

[REDACTED]  
[REDACTED]

7 July 2016  
Reference: F0002821

Dear [REDACTED]

I am writing in respect of your recent request of 20 June 2016, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*'I wanted to know if your database included a directory of ground service providers (GSP) at those airports as well as their respective client airlines?'*

Our response:

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA).

The CAA do not proactively collect information relating to ground handling services at UK airports, our remit is to ensure compliance and standards are met by the airlines and airports. However, we have recently published a request for information to seek views and relevant factual information on ground handling, with a view to developing policy on the application of our functions under The Airports (Groundhandling) Regulations 1997 (GHRs). We asked the top 10 airports (in terms of passenger numbers) who provided ground handling services at the airport and we received the following information:

**Edinburgh** – Menzies and Swissport.

**Newcastle** – Swissport and Aviator.

We also made the same request in 2011 and received the information shown in the attached spreadsheet. Please note that Newcastle is now number 10 instead of Liverpool. We do not hold any information on who handles which airlines at the airports.

The published request for information can be found on the CAA website at <https://publicapps.caa.co.uk/docs/33/CAP%201409%20MAY16.pdf>

Heathrow publishes performance data on third party ground handlers servicing more than 1% of monthly ATMs. This can be found at:

[http://www.heathrow.com/file\\_source/Company/Static/PDF/Partnersandsuppliers/Ground\\_Handler\\_Performance\\_Report-Apr-16.pdf](http://www.heathrow.com/file_source/Company/Static/PDF/Partnersandsuppliers/Ground_Handler_Performance_Report-Apr-16.pdf)

Gatwick publishes a list of airlines showing which ground handler they use, which can be found at

<http://www.gatwickairport.com/faqs/Ground-Handling-Services-at-Gatwick/>

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Caroline Chalk  
Head of External Information Services  
Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
Gatwick  
RH6 0YR

[caroline.chalk@caa.co.uk](mailto:caroline.chalk@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely



Rihanne Stephen  
Information Rights Officer

**CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.

GROUNDHANDLERS AT TOP 10 UK AIRPORTS					
<b>Heathrow</b>		Air Canada			
		Alitalia			
		American Airlines			
		Azerbaijan Airlines (self handling only)			
		BA (including Iberia)			
		United Airlines			
		ASIG			
		Cobalt (parent company is Air France/KLM)			
		DNATA			
		Menzies			
		Servisair			
<b>Gatwick</b>		Swissport			
		Menzies			
		Servisair			
		BA			
<b>Stansted</b>		Swissport			
		Servisair			
		Menzies			
		Harrods (GA)			
		Universal Aviation (GA)			
		Inflite (GA)			
		TNT (cargo - self handling)			
		Fedex (cargo - self handling)			
		Titan Airways (cargo - self handling)			
<b>Manchester</b>		Servisair			
		Swissport			
		Flight Support			
		Menzies			
		Premiere Handling			
		bmi (self handling only)			
		Jet 2 (self handling only)			
		American Airlines (self handling only)			
<b>Luton</b>		Menzies			
		Servisair			
<b>Edinburgh</b>		Servisair			
		Menzies			
<b>Birmingham</b>		Servisair			
		Swissport			
		Signature Flight Support (self handling only)			
		Cello Aviation (self handling only)			
		Blue City Aviation (self handling only)			
		Eurojet Aviation			
<b>Glasgow</b>		Servisair			
		Menzies			
<b>Bristol</b>		Menzies			
		Servisair			
<b>Liverpool</b>		Servisair			
		Smart by Servisair (handles easyJet only)			