

## Heathrow Leadership Group

### Meeting 20

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

**On Monday 25 January 2016 at 09:00**

**Present:**

Haines, Andrew	CAA
Kreeger, Craig	Virgin Atlantic Airways
Rolfe, Martin	NATS
Williams, Keith	British Airways (last 20 minutes)

Holland-Kaye, John (Chair) 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	Action
1.	<p><b><u>Minutes of Previous Meeting</u></b></p> <p>The minutes of 2 November 2015 were agreed.</p> <ul style="list-style-type: none"> <li>- Latest intelligence on use of drones was discussed.</li> </ul>	
2.	<p><b><u>Mojo</u></b></p> <ul style="list-style-type: none"> <li>- There was a discussion about raising personal safety to a similar level of priority as operational safety. Attendees agreed to share safety data to improve the overall understanding of health and safety across the airport.</li> <li>- It was noted that the EU is considering regulation of handlers, and members were encouraged to consider what form effective regulation might take.</li> <li>- The 2016 community engagement plan was reviewed and members were encouraged to participate in the PlotR school career portal. HAL was encouraged to explore collaboration with the Aviation Skills partnership.</li> </ul>	<p><b>HLG</b></p> <p><b>HLG</b></p> <p><b>HAL</b></p>
3.	<p><b><u>Customer Service</u></b></p> <ul style="list-style-type: none"> <li>- Security service improvements were noted. HAL was asked to engage early with airlines on the Security masterplan.</li> <li>- Progress on air quality, noise and surface access blueprints were noted. There was a discussion on opportunities to improve public transport.</li> <li>- Plans to further improve connections for passenger and bags were discussed. It was noted that this will increasingly involve improved coordination with airlines and handlers.</li> </ul>	<p><b>HAL</b></p>

	<ul style="list-style-type: none"> <li>- The timetable for H7 was discussed. Strategic options would be reviewed at a future meeting.</li> </ul>	<b>HAL</b>
<b>4.</b>	<p><b><u>2016 Targets</u></b></p> <ul style="list-style-type: none"> <li>- Heathrow's 2016 targets were noted.</li> </ul>	
<b>5.</b>	<p><b><u>Heathrow Expansion</u></b></p> <ul style="list-style-type: none"> <li>- The government's announcement in December 2015 was discussed along with potential timing for a decision.</li> </ul>	
<b>7.</b>	<p><b><u>AOB</u></b> None</p>	
<b>8.</b>	<p><b><u>Date, Time and Venue of Next Meeting</u></b> 09:00-11:00, Monday 25 April 2016 Board Room, Heathrow Compass Centre</p>	

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**John Holland-Kaye**  
 Chairman