

## **RYANAIR STATEMENT FOR CHANNEL 4 DISPATCHES PROGRAMME**

Ryanair is Europe's largest international airline and operates to the highest European safety standards, with an unblemished 20 year safety record. Ryanair's operations are regularly audited and checked by the independent aviation regulatory authorities of Ireland, the UK and each of the European countries to which we fly. Over the last 10 years Ryanair has grown from 4 to over 40 million passengers annually by delivering safe, reliable and affordable air travel. This record growth would not have been achieved without the excellent customer service which is consistently provided by the 3,500 professional men and women of Ryanair.

We first became aware of allegations made by Dispatches on 12<sup>th</sup> January 2006. We have provided detailed written responses to show that there is no substance to these allegations, a fact that has also been confirmed by both of the independent Irish and UK aviation authorities. Despite repeated requests, Dispatches has failed to provide us with any evidence to substantiate its claims. We regret that Dispatches has rejected our repeated offers of a live interview or an unedited recorded interview to allow Ryanair to respond fully in the programme to these unsubstantiated allegations.

Ryanair's pilot and cabin crew rosters minimize the possibility of fatigue. No pilot flies more than 900 hours per annum, which averages just 18 hours a week. Our cabin crew rosters also disprove this programme's claims. This was demonstrated in the case of your two reporters who worked an average of 37 and 30 hours per week respectively. Both reporters worked an average 4 day week over a 6 month roster period.

Should the programme – which Dispatches has not shown to Ryanair - identify any isolated breaches of Ryanair's own policies or procedures then these will be thoroughly investigated in conjunction with both the IAA and CAA.