

## Heathrow Leadership Group

### Meeting 15

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

On Monday 13 October 2014 at 09:00

**Present:**

Deakin, Richard	NATS
Haines, Andrew	CAA
Kreeger, Craig	Virgin Atlantic Airways
Mueller, Christoph	Aer Lingus
Williams, Keith	British Airways

Holland-Kaye, John (Chair) Heathrow Airport Holdings Limited

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 Monday 14 July were agreed.	
2.	<b><u>Organisation Update</u></b> Changes to the Heathrow organisation were noted. Latest organisation charts will be circulated to the group when available.	JHK
3.	<b><u>Passenger Experience</u></b> Heathrow's passenger experience framework was noted. There was general agreement with the concept of "running to plan" and further work will be done to scope this for the next meeting. The successful airline moves into Terminal 2 and the T3IB go-live dates were noted. The baggage review was noted, and the outcome will be reviewed at the next meeting. Additional security measures were discussed.	JHK/RD  JHK
4.	<b><u>Punctuality &amp; Resilience</u></b> The overall Future Airspace Strategy and the two recent Airspace Trials were noted. Heathrow's draft noise blueprint was noted and will be discussed at the next meeting.	JHK

5.	<b><u>Heathrow Expansion</u></b> Heathrow's five promises were noted. Sustainable Heathrow targets were noted.	
8.	<b><u>Date, Time and Venue of Next Meeting</u></b> 09:00-11:00, Monday 26 January 2015 Board Room, Heathrow Compass Centre	

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**John Holland-Kaye**  
Chairman