

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

Date: 3rd June 2005

Dear Mr Walters

I am writing this letter to show that Aviance fully supports the Backs! 2005 campaign.

Aviance are taking the following action as part of Backs! 2005:

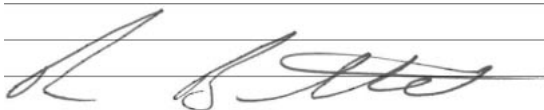
- To Initiate a physiotherapy occupational health system

It is anticipated that the above action will bring about the following improvements in the workplace:

- Reduce Personal Injuries
- Return staff to normal working sooner
- Provide rehabilitation

Aviance 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 'Bob Bartlett', is written over a horizontal line. The signature is fluid and cursive.

Bob Bartlett
Operations Manager – Aviance LHR