



From Len Sullivan
ASIG Limited
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Surrey TW20 9HE

To Mr L Emerson
Health & Safety Strategy Manager
BAA Plc.

20th May 2005.

Dear Lawrence

In respect of ASIG's commitment to the Back2005 Campaign we wish to participate in the HSE initiative and inform you of the steps our company has instigated to reduce back injury and other Muscular Skeletal Disorders in our fuelling and grooming operations.

- 1 In agreement with the customer airline we have undertaken a trial in the removal of the heavy pit coupling barriers at Heathrow. This trial is being closely monitored, however to date no problems have been reported.
 - 2 We have installed new 360 degree lightweight Pit Valve flags and changed the storage location to reduce stretching and to eliminate the risk of strains. This has been carried out in two of the stations at LHR.
 - 3 We are in the process of removing the heavy steel fuel booms and installing wrap-around rubber hose units.
 - 4 Hose boom lifting and stowage devices are being fitted to the vehicle fleet at our Ensign Close operation which will standardise the fleet throughout the fuelling operations.
 - 5 All our fuels operations **On Site Trainers** have been qualified to RTITB Standard and our Manual Handling Training package now includes hands on, on site training, using the vehicles and equipment.
 - 6 The newly acquired aircraft cleaning department (Grooming) at LHR has been audited and the training in manual handling Techniques reviewed to ensure it is following the required company standard for training.
- 7 2020 In both 1 and 2 above, should they be successful, we shall be implementing them at our other stations within the UK. The discussions will take place at the next Company UK Corporate Health and Safety meeting to be held in June 2005.

The above has been carried out with the knowledge and cooperation of the employees and through our near reporting system which has proved invaluable in getting information to us to rectify the problem areas.

Yours faithfully

Len Sullivan.

Manager Safety & Security On Behalf of ASIG Limited.