

**From:** Philip Rutnam  
**Sent:** 29 June 2016 18:58  
**To:** Rachel Humphrey

Dear Ms Humphrey,

Thank you for your email of 18 June and your letters to the Secretary of State and Home Secretary. They have asked me to reply on their behalf. I was sorry to read that your family encountered difficulties at Dubai International Airport, but I am pleased that the Dubai authorities recognised there had been a problem and have since reinforced their own established procedures with their staff.

I understand you have also written to the Civil Aviation Authority (CAA), the UK's aviation regulator. The CAA will be writing to all UK airports, as well as the Airport Operators' Association, reminding them of the current position, as well as updating their website information.

I would like to reassure you that there is flexibility within regulations to manage the handling of medical equipment, such as insulin pumps. The CAA's planned actions should help promote this within the UK.

I will also ask the team here in the Department to discuss the issues you raise with Airports Council International, whose global reach can enable greater clarity and consistency around the World.

I hope we will be able to make progress and, in the meantime, I am grateful for you for bringing this important issue to my attention and – through your campaign – to the attention of many others too.

Best wishes,

Philip Rutnam

**Philip Rutnam** | Permanent Secretary | Department for Transport |  
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