

## Heathrow Leadership Group

### Meeting 29

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

On Friday 20 April 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

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 28 were agreed.	
2.	Actions were discussed.	
3.	<b><u>Targets</u></b> <ul style="list-style-type: none"> <li>The snow events in March had impacted a number of KPIs, including punctuality, EBITDA and baggage connections.</li> </ul>	
4.	<b><u>Mojo</u></b> <ul style="list-style-type: none"> <li>Occupational health and safety was discussed. It was noted that HAL would begin discussions with the airline community on adopting the IATA standard on ground operations.</li> </ul>	
5.	<b><u>Transform Customer Service</u></b> <ul style="list-style-type: none"> <li>PRMs. The paper was noted.</li> <li>Border Force. It was agreed that John Holland-Kaye would write to the Home Office regarding the risk of summer disruption.</li> <li>Security. The current security threat was discussed.</li> <li>Resilience. Performance during the recent snow events was discussed. There was a discussion on how pre-cancellations could be enforced during peak times and on storage of deicing fluid near to Heathrow.</li> </ul>	<b>JHK</b>

	<ul style="list-style-type: none"> <li>• Cargo. The paper was briefly discussed and there was broad support for the direction of travel.</li> </ul>	
6.	<p><b><u>Beat the Plan</u></b></p> <ul style="list-style-type: none"> <li>• T5/T3 plus. Proposals to allow for further growth and colocation in T3 and T5 were briefly discussed.</li> <li>• Heathrow Express. The paper was noted.</li> </ul>	
7.	<p><b><u>Sustainable Growth</u></b></p> <ul style="list-style-type: none"> <li>• The papers on expansion, airline engagement and economic regulation were noted.</li> <li>• There was a discussion on airspace change, and the importance of considering the impact on local communities in the design phase.</li> </ul>	
	<p><b><u>Date, Time and Venue of Next Meeting</u></b></p> <p>09:00-11:00, Monday 09 July 2018 Board Room, Heathrow Compass Centre</p>	

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**John Holland-Kaye**  
Chairman