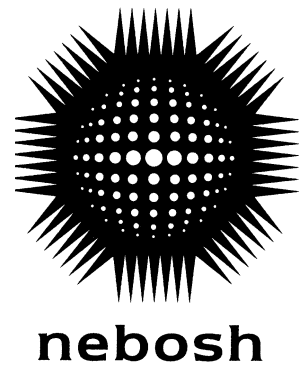


**NEBOSH**

**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

The University Library, located on the main university campus, is in a large, modern, four-level building. It contains books, journals and digital resources, computer workstations, and study areas. It is a quiet place, ideal for study and research.

The different levels of the library building are connected by a lift and stairways. The lift has a maximum load of six people. Routine maintenance is scheduled by the university facilities manager (FM). Any work required on the lift is carried out by Liftex, a specialist contractor approved by the university. Most of Liftex's engineers have received site induction training from the university.

Before they are allowed to use the library facilities, all students and university workers must attend an induction session that includes information on the library health and safety rules. Following this induction, they have access to the library 24 hours a day with the use of key cards. Other people, such as visitors and contractors, must sign in at reception, which is open 09:00 - 17:00. Outside of these hours, the entrance doors are kept locked. Despite this, it is possible for those inside the library to let visitors in. All visitors must be supervised and sign the visitors' book upon arrival. However, the book is not used often, especially when a visitor has been let into the library by those already inside it.

The university has a formal health and safety management system that includes a policy statement signed by the university Chancellor six months ago. This applies to all university departments, including the library. All library computers have screensavers that display the health and safety policy statement and links to other health and safety documents. The university has a health and safety team that advises on, and helps to co-ordinate, health and safety matters. It consists of health and safety officers in each department, led by a health and safety director (HSD). One of the eight full-time library workers also has the role of library health and safety officer (LHSO) as part of their job.

The LHSO meets with student safety representatives and other health and safety officers on the university health and safety committee, on a monthly basis. The committee agenda covers all aspects of the health and safety management system; this includes reviewing inspections, risk assessments, incident investigations, and contractor management. The committee is a large group, and the LHSO finds the meetings long and unproductive, as each person brings a list of complaints and little progress is made.

### Startup businesses

The university encourages students to start their own businesses. A year ago, two student start-up businesses began to rent workspaces on the third level of the library. One is a software business that employs 10 students. The other is a tutoring business that employs 25 students. The tutoring business offers their customers (visiting school children aged 14 - 18 years) evening lessons in the small meeting rooms within the library.

The shared health and safety responsibilities of the university (the landlord) and the two businesses (the tenants) are outlined in a rental contract. In summary, the tenants are responsible for the health and safety arrangements for their workers and visitors, while using the rented workspace. The university is responsible for shared areas of the building and co-ordinating the shared emergency response arrangements. The rental contract is a standard, long and complex document, and neither of the tenants read it before signing it.

The LHSO provided the tenants with health, safety, and emergency training documents via email at the beginning of their tenancy. However, these documents were never shared among all of the tenants' student workers. The LHSO would like to involve the tenants in risk assessments and inspections of shared areas, but this has not happened yet.

The LHSO and FM are supposed to make themselves available to answer any of the tenants' questions or concerns. However, when a worker from the tutoring business recently experienced

problems with the lift and had to use the stairs instead, they sent an email about this to the LHSO but never received a response.

The tenants are very focused on their businesses and take little interest in their health and safety obligations; they think that the university takes care of this. During a recent fire evacuation test in the library, the software business workers ignored the alarm and stayed inside.

### **Weekly inspections**

The LHSO carries out a weekly inspection of every library level, excluding the tenants' areas. During a recent inspection, they noticed several issues that they corrected immediately:

- in several areas, students' bags had been piled up blocking emergency exits - the LHSO moved these to a more suitable place;
- a fire extinguisher had been used to prop open a fire door - this was put back into its stand;
- posters had been added to the health and safety noticeboard in reception, covering the health and safety policy, and several health and safety posters - the LHSO made sure that the health and safety information was visible on the board.

In each case, the LHSO identified who had done these things, and explained to them why they were unsafe. They also explained that failure to comply with the health and safety rules would result in the student not being allowed to work in the library. These students agreed that health and safety is important, and that they would take more care in future. However, the LHSO continues to find similar issues at every inspection.

### **The lift incident**

It is a hot, summer day during exam time and the library is very busy. Around midday, eight people, including a wheelchair user and a worker from the tutoring business, push into the lift. The doors close and the lift starts to move upwards. It stops 60cm below its normal stopping position at the next floor; the doors fail to open, trapping the passengers inside. In the heat, several passengers begin to panic. They ring the alarm bell on the control panel, which alerts the FM.

The FM arrives at the lift twenty minutes later. They do not know how to open the lift doors, so have to telephone Liftex for help. The Liftex engineer explains to the FM how to open the doors manually, which the FM does. The FM tells the passengers to climb out. With the help of library workers and first-aiders, they then help the wheelchair user out of the lift.

The lift passengers are not physically injured, but some are dehydrated, and some are suffering from heat exhaustion. The library first-aiders provide health checks for all of the lift passengers, giving them rehydration fluids and getting them to sit quietly in a cool area. They are then confirmed as fit to either continue work in the library, or to return home. Before leaving, all of the lift passengers put their contact details in the accident book.

After the rescue, warning tape is stretched across the closed lift doors on each level to show that the lift is out of order. The FM then reports the incident to the university HSD. Once informed, the HSD arrives within 15 minutes. They confirm that the scene is safe and start the incident investigation, which they will carry out with the LHSO.

The HSD arranges interviews with the lift passengers and the FM. They review the risk assessment for the lift, which is dated 4 years ago; it shows routine maintenance as the principal control. They review the service history documentation; a routine maintenance check was due one month ago, but was not scheduled due to worker shortages in the facilities department. The HSD starts to draft a report that will be reviewed by the health and safety committee. It will identify causes, potential improvements, and learning opportunities that can be shared with other departments.

## **Liftex**

The following day, two Liftex engineers arrive on site to inspect and repair the lift. One is experienced and has carried out previous work at the university, and the other is a new apprentice who has not attended the library's site induction training. When arriving at the lift on the second level, they find that the warning tape has fallen on the floor.

Liftex require a permit-to-work (PTW) before starting, that is provided by the FM. At the library lift, the FM and the experienced Liftex engineer complete the permit together. They describe how the work will be carried out, identify potential hazards, what controls will be needed to work safely, and emergency procedures. They agree that the permit will be valid for four hours. The FM (the issuer) and the Liftex engineer (the acceptor) both sign the permit, and a copy is displayed on the wall next to the lift. The FM asks the engineers to provide them with a written copy of their inspection and repair findings before leaving the site. This information has been requested by the HSD for the incident investigation.

The FM then leaves the Liftex engineers to work. The experienced Liftex engineer electrically and mechanically isolates the lift. They use more warning tape around the lift door area to prevent public access. The engineers find that the lift door sensors are worn. They replace the sensors and telephone the FM to let them know that the work is finished. The FM does not answer their phone, so the engineers leave a message. The engineers clear away their equipment and exit the site, leaving the permit still stuck to the wall.

A week later, the HSD is reviewing the incident investigation information and notices that they have not received a report on the Liftex engineers' work. After confirming that the FM never received a copy, the HSD contacts Liftex to have the report emailed to them that day. They review the report and consider how the worn lift sensors may have caused the lift to stop early.

### Task 1: Contractor management

- 1 Discuss how well the FM managed Liftex. (10)  
*Notes: Your answer must be based on the scenario only.  
A description of the permit-to-work system is **not** required.*

### Task 2: Collaboration in shared workplaces

- 2 What could the university do to improve how they work with the tenant businesses on health and safety? (12)  
*Note: You should support your answer, where applicable, using relevant information from the scenario.*

### Task 3: Arguments for involvement in risk assessment

- 3 What arguments could be used to encourage tenants to be more involved in shared risk assessments? (9)

### Task 4: Health and safety committee

- 4 (a) How could the health and safety committee meetings be improved? (10)  
*Note: You should support your answer, where applicable, using relevant information from the scenario.*
- (b) What should be considered by the health and safety committee when discussing the lift incident? (10)  
*Note: You should support your answer, where applicable, using relevant information from the scenario.*

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

- 5 Comment on the application of the PTW system at the library. (10)  
*Note: Your answer must be based on the scenario only.*

### Task 6: Emergency management

- 6 Comment on how effectively the lift incident was managed. (14)  
*Notes: Your answer must be based on the scenario only.  
Your answer does **not** need to include incident investigation.*

## Task 7: Incident investigation

- 7 What did the HSD do well with the incident investigation? (12)  
*Note: Your answer must be based on the scenario only.*

## Task 8: Benefits of inspections

- 8 What are the benefits of carrying out health and safety inspections at the library? (13)  
*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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