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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

Dear Mr Walters

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

Virgin Atlantic Airways are taking the following action as part of Backs! 2005:

- Undertaking a thorough review of the manual handling of mobility impaired passengers
- Reviewing and risk assessing the issues associated with inoperative or intermittent in plane systems with our ground handlers
- Investigating the feasibility of designing a bespoke passenger wheelchair bag trolley

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

- Reducing the manual handling associated injuries when transferring mobility impaired passengers, whilst delivering a caring and first class service
- Reduce the risks associated with working inside aircraft holds with inoperative in plane systems, thus reducing manual handling related injuries
- Enhance our passenger experience, whilst reducing the requirement for our staff to lift passenger bags

Virgin Atlantic Airways 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



Sally-Anne James
Manager, Health Safety and Environment
Virgin Atlantic Airways