



IATA Compliance Network Recognition & Awards Programme

Guidelines & Terms and Conditions



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Part A: General Information

Purpose & Strategic Alignment

This non-commercial initiative is designed to acknowledge relevant government agencies that demonstrate outstanding collaboration with [Timatic](#) by providing timely regulatory updates. It also aims to encourage proactive sharing of global passenger entry requirements, ensuring accurate and up-to-date information for airlines and travelers worldwide.

Alignment with IATA Mission, Vision & Values

- **Mission:** Improve global air transport safety, security, and efficiency through accurate compliance data.
- **Vision:** Represent, Lead and Serve the airline industry by fostering seamless international travel.
- **Values:** Collaboration, Integrity, Innovation, and Excellence.

This programme strengthens trust, promotes proactive engagement, and supports shared responsibility for accurate travel compliance information. It aims at recognizing government authorities that proactively notify IATA of changes before or as they take effect, minimizing disruption for airlines and travelers, while encouraging others to follow this best practice.

Background

Timatic is IATA's trusted global solution that delivers real-time information on passenger travel requirements to help airlines and travelers ensure compliance and seamless journeys. Despite its proven value, challenges remain due to limited commitment and motivation from government authorities, who often fail to recognize the direct benefits of collaboration. Consequently, new regulations are frequently communicated:

- Reactively.
- After they have already been implemented.

This programme introduces incentives and formal recognition to encourage timely, accurate, and structured updates. It supports IATA's strategic objectives in regulatory compliance, government engagement, and digital transformation, as well as the overall health and efficiency of the industry. It also celebrates authorities that provide precise, complete, and well-structured regulatory content, enabling faster, error-free updates in Timatic.



Programme Structure and Criteria

Three Recognition Levels – allocated to authorities that:

- **Bronze Member**
Respond to Timatic's requests within reasonable timeframes and maintain a reliable focal point.
- **Silver Member**
Respond to Timatic's requests within reasonable timeframes, provide proactive updates, and maintain a reliable focal point.
- **Gold Member**
Respond to Timatic's requests within reasonable timeframes, provide proactive updates before implementation, maintain a reliable focal point, and use preferred communication channels for pre-notifications.

These three recognition levels will be represented by digital seals that eligible members may display on email signatures, government travel-policy webpages, and social media. Each seal will be year-marked and renewed annually.

Participation in the Compliance Network Recognition Programme constitutes acceptance of these Terms and Conditions governing eligibility, evaluation, recognition, and use of programme assets.



Recognition Levels, Evaluation Criteria & Visibility

Performance will be tracked through [Jira Service Management](#), the platform used to manage engagement with sources and address content-related queries. Evaluations will follow a transparent scoring framework that considers responsiveness and communication speed, accuracy and completeness of submitted updates, reliability of designated focal points, and adherence to preferred communication channels and agreed protocols.

[The Compliance Network team](#) will manage the evaluation process. To ensure transparency and integrity, this process will be overseen by the Head of Timatic & Passenger Experience Solutions. Recognition Levels will be granted annually, with quarterly reviews to maintain momentum and provide timely feedback. Eligible members will be featured on an interactive map within [TimaticWeb](#) and/or the [IATA Travel Center](#). Access to this map will be restricted to authorized members through a secure login feature.



Special Annual Awards

In addition to the Recognition Levels, special annual awards will be granted to top performers, as outlined below. These awards are intended to further inspire excellence, promote best practices, and provide high-visibility recognition to authorities demonstrating outstanding performance in the management and communication of travel-regulatory information.

Award categories based on the highest overall score for accuracy, timeliness, and consistency throughout the year.

- **Best Overall Performance Award**
- **Best Regional Performance Award** → awarded to top-performing authority in each region,

Purpose of the Awards:

- Recognize authorities that provide exceptional support for global travel compliance.
- Promote timely updates, proactive notifications, and clear, well-structured data.
- Support long-term cooperation and encourage learning across regions.

Awards will complement (not replace) the recognition levels described in section 4. The awards will take the form of a plexiglass trophy.

Conditions for Use of Digital Seals

To prevent misuse or misrepresentation, the following conditions apply:

- Digital seals may only be displayed by recognized authorities that have been officially granted status for the current year.
- Seals must not be altered, resized disproportionately, or combined with other logos in a way that changes their meaning.
- Use of seals is limited to official government communication channels (e.g., email signatures, official websites, and their social media accounts).
- Any unauthorized use or misrepresentation will result in immediate revocation of recognition.

Part B: Disclaimer

- The Compliance Network Recognition & Awards Programme is a voluntary acknowledgment initiative. This recognition does not represent regulatory certification, legal endorsement, or compliance approval by IATA or any other governing authority. Its sole purpose is to encourage and highlight proactive collaboration by government agencies in sharing accurate and timely travel-regulatory information.
- Participation in the Compliance Network Recognition & Awards Programme and the granting of recognition are entirely at IATA's discretion and do not create any legal rights, claims, or entitlements for participating authorities.
- IATA reserves full discretion to grant, renew, suspend, or revoke recognition under the Programme at any time, without obligation to provide reasons, and without liability to participating authorities.



Trademark / Programme Assets Protection

- All Compliance Network seals, logos, and related branding elements are the intellectual property of IATA.
- Authorities granted recognition receive a non-transferable, limited license to use the seals for the duration of their recognition period.
- Unauthorized reproduction, modification, or distribution of seals and logos is strictly prohibited.
- IATA will ensure trademark and copyright protections are in place for all programme assets.
- IATA reserves the right to take any appropriate measures to protect its intellectual property, including requesting the removal of unauthorized uses and initiating enforcement actions where necessary

Data Protection

- The Compliance Network team already collects and maintains government contact details within a dedicated platform designed for engagement with government officials worldwide (Jira Service Management). This platform also supports performance measurement. The data concerning performance will be collected and processed solely for administering the Recognition & Awards Programme, in full compliance with applicable privacy regulations.
- Performance data and contact details processed for the Recognition & Awards Programme are subject to IATA's applicable privacy notice, including the provisions governing Jira Service Management. Authorities participating in the Programme acknowledge that their information will be processed for programme administration, recognition evaluations, and communication purposes in accordance with these privacy principles.
- All data handling complies with applicable privacy laws, including GDPR.
- Measures include:
 - Secure storage of contact and performance data within IATA systems.
 - Restricted access to authorized personnel only.
 - No sharing of personal data with third parties without explicit consent.
- For more details, please refer to IATA's Privacy Notice available at [iata.org/privacy](https://www.iata.org/privacy).

Revocation of Recognition

IATA reserves the right to suspend or revoke a Recognition Level or Special Award at any time in the following circumstances:

- Repeated or serious misuse of the digital seals or programme assets.
- Misrepresentation of the nature, scope, or meaning of the recognition granted by IATA.
- Failure to comply with these Terms and Conditions or with IATA's instructions regarding use of the seals.
- Conduct materially undermines the objectives, integrity, or reputation of the Compliance Network Recognition & Awards Programme.

Revocation will be communicated in writing to the designated focal point. Upon receipt of such notice, the authority must immediately cease all use of seals, logos, and related branding. Failure to comply may result in further enforcement measures.



Limitation of Liability

IATA shall not be liable for any direct, indirect, or consequential damages arising from participation in the Compliance Network Recognition & Awards Programme, including any reliance placed on recognition or awards granted under this initiative.

Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of Switzerland. Any disputes arising in connection with the Compliance Network Recognition & Awards Programme shall be subject to the exclusive jurisdiction of the courts of Geneva, Switzerland.



Part C: Declaration of Acceptance

I confirm that I am an eligible participant in the Compliance Network Recognition & Awards Programme.

I declare that I have read, understood, and accept the Terms and Conditions for Use of Digital Seals of the Compliance Network Recognition & Awards Programme (section 7 of this document).

I agree to comply with all applicable requirements, criteria, and rules governing participation and recognition under the Compliance Network Recognition & Awards Programme outlined in sections 8 through to 13 of this document.

By selecting the above checkboxes and submitting this form, I acknowledge that:

- Participation in the Compliance Network Recognition & Awards Programme is subject to compliance with the applicable Terms and Conditions; and
- Any recognition granted under the Compliance Network Recognition & Awards Programme is awarded at the discretion of IATA, in accordance with the established evaluation criteria and governance framework.

Participant Details

Organization / Authority:

Country:

Name and surname:

Official title / position:

Email address:

Date:

Signature:

Once completed, please email the form to: timediting@iata.org