

Heathrow Leadership Group

Meeting 8

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

On Monday 28 January, 2013 at 09:00

Present:

Richard Deakin	NATS
Andrew Haines	CAA
Christoph Mueller	Aer Lingus
Keith Williams	British Airways
Colin Matthews (Chair)	Heathrow Airport Holdings Limited
Tina Temby (admin)	Heathrow Airport Holdings Limited

Apologies: Steve Ridgway 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		
1.	<p><u>Minutes of Previous Meeting</u> The minutes of Monday 15 October, 2012 were agreed.</p>		
2.	<p><u>Overview of 2012 performance</u></p> <p>a. The group reviewed a range of operational KPIs focused on safety and passenger experience, almost all of which require effective collaboration between airport operators to achieve improvement. Comparing the results over the last few years shows substantial improvement.</p> <p>b. The group also discussed Heathrow's performance in snow, noting significant improvements. Experience shows that clearing one bottleneck reveals the next and accordingly there are further opportunities to improve, in particular refining "HADACAB", aircraft de-icing and contingency plans for stranded passengers.</p> <p>c. Regarding punctuality, the group noted that performance was still dependent on weather, and to improve beyond 80% would require different ways of working. The group believes that reducing the variability of performance would improve passenger experience and would also lead to lower costs. The group agreed that having common measures and targets would be helpful.</p>		

3.	<p><u>Current improvement initiatives</u></p> <p>a. The group reviewed a chart listing a large range of individual initiatives planned over the coming 3 years and how they inter-relate.</p> <p>b. A more general debate followed on the benefits of Heathrow “working to plan”, in contrast to the historic model of aircraft taking off and landing when they are ready. The latter is more appropriate when there is excess airspace and airport capacity. The group supported the objective, recognising that the transformation would take some years.</p> <p>c. Heathrow Airport is launching consultations with airlines regarding wake vortex issues and the recommencement of the "Collaborative Decision Making" software.</p>		
4.	<p><u>Heathrow noise story</u></p> <p>The group discussed the basis for reducing Heathrow’s noise footprint, noting that a significant effort would be required to communicate what is a complicated story involving quieter aircraft, quieter operating procedures and better mitigation schemes. Heathrow airport plans to launch fresh communications on this topic shortly.</p>		
5.	<p><u>The Airports Commission</u></p> <p>The group reviewed the interactions to date with the Commission and expectations for the interim and final reports.</p>		
5.	<p><u>AOB</u></p> <p>None</p>		
6.	<p><u>Date, Time and Venue of Next Meeting</u></p> <p>Friday 26 April, 2013 09:00-11:00 Board Room, Heathrow Compass Centre</p>		

Colin Matthews
Chairman