

Heathrow Leadership Group

Meeting 36

Minutes of a meeting held in the AOA Room, Airport Operators Association, 3 Birdcage Walk, London SW1H 9JJ.

On Tuesday 4 February 2020 at 13:30

Present:

Cruz, Alex	British Airways
Haines, Andrew	CAA
Holland-Kaye, John	Heathrow Airport Holdings Limited (Chair)
Rolfe, Martin	NATS

Apologies: Weiss, Shai Virgin Atlantic Airways

The minutes of the Heathrow Leadership Group meeting indicate the topics discussed and show the direction of debate, the general conclusions and actions. The minutes are not intended to be a detailed record.

Item no.	Subject	Action
1.	<u>Minutes of Previous Meeting</u> The minutes of HLG 34 were agreed. HLG 35 was cancelled.	
2.	<u>2019 KPIs</u> <ul style="list-style-type: none"> 2019 airport performance was discussed. Overall service, punctuality, and baggage connections had improved, but there was more to be done on safety. 	
3.	<u>Mojo</u> <ul style="list-style-type: none"> Health and safety was discussed, including concern over handling flights from China due to coronavirus. There was an update on EASA and the future role of the CAA. 	
4.	<u>Transforming Customer Service</u> <ul style="list-style-type: none"> There was a discussion on opportunities to further improve queues at immigration and PRM service. 	
5.	<u>Sustainable Growth</u> <ul style="list-style-type: none"> The Sustainable Aviation roadmap was discussed, which all members supported. There was a review of progress on the airspace change programme. 	
6.	<u>Date, Time and Venue of Next Meeting</u> 09:00-11:00, Monday 18 May 2020 Microsoft Teams	

John Holland-Kaye
Chairman