

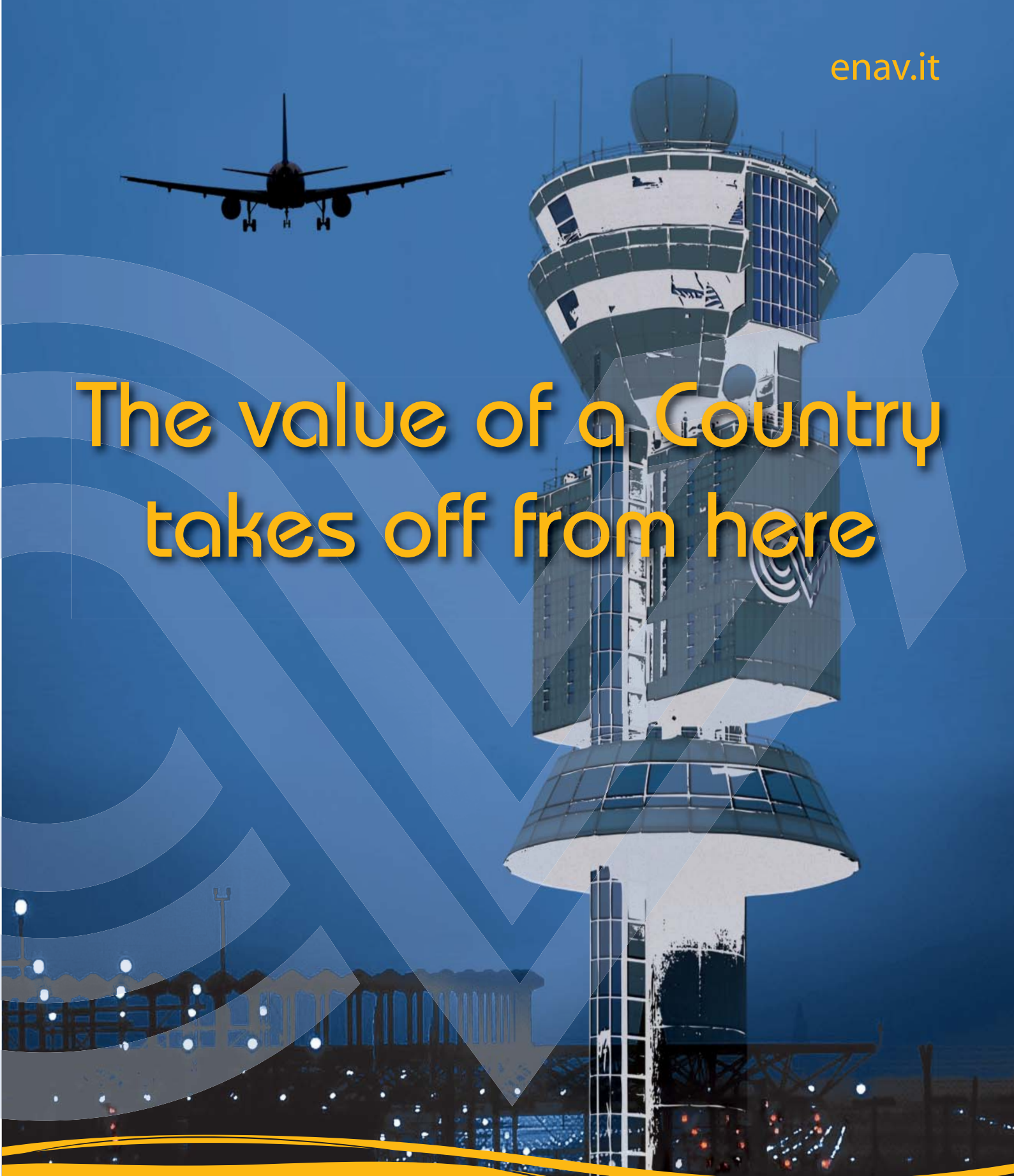
ENAV numbers

Flights handled in one year	roughly 2 million
Peak of flights managed in one day	6,064
Control Towers (TWRs)	39
Area Control Centres (ACCs)	4
Total sq km of airspace for which ENAV is responsible	752,832
Air/ground contacts per year	31 million
Employees (two thirds of whom with operational tasks)	3,251
Hours of training imparted in 2010	248,000
Investments 2003-2010	1,500 million Euros

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The value of a Country takes off from here



Quality, Safety, Security and Certification



Quality, Safety, Security and Certification

ENAV Business Solutions: a global offer of high value-added services

CONSULTANCY AND ASSISTANCE FOR THE DESIGN AND IMPLEMENTATION OF SAFETY MANAGEMENT SYSTEMS FOR AN ANSP

The safety of operations is the main objective of every ANSP. ENAV has implemented a safety management system in compliance with the strictest international regulations (ES-ARR3), completely integrated in the instruments and methods for the management of ATM services provided to users.

On the basis of the experience accrued, ENAV can develop solutions aimed at the implementation of a safety management system for an ANSP, providing consultancy for:

- The formulation of a Safety Policy
- Assistance for the implementation of the Safety Reporting System
- The implementation of methods for the identification and mitigation of risks
- Assistance for performing Safety Investigations, Safety Surveys and Safety Audits
- Assistance for the implementation of systems for the dissemination of the lessons learned
- The drawing up of a Safety Manual and related procedures

ENAV has adopted a quality management system compliant with the requirements of ISO 9001:2008 standard for the certification of activities involving planning, management and the provision of air navigation services and the associated support services.

On the basis of its experience, ENAV can develop solutions aimed at the implementation of a quality management system for an ANSP, providing consultancy for the identification and formalisation of:

- Processes necessary for the correct management of the quality management system
- Criteria and methods necessary for ensuring the operation of these processes and their actual application
- Procedures for the collection and registration of the data required for the management and monitoring of processes
- Procedures for the analysis, measurement and monitoring of processes designed to implement measures for achieving the planned results



CONSULTANCY AND ASSISTANCE FOR THE PLANNING AND IMPLEMENTATION OF A SECURITY MANAGEMENT SYSTEM FOR AN ANSP

In compliance with international regulations, the provision of services for air navigation must take place in a context guaranteeing the security of infrastructures, personnel and operational data exchanges. Thanks to its experience, ENAV can provide consultancy services for setting up a security management system, providing support to customers in the:

- Identification of risks and definition of procedures
- Identification of the instruments and systems most suited to guaranteeing security, designed to prevent dangerous situations and mitigate the effects of any violations
- Drawing up appropriate procedural documents forming a security management system
- Focusing of processes for the consolidation of IT Security, according to ISO 27001 international standards, COBIT and best practices
- Assistance to the development of airspace security procedures in compliance with the international regulations and according to the model of coordination between the civilian and military sectors

ORGANISATION OF PROCESSES AND TECHNOLOGY FOR THE SECURITY OF AIRPORTS, AIR CARRIERS AND OTHER AIRPORT OPERATORS

The management of security in the aeronautical sector involves all the components mutually interacting, and requires a multidisciplinary approach. ENAV experts can provide consultancy for design, assistance, technical and operational support, and monitoring during the implementation of processes for the security of airports, aircraft and other aeronautical operators, on the basis of the standards and practices recommended by the ICAO (Annexe 17 and Security Manual) and EU rules for the specific sector, including:

- Risk analysis
- Programme management
- Technical design of infrastructures
- Detailed design
- Organisational processes, also to support the appropriate national authorities

PREPARATION OF ATS MANUALS AND WORKING INSTRUCTIONS

In the world of air traffic services, standardisation, compliance with international regulations and procedures are highly important in guaranteeing safe and efficient operations. ENAV can offer consultancy for:

- Implementation of international regulations at national level
- Preparation of manuals for air traffic services
- Consultancy and assistance for drawing up of local instructions

