

# Report of the Chief Executive

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Andrew Haines

For many, 2012 will be remembered for the London Olympic and Paralympic Games. It is a tribute to the whole aviation sector that thousands of athletes, officials and spectators were able to reach the UK efficiently and safely.

Effective preparations by airports and airlines, efficient and safe management of airspace, and a professional and responsible approach from the General Aviation community to airspace restrictions complemented by stunning aerial TV pictures, all contributed to the success of the Games. I am proud of the part the CAA played in making those things happen.

At the same time, we have continued to focus on some longer-term challenges. Among these is the increasing importance of international co-operation, and we are constantly strengthening our ability to influence at both the European and global levels.

Much of what we do on the safety agenda is shaped by the European Aviation Safety Agency (EASA) as it takes on more responsibility for setting regulations. The European harmonisation of pilot licensing has involved work and upheaval for everyone, but does promise a stable system with a level playing field that enables UK pilots to enjoy freedom of access



and work across Europe. This year will see more responsibilities transfer to EASA, notably in the regulation of aerodromes and flight operations.

On the consumer protection front, the European Commission has published its proposal to amend the existing rules on compensation and assistance for passengers facing delays and cancellations. This would not just amend those rights, but also the CAA's role in monitoring and enforcement. We will continue to support the UK government as negotiations over the proposal continue, and ensure we are ready to deliver on any new responsibilities.

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Co-operation with Europe is also central to making airspace more efficient. Our Future Airspace Strategy promises real capacity, efficiency and environmental gains. This year saw an important milestone with the publication of an implementation plan, which has been acknowledged as leading the way in taking forward the Single European Sky initiative. It is also vital in delivering our environmental objective – to help the aviation industry reduce its impacts on the environment. This year we published a detailed programme for how we will meet that goal.

While it is through changes like more efficient airspace that major gains for industry will come, we are also alert to the impact of our regulation on the industry's costs, particularly during challenging economic times. For many years the CAA's internal processes systems have been in need of updating. Our Performance and Process Improvement programme, while requiring significant investment, will ensure we provide a much better and more efficient service to our stakeholders. We have planned the programme in such a way as to generate early efficiency savings that can then be reinvested in improved systems and processes. We are currently establishing a new shared services hub – a one-stop shop bringing together high volume transactions like approvals and licensing in one place. The programme will also provide the internal systems to ensure we can fully implement our Enhancing Safety Performance programme, helping us make better regulatory decisions.

All these are examples of the progress we have made this year in becoming a more effective and efficient organisation: focusing on the things that matter most, clear and proportionate in our regulation and with twenty-first century processes and systems. We are committed to building on these achievements in the year ahead.



**Andrew Haines**

Chief Executive

18 June 2013

