

Heathrow Leadership Group

Meeting 34

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

On Monday 8 July 2019 at 09:00

Present:	Cruz, Alex	British Airways
	Holland-Kaye, John	Heathrow Airport Holdings Limited (Chair)
	Moriarty, Richard	CAA
	Rolfe, Martin	NATS
	Weiss, Shai	Virgin Atlantic Airways (by phone)

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.	<u>Minutes of Previous Meeting</u> The minutes of HLG 33 were agreed.	
2.	Actions were discussed	
3.	<u>Mojo</u> <ul style="list-style-type: none"> The progress of the People Leadership Forum was noted. There was a discussion on recent improvements to airside safety. It was agreed to discuss runway incursions at the next meeting. 	
4.	<u>Transforming Customer Service</u> <ul style="list-style-type: none"> There was a discussion on airspace constraints. PRM performance was discussed. There was a demonstration of the drone defence system and overview of future developments. The group recognised the significant improvements in experience for many passengers following the extension of immigration e-gates to certain non-EEA countries. There was a discussion of potential further improvements. 	
5.	<u>Sustainable Growth</u> <ul style="list-style-type: none"> Progress on the early growth plan, expansion, airspace change and surface access were noted. There was a deep dive on carbon, in the light of the government's target of net zero emissions by 2050. This covered the urgency of tackling climate change, options to decarbonise aviation and potential for collaboration. 	

6.	<u>Date, Time and Venue of Next Meeting</u> 13:30-15:30, Tuesday 4 th February 2020, AOA office, London (HLG meeting 35 was cancelled)	
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John Holland-Kaye
Chairman