

Ref	Date	Time	Location
CCB-020	20/08/18	12.00-13.00	Heathrow Airport Limited The Compass Centre Nelson Road Hounslow Middlesex TW2 2GW

CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 20 AUGUST 2018
12.00 – 13.00 AT HAL COMPASS CENTRE**

Minutes

Present	Apologies	Guests
<ul style="list-style-type: none"> ▪ Jeff Halliwell (JH) - Chair ▪ Isabel Liu (IL) ▪ Jayne Scott (JS) ▪ Trisha McAuley (TM) ▪ Claire Whyley (CW) ▪ Amy Breckell (AB) - Secretariat 	<ul style="list-style-type: none"> ▪ David Holden (DH) 	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 CAA Board
CCB_A078	Board Meeting	017	In Progress	2-Jul	ALL	Develop a proposal for CCB's involvement in constructive engagement.
CCB_A080	Board	019	Open	6-Aug	JH	Understand from HAL the structure of the masterplan and the process for development in terms of when CCB can review it.

1. Minutes from the last meeting

- a. CCB approved the minutes from CCB-019 on 6th August.

2. Meetings Update

- a. CCB discussed the meeting that occurred the morning of the 20th Aug with HAL and Rainmakers, to discuss the study by Rainmakers which synthesises airline research understanding of consumer needs at Heathrow Airport. The CCB discussed that this work was welcome in bringing airline insights to further inform HAL's consumer engagement and understanding.

Ref	Date	Time	Location
CCB-020	20/08/18	12.00-13.00	Heathrow Airport Limited The Compass Centre Nelson Road Hounslow Middlesex TW2 2GW

3. Future meeting dates and locations

- a. The following meetings are planned:
- 3rd Sept the CCB are meeting with HAL to discuss Horizon Quarterly report, Airline business partner survey and masterplanning. Location HAL.
 - 5th Sept DH is meeting with HAL to discuss the Willingness to Pay. Location HAL.
 - 17th Sept the CCB are meeting with HAL to discuss work package feedback, synthesis of insights and consumer insight to inform arrivals. Location HAL.
 - 8th Oct the CCB are meeting with HAL to discuss work package feedback, outcomes and measures, and expansion. Location HAL.
 - 22nd Oct to CCB are meeting with the LACC. Agenda and Location to be confirmed.

4. AOB

- a. N/A