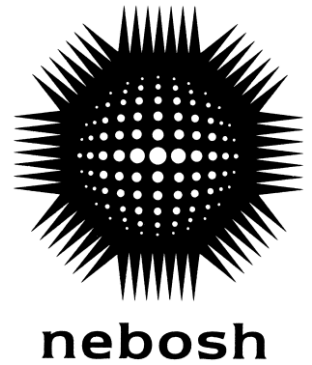


# NEBOSH

## MANAGEMENT OF HEALTH AND SAFETY

### UNIT IG1:

For: NEBOSH International General Certificate in Occupational Health and Safety



## Open Book Examination

### ANSWER TEMPLATE

Available for 24 hours

Learner name	
NEBOSH learner number	

**Please note:** if you decide not to use this template, you will need to include the same information on your submission, including the following:

- your unit code (eg IG1);
- the examination date;
- your name;
- your NEBOSH learner number;
- page numbers for all pages;
- question numbers next to each of your responses.

The editable boxes in this document are expandable and will continue to grow as you type.

You do **not** need to copy out the questions.



**Please save your completed answer document with your surname, your first name, and your NEBOSH learner number.**

For example, a learner called Dominic Towlson with the learner number 12345678, will name their submission:

Towlson Dominic, 12345678

## Task 1: Accident investigation and recommendations

### 1 (a)

#### Consequences of Not Securing the Accident Scene

- **Physical evidence contamination and loss**  
If the accident scene isn't secured, debris, equipment, and other key evidence may be moved or tampered with—jeopardizing the integrity of the investigation
- **Impaired identification of root causes**  
Scene alteration removes context needed to identify immediate and underlying causes of the incident
- **Increased risk of reoccurrence of incidents**  
Leaving hazards unprotected (e.g., oil spills, damaged structures) may lead to additional accidents
- **Inhibited witness recollection**  
If the scene is changed, eyewitnesses may struggle to recollect details, reducing the reliability of their statements accurately.
- **Legal and insurance exposure**  
Failure to secure the scene can result in legal liability, non-compliance with regulatory requirements, and potential denial of insurance claims
- **Reduced efficiency and safety for investigators**  
An unsecured scene may pose hazards to investigators themselves and complicate their ability to carry out a safe and thorough investigation
- **Dampened worker morale and poor safety culture**  
If accidents aren't properly managed, workers may believe management doesn't value safety, undermining trust and safety engagement
- **Interrupted or incomplete reporting**  
Without a secure scene, vital data collection (photos, sketches, witness details) may be compromised or incomplete
- **Missed learning opportunities and repeated incidents**  
If the cause of the incident isn't accurately uncovered due to scene tampering, corrective actions may be ineffective, allowing similar incidents to reoccur.
- **Erosion of safety culture and morale**  
Staff may interpret inaction as disregard for safety, leading to reduced morale, disengagement, and a negative safety culture.

### 1 (b)

#### Permanent Warehouse Forklift Operators (e.g., Worker B)

- **Formal & Practical Forklift Training + Certification**  
Provide comprehensive instruction and hands-on practice covering truck controls, stability, load handling, steering, pre-shift inspections, and safe operation in loading environments.
- **Refresher Training & Competency Evaluation**  
Conduct periodic practical assessments and refresher training (especially after near-misses, equipment changes, or long gaps) to sustain competence and safety.
- **Hazard Recognition & Safe Loading Techniques**  
Train operators to recognize workplace hazards (pedestrians, uneven surfaces, ramps),

apply load stability principles—including center of gravity—and follow safe loading/unloading protocols

### **Warehouse Workers & Temporary Shop Staff (in warehouse operations)**

- **Warehouse Safety & Hazard Awareness Training**  
Educate on safe materials handling, ergonomics, handling spills, stacking, slip/trip prevention, and safe use of equipment like pallets and jacks.
- **Safe Lifting & Manual Handling Training**  
Include micro-learning modules on proper lifting techniques and prevention of musculoskeletal injuries, especially under pressure or fatigue.

### **Shop Supervisors & Staff (e.g., Supervisor S)**

- **Ladder & Working-at-Height Training**  
Train staff on safe ladder inspection and selection, setup (level footing, missing parts avoidance), climbing techniques, and working safely at height, especially during adverse weather
- **Incident Scene Security & Risk Control**  
Teach the importance of controlling and securing accident scenes (cordons, barriers, warning signage), preserving evidence, and preventing further harm—the shop investigation report emphasised this critical deficiency.
- **Leak Management & Temporary Repairs Safety**  
Instruct on safe temporary fixes, use of secure scaffolding or platforms versus ladders, manual handling of materials, and awareness of ceiling integrity when responding to roof leaks or water ingress.

### **All Staff (Including Managers)**

- **Site Induction & Health & Safety Policy Awareness**  
Ensure every worker—permanent or temporary—receives a comprehensive induction including SMart’s health & safety policy, scene preservation procedures, emergency reporting lines, and expectations for safe behavior.
- **Emergency Response & First Aid Readiness**  
Provide first-aid awareness and incident escalation training—ensuring staff know how to respond to injuries promptly, including calling appropriate help and preserving the scene for investigation.

## **Task 2: Actions of a labour inspector**

2

### **Actions a Labour Inspector May Take Following in a Visit**

#### **1. Provide Information, Advice, and Guidance**

Inspectors often begin by educating both employers and workers—highlighting legal obligations and recommending improvements or best practices to comply with health and safety laws. This approach emphasizes prevention alongside enforcement.

#### **2. Issue Formal Undertakings or Compliance Agreements**

When non-compliances are found, the inspector might secure a written undertaking from the employer to rectify the issues by specified dates, outlining explicit corrective steps.

#### **3. Serve Prohibition Notices**

In situations of serious or imminent danger, inspectors can serve immediate Prohibition Notices to halt unsafe operations or equipment use until the hazard is resolved.

#### **4. Collect Evidence via Measurements, Photographs, Samples**

To support findings and potential enforcement, inspectors are empowered to take photographs, measurements, videos, environmental samples, and even dismantle or take items for further examination.

#### **5. Conduct Follow-up Inspections**

Inspectors typically schedule return visits to verify that required remedial measures have been properly implemented and compliance is maintained.

### **Task 3: Workers' responsibilities in the workplace**

3

#### **Worker Responsibilities per ILO Recommendation 164 (Article 16(a))**

According to Recommendation 164, Article 16(a), workers are expected to:

1. **Take reasonable care** for their own safety and that of others affected by their actions or omissions.
2. **Comply with safety instructions and procedures** in place.
3. **Use safety devices and protective equipment correctly**, without disabling them.
4. **Report hazardous situations** they cannot correct themselves to their supervisor.
5. **Report any workplace accidents or injuries** promptly.

#### **Warehouse Workers' Failures in the Scenario**

##### **Worker A (Temporary Worker)**

- **Failed to take reasonable care for personal and others' safety**  
Worker A stood on a pallet instead of using proper safe access (like a ladder or step stool), putting both themselves and others at risk. This behavior endangered both Worker A and the surrounding personnel when they fell.
- **Ignored proper safety procedures**  
Instead of following safe protocols (e.g., isolating the smoke detector before handling), Worker A attempted to change the battery informally, bypassing safe work rules.
- **Did not report a clearly hazardous situation**  
Worker A neither recognized nor reported the inherent risk of standing on an unstable platform lifted by a forklift. This omission violated the requirement to report hazards they could not rectify.

##### **Worker B (Permanent FLT Operator)**

- **Compromised safety by operating under unfamiliar conditions**  
Worker B, unfamiliar with the newly acquired forklift's controls, relied on a mobile tutorial video rather than seeking formal instruction or supervision. This action did not reflect reasonable care for safety.
- **Failed to comply with safe operating procedures**  
Instead of seeking competency training or help, Worker B operated the forklift under pressure, compromising control and situational awareness—particularly in a panic situation near a fallen colleague.

- **Did not report a hazardous situation**

Worker B did not highlight their lack of familiarity or request assistance before starting operations, representing a failure to report a hazard they could not manage.

#### **Warehouse Manager**

- **Encouraged unsafe behaviour under pressure**

By urging both workers to hurry and continue unloading despite Worker A's fall, the manager indirectly pressured workers to disregard safety protocols—compounding the failure in maintaining a safe environment.

### **Task 4: The role of the statement of general policy within health and safety management**

#### **4 (a)**

### **Role of the Statement of General Policy in a Health and Safety Management System**

- **Demonstrates Leadership and Commitment**

The statement establishes top management's visible and formal commitment to health and safety, making it clear that worker well-being is a core priority—not just a procedural formality. This leadership underpins everything else in the management system.

- **Sets the Direction and Objectives**

It clearly outlines the organization's health and safety aims and measurable objectives—providing a roadmap for what the organization intends to achieve. Such clarity helps transform policy into practice by giving focus to targets like reducing slips, falls, or near misses.

- **Defines Responsibilities and Accountability**

A good policy specifies who is responsible for what, right from senior management down to shop-floor employees. This definition of roles ensures accountability and avoids ambiguity about duties—vital in a complex operation like SMart's, involving multiple buildings, shifts, and temporary staff.

- **Framework for Arrangements and Procedures**

The statement acts as the foundation upon which detailed arrangements are built—covering risk assessments, emergency procedures, training, accident reporting, worker consultation, and more. It ensures that these systems aren't ad hoc, but are tied back to the overarching policy.

- **Communication and Worker Engagement**

It serves as a critical communication tool. The statement must be accessible, well-known, and understood by all staff, reinforcing safety as a shared responsibility and fostering a positive safety culture—something SMart currently lacks.

- **Relevance to Smart**

For SMart—now struggling with issues like delayed cordoning, absent first-aiders, unclear responsibilities, and poor investigation practices—a robust, well-communicated general policy statement is foundational. It would:

- Clearly identify who is responsible for site safety (e.g., shop vs. warehouse managers),

- Commit to proactive hazard control (e.g., securing leak areas immediately),

- Ensure induction and training requirements are defined,

- Create mechanisms for worker consultation and hazard reporting, and

- Establish review triggers tied to incidents or changes (like extended hours or hiring temp staff).

#### 4 (b)

### Actions After Writing the Statement of General Policy

#### 1. Ensure It Is Signed and Dated

- The policy must be **signed and dated by senior management** (e.g., the shop or warehouse manager, or an executive) to demonstrate clear leadership commitment and legal compliance.

#### 2. Communicate and Disseminate Widely

- It needs to be **communicated to all workers** in a manner they understand—through methods like induction sessions, team briefings, posters, or digital platforms.

#### 3. Implement Through Arrangements and Responsibilities

- The statement should provide the basis for **detailed arrangements**—covering risk assessments, safe work procedures, emergency protocols, training, supervision, and first aid responsibilities.

#### Relevance to SMART

- **Signing and clear dissemination** will reinforce that safety is a leadership priority.
- **Implementation and monitoring** will ensure practical measures (like cordoning off hazards, ladder inspections, and first-aid availability) are consistently followed.
- **Regular reviews**, especially after incidents like the roof leak or the warehouse accident, will help adapt the policy to operational realities such as extended hours, staffing changes, and new hazards.

### Task 5: Management of change

#### 5 (a)

#### Types of change at SMART requiring management of change controls:

- **Change of ownership and management structure**
  - SMART has been purchased by a **national chain**, bringing in new management expectations and systems.
  - However, there was no proper integration of the chain's **health and safety policy**, creating confusion and gaps in responsibility.
- **Change in working hours and staffing**
  - Opening hours increased from **15 hours/5 days** to **18 hours/7 days**, a significant organisational change.
  - This led to hiring **36 temporary workers** with minimal induction (booklet only), creating competence, fatigue, and supervision issues.
- **Change in equipment and technology**
  - Introduction of a **new forklift truck** without adequate familiarisation training.
  - Worker B relied on a **mobile phone tutorial**, indicating poor change management in training and competency assurance.
- **Change in building condition and environment**
  - Storm damage to the **shop roof** introduced new risks (leaks, falling ceiling tiles, wet floors).
  - Temporary “fixes” (plastic sheet, buckets, ladders) were unsafe, instead of properly managing the structural changes.
- **Change in supervision and responsibility**
  - Newly promoted **shop manager** and existing supervisors lacked competence and confidence in health and safety leadership.

- This change in roles was not supported with training or clear guidance, leading to poor decision-making.

## 5 (b)

### An organization should consider when planning a significant change

- **Risk assessment before the change**
  - Identify new hazards (e.g., roof repair work, extended opening hours, new forklift truck).
  - Assess who may be affected: workers, contractors, customers, and visitors.
- **Consultation and communication**
  - Involve **workers, supervisors, managers, and safety representatives** in discussions.
  - Ensure feedback is collected and considered before implementation.
- **Training and competence**
  - Provide adequate **instruction, supervision, and refresher training** for new tasks, equipment, or extended working hours.
  - Example: Worker B needed proper training on the new FLT rather than relying on a mobile phone tutorial.
- **Workload, fatigue, and staffing**
  - Consider how changes (e.g., longer hours, more shifts, reliance on temporary staff) may lead to **tiredness, stress, and lower safety standards**.
  - Ensure safe staffing levels and fair shift patterns.
- **Resources and equipment**
  - Provide suitable tools and safe equipment for the change.
  - Faulty ladders and unsafe temporary fixes (plastic sheet and bricks) show lack of proper resource planning.
- **Legal and organisational compliance**
  - Ensure changes meet national health and safety laws and company policies.
  - For example, SMart had no **general policy statement**, leaving it vulnerable to enforcement and legal claims.

## Task 6: Managing emergency arrangements

### 6

### How emergency arrangements at SMart have not been well-managed

1. **Delayed response to incidents**
  - In the **shop accident**, the customer was injured by falling ceiling tiles.
  - Supervisor S attempted to locate a first-aider but **neither the shop manager nor the first-aid kit were readily available**.
  - This caused a **delay in providing first aid**, leaving the injured customer without immediate care.
2. **Inadequate first-aid provision**
  - The scenario highlights that **first-aid arrangements were not properly maintained**.
  - The shop manager, though trained in first aid, **was not immediately accessible**.
  - The first-aid kit was **not located where it could be quickly accessed**, which is a clear breach of emergency preparedness.
3. **Lack of clear emergency procedures**

- Workers were unclear on the correct steps to take in emergencies, evidenced by Worker A attempting unsafe actions (standing on a pallet lifted by a FLT).
  - There were **no clear procedures for hazards like leaks, equipment faults, or injuries**, causing improvisation and unsafe practices.
4. **Inadequate hazard control during emergencies**
- Leaks in the shop were **not cordoned off promptly**, creating slip and fall risks for customers and staff.
  - Emergency measures (buckets, wet floor signs) were **insufficient** to protect people from further harm.
5. **Insufficient training and supervision**
- Temporary workers and even some permanent staff were **not fully aware of emergency protocols**, highlighting a lack of training or reinforcement of emergency arrangements.

## Task 7: Organisational factors

7

### Organisational Factors Contributing to Accidents at SMart

1. **Poor management of working hours and workforce pressure**
    - SMart extended opening hours from 15 hours a day, five days a week, to **18 hours a day, seven days a week**.
    - This created **pressure to work fast**, potentially leading to **rushed and unsafe practices**, as seen with the warehouse incident where Worker A climbed an unsafe pallet while being hurried by the manager.
  2. **Inadequate induction and training for temporary staff.**
    - Worker A did not fully understand the risks of using the pallet and forklift combination.
    - Worker B, a permanent staff member, was **unfamiliar with the new forklift** and had to watch a tutorial video during the operation, showing **insufficient familiarisation with equipment**.
  3. **Poor supervision and communication during emergencies**
    - The **warehouse manager shouted hurried instructions**, which increased panic and contributed to Worker A falling and Worker B operating the forklift unsafely.
    - The shop manager and first-aid provision were **not immediately accessible** during the shop accident.
  4. **Unsafe working environment and inadequate hazard management**
    - The **flat roof and suspended ceiling were damaged**, causing water leaks onto the floor.
    - The ladders used to cover the roof were **damaged (missing rubber foot or rung)**, yet workers still attempted the repair, indicating a **culture of improvisation rather than controlled risk management**.
- 5. Equipment and infrastructure issues**
1. The **new forklift** was not familiar to staff, and the **ladders were unsafe**.
  2. There were **no clear procedures for safe use of equipment**, especially during emergency or high-pressure situations.

3. The lack of risk assessment for temporary repairs to the roof directly contributed to unsafe actions.

## Task 8: Administrative control measures

8

### Administrative Control Measures to Prevent a Repeat of the Warehouse Accident

1. **Clear emergency procedures and escalation protocols**
  - o SMart should establish **formal emergency procedures**, including clear instructions on what to do if an employee is injured or equipment malfunctions during urgent operations.
2. **Defined safe work procedures for equipment use**
  - o Worker B was unfamiliar with the new forklift truck and had to watch a tutorial video before use.
  - o Temporary workers should not be assigned to operate critical equipment without a **supervised induction**.
3. **Controlled work allocation and supervision**
  - o The warehouse manager called in temporary shop workers to help unload the HGV in a hurry, increasing the risk of accidents.
  - o Supervisors should delegate tasks with clear instructions and monitor compliance, avoiding shouting or pressuring staff.
4. **Risk assessment and hazard communication**
  - o Worker A attempted to fix the smoke detector while standing on a pallet lifted by a forklift—an unsafe method that should have been anticipated.
  - o SMart should implement risk assessments for unusual or temporary tasks, especially during high-pressure situations, and communicate hazards to all staff.
5. **Limits on ad-hoc decisions**
  - o The warehouse manager gave immediate verbal instructions to **hurry, move, and operate equipment**, which contributed to panic and unsafe operation.
  - o Administrative controls should include **procedures that prevent unsupervised ad-hoc decisions**, ensuring staff follow **predefined, safe processes**, even under pressure.
6. **Staff availability and contingency planning**
  - o Severe weather prevented permanent staff from attending, increasing reliance on temporary workers.
  - o Administrative control measures could include **contingency staffing plans**, ensuring that only **competent and trained staff** handle HGV unloading, even in emergencies.

Your total word count\*

3014

*\* please note that this form already has 282 words (excluding text boxes and footers), which you can deduct from your total amount if you are using your word processor's word count function.*

<b>Documents and sources of information you used in your examination</b>	NEBOSH handbook, introduction to health and safety by aPhil Hughes and Ed Ferret ( 6th edition). . NEBOSH resources, scribd IG1 preparation,
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### End of examination

Now follow the instructions on submitting your answers in the *NEBOSH Certificate Digital Assessment - Technical Learner Guide, English*. All guidance documents can be found on the NEBOSH website:

<https://www.nebosh.org.uk/digital-assessments/certificate/resources-to-help-you-prepare/>

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