



Emmie Galilee
Stakeholder Liaison
Better Backs Campaign
Health and Safety Executive
Rose Court
2 Southwark Bridge
London SE1 9HS

date: 15th September 2006

Dear Emmie

City Link is delighted to support this year's Better Backs campaign to tackle back pain in the work place.

We are serious about managing the risks of back pain at work and will be demonstrating our support by taking the following actions:

- *Holding one day "Better Backs" Road Shows throughout our UK Branches which will include demonstrations of good kinetic lifting techniques to our employees and the distribution of information leaflets.*
- *Targeting our Branches with high incidence rates of manual handling injuries to provide refresher manual handling training for all.*
- *Distribution of HSE posters to all our Branches.*
- *Promotion of our "Better Backs" campaign through our Company magazine "City Life" and in-house HR Publication "People Link".*
- *Reviewing our manual handling aids at our Branches*

By doing these things we plan to achieve the following:

- *Raise awareness of how manual handling injuries can be avoided*
- *Reduce the number of manual handling injuries at work*
- *Educating our employees so they take good manual handling techniques into their homes, therefore avoid back pain during leisure activities*

City Link is committed to working with HSE and the Local Authorities on this issue - together we can make a real difference.

Yours sincerely

Karen Farr
National Health & Safety Manager