



Sir Timothy C. Clark, KBE
President
Emirates Airline

السيد تيموثي سي. كلارك
الرئيس
طيران الإمارات

Mr Andrew Haines
Chief Executive
Civil Aviation Authority
45-59 Kingsway
WC2B 6TE
United Kingdom

5 March 2017

Dear Mr Haines

RE: Misguided enforcement action against Emirates

I am writing to express my surprise at the actions of the Civil Aviation Authority and the public statements of Richard Moriarty in relation to Emirates' compliance with Regulation (EC) 261/2004 (the "Regulation") regarding missed connections. I am astonished that your organisation has resorted to such unnecessary intimidation without meaningful consultation and discussion.

Given that this issue will be definitely resolved by the Court of Appeal in July, I am perplexed at the perceived need to prematurely accuse Emirates of failing to comply with the Regulation. As you will be well aware, the law in the United Kingdom is unclear on this particular point and Emirates reserves its right to legitimately challenge the law where necessary to provide clarity and fairness for all parties. I am disappointed that your organisation felt it necessary to undertake this prejudicial course of action directly before our court hearing in light of our commitment to comply with any final decision.

In my opinion, the actions of your organisation appear to be a blatant attempt to garner public attention and have not only spuriously damaged Emirates' brand and reputation but also damaged the credibility and perceived impartiality of the Civil Aviation Authority. Given your organisation's unreasonable, irrational and unprecedented actions, Emirates is forced to put you on clear notice that it shall fully defend its position and reserves its legal rights in relation to any potential action against the Civil Aviation Authority.

Yours sincerely

