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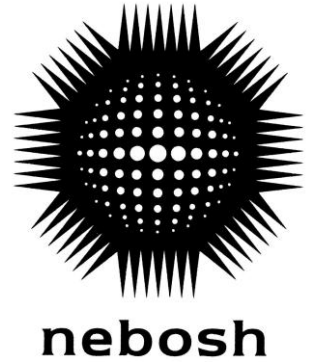
MANAGEMENT OF HEALTH AND SAFETY

UNIT GIC1:

For: NEBOSH International General Certificate in Occupational Health and Safety

UNIT IG1:

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Open Book Examination

ANSWER TEMPLATE

Available for 24 hours

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- 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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Task 1: Uninsured costs

1. Uninsured long term and indirect costs:

- Damage of reputation:

There's a negative impact and affect on public preception as customers witnessed the incident and live emergency response. This could affect the future sales.

- Disruption in business:

As in the scenario, there was a disruption in regular operations during the incident and while shifts covering, resulting in affecting in workflow.

- Productivity and moral of workers reduced:

There will be an impact on overall productivity, as the series incident could affect employees focus, confidence, and efficiency.

- Costs of future prevention:

There are additional costs and expenses that can incur such as updating risk assessments, introducing stricter delivery controls, and providing refresher trainings.

- Uninsured amounts or eccess compensations:

There is a traditional financial loss, as the compensation payout to worker A may not have been fully recoverable by the insurance.

2. Direct operational and financial costs:

- Training and recruitment of temporary staff:

Additional time and resources are required for hiring and training a temporary replacement.

- Administrative and legal expenses:

Worker A filed compensation claim, which result in substantial pay out. Administrative handling and legal fees costs are also mostly uninsured.

- Wasted stock and cleaning:

There are some costs that insurance may not cover, like the costs of spilt milk, contaminated products and any damaged stocks are also direct financial loss.

- Time of the management:

As in the scenario, the store manager spent considerable time in investigating the incident, assistant the inspector, updating the accident book, and meeting with workers. This is the cost in productivity loss.

- Overtime payments:

As in the scenario, Worker it not return for 6 months due to the incident. So, until the temporary replacement was hired, the other employees have to work overtime to cover shifts. Overtime payouts are increased wages as compare to normal payroll.

- Loss of sales due to store closure:

As in the scenario, the store was closed for two hours while the area was cleaned due to the incident. The QuickShop is located in busy residential area and this would result in lost of revenue.

Task 2: Health and safety management roles and responsibilities

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Training, Accountability and Leadership:

-Visible responsibilities: Key visible roles, such as fire wardens and first aiders, are on the noticeboard, so the employees know who is responsible for the specific safety task. -

Consultation with workers: Speaking separately and individually to employees after the incident, encourages them to give suggestions for prevention of future risks, and reflect on their responsibilities.

- Maintaining records: As in the scenario, the store manager (SM) keeps the detailed training and refresher records, including first aid and emergency procedure, ensuring workers are accountable and competent.

- Role specific training and induction: As in the scenario, worker receives full day induction and 2 days role specific training, which makes sure that they are competent in every part of the store.

- Reporting of accident and compliance: As seen in the scenario, they report the incident to the competent authority and correctly and responsibly update the accident book, fulfilling their duties competently and honestly.
- Active leadership: The store manager takes the personal responsibility for health and safety, leading the investigation and responding quickly to the incident rather than entirely delegating.
- Follow-up with the employee care: As in the scenario, the store manager contact the next-of-kin for the follow up which shows the responsibility of the store manager for the store employees welfare rather than only on immediate workplace.
- Cooperation with inspection: The store manager gave the complete access to inspector for the documents and explaining procedures shows the transparency and accountability.
- Briefings daily: Regular staff and employees meetings allows and encourages staff and employees raise safety concerns, and it reinforce understanding of roles and responsibilities.
- Incidents learning: Near misses recorded and Worker A incident are reviewed, and lessons and results shared with employees, which helps in preventing reoccurrence of incident and reinforcing roles and responsibilities.

Task 3: Moral reasons for managing health and safety

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Moral reasons for managing health and safety at QuickShop:

Positive Aspects:

Caring, instant and prompt response to incidents:

The supervisor provided the immediate first aid to the Worker A, stopped the bleeding from forehead, ensure that emergency services were called, and secured the area. This shows the true concerned for the employee well being beyond the legal requirements.

Store was closed for the safety:

The store manager closed the store for 2 hours for cleaning and investigation of the incident. This shows the privatization of worker and customer safety over profit.

Protection of privacy and dignity:

When the Worker A was injured, customers were politely asked to step back, showing the moral responsibility and respect for Worker A's privacy during the emergency.

Support for employee's emotional wellbeing:

The store manager spoke individually with every staff on the following day, allowing them to express concerns and give suggestions, this shows the moral consideration for the involvement and emotions of workers.

Communicating with family:

As in the scenario, the store manager contacted the next-of-kin for the follow up and knowing the condition of Worker A in the hospital, which demonstrate the moral responsibility and care beyond the work immediate profits.

Preparedness and training:

There is a showcase of moral responsibility preventing harm in the scenario, as the workers receive one day inductions, then two days role specific trainings, first aid, fire safety and emergency procedures.

Near misses investigations:

There is a proactive moral approach towards employees safety, as the store manager in ensures the near misses are recorded and discussed, which prevents future accidents.

Negative Aspects:

Lacking in proactive has a control during the delivery:

The delivery driver move the leaking crate of milk through the store and the supervisor did not manage the spillage immediately which caused the incident. This shows the lapse in moral responsibility to prevent harm. Exposure of risk during the Operating hours:

As in the scenario, the driver deliver the delivery in the operating hours from the front door of the store, which put both the employees and customers at unnecessary risk.

Incomplete risk assessment:

As in the scenario, hazards near the back entrance of the store and the areas outside the store were not included in the risk assessment. This shows moral responsibility for full hazard identification was not complied.

Limited supervision:

The supervisor attended the phone call instead of immediately implementing the cleaning of spillage, which shows that safety oversight was not prioritized at that moment.

Severe outcomes:

There is a long term absence and compensation claim by the Worker A, due to the incident which caused him fractured shoulder and head injury. This is a visible indication of preventive measures were insufficient fully protect the staff.

Conclusion:

The QuickShop demonstrate strong reactive safety measures like promoting welfare, responding quickly to incidents, and supporting employees. But on the other hand, proactive safety measures wireless consistently applied like supervising delivery, preventing hazards and fully accessing risk. the business show care for health and safety, but improving proactive and preventive measures for health and safety can improve and strengthen it's moral approach.

Task 4: Determining the benefits of inspections

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Benefits of inspections:

- Prior and early hazard identification:

Inspections can spot risks early such as spilt milk, blocked aisle, poultry rams before they cause any accident.

- Legal and organisational compliance ensured:

Frequent inspections help QuickShop meet the health and safety regulations, including training standards and record keeping.

- Reduction in accidents and injuries:

If there would be frequent inspections, and resulted in applying of control measures like signage, barriers, and first aid kits are in place, the likelihood of accident of Worker A's fall could have reduced significantly.

- Learning lessons from near misses:

Preventive actions could have been applied to avoid repeat of accidents by reviewing near misses during inspections. - Emergency preparedness support:

Inspections make sure fire equipment, first aid kits, and egression routes are accessible and functional, resulting in safe work environment.

- Maintaining facilities and equipment:

Inspections make sure that shelves, trolleys, ramps and refrigerators are in safe working conditions, resulting in less likelihood of accident.

- Protection of vulnerable employees:

Regular inspections make sure that areas are safe for wheelchair users and staff with other mobility needs making safe workplace.

- Encouragement of proactive safety culture:

Regular inspections shows the management prioritizes safety, motivating workers to follow procedures and spreading awareness.

- Effectiveness of training improved:

Inspections prioritises gaps and assess knowledge in the staff, and thus identify the need of refresher trainings and its effectiveness.

- Extending risk coverage:

As in the scenario, the inspection of back door and outside areas could have improved the prevention of overlook hazards.

- Financial loss minimized:

By regular inspections, accidents can be avoided, thus resulting in reduction of costs like compensation claims, lost sales, and overtime cost.

- Reputation loss prevention:

Inspections can reduce the risk of accident, as a result there will be a protection for reputation of the company. A safe Store reassure customers and builds trust.

- Support to inspector visits:

Proper inspection records can help upon the inspection from competent authority, thus showing proactive management to regulators. - Improvement in safety standard continuously:

Inspections help update risk assessment and control measures, as a result there is continuous improvement in safety standards.

Task 5: Incident investigation

5 (a)

Immediate causes of the incident:

Milk leakage on the floor:

Milk began to leak, as the delivery driver push the crate up the ramp, creating a slip hazard, which is imitted cause of the incident.

Failure to clean the spill immediately:

The hazard was noticed by the supervisor, but not dealt immediately and he went to listen the phone call, which was the immediate cause of the accident.

Wet and slippery floor:

As in the scenario, the leaking milk left the trail across the tiles of floor, making the surface slippery and unsafe to walk on, resulting immidiate cause Area left alone by supervisor:

The supervisor did not take immediate action for spillage, instead he went to the stock room to take telephone call.

Vulnerable worker walking through the contaminated area:

Worker A was a wheelchair user, and he feel to identify and observe spillage of milk and walked into the store, resulting in slip and consequencing in accident.

No barriers and warning signs in place:

The spillage area was not cordoned off to prevent and warn the usage of access before the slip and fall occurred. This is a immidiate cause of incident.

5 (b)

There is a relation of the root cause of incident with operational and management weaknesses. Although the hazard of spill was identified in the risk assessment, the control measures were not effectively implemented at the time of spill occured, which is a root cause of incident. Insufficient supervision, as in the scenario, the supervisor left the area of spillage and went to the stock room to attend telephone call, and did not take any immediate control measure. They appears to be insufficient control measures and management to control the hazard of spill during the activities of delivery. At lastly, there was lack of clear accountability to deal with the hazard immediately and promptly, which reflect to weaknesses in implementing and enforcing safety procedures at practice in store.

Task 6: Emergency procedures

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Practising helps employees understand their roles and responsibilities during an emergency.

Practising helps workers remain calm and act quickly.

Practising is helping the worker uses of Fire alarms, extinguishers, and first-aid arrangements.

Practising emergency procedures ensures workers clearly understand their roles during an any of emergency.

Practising for First Aid, which can reduce injuries and damage.

Practising Improves response times its helps workers evacuate or respond more quickly.

Regular practice Checks communication systems such as alarms, announcements, and reporting systems function properly.

Practising emergency procedures would help workers respond more Quickly to incidents such as injuries in the store. As In the scenario, the supervisor acted quickly by providing first aid and calling emergency services because they practising for this Scenario. Fire wardens and first-aiders can practise their responsibilities.

Task 7: Indicators of health and safety

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Positive Indicators of Health and Safety Culture at QuickShop

In QuickShop several positive indicators of a developing health and safety culture.

As in the scenario, A strong indicator is the visible involvement of the Store Manager (SM) the SM arrives early and goes straight to the rest area to update the accident book. As workers begin to arrive, the SM speaks to each of them individually to ask how they feel about the incident. The SM listens carefully to the workers' thoughts on the incident and encourages suggestions on how similar incidents could be prevented in the future. This shows that senior management takes safety seriously and sets expectations from the beginning.

As in the scenario, The store carries out regular risk assessments, the risk assessment for the store, which was last updated two months ago. They also see that a range of suitable controls are in place for slip, trip, and fall hazards. The inspector notes that the risk assessment does not include hazards found outside the store or near to the back entrance. This shows proactive identification of hazards. As in the scenario, When Worker A fell, the supervisor provided immediate first aid and called emergency services. This is the positive indicators of a developing health and safety culture.

As in the scenario, The decision to temporarily close the store for cleaning and investigation shows that safety is prioritised over business pressures. This is also positive indicators of a developing health and safety culture.

As in the scenario, The store Staff also cooperated with the inspector and provided documentation when requested, This is clear indicating confidence in its safety systems.

As in the scenario, The store has an up-to-date health and safety policy displayed on the staff noticeboard Making this accessible to all workers.

As in the scenario, The Daily morning briefings are another positive sign. This two-way communication supports engagement and shared responsibility for safety.

As in the scenario, There is clear communication of emergency roles. The name are displays, This ensures everyone understands their responsibilities during emergencies.

As in the scenario, The worker A is Working there last ten Year's it's may suggest job satisfaction and a stable workforce and also Positive Indicator of Health and Safety Culture at QuickShop.

As in the scenario, Training records are maintained for all employees.

As in the scenario, Following the incident, the SM consulted workers individually and encouraged suggestions for improvement. This shows worker involvement As in the scenario, The New Workers Training and information about hazards and emergency arrangements.

As in the scenario, The Workers are trained in stocking shelves, arranging stock, and unloading deliveries.

Task 8: Management of risks

8

Proactive Risk Management Strengths

-Proactive Risk Management Strengths: As in the scenario, QuickShop updates its risk assessment frequently, with the last review two months its manage the risk of hazards. As in the scenario, A significant strength was the immediate emergency response As Worker A fell, their head struck the corner of a nearby shelf, resulting in a cut to their forehead. Then First aid was administered promptly, bleeding was controlled, and emergency services were contacted quickly, reducing potential severity. As in the scenario, Slip, trip, and fall hazards are specifically identified, which is appropriate given the store's tiled flooring and regular delivery activities.

As in the scenario, Daily briefings allow workers to raise concerns and stay alert to hazards, and hazard awareness.

As in the scenario, As the driver pushes the crate up the ramp and into the store, the milk begins to leak across the floor, leaving a trail as they move towards the refrigerators. the hazard was recognised. Although the supervisor briefly left to take a phone call, the existence of procedures for dealing with spills indicates that such risks.

As in the scenario, When worker A fell Down immediate emergency response First Aid given on time then Call the Emergency service and also Control The Bleeding. As in the scenario, The SM closed the store temporarily to allow cleaning and investigation,encouraging suggestions for improvement. This supports continuous improvement.

As in Scenario, Accessible store design, including ramp access and a single-level layout, supports inclusive risk management.

As in the scenario, The accident was properly recorded, and workers were consulted afterwards to suggest improvements. The SM speaks to each of them individually to ask how they feel about the incident. The SM listens carefully to the workers' thoughts on the incident and encourages suggestions on how similar incidents could be prevented in the future.

As in the scenario, The QuickShop store already has several health and safety arrangements in place. the inspector observed that the health and safety policy was displayed on the noticeboard and shared with workers during their induction.

As in the scenario, There are workers who's task-specific training for stocking, cashier duties, and unloading deliveries They Must be knows there Role.

As in the scenario, All Updates Available last 2 month That's show Training records are maintained for all employees, and also all documents.

As in the scenario, Daily morning briefings allow workers to raise safety concerns and discuss hazards Are Controlled the incident.

As in the scenario, After The Incident Worker A spent 10 days in hospital for treatment and observation. Other workers had to do overtime until a temporary replacement was hired. Worker A did not return to work for six months. Worker A filed a claim against QuickShop.

Your total word count*

2879

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HSG245 notes,

<https://academiasupport.co.uk/solutions/1-what-would-the-possible-uninsured->

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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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