



PRESS RELEASE

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CANSO ENDORSES STRATEGIC PARTNERSHIPS AGREEMENTS

CANSO - the Civil Air Navigation Service Organization - today publicly declared itself in support of Strategic Partnership Charters as the most efficient and productive framework for effective Customer Relations Management and for laying down agreements between Air Navigation Service Providers (ANSPs) and their customers.

This follows the unanimous acceptance of Strategic Partnership Charters (*as opposed to Service Level Agreements*) as formal policy at the 7th CANSO Annual General Meeting in Riga, Latvia, last week.

A CANSO Task Force on Customer Relations was set up last February to address the optimal relationship between Air Navigation Service Providers and Airline operators. Last week the Task Force submitted its principal recommendation, which is a strong endorsement of Strategic Partnerships between providers and their customers.

Airservices Australia's Chief Executive Officer Bernie Smith and ATC the Netherlands' Chairman of the Board Eric Kroese, who co-chaired the Task Force, commented: "Strategic Partnership Charters work to reach agreements with customers based on a shared vision for our global ATM system. Emphasis is on cooperation and flexibility, where regular review and update can reflect the fast changing context in which airlines and ANSPs operate.

"A high level of commitment is, of course, necessary and support has to be at the most senior levels of management and based on open communication and trust", they added. "But this type of partnering relationship with customers is potentially a far more successful approach than traditional Service Level Agreement (SLA) contracts between Airline and ANSP. These are inflexible by their very definition and all too frequently lead to adversarial relationships which benefit neither party" the Chairmen concluded.

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The Civil Air Navigation Services Organisation (CANSO), founded in 1998, represents the interests of the Air Navigation Service Providers. CANSO is the global voice of the organisations providing air traffic control. CANSO members currently control over 80 % of the world's air traffic, well over half the world's airspace & handled more than 43 millions flights in 2002. www.canso.org

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