

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

date: 26 November 2007

Dear Emmie,

Tube Lines is delighted to support this year's Better Backs campaign which aims to reduce the incidence and impact of back pain and upper limb disorders caused or made worse by work and to reduce the number of working days lost to these causes.

We have set ourselves the following goals with view to tackling back pain and upper limb disorders in our work place – actually many of these already take place:

- **Reduce the risk of injuries from manual handling by introducing lifting equipment/aids**
- **Carry out manual handling training for staff**
- **Investigating and analysing accidents/near misses to see where improvements can be made**
- **Promotion of the campaign using internal newsletters, notice boards, intranet**

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

- **Held a week-long health and safety event to raise awareness of musculoskeletal disorders**
- **Trials on various innovations to help reduce manual handling in the workplace**
- **Massage therapists were in the office giving advice on correct posture and massages to staff**
- **Display Screen Equipment (DSE) training for all staff is available online and staff are encouraged to complete the assessment once a year**
- **Planned general inspections are carried out daily and manual handling issues highlighted**

Tube Lines is committed to working with HSE and Local Authorities on this issue - together we can make a real difference.

Yours sincerely

Steve Connell
Head of Health, Safety and Environment