



Integrated Management System Policy

Operational Safety;

Quality;

Environment;

Occupational Health and Safety;

Physical Security

Information Security;

Contents

1. INTRODUCTION.....	3
2. PURPOSE AND SCOPE.....	3
3. GUIDING PRINCIPLES	4
Purpose, Mission and Vision	4
Values	5
Commitments	5
1. <i>Safety comes first</i>	6
2. <i>Committed to our customers and society</i>	7
3. <i>We are a team</i>	8
4. <i>We pursue excellence</i>	9
4. OVERSIGHT MECHANISMS	9
5. PUBLICATION AND DISSEMINATION	10
6. APPROVAL AND ENTRY INTO FORCE	10

1. INTRODUCTION

ENAIRe, a public business entity attached to the [Ministry of Transport and Sustainable Mobility](#), is responsible for providing area control and approach control air traffic services, flight information, alerting and advisory services; aeronautical information services; and the communications, navigation and surveillance, aerodrome air traffic and apron management services for which it is responsible. It is also responsible for defining, developing and implementing air navigation systems; preparing and processing proposals to modify or create and classify new airspace structures; and preparing proposals for the design of new flight procedures, with a view to ensuring that services are delivered safely, efficiently, continuously and sustainably. It is also responsible for the overall operational coordination of the national air traffic management network and for air traffic flow management and airspace management, and has been designated the sole Common Information Service Provider.

These services are provided to all users of the airspace managed by ENAIRe, including airport operators and commercial, general and sport aviation, aerial work and UAS operators, taking account of the needs and expectations of our stakeholders.

In its Strategic Plan, known as Flight Plan, ENAIRe reaffirms its commitment to Safety, Quality, Sustainability and Innovation, taking account of all stakeholders, recognising and fostering the talent of our people, upholding our responsibility and commitment to serving customers and users in the aeronautical sector, and acting responsibly towards society while helping to drive Spain's economy.

European regulations governing air navigation services require a Management System to be implemented to address their key areas in an integrated manner. ENAIRe has therefore implemented and certified an [Integrated Management System covering Operational Safety, Quality, Environment, Occupational Health and Safety, Information Security and Physical Security](#). This management system provides the operational framework for directing our activities towards the objectives set out in the Strategic Plan, ensuring alignment between corporate strategy and day-to-day performance.

[ENAIRe's Integrated Management System Policy](#) has been drawn up in light of the current context, the challenges facing the aviation sector and society as a whole, and the objectives set out in ENAIRe's Strategic Plan.

2. PURPOSE AND SCOPE

This Policy sets out the principles and commitments governing ENAIRe's Integrated Management System. It applies to all ENAIRe staff and anyone working on its behalf, and is supplemented by the specific policies in place for each of the areas concerned.

[ENAIRe's Integrated Management System](#) meets the applicable regulatory requirements, including [Regulation \(EU\) 2017/373](#) on the provision of air navigation services; [Regulation \(EU\) 2015/340](#) on air traffic controller licences and certificates; [Regulation \(EU\) No 139/2014](#), which includes requirements for the provision of apron management services; [Regulation \(EU\) 2021/664](#) on U-space; and [Regulation \(EU\) 2023/203](#) and [Royal Decree 311/2022](#) on information security.

The [Integrated Management System Policy](#) also reflects other voluntary commitments, including the [international ISO 9001, ISO 14001 and ISO 45001 standards](#) on Quality Management, [Environmental Management](#) and [Occupational Health and Safety Management](#), respectively.

3. GUIDING PRINCIPLES

As noted in the introduction, ENAIRe has set out its [Purpose](#), [Mission](#), [Vision](#) and [Values](#) in its Strategic Plan, known as Flight Plan, which also contains its strategic objectives in areas including safety, quality, sustainability, efficiency and transformation.

ENAIRe's Strategic Plan provides the long-term framework for the organisation's activities and defines the elements that guide our decisions and the way we work: purpose, mission, vision and values. This strategic framework underpins the Integrated Management System and serves as the reference point for defining the commitments in this Policy.

Purpose, Mission and Vision

Purpose



Why we exist and how our work makes a positive difference to society and people's lives.

"We look after your flight to make it safe, efficient and sustainable."

Mission



What we do to fulfil our purpose and what sets us apart.

"We provide safe, high-quality and efficient air navigation services while respecting the environment, thereby contributing to the development of aviation and, in turn, to Spain's economic and social development."

Vision



Our ambition: what we want to achieve and become in the future, setting the direction we need to take.

"Consolidate ENAIRe's position as a leading global operator in the provision of air navigation services, recognised for its safety and quality and underpinned by our people, innovation and technology."

Values

1. Safety comes first		Part of our DNA Safety is our highest priority and part of our DNA-the foundation of our service and people's wellbeing.	Trust and a Just Culture We foster a climate of trust and a Just Culture , with a shared determination to maintain and strengthen our Safety Culture .	Strengthening and advancing safety To meet the challenges ahead, our actions and changes are focused on improving and strengthening safety .
2. Committed to our customers and society		We are professionals We provide efficient , high-quality services that meet and exceed the needs and expectations of our stakeholders.	We are empathetic We put ourselves in others' shoes to understand and meet the needs of our internal and external customers .	We protect the environment We take action to develop sustainable solutions , recognising the impact of our activities on the natural environment.
3. We are a team		We are ENAIRe We are proud to be part of ENAIRe. We work with ambition and courage to achieve our shared goals.	Integrity defines us We act ethically, honestly and transparently in our work. Transparent communication is central to our day-to-day work.	We respect and trust one another We work with our colleagues, recognise the value of their work and act with generosity and humility to build a connected organisation.
4. We pursue excellence		We innovate We set ourselves new challenges and seek new ideas and ways of working, drawing on the latest technological advances.	We adapt to change We are open-minded and adapt to change so that ENAIRe can transform and grow. We are agile and proactive.	We lead through excellence Through commitment and initiative , we build ENAIRe's future and stay ahead of change.

Commitments

Building on this strategic framework and the central role of the Integrated Management System, ENAIRe makes the following commitments, ensuring consistency between our values and the way we manage our processes and services:

1. Safety comes first



V1C1.- Make **safety** central to ENAIRe's strategy, keeping **people** safe as they travel through our airspace.

V1C2.- Provide all staff with safety training and awareness so that they are **committed to** operational safety, understand their individual responsibilities and the safety consequences of their actions, with senior management leading this commitment.

V1C3.- Raise **performance standards** to help achieve the highest levels of safety throughout the airspace managed by ENAIRe, through proactive, systematic and innovative management in an increasingly demanding environment with emerging risks.

V1C4.- Keep secure the **facilities** from which ENAIRe provides its services and strengthen the **protection** of assets, data, services and people, including by forging closer ties with law enforcement agencies.

V1C5.- Enhance protection mechanisms against new cyberattacks and **cybersecurity** threats to provide ENAIRe's services and ensure the access, integrity, availability, authenticity, confidentiality, traceability and preservation of **data**, **information** and electronically delivered **services**.

V1C6.- Promote effective operational safety reporting to support improvement, providing fair protection for employees who report incidents, hazards, risks and opportunities, in accordance with the established **Just Culture** Policy.

V1C7.- Keep technical knowledge of **human factors** up to date and apply it to **fatigue** and **stress** risk management and to change assessments, taking account of human performance and its impact on safety, while promoting the use of systemic analysis methodologies.

These commitments are set out in detail in ENAIRe's Safety and Security Policies.

2. Committed to our customers and society



V2C1.- Provide **safe, efficient and high-quality** air navigation services tailored to the needs of customers, airspace users and society.

V2C2.- Provide **non-discriminatory access to ENAIRe's services**, regardless of nationality or any other characteristic of the user or class of user, including access to information with the same levels of quality, latency and data protection in any U-space airspace where *Common Information Service (CIS)* is provided.

V2C3.- **Provide services openly and transparently**, publishing and keeping up to date the terms and conditions of access, holding regular consultations with users and engaging actively with them whenever a specific service change is proposed, while ensuring effective individual or collective communication.

V2C4.- **Comply with all legal, regulatory and standards requirements**, as well as any other requirements to which the organisation subscribes and the **best practices applicable** to the services we provide, the activities we carry out and every area of our work, including safety, quality, the environment, occupational health and safety, etc.

V2C5.- Comply with **competition law by refraining from** any conduct intended to prevent, restrict or distort competition and from practices that could constitute an abuse of a dominant position, always acting with integrity, transparency and respect for the law.

V2C6.- Systematically improve **the customer and user experience** through performance measurement, active listening and service innovation.

V2C7.- Promote more **sustainable** aviation and **protect the environment** by **preventing pollution**, **reducing the environmental impacts** of our activities and taking climate action through climate change mitigation and adaptation.

V2C8.- Improve **energy efficiency** by supporting **renewable energy** and **decarbonisation**, including certified **carbon footprint calculations and the integration of** climate-related requirements, in line with the European Green Deal.

V2C9.- Advance the Safe, **Sustainable** and Connected **Mobility** Strategy 2030, making mobility a right and a driver of social cohesion and economic growth through commitments to smart, safe and low-emission mobility for all.

V2C10.- Communicate our commitment to **society** and our stakeholders as an essential part of our business strategy, linking it to the United Nations Sustainable Development Goals (**SDGs**) and the Principles of the UN **Global Compact**.

3. We are a team



V3C1.- Foster an organisational culture aligned with the values of commitment, responsibility and public service, strengthening the sense of belonging and professional pride.

V3C2.- Recognise people as ENAIRe's main asset, promoting their involvement, professionalism and commitment as key to achieving strategic objectives and improving processes and the Integrated Management System, while encouraging open communication and the exchange of ideas.

V3C3.- Drive ENAIRe's transformation and modernisation, balancing technology and people to become an agile, flexible organisation capable of responding effectively to challenges.

V3C4.- Foster teamwork and cross-functional collaboration between units and regions by improving organisational structures, streamlining processes and digital tools, and promoting open communication and continued support for shift workers to strengthen cohesion and effectiveness across the organisation.

V3C5.- Promote continuous training and skills development through training models tailored to the needs of each role, effectively strengthening technical and behavioural capabilities and helping staff adapt to airspace modernisation and the evolving operating model.

V3C6.- Ensure the proper implementation of ENAIRe's Equality Plan and Diversity, Equity and Inclusion Policy.

V3C7.- Promote work-life balance and shared responsibility between women and men by supporting teleworking and right-to-disconnect policies.

V3C8.- Protect our staff from injury and ill health by providing safe and healthy working environments and conditions, eliminating hazards and assessing, reducing, preventing and controlling occupational risks, improving occupational health and safety management, setting improvement objectives, and consulting and involving staff and their representatives.

V3C9.- Maintain coordination and collaboration with sector organisations and public authorities on occupational safety and health protection measures, particularly in relation to risks arising from climate change.

4. We pursue excellence



-  **V4C1.-** Drive [airspace modernisation](#) through the continuous development of air navigation systems and procedures, drawing on [digitalisation](#), safe [automation](#) and technological [innovation](#) to ensure system capacity and resilience, in line with the requirements of the [Single European Sky](#) (SESAR).
-  **V4C2.-** Integrate [new airspace users](#), such as drones and U-space operations, safely and in an orderly manner, ensuring coexistence with conventional aviation and consolidating ENAIRe's role as a *Common Information Service Provider* (CISP).
-  **V4C3.-** Promote the [development of new services and innovative solutions](#) in both regulated and non-regulated markets that strengthen competitiveness and create value.
-  **V4C4.-** [Promote ENAIRe's international expansion](#), strengthening its presence and position in Europe and internationally as a leading air navigation service provider.
-  **V4C5.-** Promote integrity, transparency and accountability in management, strengthening [good governance](#), [an ethical culture](#) and [compliance](#), as well as sound tax practices, and maintaining cooperative, transparent relationships with our stakeholders and public authorities.
-  **V4C6.-** Maintain [responsible and sustainable financial management](#), strengthening our competitive position, streamlining public procurement and optimising costs to ensure the continuity and effective operation of air navigation services.
-  **V4C7.-** [Drive continuous improvement in our Management System](#) through proactive management that strengthens operational and occupational safety, raises the quality of our services, improves our environmental performance and ensures the comprehensive protection of our assets and people.
-  **V4C8.-** Facilitate inspections and audits by the competent authorities and qualified bodies, [cooperating](#) as necessary to enable [regulators](#), [supervisors](#), [auditors](#) and [assessors](#) to exercise their powers efficiently and effectively.

4. OVERSIGHT MECHANISMS

Management has established the strategic guidelines needed to translate these commitments into action and results, and is committed to providing the resources required to deliver our services while managing financial resources efficiently.

The [Management Committee](#) will oversee the promotion and implementation of this Policy and, where appropriate, will report on its progress to the [Governing Board](#) through the Director General, in accordance with the established processes for reviewing it within the [Integrated Management System](#).

5. PUBLICATION AND DISSEMINATION

This Policy is endorsed by Senior Management and maintained as documented information.

In accordance with the requirements of international standards and transparency practices, this Policy will be made available to all stakeholders on ENAIRE's [website](#) for information and reference.

It will also be [publicised](#) internally through the existing channels to ensure that it is understood and applied, and that staff are aware of the implications of their work and of ENAIRE's commitment to their development and to society.

6. APPROVAL AND ENTRY INTO FORCE

Following its presentation to the [Management Committee](#) on 9 June 2026, this Policy was approved by ENAIRE's [Governing Board](#) at its meeting on 26 June 2026 and entered into force 10 days after its approval, superseding the previous version dated April 2024.

This Policy will remain in force unless amended; any amendments will be duly communicated. **It will also** be reviewed and updated as necessary to reflect any regulatory, social, economic or organisational changes.

In accordance with the [applicable EU Regulations](#), this Policy is signed by ENAIRE's General Director as [Accountable Manager](#).

General Director