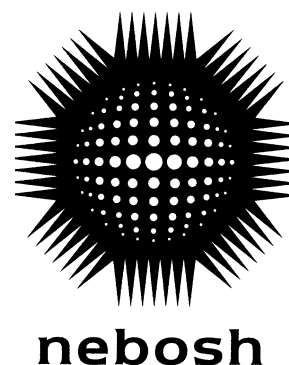


**NEBOSH**

**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.

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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.

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## SCENARIO

TeaTime is a popular café on the main street of a town. The café is in an old building that has three levels and has uneven, varnished floorboards throughout.

The owner of TeaTime manages the café and is responsible for recruitment, and health and safety. They employ four full-time workers, two part-time workers and one full-time cleaner. During busy periods, such as weekends and holidays, the owner finds it cost effective to employ young temporary workers. The everyday tasks at the café include: taking customer orders, taking payments, making drinks, preparing food in the kitchen, and clearing tables. The workers and the owner are expected to carry out all of these tasks as needed, therefore, there are no specific job descriptions. The work is demanding, and worker turnover is high.

### The café

The café entrance opens directly onto the main street. Inside, customers queue alongside a counter while reading the menu, then place their order with a worker, and pay. The order is passed to one of the workers behind the counter who makes hot and cold drinks, and serves food. Customers wait at the end of the counter to collect their food and drinks, and carry them to a table. There are tables with chairs available on the ground level, and there is additional seating on the first and second levels, which can only be accessed via narrow, steep stairs. The owner has an office on the second level. There is a small kitchen on the ground level that contains equipment for basic food preparation, a commercial dishwasher, and a cupboard containing cleaning materials. These cleaning materials include bottles of disinfectant (irritant) for cleaning the kitchen and surfaces in the café, and detergent (corrosive) for the commercial dishwasher.

The cleaner works daily from 18:00 - 21:00 after the café has closed. They are an experienced, competent cleaner, having worked for TeaTime for six years. TeaTime has provided the cleaner with a mobile telephone to call the owner at the start and end of each shift. This call is conducted as part of the safety arrangements, and so that the owner can keep track of the cleaner's working hours. During these calls, the owner checks on the cleaner's wellbeing and updates them on any news from the team.

The cleaner recently developed dermatitis on their hands and arms from the cleaning materials they use at the café. They raised this issue with the owner during one of their phone calls and explained that they had also run out of protective gloves. However, as nothing was done as a result of this discussion, this frustrated the cleaner and they resigned from their job. The owner is now trying to find a new cleaner to replace them. As a temporary measure, some TeaTime workers are having to work late at the café to carry out basic cleaning. However, cleaning standards are noticeably declining.

### Health and safety arrangements

The owner has no formal health and safety training. They believe that customer service is the top priority when the café is busy, and that health and safety can be prioritised later. Four years ago, they hired a health and safety consultant for two weeks to carry out the following work:

- prepare a health and safety policy;
- carry out risk assessments (including for chemicals, special-case workers at risk, and manual handling);
- create safe systems of work for core activities and lone working.

The owner signed the health and safety policy statement and pinned it to a noticeboard in the kitchen. Over time, this has been covered up with other documents and posters.

While the consultant was on site, workers told them that there had been a high number of accidents and near misses at the café. These included frequent falls and trips on the stairs. To address this issue, the consultant put 'hold the handrail' signs at the top and bottom of the stairs. When the

consultant checked the accident book, they found no written entries. The consultant also tried to set up a health and safety committee; however, there was no interest from the owner or workers, and only one meeting was held.

The consultant carried out a half-day health and safety training session for all of the workers. However, due to high worker turnover, only two of those workers trained still work at TeaTime. Although the training was intended to be given as an induction to all new starters, it has not been repeated. Three workers, including the cleaner, were sent for emergency response and first-aid training. This training has been repeated annually.

### **A new worker**

During a busy holiday season, the weather is cold and rainy. Many of the workers are absent from work due to sickness. Worker X, who is 17 years old, walks into the café and asks if there is any work available. They have no previous experience of working in this industry, but the owner is stressed as a result of the large number of customers and decides that they will hire Worker X, and that they can start as a temporary worker immediately. The owner finds a standard employment contract, and both the owner and Worker X sign and date it.

The owner introduces them to the team, and has Worker X begin working immediately. The owner quickly tells Worker X what their tasks are: clearing tables and cleaning them with disinfectant; using the dishwasher in the kitchen; and returning the clean items from the dishwasher to the kitchen and drinks-making area. The owner tells Worker X that the most important safety rules are: no more than one person at a time on the stairs; always hold the handrails on the stairs; clean up any spills; stack glasses and crockery carefully in the dishwasher to avoid breakages. The owner shows Worker X how to start the commercial dishwasher, and where to find the detergent. The detergent bottle has a warning symbol on it. It looks dangerous, but Worker X does not know what it means and feels too embarrassed to ask. The owner then leaves Worker X and returns to their office.

### **The accident**

The next day, it is the last shopping day before a national holiday and the café is very busy. A queue of tired and stressed customers stretches outside the café door and onto the main street where they try to shelter from the rain as they wait. Noise levels are high in the café with so many people in the small space.

Worker X uses a tray to clear tables on the first level, while the other workers and the owner are busy on the ground level. Despite workers' efforts, dirty cups and plates are piling up on the tables. The floor has become dirty with wet footprints and small spillages, but workers do not have time to clean it. The owner rushes past Worker X, heading towards their office. Worker X tells them that they are struggling with their workload, they have not been able to take their break, and are exhausted. The owner aggressively tells Worker X to "*work faster*" as they are running out of clean cups.

Afraid of being told off again, Worker X stacks the dirty cups and plates high on the tray before going down the stairs to the kitchen. A customer starts to walk up the stairs. Worker X shouts a warning that the customer does not hear. The customer pushes past Worker X, bumping into them, knocking the tray out of their hands and causing Worker X to fall down the stairs. Worker X clutches their leg in pain. Another customer (Customer Y) at the bottom of the stairs is hit and cut by the broken crockery.

Worker X and Customer Y receive first aid from one of the workers, using the available first-aid box. Seeing the accident, one of the temporary workers calls the emergency services immediately. After a few minutes, one of the workers goes to the office to inform the owner of the accident.

Customer Y did not need any further treatment and was able to leave the café and return home. After treatment at the local hospital, it is confirmed that Worker X has a broken leg and mild concussion.

### Task 1: Health and safety culture

- 1 Comment on the indicators of a *negative* health and safety culture at TeaTime. (20)
- Note:** You should support your answer using relevant information from the scenario.

### Task 2: Developing safe systems of work (SSoW)

- 2 An SSoW is required for the task of clearing tables, using the commercial dishwasher, and returning the clean items from the dishwasher to the kitchen and drinks-making area.
- What information should be included in this written SSoW? (18)
- Notes:** A detailed list of any specific risk controls is **not** required.
- You should support your answer, where applicable, using relevant information from the scenario.

### Task 3: Accident investigation

- 3 The health and safety consultant used four years ago is invited back to TeaTime to carry out an investigation of the accident involving Worker X.
- What information should the consultant try to obtain through interviews? (7)
- Note:** You should support your answer, where applicable, using relevant information from the scenario.

### Task 4: Accident causation

- 4 HSG245 describes underlying causes as 'unsafe acts and unsafe conditions'.
- What are the underlying causes of the accident? (10)
- Note:** Your answer must be based on the scenario only.

### Task 5: Individual human factors

- 5 What individual human factors might have influenced the behaviour of Worker X, leading to the accident? (10)
- Note:** You should support your answer using relevant information from the scenario.

## Task 6: Health and safety management roles and responsibilities

- 6 Comment on the *ineffectiveness* of roles and responsibilities in relation to health and safety management at TeaTime. (10)
- Notes:** You should focus on roles & responsibilities and **not** the health and safety management system.
- You should support your answer, where applicable, using relevant information from the scenario.

## Task 7: Employer's responsibilities

- 7 Employers have obligations under Recommendation 10 (a, b, c, d, e and g) of the International Labour Organisation's (ILO's) R164 – Occupational Safety and Health Recommendation, 1981 (No. 164).
- Comment on how these employer obligations may **not** have been followed by the owner of TeaTime. (15)
- Note:** You should support your answer, where applicable, using relevant information from the scenario.

## Task 8: Managing risks for lone workers

- 8 How did the owner of TeaTime minimise the risks to the cleaner from lone working? (10)
- Note:** Your answer must be based on the scenario only.

## 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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