

Attendees

Keith Richards (HAAG)
Farah Ali (HAL)
Danny Hall (HAL)
Janki Valand (HAL)
Andrew Roberts (HAL)
Wesley Lang (HAL)
Anne Thorpe (HAAG)
Jerry Angrave (HAAG)
Jenny Mcloughlin (HAL)
John Fishwick (BA)
Helen Smith (HAAG)
Tonia Fielding (HAL)
Joanne McGrath (HAL)
Greg Salata (HAL)
Maja Villaverde (HAL)
Stacey Clapham (HAL)
Jean Hewitt (Buro Happold)
Libby Herbert (HAAG)
Catherine Broome (Virgin)
Geraldine Lundy (HAAG)
Abigail Oakley (HAL)
Jamie Pinney (HAL)
James Davies (HAL) Anna Price (HAL)
Liz Boadella- Burton (HAL)
Georgie Hill-Jones (HAAG)
Tanvi Vyas (HAAG)
Frank Broxup (HAL)

Introductions and Welcome

HAAG gave their welcoming message and housekeeping, everyone then introduced themselves.

Update from Services Director (TF)

We have secured new funding and are dedicated to utilizing the HAAG framework to ensure our projects are fit for purpose and enhance the passenger experience. Adapting to a shift from business-oriented to leisure-focused travellers, we strive to meet the needs of this new demographic. Despite challenges, our summer numbers have tripled in the last eight months, although we have encountered resource constraints along the way.

In collaboration with the Civil Aviation Authority (CAA), we aim to prioritize initiatives that have the greatest impact on our passengers. Our focus areas include improving the T3 midway point, enhancing security measures, and addressing complexities related to a standalone security product. Additionally, we are actively exploring self-mobilization and its promotion, as well as effectively managing high-volume flights. We are delighted to welcome our new CEO, who is committed to our colleagues and services agenda. To ensure a thorough understanding of your perspectives, our CEO will join our sessions and recognize the valuable role you play in shaping the projects we undertake.

PRM Project & Statuses Stacey Clapham (SC)

SC: provided an update on the PRS working group, emphasizing its priority. She highlighted the composition of the group and the ongoing status of the 12 active projects. Shared the high-level progress and identified areas that could be prioritised for further focus. The completion of T3 level transfers and discussed the project timeline, which considers PRM travel peaks to ensure their success.

FB: added a quick update on the T2 host area relocation, mentioning an upcoming site visit with the HAAG and the mobilized supply chain. (FA to arrange)

JA: is it valuable to have HAAG input going forward?

SC: yes, in agreement

JA: does Heathrow look at technology advances in other places?

SC: Yes, we have representatives from wider Heathrow team.

TF: We have a head of customer proposition on where the market is going.

One Stop Security Update – Maja Villaverde (MV)

Maja started an update on her project which is One stop Security. The process of being screened for any prohibited items just once at the beginning of their journey. Went through

the key benefits this can have. Gave the government update on different phases that will happen and what phases it will go through. Spoke through the T5-to-T5 process. Gave the update on the recommended solution for T3, on the connecting passengers.

Possible logo designs shared,

JF: In T5 C do the passengers go straight to the upstairs area or get taken back to A first.

MV: still working through the summer on that element. We will be using the buggies through the tunnel.

KR: What does the journey look like in T5 going through security and what the difference in not doing it?

MV: What we do is design on passenger flow. Measuring different parts of the journey, sharing what it is like right now. And what it will look like with One stop security. The breakdown of each part, and with different profiles of passengers also. We are finalising this work now.

JF: BA requested to be part of the trail.

Wilson James Update- Liz Boadella Burton (LBB)

During the update, WJ discussed the implementation of a system to report near misses and analyse accident and incident trends. Manual handling training was increased to address trends such as liquid spills and injuries caused by luggage trolleys. They reported positive improvements in passenger numbers and customer satisfaction, with resourcing and planning strategies being adjusted accordingly. Progress was made in SLAs, health and safety, and landside waiting times.

The continuous improvement strategy focused on performance, training, people, customers, and equipment. Asset tracking through PDAs and equipment tagging were introduced to enhance allocation and monitoring. The pier squad trial was implemented to assist flights with a high number of PRM passengers, aiming to improve ground assistance and allocation efficiency. Highlighted number of PRMS is trending upwards month on month.

KR: tracking of equipment how is that currently done?

LBB: manual process currently this will change once we have tracking tool in place making WJ more efficient.

CB: Support offered from airlines to help improve non notified.

Research & Insights Wesley Lang (WL)

Overview of the insights team's implementation plans, focusing on the PRS (Passenger Experience and Resources) and wayfinding. The discussion revolved around H7 passenger priorities, understanding the current performance, and the next steps. They identified five core customer- focused pillars, including airport choice, basic comforts, enjoyable and connected experiences, predictable and reliable journeys, and catering to specific needs. The team's focus areas were punctuality, overall passenger experience, and baggage. Temporary cognitive issues were discussed, and further data analysis was suggested to provide clarity.

The changing passenger profile, with over 25% of the market population undergoing a transformation. The presentation provided an overview of the work done in the past 18 months, regarding the increasing numbers of PRS passengers. The team aimed to understand why people utilised the service, highlighting factors such as mobility limitations, discomfort while standing in queues, and navigation difficulties. Suggestions were raised, including the possibility of virtual maps to help passengers familiarize themselves with the airport and the trial of greeters to assist passengers upon arrival.

GL: What plans are there for people who can't do it themselves and being assisted on getting to the shops and restaurants?

WL: We are doing work around the journey itself, from a mapping perspective. We were following a journey on how people were navigating. Refocusing on, are there people needing certain things lower down due to being in a wheelchair. We are looking at in terminal mapping. It's going to take a few teams coming together on how we communicate in the most effective manner.

JA: What research have you got, of people who come through the airport, who may register with the airline but can make their own way through, just to make sure that if they need it they can be assisted?

WL: The people who used the service told us parts of the service they liked as part of self-mobilisation. a different level of service for people who just would like to be assisted on getting through the airport. It is something we will work on.

New Role – Janki Valand (JV)

New role created to help deliver future of PRM strategy. I thought it would be good to share some work we've been working on with BA. We've been working with an external company to look at the end-to-end journey in T5. From booking to leaving the airport. We're hoping to

bring the outcomes to you at the next session. They're compiling their findings currently.

New Team Introduction Anna price (AP)

I work in the strategy team in customer proposition. Critically that is for all customers including our PRM, and how do we design with these customers in mind. How do we deliver a good service. I'll be working with Janki and the broader team. Look at what we have already and get others' ideas and where we can make improvements.

PAS 6463:2022 Jean Hewitt

Jean Hewitt presents slides PAS6463, titled "Design built for the mind – Neurodiversity and the Built Environment," addresses the importance of accommodating neurodiversity in the design of buildings and spaces. Neurodiversity recognizes the natural variations in neurocognitive profiles among individuals, emphasizing that humans do not fit into a one-size-fits-all neurological model. The guidance covers sensory processing differences, such as hypersensitivity and hyposensitivity, and aims to benefit a broad spectrum of people without focusing on specific diagnoses.

The PAS, currently under review, involves a two-year evaluation and has the potential to become a formal standard. It encompasses external and internal spaces, design, and management aspects, and is relevant to architects, planners, facilities managers, and others involved in building design. The document also highlights the impact of acoustics on well-being and incorporates input from various organizations. Overall, PAS6463 promotes inclusive and accessible built environments for everyone, considering their unique ways of thinking, experiencing the world, and processing information.

Animal Relief Update & inclusive toilets – Andrew Roberts (AR)

AR: all our banks of toilets we have an accessible toilet. Where this is no bank there will be an accessible toilet. Most terminals have a changing places airside. We have a quite a few darted around the airport and car parks.

Animal Relief Area: Thank you all for your feedback, I looked at everything that and redesigned. Increased the area so a wheelchair can go through the gate and a wheelchair can move around and access the facility, A scooper for those who can bend/reach. One side using Astro turf (one that's recommended to feel most like grass), wall, hard surface. Hand

sanitiser.

ECAC Performance & I beacon Jamie Pinney (JP)

JP: Our passenger volumes have significantly increased this year compared to the previous year, reaching pre-COVID levels. We have achieved record numbers six times in the past 12 months, facing unique challenges on a large scale. Our penetration rate is higher than before, and we expect this positive trend to continue, particularly during our busiest months of September, October, and November. We are actively working on improving seating in arrival areas and assisting self-mobilizing passengers.

Despite challenges with WCHC bookings, we allocate resources accordingly. June 2022 was challenging due to unexpected passenger growth, but our efforts and focus on self-mobilization and efficient security procedures have led to improved performance, with over 97% passenger satisfaction achieved in June this year.

PRM Product Updates James Davies (JD)

JD: I've been asked to look at some of the passenger journey aspects that we can change for the summer.

North CSA Assistance Trial – expedited route through security identifiable by blue tensor barriers. Cutting out 2/3rd of the queuing. Works for both direct and connecting passengers.

As of yesterday we now have magazines and newspapers in our waiting areas. Able will be coming soon and this is a disability magazine.

Blue tensor barriers are also used in immigration.

T2 temporary move to allow for more room/larger space. Signage will be change once desks/power/computers are ready.

T3 the area is being made bigger by removing some of the barriers.

T5A Arrivals – better signage to show where the meeting point is.

T5A4- new lounge, closer to north security. 28 people capacity. Construction hasn't started yet. Looking at introducing plants and green. To bring in natural elements. And better seating options and heights to make transfers easier and softer seating options. Still awaiting sign off.

T5BRH – Moving to level 1

T5FCC – Moving to the corner and adding Ba down there to efficiently rebooked missed

connections.

T5B/C signage improvements to find the areas

T5C Departures – new space being created

AOB

GHJ: Would prefer to have slides in advance of the meeting.