

## Heathrow Leadership Group

### Meeting 30

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

On Monday 09 July 2018 at 09:00

<b>Present:</b>	Cruz, Alex	British Airways
	Holland-Kaye, John	Heathrow Airport Holdings Limited (Chair)
	Kreeger, Craig	Virgin Atlantic Airways
	Moriarty, Richard	Civil Aviation Authority
	Rolfe, Martin	National Air Traffic Services

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.	<p><b><u>Border Force</u></b></p> <ul style="list-style-type: none"> <li>The group expressed its concerns over the deteriorating Border Force performance, measured by SLA failures and longer queue times. Paul Lincoln explained that BF performance at Heathrow is worse than at other airports due to growth of non-EEA passengers. Additional temporary resources would be available over the summer, but would not address the underlying problem, which would require legislative change to allow more countries to use e-gates, or a funding increase. An audit of processes was in progress. HAL offered help with BF scheduling. The group expressed concern over the apparent lack of leadership to drive better performance. The group agreed to press government for legislative change to take effect when Britain leaves the EU (30 March 2019) and to prepare contingency plans.</li> </ul>	
2.	<p><b><u>Minutes of Previous Meeting</u></b> The minutes of HLG 29 were agreed.</p>	
3.	Actions were discussed.	
4.	<p><b><u>Mojo</u></b></p> <ul style="list-style-type: none"> <li>The health and safety paper was noted.</li> </ul>	
5.	<p><b><u>Transform Customer Service</u></b></p> <ul style="list-style-type: none"> <li>The improvement in PRM service was noted, and HAL was encouraged to maintain standards.</li> </ul>	

	<ul style="list-style-type: none"> <li>• There was a discussion on learnings from snow events earlier this year; there was general support for better coordination of de-icing and having a local source for de-icing media. Raptor had been a very useful exercise.</li> </ul>	
6.	<p><b><u>Beat the Plan</u></b></p> <ul style="list-style-type: none"> <li>• There was support for delivering T5/T3+ additional capacity for 2021, on a progressive basis, with particular focus on immigration.</li> <li>• Surface access update was noted.</li> </ul>	
7.	<p><b><u>Sustainable Growth</u></b></p> <ul style="list-style-type: none"> <li>• There was a discussion on the timetable, and the need to allow sufficient time for airline engagement in the masterplan.</li> <li>• Affordability was discussed; the recent clarification on “close to current” charges was welcomed and HAL was urged not to charge customers of today for capacity of tomorrow.</li> <li>• HAL noted very good progress on the Innovation Partners work with over 55 companies from a number of sectors expected to formally express their interest.</li> <li>• There was a discussion on airspace redesign and governance.</li> </ul>	
7.	<p><b><u>Date, Time and Venue of Next Meeting</u></b> 14:00-16:00, Thursday 01 November 2018 Board Room, Heathrow Compass Centre</p>	

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**John Holland-Kaye**  
Chairman