Group Director - Regulatory Policy lain Osborne

020 7453 6200 jain.osborne@caa.co.uk

Economic Regulation & Competition Policy Richard Moriarty

020 7453 6203 richard.moriarty@caa.co.uk

- Undertake periodic reviews of the appropriate price and service quality regulation at designated airports.
- Enforce relevant provisions of various legislation/regulations for airports' conduct such as S41 and S48 of the Airports Act, the Airport Charges Directive and the Ground Handling Directive.
- Manage the NERL licence, undertake periodic reviews of NERL's price and service quality regulation, and enforce the CAA's concurrent powers under the Competition Act 1998 in relation to air navigation services.
- Advise Government on aspects on legislation in relation to economic regulation, such as Reform of Economic Regulation and implementing a licensing regime for airports.
- Lead on regulatory issues relating to the financing of airports and air navigation services.
- Assessing the appropriate boundary between detailed economic regulation and the reliance on competition.

Consumer Support Sandra Webber

020 7453 6237 sandra.webber@caa.co.uk

- Identify, prioritise and resolve issues that affect consumers and/or limit competition in aviation markets
- Enforcing the CAA's consumer and competition powers, including: the Consumer Protection Regulations, the transparency elements of the Air Services Regulations, Passengers of Reduced Mobility legislation, Denied Boarding Regulations, Section 41 of Airports Act and Competition Act (in respect of ANS).
- Provide advice within the CAA and externally on consumer issues.
- Provides advice to passengers and handles complaints about passenger journeys (other than issues relating to ATOL-protection), where these complaints have not been satisfactorily resolved with the airport/airline concerned.

Passenger Advice & Complaints

Handling

Air Transport Analysis

Aviation Intelligence Martin Ross

020 7453 6280 martin.ross@caa.co.uk

- Collects and validated
 Flight Data sourced from
 UK airlines and airports for
 dissemination to finance
 the RPG commercial teams
 for use by the CAA,
 Government, Industry and
 International Organisations.
- Fulfils the UK Governments obligations to provide operational and financial aviation data to ICAO and the EU.
- Publishes and disseminates a wide range of statistics from UK airlines and airports.
- Undertakes passenger research at UK airports.
- Secures funding for and publishes the CAA's passenger surveys at UK airports which profile airport catchment areas, journey purposes, demographics and social economic grouping of air travellers.

Business Management Jackie Kennedy

020 7453 6256 jackie.kennedy@caa.co.uk

Economic and Statistical Analysis

020 7453 62 @caa.co.uk

- Provides air traffic forecasting expertise for regulatory, policy and corporate planning purposes.
- Provides statistical and economic briefing for bilateral air service negotiations.
- Provides econometric and data analysis on air transport issues, in support of the consumers, policy and regulation teams.
- Provides statistical support for the passenger survey and airport data teams.

Airport Capacity Graham French

020 7453 6273 graham.french@caa.co.uk

To lead the CAA's analysis and policy work on airport capacity policy. To scope, agree, negotiate resource, manage and shared presentation work in support of the Airports Commission chaired by Sir Howard Davies; and also other policy work on related topics as may be needed from time to time.

Economic Policy & International Aviation Dan Edwards

020 7453 6228 daniel.edwards@caa.co.uk

- Leads the CAA's work on implementation of the corporate sustainability objective.
- Formal role in advising and assisting Environment Agencies in relation to aviation and Emissions Trading Scheme
- Advises on economic policy issues relating to European air traffic management
- Advises and assists DfT in its bilateral and multilateral air services negotiations in support of liberalisation
- Provides policy advice on domestic and international aviation policy issues, including airport infrastructure
- Advises DfT on applications by UK airlines to lease foreign registered aircraft
- Decides on applications for exemptions from UK aircraft noise legislation