

European Federation of AOCs

The Heathrow Experience



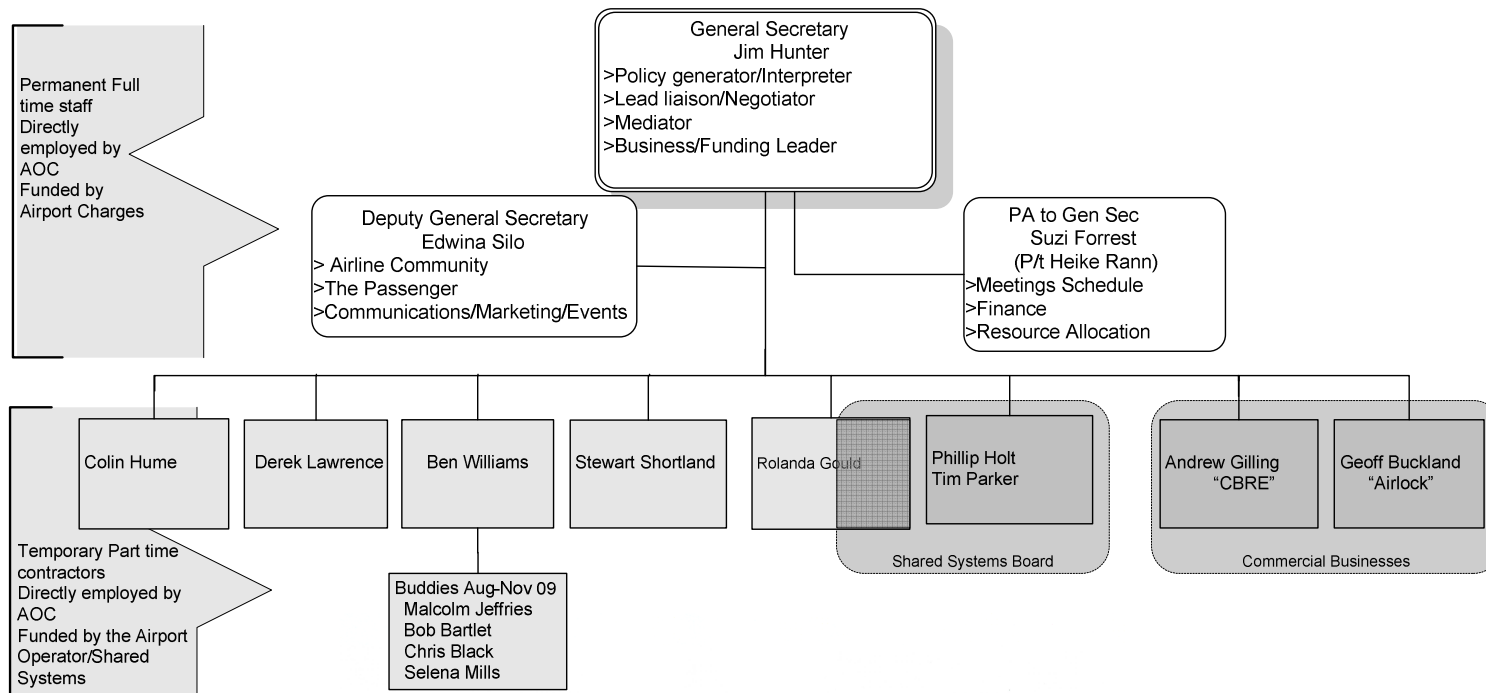
- Jim Hunter – General Secretary Heathrow AOC
(Managing Director Heathrow AOC Limited)



Organisation

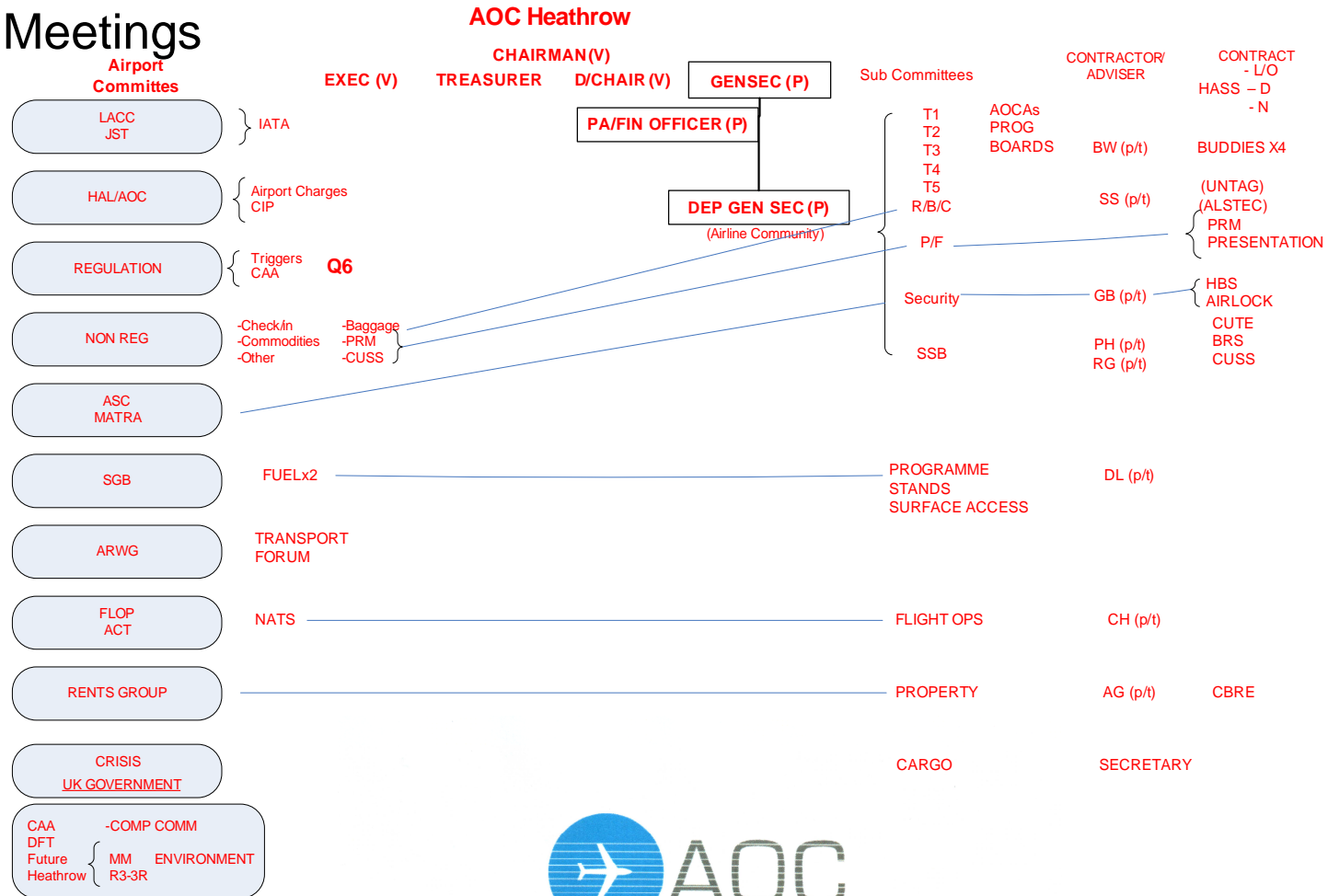
- Structure

AOC Heathrow Professional Organisation 17 Persons



Organisation

- Meetings



Service Contracts

- Direct
 - Common User -I Muse
 - Common User – SITA/ARINC
 - Baggage Reconciliation
 - Heathrow Air Ambulance
 - Hold Baggage Screening
 - Immigration presenters
- Partnership with airport operator
 - PRM
 - Coaching
 - CUSS

Ground Handling Governance

AOC responsible:

- Approvals process for 3rd party licence

AUC in conjunction with AOC:

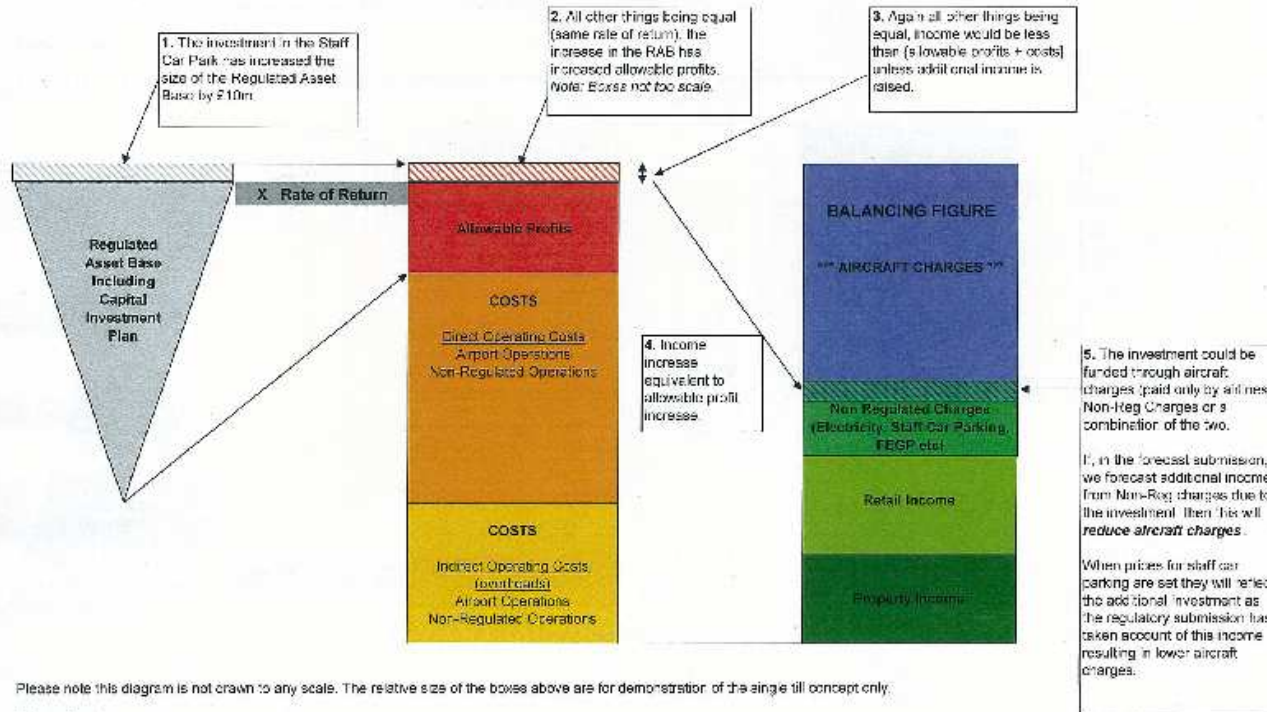
- Licence improvements
- Ground Handling best practice

Consultation

- R33R (Dft)
- Constructive Engagement (CAA)
- Stakeholder Boards (BAA)
- Permanent membership e.g.
 - MATRA (BAA/Dft)
 - Airport Security (BAA/Dft)
 - Capital Expenditure (BAA/CAA)
 - Joint Steering Team (BAA)
 - Service Quality (BAA/CAA)
 - Non-regulated charges (BAA/CAA)

Regulated Charges

Single Till Diagram - Example: Investment in a staff car park of £10m



Simon Bagbey 06/05/2006

C:\Documents and Settings\AOC\Local Settings\Temporary Internet Files\OLK29\Single Till Diagram - AOC

Funding

- 4 principal sources
 - Annual Fees
 - Permanent staff - through Airport Charges
 - Contract staff - specific funding agreement
 - Service contract administration

Development

- Examples:
 - 3rd Runway
 - Terminals
 - Infrastructure e.g: Baggage connectivity

Liability – the problem

- AOC signatory to
 - multi-million £ projects
 - Contract negotiation/agreement

Thus open to legal liability for loss

e.g. CCRS, Major Contracts, Ground Handling approvals

Liability – solution

- Consultants:
 - Legal
 - Structure and Formation

Liability – solution

- 4 December 2009



CERTIFICATE OF INCORPORATION OF A LIMITED COMPANY

Company No. 7095672

The Registrar of Companies for England and Wales hereby certifies that:
HEATHROW AOC LIMITED

is this day incorporated under the Companies Act 2006 as a private company limited by guarantee and the situation of the registered office is in England and Wales.

Given at Companies House, on the 4th December 2009



Companies House
for the record

The above information was communicated by electronic means and authenticated by the Registrar of Companies under section 1115 of the Companies Act 2006



In the New Company

- Rights and Conditions of Members –unaltered
- Liability of Officers and employees mitigated

Chairman - Company Chairman

Treasurer – Finance Director

General Secretary – Managing Director

PRM

- New contract
- Total AOC involvement

Questions?