

Plan on a page

Purpose

To provide safe, secure, efficient and environmentally responsible services that are valued by the aviation industry

Vision

We are valued and recognised as an industry leader in the provision of safe and innovative services

We are a valued provider of effective and efficient aviation rescue fire fighting services

Strategic pillars and initiatives



Service Excellence

- OneSKY program
- Supporting increased airport capacity
- Digital Aerodrome Services
- Environmental impact of aircraft operations
- New services



Service Innovation

- Airport Collaborative Decision Making
- Long Range Air Traffic Flow Management
- Network management
- Information strategy implementation



Industry Leadership

- Fostering and promoting civil aviation



Organisation Agility

- People
- Digital capability
- Cyber resilience

Performance outcomes



Safe and secure

Our most important consideration is always the safety of air navigation



Valued and accountable

We deliver services that are valued by our customers and are environmentally responsible



Efficient and commercial

We make customer-centric and commercially rigorous decisions and commit to continually improving the way we do business



Innovative

We embrace and invest in innovation to build the Airservices of tomorrow

KPIs

Significant attributable safety occurrences

Lost time injury frequency rate

Arrival airborne delay

Industry advocacy

Net profit after tax

Return on assets

Employee engagement index

Inclusion index

Total cost per instrument flight rules flight hour

Performance criterion: ■ Safety ■ Industry outcomes ■ Financial stewardship ■ Organisational capacity ■ Business operations efficiency. Icons indicate pillar's relationship to performance outcomes