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**Our ref: 2352661**

22 April 2022

Dear ####

We write further to your request which was received on 29 March 2022 and which states:

The post office has access to the airside of Ronaldsway airport. Can you confirm the following with regard to airport passes?

- 1 How many airport passes have been lost by the Isle of Man Post Office over the last 5 years?
- 2 Can this be broken down by the number each year?
- 3 How much in fines have the Isle of Man post office paid to the Department of Infrastructure / Ronaldsway airport for lost airport passes in each of the last 5 years?
- 4 Can this be broken down for each year?
- 5 Who within the Isle of Man Post Office has the responsibility for reporting lost airport passes to the Department of Infrastructure / Ronaldsway airport?
- 6 Who within the Isle of Man Post Office has the responsibility for reporting lost airport passes to the Board of the Isle of Man Post Office?
- 7 What checks are in place by the Isle of Man Post Office that airport passes are not lost, mislaid or not held by the designated pass holder?
- 8 How regularly are these checks undertaken?
- 9 Who has the responsibility to undertake such checks?
- 10 When applying for an airport pass, what background checks does the Isle of Man Post Office undertake on the individual to maintain security and compliance with the Department of Infrastructure / Ronaldsway airport's terms and conditions?
- 11 Who has the responsibility to undertake such checks?
- 12 Are records kept of these checks?
- 13 What assurances does the Isle of Man Post Office provide to the Department of Infrastructure / Ronaldsway airport that these checks have been undertaken to the require standard?"

While our aim is to provide information whenever possible, in this instance the Isle of Man Post Office (IOMPO) does not hold some of the information that you have requested:

- Isle of Man Airport commenced their Record Log in 2020, with this data only retained for two years

Our response to your request is as follows:

1. How many airport passes have been lost by the Isle of Man Post Office over the last 5 years?  
[One reported lost in 2021](#)
2. Can this be broken down by the number each year?  
[See answer above](#)
3. How much in fines have the Isle of Man post office paid to the Department of Infrastructure / Ronaldsway airport for lost airport passes in each of the last 5 years?  
[£40 charge for reported lost pass in 2021](#)
4. Can this be broken down for each year?  
[See response to question 3 above](#)
5. Who within the Isle of Man Post Office has the responsibility for reporting lost airport passes to the Department of Infrastructure / Ronaldsway airport?  
[Human Resources Department](#)
6. Who within the Isle of Man Post Office has the responsibility for reporting lost airport passes to the Board of the Isle of Man Post Office?  
[IOMPO does not report this level of operational information to the Board](#)
7. What checks are in place by the Isle of Man Post Office that airport passes are not lost, mislaid or not held by the designated pass holder?  
[AirPass holders sign a declaration required as part of the application process, to understand it is their personal responsibility to safeguard their pass, to account for its use and to immediately report its loss](#)
8. How regularly are these checks undertaken?  
[See response to question 7, no access is provided without a pass, any mislaid or lost passes must be reported to IOMPO line management immediately](#)
9. Who has the responsibility to undertake such checks?  
[See response to question 8](#)
10. When applying for an airport pass, what background checks does the Isle of Man Post Office undertake on the individual to maintain security and compliance with the Department of Infrastructure / Ronaldsway airport's terms and conditions?  
[Background checks have varied over recent years and are stipulated by the Department for Infrastructure](#)
11. Who has the responsibility to undertake such checks?  
[The applicant of the AirPass holder](#)
12. Are records kept of these checks?  
[Not by IOMPO](#)
13. What assurances does the Isle of Man Post Office provide to the Department of Infrastructure / Ronaldsway airport that these checks have been undertaken to the require standard?"  
[The adequacy of any application is a matter for the Department of Infrastructure](#)

Please quote the reference number 2352661 in any future communications.

### **Your right to request a review**

If you are unhappy with this response to your freedom of information request, you may ask us to carry out an internal review of the response, by completing a complaint form and submitting it electronically or by delivery/post.

An electronic version of our complaint form can be found by going to our website at <https://services.gov.im/freedom-of-information/Review> . If you would like a paper version of our complaint form to be sent to you by post, please contact me and I will be happy to

arrange for this. Your review request should explain why you are dissatisfied with this response, and should be made as soon as practicable. We will respond as soon as the review has been concluded.

If you are not satisfied with the result of the review, you then have the right to appeal to the Information Commissioner for a decision on;

1. Whether we have responded to your request for information in accordance with Part 2 of the Freedom of Information Act 2015; or
2. Whether we are justified in refusing to give you the information requested.

In response to an application for review, the Information Commissioner may, at any time, attempt to resolve a matter by negotiation, conciliation, mediation or another form of alternative dispute resolution and will have regard to any outcome of this in making any subsequent decision.

More detailed information on your right to a review can be found on the Information Commissioner's website at [www.inforights.im](http://www.inforights.im).

Should you have any queries concerning this letter, please do not hesitate to contact me. Further information about freedom of information requests can be found at [www.gov.im/foi](http://www.gov.im/foi).

I will now close your request as of this date.

Yours sincerely

FOI Co-ordinator