



Servisair GlobeGround

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

12th. May 2005

Dear Mr Walters,

I write to you today to confirm that ServisairGlobeGround fully supports the Backs! 2005 campaign.

Servisair/GlobeGround has worked over many years to improve the safety and welfare of our employees and have many systems and processes in place to minimise the risk of back injuries amongst our workforce.

To support the Backs! 2005 campaign ServisairGlobeGround will take the following additional actions:

- Work with our customer base to improve the adherence to the 32kg. limit for inbound hold baggage.
- Work with the Airport company to introduce a programme of change to ensure that all check-in desks have dual direction baggage feeder belts.
Instigate a study to better analyse the cause of back injuries focussing on the work group/location/activity to enable a more focussed review of work practices.
- Where injuries occur initiate a medical referral programme to ensure early intervention for rehabilitation.

Our aim is to continue to improve the welfare of our workforce by further reducing time lost due musculo-skeletal injuries by 20% over the next year. The actions identified above will:

- Reduce the likelihood of musculo-skeletal injuries
- Be sustainable in the long term

ServisairGlobeGround are committed to working with the Health & Safety Executive, Local Authorities and the aviation community to help reduce in the long term, back pain and other musculo-skeletal disorders (MSDs) in the workplace.

Yours sincerely,

Keith Gibson
Director - Health, Safety & Security
European Division