



Integrated Management System Policy

Operational Safety;

Quality;

Environment;

Occupational Health and Safety;

Information security

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1. INTRODUCTION

ENAIRe, a state-owned company of the [Ministry of Transport, Mobility and the Urban Agenda](#), is responsible for the planning, management, coordination, operation, maintenance and administration of air traffic, telecommunications and aeronautical information services, as well as of the communications infrastructure, facilities and networks of the air navigation system, with the aim of ensuring that the service is provided safely, efficiently, continuously and sustainably.

ENAIRe, as the [leader in the provision of air navigation services](#), reaffirms its commitments to excellence, innovation and sustainability, keeping in mind all stakeholders, recognising and promoting the talent of people in our organisation, maintaining our responsibility and commitment to serve our customers and users in the aeronautical sector, and acting responsibly with society, as the driver of the Spanish economy.

European regulations for air navigation services include the obligation to have a Management System implemented, and to proactively and systematically improve it. [ENAIRe's Integrated Management System](#) complies with the applicable regulatory requirements, such as [European Regulation \(EU\) 2017/373 on Operational Safety](#), and [Royal Decree 311/2022 on Information Security](#); as well as with other voluntary commitments, such as the [international standards ISO 9001, 14001 and 45001](#), on [Quality, Environment and Occupational Health and Safety](#), respectively.

The [policy of ENAIRe's Integrated Management System](#), which reflects the current context, the challenges of the aviation sector and of society in general, lays out the [organisation's commitments](#), which must provide a reference framework for the development of ENAIRe's strategy and activities.

2. PURPOSE AND SCOPE

The [Policy of the Integrated Management System](#) aims to define and establish the fundamental principles and commitments of ENAIRe in the fields of [Operational Safety, Quality, Sustainability, Environment, Occupational Risk Prevention](#) and [Information Security](#), in order to provide a guide to all ENAIRe staff and persons working on its behalf, without prejudice to the specific policies set out for each of the associated areas.

This Policy associates the desired behaviours in ENAIRe's [Values](#) with the organisation's main [Commitments](#) in order to help consolidate the necessary cultural transformation and change processes.

3. OPERATING PRINCIPLES AND COMMITMENTS

ENAIRe has established its [2025 Flight Plan](#), which sets out the company's strategy for coming years, its [Purpose, Mission, Vision](#) and [Values](#), which are described below, with a summary of the most relevant [Commitments](#).

Purpose, Mission and Vision

Aim



Our reason for being, like our work, leaves a positive mark on society and people.

"We take care of your flight to make it safe, fast, efficient and sustainable".

Mission



It is what describes our activity, what we do to achieve our purpose, as well as what sets us apart.

"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



Our ambition: what we want to achieve in the future, what we want to become, guiding the way forward.

"We want to turn ENAIRe into a global operator, a leader in the air navigation sector, based on people, innovation and digitalisation".

Values

1. Safety First



In our DNA

Safety is our **top priority**. It is the pillar on which our service and the **welfare** of people rest.

Attitude of trust and "fair culture"

We participate in an atmosphere of **trust**, where we all report essential information without fear of punishment, in an effort to uphold and reinforce our **Safety Culture**.

We enhance and promote safety

To face the challenges of the future, any **actions** and **changes** must **enhance** the levels of safety required.

2. Committed to customers and society



We pursue excellence

We provide a **quality service** that guarantees and exceeds the **needs and expectations** of our customers and stakeholders.

We are empathetic

We put ourselves in the other's place to understand and respond to the needs of **internal and external customers**.

Environmentally responsible

We are aware of the impact of our activity on the environment and we take steps to develop **sustainable solutions**.

3. We are one big team



We are ENAIRe

We are **proud** to be part of ENAIRe. Through our work, we do our best to achieve our collective goals.

Integrity is our character

We act **ethically, honestly and transparently** in the performance of our work.

We respect and trust

We **collaborate** with our colleagues, we acknowledge the merit of their work and we act **generously and humbly** to achieve an interconnected organisation.

4. "Hunger" for improvement in our organisation



We are innovative

We consider new **challenges** and we look for new **ideas** and ways to do our work that rely on the latest technological advances.

Flexible in the face of change










We have an **open mind** and we adapt to changes so ENAIRe can transform and grow.











We are proactive

With **engagement and initiative**, we are building ENAIRe's future.

In an effort to achieve its [Purpose, Mission and Vision](#), ENAIRE has implemented and certified an [Integrated Management System](#) that is based on Senior Management's commitment to complying with the applicable legal and regulatory requirements, and with any others that the organisation has endorsed, as well as with the [constant improvement](#) of the Management System and its [performance](#) in all of its areas of application, considering the application of [best practices](#) in each of said areas (*Operational Safety; Quality; Environment; Occupational Health and Safety; Information Security, etc.*).

Commitments

Value	Associated commitments
1. Safety first	<ul style="list-style-type: none">  V1C1 - Prioritise safety as a central element of ENAIRE's strategy by taking care of people when they travel through our airspace.  V1C2 - Follow in senior management's example and train and raise awareness among all personnel in the field of safety to ensure their commitment to the safety of operations, their knowledge of their individual responsibility, and their understanding of the consequences of their actions on safety  V1C3 - Improve performance standards to support the achievement of the highest levels of safety through proactive and systematic innovative management, in an increasingly demanding scenario of new and emergent risks.  V1C4 - Work jointly with customers, experts, industry associations and trade union organisations to define the priorities for enhancing operational safety and guaranteeing the continuous improvement of performance and its processes.  V1C5 - Support the digital transformation and innovation to improve the supervision of services, ENAIRE's network and incident management.  V1C6 - Ensure that the facilities from which ENAIRE provides its services are kept safe, and reinforce the protection of goods, data, services and people by augmenting ties with law enforcement.  V1C7 - Evolve protection mechanisms against new cybersecurity attacks and threats to ensure the continued availability of ENAIRE's services and guarantee access, integrity, availability, authenticity, confidentiality, traceability and storage of the data, information and services provided in electronic media.  V1C8 - Promote effective reporting on operational safety, providing fair protection to workers who report incidents, dangers, risks and opportunities, in accordance with the Just Culture Policy in place.  V1C9 - Remain current on technical knowledge of human factors and apply it to managing the risks of fatigue and stress, as well as to change analysis from the perspective of human actions and their impact on safety, while promoting the application of systemic analysis methodologies.










Value	Associated commitments
<p>2. Committed to customers and society</p>	<ul style="list-style-type: none"> <li data-bbox="424 347 1442 421">  V2C1 - Improve the satisfaction and trust of customers at ENAIRe through the customer experience, the service culture of our professionals and the development of new services. <li data-bbox="424 450 1442 584">  V2C2 - Contribute to the National Recovery, Transformation and Resilience Plan by contributing to the four cross-cutting themes - Ecological transition, Digital transformation, Gender equality, Social and territorial cohesion - in order to be a green, digital and cohesive Spain without a gender gap. <li data-bbox="424 613 1442 687">  V2C3 - Leverage the Investment Plan as a stimulus for the Spanish technology and innovation industry, and as a facilitator for the recovery of the sector, and promote job creation. <li data-bbox="424 716 1442 822">  V2C4 - Boost the 2030 Safe, Sustainable, Connected Mobility Strategy, making mobility a right, an element of social cohesion and economic growth, through the commitments to smart, safe and low-emissions mobility for all. <li data-bbox="424 851 1442 956">  V2C5 - Convey 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 Global Compact. <li data-bbox="424 985 1442 1090">  V2C6 - Build a Committed Sky that integrates the expectations of stakeholders by implementing the 2030 Agenda, making ENAIRe a benchmark in terms of sustainability, good governance and transparency. <li data-bbox="424 1120 1442 1225">  V2C7 - Modernise Spanish airspace by developing and relying on cutting-edge technology to increase the efficiency, scalability, resilience and capacity of ENAIRe's network, and thus meet the needs and expectations of our customers. <li data-bbox="424 1254 1442 1359">  V2C8 - Bolster the implementation of the Flexible Use of Airspace and the promotion, development and application of integrated coordination mechanisms with the Ministry of Defence. <li data-bbox="424 1388 1442 1462">  V2C9 - Promote and uphold more sustainable aviation, guaranteeing the prevention of pollution and the reduction of environmental impacts generated by our activity. <li data-bbox="424 1491 1442 1597">  V2C10 - Improve energy efficiency by investing in renewable energies and decarbonisation, and monitoring them through new tools, in keeping with the National Energy and Climate Plan and the European Green Deal.

Value

Associated commitments

3. *We are a single, great team*

-  **V3C1** - Ensure each member of our **team** can relate to our values, and allow them to associate these values with a sense of **pride** and **belonging** to the organisation, promoting empathy among all of ENAIRe's collaborators.
-  **V3C2** - Guarantee the approval of the new **Equality** Plans and the approval of ENAIRe's **Inclusion** and **Diversity** Policy.
-  **V3C3** - Help **balance** work, personal and family life to contribute to joint responsibility between women and men, promoting telework and digital disconnection policies.
-  **V3C4** - Bolster ENAIRe's **transformation** and modernisation process, paying equal attention to technology and the human factor, in a culture where people feel motivated and committed, and thus turn into an agile and flexible company that is able to efficiently respond to challenges, with people as the driving force behind this transformation.
-  **V3C5** - Create **innovation** spaces for the exchange of **knowledge** and the creation of a **corporate culture**.
-  **V3C6** - Progress toward **training** models that effectively reinforce technical and behavioural **skills** and **aptitudes** to the specific needs of each position.
-  **V3C7** - **Protect our staff** against harm and deterioration of their 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, establishing improvement goals, all in consultation and cooperation with the staff and their representatives.
-  **V3C8** - Continue to coordinate and collaborate in **occupational health** and **safety measures**, both with sector organisations and government agencies.
-  **V3C9** - Support actions for a **healthy company** by implementing support programmes that guarantee the emotional well-being of workers.

Value	Associated commitments
4. "Hunger" for improvement	<ul style="list-style-type: none"> <li data-bbox="424 322 1423 412">  V4C1 - Increase competitiveness and make ENAIRe an international global provider of air navigation and associated services. <li data-bbox="424 434 1423 546">  V4C2 - Promote research, innovation and development activities focused on improving services and new business areas, in line with the Spanish Science, Technology and Innovation Strategy and European SESAR plans. <li data-bbox="424 568 1423 658">  V4C3 - Invest in the development of new strategic services based on new technical approaches and the use of novel technologies. <li data-bbox="424 680 1423 725">  V4C4 - Spearhead new strategic and highly innovative partnerships. <li data-bbox="424 748 1423 860">  V4C5 - Convert ENAIRe into the national provider of U-Space services, as the CISP (<i>Common Information Service Provider</i>), promoting and participating in new emerging business lines resulting from the entry of new airspace users. <li data-bbox="424 882 1423 994">  V4C6 - Digitise and thoroughly modernise the technology of Spanish air navigation, in accordance with the requirements of the Single European Sky (SESAR), in order to further the development of ENAIRe's business. <li data-bbox="424 1016 1423 1128">  V4C7 - Properly prioritise investments by assessing the associated benefits in order to maximise their efficiency and ensure that they have a positive impact on improving the performance and service provided. <li data-bbox="424 1151 1423 1263">  V4C8 - Improve ENAIRe's economic recovery and future viability and the continued employment of all its workers by increasing the company's efficiency and productivity, while at the same time contributing to the recovery of the aviation sector. <li data-bbox="424 1285 1423 1397">  V4C9 - Facilitate inspections and audits by competent authorities, cooperating as needed so that regulatory, supervisory, audit and evaluation bodies can efficiently and effectively exercise their powers.

4. MONITORING MECHANISMS

Management has established the strategic lines to ensure that these commitments materialise into actions and results, and undertakes to make available the resources needed to provide our services while managing economic resources with efficiency criteria.

The [Management Committee](#) will oversee the promotion and implementation of this Policy, and inform the [Board of Directors](#) of its progress through the CEO, where relevant, in accordance with the processes established for its review as part of the Integrated Management System.

5. DISCLOSURE AND DISSEMINATION

This Policy is supported by Senior Management and is kept as substantiated information.

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

Similarly, it will be suitably communicated and [disseminated](#) internally using existing tools to ensure it is understood and applied within the organisation, thus confirming ENAIRE's [commitment](#) to our staff, to development and [progress](#) in order to guarantee the future of aviation and Spanish society, promoting its dissemination so it is understood by all the [people](#) who act on behalf of ENAIRE.

6. APPROVAL AND VALIDITY

Following its presentation to the [Management Committee](#) on 23 November 2022, this Policy was approved by ENAIRE's [Board of Directors](#) at its meeting of 30 November 2022, coming into force on that date. It shall remain in force until amendments are made to the Policy, which will be properly communicated.

This Policy is subject to review and updating as needed to adapt it to any regulatory, social, economic or organisational changes.