

Heathrow Winter Resilience Enquiry

Compass Centre, 2nd Floor, Meridian North
Nelson Road, Hounslow
Middlesex TW6 2GW

www.heathrowenquiry.com

PRESS RELEASE

24 January 2011

HEATHROW ENQUIRY TO SEEK PASSENGERS' VIEWS

Professor David Begg today announces that his review panel of international aviation experts will seek the views of passengers affected by disruption at Heathrow in December, and the wider public.

A website has been set up at www.heathrowenquiry.com, through which members of the public can provide views that will be considered by the enquiry panel.

Professor David Begg said:

“It is hugely important for the reputation of Heathrow and of the UK that BAA’s management learn the lessons of events in December.

“In seeking to expose exactly what happened at Heathrow in December 2010, and why, the panel and I want to listen to the views of those most directly affected – passengers.

“We will of course listen carefully to the views of Heathrow’s airlines and of BAA staff, but the views of passengers and the wider public are equally important and we have provided a website to make it easy for people to tell us what could have been done differently to avoid or better manage the disruption in December.

“I look forward to hearing those views and reflecting carefully as I work with the panel to conduct a forensic review of Heathrow’s performance and deliver a challenging report.”

NOTES FOR EDITORS:

The panel members are:

Professor David Begg, Non-executive director of BAA and Chairman of British Chambers of Commerce Infrastructure Commission

Jim Cherry, President and CEO of Montreal Airport

Ben Decosta, Former CEO of Atlanta and Newark Airports

Josef Felder, Former CEO of Zurich Airport

Sir Malcolm Field, Former Chairman of the Civil Aviation Authority

Jim Hunter, Heathrow Airport Operating Committee Secretary

Mary Rose Loney, Former winter operations manager at Chicago O'Hare and Philadelphia International Airports

Murray Sigler, Former President of Canadian Airlines International

Heathrow Winter Resilience Enquiry

Compass Centre, 2nd Floor, Meridian North
Nelson Road, Hounslow
Middlesex TW6 2GW

www.heathrowenquiry.com

Robert Sutton, Senior Adviser and former Senior Partner, Macfarlanes

Mark Swan (Observer), Civil Aviation Authority

Roy Williams, Former Aviation Director of New Orleans International Airport

The Enquiry will be supported by Dr David Quarmby, who has recently completed the Government-commissioned review on UK winter resilience.

For further information please contact:

Colin Browne, Communications Adviser to the Enquiry: 01285 740433 / 07733 103800