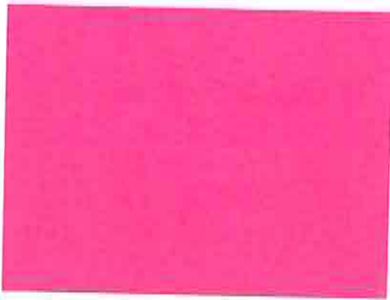


Chief Executive's Office



29 June 16

Dear Radel,

Thank you for your recent emails regarding the difficulties experienced by people with insulin pumps. I was sorry to hear of your experience at Dubai airport, and pleased to learn that the airport authorities there, as a result of your intervention, had amended their processes. You did not mention that you had any issues when departing from Heathrow, so I trust there were no difficulties with the insulin pump there.

You have described in your emails the aims of your campaign: for airports to recognise that insulin pumps are medical devices which should not be required to pass through x-ray machines or security scanners and that there should be alternative processes in place. It seems to me that these are these are very reasonable points. You are also seeking assistance in trying to achieve a level of international standardisation in this area, asking if we would discuss this with the Department for Transport and I hope I can reassure you on this matter.

In your most recent email to me, you ask what aviation security regulation has to say about insulin pumps. Rather than make specific reference to these pumps, or to any other particular medical device (the wide range of such devices and aids, and the regular changes and developments in them, are such that this would be neither feasible nor sensible), the regulations which set down the methods available to airports for screening passengers and their cabin baggage, include options for when a passenger either prefers not to submit to a particular screening process, or is simply unable to do so for safety or other reasons. The relevant provision is part 4.1 of the European Commission document (EC2015/1998), and in particular, paragraphs 4.1.1.2, 4.1.1.10, and 4.1.2.10. I have attached a copy of the regulation.

In line with these regulations, there is a process in place in the UK, whereby all passengers who opt out of being screened by a security scanner, may request an alternative screening method (e.g. an enhanced hand search in private). For many years passengers have been able to opt out of passing through a Walk-Through Detector, and instead undergo a hand search. In the same way, there are alternatives to the scanning of medical devices (including insulin pumps) where these are not carried on, or implanted into the body, or where spare devices are being carried. These arrangements, in respect of all types of medical devices, including insulin pumps, are captured in guidance which we have issued to UK airport.

We have recognised from the responses on your petition page, that on some occasions these alternative processes have not in practice been offered to passengers and so we will write again to all UK airports, reminding them of the position. This letter is likely to include security

Civil Aviation Authority

K5, CAA House, 45-59 Kingsway, London, WC2B 6TE www.caa.co.uk

Telephone 020 7453 6003

sensitive information but, I will ensure that if that is so, you are advised of the burden of its message to airports. We have already been in touch with industry representative bodies about these matters, amongst them the Airport Operators' Association.

Through our website, we advise passengers with a medical condition, or a medical device, always to carry a letter or other document provided by a medical practitioner, that confirms their condition, the essential medication they must carry, and if appropriate, the nature of any medical device. This confirmation should be handed to the Security Officer before any screening is carried out and can assist them in ensuring that the passenger is screened as appropriate to their needs. This screening would need to be, as I am sure you would accept, to the required security standard. We have reviewed the information on our website in the light of your campaign and we will update it in the next few days, to make sure that all of this is entirely clear to passengers.

You are right of course to underline the need for a good understanding of these issues internationally. We are responsible for regulating aviation security within the UK, and the Department for Transport for engaging with authorities overseas, but we do of course liaise with the Department on such matters as these and following your emails, we have done so in this instance. I know that you have yourself written to the Department about the international dimension, and I am sure they will consider what action might be taken in that respect.

I hope that I have been able to explain the work that we have done in this area and what else we will now be doing in response to your campaign. Please do let me know if you believe there is any other avenue we should be addressing to resolve this issue.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Andrew Haines', written in a cursive style.

Andrew Haines
CHIEF EXECUTIVE