

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

date: 20<sup>th</sup> November 2007

Dear Emmie

*Caffyns Plc* is delighted to support this year's Better Backs campaign which aims to reduce the incidence and impact of back pain and upper limb disorders caused or made worse by work and to reduce the number of working days lost to these causes.

We have set ourselves the following goals with view to tackling back pain and upper limb disorders in our work place:

- **Completing assessments for high risk tasks associated within the motor vehicle repair industry i.e. handling tyres, road wheels and tyres, batteries, brake discs, engines and gearboxes etc.**
- **Training of employees handling the above in the correct methods of lifting, carrying, pushing and pulling.**
- **Investigating reported accidents involving back pain and upper limb disorders.**
- **Provide suitable workstations and equipment**

We plan to achieve our goals by taking the following actions:

- ***Audit our branches to ensure risk assessments have been completed and necessary action taken to reduce risk.***
- ***Contract training company "Pristine Condition" to provide training to employees to be back up with follow up visits and reviews.***
- ***Use of training company to investigate root cause of any reported injury where training has been completed.***
- ***Review of DSE assessments at all branches and where necessary take remedial action to address issues.***

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

Yours sincerely

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