



# 2009 IATA EAGLE AWARDS

Since 1998, the prestigious IATA Eagle Awards have been given to leading airports and Air Navigation Service Providers (ANSPs) demonstrating a strong commitment to value for money service.

Not only are the IATA Eagle Awards widely accepted as the most distinguished recognition of best value for money performance of airports and ANSPs, they now also act as a positive incentive by recognising those who have improved most in their particular context and/or region.

## Nomination Guidelines

Written nominations for the 2009 IATA Eagle Awards will be the primary source of information for the Awards Panel. Any member of the aviation industry may submit a nomination, and self-nominations by airports and ANSPs are welcome.

Nominations should be no longer than **2 pages** (approximately 1,200 words) and should cover performance over the past three years, supported by appropriate data.

## Deadline

The deadline for nominations is **27 March 2009**.

Please e-mail nominations to Jeff Poole, Director of Industry Charges, Fuel and Taxation ([poolej@iata.org](mailto:poolej@iata.org)), with a copy to Julie Garg ([gargj@iata.org](mailto:gargj@iata.org)).

# Key Criteria

The Awards Panel will identify the best and most improved providers for each region of the world based on the following strict criteria. The text in *Italic script* provides guidelines on the points to highlight in your nomination.

1. A meaningful **consultation process** between users of the services (the airlines) and the provider. Consultation ensures that the economic, service quality and capacity needs of both parties are understood and that a balance is struck.

*Indicate the number of meetings held with IATA and/or airline users and/or their representative organisations annually. Describe the consultation process used for the last revision in charges levels or structure and the consultation process used on capital projects for future development of infrastructure.*

2. **Transparency** is the sharing of information with airlines to facilitate understanding, assessment and development of an opinion of the circumstances, strategies and actions of the provider. Presentation of financial data on the operations assists the users to verify and justify the costs involved in providing the services.

*Describe how traffic and financial data, annual profit and loss statement and balance sheet information is made available to IATA and its Member airlines. Briefly describe how the organisation works to facilitate knowledge of its operation with your users.*

3. **Cost-relationship** – airport and air navigation charges should be related to the cost of providing the related facilities and services. The rate of return should reflect the low risk nature of the business.

*Briefly describe the relationship of the charges to the costs incurred.*

4. **Equitable charges structure** – No users should be burdened with costs not properly allocable to them according to sound accounting principles.

*Provide the proportion of costs attributable to airline operations and the proportion of revenues derived from airline operations as well as information on charges differentials, if any.*

5. Application of the "**single till**" principle recognises the fact that the air traffic activity is a necessary precondition for the generation of non-aeronautical revenue.

*Describe aeronautical and non-aeronautical sources of revenue and the application of the latter to the calculation of charges (Response required in respect of airports only).*

6. **Productivity improvements** – the nominee demonstrates initiative and creativity to find ways to improve productivity and convert these into lower charges to the airlines. For ANSPs, this includes co-operation with neighbouring providers to develop and improve regional Air Traffic Management solutions beyond their own boundaries

*Please provide information on specific productivity and efficiency achievements over the last three to five years.*

Additionally, please also describe briefly:

- Why overall “value for money” service might be considered as either
  - Best performance overall
  - Best performance in the provider's particular context and/or region
  - Most improved performance overall
  - Most improved performance in the provider's particular context and/or region
- Why an Eagle Award in 2009 would further incentivise performance
- The nominee's positive record on environment, safety, operational and social issues

**For any queries, please contact Julie Garg ([gargj@iata.org](mailto:gargj@iata.org) +41 22 770 2877).**



# Recent Winners of the IATA Eagle Awards

## 2008 Airways New Zealand

Airways New Zealand was recognised for seeking solutions for their customers both within their own area and with neighbouring ANSPs. They have not increased charges for the past 10 years and will hold them for at least another two.

## Incheon International Airport

Incheon International Airport was recognized for adopting a proactive approach to a difficult issue. In 2007, they conducted a successful consultation process to conclude a 3-year pricing agreement that resulted in a 10% reduction in landing charges.

## Tampa International Airport

Tampa International Airport, since the late 1990s, has spent more than US\$1 billion in renovations, construction, and capital improvements, while keeping down the average airline cost per departing passenger.

## 2007 DGAC Chile

Vancouver Airport Authority

## 2006 Manchester Airport - UK

LFV – ANS Division, Sweden

Performance Review Commission Of Eurocontrol

## 2004 San Francisco International Airport; No ANSP Award

## 2003 Athens International Airport

Melbourne Airport

Singapore Changi Airport

Airways Corporation Of New Zealand

Estonian Air Navigation Services

General Civil Aviation Authority Of The United Arab Emirates