

Ref	Date	Time	Location
CCB-023	08/10/18	12.40-13.30	Heathrow Airport Limited The Compass Centre Nelson Road Hounslow Middlesex TW2 2GW

## CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 8 OCTOBER 2018  
12.45 – 13.30 AT HAL COMPASS CENTRE**

### Minutes

Present	Apologies	Guests
<ul style="list-style-type: none"> <li>▪ Jayne Scott (JS) – Secretariat</li> <li>▪ Isabel Liu (IL)</li> <li>▪ Trisha McAuley (TM) via telephone</li> <li>▪ David Holden (DH)</li> <li>▪ Jeff Halliwell (JH)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Claire Whyley (CW)</li> <li>▪ Amy Breckell (AB) - Secretariat</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 CAA Board
CCB_A080	Board	019	In Progress	6-Aug	JH	Understand from HAL the structure of the masterplan and the process for development in terms of when CCB can review it.
CCB_A081	Board	022	Open	8-Oct	JH	Understand from the CAA the approach to be adopted to quantify the economic benefit of expansion.

### 1. Meetings Update

- a. CCB discussed the meeting with HAL that occurred the morning of the 8<sup>th</sup> October. CCB are pleased to see HAL’s Consumer Engagement Plan is progressing, for instance the Horizon Expansion workshop which provided further valuable qualitative insight. Concerns were discussed again and raised to HAL about the Willingness to Pay (WTP) report regarding the use of monetary value. CCB would also like to see more information from HAL on future consumers considering different demographics as well as young people.
- b. CCB also considered the Preliminary Outcome and Synthesis of Passenger Insights that HAL presented. The CCB felt there is a risk of losing the consumer “golden thread” as the five core themes identified in the synthesis of passenger insights was amended into four preliminary outcomes.

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- c. CCB noted that initial work on the Economic Assessment of Consumer Benefit for Expansion issue had commenced, initially for internal use by HAL, but also noted that there was not yet any clarity from government/CAA on the approach to be adopted to quantify the economic benefits of expansion.
  - d. CCB welcomed the additional work undertaken by HAL to produce the detailed log of consumer drivers for the masterplan evaluation criteria.
- ACTION** CCB to understand from the CAA the approach to be adopted to quantify the economic benefit of expansion.

## 2. Future meeting dates and locations

- a. The following meetings are planned:
  - 5<sup>th</sup> Nov the CCB are meeting with HAL to discuss Cost Benefit Analysis. Location HAL
  - 5<sup>th</sup> Nov the CCB are meeting with CAA to discuss the CAA's October consultation, the initial business plan and final business plan. Location HAL.
  - 6<sup>th</sup> Nov JH is meeting with Arora. Location London.
  - 19<sup>th</sup> Nov the CCB are meeting with HAL to discuss Expansion and Surface Access. Location HAL.
  - 20<sup>th</sup> Nov JH is meeting the HAL Executive Committee. Location HAL.
  - 3<sup>rd</sup> Dec the CCB are meeting. Agenda to be confirmed. Location HAL.
  - 5<sup>th</sup> Dec JH is meeting HAL's Joint Steering Board. Location HAL.
  - 17<sup>th</sup> Dec the CCB are meeting with HAL. Agenda to be confirmed. Location HAL.

## 3. AOB

- a. N/A