



**Service Level Agreement (SLA)**

**Between**

**Aeronautical Information Services (AIS) and  
Addis Ababa Bole International Airport Directorate  
Oversight by**

**Aerodrome Safety & Standards Directorate**

**Revision No.2**

**August, 2019  
Addis Ababa**

### **FOREWARD**

The Ethiopian Civil Aviation Authority (ECAA) is responsible for the structure and content of the Ethiopian Aeronautical Information Publication (AIP) and for ensuring that an Aeronautical Information Service (AIS) is provided in accordance with international obligations and any additional requirements that ECAA may establish from time to time.

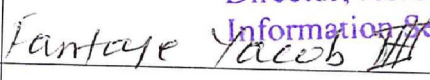

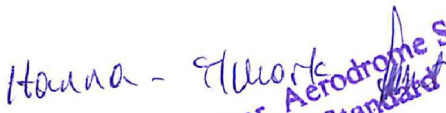
The ECAA maintains regulatory oversight of the AIS and ensures the flow of accurate aeronautical information necessary for the safety, regularity and efficiency of international air navigation published in the AIP Ethiopia.

This Service Level Agreement manual is developed to regulate activities on the Aeronautical data to be published in AIP Ethiopia and issuance of NOTAM.

The manual can be kept up-to-date, completely altered or improved based on experience and any other viable practices with safety being inviolable priority.

Service Level Agreement

**DOCUMENT APPROVAL**

AUTHORITY	NAME AND SIGNATURE	DATE
Aeronautical Information Services	 Director, Aeronautical Information Services	10 SEP 2019
Data Originator Addis Ababa Bole International Airport	 Getaneh Adera Director, A.A. Bole International Airport	
Regulator Aerodrome Safety and Standards	 Hauna-Elwork Director, Aerodrome Safety and Standards	10-Sep-2019



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### **GLOSSARY**

AIM: Aeronautical Information Management  
AIP: Aeronautical Information Publication  
AIRAC: Aeronautical Information Regulation and Control  
AIS: Aeronautical Information Service  
AMDT: Amendment  
ATS: Air Traffic Services  
ASSD: Aerodrome Safety & Standards Directorate  
ECAA: Ethiopian Civil Aviation Authority  
EST: Estimate  
ICAO International Civil Aviation Organization  
NOF: NOTAM office  
NOTAM: Notices to Airmen  
PERM: permanent  
RESA: Runway end safety area  
SARP: Standards and Recommended Practices

# Service Level Agreement

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## 1. INTRODUCTION

This Service Level Agreement (SLA) documents the agreed provision of service for the supply of aeronautical information (Data) by Addis Ababa Bole International Airport here after refers as Aerodrome Operator to Ethiopian Civil Aviation Authority, AIS Directorate here after refers as AIS and the agreed standards to which said information shall be published by the AIP Ethiopia. This SLA is overseen by the Aerodrome safety and standards Directorate here after refers as regulator.

### 1.1 Scope.

This Service level Agreement governs Aeronautical data flow system on Addis Ababa Bole International Airport and may be extended to other International and domestic airports in Ethiopia upon similar agreement with concerned party.

### 1.2 Benefits Gained from SLA

Benefits Gained from SLA is a contract between parties that defines the services provided, the indicators associated with these services, acceptable and unacceptable service levels, liabilities on the part of the Aerodrome operator and the AIS, and actions to be taken in specific circumstances. In the scope of this SLA only modes of operation are discussed and formalized and financial components are not considered.

The basic objectives of SLA are as follows:

- **Better communication.**

It facilitates two-way communication between the parties. This communication starts at the beginning of the process to establish SLA and continues throughout the life of the arrangement. The parties involved come together in order to understand each other's needs, priorities and concerns, and to gain an insight into the problems which may be faced by each party through the failure of each party to fulfill their obligations.

- **Guards against expectation creep.**

It is not uncommon for one party's expectations of another to be higher than that which may be considered reasonable. Discussing these expectations and the resource commitments necessary to meet them is one activity undertaken in the establishment of this SLA. The process facilitates the identification and discussion of expectations. As a result, it helps identify service levels that are considered acceptable by each party and which are attainable and achievable.

- **Mutually agreed standard.**

It sets an agreed standard against which performance may be measured. It identifies customer expectations, defines the boundaries of the service provision and clarifies responsibilities. In the absence of a shared understanding about needs and priorities, it is easy for conflicts to arise between parties. SLA and the communication process involved in establishing it help to

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minimize the conflicts between the parties and provides a means for conflict resolution should a problem arise.

### •A process for gauging service effectiveness.

As the SLA defines standards against which the service may be measured and evaluated, it provides the basis for performing an assessment of the effectiveness of the service.

### 1.3 Parties to the Agreement

The following table describes and names the legal entities and their representatives who have reviewed and approved this SLA.

Entity	Name	Responsibilities
Ethiopian Civil Aviation Authority	Mrs. Hanna T/work	Director, Aerodrome Safety and Standards Directorate
>>	Mrs. Fantaye Yaekob	Director, Aeronautical Information Directorate
Ethiopian Airports	Getaneh Adera	Director, Addis Ababa Bole International Airport Directorate

**Table 1:-** Parties to Agreement

### 1.4 Perspective - Regulative Environment

A number of documents specify the regulatory requirements for the provision of information by Data Originators and its subsequent processing by AIS. Ethiopian Civil Aviation Rules and Standards Part 12 and 13.

These include:

- ICAO Annex 4 “Aeronautical Charts”;
- ICAO Annex 5 “Units of Measurement to be used in Air and Ground Operations”;
- ICAO Annex 14 “Aerodromes”;
- ICAO Annex 15 “Aeronautical Information Services”.

These documents are further supported by guidance material, including:

- ICAO Doc 8126 “AIS Manual”;
- ICAO Doc 8697 “Aeronautical Chart Manual”;
- ICAO Doc 9674 “WGS-84 Manual”;
- Operating Procedures for AIS Dynamic Data (OPADD).
- PANS AIM 10066



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### 1.5 Term

The term of this SLA shall be as follows:

Start Date: September, 2019

End Date: Unlimited

Duration: Until revision is required and changed, it is valid

Once agreed The AIS, Regulator and The Aerodrome operator cannot withdraw from all or part of this agreement within the above dates.

### 1.6 Conventions

Within this SLA, the following conventions are used:

#### 1.6.1 Time

#### 1.6.2 Presentation of Date and Time in All -numeric Form

This SLA uses Co-ordinate Universal Time (UTC) as described in Attachment D of Annex 5. This SLA uses the procedures for writing the date and time in all -numeric form as described in Attachment E of Annex 5.

#### 1.6.3 Quality Attributes / Definitions

**Accuracy:** A degree of conformance between the estimated or measured value and the true value.

**AIRAC System:** A system aimed at advance notification based on common effective dates, of circumstances that necessitate significant changes in operating practices.

**NOTAM System:** A system of distributing notices by means of telecommunication, that contain information concerning the establishment, condition or change in any aeronautical facility, service, procedure or hazard, the timely knowledge of which is essential to personnel concerned with flight operations.

**Resolution:** A number of units or digits to which a measured or calculated value is expressed and used.

**Integrity:** A degree of assurance that an aeronautical data item and its value have not been lost or altered since its origination or authorized amendment.

**Timeliness:** A characteristic by which either data is provided or actions performed, with sufficient time remaining so as not to impact later actions and possibly jeopardize the achievement of the required result within due time.

#### 1.6.4 Data Categories

The following data classifications are used within this document:

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**Routine:** There is a very low probability when using corrupted routine data that the continued safe flight and landing of an aircraft would be severely at risk with the potential for catastrophe. The permitted maximum error rate is 1 in 1000, providing an integrity level of  $1 \times 10^{-3}$

**Essential:** There is a low probability when using corrupted essential data that the continued safe flight and landing of an aircraft would be severely at risk with the potential for catastrophe. The permitted maximum error rate is 1 in 100,000, providing an integrity level of  $1 \times 10^{-5}$ .

**Critical:** There is a high probability when using corrupted critical data that the continued safe flight and landing of an aircraft would be severely at risk with the potential for catastrophe. The permitted maximum error rate is 1 in 100,000,000, providing an integrity level of  $1 \times 10^{-8}$

### 2. Coordination Policy between Aerodromes and the AIS

2.1 The Aerodrome Operator shall ensure and is responsible for notifying the AIS of any change or new data to be incorporated in the AIP, issuance of related NOTAMs and for the accuracy of the information provided to AIS.

2.2 ECAA regulatory policy is to ensure compliance with each ICAO SARPs and ECAA rule and standards. Where the presentation of aeronautical data differs from ICAO SARPs, the 'differences' will be notified by the ECAA to ICAO and published by the AIP Ethiopia.

### 3. Aeronautical Information Regulation and Control (AIRAC)

3.1 Adherence to the AIRAC ensures that the coordinated publication of safety-critical information is assured using a common set of internationally agreed dates. In order to accomplish this, data must be submitted well 42 /56 for major changes days in advance of the target AIRAC date.

3.2 Due to the amount of data being managed, priority is given to operational data. Administrative data will be managed by issuing Aeronautical Information Circular (AIC). Such administrative data which is published by AIC will be incorporated in the AIP Ethiopia based on the regular amendment date.

3.3 The provision of raw data by the aerodrome operator/owner for processing shall be done no later than 2 month prior to the publication dates.

3.4 Any questions regarding the provision of text data and the provision of Aerodrome Survey Data or Aeronautical Charts for publication in the AIP should be addressed to: Aeronautical Information Services after getting approval by regulatory.

### 4. Initiating a NOTAM

4.1. A NOTAM is used to inform pilots and aircraft operators of significant changes to the aerodrome that may impact on aircraft operations. This is one of the most important aerodrome

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safety functions, so the process and procedures for initiating NOTAMs must be clearly set out in the Aerodrome Manual and all the persons involved must be fully informed and trained.

4.2 For changes to navigation aids, frequencies or special procedures, NOTAM is originated by ECAA Air navigation Service.

4.3 Changes Reported to ECAA NOTAM Office:

Where a change in the aerodrome condition requires a NOTAM to be issued, the nominated reporting officer must send the notification to the AIS Office.

4.4 Occurrences, but not limited to the following, must be reported to the ECAA AIS Office:

- (a) Changes (temporary or permanent) in the published aerodrome information including additional changes to current permanent NOTAMs;
- (b) Aerodrome works affecting runways or the obstacle limitation surfaces, including time-limited works that require more than 30 minutes to according traffic conditions;
- (c) Unserviceable portions of the runway or failure in aerodrome lighting or obstacle lighting;
- (d) Temporary obstacles to aircraft operations;
- (e) A significant increase in, or concentration of birds or animals on or in the vicinity of the aerodrome;
- (f) Emergence of new obstacles;
- (g) When landing aid on the aerodrome is unserviceable or returned to service;
- (h) When an Aerodrome Frequency is unserviceable or returned to service;
- (i) Changes in the level of aircraft rescue and fire fighting (RFF) protection normally available at an aerodrome; and
- (j) Aerodrome disable Aircraft removal capability and contact information of the office of the aerodrome coordinator of operations for the removal of disable aircraft.

4.5 Time-Limited NOTAM

A NOTAM which is not permanent is 'time limited'. A time-limited NOTAM will be separated in to 2 categories:

- 1- Without EST (Automatically expired)
- 2-With EST (The originator relevant aerodrome shall cancel or replace before the declared Expiry time or end time.)

4.6 Permanent NOTAM

A PERM NOTAM is originated in respect to permanent changes to aerodrome operational information published in AIP. This information is passed to the AIS office which will issue the NOTAM. AIS will incorporate the changes in the following edition of AIP AMDT. The NOTAM is cancelled when the information is duly published in AIP.

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### 4.7 Making Changes to Aerodrome Information Published in AIP

For changes to AIP information which does not have an immediate impact on aircraft operations, the changes are not to be notified to AIS office. Instead, the aerodrome operator must notify Aerodrome safety and standards Directorate directly in writing of such changes.

**Example:** - change of a fuel supplier.

4.8 Bird or Animal Hazard Warning At aerodromes where a standing caution is included in AIP for a bird or animal hazard, NOTAM must only be initiated where there is a significant increase of birds or animals.

The NOTAM must provide specific information on species, period of concentration, likely location and flight path.

### 4.9 New or Upgraded of Visual Aids

Any AIP amendment which introduces a new visual aid, or the upgrading of an existing aid, must be referred to the appropriate ECAA Aerodrome Inspector for clearance purposes. Certain visual aids have to be commissioned or flight checked before being brought into operational use.

### 4.10 Follow up Actions

Whenever a report of AIP changes is sent to the AIS Office, a copy of the report must also be sent to the ECAA Aerodrome Safety and Standards Directorate. The aerodrome operator must also ensure that the Aerodrome Manual is amended to reflect changes other than temporary changes.

### 4.11 Record Keeping

Aerodrome operator must maintain a logbook showing details of all reports; check subsequent NOTAM or changes to AIP for accuracy, and keep a copy of reports and NOTAM with the logbook for at least a period of 12 months.

## 5. Responsibility of Aerodrome operator

5.1 Raw data including both basic and temporary information that does not require verification should be submitted directly to AIS on Aeronautical Information Promulgation Advice Form (NOTAM Request Form.).

5.2 If the raw data requires verification (Survey data, level of RFF change, obstacle, introduces a new visual aid, or the upgrading of an existing aid, aerodrome works, extension of operational hour etc.), the form shall be submitted to Aerodrome Safety and Standard Directorate both basic and temporary information at least 15 days in advance to permit enough time for verification, processing and distribution.

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5.3 Airport Administration managers who are responsible for origination of the majority of information should approve and sign before submitting to AIS.

5.4 The aerodrome operator shall nominate and assign suitably trained person(s) as the nominated reporting Officer(s). The nomination(s) must be notified in writing, to the AIS and the Aerodrome Safety and Standard directorate.

5.5 Aerodrome operators must ensure that any person carrying out the reporting function has been suitably trained and has the following attributes:

- (a) A sound knowledge of the physical characteristics of the aerodrome movement area, the aerodrome obstacle limitation surfaces, aerodrome markings, lighting and ground signals and essential aerodrome safety equipment;
- (b) An understanding of the aerodrome information included in RESA;
- (c) The ability to carry out a serviceability inspection of the aerodrome;
- (d) A knowledge of the aerodrome emergency procedures; and
- (e) Knowledge of the NOTAM system and the ability to carry out aerodrome reporting procedures.
- (f) Sound knowledge of aeronautical information service work process (AIRAC Cycle)

5.6 Aerodrome operators must advise the ECAA Aerodrome safety and Standards Directorate but not limited of the following occurrences:

- (a) Changes (temporary or permanent) in the published runway information including further changes to information contained in current permanent NOTAMs;
- (b) Aerodrome works affecting runways or the obstacle limitation surfaces, including time-limited works that require more than 30 minutes to restore normal safety standards. Before requesting for NOTAM issuance on aerodrome work, detailed safety plan shall be submitted to Aerodrome safety and Standards Directorate for approval. Aerodrome works safety plan shall be developed as per **ECAA Advisory Circular ECAA-AC-AGA009 September, 2013**
- (c) Outage of aerodrome lighting or obstacle lighting;
- (d) Temporary obstacles to aircraft operations;
- (e) A significant increase in, or concentration of birds or animals on or near the aerodrome which is a danger to aircraft;
- (f) Changes in excess of 0.05% of the published gradient data on the aerodrome physical Characteristics;
- (g) Emergence of new obstacles;
- (h) When a landing aid is unserviceable or returned to service;
- (i) Any other event which affects the safety of aircraft using the aerodrome.
- (j) Changes in the level of aircraft rescue and fire fighting (RFF) protection normally available at an aerodrome; or

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(k) Aerodrome disable Aircraft removal capability and contact information of the office of the aerodrome coordinator of operations for the removal of disable aircraft.

5.7 Reporting must be carried out as soon as possible after a reportable occurrence is observed, giving as much detail as available. Where necessary, subsequent additional detail can be reported as it becomes available for further NOTAM to be issued. Where applicable, ATC must be advised of the unserviceability and the intention to initiate a NOTAM.

5.8 Aerodrome operators must provide as much notice as possible of aerodrome works which will affect airline schedules.

5.9 The reporting function must also include monitoring activities outside but in the vicinity of the aerodrome which may result in hazards to aircraft operations. This includes:

- (a) Developments which may become obstacles;
- (b) Land planning and use which may attract birds; and
- (c) Installation of lighting systems which may create confusion to pilots at night.

### **6. Responsibility of Aerodrome Safety and Standards Directorate:**

6.1 Oversights and ensure the accuracy of:

- a) Aerodrome Geographical and administrative data.
- b) Handling Services and Facilities
- c) Rescue and Fire Fighting Services
- d) Aprons, Taxiway and check location data.
- e) Surface movement guidance and control system and markings.
- f) Aerodrome obstacles
- g) Runway physical characteristics.
- h) Declared distances
- i) Other lighting, secondary power supply
- j) Aerodrome disable Aircraft removal capability and contact information of the office of the aerodrome coordinator of operations for the removal of disable aircraft.
- k) Timely verifying aerodrome data originated by operator and send approved data to AIS.
- l) Evaluate safety plan developed by operator to commence aerodrome work as per guidance given to operator.
- m) Conducting follow up activities while aerodrome work is in progress to ensure implementation of safety plan.
- n) Advise operator and AIS if there is some misunderstanding concerning data reporting and data promulgation on AIP.
- o) Ensure the skill of aerodrome NOTAM officer's knowledge complies with this SLA.
- p) Initiate revision/ amendment of SLA if need is raised.

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6.2 Submit Aerodrome certification/ renewal data to AIS to Promulgate in the AIP of the certified status and details of the aerodrome.

### **7. Responsibility of AIS units**

7.1 Ethiopian Civil Aviation Authority has taken all necessary measures to ensure that the aeronautical information /data provided relating to its own territory are adequate, of required quality and timely.

7.2 A 24 hours of aeronautical information service is provided in Aeronautical Information Service, Head Quarter (office hours) and at Addis Ababa Bole International Airport (24HRs). For all Sundays, Saturdays and public holidays International NOTAM office at bole international airport, is responsible to provide the necessary information.

7.3 The purpose of AIS Directorate in Ethiopia is to provide aeronautical information/ data necessary to ensure safety, regularity and efficiency of International and National air navigation service within area of responsibility in a form suitable for operational requirement of aircraft operators whom their aircraft is small private aircraft or large transport aircraft must have available a variety of information concerning the air navigation facilities and services that may be expected to be used.

7.4 Basic and Temporary Information:

a) Basic information usually covers the more permanent or static material destined for inclusion in the AIP. This basic information should be supplied well in advance to AIS to permit enough time for notice to operators.

b) Information of temporary nature and a short duration may also be originated from the technical branches or sections. It is the responsibility of Airport Administrations to originate the majority of such information which covers:-

- \_ Work in progress at airport
- \_ Temporarily withdrawal reinstall attempt operational frailties etc.

7.5 Daily serviceability inspection must include checking any outstanding NOTAM for the aerodrome. Check that the contents of the NOTAM, particularly the effective period(s) are still current, advice data originator in good time the status of time limited NOTAM.

### **Memorandum of Agreement (MOA)**

This Memorandum of Agreement is made on 10 sep, 2019 between Ethiopian Airports (EA), Aerodrome Safety and Standards Directorate (DASS) and AIS Directorate.

The parties hereby bind themselves to undertake a Memorandum of Agreement (“Agreement”) under the following terms and conditions:

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### **TERM**

This agreement will become effective from the date issuance, and will continue in effect until experience shows that new methods or procedures can facilitate the issues better.

This agreement will terminate on expiration of the term specified above, unless the term is extended in writing by mutual agreement by parties.

### **GOAL AND OBJECTIVES**

The goal and objective of this MOA is to ensure that an Aeronautical Information Service (AIS) is provided in accordance with international obligations.

### **OBLIGATION OF THE PARTIES**

1. Ethiopian airlines group (Ethiopian Airport Administration) shall ensure and assign trained personnel who have sound knowledge of Aeronautical data carrying out the reporting function to Aerodrome Safety and Standard Directorate for verification. If condition is not allowed, directly report to AIS by operator as per section 5 above. If they fail to do so, the department will take responsibility for the consequence thereof.
2. Aerodrome Safety and Standard Directorate shall examine on the accuracy and standardized reported data and send to AIS department for publication. If they fail to do so, the department will take responsibility for the consequence thereof.
3. AIS department shall issue a NOTAM or amend AIP depending on received data and inform the Aerodrome safety and standard directorate. If they fail to do so, they will assume the responsibility for the consequence.

### **NOTICE**

Any notice to be given under this agreement by either party may be effected either by personnel delivery in writing or by convenient communication media.

### **REPRESENTATIONS AND WARRANTIES**

Each party to this Memorandum of agreement represents and warranty to the other party:-

- a) Has full power, authority and legal right to execute and perform this Memorandum of Agreement.
- b) Has taken all necessary legal and corporate action to authorize the execution and performance of this Memorandum of Agreement.
- c) This Memorandum of Agreement constitutes the legal, valid and binding obligations.



# Service Level Agreement


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## Authorized Signatures




  
For representative of Aerodrome

**Director, Aerodrome Safety  
and Standards**

 10 sep 2019  
For the representative of the AIS

**Director, Aeronautical  
Information Services**

  
For representative of the Aerodrome operator

**Director, A.A. of International  
Airport**





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