

NEBOSH

MANAGEMENT OF HEALTH AND SAFETY

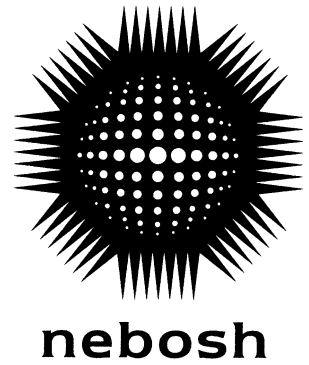
UNIT IG1:

For: NEBOSH International General Certificate in Occupational Health and Safety

MANAGEMENT OF INTERNATIONAL HEALTH AND SAFETY

UNIT IGC1:

For: NEBOSH International General Certificate in Occupational Health and Safety
NEBOSH International Certificate in Construction Health and Safety
NEBOSH International Certificate in Fire Safety and Risk Management



Open Book Examination

Available for 24 hours from: **06 August 2020, 09:00 BST**

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 examination 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 realistic 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 available answer template.

Please attempt **ALL** tasks.

SCENARIO

You have recently moved to a new job. You are now responsible for health and safety at a large, busy retail store that is located on the outskirts of a large town served by good roads. The store sells do-it-yourself (DIY) and hardware goods, such as tools, equipment, and hazardous chemicals, to the local businesses and the general public. The organisation that owns the store has 100 stores nationally and 10 in your area.

The main part of the store is open to customers to view and buy goods. At the back of the store, through an automatic-opening door, is a large warehouse, where stocks of goods are arranged on racks of shelving. Only store workers are allowed in the warehouse. Warehouse workers use forklift trucks (FLT) to move goods from delivery trucks into the warehouse. When the store is closed to customers the goods are moved into the main part of the store to restock shelves.

You report to the overall Store and Warehouse Manager. The warehouse workforce consists of:

- 20 workers (including 2 shift supervisors) split equally between two 12-hour shifts (08:00 – 20:00 and 20:00 – 08:00) on a rota basis of 4 days on, 4 days off.

Since you started your new job, you have seen a lot of examples of rule-breaking in the warehouse. For example, you have seen goods stacked in aisles and blocking designated walkways. Workers have to avoid many obstacles as they walk through the warehouse, causing them to step into vehicle routes. Workers have told you that there are frequent near misses between FLT and workers, and collisions with products causing damage and spillages. There are no written records of any of these.

There have been many injuries recorded over the years. Most recently, a repeat of a more serious collision occurred involving a young FLT driver. The brakes were applied too late, as the driver was distracted by their mobile phone, the FLT skidded on an oil spillage and knocked goods over onto a passing worker.

On this occasion the worker's leg was broken, which required urgent hospital treatment. The hospital is 5 miles (approximately 8km) away from the store. The worker is expected to be off work for six weeks to recover from the injury. The injured worker is seeking legal advice in order to make a claim for compensation.

Worker absence and turnover is high in the warehouse. There are no health and safety worker representatives. Warehouse workers have told you that they have complained to management about working conditions many times. They rarely see management in the warehouse. You cannot find any written records of complaints.

You have tried to convince the overall Store and Warehouse Manager that something needs to be done to improve health and safety in the warehouse. You are told that there is no money for 'that kind of thing', and even if it were available, it would cause too much disruption to business.

As a result of the recent FLT collision, you were visited by a labour Inspector who has made a formal order that requires workplace changes to improve the health and safety of the workers. The Inspector thinks it is only a matter of time before workers are more seriously injured or even killed in the warehouse. The Inspector also observed that the written risk assessments are too general and do not reflect the actual risks in the warehouse. The Inspector wants to see a more effective health and safety management system at their next visit.

You have discussed with the Inspector possible improvements to health and safety in the warehouse. The proposed solution involves segregating FLT and workers with barriers, pedestrian walkways, designated crossing places and separate entrances for workers and FLT. In addition, you tell the Inspector that you will review health and safety performance, internally and externally, in order to make comparisons.

Task 1: Justifying health and safety improvements

- 1 What financial arguments could you use to justify your proposed recommendations to segregate FLT's and the workers? (10)

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

Task 2: Checking management system effectiveness

- 2 You email a report to the overall Store and Warehouse Manager, in a further attempt to convince them that safety needs improving. The report contains unsafe behaviour that you have observed, unsafe behaviour associated with historic incidents and unsafe behaviour relayed to you from other workers. Also, the report contains voluntary feedback on safety given to you by workers and managers.

Based on the scenario only

- (a) what unsafe behaviour would be included in the report? (6)
(b) what voluntary feedback would be included in the report? (4)

Task 3: Managing contractors

- 3 Site management have accepted your proposed health and safety improvement solution to segregate FLT's and the workers. They have made the budget available. The organisation intends to use external contractors for the work.

When selecting the external contractors, what would you consider when assessing their competence?

(10)

Task 4: Working within a health and safety management system

- 4 To satisfy the expectations of the Inspector, you have developed a formal safety management system in line with ISO 45001.

Based on the scenario only, what are the likely benefits to the organisation of having this formal safety management system?

(10)

Task 5: Influencing health and safety culture

- 5 To improve performance in the organisation, you know that you need to positively influence health and safety culture. You feel the culture at the warehouse is currently negative.

What are the negative indicators of safety culture at the warehouse?

(10)

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

Task 6: Developing safe systems of work (SSOW)

- 6 Because of the recent incidents, you have decided to review the first-aid arrangements in the warehouse.

What do you need to consider so that first-aid needs are realistic and proportionate for the warehouse workers?

(10)

Note: You should support your answer, where applicable, using relevant information from the scenario. You do **not** need to include specific first-aid equipment.

Task 7: Investigating incidents

- 7 You have decided that the recent accident, when a worker's leg was broken, needs to be investigated.

Decide what level of investigation (minimal, low, medium, high) is appropriate in this case, clearly justifying each step you take that leads to your decision.

(10)

Note: You should reference the likelihood and consequence criteria described in HSG245. You should support your answer, where applicable, using relevant information from the scenario.

- 8 You try to determine some of the human factor causes of the recent accident, when a worker's leg was broken, by looking at the available investigation evidence.

What individual human factors could have negatively influenced the behaviour of the young FLT driver?

(10)

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

- 9 The investigation into the recent accident, when a worker's leg was broken, is now focusing on management failures.

Based on the scenario only, what management failures could have contributed to this accident?

(10)

Task 8: Reviewing performance

- 10 You invite the overall Store and Warehouse Manager to a health and safety management review.
- (a) Based on evidence from the scenario only, comment on how the organisation is performing in the following areas
Answer with two related points for each area.
- (i) active and reactive monitoring. **(2)**
 - (ii) the adequacy of current risk assessments. **(2)**
 - (iii) operational procedures and rules. **(2)**
 - (iv) compliance with legal requirements. **(2)**
- (b) Based on evidence from the scenario only, what sources of benchmarking information could be used? **(2)**

End of examination

Now follow the instructions on submitting your answers.