

Ref	Date	Time	Location
CCB-016	18/06/18	13.00-14.30	Heathrow Airport Limited The Compass Centre Nelson Road Hounslow Middlesex TW6 2GW.

## CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 18 JUNE 2018  
13.00 – 14.30 AT HAL COMPASS CENTRE**

### Minutes

Present	Apologies	Guests
<ul style="list-style-type: none"> <li>▪ Jeff Halliwell (JH) - Chair</li> <li>▪ Isabel Liu (IL)</li> <li>▪ David Holden (DH)</li> <li>▪ Claire Whyley (CW)</li> <li>▪ Jayne Scott (JS)</li> <li>▪ Trisha McAuley (TM)</li> <li>▪ Amy Breckell (AB) - Secretariat</li> </ul>	N/A	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_A077	Board meeting	014	Closed	21-May	JH	Talk to CAA about CCB role's in commercial development partners

#### 1. Minutes from the last meeting

- a. CCB approved the minutes from CCB-015 on 4<sup>st</sup> June.

#### 2. Meetings Update

- a. JH updated CCB that he had spoken to CAA about CCB's role in relation to commercial development partners. CAA's view is that this is outside of CCB's role as the Terms of Reference state their relationship is with the regulated entity - HAL. Additionally, CAA highlighted that the commercial development partners are not monopolies therefore in theory their plans should be economically and consumer focused.
- b. JH updated CCB that he had met the Aviation Minister Baroness Sugg, who had expressed an interest in receiving a copy of the CCB's interim report. JH would arrange for this to be forwarded.

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### 3. Review and Update Challenge Log

- a. CCB reviewed and discussed progress since the Challenge Log dated 21<sup>st</sup> March 2018. Updates were agreed for some of the challenges, more time is required to complete the review. It was agreed an update version of the Challenge Log would be published alongside the report on masterplanning that CCB are required to complete in Autumn. It was subsequently noted that, especially with some uncertainty around the timing of the masterplan, that an earlier update of the Challenge Log would be helpful to stakeholders.

### 4. Future meeting dates and locations

- a. The following meetings are planned:
  - 2nd July the CCB have an introductory meeting with the CAA's new CEO. Location CAA.
  - 2<sup>nd</sup> July the CCB are meeting with HAL to discuss expansion and vulnerable consumers. Location CAA.
  - 16th July the CCB are meeting with HAL to discuss status of 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. Location HAL.
  - 27<sup>th</sup> July JH is meeting the Chair of the Consumer Panel. Location CAA.
  - 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
  - 6<sup>th</sup> August the CCB are meeting. Location and Agenda TBC.
  - 20<sup>th</sup> August the CCB are meeting. Location and Agenda TBC.
  - 3<sup>rd</sup> Sept the CCB are meeting. Location and Agenda TBC.
  - 17<sup>th</sup> Sept the CCB are meeting with HAL to discuss status of engagement, expansion, cost benefit analysis and operational resilience. Location HAL.