

Ref	Date	Time	Location
CCB-014	21/05/18	13.00-14.00	Heathrow Airport Limited The Compass Centre Nelson Road Hounslow Middlesex TW6 2GW.

## CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 21 MAY 2018  
13.00 – 14.00 AT HAL COMPASS CENTRE**

### Minutes

Present	Apologies	Guests
<ul style="list-style-type: none"> <li>▪ Jeff Halliwell (JH) - Chair</li> <li>▪ Trisha McAuley (TM)</li> <li>▪ Isabel Liu (IL)</li> <li>▪ David Holden (DH)</li> <li>▪ Claire Whyley (CW)</li> <li>▪ Amy Breckell (AB) - Secretariat</li> </ul>	<ul style="list-style-type: none"> <li>▪ Jayne Scott (JS)</li> </ul>	N/A

### Summary of Open Board Meeting Actions

Action ID	Origin		Status	Date Identified	Owner	Action
CCB_A025	Board Meeting	002	In Progress	10-Jul	JH	Seek engagement the CAA Board
CCB_A035	Board Meeting	004	Closed	07-Aug	CCB	Develop a timetable for CCB activity
CCB_A050	Board meeting	007	Closed	23-Nov	CCB	Engage HAL on R3, HAL's work to date and how consumer engagement fits into this.
CCB_A073	Board meeting	010	Closed	05-Feb	CW	Review part C of HAL's consumer research and engagement strategy re how the different aspects of the strategy feed into the business plan
CCB_A076	Board meeting	013	Closed	11-Apr	AB	Arrange a meeting with HAL to understand the breakdown of what passenger charges are levied
CCB_A077	Board meeting	014	Open	21-May	JH	Talk to CAA about CCB role's in commercial development partners

#### 1. Minutes from the last meeting

- a. The CCB approved the minutes from CCB-013 on 9th April.

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## 2. Meetings Update

- a. The CCB discussed the point which arose from the meeting with HAL on the 21<sup>st</sup> May, this was that consumer engagement should apply to all alternative proposals. It was recognised there is a need to determine the CCB's role. The CCB have asked HAL to think what the CCB's role should be and will also talk to the CAA.

**ACTION** Talk to CAA about CCB role's in commercial development partners

- b. JH updated the CCB that he is going to the HAL Board on the 24<sup>th</sup> May to give an update on progress since the CCB's interim report. The CCB discussed and agreed the message JH will give to the HAL Board. It was agreed that HAL had made some positive progress.

## 3. HAL's Master Plan Proposal

- a. The CCB discussed that their remit was extending through time to include H7 and expansion. The CCB welcomed this.
- b. It was noted that there has been a specific request from the CAA for the CCB to prepare a report assessing how well HAL has reflected consumers' views and other evidence on consumer preferences in its 2018 masterplan. The current timetable envisages that HAL will identify preferred masterplan in Q3 2018.
- c. The CCB are organising a session with HAL on the process the expansion team have taken to develop the strategic requirements and evaluation of the masterplan.

## 4. Future meeting dates and locations

- a. The following meetings are planned:
  - 21<sup>st</sup> May the CCB are meeting with HAL to discuss the status of research & engagement, work package feedback (experiments, sustainability results), airport charges and surface access. Location HAL.
  - 22<sup>nd</sup> May CW is meeting HAL to discuss Vulnerable Consumers. Location HAL
  - 24<sup>th</sup> May JH is meeting the HAL board to discuss progress since the CCB interim report
  - 4<sup>th</sup> June the CCB have a meeting. Agenda to be confirmed. Location HAL.
  - 18<sup>th</sup> June the CCB are meeting with HAL to discuss the status of research & engagement, the arrivals process, consumer engagement feedback (sustainability, WTP, vulnerable consumers, cargo owners) and principles of outcome and measures. Location HAL
  - 2nd July the CCB have a meeting. Agenda to be confirmed. Location CAA.
  - 16th July the CCB are meeting with HAL to discuss status of research & engagement, work package feedback (airline insights, surface access trade-off analysis, synthesis of insights, passenger insights community and expansion topics), Implementation of cost benefit analysis and consumer engagement on operational resilience.

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- 30<sup>th</sup> July JH is meeting with the DfT to talk to the DfT airport capacity programme team about the CCB. Location DfT