

## ➔ Who does what at our airports

Running an airport is a complex business. While we control some aspects directly, other aspects rely on working closely with stakeholders.

BAA is responsible for planning and undertaking airport developments, operating the terminals, security, property management, retail facilities, fire services and cargo. The responsibilities of other organisations are illustrated below:

### 1 Airlines

Responsible for checking-in passengers and their luggage, delivering hold luggage to its final destination, cargo, providing and fuelling aircraft, boarding passengers, passenger safety and on-board catering

### 2 NATS

The National Air Traffic Services (NATS) looks after air traffic control and management, ensuring aircraft flying in UK airspace and over the eastern part of the North Atlantic are safely separated

### 3 Civil Aviation Authority (CAA)

Controls all aircraft routes at UK airports, regulates airlines, airports and NATS. The CAA also sets airport charges at the London airports

### 4 The UK Border Agency

The UK Border Agency is responsible for securing the UK's borders and controlling migration in the UK. They manage border control for the UK, enforcing immigration and customs regulations

### 5 Commercial services

Individual businesses provide catering, shopping, car hire, car parking and banking services

### 6 Public transport operators

Many independently-run bus, coach, taxi and rail companies provide connections to and from our airports

