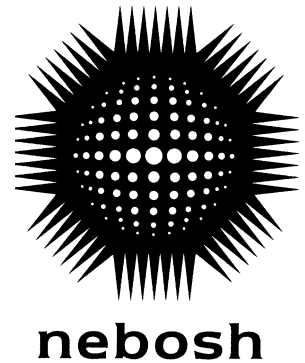


NEBOSH

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

You are a newly-appointed health and safety manager (HSM) at a hotel. The hotel first opened three years ago. It has 50 rooms over 5 levels including the ground level. There is a rooftop terrace bar that is located on the fifth level. There are two lifts and staircases that are utilised by all guests and workers. The main reception area, restaurant and heated indoor pool (with spa facilities) are located on the ground level. The hotel is very popular. It is always fully booked, and has many guests who return frequently.

The hotel employs over 60 workers; however, the number of workers is always changing. The workers include a general manager (GM), maintenance team, safety representative, bar workers, housekeepers, and a receptionist.

On their first day of work, all new workers are given a tour of the hotel by the receptionist, and a handbook that is printed in English. This gives comprehensive instructions on what to do in the event of a fire. The handbook also states that the GM will co-ordinate with the fire and rescue service if a fire occurs. All new starters are provided with an induction and health and safety training, when the GM is available.

There is a noticeboard in the reception area that details the restaurant and rooftop terrace bar opening and closing times. It also provides health and safety information for workers, including the health and safety policy.

The incident

It was a hot sunny afternoon, and a guest, wearing a long dress and high-heeled shoes, ordered a drink while at the rooftop terrace bar. They then wandered over and stood next to the barrier made of strengthened-glass panels. They were admiring the view over the rooftop terrace when a sudden gust of wind surprised them. The guest lost their balance and reached out to hold the barrier to try to prevent their fall. A metal bracelet they were wearing hit the glass panel. The impact area chipped, and a fan-like crack appeared, with a few long shards of glass sticking out.

As the guest fell, they dropped their glass, which smashed on the ground. A nearby housekeeper came rushing over. The housekeeper asked the guest if they were okay; but they simply shook their head. Immediately afterwards, a bar worker arrived at the scene of the incident and helped the guest to a seat. They then shouted over to their colleague to bring a glass of water. The guest looked unsettled by the incident. A worker in the bar telephoned the hotel reception, asking for you to come to the rooftop terrace.

Within 5 minutes, you arrive at the scene and take over. You ask the bar worker to telephone the hotel reception so that a maintenance worker can be sent to the scene of the incident. You speak to the distressed guest and kindly ask them to go over the events of the incident. You then ask if there is someone who could come and sit with them for a while. You also speak to nearby guests who may have witnessed the incident.

A trainee maintenance worker arrives at the scene, as the other maintenance workers are unavailable. You ask them to cordon off the area and display a 'keep clear' sign. After doing this, the trainee maintenance worker begins to examine the damaged panel and some of the other glass panels.

You then go down to the hotel reception area, and as the GM is off-site, you ask the receptionist to email all hotel guests to inform them of the cracked glass panel. The email also states that the area has been cordoned off temporarily until it is made safe again.

You then telephone the GM to give them an update and suggest that all of the glass panels should be replaced. Later, you thank the bar worker for helping with the incident.

The next day

While you are in the hotel reception area you ask the receptionist for the latest health and safety meeting minutes and the accident/incident book to document yesterday's incident. The receptionist replies that they have never seen any of these.

The GM is walking by and asks to speak to you. They inform you that the maintenance team have a busy schedule for the next few weeks and suggest using a specialist contractor to carry out the repair of the glass panel.

The GM then tells you that they attend a quarterly meeting of hotel owners and managers, where professional networking takes place. They mention that, at one of these recent events, one of the hotel owners talked about a contractor that they highly recommended, who they used for all of their maintenance activities. The GM remembers some of the details about this contractor, including that they have an accredited health and safety management system. This was achieved through an independent assessment of their policies, procedures, and risk assessments. The GM also mentions that the contractor has an accreditation logo on their website.

After the GM has finished talking, you quickly change the topic of the conversation, as you have many things that you would like to discuss. You think that, while you have their full attention, now is a good time, as they are usually in their office or working from home. You ask the GM why there is no accident/incident book. They say that it is not needed as there has never been an accident at the hotel and near misses have not been serious. You remind them of a recent accident where a bar worker broke their ankle slipping on a wet floor. You tell them that accidents must be recorded. The GM says that it would create additional work that they do not have time for. The GM admits that they have limited experience in managing health and safety risks. They then tell you that you will now take responsibility for all health and safety matters.

Later that day, you do some research about the recommended contractor. They advertise on their website that they are a member of a health and safety scheme. You telephone this scheme and confirm this. The contractor's website also indicates a lower accident frequency rate than the average for their industry sector. Your analysis of published annual accident statistics verifies this. You also confirm that there are no enforcement actions or prosecutions against them. All this information convinces you that this contractor will be suitable to repair the glass panel. You telephone the contractor, give them details of the task, and arrange a date for the work to be carried out.

Afterwards, the receptionist asks if you are free for a private conversation. They mention that they overheard your conversation about the accident/incident book with the GM. They tell you that, as well as the broken ankle accident, there have been other slip/trip incidents, but luckily, these have not been serious. They also mention that the GM never has time to speak to any of the workers. You thank the receptionist for sharing this information and tell them to leave the matter with you.

The next morning, the contractor's workers arrive, and you ask a hotel maintenance worker to show them to the area and explain the work to be completed. The hotel's maintenance worker will supervise them for the duration of the task.

Risk assessment meeting

A week later, you invite the GM, the safety representative, a maintenance worker, and the trainee maintenance worker to take part in a meeting to discuss the implications of the incident. You introduce yourself and encourage the other participants to do the same. You describe the near miss and emphasise that there could have been a totally different outcome. You explain that this meeting is to help carry out the risk assessment. This will determine what controls are in place and what else needs to be done.

You invite a discussion with the GM about the design of the glass panels surrounding the rooftop terrace bar. They say that the glass was a deliberate design feature that is accepted in the hospitality industry. It enables a clear panoramic view, which is a unique selling point. They go on to

say that they remember some safety discussions about different types of glass. However, the GM also recalls that the previous contractors, who finally purchased and installed the glass panels, did not seem professional. The GM admits that they should have spent more time on the selection of this previous contractor.

At this point, you encourage the maintenance worker to share their opinions. Having looked at the broken glass panel, the maintenance worker states that it was not tempered (toughened) glass. They go on to say that the glass panels should be replaced with a safer option. This could be tempered glass or laminated glass. They suggest replacing all of the glass panels with decorative metal sheet panels or decorative metal railings. Either of these would be a sturdier option for the barrier while maintaining visibility. The GM does not like the idea of this and insists that the panels are glass. The group agrees that using tempered glass would be a suitable replacement. The trainee maintenance worker asks about necessary eye and hand protection, which will be needed for the task. They also say that at least two people should carry this type of glass as it is heavy.

You thank the GM and maintenance team for their input. Following the meeting, you document the risk assessment for the replacement of all of the glass panels, and evaluate the risk using a matrix.

Task 1: Investigating near misses

- 1 Why is it important for near misses to be investigated? (16)

Task 2: Health and safety leadership

- 2 Comment on the negative aspects of the GM's health and safety leadership. (16)
Note: You should support your answer, where applicable, using relevant information from the scenario.

Task 3: Management of near miss

- 3 What was positive about the *immediate* actions that you took as HSM, following the rooftop incident? (8)
Note: Your answer must be based on the scenario only.

Task 4: First-aid arrangements

- 4 What should be considered so that first-aid arrangements are realistic and proportionate for all workers? (10)

Task 5: Risk assessment

- 5 Explain why the risk assessment for the glass panel removal and replacement task could be considered *suitable and sufficient*. (14)
Note: You should support your answer, where applicable, using relevant information from the scenario.

Task 6: Selection of contractors

- 6 (a) What was positive about your selection of the contractor? (8)
Note: Your answer must be based on the scenario only.
- (b) What specific information should be requested when contacting a contractor? (8)

Task 7: Developing a safe system of work (SSoW)

7 An SSoW is required for the glass panel removal and replacement task.

What information should be included in this written SSoW?

(20)

Note: A detailed list of any specific risk controls is **not** required.

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

End of examination

Now follow the instructions on submitting your answers.

Important note

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