



## States Greffe

Deputy Kirsten Morel  
Minister for Economic Development, Tourism, Sport and Culture

### **BY EMAIL**

9th June 2023

Dear Minister

### **Service at Jersey Airport**

We write to you following the recent media reports on the 'poor service' at Jersey Airport last weekend. We note from the media that Swissport, the company contracted for the ground handling work, have been struggling to recruit staff and have issued an apology. Swissport have also been quoted as saying:

*"We are in the process of urgently reviewing all of the contributing factors and will continue to work closely with the Ports of Jersey and our airline customers in order to address these issues and put contingency measures in place – we are grateful for the significant support and additional resource they have provided during this time."*

We also note from the [media](#) that you have held urgent talks with airport management and Swissport in a bid to ensure no repeat of the disruption faced by those arriving and departing on Saturday. Could you inform the Panel of what the outcome of the talks to which the press report refers together with what commitments have been made to you as Minister.

Could you also inform us how staffing issues are to be addressed in the medium to long term in light of the general staffing issues across the Island which was referred to by the Jersey Fiscal Policy Panel. We would be grateful if you could also provide us with information on what support is to be provided by the Minister in this respect, what changes we should expect to see within Port of Jersey's structure and what will be the incentive to ensure any agreed changes take place.

While the Panel is aware that in our recent hearing public hearing with you, the Director for Economy advised that the Department's 'Vale for Money' review of ALOs would be looking into the value to the public of levels of remuneration of senior staff of ALOs. Please would you offer any comment that you may have on the connection that Islanders are beginning to make between the salary of the CEO of Ports of Jersey being based on financial performance rather than services to Islanders and benchmarking with other airport directors being distorted by the lack of competition locally.

We would be grateful if you could respond to this no later by 16th June in line with the 5 working days approved for responses between Scrutiny Panels and Ministers.

If you have any questions regarding this or our work in general, please do not hesitate to contact me. Please note that unless otherwise stated, all letters will be uploaded to the Scrutiny website as a matter of course.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Moz Scott'.

Deputy Moz Scott

**Chair**

**Economic and International Affairs Scrutiny Panel**