

## Heathrow Leadership Group

## **Meeting 32**

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

## On Monday 28 January 2019 at 09:00

Present:

Cruz, Alex Holland-Kaye, John Moriarty, Richard Rolfe, Martin Weiss, Shai British Airways Heathrow Airport Holdings Limited (Chair) Civil Aviation Authority National Air Traffic Services 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	Subject	Action
no.		
1.	Minutes of Previous Meeting The minutes of HLG 31 were agreed.	
2.	Actions were discussed.	
3.	Heathrow 2018 performance metrics and 2019 targets	
	These were discussed.	
4.	<ul> <li>Mojo</li> <li>Progress on the safety forum and the proposed teamHeathrow people forum were discussed.</li> </ul>	
5.	<ul> <li>Transform Customer Service</li> <li>The plan to extend use of e-gates to some non-EU countries was discussed, and the group expressed concern that current service standards for e-gate users should be maintained. An update from Border Force was requested for the next meeting.</li> <li>Improvements have been made to the winter plan since last season, and we will review lessons from winter 2018/19 at the next meeting.</li> <li>Potential for greater congestion in European airspace in summer 2019 was discussed. Airlines were encouraged to engage directly with Eurocontrol regarding potential new routings to avoid congested areas.</li> <li>There was a discussion on the recent drone incidents at Gatwick and Heathrow, governance, defence systems and operational safety protocols.</li> <li>An update on service for PRMs was requested for the next meeting</li> </ul>	BA/VS HAL
6.	<ul> <li>Beat the Plan</li> <li>Brexit plans and concerns were reviewed. HAL will pull together a checklist for teamHeathrow to try to avoid disruption around the end of March.</li> <li>Progress on T3/T5 + was noted and will be reviewed at the next meeting</li> </ul>	HAL



7.	<ul> <li>Sustainable Growth <ul> <li>Airspace change progress and the establishment of the ACOG were discussed.</li> <li>Progress on the Heathrow expansion masterplan was noted.</li> </ul> </li> </ul>	
8.	Date, Time and Venue of Next Meeting 09:00-11:00, Monday 08 July 2019 Board Room, Heathrow Compass Centre	

## John Holland-Kaye Chairman