

## CONSUMER CHALLENGE BOARD (CCB)

**MONDAY 17 DECEMBER 2018  
12:00 – 13:00 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>▪ Claire Whyley (CW)</li> <li>▪ David Holden (DH)</li> <li>▪ Claudette Williams (Secretariat - incoming)</li> <li>▪ Amy Breckell (Secretariat - out going)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Jayne Scott</li> <li>▪ Trisha McAuley</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

#### 1. Minutes of the last meeting

- a. CCB approved the minutes from CCB-025 on 03 December 2018

#### 2. Meetings Update

- a. JH updated the Board on his meeting with HAL's Chief Executive Officer on 03 December 2018 where he gave an overview of the updated Challenge Log Version 4.
- b. JH updated the Board on his meeting with HAL's Joint Steering Board on the 5 December 2018.
- c. JH updated the Board on his meeting with CAA on 14 December 2018 where he gave an overview of the updated Challenge Log Version 4. It was again raised to the CAA that consumers are not aware they pay for HAL or how much they pay. It was noted that it is outside of the CCB's scope and the CAA do not want to revise the economic regulation framework.
- d. CCB discussed a wider concern that HAL's consumer insights could be flawed because respondents do not understand their financial relationship with HAL. CCB would like HAL to evidence that this is built into their assumptions and does not affect their research and engagement.
- e. It was noted that both the CAA and HAL received the feedback from the updated Challenge Log version 4 positively.

Ref	Date	Time	Location
CCB-026	17/12/18	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:

- 7<sup>th</sup> Jan CCB are meeting the LACC. Agenda and location to be confirmed.
- 9<sup>th</sup> Jan JH and IL are attending a Heathrow stakeholder meeting with the CAA Board Members. Location CAA. Other board members to confirm attendance at 07 Jan.
- 21<sup>st</sup> Jan CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
- 30<sup>th</sup> Jan JH is meeting with the HAL Board. Location HAL.
- 4<sup>th</sup> Feb CCB meeting. Location and Agenda to be confirmed.
- 18<sup>th</sup> Feb CCB are meeting with HAL. Agenda to be confirmed. Location HAL
- 4<sup>th</sup> Mar CCB meeting. Location and Agenda to be confirmed.
- 18<sup>th</sup> Mar CCB are meeting with HAL. Agenda to be confirmed. Location HAL

### 4. AOB

a. N/A