



Aviation Fuel Services Limited

Calshot Way
Central Area
London Heathrow Airport
Hounslow Middlesex
TW6 1PY

Mr M J Walters
Backs! 2005 Stakeholder Liaison
Health & Safety Executive
East & South East Division
International House
Dover Place
ASHFORD, Kent
TN23 1HU

Telephone: 020 8759 1363
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Date: 7th June 2005

Dear Mr Walters

I am writing this letter to show that *Aviation Fuel Services Limited* at Heathrow Airport fully supports the Backs! 2005 campaign.

Aviation Fuel Services Limited are taking the following action as part of Backs! 2005:

AFS wishes to share what actions the Company has taken to effectively manage the matter of Back Injuries to our employees at Heathrow Airport.

- *AFS have always tried to be proactive where injuries to our staff could occur and in the late nineties enlisted the help of one of our Partners who supplied us with a Doctor and an Occupational Health Nurse. A study showed that although we were carrying out training which included classroom sessions with videos and qualified personnel telling us what we should be doing, in practice it did not carry over onto the apron.*
- *We followed up the study with practical training which highlighted how poorly people were lifting whilst bending, twisting, lifting etc.*
- *The result was that we started using our Occupational Health Nurse who is fully qualified and has first hand knowledge of what we actually do for a living, to carry out an apron assessment on each individual. He/She will assess them and give advice on the apron, discussing with them anything that he/she sees as relevant. On return to our airside premises he/she will go over what happened on the apron and again advise as to improvements on their technique etc. and will give the individual pointers as to where improvements can be made.*

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- *With an individual who he/she sees as having a particular problem or he/she believes needs particular monitoring, he/she will advise Management to give regular checks.*
- *A full written assessment is given on each individual with a history present and if needed a program for improvements.*
- *Sometime if he/she is overly concerned, then another assessment will be carried out shortly after, to see if what had been agreed with the individual and or Management has been adhered to*

We also have, in the unfortunate event of an injury occurring to an individual, a Physiotherapist for assistance in getting the individual back to fitness and work.

- *Further to the above AFS has with the advice of the Occupational Health Nurse, redesigned some of our equipment to make it more user friendly and eliminated as much as possible the need to lift.*

Aviation Fuel Services Limited are committed to working with the Health & Safety Executive and Local Authorities to help reduce in the long term, the terrific cost to industry and society of back pain and other musculo-skeletal disorders (MSDs) in the workplace.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Graeme Cheyne', is written over two horizontal lines. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

*Graeme Cheyne
General Manager
Aviation Fuel Services Limited*