

## Heathrow Leadership Group

### Meeting 11

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

**On Monday 14 October 2013 at 09:00**

<b>Present:</b>	Matthews, Colin (Chair)	Heathrow Airport Holdings Limited
	Deakin, Richard	NATS
	Haines, Andrew	CAA
	Williams, Keith	British Airways
	Kreeger, Craig	Virgin Atlantic Airways
	Mueller, Christoph	Aer Lingus
	Temby, Tina (admin)	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		
1.	<b><u>Minutes of Previous Meeting</u></b> The minutes of 29 July, 2013 were agreed.		
2.	<b><u>Winter Plans</u></b> The group reviewed improvements to the plan for 2014 including new equipment and improved processes which have been rehearsed over recent months by airport and airlines. Nevertheless, snow and other bad weather inevitably affect the number of aircraft which can land and take off during a given period. The impact at Heathrow is more severe than elsewhere due to the lack of spare capacity. The benefits to passengers of timely decisions to reduce the schedule during bad weather were noted. CM agreed to review the latest procedures agreed between airport and airlines.		
3.	<b><u>Terminal 2</u></b> The project is complex and is on schedule for construction completion in November, with first flight on 4 June 2014. The group discussed the pros and cons associated with a wider application of the common IT principles being implemented in T2.		
4.	<b><u>Immigration</u></b> Border Force is hitting the declared waiting time targets (25 minutes for EU, 45 minutes for non EU), 95% of the time, demonstrating that Border Force now has		

	good planning and delivery capability. However passenger scores have continued to deteriorate since the Olympic highs. The group discussed how best to emphasise to policy makers the value of a good passenger experience.		
5.	<b><u>Operating to plan</u></b> The project to develop a new Airport Operations Centre (APOC) has been approved. It will require changes to the way the airport operates in delivering benefits and it will need close co-ordination with airlines and other airport operators. CDM is progressing well. Its operation during times of disruption has been tested recently, and may be further challenged during de-icing operations. The meeting amongst airline and airport COOs appears to be working well.		
5.	<b><u>Q6</u></b> The group reasserted the importance of collaboration despite the commercial stresses. The requirement to reduce operating costs will require new ways of working and the associated implementation risks need to be jointly managed. It will take some time to clarify Heathrow Airport shareholder attitude to investment in Q6. In the meantime, it is important to progress the development of “business cases”.		
6.	<b><u>Airports Commission</u></b> The group discussed the current status of the Airport Commission’s work noting the centrality of “hub” and network arguments.		
7.	<b><u>AOB</u></b> None		
8.	<b><u>Date, Time and Venue of Next Meeting</u></b> Monday 27 January 2014 - 09:00-11:00 Board Room, Heathrow Compass Centre		

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**Colin Matthews**  
Chairman