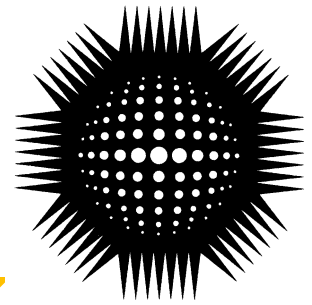


NEBOSH

MANAGEMENT OF HEALTH AND SAFETY

UNIT IG1:

For: NEBOSH International General Certificate in Occupational Health and Safety



nebosh

Open Book Examination

ANSWER TEMPLATE

Available for 24 hours

Learner name	
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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.

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

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Task 1: Accident investigation and recommendations

1 (a)

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Secure the scene

When we can't secure the scene after accident, then the chances of reoccurrence and further injuries become high. we can see that young customers have pieces of tiles which indicates that hazard is still on the site. So we have to secure seen to limit the further injuries and occurrence.

Physical evidence

If we can't secure the seen we lost physical evidence, due to not securing site they've lost all physical evidence i.e in the form of tiles. as a result can't find a root cause which can led to further accidents.

Negative safety culture

Organisation's which shows that management treats accidents as normal and workers thinks safety is not the priority of organisations so they behave carelessly.

Competence opportunities

It also shows that organisations forgoes the lesson and competence opportunity by showing carelessness which led to lessen competence among workers.

Facts and figures

It means it doesn't base on actual fact and figures so the result of investigation would be false because we have not achieve the true purpose of investigation.

Legal defence

it will weakens the legal defence of organisation if enforcement agencies visits after accident and if organisation does-not have records or documents then it shows that organisation doesn't safety of workers seriously and it will led to heavy fines for organisations.

Location

Does not securing scene means we don't know about actual location of accident then reoccurrence of accident will happen.

Accident communication

By this other will know about accident location and prevent further accidents and also lessens injuries.

Reputation

Lastly it affects the reputation of the organisation and decreases lessens the customer satisfaction rate and further opportunities for organisation.

1 (b)

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Following are the training patterns

Induction and refresher training

the induction and refresher training, temporary workers gets the short induction training and it is important for permanent workers to get training to increase awareness.

Train about reporting

the reporting culture is very weak it is important to train workers about reporting, and how to report hazards as supervisor S doesn't inform shop manager about leakage of roof, worker A and B touching smoke detector. So workers have to report about all this. To give them training about reporting.

Usage of safe equipment

Both the ladders were defected so we have to give training about the usage of safe equipment, and make sure the area of equipment is safe or not.

Training of a driver

The driver, also needs training about operating truck, limitations, safe handling, balancing load. This should be given in the form of refresher training to worker B.

Safety awareness

To launch the behaviour safety awareness to aware workers in the form of training and tell them to behave safely to avoid shortcuts as worker A-use pallet.

Worker height

It is important to train workers about worker height as supervisor S uses ladder to reach roof which is totally unsafe and against worker height. Train them so we can avoid further accidents.

Training about work load

to train workers about work load, long working hours, how to manage fatigue etc as supervisors S yawns although he knows there is leakage to be settled. This response may cause accidents.

Hazard communication

To train them about hazard communication. As hazard like leakage, fault equipment, what are possible outcomes and how to manage them which can lead to better communication during hazard and prevent accidents.

Rules and limitations To tell them about job rules and limitations as worker A and B touching smoke detector which is in limitation so after training they will care.

Training about investigation

To train supervisor and workers about investigation , about securing scenes , facts and figures, interviews .

Training of supervisor and manager To train supervisor and manager so they can guide workers better about safety as worker A and B do unsafe things.

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Task 2: Actions of a labour inspector

2

Physical health

Labour inspector has the authority that he could checkup physical health, checking on legislation of organisation, unsafe conditions, activities or defective machinery in current scenario . He has the authority to check all.

Review documents

He has authority to review documents, types of accidents, accidents books as in current case or the maintain-ace of Machinery , hazards for the Assessment.

Legislation

He can identify the breaching of legislation and also provide guidance e.g unsafe practices he would verbally or provide written guidance and tells that there is breaching of legislation.

Issue notice

He has authority to issue notice either improvement r provision notice . Improvement notice tells to improve further while provision asks for stoppage to prevent from any further casualties e.g inspector calls for stoppage of using ladder for better prevention.

Legal prosecution

He has authority to make organisation go under legal prosecution to safe it from fines licences issues for company this happens when company repeats non complains etc .e.g leakage cause severe damage in near future.

Task 3: Workers' responsibilities in the workplace

3

Climbing truck

Worker A violates his responsibility when he climbs truck to reach smoke detector actual use of forklift truck is to uplift things and he is being irresponsible and will injure also

Smoke detector

Worker A also modify smoke detector as it is not his job his act is the violation of 16A as he is compromising his and other safety.

Forklift truck

Worker B violates his responsibility by agreeing to drive fork lift truck as he doesn't have the know how of driving this truck. This clearly shows that he violates 16 A by compromising his and his co workers safety.

Warehouse manager

Ware house manager priorities speed over safety as he shouts to worker B to speed up and pressurise him due to this pressure worker B would panic and harm himself and other so manager violates 16 A.

First aid

As warehouse manager and worker B shows carelessness by not helping worker A as he was lying due to injury and they doesn't give him first aid .

Safety of others

Being an experience person worker B have to stop when asking about to uplift forklift pallet for others safety. So he violates 16 A .

Delay assistance

When when worker B Tells warehouse manager about worker A injury they delayed medical assistance by taking time by risking his life .

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

4 (a)

Commitment

It's role is that how they are committed to workplace safety as in scenario they Don't have any safety policy in written form. which shows lack of commitment.

Rules and objectives

It's rule is to define objectives and rules of organisation which shows their commitment. smart from his acts doesn't show that he is prioritising health and safety as they asked workers to work hurry and only these workers should be hired.

Responsibility and accountability

It established accountability and responsibility in organisation e.g when they find first aid they don't know where it is which shows their responsibility.

As a framework

Its role as a framework in management as overall policies are available in it . Supervisor uses unsafe measures if they follow policies they have a framework about everything.

Legal compliance

It helps in legal compliance as health policy shows the standard to follow. organisation faces legal claim from customer they doesn't have any statement of policy so it is hard to prove customer safety.

Improvement

It helps in continue improvement because no organisation is rigid so with this policies should be reviewed. Smart doesn't take any action except remedial either they have to learn lesson about what are the remedial actions that has caused this accident .

4 (b)

Communication

Make sure that policy should communicate through all workers effectively . Make sure to flow such channels that communicates your safety policy more accurately.

Prominent location

Use prominent location to display policy from where everyone has an easy access to policy and reads effectively, warehouse and shop would best for display

Policy of workers

Make sure the role mentioned in policy of workers and intents of organisation should be understandable and should be acceptable.as smart doesn't understand chain management system which shows from His acts

Review and revision policy

It is important to Mention that when will be the review and revision of policy will happen because it is a living document with tackle current risks e.g extending working hours so organisation can revise their policies

Training

If there is any training in organisation it is important to communicate properly so workers should know about the policy of organisation

Task 5: Management of change

5 (a)

Ownership change

First change would be ownership change as smart is purchased by national chain it is a significant chain who demands the health and safety policy of smart to aligned with national chain system. As smart says they aligned with national chain but its is not true.

Double workforce

It is clearly mentioned that workforce increased as 36 temporarily workers are hired and work force is doubled so we use management of control to plan things ,in scenario they have only given booklet and have not follow other policies.

Management change

Management of change is also applicable when there is a new or change in equipment in the organisation. As worker B doesn't know about new control and he relies on vedio tutorial. It shows organisation negligence as they have not follow management of change.

Management of control

We can use management of control by using some external management factors like heavy rainfall or other casualties so we use management of control to lessens the impacts of hazards.

5 (b)

Risk assessment

It is important to carry risk assessment which identifies the risks and with the help of control measures risk of hazards comes to acceptable range from unacceptable range. as increased working hours had risk of [fatigue](#) so they have to hire supervisor.

Update policies

It is important to update policy which will cause change in role and responsibility. policy reflects the change in organisation but there is no such change in smart like this there is no update in policy.

Consult workers

To consult workers after change in policy so they can give their views but in smart there is one way flow of information, not consulting temporary workers which promotes unsafe practices.

Adequate resources

To change plan one has to issue adequate resources in current situation change of shift pattern and changing of working hours, additional staffing etc to tackle all risks organisation has to allocate resources which will be to maintain resources or in the form of first aid. But smart doesn't have any first aid at place which shows not better allocation of resources.

Supervisory arrangements

To make sure supervisory and monitoring arrangements. But here workers are doubled so they need extra supervision which is very ineffective in smart we have seen supervisor gave unsafe instruction to workers shouting etc. so, organisations didn't plan well.

Timing

Some changes require time like for roof contractor took three weeks during this week use of things like broken ladder etc they have increased overall risk.

Training

For some changes we have to train workers how to tackle hazards like new equipment in the organisation and worker B do not know how to operate it is because lack of training.

Planning**Legal compliance**

To plan a significant change it is important to find legal compliance that tells which legislature and standard is required.

Task 6: Managing emergency arrangements

6

Immediate first aid

Worker A falls from pallet of much height and has not gotten the immediate first aid it shows that shop manager and other delayed first aid .

Only one train first aider

Shop manager is clearly on other site from Warehouse this shows the availability of only one first aider in warehouse which delays first aid.

Shouting of manager

When worker A falls worker B clearly panics and despite this warehouse manager shouts on him even his duty is to calm him . This cause confusion among workers and cause them to loose confidence.

Mismanagement

When injured worker A was resting on the floor then warehouse manager shouts on worker B which creates and additional hazard and injured person goes under further risk.

First aid kit

Emergency arrangements in smart are very poor as we have seen that only one first aider was available and also first aid kit was not present at a place it will create serious hazard

Lack of customer care

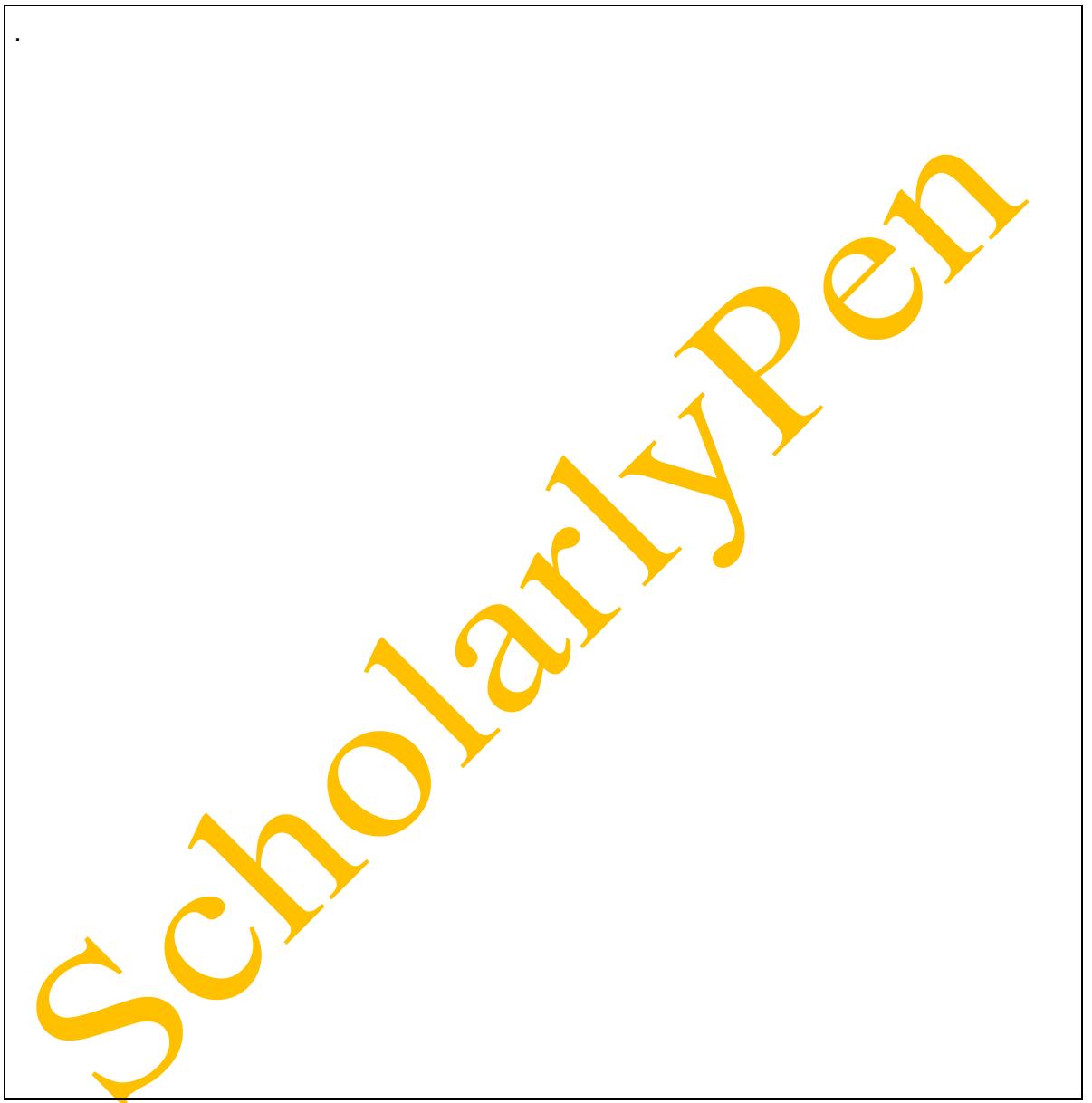
lack of emergency customer care he got very delayed treatment which he said no to and it will also cause him serious further injuries. It caused the customer to legally claim against organisation.

Securing the scene

as worker S cleans the area and further young worker found piece of tiles which shows that there is still a chance of falling of tiles and it shows organisation is inviting more hazards.

Delay of investigation

After two days of incident investigation took place which led to poor evidence and customer can't get effective investigation.



Task 7: Organisational factors

Health and safety policy

they are not sure about their policies it is root cause of all organisation problems because they don't have any base of health and safety.

Poor leadership

Managers have first priority of business and not of health and safety and they shout on workers this will cause the workers to take health and safety casually as person Goes to shop knowing that it would be harmful for him.

Inadequate trainings

It also contributes in the accident as we have seen in the scenario workers have not told about work hazard and they have not gotten any training this led to unsafe act of both workers and led to accident.

Insufficient supervision

As we have seen that workers was doubled but there is only one supervisor for all and he had to do all supervision with himself which is very difficult so he could not prevent everyone from such incidents.

Poor work load management

Extremes of workload cause the worker to hurry and cause such incidents like the shouting of one worker cause panic and led to accident.

Poor investigation

To not have investigation incident procedure will cause such accident as the breakdown of floor cause the worker to slip but poor investigation of root cause may cause the next worker to face the same situation.

Poor management of change

No procedure for the management of change like change of management structure these all things brings hazards with them like shortage of resources with new management.

Poor communication channels

Poor communication channels led to incidents if workers know about communication channels they will immediately call them immediately but here unfortunately they don't know about anything.

Negative safety culture

Worker and supervisor have the second priority for safety they act very carelessly during work and if some get injured they don't tell anyone immediately which promotes negative safety culture.

Negative peer pressure

Managers and supervisor were not serious about health and safety this affects workers like worker A has worked un safely and worker B has supported him this peer negative influence supports negative practices.

Inadequate resources

Not having resources for safety and health will lead to accidents and worsen situation the required resources where not available in current case this shortage of resources will cause serious consequences.

Poor worker consultation

One way of flow of information as doing any work in organisation it is better for managers to consult all workers as worker may gives better advice and prevent such incidents.

Equipment authorisation

Misuse of equipment and its effective use through workers which provides competitive environment in the organisation and prevent further incidents.

Verification

To control hazards we have to check effectiveness like of the leakage which is caused by poor contractor selection and led to more difficult situation in such incidents.

Poor monitoring

If you have arranged something then to manage it More by monitoring and evaluating if the process is successful or not it will also led to such incidents.

7

Task 8: Administrative control measures

8

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proper work permit system

Introduction to proper work permit system should be introduced in organisation so any type of non routine activity shouldn't be carry in office premises it is only possible if proper work permit should be given to workers.

Operating procedures

It is important to tell worker B about affinity that how to operate it and what are the new hazards about it and how to control and measure them as worker B was totally dependent on vedios for guidance.

Roles of worker workers

Roles and responsibilities of workers should be clearly defined to Them they have to know about their scope of work their limitations etc this helps to stop reoccurrence of such incidents .

Graphical means of communication

Through this we can use safety signs etc to guide workers also the usage of graphic warning signs would be very helpful for limiting these incidents.

Competence program

Competence enhancement program benefit workers with perfection and risk prevention they analyse un safe acts more precisely and would help to Limit these accidents.

High risk machinery

For high risk machinery like fork lift driver there should be a mandatory licence so that we have surety of high risk drivers that they are skilled.

Purpose of investigation

In most cases purpose of investigation is not achieved as we can't get facts and figures right and can't find the root cause of the investigation.

Work load

It is important for organisations to manage fatigue of workers as supervisors S have seen yawning during work and tell them about long working hours and this lessens these incidents.

Safe system of work

In this from the start of activity to its last it is important to take notice of hazards to prevent unsafe acts .

Mention of limits

It is important to mention all limits on fork lift truck like height limit and load limit and safe load capacity all these things should be mentioned so we can prevent further occurrence of this event.

Limit worker moments

As we have seen that near forklift truck there are workers also which can lead to the collision of both in future and caused injuries and mentioned the segregated area of forklift truck for better prevention.

Disciplinary procedures

It is very important step to stop reoccurrence of such accidents to tell workers about limitations and rule and if workers unfollow these rule there should be Disciplinary action against them .

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** 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.*

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Documents and sources of information you used in your examination

<https://www.hseblog.com/best-practices-for-securing-and-documenting-an-accident-scene/>

<https://www.edgepointlearning.com/blog/employee-safety-training-topics/>

<https://www.ilo.org/topics/labour-administration-and-inspection/areas-work/labour-inspection-systems-policies-and-methods>

https://normlex.ilo.org/dyn/nrmlx_en/f?p=NORMLEXPUB:55:0::NO::P55_TYPE,P55_LANG,P55_DOCUMENT,P55_NODE:REC,en,R164,/Document

<http://www.osha.gov/safety-management>

<https://daniellock.com/difference-between-change-management-and-management-of-change/>

<https://www.arrivealive.mobi/how-to-handle-an-emergency-and-road-crash>

<https://stockwellsafety.com/how-do-human-factors-affect-health-and-safety/>

<https://www.hseblog.com/administrative-controls/>

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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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