

## Heathrow Leadership Group

### Meeting 28

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

On Monday 29 January 2018 at 09:00

<b>Present:</b>	Cruz, Alex	British Airways
	Haines, Andrew	CAA
	Holland-Kaye, John	Heathrow Airport Holdings Limited (Chair)
	Kreeger, Craig	Virgin Atlantic Airways
	Rolfe, Martin	NATS
	Lincoln, Paul	Border Force (item 2)

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 and actions of Previous Meeting</u></b> N/A	
2.	<b><u>Border Force</u></b> <ul style="list-style-type: none"> <li>- Paul Lincoln, Director-General of Border Force presented his priorities.</li> <li>- Arrivals punctuality was identified as a key issue for resource planning and HAL agreed to provide forecast data a week ahead.</li> <li>- The group agreed to hold a brainstorming session with BF on ways to improve service and e-gate participation. HAL to coordinate.</li> </ul>	HAL HAL
3.	<b><u>Targets</u></b> <ul style="list-style-type: none"> <li>- Performance against targets for 2017 were discussed. Strong community collaboration has supported record performance on departures punctuality, baggage connections and late running flights.</li> </ul>	
4.	<b><u>Mojo</u></b> <ul style="list-style-type: none"> <li>- There was a discussion on colleague health, safety and wellbeing.</li> </ul>	
5.	<b><u>Transform Customer Service</u></b> <ul style="list-style-type: none"> <li>- Heathrow's security improvement plan was discussed.</li> <li>- Improvement in PRM service following the recent contract renewal was noted.</li> </ul>	

	<ul style="list-style-type: none"> <li>- There was a discussion on resilience and the opportunity for an airport wide off-stand de-icing strategy with expansion.</li> <li>- HAL was asked to review airline compliance with DvC plans at the next meeting.</li> </ul>	<b>HAL</b>
<b>6.</b>	<u><b>Beat The Plan</b></u> <ul style="list-style-type: none"> <li>- Progress on automation of the passenger journey and the concept of operations were discussed.</li> <li>- There was a discussion on resilience and contingency planning.</li> </ul>	
<b>7.</b>	<u><b>Sustainable Growth</b></u> <ul style="list-style-type: none"> <li>- Progress on Heathrow 2.0 and plans for 2018 were noted.</li> <li>- There was a discussion on opportunities for sustainable fuels with expansion.</li> <li>- There was an update on the planning process.</li> <li>- HAL was encouraged to clarify the engagement process post-NPS.</li> <li>- There was a discussion on the airspace change programme.</li> </ul>	<b>HAL</b>
<b>8.</b>	<u><b>AOB</b></u> None	
<b>9.</b>	<u><b>Date, Time and Venue of Next Meeting</b></u> 09:00-11:00, Friday 20 April 2018 Board Room, Heathrow Compass Centre	

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**John Holland-Kaye**  
Chairman