

# NEBOSH

## MANAGEMENT OF HEALTH AND SAFETY

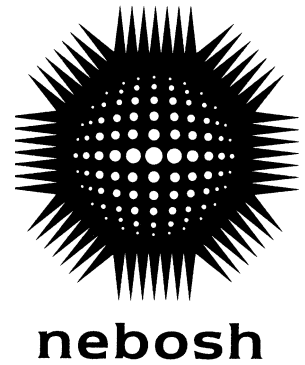
### UNIT IG1:

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

### 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 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.

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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 (for information)

A car showroom for an international car sales organisation is situated on an industrial estate on the outskirts of a town. The showroom mainly sells new cars but occasionally sells used ones. Car sales are driven by ambitious targets. If these targets are met, the sales force receive large financial bonuses. The Managing Director (MD) reports to the regional, national, and international Boards and delegates the responsibility for meeting sales targets to the Head of Sales (HoS).

The indoor showroom is a single storey building, with an open plan design. The centre of the showroom displays four examples of the new cars for sale. Towards the back of the showroom are three desks where the sales team talk with customers. To the right of the desk areas are two separate offices. One office is occupied by the HoS, and one by the MD. Next to these offices is a waiting area that includes a drinks dispensing machine, a few tables and chairs (for information displays, customer seating, etc) and a television. Various new and used cars are parked in neat rows around most of the outside of the showroom building. Also outside, near the entrance, there are twelve dedicated parking bays for visiting customers, vehicles for test driving and vehicles being prepared for handover to customers.

The HoS has 10 years' service at the showroom. They are driven by car sales, usually at the expense of safety. This attitude is shared by the leadership team and the Sales Supervisor. The Sales Supervisor has 5 years' service and has a strong influence on those reporting to them, including a very impressionable 17-year-old sales apprentice. The sales team all get along very well and are given a great deal of freedom to do what they like; what matters most is getting the job done and achieving the sales targets. As a result, most of the sales team take chances for the greater good of the team and to maximise bonuses. The sales apprentice, in an attempt to 'fit in', thinks it is humorous to use the fire extinguisher to wake up the Sales Supervisor who is sleeping during their break. The Sales Supervisor sees the comical side and puts the fire extinguisher back.

The remaining member of the sales team is a senior salesperson. They have worked at the showroom for a long time. They are more cautious than the others and have safety concerns. One of these concerns is about the lack of attention paid during the movement of vehicles. Although there are signs saying, 'do not use mobile phones while in vehicles', the senior salesperson has observed near misses due to 'rushing' the job, the apprentice using their phone while driving, and speeding in the car park in an attempt to 'show off'. They think some of this is due to a lack of training and supervision, having witnessed a very short induction with the apprentice. There have been other, similar, events in the past, some involving minor injuries. But there is no record of any of these near misses or injuries.

In the last 12 years, only one fire-related incident has been recorded. This was a false alarm, where a child had read the instructions on one of numerous fire call points that read 'Break glass, press here', so that is exactly what the child did! The Sales Supervisor had assumed the role of fire marshal, and although untrained, escorted visitors and workers to the assigned assembly point nominated in the written emergency procedure. Not even the workers really knew what they were doing, as such events do not happen very often, and no one can remember ever practicing the emergency procedure.

The senior salesperson talks, in confidence, to the Sales Supervisor about these safety concerns. Surprisingly, the Sales Supervisor replies that management feel that overall fire risk is low and there is no need for frequent fire drills. The senior salesperson is confused and highlights that petrol vehicles are in the showroom, and emphasises the compliance obligations to inform, check, learn and improve through such drills. They finish the conversation by pointing out that all the fire action notices around the building are not just there for the benefit of visitors, but to help protect people and to satisfy insurers too. Despite these personal concerns, the senior salesperson still feels a lot of pressure to fit in with the rest of the group, and not worry about the unsafe working that has become common practice.

The MD is somewhat detached from the day-to-day practical operations because of attendance at various off-site exhibitions, national and international conferences, and frequent online meetings. As

a result, they delegate the daily 'running' of showroom to the sales team and any health and safety responsibilities to the HoS. However, the HoS has not had any specific health and safety training to fulfil this role. Although the senior salesperson has bravely raised the fire evacuation testing safety issue with the MD in the past, the MD sees no reason to challenge unsafe behaviours and interfere with a successful team if it is meeting the sales targets. However, they do accept that there have been some lucky escapes from incidents that could have been more serious. But nothing bad has happened so far, so why worry? The senior salesperson respectfully suggests a different view that profits and bonuses can be wiped out easily by the large costs associated with even one workplace accident. In addition, the unwelcome attention of enforcement agencies and the media. The senior salesperson's view is that is just a matter of time before a serious accident happens.

That same day, in the late afternoon, the Sales Supervisor asks the apprentice to move a car from the car park to a hardstanding location right in front of the entrance, ready for customer collection. The apprentice locates the car, as instructed. As they move the car to the required location, they answer a call on their mobile phone, and stop the car in front of the showroom. While simultaneously raising the mobile phone to their ear with one hand and exiting the vehicle, they trip over the seatbelt which has not quite fully retracted. They stretch out their other arm to cushion the fall onto the concrete hardstanding. The apprentice hastily gets up, looks around in embarrassment to see if anyone is looking, and acts as if nothing has happened. However, the Sales Supervisor witnessed the seemingly harmless-looking incident. Later, the two of them have a conversation in the rest area about the incident. The Sales Supervisor promises to spare the apprentice embarrassment by saying "It is a matter for you, and you alone; as long as you don't say a word to anyone else, neither will I".

The following day, the apprentice arrives at work with a plaster cast on their wrist. Their wrist had swollen and become tender and painful. They had gone to hospital and had an X-ray that confirmed a small fracture of the wrist. The plaster cast allows limited movement of the fingers. The Sales Supervisor talks to the apprentice and advises them to say that they fell off a bike at home should anyone ask. The apprentice agrees and does not see this as a problem. They are put on light duties until further notice. The senior salesperson is suspicious, and later takes the apprentice aside and informs them about the implications of accidents at work.

### Task 1: The influence of peers

- 1 Comment on the influence of peers on health and safety at the car showroom. (10)  
*Note: You should support your answer, where applicable, using relevant information from the scenario.*

### Task 2: Emergency procedures

- 2 (a) What are the positive points about fire safety arrangements at the car showroom? (5)  
(b) What are the negative points about fire safety arrangements at the car showroom? (10)  
(c) Why is it important to practice emergency procedures? (5)

### Task 3: Accident reporting

- 3 Within a workplace there are formal procedures for reporting accidents.  
(a) Comment on the Sales Supervisor's approach to reporting the apprentice's accident? (5)  
(b) How should the apprentice's accident be reported by the employer? (5)

### Task 4: The legal reasons for health and safety management

- 4 What are the legal reasons why health and safety should be managed at the car showroom? (10)

### Task 5: Workers' responsibilities in the workplace

- 5 It is likely that the injured apprentice may have contravened some of their responsibilities as a worker within International Labour Organisation Convention C155 – Occupational Safety and Health Convention, 1981 (No.155) Article 19 and associated Recommendation R164 – Occupational Safety and Health Recommendation, 1981 (No.164) recommendation 16.  
  
Comment on the extent to which Article 19 of C155 and recommendation 16 of R164 may have been contravened. (10)  
*Note: You should support your answer, where applicable, using relevant information from the scenario.*

### Task 6: Near misses

- 6 It is often a matter of chance that a near miss turns into an accident.
- How could investigation of the previous near misses have helped prevent this accident? (10)
- Note:** You should support your answer, where applicable, using relevant information from the scenario.

### Task 7: Health and safety culture

- 7 What appear to be the negative indicators of health and safety culture at the car showroom? (20)
- Note:** You should support your answer, where applicable, using relevant information from the scenario.

### Task 8: Health and safety management roles and responsibilities

- 8 It is important that everyone in the organisation knows their health and safety roles and responsibilities.
- Comment on the effectiveness of roles and responsibilities in relation to health and safety management in the car showroom. (10)
- Note:** You should focus on roles and responsibilities and **not** the health and safety management system.
- 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.