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**ANSP NAME  
[5 YEAR] BUSINESS PLAN  
20XX – 20XX**

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Document Approval Record

Authored by:	
Authorised by:	

Any queries about this document should be addressed to:

- Name
- Jobtitle
- Address

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## 1. Introduction

As a non-derogated ANSP Certificated under EU1035/2011 **[ANSP name]** is required to produce both a business plan (covering a minimum period of five years) and an annual plan:

“Air navigation service providers shall produce a business plan covering a minimum period of five years. The business plan shall:

- (a) set out the overall aims and goals of the air navigation service provider and its strategy towards achieving them in consistency with any longer term plan of the air navigation provider and with relevant [European] Union requirements for the development of infrastructure or other technology; and
- (b) contain appropriate performance in terms of safety, capacity, environment and cost – efficiency, as may be applicable.

The information listed in a) and b) above shall be consistent with the national of functional airspace block performance plan in Article 11 of Regulation (EC) No 549/2004 and, as far as safety data is concerned, consistent with the State Safety Programme referred to in Standard 2.27.1 of Annex 11 to the Convention on International Civil Aviation, Amendment 47B from 20 July 2009 as applicable.

This document outlines **[ANSP name’s]** business plan for 20XX to 20XX.

## 2. Overall aims and goals

The overall aims and goals of the air navigation service provider and its strategy towards achieving them in consistency with any longer term plan of the air navigation provider and with relevant [European] Union requirements for the development of infrastructure or other technology

- a)
- b)
- c)
- d)
- e)

### Strategy towards achieving aims and goals

- a)
- b)
- c)
- d)
- e)

### **New infrastructure and developments**

- *e.g. replacement surveillance, nav aids or comms equipment*
- *e.g. changes in staffing arrangements or opening hours*

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- *e.g. airspace changes*

**[Add narrative on how the infrastructure and developments will contribute to improving ANSP performance, including level and quality of service.]**

### **3. Performance indicators**

Performance indicators consistent with the national or functional airspace block performance plan referred to in Article 11 of Regulation (EC) No 549/2004 against which the performance level and quality of service may be reasonably assessed

#### **Capacity**

- *e.g. punctuality/delay target*
- *e.g. aircraft holding for stands*
- *e.g. equipment reliability target*
- *e.g. carry out X safety audits*

#### **Safety**

- *e.g. reach at least level 'X' in Effectiveness of Safety Management*
- *e.g. runway incursions/excursions*
- *e.g. level busts*
- *e.g. no ANSP attributable airprox*
- *e.g. TCAS events*

#### **Environment**

- *e.g. continuous descent arrival target*
- *e.g. adherence to SIDs and STARs*

#### **Cost-efficiency**

- *e.g. operating cost reduction per flight*
- *e.g. to remain within budget*

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