

## Heathrow Leadership Group

### Meeting 23

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

**On Monday 07 November 2016 at 11:00**

**Present:**

Cruz, Alex	British Airways
Haines, Andrew	CAA
Kreeger, Craig	Virgin Atlantic Airways
Rolfe, Martin	NATS
Holland-Kaye, John	Heathrow Airport Holdings Limited (Chair)
Montgomery, Sir Charles	Border Force (12:00-12:30)

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.	<b><u>Minutes of Previous Meeting</u></b> The minutes of HLG 22 were agreed.	
2.	Actions were discussed.	
3.	<b><u>Post Brexit Priorities</u></b> It was agreed that priorities were unchanged, and that we would continue to emphasise the role of Aviation as an enabler to all other trade.	
4.	<b><u>Outcomes of H7 Strategy Day</u></b> It was agreed that the level of discussion was excellent and that it was a good model for future dialogue.	
5.	<b><u>Mojo</u></b> The ramp safety plan was discussed, and Heathrow was encouraged to have specific measurable deliverables and timescales.	
6.	<b><u>Transforming Customer Service</u></b> The emerging security strategy and landside security were discussed.	
7.	<b><u>Beat The Plan</u></b> The automation strategy was briefly discussed.	

<b>8.</b>	<b><u>Expansion</u></b> The timetable for expansion and a draft airline engagement process were reviewed. The intention is to finalise these by 8 December. Martin Rolfe gave an update on airspace.	
<b>9.</b>	<b><u>Border Force</u></b> Sir Charles Montgomery gave an overview of progress by Border Force, future opportunities and challenges. HLG members offered their support but expected to see an improvement in passenger service.	
<b>10.</b>	<b><u>AOB</u></b> The minutes of HLG 22 on 30 June 2016 were corrected to record that Keith Williams was not present for that meeting.	
<b>11.</b>	<b><u>Date, Time and Venue of Next Meeting</u></b> 09:00-11:00, Friday 27 January 2017, Board Room, Heathrow Compass Centre	

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