

Research CEO To Represent Industry On CAA panel

Contributed by CIE Group
Wednesday, 07 November 2012

Leading industry figure, Crispin Beale, CEO of CIE, has been appointed to the newly formed Civil Aviation Authority Consumer Panel in a move to provide a more holistic consumer perspective on the CAA's work. As the head of one of the leading research agencies in the UK, Crispin's extensive senior level experience will see him represent the research sector in this important voluntary role.

One of nine business leaders appointed from a broad range of sectors, the CAA Panel collectively has a deep understanding of the regulatory environment both through the development of policy in the consumer interest, and practical experience of how business best operates within a regulatory framework. Bringing strategic thinking and outstanding analytical aptitude to the fore, the Panel has the ability to apply these in a practical way to improve the overall consumer experience of the British aviation industry.

Commenting on the new appointment Crispin Beale said, "It is an honour to be asked to sit on this Panel, tasked with scrutinising and challenging all of the CAA's work. This appointment is a wonderful opportunity to champion the best interests of air passengers, and my expertise gained on the client side at Royal Mail, as well as in the CIE Group in the accumulation and analysis of specialist insights, is sure to play a key role in underpinning the CAA's consumer-led work going forwards."

Keith Richards, Chair, CAA Consumer Panel, added, "We are delighted to have Crispin on board. As one of the leading figures in the insight industry it's extremely beneficial to have someone of his calibre able to contribute such a deep understanding of consumer research and behaviour as an intrinsic part of the Panel."

For additional information about the CAA Consumer Panel and its key activities, including short biographies of each of the Panel members, please visit: <http://www.caa.co.uk/consumerpanel>

London - 5 November 2012