


*To Fay and Garry*

As the pilot in command of the QF32 on the 4th November 2010, I thank you for your contribution to a happy outcome for Qantas and our passengers. Working in many teams, coordinating with others, we all did what we had trained and prepared for, and we should be proud of the result - a safe landing, no injuries, all passengers returned safely to their homes, and good press.

From the communications I have had with passengers since the incident, I have found them to not just be happy, but to almost become "evangelists" for Qantas and keen to fly again. I have also received many letters from our QF32 passengers, all containing compliments for every person who assisted them during and after the flight. These passengers have asked me to pass on their thanks to you.

Please accept this wonderful A380 book (a gift from Airbus) and the etched vase (a gift from Rolls-Royce) as thanks and acknowledgement for your extraordinary efforts.

Sincerely



Captain Richard Champion de Crespigny

2 April 2011

*16 June 2012*

