
ANSP NAME ANNUAL REPORT 20XX

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Document Approval Record

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Introduction

As a non-derogated ANSP Certificated under EU1035/2011 **[ANSP name]** is required to produce an annual report:

“Air navigation service providers shall be able to provide an annual report of their activities to the relevant competent authority.

That annual report shall cover their financial results without prejudice to Article 12 of Regulation (EC) No 550/2004, as well as their operational performance and any other significant activities and developments in particular in the area of safety.

The annual report shall include as a minimum:

- (a) an assessment of the level of performance of air navigation services generated;
- (b) the performance of the air navigation service provider compared to the performance targets established in the business plan referred to in point 2.2.1 [of Annex 1 of Regulation 1035/2011], reconciling actual performance against the annual plan by using the indicators of performance established in the annual plan;
- (c) provide an explanation for differences with the targets, and identify measures for closing any gaps during the reference period referred to in Article 11 of Regulation (EC) No 594/2004;
- (d) developments in operations and infrastructure;
- (e) the financial results, as long as they are not published separately in accordance with Article 12(1) of Regulation (EC) No 550/2004;
- (f) information about the formal consultation process with the users of its services;
- (g) information about the human resources policy.

Air navigation service providers shall make the content of the annual report available to the [European] Commission and the [European Aviation Safety] Agency on request and to the public under the conditions set by the competent authority in accordance with national law”.

This document is **[ANSP name’s]** annual report for 20XX.

a) An assessment of the level of performance of air navigation services generated

Assessment of the level and quality of service provided

Assessment of the level of safety provided

Assessment of cost effectiveness

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b) Performance of the air navigation service provider compared to the performance targets established in the business plan and annual plan

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*

c) Explanation for differences with performance targets and measures for closing any gaps

d) Developments in operations and infrastructure

New infrastructure

- *e.g. replacement surveillance, nav aids or comms equipment*

Developments in operations

- *e.g. changes in staffing arrangements or opening hours*
- *e.g. airspace changes*

e) Financial results (if not published separately)

e.g. XXX accounts are available separately.

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f) Information about the formal consultation process with users

e.g. Airport Operations Safety Committee
e.g. Pilot Forum

g) Information about the human resources policy

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