

[REDACTED]
[REDACTED]

26 August 2016
Reference: F0002892

Dear [REDACTED]

I am writing in respect of your recent request for the release of information held by the Civil Aviation Authority (CAA).

Your request:

'Please provide me with all communications between the CAA and Amazon in relation to Amazon's drone testing (Amazon Prime Air). Please include details of all meetings held, notes and minutes taken.'

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to provide the information below.

Please find attached copies of communications that have taken place between Amazon and the CAA. As you will see, these email correspondence mainly involve:

- a) The setting up of some initial meetings with the CAA to discuss the Amazon Prime Air project and the potential for operation within the UK.
- b) The setting up of subsequent meetings and telephone conversations to discuss the ongoing aspects of the Amazon Prime Air project test flights within the UK.

Two face-to-face meetings were held between Amazon and CAA staff in 2014. The first meeting was essentially a high level introduction at senior management level, aimed at providing the CAA with a general overview of the project and to discuss the potential for development of the programme within the UK. The second meeting was a more operational and airworthiness related meeting during which the Amazon team provided an outline of their overall intentions. However, this was primarily a 'one way' flow of information with the CAA team providing advice and information regarding the UK's Unmanned Aircraft Systems (UAS) policy, regulations and the steps that would need to be followed in order for the project to become fully operational. Both of these meetings were typical of many other such 'exploratory' meetings that the CAA undertakes with potential applicants, in that there is no set agenda, the discussion is generally advisory in nature and there are no notes or minutes taken.

The principles and processes that were discussed are as contained within CAP 722, the CAA's UAS guidance document www.caa.co.uk/cap722. The first steps of the project involved the initial development of a test aircraft, which has a mass of no more than 20kg

Civil Aviation Authority

Aviation House Gatwick Airport South Gatwick RH6 0YR. www.caa.co.uk

Telephone: 01293 768512. foi.requests@caa.co.uk

and is flown within the visual line of sight of the person flying it – it was established that these flights could be conducted wholly in accordance with the specific small unmanned aircraft regulations contained within the UK [Air Navigation Order 2009](#) (ANO) and hence no further operational or technical approvals were required at that time. Some additional advice was provided with regard to the UK's airspace structure and restrictions in order to assist the Amazon team in selecting appropriate test sites. The meeting ended with the Amazon team at a point where they would research and select one or more suitable testing sites and then commence the first phase of testing operations which would be flown in accordance with articles 166 and 167 of the ANO; it was also agreed that they would resume contact with the CAA once their technical development and testing requirements had reached the stage where a more specific flight approval would be required.

The CAA visited an Amazon UK test flying site in June 2015 in order to witness a test flight of the current aircraft and to discuss in outline the next stages based on the application that the company had recently submitted. This application covered operations which took flying activities beyond the scope of those covered by the ANO articles 166 and 167, and thus required a specific approval/exemption to be issued by the CAA. These types of application are addressed by the CAA through the Operating Safety Case (OSC) process, as detailed within CAP722.

A one hour telephone meeting between Amazon and CAA staff took place in April 2016 followed up by a further face-to-face meeting in the UK in June 2016 (with a member of the Department for Transport also in attendance). Both meetings involved discussion on the proposed next steps in the project's development along with the OSC amendments that would be required in order to enable a new flight approval to be issued to the company.

As you will see, we have redacted some information within the attached communications. The CAA's view is that the information that has been redacted either does not fall within the scope of your request or is information that is exempt from disclosure. The reasons are set out below and a copy of the relevant exemptions can be found at the end of this letter.

Information not falling within the scope of your request

Part of an email chain dated Friday 27 March, 2015 at 08:01AM (page 28) has been redacted on the basis that it does not fall within the scope of your request. The information does not relate to Amazon Prime Air project test flights or the setting up of meetings to discuss such topics.

Section 44 – Prohibitions on disclosure

We have not included any information that has been submitted to us by Amazon in support of their application for an exemption or permission from the CAA. The release of information that was provided to the CAA as part of the application requirements to obtain a permission under, or an exemption from, the Air Navigation Order 2009 is prohibited from disclosure by Section 23 of the Civil Aviation Act 1982. Under Section 23, any information which relates to a particular person or organisation, and has been furnished to the CAA pursuant to an Air Navigation Order, must not be disclosed by the CAA unless such disclosure is authorised by one of the exceptions contained in Section 23 itself.

Section 44(1)(a) of the FOIA provides that information is exempt if its disclosure is prohibited by, or under any enactment and Section 23 of the Civil Aviation Act is such a statutory prohibition. Section 44 is an absolute exemption and is not subject to the public interest test.

Section 43 – Commercial interests

We also consider that some information contained within the disclosed communications is commercially sensitive information relating to directly to Amazon or their Prime Air flight test project and is exempt from disclosure under Section 43(2) of the FOIA, which covers information where disclosure would, or would be likely to, prejudice the commercial interest of any person. A person may be an individual, company, the public authority itself or any other legal entity.

The information is sensitive in nature and was provided to the CAA on the understanding that it is not shared with any third party. Release of the information would make commercially sensitive information about Amazon's testing information available to Amazon's competitors, reveal Amazon's business and operational strategies, and would adversely affect the Amazon Prime Air project.

As Section 43 is a qualified exemption, we have also considered whether, in all the circumstances of the case, the public interest in withholding the information outweighs the public interest in disclosure.

The public interest in disclosing the information include the general principles of transparency and open government, the public right of access to information held and how the CAA performs its regulatory roles. The CAA recognises that with the increased use of UAS over recent years, there is a broader public interest in how the CAA considers applications for the use of UAS.

However, there is a strong public interest in allowing companies to carry out their commercial activities, free from outside pressures and in a fair competitive environment, without having their work exploited by competitors.

The information redacted is limited and does not significantly affect the public's understanding of the Amazon Prime Air project or the CAA's decision making and processes.

Having considered the factors on both sides the CAA has concluded that, in relation to the information redacted in accordance with Section 43(2), the public interest in disclosure is outweighed by the public interest in maintaining the exemption and the information has, therefore, been withheld.

Section 41 - Information provided in confidence

We have removed one page of emails as the information contained within it was provided to the CAA in circumstances of confidence. The email chain was marked 'business confidential' and we have considered the information in the particular email chain and have determined that the information itself holds the necessary quality of confidence and therefore, should be protected. Disclosure would be a breach of that confidence and this information is therefore exempt from disclosure under section 41 of the FOIA.

Section 40 - Personal data

We have redacted all personal information in accordance with Section 40(2) of the FOIA as to release the information would be unfair to the individuals concerned and would therefore contravene the first data protection principle that personal data shall be processed fairly and lawfully.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Caroline Chalk
Head of External Information Services
Civil Aviation Authority
Aviation House
Gatwick Airport South
Gatwick
RH6 0YR

caroline.chalk@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely



Rihanne Stephen
Information Rights Officer

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.

Freedom of Information Act: Section 44

(1) Information is exempt information if its disclosure (otherwise than under this Act) by the public authority holding it-

- (a) is prohibited by or under any enactment,
- (b) is incompatible with any Community obligation, or
- (c) would constitute or be punishable as a contempt of court.

(2) The duty to confirm or deny does not arise if the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) fall within any of paragraphs (a) to (c) of subsection (1).

Freedom of Information Act: Section 43

(1) Information is exempt information if it constitutes a trade secret.

(2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

(3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2).

Freedom of Information Act: Section 41

(1) Information is exempt information if-

- (a) it was obtained by the public authority from any other person (including another public authority), and
- (b) the disclosure of the information to the public (otherwise than under this Act) by the public authority holding it would constitute a breach of confidence actionable by that or any other person.

(2) The duty to confirm or deny does not arise if, or to the extent that, the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) constitute an actionable breach of confidence.

Freedom of Information Act: Section 40

(1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.

(2) Any information to which a request for information relates is also exempt information if-

- (a) it constitutes personal data which do not fall within subsection (1), and
- (b) either the first or the second condition below is satisfied.

(3) The first condition is-

- (a) in a case where the information falls within any of paragraphs (a) to (d) of the definition of "data" in section 1(1) of the Data Protection Act 1998, that the disclosure of the information to a member of the public otherwise than under this Act would contravene-

- (i) any of the data protection principles, or
- (ii) section 10 of that Act (right to prevent processing likely to cause damage or distress), and

- (b) in any other case, that the disclosure of the information to a member of the public otherwise than under this Act would contravene any of the data protection principles if the exemptions in section 33A(1) of the Data Protection Act 1998 (which relate to manual data held by public authorities) were disregarded.

(4) The second condition is that by virtue of any provision of Part IV of the Data Protection Act 1998 the information is exempt from section 7(1)(c) of that Act (data subject's right of access to personal data).

(5) The duty to confirm or deny-

- (a) does not arise in relation to information which is (or if it were held by the public authority would be) exempt information by virtue of subsection (1), and

- (b) does not arise in relation to other information if or to the extent that either-

- (i) the giving to a member of the public of the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) contravene any of the data protection principles or section 10 of the Data Protection Act 1998 or would do so if the exemptions in section 33A(1) of that Act were disregarded, or
- (ii) by virtue of any provision of Part IV of the Data Protection Act 1998 the information is exempt from section 7(1)(a) of that Act (data subject's right to be informed whether personal data being processed).

(6) In determining for the purposes of this section whether anything done before 24th October 2007 would contravene any of the data protection principles, the exemptions in Part III of Schedule 8 to the Data Protection Act 1998 shall be disregarded.

(7) In this section-

"the data protection principles" means the principles set out in Part I of Schedule 1 to the Data Protection Act 1998, as read subject to Part II of that Schedule and section 27(1) of that Act;

"data subject" has the same meaning as in section 1(1) of that Act;

"personal data" has the same meaning as in section 1(1) of that Act.

Stevens Mark

From: [REDACTED]
Sent: 01 July 2014 09:49
To: [REDACTED]
Subject: FW: Request for Meeting - Amazon

FYI.

From: [REDACTED]@clydeco.com]
Sent: 01 July 2014 09:41
To: Kelleher Padhraic
Cc: [REDACTED]
Subject: RE: Request for Meeting - Amazon

Dear [REDACTED]

Thank you for your email.

We can confirm that the meeting will be attended by [REDACTED]
[REDACTED] and [REDACTED]

[REDACTED] and [REDACTED] form part of the Amazon / Prime Air legal team, but please note that their attendance at the kick-off meeting is simply a reflection of the way in which the UAS working group within Amazon has been structured. The intended purpose of the meeting is to give the CAA an overview of the Prime Air project and explore how Amazon / Prime Air might work with the CAA going forward in developing the programme. There is no intention to discuss specific legal issues during this meeting.

I confirm that Clyde & Co will not be attending the meeting.

Please do let me know if you require any further details.

Kind regards

[REDACTED]

[REDACTED]
Senior Associate | Clyde & Co LLP
Direct Dial: [REDACTED] | Mobile: [REDACTED]

CLYDE&CO

The St Botolph Building | 138 Houndsditch | London EC3A 7AR | UK
Main +44 20 7876 5000 | Fax +44 20 7876 5111 | www.clyde-co.com

From: Kelleher Padhraic [<mailto:Padhraic.Kelleher@caa.co.uk>]
Sent: 01 July 2014 08:19
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Request for Meeting - Amazon

Hi [REDACTED]

Do you have the names of the other Amazon attendees for tomorrow's meeting?

Regards.

[REDACTED]

From: [REDACTED]@clydeco.com]
Sent: 30 June 2014 08:16
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Request for Meeting - Amazon

Many thanks [REDACTED]

Kind regards

[REDACTED]

From: [REDACTED]@caa.co.uk]
Sent: Monday, June 30, 2014 07:55 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Request for Meeting - Amazon

Hi [REDACTED]

Yes, [REDACTED] will be available as well.

Regards.

[REDACTED]

From: [REDACTED]@clydeco.com]
Sent: 30 June 2014 07:54
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Request for Meeting - Amazon

Dear [REDACTED]

Many thanks for your email. I can confirm that 1600 on 2 July would be convenient. Can I assume that [REDACTED] will also be available at that time?

As requested I will confirm details of other Amazon attendees by tomorrow at the latest.

Kind regards

[REDACTED]

From: [REDACTED]@caa.co.uk]
Sent: Monday, June 30, 2014 07:41 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Request for Meeting - Amazon

Dear [REDACTED]

Thank you for your email.

Due to Padhraic's other appointments the only other time on 2 July would be 1600 for the meeting. Please can you advise if this is convenient.

If I could have the names of the other Amazon attendees today or Tuesday morning then that would be of assistance for Security.

Kind regards.

Civil Aviation Authority

Te: [REDACTED]

www.caa.co.uk

Follow us on Twitter: @UK_CAA

From: [REDACTED]@clydeco.com]

Sent: 27 June 2014 16:33

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Request for Meeting - Amazon

Dear [REDACTED]

By way of introduction, I work with [REDACTED] in the aviation team at Clyde & Co in London.

Further to my earlier voicemail I confirm that the proposed meeting date of 2 July 2014 is convenient for Amazon. Thank you again for making these arrangements at short notice.

It is proposed that the meeting will be attended by [REDACTED] (Clyde & Co), [REDACTED] and [REDACTED] (Amazon) and a further two Amazon staff. We will be in a position to confirm details of the additional attendees during the course of Monday.

Due to Amazon staff travelling in from overseas, would it perhaps be possible to schedule the meeting for the afternoon of 2 July 2014 instead of the morning?

Kind regards

[REDACTED]
Senior Associate | Clyde & Co LLP

Direct Dial: [REDACTED] Mobile: [REDACTED]

CLYDE & CO

The St Botolph Building | 138 Houndsditch | London EC3A 7AR | UK
Mail: +44 20 7876 5000 | Fax: +44 20 7876 5111 | www.clydeco.com

From: [REDACTED]@caa.co.uk]

Sent: Thursday, June 26, 2014 01:30 PM GMT Standard Time

To: [REDACTED]

Subject: RE: Request for Meeting - Amazon

Dear [REDACTED]

Further to your recent conversation and correspondence with [REDACTED] Mr Padhraic Kelleher, Head of Intelligence, Strategy & Policy (ISP), CAA, would be pleased to meet with Amazon on the topic of UAS.

Padhraic will be available for this meeting on 2 July at 1030 at the CAA's office in London and will be accompanied by [REDACTED] our UAS Policy Specialist. The office address is: 45-59 Kingsway, London, WC2B 6TE.

Please can you advise if this date/time is convenient and if yes the persons from Amazon/Clyde & Co who will be attending the meeting.

Regards.

[REDACTED]

[REDACTED]

Civil Aviation Authority

Te: [REDACTED]

www.caa.co.uk

Follow us on Twitter: @UK_CAA

From: [REDACTED]@clydeco.com]

Sent: 26 June 2014 11:15

To: [REDACTED]

Subject: Request for Meeting - Amazon

Dear [REDACTED]

Thank you for your time just now. Just to summarise my rapid monologue over the telephone:

We are advising Amazon in connection with their Prime Air unmanned aircraft system programme and have recommended that they should engage with the CAA. Hence my phone call to the Director's office. I understand that some senior Amazon management will be in London next week (in particular on the 2nd and 3rd of July).

Since we are a law firm, I should say that I do not expect this would be a meeting involving lawyers; I understand it is aimed at explaining Amazon's programme and opening a line of communication to explore how it might proceed in the UK.

Regards

[REDACTED]

[REDACTED]

Partner | Clyde & Co LLP

Direct Dial: [REDACTED] Mobile: [REDACTED]

CLYDE&CO

The St Botolph Building | 138 Houndsditch | London EC3A 7AR | UK
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Stevens Mark

From: [REDACTED]@amazon.lu>
Sent: 28 July 2014 09:59
To: [REDACTED]
Subject: RE: UK DfT Contact

Hi [REDACTED]

Thank you for the contact.

The pleasure was for us to have been able to discuss openly with you and your colleagues. It was a very fruitful meeting.

Should the decision to start testing in the UK be confirmed by Seattle, I will contact you before approaching [REDACTED] and to discuss further how to tackle the issue of public perception.

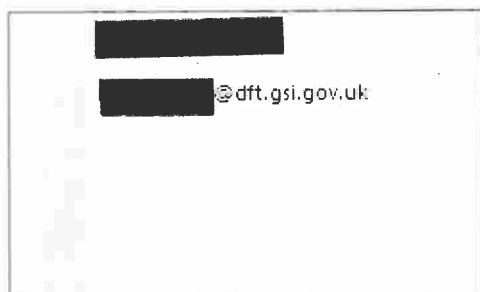
I look forward to meeting you again.

Best Regards,
[REDACTED]

From: [REDACTED]@caa.co.uk]
Sent: 28 July 2014 10:41
To: [REDACTED]
Subject: UK DfT Contact

Morning [REDACTED]

It was really good to meet up again last week. As requested please see below contact details for DfT. [REDACTED] is the policy lead for aviation safety and is our key point of contact for all things UAS.



Regards

[REDACTED]

Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

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Amazon EU Societe a responsabilite limitee, 5 Rue Plaetis, L - 2338 Luxembourg, R.C.S Luxembourg n B 101818, capital social: EUR 37.500. Autorisation d etablissement en qualite de commercante n 104408.

Stevens Mark

From: [REDACTED]@amazon.com>
Sent: 12 July 2014 00:39
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Amazon Meeting with UK CAA

Hi [REDACTED]

It looks like the 24th will work for us, I am just waiting for one final confirmation on Monday. The timing you suggest will also work well. Our group will be six people, and I will confirm final attendees next week.

Regards,

[REDACTED]

[REDACTED] | [Amazon.com](#)
[REDACTED] Prime Air
440 Terry Ave. North | Seattle, WA 98109-5210
direct: [REDACTED] | fax: [REDACTED]
[REDACTED]@amazon.com

From: [REDACTED]@caa.co.uk]
Sent: Thursday, July 10, 2014 2:33 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Amazon Meeting with UK CAA

Morning [REDACTED]

The 24th July looks good for us. I suggest that we do a mid-morning start with a break for lunch and then finish by mid-afternoon. This will give your team the flexibility to go away for lunch and review the morning's discussions. Does this suit your needs? If I could have a rough number of attendees from Amazon (names can follow later) I can then book an appropriate meeting room.

Regards

[REDACTED]

[REDACTED]

Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED]@amazon.com]
Sent: 10 July 2014 01:39
To: [REDACTED]

Cc: [REDACTED]
Subject: RE: Amazon Meeting with UK CAA

Hello [REDACTED]

Thank you again for your time last week. We really appreciate the information you shared, and the offers of assistance. Our team would like to take you up on your offer to meet with CAA certification and other experts to discuss how we move forward with testing Prime Air in the UK. In the meantime, we are working on our test site scenario with the goal to send it to you in advance of the meeting. Would you and your colleagues be available for a meeting the afternoon of July 24 at your offices in London? If that date does not work, just let me know and I will circle back with an alternate proposal.

We plan to speak with [REDACTED] later this week. Please feel free to reach out to him any time after Friday and he will be expecting your call. We are also looking into ASTRAEA and will let you know before our meeting regarding your offer to make an introduction.

Kind regards,
[REDACTED]

[REDACTED] | Amazon.com
[REDACTED] Prime Air
440 Terry Ave. North | Seattle, WA 98109-5210
direct: [REDACTED] | fax: [REDACTED]
[REDACTED]@amazon.com

From: [REDACTED]
Sent: Thursday, July 03, 2014 2:46 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Amazon Meeting with UK CAA

Hello [REDACTED]

Thank you for putting together this summary and for your time meeting with us yesterday. Please expect more details from me in the next week on the Amazon items below.

Kind regards,
[REDACTED]

[REDACTED] | Amazon.com
[REDACTED] Prime Air
440 Terry Ave. North | Seattle, WA 98109-5210
direct: [REDACTED] | fax: [REDACTED]
[REDACTED]@amazon.com

From: [REDACTED]
Sent: 7/3/2014 8:44 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Amazon Meeting with UK CAA

Morning [REDACTED]

It was really good to meet you all yesterday. I thought it would be useful to send a summary of what we thought were the salient points from the meeting:

1. Amazon to agree with the FAA that they can talk to us openly – I will then make contact with FAA's [REDACTED] to seek a joint approach to the Prime Air project;
2. I will send you information on Parc Aberporth (and Llanbedr) detailing what Amazon would have to do to get approval to test there;
3. Amazon to send me the scenario for an Amazon-controlled remote test site in the UK;
4. When you are ready, I will organise a certification brief for your team with our expert to review the certification process. If you would prefer I could get a written brief to you ahead of any meeting;
5. I will arrange a meeting at the appropriate time, bringing in other experts from the CAA, to identify how we can help each other;
6. Could you confirm whether you wish to make contact with ASTRAEA – if so I can make the necessary introductions;
7. I will send you an outline of our proposal for funding our involvement.

My apologies for not having a business card on hand to give you yesterday, however please see below my contact details for future reference. I hope you enjoy the (unusual) weather whilst you are over here, and I wish you a safe journey back home.

Regards
[REDACTED]
[REDACTED]

Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

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Thank you.

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Stephen Rihanne

From: [REDACTED] <[REDACTED]@amazon.com>
Sent: 31 May 2016 16:21
To: [REDACTED]
Subject: RE: 20160531 - Amazon Prime Air Site Visit 1 Jun 16 - POSTPONED - meeting to be held at CAA Gatwick

Thanks [REDACTED]

One more Q: will you have AV hookup as well as internet access for us tomorrow?

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | [REDACTED] | [REDACTED]

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]
Sent: Tuesday, May 31, 2016 3:50 PM
To: [REDACTED] <[REDACTED]@amazon.com>
Subject: RE: 20160531 - Amazon Prime Air Site Visit 1 Jun 16 - POSTPONED - meeting to be held at CAA Gatwick

Ok [REDACTED] no problems.....see you tomorrow,

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 31 May 2016 15:43
To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: 20160531 - Amazon Prime Air Site Visit 1 Jun 16 - POSTPONED - meeting to be held at CAA Gatwick

Thanks very much [REDACTED] - appreciate your flexibility, and apologies for dragging this atrocious weather out with me from the colonies. Our team will be:

[REDACTED]

See you soon,

[REDACTED]

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | [REDACTED] | [REDACTED]

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]
Sent: Tuesday, May 31, 2016 3:36 PM
To: [REDACTED] <[REDACTED]@dft.gsi.gov.uk>; [REDACTED] <[REDACTED]@caa.co.uk>; [REDACTED]
[REDACTED] <[REDACTED]@caa.co.uk>; [REDACTED] <[REDACTED]@caa.co.uk>
Cc: [REDACTED] <[REDACTED]@amazon.com>
Subject: 20160531 - Amazon Prime Air Site Visit 1 Jun 16 - POSTPONED - meeting to be held at CAA Gatwick

All,

I've just spoken with [REDACTED] from Amazon and, due to the inclement weather (and hence the low chance of flying), we have decided to postpone tomorrow's visit – the trip will be rearranged for another date instead.

However, the Amazon team still want to talk with us/brief us on their forthcoming plans and the next phase of their permission, and so they will instead travel down to Aviation House at Gatwick – the meeting will be held from 1300-1500 approx. I'll sort out a suitable meeting room and let you know later on.

[REDACTED] - feel free to join us if you wish, just let me know so that I can book you in.

[REDACTED] – A small map and some info on getting to us if you come by train are attached. As soon as you can, could you please send me back a list of your team that are joining us so that I can get you all booked into the building?

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED]
Sent: 31 May 2016 15:13
To: [REDACTED]; [REDACTED]
Subject: RE: tomorrow

Thanks [REDACTED],

Yes, I've passed on the cell number that [REDACTED] provided me with.

The plan is that I, along with [REDACTED] and [REDACTED] will arrive in one car, and [REDACTED] will arrive separately in his car.

We will be dressed suitably for the weather as opposed to being dressed for 'style' – I see that you have brought the grotty weather with you.....I was sat out in the sun in shorts and T-shirt at the weekend !!

See you tomorrow – still planning to arrive at 1030, but we will send you or [REDACTED] a text if we think we are going to get significantly held up in traffic,

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR

Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 31 May 2016 15:03
To: [REDACTED]; [REDACTED]; [REDACTED]
Subject: tomorrow

Greetings from [REDACTED],

A quick note to check in before we kick things off tomorrow. I don't have [REDACTED] and [REDACTED]'s contact info so wanted to ensure they had the cell numbers for our folks so we can vector them into the field if needed. In the off chance we will get to go outside I would dress accordingly. I look forward to seeing you all tomorrow.

Cheers,

[REDACTED]

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | [REDACTED] | [REDACTED]

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Stephen Rihanne

From: [REDACTED] [REDACTED]@amazon.com>
Sent: 25 November 2014 16:53
To: [REDACTED]
Subject: RE: Amazon - Check In

Hi [REDACTED]

I'm still getting a busy signal. This is your number, correct - [REDACTED]?

Thanks,
[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]
Sent: Tuesday, November 25, 2014 8:46 AM
To: [REDACTED]
Subject: RE: Amazon - Check In

Sorry [REDACTED] someone else phoned me up!! I don't have international access I'm afraid, so can you try again now?

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 25 November 2014 16:35
To: [REDACTED]
Subject: RE: Amazon - Check In

Hi [REDACTED]

I am receiving a busy signal when I dial the number below. Do you want to try me in my office, [REDACTED]?

Thanks,
[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]
Sent: Monday, November 24, 2014 7:20 AM
To: [REDACTED]
Subject: RE: Amazon - Check In

Hi [REDACTED]

Sorry I missed your message, we must have just finished the meeting and packed up when you sent it.

I've taken today (Monday) off, but will be back in work tomorrow. Can I suggest you try calling me around 1630-1700 UK time (which I think is about 0830-0900 your time, so hopefully this is ok for you)?

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]

Sent: 21 November 2014 15:18

To: [REDACTED]

Subject: RE: Amazon - Check In

Hi [REDACTED]

Thanks for the quick response. Why don't we try and connect when you are back in the office instead, if that works for you. How is Monday or Tuesday?

Safe travels,

[REDACTED]

[REDACTED] | [Amazon.com](#)
[REDACTED] [Prime Air](#)
440 Terry Ave. North | Seattle, WA 98109-5210
direct: [REDACTED] | fax: [REDACTED]
[REDACTED]@amazon.com

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]

Sent: Friday, November 21, 2014 6:09 AM

To: [REDACTED]

Subject: RE: Amazon - Check In

Hi [REDACTED]

Thanks for your message – I'm actually in Montreal at the moment, so the time zone problem isn't quite as bad, but I'm afraid that I am in meetings all day and then will be heading straight back to the UK.

Are you able to put your questions down in a message at all and I'll try and answer them in slower time?

[REDACTED]
[REDACTED]
[REDACTED]
Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 21 November 2014 04:17
To: [REDACTED]
Subject: Amazon - Check In

Hello [REDACTED]

Thank you again for attending the meeting with our team and [REDACTED] a few weeks ago. It was great to catch up on the program and our plans for moving forward with the development center and outdoor flight testing in the UK.

I have a couple of follow up items from that meeting – are you available for a few minutes tomorrow afternoon for a call? Given the time difference here in Seattle, I am free any time after 3:30 p.m. your time.

Kind regards,
[REDACTED]

[REDACTED] | [Amazon.com](#)
[REDACTED] [Prime Air](#)
440 Terry Ave. North | Seattle, WA 98109-5210
direct: [REDACTED] | fax: [REDACTED]
[REDACTED]@amazon.com

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Stephen Rihanne

From: [REDACTED] <[REDACTED]@amazon.com>
Sent: 08 April 2015 17:24
To: [REDACTED]
Subject: RE: Call

I had one follow up question, but wasn't able to return the call to the number that showed up on my phone. Do you have two minutes now?

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, April 8, 2015 7:26 AM
To: [REDACTED] [@caa.co.uk](mailto:[REDACTED]@caa.co.uk)
Subject: Call

Hi [REDACTED]

Would you have five minutes for a call today? I can be reached anytime on my cell, [REDACTED]

Kind regards,

[REDACTED]

Stephen Rihanne

From: [REDACTED] <[REDACTED]@amazon.com>
Sent: 16 March 2016 19:00
To: [REDACTED]
Subject: RE: Checking In

Hi [REDACTED]
Wanted to check in again and see if you have any time for a call tomorrow or Friday.
Thanks,
[REDACTED]

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | [REDACTED] | [REDACTED]

From: [REDACTED]
Sent: Friday, March 11, 2016 12:30 PM
To: [REDACTED]@caa.co.uk' [REDACTED]@caa.co.uk>
Subject: Checking In

Hi [REDACTED]
Hope all is well in your world. I have been meaning to drop you a line to check in and give you a heads up re where we are now with the program as well as let you know about some new team members that will be helping with the CAA interactions. If you will be attending the AUVSI event in Brussels in a couple weeks we could catch up then. If not, perhaps a quick call next week?
Thanks,
[REDACTED]

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | [REDACTED] | [REDACTED]

Stephen Rihanne

From: [REDACTED] <[REDACTED]@amazon.com>
Sent: 04 April 2016 17:53
To: [REDACTED]
Subject: RE: Conf call

Great, talk then

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | [REDACTED] | [REDACTED]

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]
Sent: Monday, April 04, 2016 12:07 PM
To: [REDACTED] [mailto:[REDACTED]@amazon.com]
Subject: RE: Conf call

Ok thanks. Yes, I should be free at 1630 our time tomorrow,

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
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Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 04 April 2016 16:49
To: [REDACTED]
Subject: RE: Conf call

No worries [REDACTED] I will move it 30 mins earlier for Friday. Do you have time for a quick call prior? I have some free time tomorrow at 1630 your time if that works.

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | [REDACTED] | [REDACTED]

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]
Sent: Monday, April 04, 2016 5:01 AM
To: [REDACTED] [mailto:[REDACTED]@amazon.com]
Subject: RE: Conf call

Ah, so it was you..... I'm afraid that I was away on leave all of last week and was driving at the time and so couldn't answer the phone. However, it's my own mobile (I don't have a work mobile) and as I didn't recognise the number I thought that it was some company trying to 'cold call' me and sell me something and so I didn't ring back.

Sorry that I've missed your messages – I've not been ignoring you on purpose, I've just seemed to have been away a lot over the past few weeks and have not been able to catch up with any messages.

Happy to join in on the conf call on Friday – I'd appreciate it if you can make it a little bit earlier (30 mins or so) if possible as I was hoping to get away a bit earlier for the weekend, but I appreciate that working with a UK/California time difference is difficult.

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
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Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 31 March 2016 20:07
To: [REDACTED]
Subject: Conf call

Hi [REDACTED]

I tried you earlier today on your mobile but was not able to leave a VM. I would like to schedule some time next week for a brief conf call to catch you up a bit on our program and also run some items by you regarding our future plans. I will send out an evite for a call Friday as a placeholder, but if that doesn't work please feel free to suggest a more convenient timeframe.

Thanks,

[REDACTED]

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | [REDACTED] | [REDACTED]

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Stephen Rihanne

From: [REDACTED]
Sent: 05 June 2015 21:08
To: [REDACTED]
Subject: RE: Confirmation and directions: CAA Amazon Visit

Thanks [REDACTED] all copied.

It will just be me and [REDACTED] now I'm afraid

We will aim to get there before 1100, but will give [REDACTED] a call if it looks like we'll get held up in traffic

[REDACTED]

[REDACTED]

[REDACTED]

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Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 05 June 2015 11:55
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]@gmail.com
Subject: Confirmation and directions: CAA Amazon Visit

[Email includes Amazon confidential proprietary/trade secret/commercially sensitive information]

Hello [REDACTED] [REDACTED] and [REDACTED]

We look forward to hopefully seeing all of you on Monday at our test facility. We've reviewed the most recent forecasts, and propose a start time of 11 a.m. Given we are still three days out, we will continue to monitor the forecast and I will update this thread if we need to shift the time.

We will be outdoors during the testing (approximately 1-2 hours). Temperatures can vary widely with the sun and wind, so it is recommended to bring a jacket, dress in layers, and wear trainers or wellies since we will be in a field.

I've included directions to the site below. If you have any difficulty finding us on Monday, please contact [REDACTED] on his mobile at [REDACTED].

Kind regards,
[REDACTED]

[REDACTED] | [Amazon.com](#)
[REDACTED] [Prime Air](#)

440 Terry Ave. North | Seattle, WA 98109-5210

direct: [REDACTED] | fax: [REDACTED]

[REDACTED] [@amazon.com](mailto:[REDACTED]@amazon.com)

Address:

[REDACTED]

Directions:

[REDACTED]

[REDACTED]

[REDACTED]

Stephen Rihanne

From: [REDACTED]
Sent: 03 June 2015 09:02
To: [REDACTED]
Subject: RE: Confirming visit

Ok [REDACTED], thanks,

I'm going to be out all day on Friday, so could you also send your message to my personal Email address [REDACTED]@gmail.com as well please? I probably won't have access to my work emails until sometime on Saturday at the earliest.

In addition, could you also send your message to [REDACTED] and [REDACTED] too so they have an early head's up and then we can sort out our travel plans over the weekend – their addresses are:

[REDACTED]@caa.co.uk
[REDACTED]@caa.co.uk

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 02 June 2015 21:57
To: [REDACTED]
Subject: RE: Confirming visit

Let's aim for 11 or 1 then, depending on whether the weather is forecasted being better in the morning or afternoon. We'll confirm on Friday morning (local UK time) forecasted weather, directions, and the start time.

Please do bring [REDACTED] and [REDACTED] if they are free. No need to confirm in advance, they are welcome to come last minute if they are available.

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]
Sent: Monday, June 1, 2015 8:43 AM
To: [REDACTED]
Subject: RE: Confirming visit

Thanks [REDACTED]

Regarding the preferred timing, I'd guess that late morning/early afternoon would be best for us as we will be travelling up from the south and that would (hopefully) allow us to avoid the worst of the traffic on the M25/Dartford crossing (although it is a lottery at the best of times too!!).

If they can spare the time too, I'd like to bring along [REDACTED] and [REDACTED] (both were at the meeting in the CAA's offices) too, but will probably not be able to confirm this until the day itself.

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 01 June 2015 15:33
To: [REDACTED]
Subject: Confirming visit

Hi [REDACTED]

We are looking forward to your visit next Monday. It looks like the weather is going to cooperate this time, but we will confirm again later this week when we send along the directions to the [REDACTED] facility and start time (based on the forecast for the weather that is most likely to cooperate, morning or afternoon). If it looks like we can fly anytime that day, do you have a preference for timing?

Thanks,

[REDACTED]

[REDACTED] | [Amazon.com](#)
[REDACTED] [Prime Air](#)
440 Terry Ave. North | Seattle, WA 98109-5210
direct: [REDACTED] | fax: [REDACTED]
[REDACTED]@amazon.com

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Stephen Rihanne

From: [REDACTED] [REDACTED]@amazon.com>
Sent: 27 March 2015 22:15
To: [REDACTED]
Subject: RE: Invitation - Visit to Amazon Testing

Thanks!

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]
Sent: Friday, March 27, 2015 8:33 AM
To: [REDACTED]
Subject: RE: Invitation - Visit to Amazon Testing

Oh and one extra thing,

We've just published Edition 6 of our UAS Guidance Document, CAP722 (www.caa.co.uk/cap722) - Your team saw the draft and commented on it – we will be using the 'Operational Safety Case' (which you'll see inside) as the basis for evaluating your systems when you come to starting the more advanced stuff.

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED]
Sent: 27 March 2015 15:25
To: [REDACTED]
Subject: RE: Invitation - Visit to Amazon Testing

That's great [REDACTED], many thanks,

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR

Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 27 March 2015 15:15
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Invitation - Visit to Amazon Testing

Great, I will work on the dates while you are out.

Paul Misener, our Vice President of Global Public Policy spoke about Prime Air, including our global testing operations, on Tuesday before the US Senate Commerce Subcommittee on Aviation Operations, Safety, and Security. Here are links to the video of the hearing, and Paul's written testimony.

Video: http://www.commerce.senate.gov/public/index.cfm?p=Hearings&ContentRecord_id=edf8ac57-d9a5-4bf8-9938-2017a3e89fd0&ContentType_id=14f995b9-dfa5-407a-9d35-56cc7152a7ed&Group_id=b06c39af-e033-4cba-9221-de668ca1978a

Testimony (PDF): http://www.commerce.senate.gov/public/?a=Files.Serve&File_id=8711c6f8-cf1b-42b9-8ebc-26971c245f7f

Regards,

[REDACTED]

[REDACTED] | [Amazon.com](#)
[REDACTED] [Prime Air](#)
440 Terry Ave. North | Seattle, WA 98109-5210
direct: [REDACTED] | fax: [REDACTED]
[REDACTED]@amazon.com

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]
Sent: Friday, March 27, 2015 8:01 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Invitation - Visit to Amazon Testing

Hi [REDACTED]

Thanks for your message and yes, it was good to see you too....

Yes, the second half of April would be good – I'm fairly tied up for the week 20-24, but the following week (27Apr-1 May) is completely free at the moment. I'm off on leave next week, so I won't be able to reply until after Easter Monday.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

All the best,

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 26 March 2015 17:40
To: [REDACTED]
Cc: [REDACTED]
Subject: Invitation - Visit to Amazon Testing

Hello [REDACTED]

It was wonderful to see you earlier this week at the ICAO symposium. I was able to make it to two of the presentations that [REDACTED] gave, both very informative!

I've followed up internally, and we do have a series of flight tests being scheduled for the second half of April. Would that timeframe work for you to come for a visit to our test site? I expect to have more details late next week and will reach out to you then to schedule.

Separately, my colleague [REDACTED] let me know that the CAA has begun to receive FOIA requests regarding Amazon. Would you be so kind as to provide us a chance to take a quick look at the materials before they are released externally, simply to ensure that there is no proprietary or confidential information contained in the documents? Please feel free to forward my information below to the person in the office who handles these requests, and I am happy to connect directly.

Kind regards,
[REDACTED]

[REDACTED] | [Amazon.com](#)
[REDACTED] [Prime Air](#)
440 Terry Ave. North | Seattle, WA 98109-5210
direct: [REDACTED] | fax: [REDACTED]

@amazon.com

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Stephen Rihanne

From: [REDACTED] <[REDACTED]@amazon.com>
Sent: 17 April 2015 04:59
To: [REDACTED]
Subject: RE: Schedule for visit

Great! We'll go ahead and hold those dates and circle back the week before, once we can confirm the weather will in fact cooperate.

Best,

[REDACTED]

[REDACTED] | [Amazon.com](#)
[REDACTED] [Prime Air](#)
440 Terry Ave. North | Seattle, WA 98109-5210
direct: [REDACTED] | fax: [REDACTED]
[REDACTED] [@amazon.com](#)

From: [REDACTED] [[mailto:\[REDACTED\]@caa.co.uk](#)]
Sent: Tuesday, April 14, 2015 3:25 AM
To: [REDACTED]
Subject: RE: Schedule for visit

Hi [REDACTED]

Yes 13 and 14 May look good for me at the moment

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED] [@caa.co.uk](#)

From: [REDACTED] [[mailto:\[REDACTED\]@amazon.com](#)]
Sent: 13 April 2015 22:23
To: [REDACTED]
Subject: Schedule for visit

Hi [REDACTED]

I've checked with the team and it is looking like May 13, with a backup date of May 14 (in case of weather), works best for our group. Do those dates still work for you?

Kind regards,

[REDACTED]

[REDACTED] | [Amazon.com](#)

[REDACTED] [Prime Air](#)

440 Terry Ave. North | Seattle, WA 98109-5210

direct: [REDACTED] | fax: [REDACTED]

[REDACTED] [@amazon.com](#)

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Stephen Rihanne

From: [REDACTED] <[REDACTED]@amazon.com>
Sent: 23 May 2016 21:04
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Site visit follow up

No worries at all [REDACTED] it would be good to have him out. Also wanted to pass along that we met up with [REDACTED] when he was out in DC last week and they were asking if it would be OK if [REDACTED] could join- which we said would be fine.

Cheers,

[REDACTED]

From my mobile

On May 23, 2016, at 08:52, [REDACTED] <[REDACTED]@caa.co.uk> wrote:

Hi [REDACTED]

Don't panic, we are still ok for 1 Jun..... You'll probably recall that we discussed also bringing along [REDACTED] (who took over from [REDACTED] as the 'approvals person') so that he can get a better idea of your system, but it also looks like [REDACTED] has managed to get some additional help in his section as he is still snowed under with lots of the routine applications too – would it be ok if we brought him along as well? It would be a really good opportunity to add to his experience.

As a result, that currently means that we'll be looking at 4 x CAA people visiting:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 16 May 2016 11:17
To: [REDACTED]; [REDACTED]
Subject: RE: Site visit follow up

Thanks very much [REDACTED] - this will serve to confirm that date. I'll pass along to the team, and we will be back to you soon with a proposed schedule for the day.

Regards,

[REDACTED]

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | [REDACTED] | [REDACTED]

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]

Sent: Monday, May 16, 2016 5:48 AM

To: [REDACTED] [REDACTED]@amazon.com>; [REDACTED] <[REDACTED]@caa.co.uk>

Subject: RE: Site visit follow up

Hi [REDACTED]

Apologies for the delay. Things were a little hectic last week.

However, having checked [REDACTED]'s calendar – I can confirm June 1st is possible for both of us. Have put placeholders in calendars – so just awaiting confirmation.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

CAA, Aviation House, Gatwick Airport South, RH6 0YR



[REDACTED]

+44 (0) 1293 573975

[REDACTED]@caa.co.uk

www.caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]

Sent: 11 May 2016 13:09

To: [REDACTED]; [REDACTED]

Subject: RE: Site visit follow up

Hi Gents,

A quick note to see how we are looking for June 1st.

Thx,

[REDACTED]

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | [REDACTED] | [REDACTED]

From: [REDACTED]

Sent: Monday, May 09, 2016 9:02 AM

To: [REDACTED]@caa.co.uk; [REDACTED] [REDACTED]@caa.co.uk) [REDACTED]@caa.co.uk>

Subject: Site visit follow up

Greetings Gents,

Looking at calendars, June 1st seem to be the best date for the site visit to [REDACTED]. Does that work with your plans?

Cheers,

[REDACTED]

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | [REDACTED] | [REDACTED]

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Stephen Rihanne

From: [REDACTED] [REDACTED]@amazon.com>
Sent: 13 April 2016 12:00
To: [REDACTED] [REDACTED]
Subject: RE: Thanks!

Good morning gents,
It sounds like the May 31-June 2 timeframe is looking like a better fit. I'll put a hold on that with our team pending final confirmation from [REDACTED]
Thanks,
[REDACTED]

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | O [REDACTED] | C [REDACTED]

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]
Sent: Wednesday, April 13, 2016 4:59 AM
To: [REDACTED] [REDACTED]@amazon.com>; [REDACTED] [REDACTED]@caa.co.uk>
Subject: RE: Thanks!

Hi [REDACTED]

Yes, it was good to speak to you all again too.

From my side of things, either week is good for me at the moment, I have things already partially planned (but not essential) for 25 and 26 May however, and 23 May is my first week back after two weeks leave, so those three days are my least preferable.

Looking at [REDACTED]'s calendar, he has something already confirmed for 25 May and has something pencilled in for the whole of the following week (although I believe this is now unlikely to happen), so we will need to get [REDACTED] to confirm things before we take a final decision.

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 08 April 2016 20:35
To: [REDACTED]; [REDACTED]
Subject: Thanks!

Gents,

Thanks again for your time today- great to reconnect and exciting times ahead! For the May site visit, in looking at calendars our first preference would be the May 31- June 2 timeframe, and the second would be May 23-25th window. If you let us know how that works with your availability we can look to pencil something in. Enjoy the weekend, and I'm sure we will talk soon.

Best,

[Redacted]

[Redacted] | [Redacted] | Amazon Prime Air
[Redacted]@amazon.com | O [Redacted] | C [Redacted]

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Stephen Rihanne

From: [REDACTED]
Sent: 23 April 2015 09:58
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Visit to [REDACTED]

Morning [REDACTED],
[REDACTED] passed your e-mail (below) to me. Most of the information you need to operate in the UK is in [CAP 722 Edition 6](#) (this includes the method of application for a permission - Section 2 Chapters 2, 3 and 4 are particularly pertinent). However, with respect to your approach for a permission to operate I can offer the following:

- For UAS within the UK CAA competence (currently 0-150kg) we take a ConOps approach to granting permissions. This means that we will consider all aspects of the envisaged operations (aircraft, system, operating environment, operating conditions, etc.) before judging whether the application is suitable for a permission;
- The Unmanned Aircraft Systems Operating Safety Case (UAS OSC) templates are in CAP 722 at Appendix 2,3 and 4. These will need to be completed as part of the application process. The level of detail required in the UAS OSC will be dependent upon the complexity of the equipment and operating environment etc. So if you wish to operate in congested areas then you will need to have sufficient detail (technical, operating and safety) to substantiate safe operations. Furthermore if you wish to operate BVLOS then the level of airworthiness assurance required will be significantly higher than for VLOS;
- The permission, if granted, would detail operational limitations that would apply. You will need to outline what limitations you would wish to operate to in your OSC; we will then assess your safety case against your anticipated limitations. It may well be that we consider that your safety case is not sufficiently robust to allow the permission to cover the limitations in your application.

It would be very useful if you could provide us with an idea of your intended operations ahead of an application for a permission. A summary of the following should smooth the process and allow us to provide you with additional guidance as necessary:

- By what date do you require a permission?
- What is your intended operating environment?
- Airspace requirements.
- What is your operation mode (i.e. VLOS, EVLOS, BVLOS)?
- A short brief on the system to be used and the operator competency would also be useful.

I hope this helps but please do not hesitate to contact me for further clarification, information or guidance.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South

W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk



From: [REDACTED]
Sent: 23 April 2015 09:01
To: [REDACTED]
Subject: FW: Visit to [REDACTED]

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 22 April 2015 20:50
To: [REDACTED]
Subject: Visit to [REDACTED]

Hi [REDACTED]

Thank you for your note on scheduling. We'll go ahead and hold open both the 13 and 14 May, but unless there are uncontrollable weather issues, consider it confirmed for the 14. We will monitor the forecast and check in with you the week before to verify it looks like a go. Is there someone in your office you would like me to coordinate the logistics with?

On a related note, we'll soon be coming to CAA with our first ask for permission. I'd like to connect with someone in the office quickly on the process and what would need to be included in our request, so that we can ensure a complete submission. Please let me who we should connect with on this.

Kind regards,

[REDACTED]

[REDACTED] | [Amazon.com](#)
[REDACTED] [Prime Air](#)
440 Terry Ave. North | Seattle, WA 98109-5210
direct: [REDACTED] | fax: [REDACTED]
[REDACTED]@amazon.com

Stephen Rihanne

From: [REDACTED] [REDACTED]@amazon.com>
Sent: 24 April 2015 03:47
To: [REDACTED]
Subject: RE: Visit to [REDACTED]

Hi [REDACTED]

Yes, I received his very helpful note this morning, thanks for connecting us.

The fees were mentioned at our earlier discussions. After I speak with [REDACTED] regarding his email and our first set of permission, perhaps that will give us greater clarity about a good timing for the discussion on charges? We can always discuss in additional detail during the May visit as well if that timing works.

Regards,
[REDACTED]

[REDACTED] | [Amazon.com](#)
[REDACTED] [Prime Air](#)
440 Terry Ave. North | Seattle, WA 98109-5210
direct: [REDACTED] | fax: [REDACTED]
[REDACTED] [@amazon.com](#)

From: [REDACTED] [[mailto:\[REDACTED\]@caa.co.uk](#)]
Sent: Thursday, April 23, 2015 3:20 PM
To: [REDACTED]
Subject: RE: Visit to [REDACTED]

Hi [REDACTED]

Sorry I was way from my desk for all of the day. As I hope you've seen, [REDACTED] has replied regarding the Permission aspects as you start to move ahead with your project. I'll also just need to add that we will, at some time soon, need to start to discuss our charges for the process as we start to get more deeply involved with the technical aspects of your project (if we haven't mentioned it already, please note that we are not set up in the same way that the FAA is, and so we have to recover the costs of our work through charges to applicants.

Regarding the logistics of the visit, please continue to liaise with me, but also include [REDACTED] in the messages in case I'm away when your message arrives.

[REDACTED]

[REDACTED]

[REDACTED]
Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex

RH6 OYR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 22 April 2015 20:50
To: [REDACTED]
Subject: Visit to [REDACTED]

Hi [REDACTED]

Thank you for your note on scheduling. We'll go ahead and hold open both the 13 and 14 May, but unless there are uncontrollable weather issues, consider it confirmed for the 14. We will monitor the forecast and check in with you the week before to verify it looks like a go. Is there someone in your office you would like me to coordinate the logistics with?

On a related note, we'll soon be coming to CAA with our first ask for permission. I'd like to connect with someone in the office quickly on the process and what would need to be included in our request, so that we can ensure a complete submission. Please let me who we should connect with on this.

Kind regards,

[REDACTED]

[REDACTED] | [Amazon.com](#)
Senior Corporate Counsel, [Prime Air](#)
440 Terry Ave. North | Seattle, WA 98109-5210
direct: [REDACTED] | fax: [REDACTED]
[REDACTED]@amazon.com

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Stephen Rihanne

From: [REDACTED] [REDACTED]@amazon.com>
Sent: 13 May 2015 00:46
To: [REDACTED]
Subject: RE: Weather issue for next Thursday's visit

Great, we're holding that date on our end. We'll circle up the week before once we have a long term forecast. Fingers crossed it will cooperate this time!

Best,

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]
Sent: Tuesday, May 12, 2015 4:05 AM
To: [REDACTED]
Subject: RE: Weather issue for next Thursday's visit

Ok [REDACTED],

Let's try for June 8th

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk

From: [REDACTED] [mailto:[REDACTED]@amazon.com]
Sent: 11 May 2015 19:05
To: [REDACTED]
Subject: RE: Weather issue for next Thursday's visit

Hi [REDACTED]

June 8th works well on our end, and we can do June 2nd if the June 8 date does not work for you. Please let me know and I'll get word to the team to hold the date.

Regards,

[REDACTED]

[REDACTED] | [Amazon.com](#)
[REDACTED] [Prime Air](#)

440 Terry Ave. North | Seattle, WA 98109-5210

direct: [REDACTED] | fax: [REDACTED]

[REDACTED] [@amazon.com](mailto:[REDACTED]@amazon.com)

From: [REDACTED] [[mailto:\[REDACTED\]@caa.co.uk](mailto:[REDACTED]@caa.co.uk)]

Sent: Friday, May 8, 2015 7:54 AM

To: [REDACTED]

Subject: RE: Weather issue for next Thursday's visit

Thanks [REDACTED]

Yes that's a shame, the weather was really nice when we first talked about this but it has turned worse.

Dates are a little tight for me, but the 1st or 2nd June are free and possibly the 8th as well. Otherwise, we will need to leave it till a bit later in June as I will be away in Montreal again at the next RPAS Panel meeting. Possible dates could be 23, 24, 26, 29 or 30 June, or 1 July.

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED] [@caa.co.uk](mailto:[REDACTED]@caa.co.uk)

From: [REDACTED] [[mailto:\[REDACTED\]@amazon.com](mailto:[REDACTED]@amazon.com)]

Sent: 08 May 2015 15:23

To: [REDACTED]

Subject: Weather issue for next Thursday's visit

Hi [REDACTED]

We've taken a look at the weather forecast for next week's site visit and unfortunately it looks like we are going to need to reschedule. Both high winds and thunderstorms are predicted for Wednesday through Friday.

Are you available for any other dates in May or early June?

Kind regards,

[REDACTED]

[REDACTED] | [Amazon.com](https://www.amazon.com)
[REDACTED] [Prime Air](https://www.amazon.com/primeair)

440 Terry Ave. North | Seattle, WA 98109-5210

direct: [REDACTED] | fax: [REDACTED]

[REDACTED] [@amazon.com](mailto:[REDACTED]@amazon.com)

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Stephen Rihanne

From: [REDACTED] <[REDACTED]@amazon.com>
Sent: 26 May 2016 15:12
To: [REDACTED]
Cc: [REDACTED]
Subject: Visit plans (Business Confidential)

BUSINESS CONFIDENTIAL

Hi [REDACTED]
Yes same location as last time. As the location is sensitive and we don't put it on email I believe plan is for your folks to ring up [REDACTED] or [REDACTED] when you get close and then they can vector you in. Looping them in for best contact details.
Cheers,
[REDACTED]

[REDACTED] | [REDACTED] | Amazon Prime Air
[REDACTED]@amazon.com | O [REDACTED] | C [REDACTED]

From: [REDACTED] [mailto:[REDACTED]@caa.co.uk]
Sent: Wednesday, May 25, 2016 8:10 AM
To: [REDACTED] <[REDACTED]@amazon.com>
Subject: RE: 37,000ft CAA Schedule

Yes, [REDACTED] is just coming on line to help [REDACTED] out with the issuing of the permissions, so we thought that it would be a useful bit of basic education for him as he is likely to become involved in the process of dealing with your permissions/exemptions – you may well end up liaising with him at some point in the future too.

Can I confirm that it is still the [REDACTED]?

[REDACTED]

[REDACTED]

[REDACTED]

Intelligence, Strategy and Policy
Safety and Airspace Regulation Group
Civil Aviation Authority
Aviation House
Gatwick Airport South
W Sussex
RH6 0YR
Tel: [REDACTED]
E-mail: [REDACTED]@caa.co.uk