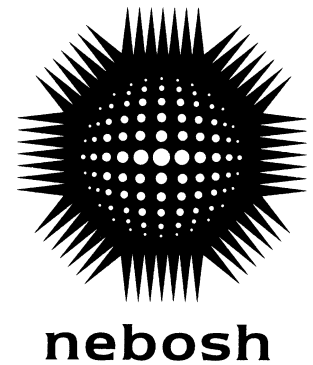


NEBOSH

MANAGEMENT OF HEALTH AND SAFETY

UNIT IG1:

For: NEBOSH International General Certificate in Occupational Health and Safety



Open Book Examination

Available for 24 hours

Guidance to learners

This is an open book examination. It is not invigilated, and you are free to use any learning resources to which you have access, eg your course notes, or a website, etc.

By submitting this completed assessment for marking, you are declaring it is entirely your own work. Knowingly claiming work to be your own when it is someone else's work is malpractice, which carries severe penalties. This means that you must **not** collaborate with or copy work from others. Neither should you 'cut and paste' blocks of text from the Internet or other sources.

The examination begins with a scenario to set the scene. You will then need to complete a series of tasks based on this scenario. Each task will consist of one or more questions.

Your responses to **most** of these tasks should wholly, or partly, draw on relevant information from the scenario. The task will clearly state the extent to which this is required.

The marks available are shown in brackets to the right of each question, or part of each question. This will help guide you to the amount of information required in your response. In general, one mark is given for each correct technical point that is clearly demonstrated. Avoid writing too little as this will make it difficult for the Examiner to award marks. Single word answers or lists are unlikely to gain marks as this would not normally be enough to show understanding or a connection with the scenario.

You are **not** expected to write more than 3000 words in total.

Try to distribute your time and word count proportionately across all tasks.

It is recommended that you use the answer template.

Please attempt **ALL** tasks.

SCENARIO

SMart is a supermarket near to a large town, and has recently been purchased by a national chain. It sells food, household goods and garden supplies, clothes, and some electrical appliances. It consists of two, single-level buildings: a shop and a warehouse. Goods are stored in the warehouse and moved to the shop as needed. There are deliveries twice a week by heavy goods vehicle (HGV) to the warehouse loading bay.

The workforce includes 35 permanent, shift workers split into shop workers and warehouse workers; along with warehouse and shop supervisors. There is also a warehouse manager and a newly-promoted shop manager. Due to increased demand, SMart extended its opening hours from 15 hours a day, five days a week, to 18 hours a day, seven days a week. To support this, 36 temporary, shift workers were hired. Only experienced workers were employed, and on their first day they received an induction booklet. They were informed that they would only remain employed if they came into work whenever asked, and they worked quickly.

The roof

Two weeks ago, a winter storm damaged the shop's flat roof and caused water to leak through the roof and suspended ceiling, onto the floor of the shop. A shop supervisor (Supervisor S) informed the shop manager, who quickly contacted a local roofing contractor. Supervisor S placed a bucket under the leak along with a 'wet floor' sign, then dried the floor but left the bucket in place for the day.

The shop manager described the damage to the contractor over the telephone, based on what was visible from indoors. Although the contractor could not visit immediately, they were confident in their experience, and the details provided, to be able to assess the damage over the telephone. They advised the shop manager to cover the area of the roof where water was entering with a thick plastic sheet, weighed down at the edges. They assured the shop manager that this would prevent further leaks until repairs could be done, and arranged to begin the repairs in three weeks' time.

The shop manager told Supervisor S to get a plastic sheet from the warehouse to cover the roof, and to be as quick as possible. Supervisor S found the sheet and two ladders. One ladder had a missing rung, and the second ladder had a missing rubber foot. Choosing the second ladder, Supervisor S placed it against the outside wall and put cardboard under the uneven foot for stability. They then climbed up the ladder while holding the plastic sheet. The damage appeared worse from the roof. Supervisor S covered the damaged area and made several trips up and down the ladder, taking bricks to secure the plastic sheet. They then returned the ladder to the warehouse and continued working.

The warehouse accident

This week, severe weather has flooded local roads, preventing most permanent workers from reaching SMart. Most temporary workers had difficulty, but managed to arrive and were rewarded with extra shifts. A HGV arrives early, and the anxious driver convinces the warehouse manager to unload the HGV as quickly as possible so that they can leave before it rains again. The warehouse manager calls all available workers, including the temporary workers in the shop, to the warehouse to quickly unload the HGV.

While the warehouse manager is talking to the HGV driver, a temporary worker (Worker A) is trying to stop a smoke detector from beeping, as it had been annoying everyone for the past two days. Worker A decides to change the battery, so stands on a pallet and asks Worker B to lift the pallet with the forklift truck (FLT). Worker B is a permanent worker with an FLT licence. The FLT has been purchased recently. Worker B is unfamiliar with the new controls, so watches a tutorial video on their mobile phone before operating the FLT. Worker A reaches the smoke detector and realises that they have the wrong type of battery, so just removes the old battery from the detector. The nearby warehouse manager shouts for Worker A to "hurry up and get back down" to unload the HGV, startling Worker A. They lose their balance and fall four metres to the floor.

Worker B runs over to the warehouse manager, panicking and asking what to do. The warehouse manager shouts at them to calm down, move the FLT over to the loading bay, and help unload the HGV. Worker B starts driving slowly, as their hands are shaking. The warehouse manager shouts at them to be quicker, so they speed up and move the FLT around Worker A. Worker A is lying on the floor in shock and holding their leg. After several minutes of trying to think of what to do, the warehouse manager uses their hand-held radio to call the shop manager, who is first-aid-trained. The shop manager quickly arrives with the first-aid kit, sees Worker A has a bad injury, and telephones for an ambulance.

The shop accident

Meanwhile, in the shop, the roof has started to leak again. Supervisor S goes to get a bucket while yawning. Because the shop is not busy today, they spend some time in the storage room drinking an energy drink. During this time, a customer slips on the wet floor, causing them to almost fall over. As they steady themselves, water-logged ceiling tiles suddenly fall, hitting the customer's shoulder and injuring them. Supervisor S returns and hears the customer cry out, so rushes over to them. They move the customer to safety and try to find the first-aider, but neither the shop manager nor the first-aid kit are where they should be. Unable to contact the shop manager, Supervisor S returns to the customer and asks if they would like to wait for some first aid, or have an ambulance called. The customer, now angry, refuses to wait any longer and leaves the shop.

Supervisor S cleans up the fallen ceiling tiles, puts down a bucket under the leak, and dries the wet floor. They display a 'wet floor' sign and record the accident in the accident book. Their shift ends shortly after this, and as they leave, they wave goodbye to the shop manager. Later that day, a young customer walks past the bucket and notices small pieces of wet, broken ceiling tile on the floor.

A week later, SMart receives a legal claim from the injured customer. The health and safety director from the supermarket chain headquarters urgently visits SMart. They find several problems, including no general policy statement, despite both managers claiming to follow the national chain's health and safety management system. The health and safety director reads the accident investigation report for the shop accident; the report describes the investigation being started two days after the accident occurred. Despite not being able to locate the original fallen ceiling tile, or see where it originally landed, the report concluded that the area should have been cordoned off when the leak originally occurred. The warehouse and shop managers inform the workforce that they must cordon off the area in the future if a leak occurs.

Task 1: Accident investigation and recommendations

(a)

Loss of Evidence

Important evidence was misplaced. Before the investigation, the collapsed ceiling tiles were cleared and washed away. This meant that the investigators would not know the exact state of the tiles or how they landed. Without this, it was hard to find the reality of what happened in the incident

Confusion and Delay in the investigation

It was observed that the investigation was confused and delayed. The accident report was only initiated after two days, and the area had already changed. It involved making inferences, which relied on assumptions, rather than on facts. An example is that the zone should have been isolated, but it could not do so properly to determine the flow of activities.

Legal and Financial Effects

The scene of the accident was not secured, and the supermarket chain lacked concrete evidence to defend itself when the injured customer made a legal claim. The absence of clear facts made the task of the customer challenging, but the company's safety was easier.

Safety Risks for Others

The fact that the place was not confined here directly left here a few little pieces of damp ceiling on the floor. This was later noted by one of the young customers, and this itself showed that the initial accident, the danger was not eliminated. This can have resulted in a secondary injury.

Low Safety Management

It was not good safety management to fail to save the scene. It inculcated ill will toward Smart regarding its commitment to health and safety and destroyed trust with its employees, clients, and the health and safety manager of the national chain.

(b)

Shop workers

The shop workers are to be trained on how to identify risks in the form of leaks, wet floors, and falling object fragments. They also need to be taught (in practice) the way to fence unsafe areas rapidly, and not just to place them in a bucket or on a sign. They must be taught how to report hazards on the spot to the supervisors and how to keep the customers off until the area is clean. Their refresher courses on how to keep the safety of customers and the accident record should also be offered.

Warehouse Workers

The operators of a warehouse ought to be trained on the safe handling of manual materials and the safe use of equipment. They must be told about the hazards of the misuse of pallets and forklifts, and that

they must not stand on pallets at all. The question of unloading HGV safely and the possibility of following the orders of the managers without neglecting the safety should be addressed.

Supervisors

The supervisors are supposed to train on the assessment of risks and timely decision-making. They should be educated to avoid the hazardous practices, such as laboring on broken ladders or unstable surfaces. They will be required to know efficient communication skills. Therefore, workers should not be pressured to rush and cut corners.

Managers

Training should be provided on health and safety leaders, both in the shop and the warehouse. This means setting up safe systems of work, structuring equipment check-ups, and using first aid and reporting. They also need to be trained in a refresher training of their legal responsibility, especially the way to encourage safe practices even during a period of high or stressful season.

First Aid and Emergency Response

All groups should be provided with basic first-aid awareness, and the full first-aid training should be granted to particular staff members. Every individual is expected to be able to request emergency assistance and provide safe assistance promptly.

Task 2: Actions of a labour inspector

- 2 What are the actions a labour inspector could take following a visit to a workplace? (6)

Task 3: Workers' responsibilities in the workplace

- 3 Workers have responsibilities under Recommendation 16 (a) of the International Labour Organisation's (ILO's) – Occupational Safety and Health Recommendation, 1981 (No. 164).

Comment on how the workers in the *warehouse* may have failed to meet their responsibilities while at work. (7)

Note: You should support your answer, where applicable, using relevant information from the scenario.

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

- 4 (a) What is the role of the *statement of general policy* in a health and safety management system? (7)
- (b) What needs to be done with the statement of general policy *after* it has been written? (5)

Task 5: Management of change

- 5 (a) What types of change have occurred at SMart that may require management of change controls? (6)
- Note:** You should support your answer using relevant information from the scenario.
- (b) What should an organisation consider when planning a significant change? (10)

Task 6: Managing emergency arrangements

- 6 How have emergency arrangements at SMart **not** been well-managed? (8)
Note: You should support your answer, where applicable, using relevant information from the scenario.

Task 7: Organisational factors

- 7 Comment on the organisational factors that could have contributed to the accidents occurring. (16)
Note: You should support your answer, where applicable, using relevant information from the scenario.

Task 8: Administrative control measures

- 8 What administrative control measures could the organisation put in place to help avoid a repeat of the *warehouse* accident? (15)
Notes: A detailed list of specific types of training is not required.
You should support your answer, where applicable, using relevant information from the scenario.

End of examination

Now follow the instructions on submitting your answers.

Disclaimer

This case study is entirely fictional. It has been crafted to simulate a realistic situation in order to assess your ability to apply theoretical knowledge to practical problems. Some details in this case study may reflect the author's real-world insights or experiences. However, for the purpose of assessment, factual details have been changed or fictionalised. No element of the content is intended as a factual representation of any specific person, organisation, or event.

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