

CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 07 JANUARY 2019
12:30 – 13:30 AT HAL COMPASS CENTRE**

Minutes

Present	Apologies	Guests
<ul style="list-style-type: none"> ▪ Jeff Halliwell (JH) – Chair ▪ Isabel Liu (IL) ▪ Claire Whyley (CW) ▪ David Holden (DH) ▪ Jayne Scott (JS) ▪ Trisha McAuley (TMc) ▪ Claudette Williams (CWSec) 		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

1. Minutes of the last meeting

- a. CCB approved the minutes from CCB-026 on 17 December 2018

2. Meetings Update

- a. There were no scheduled meetings since 17 December 2018

3. Report on Master-planning

- a. CCB will report when Final Master plan is delivered

4. IT

- a. CWSec expressed concern that she is using a personal email for CCB business.

ACTION It was agreed that once CWSec has been granted security clearance from the CAA that the Secretariat inbox behind the CAA firewall will be used.

5. Future meeting dates and locations

- a. The following meetings are planned:
 - 9th Jan JH and IL are attending a Heathrow stakeholder meeting with the CAA Board Members. Location CAA.

Ref	Date	Time	Location
CCB-027	07/01/19	12.30-13.30	Heathrow Airport Limited The Compass Centre Nelson Road Hounslow Middlesex TW2 2GW



- 21st Jan CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
- 30th Jan JH is meeting with the HAL Board. Location HAL.
- 4th Feb CCB are meeting with BA. Location HAL
- 18th Feb CCB are meeting with HAL. Location HAL
- 4th Mar CCB meeting. Location HAL
- 18th Mar CCB are meeting with HAL. Location HAL

6. AOB

a. N/A