

## Heathrow Leadership Group

### Special Meeting

#### Minutes of a meeting held by telephone conference call

On Wednesday 23<sup>rd</sup> November 2011 at 14:00

**Present:**

Andrew Haines	CAA
Wolfgang Prock-Schauer	British Midland
Steve Ridgway	Virgin Atlantic Airways (by phone)
Willie Walsh	British Airways
Colin Matthews (Chair)	BAA Airports Ltd
Tina Temby (admin)	BAA Airports Ltd
Rob Whiteman	UKBA

**Apologies:** Richard Deakin                      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
1.	<p><b>UKBA Strike Wednesday 30<sup>th</sup> November 2011</b></p> <p>The meeting was called to discuss</p> <ul style="list-style-type: none"> <li>- Likely consequences of UKBA strike on 30<sup>th</sup> November</li> <li>- Actions to mitigate impact on passengers</li> <li>- Communications plan</li> </ul> <p>Given its scale, the strike is likely to severely reduce capacity to handle inbound passengers. Without mitigating actions, Heathrow could face major disruption to inbound and outbound passengers, possibly extending beyond the strike day into subsequent days. Given the widespread damage of such disruption, protecting Heathrow should be a priority.</p> <p>If crowding of inbound or outbound passengers were to cause safety concerns, the airport would have to take to action to divert inbound aircraft. All parties will benefit from actions to avoid such an outcome.</p> <p>Mitigating actions were discussed including steps to increase passenger processing capability, additional facilities to look after queuing passengers and a reduction in the number of arriving passengers.</p> <p>Overall disruption will be minimised if the normal schedule can be maintained,</p>

allowing departing passengers to leave as planned. The most effective way to reduce inbound passengers is therefore to limit load factor, not cancel flights.

Airlines cannot be required to reduce load factors, so discussion focused on voluntary arrangements, and how to encourage overseas and home based carriers to agree and implement.

All parties recognised the value to passengers of keeping communications consistent and aligned.

The meeting ended at 15:00

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**Colin Matthews**  
**Chairman**