

# Regulation of aeronautical information management services

CAP 779

A large, abstract graphic composed of overlapping blue shapes. It features a dark blue curved shape on the right side that overlaps a lighter blue shape, all set against a white background.

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## Revision history

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### Issue 1 April 2008

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CAP 779 is introduced to meet the requirement for the Directorate of Airspace Policy (DAP) to carry out the CAA's functions given by the Secretary of State under Section 66(1) of the Transport Act 2000, in respect of AIS provision, and how the Aeronautical Information Management Regulation Section (ARIMR) undertakes this function on behalf of DAP.

### Issue 2 April 2010

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CAP 779 is revised to reflect the transfer of the aeronautical chart production and data management tasks from within the Directorate of Airspace Policy of the CAA to NATS/AIM. Other minor amendments are also included.

### Issue 3 July 2020

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CAP 779 is revised to reflect current regulatory references and to highlight the requirement for Management Systems, Change Management Procedures and Formal Arrangements. Other minor amendments and clarifications are also included.

## Foreword

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Civil Aviation Authority (CAA) Civil Aviation Publications (CAPs) are based upon national and European Union (EU) legislation and non-legislative regulatory material, such as ICAO Standards and Recommended Practices. They are published in order to provide UK industry with:

- a) guidance and clarification on the means of achieving compliance with global, UK and European regulatory requirements, and where applicable:
- b) details of United Kingdom (UK) 'Alternative Means of Compliance', and
- c) details of any additional national requirements, including CAA administrative procedures.

Details of appropriate supporting administrative procedures are also included where necessary.

In publishing CAPs, the CAA satisfies the obligations placed upon it by the Transport Act 2000<sup>1</sup>, Chapter 1 Article 2 'CAA's general duty', which in paragraph 2(a) requires the CAA to exercise its functions under the Act in the manner it thinks best calculated, to further the interests of operators and owners of aircraft, owners and managers of aerodromes, persons travelling in aircraft and persons with rights in property carried in them. The only interests to be considered under subsection (2)(a) are interests regarding the range, availability, continuity, cost and quality of air traffic services.

Publication of CAPs additionally satisfies the requirements set out by the Civil Aviation Authority (Chicago Convention) Directions 2007<sup>2</sup> to ensure that it acts consistently with the obligations placed on the UK under the Chicago Convention. The CAA is obliged to consider whether it is necessary to amend United Kingdom aviation legislation to ensure appropriate implementation of an ICAO provision.

Where (a) the CAA considers it inappropriate to transpose an ICAO provision into domestic legislation and (b) the CAA has discretionary power to enforce the requirements of such a provision through a certificate, licence, or other means of approval, the Civil Aviation Authority (Chicago Convention) Directions 2007 obliges the CAA to develop and publish such requirements as are necessary to implement the ICAO provision and shall ensure that it is able to verify adherence to those requirements.

CAPs are subject to periodic revision to take account of changes to source regulatory material, feedback from industry, and recognised best practice. CAP 779 provides

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<sup>1</sup> <http://www.legislation.gov.uk/ukpga/2000/38/contents> or <http://www.legislation.gov.uk/ukpga/2000/38/data.pdf>  
<sup>2</sup> [https://webarchive.nationalarchives.gov.uk/20100422174722/http://www.caa.co.uk/docs/286/CAA\(ChicagoConvention\)Directions2007\(asamended\).pdf](https://webarchive.nationalarchives.gov.uk/20100422174722/http://www.caa.co.uk/docs/286/CAA(ChicagoConvention)Directions2007(asamended).pdf)

applicable guidance and clarification relating to the regulation of aeronautical information management services and is to be read in conjunction with - the regulatory material referenced in the Scope section of this document. ***Non-inclusion of source regulatory material within this CAP does not preclude the end user from either the need to be aware of, or the need to comply with, the requirements contained within the source regulatory materials unless otherwise exempted from those requirements.***

It is the policy of the UK government that, unless a Difference (from an ICAO requirement) or 'Alternative Means of Compliance' (AltMoc) (related to an EASA 'Acceptable Means of Compliance' (AMC)) has been established, compliance with relevant international (i.e. ICAO and applicable equivalents such as International Telecommunications Union) and European regulatory material is required to the extent mandated in law. Additionally, compliance with national requirements that are not addressed by international or EU regulations is also required.

The words 'must', 'shall' and 'will' indicate that compliance with applicable regulatory requirements is necessary. In the case of AMC, the word 'should' indicates that compliance is required, unless complying with an approved AltMoC.

# Scope of the document

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## General

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CAP 779 describes UK and International regulatory requirements applicable to the regulation of Aeronautical Information Management (AIM) and the provision of the Aeronautical Information Service (AIS) and those elements of the European Commission certification process that fall under the CAA AIM Regulator's responsibilities.

The document defines the scope of services provided by the regulated State AIS provider and explains how regulation of the AIS is implemented.

## References

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The following references are provided for convenience and are not exhaustive, and in view of the timescales involved in updating a Civil Aviation Publication (CAP), may not be up to date. It is therefore advised that readers take note of all applicable Regulations and of any amendments to the Regulations listed below that are implemented after publication of this document.

- Civil Aviation Act 1982
- Transport Act 2000
- The Civil Aviation Authority (Air Navigation) Directions 2001
- The Civil Aviation Authority (Chicago Convention) Directions 2007
- The NATS (En Route) plc (NERL) Licence
- NATS Operational Specifications (as detailed in the UK AIS Operating Specification):
  - UK AIP Template Specification
  - UK Aeronautical Chart Specification
  - Unmanned Aircraft System Flight Restriction Zone Requirement and Chart Specification
- CAP1054 Aeronautical Information Management
- CAP1074 Safety and Airspace Regulation Enforcement Guidance
- ICAO Annex 15 – Aeronautical Information Service
- ICAO Annex 4 – Aeronautical Charts



- ICAO Document 10066 – PANS Aeronautical Information Management
- ICAO Document 8126 - Aeronautical Information Services Manual
- ICAO Document 8697 – Aeronautical Chart Manual
- EU Regulation 2018/1139 – The Basic Regulation
- IR (EC) No.550/2004 on the provision of air navigation services (the Service Provision Regulation)
- IR (EU) No. 2017/373 laying down common requirements for providers of air traffic management/air navigation services and their oversight
- IR (EU) No.73/2010 (&EU 1029/2014)<sup>3</sup> laying down requirements on the quality of aeronautical data and aeronautical information
- IR (EC) No.552/2004<sup>4</sup> on the interoperability of the European Air Traffic Management network
- IR (EU) No.376/2014 on the Reporting, Analysis and Follow-Up of Occurrences in Civil Aviation
- IR (EU) No.391/2013 laying down a common charging scheme for air navigation services

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<sup>3</sup> To be replaced in January 2022 by the Data and Data Quality requirements which will be included in EU 2017/373 and EU 139/2014

<sup>4</sup> Was replaced by Regulation (EU) 2018/1139 the Basic Regulation from 11 September 2018. However, certain articles and annexes of 552/2004 continue to apply until the date of application of the relevant delegated acts covering the subject matter of the relevant provisions of Regulation (EC) No 552/2004, and in any case not later than 12 September 2023.

# Glossary of definitions and abbreviations

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## Definitions

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1. In CAP779, where a term is used, which is defined by ICAO in a relevant Annex or PANS document, that definition will apply unless:
  - the contrary is indicated; or
  - there is a different definition in the Air Navigation Order or European Regulations.
2. The terms in the table below have been listed for convenience or have been defined to avoid ambiguity or misunderstanding, or to provide definition of words or phrases which have specific meanings within this document. In some cases, they may be slight modifications of definitions in other documents.

Term	Definition
Aeronautical Information	information resulting from the assemble, analysis and formatting of aeronautical data
Aeronautical Information Management	the dynamic, integrated management of aeronautical information through the provision and exchange of quality-assured digital aeronautical data in collaboration with all parties.
Aeronautical Information Product	<p>aeronautical data and aeronautical information provided either as digital data sets or as a standardized presentation in paper or electronic media. Aeronautical information products include:</p> <ul style="list-style-type: none"> <li>— Aeronautical Information Publication (AIP), including Amendments and Supplements;</li> <li>— Aeronautical Information Circulars (AIC);</li> <li>— aeronautical charts;</li> <li>— NOTAM; and</li> <li>— digital data sets.</li> </ul> <p><i>Note. Aeronautical information products are intended primarily to satisfy international</i></p>

Term	Definition
	<i>requirements for the exchange of aeronautical information.</i>
Aeronautical Information Publication	A publication issued by or with the authority of a State and containing aeronautical information of a lasting character essential to air navigation.
Aeronautical Information Service	a service established within the defined area of coverage responsible for the provision of aeronautical data and aeronautical information necessary for the safety, regularity and efficiency of air navigation.
UK Aeronautical Information Service Provider	the Air Navigation Service Provider (NATS (En Route) plc) certified by the CAA to provide the UK Aeronautical Information Service.
Air Navigation Services	Air traffic services; communication, navigation and surveillance services; meteorological services for air navigation; and aeronautical information services.
Air Navigation Service Provider	An organisation or entity certified under EU Law to provide air navigation services.
Authoritative source	a State Authority or an organisation formally recognised by the State authority to originate and/or publish data which meets the data quality requirements (DQRs) as specified by that State
Certified aircraft application	a software application approved by EASA as part of the aircraft
National Competent Authority (National Aviation Authority/National Supervisory Authority)	appointed by European Member States under applicable EU Regulations and having the necessary powers and allocated responsibilities for performing the tasks related to certification, oversight and enforcement in accordance with EU regulations (In the UK the CAA has been appointed as the National Competent Authority/National Aviation Authority/National Supervisory Authority)
Data Quality	a degree or level of confidence that the provided data meets the user's data requirements in terms of accuracy, resolution, integrity (or equivalent

Term	Definition
	assurance level), traceability, timeliness, completeness, and format
Data Quality Requirements	a specification of the characteristics of data (i.e. accuracy, resolution, integrity (or equivalent assurance level), traceability, timeliness, completeness and format) to ensure that the data is compatible with its intended use
Functional system	a combination of procedures, human resources and equipment, including hardware and software, organised to perform a function within the context of ATM/ANS and other ATM network functions
NATS Aeronautical Information Management (AIM)	The entity that provides the UK Aeronautical Information Service (NATS (Services) Ltd) under contract established with the certified Aeronautical Information Service Provider.
Quality	degree to which a set of inherent characteristics fulfils requirements (ISO 9000*)
Quality Assurance	part of quality management focused on providing confidence that quality requirements will be fulfilled (ISO 9000*)
Quality Management	coordinated activities to direct and control an organization with regard to quality (ISO 9000*)
Risk	the combination of the overall probability or frequency of occurrence of a harmful effect induced by a hazard and the severity of that effect
Safety assessment	all the activities required to produce a safety case (relating to the use of services for flight navigation and control directly by pilots or indirectly via air traffic services providers)
Safety case	a structured documented argument, supported by a body of evidence that provides a compelling, comprehensible and valid justification that a change to the functional system is and will be acceptably safe for a given application in a given operating context.

Term	Definition
Safety support assessment	all the activities required to produce a safety support case, (relating to the behaviour of services)
Safety support case	a structured documented argument, supported by a body of evidence, that provides a compelling, comprehensible and valid justification that the system behaves and will behave only as specified in the specified context.
Service Provider	used throughout this document to mean a certified Air Navigation Service Provider or an organisation contracted to provide an Air Navigation Service on their behalf and under their oversight

## Abbreviations

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Abbreviations	
AIRAC	Aeronautical Information Regulation and Control
AIM	Aeronautical Information Management
AIMR	Aeronautical Information Management Regulation
AIP	Aeronautical Information Publication
AIS	Aeronautical Information Service
AISP	Aeronautical Information Service Provider
ANSP	Air Navigation Service Provider
ATM	Air Traffic Management
ATS	Air Traffic Services
CAA	Civil Aviation Authority
CNS	Communications, Navigation and Surveillance
DfT	Department for Transport
EASA	European Aviation Safety Agency

Abbreviations	
EC	The European Commission
EU	The European Union
ICAO	International Civil Aviation Organisation
IR	Implementing Rule
ISO	International Organisation for Standardisation
MET	Meteorological
NAA	National Aviation Authority
NERL	NATS (En Route) plc
NOTAM	Notice to Airmen
NSA	National Supervisory Authority
NSL	NATS Services Limited
PBO	Performance Based Oversight
PBR	Performance Based Regulation
QRM	CAA/NATS Quarterly Regulation Meetings
SARP	Standards and Recommended Practices
SES	Single European Sky
SRG	Safety Regulation Group

## Chapter 1

# The Regulatory Framework

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## Introduction

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- 1.1 International standards and regulations are in force which States are required to implement.
- 1.2 ICAO Annex 15 Aeronautical Information Services requires States to provide an aeronautical information service (AIS) or to delegate the authority for the provision of the service to a non-governmental agency, provided that the Standards and Recommended Practices (SARP) of Annex 15 are adequately met.
- 1.3 The Secretary of State has delegated provision of the UK AIS to NATS (En Route) Plc (NERL).

## State obligations

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- 1.4 The Transport Act 2000, and Air Navigation Directions 2017 (as amended) made under section 66 of that Act (the Directions) placed upon the UK Civil Aviation Authority (UK CAA) by the Secretary of State, require the provision of an Aeronautical Information Service (AIS) in accordance with the UK's international obligations (including Annex 15 of the International Convention on Civil Aviation), and any additional requirements the CAA may determine from time to time.
- 1.5 The Secretary of State for Transport has additionally given the CAA the Civil Aviation Authority (Chicago Convention) Directions 2007, to ensure that the CAA, when exercising its statutory functions, acts consistently with the obligations placed on the United Kingdom under the Chicago Convention (1944).
- 1.6 CAA regulatory policy is to ensure compliance with each ICAO SARP. Where UK arrangements for the AIS or the presentation of aeronautical data differ from ICAO, these 'differences' will be agreed between the AIS service provider and the CAA. The differences will be notified by the CAA to ICAO and published within the UK AIP.
- 1.7 The CAA's Safety & Airspace Regulation Group (SARG) carries out the CAA's functions under the Directions, and the Aeronautical Information Management Regulation Section (AIMR) undertakes this function in respect of the UK AIS on behalf of SARG.

- 1.8 The Secretary of State has granted a licence to NERL under Section 6(1) of the Transport Act 2000 authorising NERL to provide Air Traffic Services (ATS) in the United Kingdom and certain other international airspace for which the UK is responsible, including the Shanwick Oceanic area. These services include the provision of the UK AIS, aeronautical chart production and Data Management tasks. The Isle of Man, the Bailiwick of Jersey and the Bailiwick of Guernsey are Crown Dependencies of the UK and their AIS are provided as part of the UK AIS system.
- 1.9 The object of the AIS is to ensure the provision of aeronautical information necessary for the safety, regularity, and efficiency of international air navigation. This is achieved by the publication and distribution of Aeronautical Information Products, the elements of which originate from the requirements specified in applicable European and International regulations. The aeronautical information service provider is required to ensure that the quality of aeronautical data and aeronautical information provided is maintained.

## ICAO Standards and Recommended Practices and European Union Implementing Rules

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- 1.10 European aviation implementing rules and related regulatory documents are aligned with and often refer directly to ICAO provisions at the date of publication. Considering the revision process of ICAO documents EU ATM rules and regulatory material are not always fully synchronised with ICAO provisions.
- 1.11 The European Aviation Safety Agency (EASA) seek to better coordinate and synchronise EU rules with ICAO provisions by supporting Member States in the ICAO process through the issuance of recommended responses to ICAO State letters notifying the amendment of SARP's.
- 1.12 EASA recommended responses to ICAO State Letters are developed in coordination with Member States experts, EUROCONTROL and the European Commission.
- 1.13 In the UK the policy for managing any synchronisation issues between EU implementing rules and ICAO SARP's will be agreed between the aeronautical information service provider and the CAA.

## Single European Sky Legislation

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- 1.14 Except in certain circumstances European law takes precedence over UK law. European Union regulations are automatically binding in the UK, and if relevant, will supersede any inconsistencies within UK law<sup>5</sup>.

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<sup>5</sup> Under the EU (Withdrawal) Act 2018 the Government is in the process of bringing EU aviation law into UK



- 1.15 Under the Single European Sky (SES) Framework Regulation (EC) No. 549/2004, Member States must appoint a 'National Supervisory Authority' (NSA). The CAA has been appointed as the UK NSA under the Single European Sky (National Supervisory Authority) Regulations 2013 (SI 2013 No. 2620), available at: [www.opsi.gov.uk/si/si2013/uksi\\_20132620\\_en.pdf/](http://www.opsi.gov.uk/si/si2013/uksi_20132620_en.pdf/)
- 1.16 Pursuant to Article 270 of the ANO 2016, the CAA is also the National Aviation Authority (NAA) and the competent authority of the UK for the purposes of applicable EU and EASA Regulations.
- 1.17 Regulation (EU) 2018/1139 of The European Parliament and of The Council (The Basic Regulation) defines the 'common rules in the field of civil aviation and establishing a European Union Aviation Safety Agency'.
- 1.18 The EU Commission and the European Parliament and Council have developed regulations under the Basic Regulation to enable implementation of the requirements of the Basic Regulation and hence are known as Implementing Regulations or Rules. The Implementing Regulations (IR)/Rules relevant to the provision of an Aeronautical Information Service are:
- IR (EU) No. 2017/373 laying down common requirements for providers of air traffic management/air navigation services and their oversight
  - IR (EU) No.73/2010 (&EU 1029/2014)<sup>6</sup> laying down requirements on the quality of aeronautical data and aeronautical information
  - IR (EC) No.552/2004<sup>7</sup> on the interoperability of the European Air Traffic Management network
  - IR (EC) No.550/2004 on the provision of air navigation services (the Service Provision Regulation)
  - IR (EU) No.376/2014 on the Reporting, Analysis and Follow-Up of Occurrences in Civil Aviation

## Single European Sky Certification (Air Navigation Service Provider)

- 1.19 Certification of air navigation service providers (ANSPs) is mandatory under European law and the Service Provision Regulation lays down requirements for

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law, with certain responsibilities reassigned to the Secretary of State or the CAA.

<sup>6</sup> To be replaced in January 2022 by the Data and Data Quality requirements which will be included in EU 2017/373 and EU 139/2014

<sup>7</sup> Was replaced by Regulation (EU) 2018/1139 the Basic Regulation from 11 September 2018. However, certain articles and annexes of 552/2004 continue to apply until the date of application of the relevant delegated acts covering the subject matter of the relevant provisions of Regulation (EC) No 552/2004, and in any case not later than 12 September 2023.

the certification of ANSPs. This requires CNS, ATS, MET and AIS providers to be certified by the National Supervisory Authority (NSA).

- 1.20 In accordance with EU requirements the CAA has a process in place for the certification and designation of ANSPs and full details can be obtained on the CAA web site at the following link <http://www.caa.co.uk/Commercial-industry/Airspace/Air-traffic-control/Air-navigation-services/Certification-and-designation/Certification-and-designation/>
- 1.21 Certification of an ANSP provides a mutually recognised document within the States of the Single European Sky (SES) area. However, it does not of itself confer a right to provide services anywhere in that region, which may depend on national laws in a given State.
- 1.22 The CAA (UK NSA) has certified NATS (En Route) Plc as the UK ANSP for provision of the Aeronautical Information Service.
- 1.23 The CAA carries out oversight of certified ANSPs to monitor their ongoing compliance with the applicable regulations – see Chapter 3, Regulation Policy and Oversight.

## The Regulatory Framework and Organisation of the UK Aeronautical Information Service

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- 1.24 NATS (En Route) plc (NERL) have established an inter-company agreement to contract NATS (Services) Ltd. (NSL) to provide the UK Aeronautical Information Service (AIS) and the NSL Aeronautical Information Management section (NATS AIM) undertakes this function.
- 1.25 In accordance with NERL's requirements as the certified UK Aeronautical Information Service Provider (Paragraph 1.22 refers) any aeronautical information service activities and associated functions that are performed by another organisation must conform to the applicable requirements and be provided under NERL's oversight.
- 1.26 The AIS service levels are defined in the UK AIS Operating Specification (including the UK Aeronautical Chart Specification, the UK AIP Template Specification and the Unmanned Aircraft System Flight Restriction Zone Requirement and Chart Specification, which are maintained by the Licensee (Paragraph 1.8 refers) and approved by NERL, NATS AIM and the CAA. Any changes are managed by the contract change process contained within the AIS Operating Specifications.
- 1.27 NATS AIM is required to establish formal arrangements with originators of aeronautical data and aeronautical information in relation to the timely and complete provision of aeronautical data and aeronautical information.

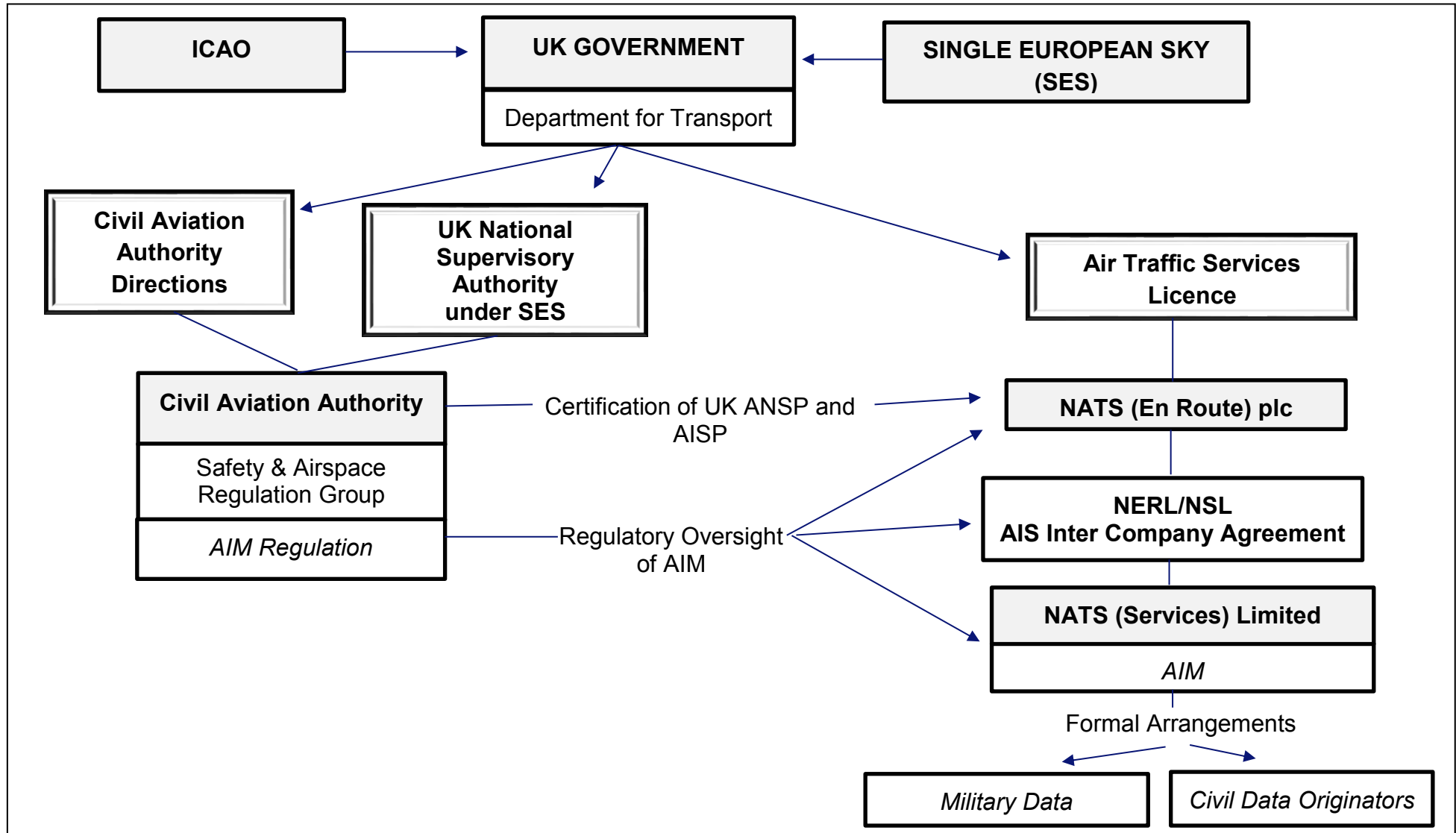
## Coordination between UK Civil AIM and UK Military AIM

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- 1.28 To develop, implement and sustain a joint and integrated approach to the provision of AIS to Military and Civil Airspace Users close co-ordination is required between military aeronautical information services and the civil aeronautical information service provider. To support the objectives of achieving high standards of operational efficiency, compliance with the quality requirements for aeronautical data and to ensure the consistency of information published in the Military and Civil Aeronautical Information Publications and products, military and civil stakeholders attend regular interface meetings (see Chapter 3, Paragraph 3.33).
- 1.29 The military provides and maintains the Military section of the UK Civil Aeronautical Information Publication and other aeronautical information products that originate from military sources and are only applicable for military purposes. Where aeronautical information that originates from military sources effects both military and civil airspace users the military information is published within the UK Civil Aeronautical Information Publication. NATS shall maintain formal arrangements with the military sources of information contained within the Civil AIP.
- 1.30 In 2015 the CAA and MOD agreed to develop a joint and integrated approach in respect of the transition from Aeronautical Information Services (AIS) to Aeronautical Information Management (AIM) within the UK. The outcome of this work was to integrate military series NOTAM within the Civil NOTAM system and the UK NOTAM Office provides NOTAM for both civil and military users.

## Organisation of the UK Aeronautical Information Service

Figure 1: Regulatory Framework and organisation of the UK Aeronautical Information Service



## Data Providers

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- 1.31 Regulation (EU) 2017/373, Annex VII, Part-DAT lays down requirements for providers of data services (DAT Providers) that distribute aeronautical data and information for use in aeronautical databases on certified aircraft applications and/or equipment.
- 1.32 DAT Providers are outside the scope of this document and, for the purposes of EU 2017/373, certification and oversight of DAT Providers are undertaken by the European Union Aviation Safety Agency (EASA) (as DAT Providers are considered pan-European service providers in respect of which EASA is the competent authority).

## Third-Party Service Providers

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- 1.33 There are a number of commercial organisations and other third-parties that provide data services and/or process data using information sourced from official UK Aeronautical Information Products, and who then make this information available to users within their own products and services (with or without charge). Under current UK legislation there are no regulatory requirements in place for third-party providers that redistribute or “re-package” official aeronautical information. This type of activity also falls outside the scope of Regulation (EU) 2017/373 and organisations providing these services are not required to be certificated either as an Air Navigation Service Provider under Annex VI, Part-AIS or as a DAT Provider under Annex VII, Part-DAT.
- 1.34 Third-Party (non-State) providers of aeronautical information products and services may voluntarily apply to be certified under Regulation (EU) 2017/373 Annex VII, Part-DAT, though at present as referenced in Paragraph 1.33 their certification is not mandatory.
- 1.35 Aeronautical data and aeronautical information are necessary for the safety of air navigation and it is highly recommended that all organisations or individuals that process aeronautical information sourced from UK Aeronautical Information Products should apply best practices to ensure that it maintains its integrity, is timely, complete and in a form suitable for users. Areas for consideration when processing aeronautical information include:
- Completeness of data supplied to users
  - Management of updates so that only valid information is available to users, and expired information is removed
  - Validation and verification of outputs prior to making information available to users

- Identification and handling of errors (including notifications to users and where applicable, notifications to the official source of the information, and the correction of errors as soon as possible)
- Provision of information regarding the formatting of data
- Measures to ensure that information taken from UK Aeronautical Information Products is not lost, altered or misrepresented
- Provision of information and services which are easy to interpret (for example, taking account of human factors related to symbology, use of colours and the volume and complexity of information provided)
- Provision of user manuals and/or additional guidance material on the use of re-packaged aeronautical information (including, as applicable, the requirement to check information and charts through the authoritative source of UK Aeronautical Information Products and to consult NOTAMs before flights e.g. a link to the UK AIS Website could be provided and reference to safety information such as the European General Aviation Safety Team Leaflet [“Using Advanced Navigation Technology Safely”](#))

## Chapter 2

# Aeronautical Information Management in the United Kingdom

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## Introduction

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- 2.1 The UK AIS is required to meet:
- a) relevant International and European requirements;
  - b) United Kingdom regulatory requirements as described in the AIP and as amended from time to time by the CAA;
  - c) an Operational Specification, produced by the Licensee and approved by the CAA, including:
    - UK AIP Template Specification
    - UK Aeronautical Chart Specification
    - Unmanned Aircraft System Flight Restriction Zone Requirement and Chart Specification
- 2.2 It is the policy of the CAA that the UK AIS and Aeronautical Information Products are compliant with ICAO Standards and Recommended Practices (SARPs) and the aeronautical information service provider is directed to address the UK differences filed against ICAO Annexes 4 and 15, to enable the UK to eradicate them wherever possible (any differences between UK Aeronautical Information Products and ICAO SARPs will be agreed between the AIS Service Provider and the CAA - see Chapter 1, Paragraph 1.6).
- 2.3 The AISP are also responsible for the production of all aeronautical charts and graphics included as part of the UK aeronautical information products, and other charts as specified in the Operational Specification and/or UK Aeronautical Chart Specification. Some of these charts are included within Aeronautical Information Products while others are available separately (see Paragraph 2.5).

## Availability of Aeronautical Information

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- 2.4 The information management resources and processes established by an aeronautical information service (AIS) shall be adequate to ensure the availability of aeronautical data and aeronautical information through timely collection, processing, storing, integration, exchange and delivery of quality-assured aeronautical data and aeronautical information within the air traffic management system.

## Products and Services

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2.5 Aeronautical Information Product is the collective term for aeronautical information that a State is required to provide, which in the UK consists of:

- The AIP, including amendments and supplements
- Aeronautical Information Circulars
- Aeronautical charts
- NOTAMs
- Checklists and lists of valid NOTAMs
- Pre-flight Information Bulletins
- Digital data sets

2.6 In addition to the aeronautical charts included in aeronautical information products, NATS AIM are responsible for arranging and coordinating the distribution of the following large format aeronautical charts:

- Aeronautical Chart 1:50,000 – ICAO
- Aeronautical Chart 1:250,000
- 1:50,000 London Helicopter Chart
- Aerodrome Obstacle Chart – ICAO Type A
- Precision Approach Terrain Chart – ICAO
- Chart of United Kingdom Airspace Restrictions and Hazardous Areas
- Chart of United Kingdom Areas of Intensive Air Activity, Aerial Tactics Areas
- Charts of United Kingdom ATS Airspace Classification

2.7 The UK AIP, AIP Supplements and Aeronautical Information Circulars shall be made available on the UK AIS website [www.ais.org.uk](http://www.ais.org.uk).

2.8 Aeronautical Information Products shall be provided as digital data sets or in paper or electronic media as applicable (The CAA and NATS have a stated objective to work towards the provision and maintenance of digital data sets for all aeronautical information products in accordance with ICAO specifications).



## Aeronautical Data Quality

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- 2.9 IR (EU) No.73/2010 (& EU No.1029/2014)<sup>8</sup> commonly known as ‘the ADQ IR’, lays down the requirements on the quality of aeronautical data and aeronautical information for the Single European Sky (SES). The overall objective of this Implementing Rule is to achieve aeronautical information of sufficient quality, accuracy, timeliness and granularity as a key enabler of the European Air Traffic Management Network (ATMN).
- 2.10 Aeronautical information is made available as aeronautical information products that include the UK Aeronautical Information Publication (AIP), Circulars (AIC), AIP Supplements and NOTAM, all compiled from numerous and often unique sources of data. The ADQ IR focuses on data originators, and the processes that are necessary to ensure consistency and quality levels throughout the aeronautical data management chain. The SES legislation applies to all entities originating, managing, processing or transmitting aeronautical data and information, from the point of collection or origination up to the point of publication by the National Aeronautical Information Service provider).
- 2.11 Currently a significant proportion of critical data (as defined in ICAO Annex 15 and PANS AIM) and safety-related information (e.g. NOTAM) are still provided using manual processes and procedures, and often in static data formats which cannot readily be exchanged without considerable manual intervention. Whilst every effort is made to ensure data and information is accurate and made available in a timely manner, manual intervention raises the potential for human error in existing information.
- 2.12 Under the concept of Aeronautical Information Management (AIM), digital data will be managed and delivered, based on commonly agreed and standardised data sets, with assured levels of quality that will support new concepts in ATM such as Performance Based Navigation (PBN) and Global Navigation Satellite Systems (GNSS), as well as allowing more opportunity to develop innovative products. Digital data will also be a key enabler for initiatives identified to deliver the UK Airspace Modernisation Strategy (see Paragraphs 2.35 to 2.39).
- 2.13 To meet aeronautical data quality requirements and to support the development of digital data the UK Aeronautical Information Service Provider (AISP) implemented a new Aeronautical Information Management (AIM) System (“Aurora”) to receive, process, publish and store aeronautical data and information. The Data Originators Portal is an integral part of the NERL AIM System providing an interface between Data Originators and the AISP.

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<sup>8</sup> To be replaced in January 2022 by the Data and Data Quality requirements which will be included in EU 2017/373 and EU 139/2014

2.14 To assist in meeting the legislative requirements of the ADQ IR, EUROCONTROL, the European Organisation for the Safety of Air Navigation, has developed specifications that when applied will assume conformity to the ADQ IR has been achieved. They have been delivered as “possible means of compliance” with the relevant articles and annexes of the ADQ IR. They are not “Community Specifications” under Article 4 of the SES Interoperability Regulation ((EC) No 552/2004), compliance with which would have resulted in a legal presumption of compliance with the ADQ IR itself. However, the CAA recognises these specifications and their use will presume conformity with the relevant ADQ IR articles and annexes. The EUROCONTROL specifications and supporting documents can be found on the publications area of the EUROCONTROL website via the following links:

- [Data Assurance Level \(DAL\)](#)
- [Data Origination \(DO\) Vol I & II](#)
- [Aeronautical Information Exchange \(AIX\)](#)
- [Data Quality Requirements \(DQR\)](#)
- [Electronic AIP \(email\) - For AISP only](#)
- [EUROCONTROL Guidance Material](#)

Note: The EUROCONTROL specifications should be read in conjunction with CAP1054 “Aeronautical Information Management” and in the case of any differences, the guidance in CAP1054 should be applied.

2.15 The ADQ IR will be repealed with effect from 27 January 2022 and the ADQ-related EUROCONTROL Specifications will also be removed with effect from this date. However, it has been confirmed that the following two Specifications will be revised and retained:

- Electronic AIP (eAIP)
- Data Origination (DO) Vol II

Whilst it is planned that the remaining four Specifications detailed below will be removed from 27 January 2022 it is understood that EUROCONTROL’s intention is to identify and retain content which is still relevant and republish it in new documentation<sup>9</sup>.

- Data Origination (DO) Vol 1
- Data Quality Requirements (DQR)

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<sup>9</sup> CAP1054 “Aeronautical Information Management” will be updated as necessary to reflect the new EUROCONTROL documentation.

- Aeronautic Information Exchange (AIX)
  - Data Assurance Level (DAL)
- 2.16 In fulfilling its legislative obligations to the ADQ IR, the Aeronautical Information Management Regulation (AIMR) section of the UK CAA has published CAP1054 'Aeronautical Information Management' that includes guidance that supports all parties in the upstream data chain (from the point of origination to the point of publication by AIS) to achieve compliance with the ADQ IR.

## Management System/Quality Management System

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- 2.17 The aim of the Quality Management System for AIS provision is to provide users with the necessary assurance and confidence that distributed aeronautical data and aeronautical information satisfy the aeronautical data quality requirements.
- 2.18 The Management/Quality Management System must be implemented and maintained in accordance with (EU) No.2017/373. The following section highlights certain aspects of a Management System/Quality Management System in the context of AIS provision. Additional guidance can be found in CAP1054 "Aeronautical Information Management".
- 2.19 The AIS Service Provider is required to implement a quality system that conforms to the International Organisation for Standardisation (ISO)9001 quality assurance standard (the management system of the certified Service Provider should provide assurance that the management system of organisations providing contracted activities on their behalf complies with Regulation (EU) No 2018/1139 and its Implementing Regulations). Such a system is expected to contain the relevant procedures, processes and resources necessary to provide for the quality management of the aeronautical information to be supplied to users. These should include, but not be limited to, procedures and processes for:
- the effective dissemination of critical data (as defined in ICAO Annex 15 and PANS AIM) and safety-related information (e.g. NOTAMS), and
  - the training of AIS technical staff.
- 2.20 The quality system must be regularly reviewed and certified by an approved organisation. Demonstration of compliance of the quality system applied is required through audit. Action must be initiated to determine and correct any non-conformity of the system identified. All audit observations must be evidenced.
- 2.21 If an organisation chooses to have several management systems, they need to be coordinated by an overall management system.

- 2.22 An AIS shall establish verification and validation procedures which ensure that upon receipt of aeronautical data and aeronautical information, quality requirements are met.
- 2.23 The aeronautical information made available to users by the AISP must be consistent with Human Factors principles and must be in forms that require a minimum of interpretation by users. This may be achieved through the development and regular review of documented processes and procedures, as well as adherence to formats specified in ICAO Annex 4 and Annex 15 that minimises the need for additional training.
- 2.24 Relevant technical and regulatory documents and publications should be readily available to the staff providing the AIS and a method of determining the currency of documents should be established.

## Safety Management

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- 2.25 The AIS Service Provider shall develop procedures for managing safety when introducing new functional systems or changing the existing functional systems (and ensure that the contracted service provider conforms with this requirement). For the purposes of this document the “functional system” means a combination of systems, procedures and human resources organised to perform a function within the context of the AIS.
- 2.26 Changes to the functional system must be managed using procedures established in accordance with EU IR 2017/373. The following section highlights certain aspects of change management in the context of AIS provision. Additional guidance can be found in CAP1054 “Aeronautical Information Management”.
- 2.27 Changing a functional system is modelled as a process that is activated by the Management System of the service provider or their contracted provider. EU IR 2017/373 requires that the procedures used to manage changes to the functional system must be approved by the Competent Authority.
- 2.28 Following a change to the functional system the service provider may need to carry out a safety assessment or safety support assessment which may additionally need to be reviewed and approved by the Competent Authority.
- 2.29 There are differences in the responsibilities for safety when managing changes to a functional system between an air traffic services provider and other types of service providers i.e. safety assessments are required from air traffic services

providers while safety support assessments are required from other service providers, including AIS<sup>10</sup>.

- 2.30 Safety support assessments relate to the behaviour of services (rather than their use for flight navigation and control directly by pilots or indirectly via air traffic services (ATS) providers, which is not within the responsibility of the non-ATS provider making the change). This behaviour refers to such properties as function, accuracy, availability, continuity, timeliness, reliability, confidence, integrity, etc.
- 2.31 Service providers producing a safety support assessment need to assess what impact the changes to their functional systems will have on the functionality and performance of the services they provide. This impact is defined in the specification of the changed service. The context in which this specification is valid is defined in the context specification. The result of a safety support assessment is evidence supporting the argument about the trustworthiness of the specification in the context of use. The specification of the changed service and the context specification should be made available to any service provider or other body or person that uses the changed service.
- 2.32 Examples of reasons that may result in the need for changes to the functional system that would require a safety support assessment include business-driven changes, regulatory-driven changes or changes identified by the management system.
- 2.33 During general oversight related to changes, the CAA may perform audits and/or inspections to check that changes were made validly, i.e.:
- a) no un-notified changes have been made;
  - b) all un-reviewed changes have assurance cases; and
  - c) the properties that determine whether a change should or should not be reviewed have not altered such that a change that was not reviewed, should have been reviewed.
- 2.34 Examples of changes that would not usually require a safety support assessment include organisational change, routine maintenance changes, day-to-day operations or use of documented contingency arrangements.

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<sup>10</sup> The CAA is developing guidance on the management, assessment and assurance of changes to functional systems to assist Air Navigation Service Providers' understanding of, and compliance with, the applicable requirements laid down in (EU) No. 2017/373. Following industry consultation, it is intended that the guidance will be published as CAP1829 by the end of 2020.

## UK Airspace Modernisation Strategy

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- 2.35 UK airspace is some of the most complex in the world, yet its design dates to the 1950s and 1960s. The Government has set out its support and objectives for the modernisation of UK airspace in its Green Paper<sup>1</sup> published in December 2018 in preparation for its forthcoming Aviation Strategy. Prior to this, in October 2017, the Government tasked the CAA with a key oversight role for airspace modernisation.
- 2.36 This role required the CAA to prepare and maintain a co-ordinated strategy and plan for the use of UK airspace for air navigation up to 2040, including for the modernisation of the use of such airspace and the CAA has published [CAP1711 Airspace Modernisation Strategy](#) setting out the detailed initiatives that industry must deliver to achieve the objectives envisaged in current government policy.
- 2.37 In CAP1711, Chapter 4, fifteen initiatives are identified focusing on the period until the end of 2024 as the primary ways of modernising airspace. They cover five areas of airspace infrastructure. Initiative 15 concerns the modernisation of Air Traffic Management systems, tools and procedures and this initiative will have a dependency on the development of SWIM enabled Aeronautical Information and utilisation of digital data formats (AIXM).
- 2.38 Much of the work required to deliver the Airspace Modernisation Strategy has been set out in ICAO's Global Air Navigation Plan (GANP) and Commission Regulation EU No 716/2014 Pilot Common Project (PCP). The PCP requires the implementation of initial SWIM functionality which includes aeronautical information dependencies from 1 January 2025.
- 2.39 To ensure that future AIS developments are aligned with the AMS, Initiative 15, EU PCP and ICAO GANP it is expected that progress on SWIM will be reviewed at relevant AIM stakeholder meetings and industry consultations carried out when necessary.

## Chapter 3

# Regulation Policy

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## Introduction

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- 3.1 The CAA is responsible for oversight of UK civil aviation activities. This includes the certification, surveillance and investigation of UK based organisations and licensed individuals.
- 3.2 The competency of CAA staff involved in oversight activities is established and maintained through initial and continuation training and supported by regular competence assessments.

## Regulatory Oversight Mechanism

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- 3.3 Through the Director of the Safety and Airspace Regulation Group, the CAA exercises regulatory oversight of the aeronautical information domain, in accordance with its international responsibilities under Section 66 of the Transport Act and the Directions, and Single European Sky certification requirements, taking account of the needs of all interested parties in aeronautical information to civil aviation.
- 3.4 For the exercise of oversight tasks CAA Inspectors require access to all necessary information and may request to examine, copy or make extracts from any document or records held by or accessible to service providers.

## Ongoing Compliance with EU Regulations

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- 3.5 Once an Air Navigation Service Provider (ANSP) is certified against Commission Regulation (EU) No. 2017/373 (Chapter 1, Paragraphs 1.19 to 1.23 refer), the ANSP becomes subject to oversight by the CAA as the Competent Authority in compliance with the same regulation.
- 3.6 The CAA's Certification and Designation sub-group and relevant inspectorates monitor ANSPs' continued compliance with the regulations.
- 3.7 ANSPs will have completed compliance matrix questionnaires when initially certified and the current Certification Compliance Matrices held by the CAA will be reviewed during regulatory oversight audits and therefore it is essential that these are maintained up to date (ANSPs should establish methods, through their Management System processes, to ensure their Compliance Matrices are regularly reviewed and amended where necessary in order to reflect their current compliance status). A copy of the regulatory audit report (see Paragraph 3.25) will be delivered to the Certification and Designation Sub-Group.

- 3.8 For AIS provision, Certification issues may also be raised at the CAA/NATS Quarterly Regulation Meetings (see Paragraph 3.27) and any issues identified here will be reported back to the CAA's Certification and Designation Sub-Group.
- 3.9 Where ANSPs have been certified to provide bundled services, i.e. ATS, AIS, MET or CNS, audits will be undertaken by auditors from the CAA ANSP oversight section relevant to the regulated area being inspected e.g. ATS, MET or AIM.
- 3.10 Where entities are not ANSPs but fall within the scope of EU aeronautical data quality (ADQ) requirements regulatory oversight of compliance with ADQ requirements will be undertaken by auditors from other relevant CAA sections e.g. Aerodromes. For further details of regulatory oversight of aeronautical data quality requirements see CAP 1054 Aeronautical Information Management.

## Regulatory Oversight of Aeronautical Information Management

- 3.11 NATS (En Route) Plc (NERL) has been certified to provide bundled services and oversight of conformity with the general requirements for service providers will normally fall within the scope of the CAA's Air Traffic Services Inspectorate and Consumer and Markets Group as applicable, but where relevant to the provision of the aeronautical information service, will also fall within the scope of the CAA's AIM Regulation (AIMR) section.
- 3.12 NERL has contracted NATS (Services) Ltd. (NATS AIM) to provide the UK Aeronautical Information Service (AIS) (Chapter 1, Paragraph 1.24 refers) and this contracted activity must be provided under NERL's oversight to ensure that NATS AIM conforms to the applicable requirements (The ultimate responsibility for the services provided by contracted organisations should always remain within the certified ANSP). Compliance with this requirement, is subject to oversight by the CAA's AIM Regulation (AIMR) section.
- 3.13 The contracts between NERL and other parties should clearly define the contracted activities and applicable requirements including, but not limited to, NERL's management and compliance monitoring responsibilities relevant to the contracted activity.
- 3.14 The AIMR section also carries out oversight of the contracted AIS provider's (NATS AIM) conformity with the requirements applicable to the aeronautical information service and aeronautical information products.
- 3.15 The activities referenced in Paragraphs 3.11 and 3.12 represent the AIM Regulated areas which must conform to applicable General Requirements and Specific Requirements for the provision of aeronautical information services which fall into four main categories, being data management, the construction of the individual elements of UK Aeronautical Information Products, publication and



distribution. The various aspects contained within the General and Specific Requirements will be examined under Regulatory Oversight. Further details can be found at Appendix A.

## Performance Based Regulation

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- 3.16 Performance Based Regulation (PBR) is a performance-based approach to safety regulation. This means developing a comprehensive risk picture of organisations building knowledge and data to make sure regulation is targeted in the areas where it will make the biggest difference. EASA rules require a move to PBR as it is central to EASA and ICAO's future plans.
- 3.17 Implementing Regulation (EU) 2017/373 requires regulatory audits to take into account the nature of the service provider, the complexity of their activities and the results of past oversight. Audits are required to cover all areas of potential safety concern, but with a focus on those areas where problems have been identified, and to be conducted in a manner commensurate to the level of risk posed by the organisation's activities. Oversight of AIM uses Performance Based Regulation (PBR) & Oversight (PBO) principles to comply with these requirements.
- 3.18 To align with PBR organisations carry out risk assessments and identify the major risks to safety performance across the organisation and establish suitable plans to mitigate them. Implementation of a Management System is a key element of managing risk and risk mitigation.
- 3.19 PBO is a method of co-ordinated oversight across all business areas that takes into account compliance with the rules, risk management, and safety management, and applies oversight based on the performance of the entity.
- 3.20 Successful PBO relies heavily on the effectiveness of the organisation's Management and it is therefore critical that the CAA has an effective relationship with the ANSP certificated for provision of the UK AIS (NERL) as well as with the contracted AIS provider (NATS AIM).

## Regulatory Oversight Audits

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- 3.21 In each calendar year the CAA establishes an audit programme based on an assessment of the risks associated with the operations of each organisation. Over a two-year cycle the audit programme seeks to ensure that UK ANSPs can demonstrate compliance with all relevant EU and ICAO requirements.
- 3.22 The audit date will be agreed with the ANSP in advance and reasonable notice will be given. Audits are usually carried out annually, but the frequency will be reviewed by the CAA if necessary. Following a review, the frequency of audits

may be amended and carried out with a revised frequency in conformance with regulatory requirements and a performance and risk-based approach.

- 3.23 The scope of individual audits will be notified in advance and Inspectors will identify the areas of focus based on Performance Based Principles and/or to ensure that within the two-year cycle audits will cover the complete scope of the regulated areas (see Paragraph 3.14). Further details on the audit scope can be found at Appendix A.
- 3.24 A desktop audit is carried out ahead of the on-site audit and in addition to a review of the Compliance Matrices (see Paragraph 3.7) this will include other documents as required. The required documents will be confirmed within the audit scope notification. Access to other documents will be requested during the on-site audit as necessary.
- 3.25 Oversight audits are required to provide the CAA with satisfactory evidence of compliance with European, International and National requirements and the opportunity to recommend and track improvement or corrective actions. Audit findings are incorporated into an overall report at the end of each oversight audit.
- 3.26 It is the responsibility of the ANSP to determine corrective actions. The time frame for implementation of the actions shall be agreed with the CAA.

## CAA/NATS Quarterly Regulation Meetings

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- 3.27 Formal regulation meetings at quarterly intervals (QRM) will be held between the CAA AIM Regulation section and the certified and contracted AIS providers as applicable. These meetings form part of the CAA's ongoing oversight of the aeronautical information service and aeronautical information products and will address any operational difficulties or other issues that may have arisen in relation to the UK AIS provision. The outcome of the QRMs will be documented.
- 3.28 The main objectives of the QRM are to review the performance of the Aeronautical Information Service (AIS) in accordance with applicable EU, international and national requirements, address issues arising from changes affecting the AIS resulting from updates to ICAO Annex 15 and 4 and supporting guidance material, relevant EU legislation, and customer/stakeholder feedback.
- 3.29 Planned changes to the providers functional system will be reviewed as required.

## AIM Stakeholder engagement

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- 3.30 The CAA arranges various meetings to support UK industry's compliance with European, International and National AIM requirements and to consider future AIM developments and the certified and contracted AIS providers are expected to attend these meetings as applicable.

- 3.31 The contracted AIS provider will attend international AIM meetings as a representative of the United Kingdom as agreed with the CAA.
- 3.32 Where necessary matters arising at UK and International AIM meetings will be reviewed at the CAA/NATS Quarterly Regulation Meeting.
- 3.33 To ensure close co-ordination between the certified AIS provider, contracted AIS provider and the sources of military aeronautical information that is published in the Civil AIP military and civil stakeholders attend regular interface meetings. The purpose of these meetings is to ensure that Civil and Military Aeronautical Information dependencies are planned, managed and implemented so that UK Aeronautical Information Services and Products are provided in accordance with European and International obligations. There is a specific focus on increasing the efficiency in the way NOTAM are managed whilst continuing to reduce the number of NOTAM in the system.

## UK Aeronautical Information Service User Forum

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- 3.34 NATS AIM are expected to hold a forum (annually as a minimum) to provide formal consultation with the users of the aeronautical information service on all matters pertaining to provision of Aeronautical Information Products and Services. The CAA's AIM Regulation section, and other CAA sections with an interest in aeronautical information, will attend these meetings as appropriate.

## Stakeholder/User feedback

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- 3.35 Service providers are expected to address and respond to all feedback regarding the services that they provide. Users will have the right to address the CAA on issues when a resolution cannot be found through the engagement processes described above.

## APPENDIX A

# Regulatory Oversight Audit Scope

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## Introduction

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- A1 Certain aspects of the regulated areas will be examined at every audit (see Paragraph A.4) but the specific subjects to be evaluated will be notified to the service provider in advance and each will be addressed at least once every two years.
- A2 All applicable EU and ICAO requirements as identified in the AIS Operating Specification will be examined and non-inclusion of source regulatory material within this document does not preclude the need to be aware of, or the need to comply with, the requirements contained within the source regulatory materials unless otherwise exempted from those requirements.

## Aeronautical Information Management - Regulated Areas

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- A3 Inspectors will identify the areas of focus to ensure that within the two-year cycle audits will cover the complete scope of the regulated areas as listed below and that UK ANSPs are able to demonstrate compliance with applicable EU and ICAO requirements:
- a) General requirements for the provision of air navigation services:
    - Organisational Structure and Management
    - Safety and Quality Management
    - Security
    - Human Resources
    - Financial Strength
    - Liability and Insurance Cover
    - Quality of Services
    - Reporting Requirements
  - b) Specific requirements for the provision of aeronautical information services:
    - Technical and Operational Competence and Capability, including:

- arrangements for the ongoing training and competency assessment of NATS AIM technical staff
- training records
- NATS AIM technical staff job descriptions
- Working Methods and Operating Procedures, including:
  - Conformity with ICAO Standards and Recommended Practices - Annex 4, Annex 15 and as far as is relevant for the provision of aeronautical information, Annex 3
  - Procedures for implementing Annex amendments
  - Cost recovery in accordance with ICAO Annex 15 (subject to an annual review)
  - Construction of the individual elements of aeronautical information products (the standard of the information contained in the products)
  - Data Management (data quality requirements related to publication resolution and data integrity)

A4 In addition to checking compliance with all applicable EU and ICAO requirements within the two-year audit cycle AIMR will select subjects from the list below to be evaluated during each audit. Of necessity, some subjects will be evaluated during every audit, while others will be chosen based on their significance during the period under review.

- SES certification compliance monitoring (including the certified service provider's oversight of the contracted activity)
- Outstanding audit issues
- Staff issues
- Compliance with the quality management system (i.e. the systems in place, which must be capable of supporting all aspects of the AIS operation)
- Safety and regularity of information
- NOTAM specific measures
- Uniformity
- Traceability of information
- Service availability

- AIS information distribution process and distribution timeliness/compliance with AIRAC procedures (Adherence to the AIRAC cycle – requiring the publication and distribution of information 56 days before its AIRAC effective date)
- Publication schedule effectiveness (Adherence to Publication Programme – agreed in advance with the CAA)
- Coordination with sponsors
- User consultation (Customer satisfaction - addressing the quality and relevance of the service to meet the needs of different users as closely as possible)
- Efficiency and cost-effectiveness