Dear Mr Richards,

Thank you for your fax of 5th May 2004.

Further to your comments on Ground Operations, I am pleased to stay that steps have now been taken to ensure that procedures are being carried out more efficiently.

In particular:

1. Extra sets of scales have been installed at check-in and all baggage is weighed and screened.
2. Excess baggage payments are being charged.
3. New cleaning staff have been recruited from a different agency and are proving to be more satisfactory.
4. Both sets of steps to the aircraft are now being used to ensure ease of boarding.
5. Cabin attendants and counter staff have received instructions to allow only one item of hand baggage onto the aircraft.
6. Finally, I would like to point out that on the day the Chairman made his visit we were suffering from severe and unexpected staff shortages. I can assure you that the fifty minute delay was entirely uncharacteristic.

I hope that these measures will answer all your concerns. We look forward to your next visit so that we can show you these improvements at first hand.

Yours sincerely,

L. Atienza