

Ref CCB-006 Date 01/11/17 Time 10.00-12.00 Location Heathrow Airport Limited The **Compass Centre** Nelson Road Hounslow Middlesex TW6 2GW.

CONSUMER CHALLENGE BOARD (CCB)

**WEDNESDAY 01 NOVEMBER 2017
11.00 – 13.00 AT HAL COMPASS CENTRE**

Minutes

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

Summary of Open Board Meeting Actions

| Action ID | Origin | | Status | Date Identified | Owner | Action |
|-----------|---------------|-----|-------------|-----------------|---------|--|
| CCB_A005 | Board Meeting | 001 | In Progress | 14-Jun | JH & AB | Develop MOU between CCB and CAA Consumer Panel. |
| CCB_A014 | Board Meeting | 001 | In Progress | 14-Jun | CW | Talk to CAA Consumer Panel about engagement with persons with reduced mobility (PRM) |
| CCB_A022 | Board Meeting | 002 | Closed | 10-Jul | JH | Seek engagement with a low cost carrier |
| CCB_A023 | Board Meeting | 002 | Closed | 10-Jul | JH | Seek engagement with Border Force |
| CCB_A024 | Board Meeting | 002 | Closed | 10-Jul | JH | Seek engagement with a non-UK airline that has experience operating out of another hub airport |
| CCB_A025 | Board Meeting | 002 | In Progress | 10-Jul | JH | Seek engagement the CAA Board |
| CCB_A033 | Board Meeting | 004 | In progress | 07-Aug | JH | Engage HAL on surface access |
| CCB_A034 | Board Meeting | 004 | New | 07-Aug | AB | Organise a session with HAL on constructive engagement |
| CCB_A035 | Board Meeting | 004 | In Progress | 07-Aug | CCB | Develop a timetable for CCB activity |
| CCB_A038 | Board Meeting | 004 | In Progress | 07-Aug | AB | Develop first draft of Focus Area document for the CCB. |
| CCB_A040 | Board Meeting | 005 | Closed | 28-Sep | AB | Publish the CCB's advice on principles of effective consumer engagement and the CCB's feedback to HAL's Consumer Research and Engagement Strategy on the CCB website |

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|----------|---------------|-----|--------|--------|-----|---|
| CCB_A041 | Board Meeting | 005 | Closed | 28-Sep | DH | Feedback to HAL the CCB's views on the qualitative phase in preparation for HAL's Willingness to Pay (WTP) research). |
| CCB_A042 | Board Meeting | 005 | Closed | 28-Sep | AB | Coordinate CCB attendance at HAL's WTP focus groups |
| CCB_A046 | Board Meeting | 006 | New | 1-Nov | JH | Understand CAA S16 related to HAL engagement and establish if there is a role or impact on CCB work. |
| CCB_A047 | Board Meeting | 006 | New | 1-Nov | CCB | CCB produce a status report in the first quarter of 2018. |

1. Minutes from the last meeting

- a. The CCB approved the minutes from CCB-005 on the 28/09/17.

2. Meeting update

- a. The CCB met with the CAA on the 23rd October for an update on the CAA's consultation and recent policy work. The CCB discussed the CAA's section 16 (s16) work to advise the DfT on how well, in the CAA's opinion, HAL has engaged with and responded to the airline community on the appropriate scope, design and costing of new runway capacity at Heathrow airport. The CCB agreed that there was a need to better understand this and identify any role or impact on CCB work.

ACTION JH understand CAA s16 related to HAL engagement and establish if there is a role or impact on CCB work.

3. Focus Log

- a. The CCB reviewed and updated the focus log.
- b. The CCB agreed that it would produce a status report in the first quarter of the new year.

ACTION CCB produce a status report in the first quarter of 2017.

4. Future meeting dates and locations

- a. The following meetings are planned:
 - 23rd Nov the CCB to meet Border Force to discuss immigration and understand the process. Location Border Force
 - 4th Dec the CCB to meeting HAL to discuss the Passenger Insights Community, Consumer Research and Engagement Strategy, PRM's, Surface Access and the Business planning process. Location HAL.
 - 5th Dec the CCB at attending the Outcomes Consumer Research and Engagement meeting with Airlines and HAL. Location HAL.
 - 18th Dec the CCB are planning to meet, the organisation/topics/location has not been confirmed.

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- 8th Jan the CCB are planning to meet, the organisation/topics/location has not been confirmed.
- 15th Jan the CCB to meet HAL to discuss Quantitative Research. Location HAL.
- 15th Jan the CCB have a Board meeting. Location HAL.
- 5th Feb the CBB to meet EasyJet. Location Gatwick

5. **AOB**

- a. N/A