

Irish Aviation Authority  
The Times Building  
11-12 D'Olier Street  
Dublin 2, Ireland

Údarás Eitfíochta na hÉireann  
Foirgneamh na hAmanna  
11-12, Sráid D'Olier  
Baile Átha Cliath 2, Éire

T +353 1 603 1558  
T: +353 1 603 1546  
F: +353 1 679 2935  
www.iaa.ie

Directors' Office

Offig Stúirthóirí

17 January 2013

Mr Bob Rieder  
Senior Policy Advisor  
Aviation Safety Unit  
Aviation Department  
Directorate-General for Mobility and Transport  
Ministry of Infrastructure and the Environment  
P.O. Box 20904  
2500 EX  
The Hague

Dear Bob

Your letter of the 14<sup>th</sup> instant refers.

Ryanair commenced operations in 1985 with one aircraft and now operates a fleet of over 300 B738s and operates services from over 50 locations. It carries over 70m passengers per annum and operates almost 1,700 flights per day. It has a strong occurrence reporting culture and its reporting rate is in line with the European average. Ryanair operates a low cost base model with a robust marketing management and operational philosophy which is fully acknowledged by the IAA. With regard to the TV programme by RKO, this was viewed by a number of senior IAA personnel. The programmes were similar to previous ones carried out by Channel 4 in the UK and 'Prime Time' on Irish television. They are seen from the viewpoint of the pilots and their unions and attempt to highlight industrial relations problems and endeavor to imply a negative effect on flight safety.

With regard to the specific questions you raised:

- **Question 1:**

The IAA operates a Mandatory Occurrence Reporting (MOR) system and a Confidential Reporting system and, as far as we can establish from our data, there are no previous **MAYDAY** calls as a result of fuel shortage other than the ones referred to at Valencia. Ryanair's fuel policy is fully compliant with EU OPS.

**Bord Stiúrthóirí/Board of Directors**

Anne Nolan (Cathaoirleach/Chairman),  
Eamonn Brennan (Príomhíndíreannach/Chief Executive)  
Lorraine Burke, Pat Dalton, Eme Connelly,  
Rosheen McGuckian, Michael Norton,  
Geoffrey O'Byrne-White

**Offig Chláraithe:**

Foirgneamh na hAmanna, 11-12 Sráid D'Olier  
Baile Átha Cliath 2, Éire  
Uimhir Chláraithe 211082 Áit Chláraithe Éire  
Cuideachta Dlíteanais Theoranta

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- **Question 2:**

The IAA would not be familiar with the detail outlined by Mr O'Leary with the number of pilots reporting sick in a seven-day period. However, Ryanair has over 3,000 pilots and we are satisfied that it has a standby system and has sufficient crews, both rostered and available, to operate safely its full schedule of flights.

- **Question 3:**

Ryanair operates an open safety culture with real time flight data monitoring (OFDM), which to our knowledge is far in advance of any other operator which gives the airline access to any flight related exceedance and ensures real time monitoring of its fleet.

As part of its risk based approach to safety oversight the IAA assesses an operator under seven headings. These are:

- Fleet Complexity
- Operations Complexity
- Airworthiness Complexity
- Organisation Competency
- Financial Strength
- Changes Affecting Personnel
- Safety Performance and Culture

The safety and cultural aspects are assessed under a 15 heading matrix which I am sure is similar to the Dutch CAA and this allows the overseeing agency to assess the cultural impact on the operators safety.

In conclusion, the IAA oversees Ryanair to ICAO and EU standards and checks that EASA regulations are fully implemented and adhered to. The IAA would be pleased to demonstrate to the Department of Transport of the Government in the Netherlands by way of presentation, either in Dublin or in The Hague, into how this oversight of its air carriers including Ryanair, is carried out.

I attach for your information a copy of an apology from the London Sunday Times published in regard to Ryanair.

We also copied members of the EASA Management Board our report quoted in this TV programme.

If we can be of any further assistance do not hesitate to contact us.

Yours sincerely

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Kevin Humphreys  
Director Safety Regulation