

BAA plc

Corporate Office
130 Wilton Road
London SW1V 1LQ

Telephone: 0207 932 6912
Fax: 02079326603

VAT Reg: 653094731

From the Chief Executive



19 May 2005

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

Dear Mr Walters

I am writing this letter to confirm that that BAA Plc fully supports the Backs! 2005 campaign.

BAA Plc is undertaking a number of locally driven risk reduction strategies and initiatives as part of Backs! 2005 which includes:

- *process improvements in our passenger security search operation with particular emphasis on cabin baggage handling*
- *promoting the use of lifts by passengers with heavy baggage in preference to escalators*
- *improvements in our baggage trolley handling operation,*
- *sharing best practice between BAA airport companies*
- *increase in our occupational health service provision and physiotherapy treatment.*

We shall also be using our unique position as an airport operator to help coordinate the activities in this campaign of a large number of business partners (such as airlines, handling agents, caterers etc) specifically in the following areas:

- *revisiting the 32kg bag weight limit campaign launched in 2004 and extending this to other areas (transfer bags, loose loads)*
- *aircraft hold manual handling reduction or elimination strategies,*
- *use of lifting aids to help with mobility impaired passenger movement on and off aircraft.*
- *sharing best practice formally between airlines and other 3rd parties.*

I anticipate that these actions will reduce musculo-skeletal disorders (MSDs) injury in the workplace within the airport environment:

Finally, I would like to reiterate that BAA Plc is committed to working with the Health & Safety Executive and our Local Authorities to help reduce back and other MSD injuries and its long term cost to industry and society.

Yours faithfully,

A handwritten signature in dark ink, appearing to read 'M. Clasper', written over a horizontal line.

Mike Clasper
Chief Executive