



29 January 2010



Mr Thomas Griffin
Human-Centred Design Institute
School of Engineering and Design
Brunel University
Uxbridge
Middlesex
UB8 3PH

Dear Tom

Ref :- eBASIS Incident Risk Rating

I am writing to express British Airways' gratitude for the excellent work and report that you carried out on the project 'eBASIS Incident Risk Rating: Working towards a common incident management system'. The project had two main objectives; namely the development of a method for classification of safety incidents, and for this method to be efficient, accurate and address the issue of probability of occurrence. Your project and report more than met these objectives, and indeed in some aspects surpassed them.

We are also grateful for the collaborative work that you did with our pilot Kate Robinson in trialling the method and ultimately proving that the 'barrier method' was valid.

I must also mention that it was a real pleasure working with you and Mark Young throughout the project. The energy, enthusiasm and expert knowledge that you brought to the project were significant reasons why the outcome was so successful and ultimately useful.

Finally, I would like to wish you every success for the future, in particular for the completion of your PhD thesis. We also look forward to further collaboration with Brunel University in order to take your good work on to the next stage.

Yours sincerely

Patrick Davis
Manager Operational Risk
British Airways
Asia 2B, Waterside (HDB2)

cc. Dr. Mark Young, Senior Lecturer, Brunel University

British Airways Plc

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