



# John Holland-Kaye

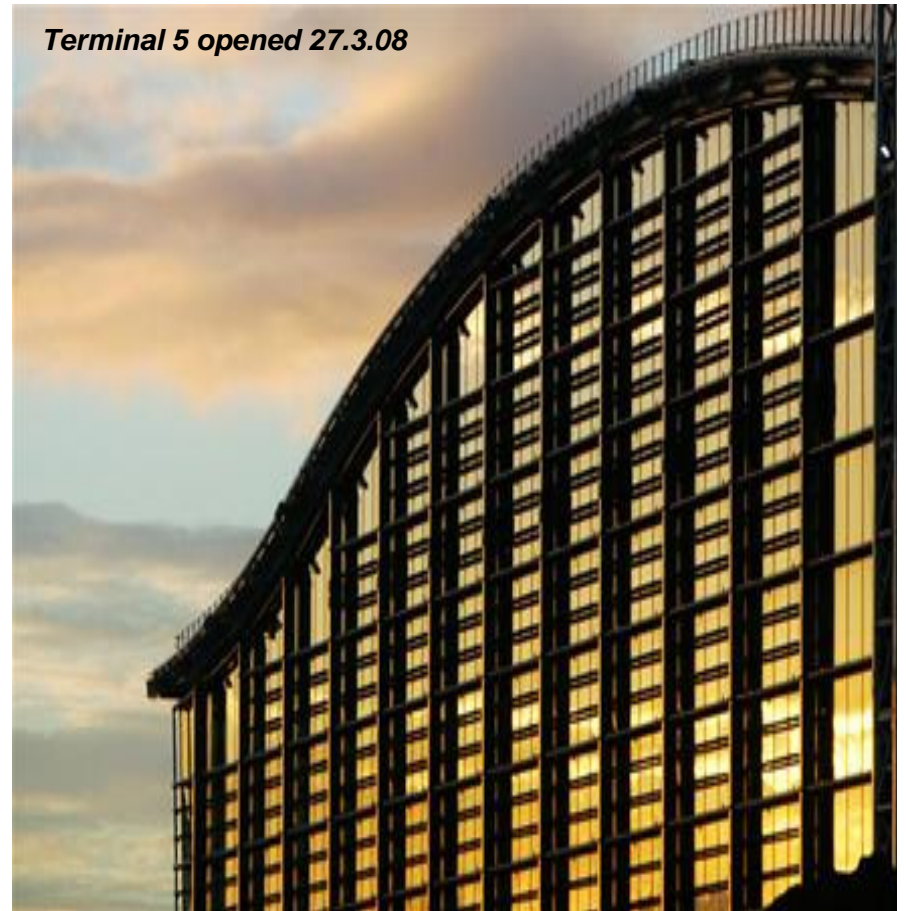
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## A changing world

- Heathrow (and BAA) is changing
- Our vision is to become the European hub of choice
- Our customer promise is to “make every journey better”
- We are providing much better service to passengers
  - but there is more to do
- Airlines are struggling in a global recession,
  - we must be more responsive to the needs of our airline customers
  - yet we must continue to invest in Heathrow’s long-term modernisation

## What are we doing today?

- Sharp focus on passengers
- Rebuilding Heathrow and organising terminals by airline alliance
- Building meaningful two-way relationships with all airlines
- Reducing costs and looking for greater efficiencies



## The future

- Modern regulation
- Strategic collaboration with airlines
- Helping to make aviation more efficient
  - SESAR
- Low-carbon airport development
  - Adding new capacity within environmental limits: R3

