

23 August 2007

Mr Peter Shullot
483 Green Lanes
London
N13 4BS

Our Ref: 5799092

Dear Mr Shullot

Thank you for your letter addressed to Willie Walsh. He has asked me to contact you directly on his behalf. Please accept my apologies for the delay in responding to you.

Thank you for your comments about climate change and the aviation industry. Your opinions are invaluable. We monitor what our customers tell us, at every level of the business. For instance, the Board of British Airways see regular accounts of the issues being raised by our customers, together with examples of real comments, word for word. Our Chief Executive and Chairman set aside time each week to personally review a significant number of customer letters and emails.

I'm delighted you have been happy with the service on our flights in the past, and I hope you continue to choose British Airways in the future.

Once again thank you for getting in touch.

Yours sincerely



Lisa Simnett
Customer Relations