

## Heathrow Leadership Group

### Meeting 26

**Minutes of a meeting held in the Board Room, The Compass Centre, Nelson road, Hounslow, Middlesex, TW6 2GW.**

**On Monday 10 July 2017 at 09:00**

**Present:** Cruz, Alex British Airways  
 Haines, Andrew CAA  
 Holland-Kaye, John Heathrow Airport Holdings Limited (Chair)  
 Kreeger, Craig Virgin Atlantic Airways

**Apologies:** Rolfe, Martin NATS

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.	<b><u>Minutes of Previous Meeting</u></b> The minutes of HLG 25 were agreed.	
2.	Actions were discussed.	
3.	<b><u>Mojo</u></b> The airside safety paper was noted.	
4.	<b><u>Transform Customer Service</u></b> <ul style="list-style-type: none"> <li>- The summer plan was discussed and it was agreed to include an update on baggage resilience at the next HLG.</li> <li>- Garry Copeland provided an update on the emerging findings of the voluntary industry resilience group, which were supported by the group.</li> <li>- Sir Charles Montgomery provided an update on short and medium term plans to improve security and service at the border. He requested support in improving passenger forecasts to help plan resourcing. The group supported the approach but expressed concerns over long delays for non-EEA passengers and the number of e-gates which were closed or out of service.</li> <li>- Security strategy was discussed.</li> <li>- The group agreed that there needed to be improvements in service for the most vulnerable passengers.</li> </ul>	<b>JHK</b>

5.	<b><u>Beat The Plan</u></b> <ul style="list-style-type: none"><li>- The recent agreement on increased Crossrail services was discussed.</li></ul>	
5.	<b><u>Sustainable Growth</u></b> <ul style="list-style-type: none"><li>- Timetable and airline engagement were discussed.</li><li>- Progress on reducing night jet movements was noted.</li></ul>	
7.	<b><u>AOB</u></b> None	
8.	<b><u>Date, Time and Venue of Next Meeting</u></b> 09:00-11:00, Monday 16 October 2017 Board Room, Heathrow Compass Centre	

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**John Holland-Kaye**  
Chairman