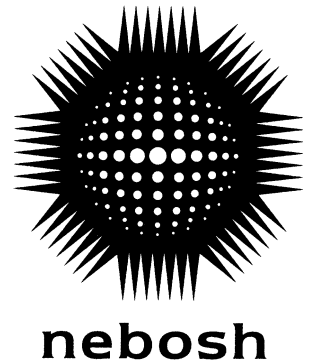


NEBOSH

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

The warehouse

A storage and logistics organisation has a busy warehouse that is used for storing consumer goods in high-bay racking. Working in the warehouse is a warehouse supervisor and five workers. There are frequent visits from the sales department, which is based off site, to confirm the availability of goods. Forklift trucks move goods inside and outside of the warehouse, following clear traffic segregation routes. Hard hats, safety shoes, and high-visibility jackets are mandatory for everyone in the warehouse. The fluorescent tube lighting in one of the bays is not working, but the ceiling is eight-metres high and cannot be reached by any ladders in the warehouse.

The contractor

The warehouse supervisor arranges for a small, local contractor called AllJobs, to change the fluorescent tube. As it is managed by one of their friends, the warehouse supervisor knows that AllJobs has the equipment needed for this job. AllJobs has assigned Worker A to be the supervisor responsible for changing the fluorescent tube, and Worker B who will carry out the work. Worker A visits the site to discuss the work with the warehouse's maintenance manager (MM), who manages the permit-to-work (PTW) system. They complete the PTW form together in the MM's office, using the organisation's standard multi-part form for working at height.

On the PTW form they describe the work to be done: change the fluorescent tube in warehouse bay one. They consider and record the existing hazards of working at height, and what controls will be needed to work safely, including personal protective equipment (PPE). Together, they decide that a mobile elevating work platform (MEWP) should be used to access the fluorescent tube. Worker A recommends inspecting the workplace, but the MM assures them that they have all of the warehouse hazards memorised, so there is no need. They inform Worker A that the warehouse floor is in good condition and will provide a stable surface suitable for the MEWP. They also plan to barrier off the area around the MEWP while work is being carried out, to prevent access.

Worker A has equipment suitable for the job and they show the MM the MEWP inspection records, as well as Worker B's MEWP operating license. The MM is happy and agrees with Worker A that AllJobs will be responsible for all health and safety arrangements.

The MM issues the PTW, which Worker A accepts. They schedule the maintenance work to take place between 06:00 and 09:00 one week later, before the warehouse workers begin their shifts. These timescales are recorded on the PTW, and both the MM and Worker A sign it. Worker A takes one part of the PTW document, the MM takes another part, and the third part is given to the warehouse supervisor.

The following week, Worker A and Worker B are delayed by traffic and arrive at the warehouse at 08:00. They have to wait for the warehouse supervisor to travel from the other side of the warehouse to let them in, as nobody else is present. Once they gain access, they unload the MEWP and move it under the broken light. The warehouse supervisor attaches the PTW on the racking near to where the work is taking place, and leaves the area to carry on with their daily tasks while the contractors start their work.

Worker B carries out a quick pre-start inspection, and a walk-around inspection. They tell Worker A that it is not necessary to cordon off the area with barriers, as the warehouse is empty. As Worker B enters the work platform at ground level, they complain about how long it takes to construct the barriers each time, and how annoying and heavy they are. The platform is then raised to the correct position height.

The accident

Worker B tries to remove the broken fluorescent tube, but it is a type they have not worked with before. They become frustrated as it gets stuck, so they pull it hard. The bulb is long and awkward to manoeuvre on the small working platform. The warehouse supervisor is returning to check on the

work and approaches the MEWP just as the bulb slips from Worker B's hand. It falls and hits the warehouse supervisor's head, breaking the glass.

The warehouse supervisor's hard hat falls off as the impact knocks them to the ground, and they hit their head on the floor. The warehouse supervisor loses consciousness and is bleeding from lacerations on their face and arms. Worker A rushes over to them and telephones for an ambulance on their mobile phone. As they make the call, the warehouse supervisor regains consciousness and appears confused. Meanwhile, Worker B has lowered the MEWP and goes to find a first-aid box, that they bring back to the site of the accident. Worker A follows an instruction booklet inside the first-aid box to clean and bandage the warehouse supervisor's wounds. After doing this, Worker A also telephones the MM, who is on their way to the warehouse. As soon as the MM arrives on site, they cordon off the area with barriers. After the ambulance arrives, Worker A and Worker B both leave the site.

The health and safety manager arrives on site as usual at 09:00 and hears reports of the accident. They contact the hospital and learn that the warehouse supervisor has a concussion, will be in hospital for the next three days, and will not be able to return to work for at least a week.

The health and safety manager arranges for an accident investigation to take place immediately. They remove the PTW documentation (which has a completion section that is blank) from where it is attached to the racking, and adds it to their accident investigation notes. They take photos of the scene on their mobile phone and contact the witnesses (Worker A and Worker B) from AllJobs to take statements. Once the accident investigation is completed, the health and safety manager writes up their findings and recommendations, which includes a review of first-aid arrangements. They also report the accident to the health and safety regulator, and to the organisation's insurance provider.

Inspection by the regulator

Four days later, an inspector from the regulator arrives at the warehouse to carry out an additional accident investigation. They observe the scene of the accident and interview the warehouse supervisor; they also separately contact and interview Worker A and Worker B. The inspector also reviews the PTW system for working at height and finds that there has been a breach regarding authorisations. The organisation is issued with a notice to improve their PTW system, including training workers in its correct use. The deadline for completing the improvements is one month.

The accident and the notice from the regulator are discussed at a management meeting. The organisation's senior managers accept the inspector's findings and instruct the health and safety manager to start work immediately to resolve the issues raised and to allocate a budget for it. The health and safety manager's first priority is to arrange a meeting of the organisation's health and safety committee at the earliest opportunity, to address the recent issues.

Task 1: Policy implementation

- 1 The health and safety manager checked if the organisation's general policy statement for health and safety was adequate. The statement includes the following

To the best of our ability, we commit to:

Investigating accidents and near misses.

Providing safe and healthy working conditions.

Meeting legal requirements.

Consulting workers.

Provision of resource required to make this policy and arrangements effective.

Comment on the aspects of this policy that have been *successfully* implemented.

(10)

Note: Your answer must be based on the scenario only.

Task 2: Selecting contractors

- 2 Comment on why the organisation's approach to *selecting* contractors might be considered inadequate.

(13)

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

Task 3: Level of accident investigation

- 3 Discuss what level of investigation (minimal, low, medium, high) is appropriate for this accident.

(10)

Notes: You should reference the likelihood and consequence criteria described in HSG245.

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

Task 4: Reporting the accident

- 4 (a) Why must the accident be reported by the warehouse supervisor's employer to the competent authority?

(5)

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

- (b) How would the employer report this accident to the competent authority about this accident?

(5)

Task 5: Assessing the permit-to-work (PTW) system arrangements

- 5 Comment on the poor practices in the application of the PTW system at the warehouse. (12)
- Note:** You should support your answer, where applicable, using relevant information from the scenario.

Task 6: Prioritising health and safety issues

- 6 What health and safety issues should the committee prioritise at the next meeting? (15)
- Note:** Your answer must be based on the scenario only.

Task 7: Possible uninsured costs incurred from the accident

- 7 The organisation's insurance only covers the following costs
- equipment repairs and replacement
 - stock replacement
 - personal injury compensation
 - civil claim awards
 - medical costs.
- What would the possible *uninsured* costs be for the organisation, from the accident? (12)

Task 8: Administrative control measures

- 8 What *administrative* control measures could be put in place to help *prevent* a repeat of the accident? (10)
- Note:** You should support your answer, where applicable, using relevant information from the scenario.

Task 9: Individual human factors

- 9 What individual human factors might have influenced the behaviour of Worker B? (8)
- 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.

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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