

## Heathrow Leadership Group

### Meeting 24

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

**On Friday 27 January 2017 at 09:00**

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

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 HLG 23 were agreed.
2.	Actions were discussed.
3.	<b><u>2017 Targets</u></b> <ul style="list-style-type: none"> <li>Good progress was made in 2016 on colleague engagement, passenger service, punctuality, baggage connection rates, cost reduction and support for expansion. For 2017, focus includes Health and Safety, late running flights, PRMs, connections and Border Force.</li> </ul>
4.	<b><u>Mojo</u></b> <ul style="list-style-type: none"> <li>The Ramp and baggage safety plan was noted. <b>Action: HAL to share targets and timescales at next meeting</b></li> </ul>
5.	<b><u>Transforming Customer Service</u></b> <ol style="list-style-type: none"> <li>Security actions for 2017 were noted.</li> <li>Phil Douglas (BF) gave an update on the Border Force plans with regard to passports, identity cards and the registered traveller scheme. <b>Action: BA, VS and HAL to follow up on ID cards and registered travellers</b> <b>Action: PD to update at 10 July HLG meeting</b></li> <li>PRM service improvement plans were discussed. <b>Action: HAL to look into clearer signage for PRMs</b> <b>Action: HAL to explore meet and assist and premium service offers</b></li> </ol>

	<p>d. Automation plan was noted.</p> <p>e. Airspace modernisation was discussed.</p>
<b>6.</b>	<p><b><u>Sustainable Growth</u></b></p> <p>a. There was a discussion on schedule and key decisions for 2017; principles for regulation; the ambition of maintaining current pricing, the levers for doing so and the need for airport and airlines to work together to achieve it.</p> <p><b>Action: HAL to clarify the key decisions needed for its first DCO consultation</b></p> <p>b. The sustainability strategy was briefly discussed and there was support for working together to reduce late running flights.</p>
<b>7.</b>	<p><b><u>Date, Time and Venue of Next Meeting</u></b></p> <p>09:00-11:00, Monday 3 April 2017</p> <p>Board Room, Heathrow Compass Centre</p>

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