

## Heathrow Leadership Group

### Meeting 23

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

**On Monday 07 November 2016 at 11:00**

**Present:**

|                         |   |
|-------------------------|---|
| Cruz, Alex              | British Airways                           |
| Haines, Andrew          | CAA                                       |
| Kreeger, Craig          | Virgin Atlantic Airways                   |
| Rolfe, Martin           | NATS                                      |
| Holland-Kaye, John      | Heathrow Airport Holdings Limited (Chair) |
| Montgomery, Sir Charles | Border Force (12:00-12:30)                |

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><br>The minutes of HLG 22 were agreed.  |        |
| 2.       | Actions were discussed.  |        |
| 3.       | <b><u>Post Brexit Priorities</u></b><br>It was agreed that priorities were unchanged, and that we would continue to emphasise the role of Aviation as an enabler to all other trade. |        |
| 4.       | <b><u>Outcomes of H7 Strategy Day</u></b><br>It was agreed that the level of discussion was excellent and that it was a good model for future dialogue.                              |        |
| 5.       | <b><u>Mojo</u></b><br>The ramp safety plan was discussed, and Heathrow was encouraged to have specific measurable deliverables and timescales.                                       |        |
| 6.       | <b><u>Transforming Customer Service</u></b><br>The emerging security strategy and landside security were discussed.  |        |
| 7.       | <b><u>Beat The Plan</u></b><br>The automation strategy was briefly discussed.  |        |

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| <b>8.</b>  | <b><u>Expansion</u></b><br>The timetable for expansion and a draft airline engagement process were reviewed. The intention is to finalise these by 8 December. Martin Rolfe gave an update on airspace.                            |  |
| <b>9.</b>  | <b><u>Border Force</u></b><br>Sir Charles Montgomery gave an overview of progress by Border Force, future opportunities and challenges. HLG members offered their support but expected to see an improvement in passenger service. |  |
| <b>10.</b> | <b><u>AOB</u></b><br>The minutes of HLG 22 on 30 June 2016 were corrected to record that Keith Williams was not present for that meeting.  |  |
| <b>11.</b> | <b><u>Date, Time and Venue of Next Meeting</u></b><br>09:00-11:00, Friday 27 January 2017, Board Room, Heathrow Compass Centre   |  |

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**John Holland-Kaye**  
**Chairman**