

## Heathrow Leadership Group

### Meeting 25

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

On Monday 3 April 2017 at 09:00

**Present:**

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

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 24 were agreed.	
2.	Actions were discussed.	
3.	<b><u>Mojo</u></b> <ul style="list-style-type: none"> <li>Baggage and ramp health and safety targets were briefly discussed.</li> </ul>	
4.	<b><u>Transforming Customer Service</u></b> <ul style="list-style-type: none"> <li>The opportunity to improve PRM service standards was discussed, in the context of the imminent contract renewal.</li> <li>The shift from “compliance” to “protection” in security was noted, together with closer cooperation with Met Police and Border Force.</li> <li>The group, was updated on the DfT consultation on drones and on draft EASA regulations.</li> </ul>	
5.	<b><u>Beat the Plan</u></b> <ul style="list-style-type: none"> <li>The summer schedule was discussed.</li> </ul>	
6.	<b><u>Sustainable Growth</u></b> <ul style="list-style-type: none"> <li>The group reviewed the key decisions for DCO Consultation 1 and the timetable.</li> </ul>	

	<ul style="list-style-type: none"><li>• NATs presented an update on airspace projected and the next phase of Future Airspace Strategy.</li><li>• Options to improve affordability of the third runway were discussed.</li><li>• The group reviewed progress on the Heathrow 2.0 Sustainability strategy.</li><li>• The airlines were asked to ensure that engagement in R3 planning was at an appropriate strategic level.</li></ul>	
<b>7.</b>	<b><u>Date, Time and Venue of Next Meeting</u></b> 09:00-11:00, Monday 10 July 2017 Board Room, Heathrow Compass Centre	

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**John Holland-Kaye**  
Chairman