



QATAR AIRWAYS القطرية

3 September 2007

Ms Heidi Snow
Director
AirCraft Casualty Emotional Support Services (ACCESS)
2040 Filbert Street
San Francisco, CA 94123
UNITED STATES OF AMERICA

Dear Heidi,

**QATAR AIRWAYS SPECIAL ASSISTANCE TEAM RECURRENT TRAINING-
DOHA-STATE OF QATAR-7 FEBRUARY 2006**

As requested, please accept this letter as formal acknowledgement that you addressed trained members of our Special Assistance Team during their recurrent training session held on 7 February 2006 at Doha, State of Qatar.

The Special Assistance Team members gained so much from having you spend some time with them, sharing your experiences and answering their questions. Your decision to agree to our request to come here and deliver a presentation to our Special Assistance Team was greatly appreciated.

Thank you.

Yours sincerely,

Graeme Ready, CPP
Manager Emergency Planning