



**WIG**

The Whitehall & Industry Group  
connecting the sectors



## 'Infrastructure' Series

In conversation with: Dame Deirdre Hutton, Chair, Civil Aviation Authority - reflecting on a decade of leading through crisis

### Expert Insight

We were joined live in studio by Dame Deirdre Hutton, Chair, Civil Aviation Authority, for an exclusive farewell valedictorian presentation. Dame Deirdre reflected on her 11 year tenure as Chair of the UK's aviation regulator, sharing lessons learned from natural disaster crises, to the current COVID-19 pandemic and the role of strong leadership. A few insights she shared included:

- Some context-setting of the UK aviation industry pre COVID-19: passenger numbers had been increasing every year for the past seven years, with 284 million travellers projected to increase to 434 million by 2050. This means the industry will contribute significantly to the creation of jobs and adoption of new technologies.
- That the aviation industry will need to become greener in order to survive.
- Her key takeaways from three crises in particular; the Icelandic volcanic eruption, the Thomas Cook repatriation, and the current pandemic.
- The role of the Chair and what successful leadership looks like.



### Presentation Spotlight



"Leadership is about the culture that you build day-to-day. Crises are when you find out if that's worked."

"Whether leading through crisis or business as usual, leadership is actually about what you enable others to achieve."

### Our members' questions

Those who tuned in live had the opportunity to put their questions to Dame Deirdre. Some of the big topics included:

- The impact of leaving the European Union Safety Agency and how prepared the CAA is for this new responsibility.
- Whether electric planes had a future in UK aviation.
- Advice for those starting their career in aviation during this challenging time.
- Whether there would be more point-to-point flying outside of main corridors likely to happen in the future.
- Advice for young females looking to establish themselves as leaders.

WIG members can listen to Dame Deirdre's presentation [here](#)  
To see our full programme of webinars, visit [www.wig.co.uk](http://www.wig.co.uk)