffic Flow Management (ATFM), Airspace Management (ASM) and Procedure Design Services (FPD).
- [Air Traffic Controller Training Organization Certificate](#) (Reference: PFTAC-10) under Commission Regulation (EU) 2015/340 issued by the State Aviation Safety Agency (AESA). The certificate allows to provide and deliver the following training in accordance with part ATCO.OR: ATCO Unit Training, ATCO Continuous Training, Practical Instructor Training and Evaluator Training.

In addition, ENAIRe has an integrated management system that applies to all the facilities and services provided by ENAIRe, which guarantees the achievement of the highest levels of safety, quality, occupational health and safety and environmental protection. ENAIRe has the following certifications for its management system:

- [Environmental Management System Certificate](#) (GA-2005/0575) issued by AENOR.

- **Quality Management System Certificate** (ER-1034/2007) issued by AENOR.
- **Occupational Health and Safety Management System Certificate** (SST-0156/2014) issued by AENOR.
- **Certificates of Conformity with the National Safety Scheme:** Category MEDIUM (ENS-2018/0006) and category HIGH (ENS-2020/0020), issued by AENOR.

Finally, in 2024, ENAIRe has achieved the EFQM 600 Seal for its Excellent, Innovative and Sustainable management (CEG/24/S600/6) based on the EFQM 2020 Model and granted by the CLUB EXCELENCIA EN GESTIÓN on behalf of the European Foundation for Quality Management.

5. Rights of users and citizens in relation to the services



In accordance with the provisions of Commission Implementing Regulation 2017/373, of 1 March 2017, laying down common requirements for providers of air traffic management/air navigation services, ENAIRe provides open and transparent air navigation services. ENAIRe publishes the conditions of access to its services and their changes and has established a periodic formal consultation process with the users of its services, or when necessary due to specific changes.

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

In their relations with ENAIRe, citizens have their rights established in Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations. Among others, they have the right to relate through electronic means, to be assisted in the use of these means, to be treated with respect and deference by employees, to access public information, files and records in accordance with the provisions of Law 19/2013, of December 9, on transparency, access to public information and good governance.

Citizens through ENAIRe's website can access the Transparency Portal of the Ministry of Transport and Sustainable Mobility, to which ENAIRe is attached. In this Portal, the

citizens can know at any time the status of the processing of the information request files in which they have the status of interested party, make allegations and get information about the protection of personal data. The Transparency Portal and ENAIRe's public website offer access to ENAIRe's public and good governance information in accordance with Law 19/2013, of December 9, on transparency, access to public information and good governance.

6. Electronic services



ENAIRe makes available to its clients, users and citizens in general the following services which can be accessed electronically:

- Website: <https://www.enaire.es>
- Customer Portal: <https://clientes.enaire.es/>
- AIP (Aeronautical Information): <https://aip.enaire.es/AIP>
- INSIGNIA (Aeronautical Information in graphic form): <https://insignia.enaire.es>
- Visual Flight (VFR): <https://insigniavfr.enaire.es>; <https://guiavfr.enaire.es>
- Drones (UAS): <https://drones.enaire.es>
- Other uses of Airspace: <https://planea.enaire.es>
- Electronic Flight Plan:
https://www.enaire.es/servicios/otros_servicios/plan_de_vuelo_online
- Fee Calculation:
https://www.enaire.es/servicios/otros_servicios/calculo_de_tasas

- Electronic Administration service: <https://enaire.sede.gob.es>
- General information mailbox: informacion@enaire.es
- Customer service mailbox: clientes@enaire.es
- Social media:

	X ENAIRE (@ENAIRE)
	Instagram ENAIRE (@enaire)
	Facebook ENAIRE (@enaire)
	Youtube ENAIRE
	https://www.linkedin.com/company/enaire

Technical specifications for the use of electronic services.

Access to electronic services through the website requires a web browser that meets the W3C specification. There is compatibility with the following browsers: Edge, FireFox, Chrome, Opera PC y Safari Mac.

For the processing of procedures that require a certificate, ENAIRE accepts the electronic certificates of certification service providers recognized by the Ministry of Ministry of Digital Transformation and Civil Service and by @firma (Platform for validation services and electronic signature platform, VALIDe, of the Ministry of the Presidency).

In order to start a file and access your files and notifications at the Electronic Administration service, you must use the CI@ve platform. To be able to sign electronically with your certificate in the Electronic Administration service, you must have the AutoFirma application installed.

7. Our commitment and indicators



ENAIRe is committed to continuous improvement in the service offered to our clients, focusing its efforts on:

■ SAFETY

Giving the highest priority to safety in the provision of air navigation services, evaluating and minimising, with a proactive and systematic approach, the risks to aviation which might give rise to accidents or incidents.

- Weighted safety level (WSL)¹ with a value less than or equal to:

Goal/Year	2025	2026	2027
Weighted safety level (WSL) ≤	13,30	12,15	11,00

■ PUNCTUALITY

Improve the quality in the provision of the ATM service, reducing the ATFM delay associated to our service.

- Average ATFM delay per IFR flight en-route for causes attributable to the air navigation service provider of no more than:

Goal/Year	2025	2026	2027
Average ATFM delay per IFR flight en-route for causes attributable to ENAIRe ≤	0,38	0,28	0,23

¹ Weighted safety level (WSL): It is calculated from the recorded incidents with severity A, B, C Ground, with respect IFR flight hours controlled in Spain, being the safety incidents classified in order of highest to lowest severity in the levels: A, B and C.

- At least 90% of flights shall comply with their Slot Tolerance Window (ETOT/ CTOT), at the five main Spanish airports.

■ AVAILABILITY AND CONTINUITY

Plan, coordinate and carry out the maintenance tasks for the Air Navigation System equipment to ensure the availability and continuity of the service. As well as keeping the AIP information available up to date.

- Ensure that at least 99% of the Air Navigation System services have availability of at least 95%.
- Ensure that at least 97% of the Air Navigation System services have continuity of at least 1000 h (MTBO).
- Ensure availability of 100% of amendments (actualizations) to the AIP by the dates established internationally by the International Civil Aviation Organization (ICAO) at the beginning of each year.

■ QUALITY

Promote user participation and strengthen the organization's communication with stakeholders, trying to improve both their perception of the service and their satisfaction with it:

- Maintain the perceived quality index of our clients above 75%.
- 85% of complaints and suggestions from clients and users will be answered within a maximum period of 20 days, and 10% (those requiring more exhaustive investigation and coordination between different units of ENAIRe) will be answered within at most 40 days. The remaining 5% of communications are excluded because they require complex technical studies.
- Percentage of Airspace user consultations for which a specific meeting has been held, to facilitate understanding of Airspace projects, greater than or equal to 20%.

■ SUSTAINABILITY

In the area of the Environment, contribute to reducing emissions of greenhouse gases by the aircraft of our clients through improved organisation of the airspace and to the climate strategy:

- Maintain the percentage of continuous descents and ascents (European-driven manoeuvres to reduce CO₂ emissions) of the five main Spanish airports above 30% and 70%, respectively.
- Continuous improvement of horizontal en-route efficiency (KEA) so that aircraft annually travel fewer additional miles en route (KEA < KEA previous year).
- Ensure 100% of electricity produced from renewable sources with guarantee of origin.

■ GENERAL INFORMATION

Ensure the availability of website to citizens, notifying in advance about technical maintenance disruptions:

- Ensure that ENAIRe website planned disruptions are reported at least 24 hours beforehand.

8. Remedial measures



Analysis of the commitments and indicators, as well as the non-compliances detected, shall be published on the ENAIRe website, and, if applicable, the measures to be taken to remedy the deviations.

Complaints about failures to comply with the commitments declared in this Charter may be directed to the unit responsible for the Charter, by any of the existing communication channels will answer within a maximum period of 20 days, informing of the analysis of causes and the measures adopted.

Failures to comply with the declared commitments in this Charter shall under no circumstances entail patrimonial liability by the public authorities.

9. Participation, inquiries, suggestions, complaints and claims



Your opinion will help us to improve the quality of the services we provide. ENAIRe facilitates communication with citizens by means of its Electronic Administration service, accessible from its home page at <https://enaire.sede.gob.es/> where public information can be consulted, or a great variety of administrative procedures can be carried out electronically.

In addition, any citizen can convey their communications to us by emailing us to informacion@enaire.es, by ordinary mail or in person.

Additionally, there is an email address expressly available for clients of the aeronautical sector (air companies, airport management companies, pilots and aeronautical organisations) through which you can also get in touch with us: clientes@enaire.es.

Every year ENAIRe calls periodic Committees and Working Groups with clients and other operators of the aeronautical sector, in order to follow-up and exchange information about the provision of its services. You can apply to participate in: clientes@enaire.es.

10. Contact address



- **Unit responsible for the service charter:**
Division of Customers and Corporate Social Responsibility
Kudos Innovation Campus Las Mercedes
C/ Campezo, 1
28022 Madrid. Spain
Mail-box: clientes@enaire.es

- **Telematic information:**
Website: <https://www.enaire.es>
Mail-box: informacion@enaire.es

