

Emmie Galilee
Stakeholder Liaison
Better Backs Campaign
Health and Safety Executive
Rose Court
2 Southwark Bridge
London SE1 9HS

date: 7th December 2007

Dear Emmie,

BETTER BACKS

Southern Water is delighted to again support this year's Better Backs campaign. While it is a subject we have been working on for many years, this is our third year of specific involvement in the HSE campaigns.

We have set ourselves the following goals with view to tackling back pain and upper limb disorders in our work place:

- **Continue to reduce and remove manual handling hazards when designing and constructing new plant and equipment;**
- **Raise awareness of the campaign with our major contracting partners.**
- **Emphasise rehabilitation as route to recovery via our occupational health provider;**
- **Continue to train all staff in correct manual handling techniques and encourage greater use of "Near-Miss and Hazard" reporting (including raising concerns over manual handling)**

We plan to achieve our goals by taking the following actions:

- **All designers have been briefed and trained in ways to resolve potential manual handling risks associated with plant maintenance. All projects are reviewed to ensure issues related to Operability and Maintainability are resolved before handover to our staff;**
- **Improved rehabilitation of staff with musculo-skeletal issues**
- **Continued awareness by Southern Water staff to the risks arising from manual handling at work and at home. Specifically, we have made a new DVD relating to Pump Lifting that covers the risks of falls from height and manual handling;**
- **We have re-launched our Near-Miss and Hazard Reporting system – staff can now log concerns via a single Freephone number. We have recorded a large increase in reported near-misses as a result.**

Southern Water is continues to be fully committed to working with HSE and the Local Authorities on this issue - together we can make a real difference. We again offer to HSE the free use of our company training "Manual Handling" DVDs.

Yours sincerely

John Corden
Head of Health, Safety and Resilience