

Heathrow Leadership Group

Meeting 37

Minutes of a meeting held by Microsoft Teams.

On Monday 18 May 2020 at 10:00

Present:

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

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 36 were agreed.	
2.	Actions were discussed.	
3.	<u>Mojo</u> <ul style="list-style-type: none"> The paper was noted. There was a discussion on standardising health measures to keep passengers and colleagues safe throughout their journey, and to work towards Common International Standards for covid testing. 	
4.	<u>Transforming Customer Service</u> <ul style="list-style-type: none"> The paper was noted. 	
5.	<u>Beat the Plan</u> <ul style="list-style-type: none"> The paper was noted. 	
6.	<u>Sustainable Growth</u> <ul style="list-style-type: none"> The paper was noted. 	
7.	<u>Date, Time and Venue of Next Meeting</u> 14:00-16:00, Monday 7 September 2020 Microsoft Teams	

John Holland-Kaye
 Chairman