

CONSUMER CHALLENGE BOARD (CCB)

MONDAY 19 NOVEMBER 2018
11.00 – 12.00 AT HAL COMPASS CENTRE

Minutes

Present	Apologies	Guests
- Jeff Halliwell (JH) – Chair - Jayne Scott (JS) - Isabel Liu (IL) - Trisha McAuley (TM) - Claire Whyley (CW) - Amy Breckell (AB) - Secretariat	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_A081	Board	022	Open	8-Oct	JH	Understand from the CAA the approach to be adopted to quantify the economic benefit of expansion.

1. Minutes of the last meeting

- CCB approved the minutes from CCB-022 on 17th Sept and CCB-23 on 8th Oct.

2. Meetings Update

- JH updated CCB on the 5th November with Surinder Arora (Chairman), Carlton Brown (CFO) from Arora. They outlined the Arora Groups thinking in relation to Heathrow. In return JH described the role and responsibilities of CCB, which at present are limited to scrutiny of HAL as the licence holder and therefore the entity regulated by the CAA.
- CCB discussed and agreed content for the meeting with the HAL Executive Board which will take place on the 20th November. At a high level this was that CCB are pleased with the direction of progress, the level of information being presented to CCB and HALs enhanced understanding of consumer engagement coupled with an ability to challenge their own work prior to presenting it to CCB. CCB plan to highlight a few areas of concern, such as the arrivals process, surface access, and external validation of the valuations generated through WTP research.
- CCB agreed to use the meeting on the 3rd December to start to formally update the Challenge Log.

3. Future meeting dates and locations

- a. The following meetings are planned:
- 20th Nov JH is meeting the HAL Executive Committee. Location HAL.
 - 3rd Dec CCB are meeting to discuss the Challenge Log. Location HAL.
 - 5th Dec JH is meeting HAL's Joint Steering Board. Location HAL.
 - 17th Dec CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
 - 7th Jan CCB are meeting the LACC. Agenda and location to be confirmed.
 - 9th Jan JH is attending a Heathrow stakeholder meeting with the CAA Board Members. Location CAA.
 - 21st Jan CCB are meeting with HAL. Agenda to be confirmed. Location HAL.
 - 30th Jan JH is meeting with the HAL Board. Location HAL.

4. AOB

- a. N/A