July 2010

Examiners' Report

NEBOSH National Diploma in Occupational Health and Safety- Unit C

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NEBOSH LEVEL 6 DIPLOMA IN OCCUPATIONAL HEALTH AND SAFETY

Unit C: Workplace and work equipment

JULY 2010

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tel: 0116 263 4700 fax: 0116 282 4000 email: info@nebosh.org.uk website: www.nebosh.org.uk

Introduction

NEBOSH (The National Examination Board in Occupational Safety and Health) was formed in 1979 as an independent examining board and awarding body with charitable status. We offer a comprehensive range of globally-recognised, vocationally-related qualifications designed to meet the health, safety, environmental and risk management needs of all places of work in both the private and public sectors. Courses leading to NEBOSH qualifications attract over 25,000 candidates annually and are offered by over 400 course providers in 65 countries around the world. Our qualifications are recognised by the relevant professional membership bodies including the Institution of Occupational Safety and Health (IOSH) and the International Institute of Risk and Safety Management (IIRSM).

NEBOSH is an awarding body to be recognised and regulated by the UK regulatory authorities:

- The Office of the Qualifications and Examinations Regulator (Ofqual) in England
- The Department for Children, Education, Lifelong Learning and Skills (DCELLS) in Wales
- The Council for the Curriculum, Examinations and Assessment (CCEA) in Northern Ireland
- The Scottish Qualifications Authority (SQA) in Scotland

NEBOSH follows the *"GCSE, GCE, VCE, GNVQ and AEA Code of Practice 2007/8"* published by the regulatory authorities in relation to examination setting and marking (available at the Ofqual website www.ofqual.gov.uk). While not obliged to adhere to this code, NEBOSH regards it as best practice to do so.

Candidates' scripts are marked by a team of Examiners appointed by NEBOSH on the basis of their qualifications and experience. The standard of the qualification is determined by NEBOSH, which is overseen by the NEBOSH Council comprising nominees from, amongst others, the Health and Safety Executive (HSE), the Confederation of British Industry (CBI), the Trades Union Congress (TUC) and the Institution of Occupational Safety and Health (IOSH). Representatives of course providers, from both the public and private sectors, are elected to the NEBOSH Council.

This report on the Examination provides information on the performance of candidates which it is hoped will be useful to candidates and tutors in preparation for future examinations. It is intended to be constructive and informative and to promote better understanding of the syllabus content and the application of assessment criteria.

Any enquiries about this report publication should be addressed to:

NEBOSH
Dominus Way
Meridian Business Park
Leicester
LE10 1QW

Tel: 0116 263 4700
Fax: 0116 282 4000
Email: info@nebosh.org.uk

General comments

Many candidates are well prepared for this unit assessment and provide comprehensive and relevant answers in response to the demands of the question paper. This includes the ability to demonstrate understanding of knowledge by applying it to workplace situations.

There are always some candidates, however, who appear to be unprepared for the unit assessment and who show both a lack of knowledge of the syllabus content and a lack of understanding of how key concepts should be applied to workplace situations.

In order to meet the pass standard for this assessment, acquisition of knowledge and understanding across the syllabus are prerequisites. However, candidates need to demonstrate their knowledge and understanding in answering the questions set. Referral of candidates in this unit is invariably because they are unable to write a full, well-informed answer to the question asked.

Some candidates find it difficult to relate their learning to the questions and as a result offer responses reliant on recalled knowledge and conjecture and fail to demonstrate any degree of understanding. Candidates should prepare themselves for this vocational examination by ensuring their understanding, not rote-learning pre-prepared answers.

Common pitfalls

It is recognised that many candidates are well prepared for their assessments. However, recurrent issues, as outlined below, continue to prevent some candidates reaching their full potential in the assessment.

- Many candidates fail to apply the basic principles of examination technique and for some candidates this means the difference between a pass and a referral.
- In some instances, candidates are failing because they do not attempt all the required questions or are failing to provide complete answers. Candidates are advised to always attempt an answer to a compulsory question, even when the mind goes blank. Applying basic health and safety management principles can generate credit worthy points.
- Some candidates fail to answer the question set and instead provide information that may be relevant to the topic but is irrelevant to the question and cannot therefore be awarded marks.
- Many candidates fail to apply the command words (also known as action verbs, eg describe, outline, etc). Command words are the instructions that guide the candidate on the depth of answer required. If, for instance, a question asks the candidate to ‘describe’ something, then few marks will be awarded to an answer that is an outline.
- Some candidates fail to separate their answers into the different sub-sections of the questions. These candidates could gain marks for the different sections if they clearly indicated which part of the question they were answering (by using the numbering from the question in their answer, for example). Structuring their answers to address the different parts of the question can also help in logically drawing out the points to be made in response.
- Candidates need to plan their time effectively. Some candidates fail to make good use of their time and give excessive detail in some answers leaving insufficient time to address all of the questions.
- Candidates should also be aware that Examiners cannot award marks if handwriting is illegible.

UNIT C – Workplace and work equipment

Section A – *all questions compulsory*

Question 1 *Tanker drivers are routinely required to access the top of road tankers during normal operations.*

Outline** the factors that should be considered when assessing the risk of falls whilst undertaking the work on top of the road tanker.* ***(10)

The initial factor that should be taken into consideration is the need for access to be gained to the top of the tanker. If this is found to be unavoidable, then the height of the tanker, the frequency of access required, the task to be performed, for example valve or pipe connection or valve operation, and the normal duration of the work to be carried out would again be important factors in assessing the risk of falls. Additional matters to be considered include the means of access provided on the tanker, the condition of the tanker roof and the walkway and hand rails, the consequences of falling which might indicate the need for the use of harnesses when on top of the tanker or the provision of fall mitigation equipment such as air bags; and the availability of an alternative existing workplace such as an overhead gantry. Other factors include the possible exposure of the driver to inclement weather, experience, competence, fitness and ability to work at heights and the personal protective equipment that should be provided such as footwear and gloves.

There were some reasonable answers provided for this question though some candidates tended to concentrate on the potential hazards arising from the tanker's contents rather than the risk of falls and discussed measures that should be provided to prevent fire and explosion. While this was an 'outline' question there were answers provided which were lists without the additional detail that was expected.

Question 2 ***Outline** practical control measures that should be taken to help ensure electrical safety in relation to the provision and use of electricity on a construction site.* ***(10)***

The planning and assessment of requirements for electricity on site would be an important primary control measure to be taken. This would point up the need to use suitably robust and protected cabling for a site environment, together with appropriate equipment which as far as portable equipment is concerned, would require its connection to the system through residual current devices (RCDs) or be operated by means of a reduced low voltage system via step down transformers or be battery operated. The portable equipment should also be subjected to regular testing and maintenance (PAT). One of the problems that can arise on site is the number of contractors that might be involved and it will be necessary to coordinate and control the type and quality of equipment they bring with them. The fixed supply should be regularly tested and reassessed by a competent person and the routes of existing and temporary supplies whether overhead or underground should be conspicuously marked and precautions such as 'goal posts' used to avoid contact with moving equipment.

Should it be found necessary for work to be carried out on the site electrical system, this should be carried out by a competent person and a safe system of work introduced, such as a permit to work particularly if live working is to be involved.

A number of candidates concentrated solely on the precautions to be taken in the use of portable equipment such as the use of 110 volt systems and residual current devices and ignored the power supply to the site and the need for it to be checked and maintained. Other concentrated on GS6 requirements which in itself is not about provision and use of electricity, but work in proximity to overhead supplies. Better answers referred to relevant legislation and published guidance such as for example HSG141 Electrical Safety on Construction Sites, and gave the demonstrated that they had not only read them but also understood what they required.

Question 3 *A zoo is drawing up a waste management policy and associated procedures. Taking account of the types of solid waste produced,* ***outline*** *the issues that should be addressed by such a policy and the associated procedures.* ***(10)***

In answering this question, candidates might have found it helpful to structure their responses under headings such as statement of intent, allocation of responsibilities and practical arrangements though few did and consequently the answers provided were not to a particularly good standard. The statement of intent would refer to the need to minimise the production of waste; to recycle as much as possible; and to comply with environmental legislation without putting at risk the health and safety of employees, members of the public, contractors or animals through the waste handling procedures.

Responsibilities for achieving these objectives would then have to be clearly defined and allocated to managers, employees and contractors.

As for the practical arrangements, these would include the separation of different types of waste; the procedures to be followed in handling the types of waste such as animal faeces, soiled animal bedding, animal carcases, sharps, animal feed waste as well as paper and packaging, horticultural waste and waste from the catering activities. The waste would have to be clearly labelled and safe storage provided for it on site with attention being paid to its safe handling with manual handling and contamination risks in mind. A licensed waste disposal contractor would have to be used together with attention being paid to ensure the final destination of the waste such as to a licensed landfill site or to an incinerator.

Many candidates outlined waste management in general without reference to the given scenario while others, though providing details of the types of waste produced at the zoo, did not go on to explain how these would be dealt with. References were often made to the use of a contractor without defining that the contractor should be licensed.

Question 4 *With reference to European machinery standards,* ***explain*** *the meaning of the following categories of standard: Type A, Type B1, Type B2 and Type C* ***AND give*** *a practical example in* ***EACH*** *case.* ***(10)***

The question was designed to assess candidates' understanding of the four separate categories of the European standards relating to machinery. It was very poorly answered by the majority of candidates.

Type A standards are concerned with basic safety concepts and design criteria and apply to all machinery. Examples quoted could have included general safety requirements contained in EN ISO 12100 and the principles for risk assessment ISO 14121 (EN 1050).

B standards relate to particular safety aspects in support of the general principles of the A standard. B1 standards for example refer to safety distances, such as in the design of fencing or the approach speed that is required for calculating the safety distance for safety light curtains or multiple light beam safety devices. B2 standards, deal with the performance requirements of special protective devices and contain notes on the design and testing of components or devices such as stop buttons, safety door switches, safety mats and safety light curtains.

Type C standards describe specific risks and the measures for reducing these risks at specific machines or machine types. A relevant example would have been BS EN 693 concerned with hydraulic presses.

A general point which should have been made was that if a C standard exists for a particular machine type, it takes priority over a B or A type standard. If, however, no C type standard exists for a machine being designed or manufactured, risk reduction in accordance with A and B standards should be made.

Most candidates found this question difficult and Examiners were left to question whether the part of the syllabus to which it referred had been studied. The lesson to be learned was that all and any part of the syllabus may be examined and that candidates themselves will need to carry out additional background reading to supplement the information given them by their course provider.

Question 5 *A new, self-contained air compressor is to be installed in a workshop.*

(a) ***Identify THREE*** *protective devices that may be necessary to control the risk of over-pressurisation* ***AND*** *for* ***EACH*** *device* ***outline*** *its purpose.* ***(6)***

(b) ***Identify*** *the information that must be displayed on the air receiver in order to comply with EU requirements for pressure vessels.* ***(4)***

In answering part (a), candidates could have identified protective devices such as a pressure gauge to identify the receiver pressure; a safety valve which would relieve excess pressure when the maximum safe working pressure of the receiver is attained; a pressure cut-out or unloading device which cuts off the compressor when the working pressure is reached; and a fusible metal plug which prevents over-heating and in turn over pressurisation if external heat sources are applied by melting and thus again relieves the pressure. Some candidates were unable to name the devices correctly but the more able not only named them but also outlined their purpose and method of operation.

For part (b), most were able to supply sufficient information to obtain a reasonable mark referring to the CE marking with the last two digits of the year in which it was affixed; the maximum and minimum safe working pressure and temperature (in ^{o}C); the capacity of the vessel in litres; the name or mark of the manufacturer; the type and serial or batch identification; and a reference to the relevant EN standard. The information must be displayed in easily legible and indelible form either on the vessel itself or on a data plate that cannot be removed.

Question 6 *The condition of pipework 4m above ground requires inspection. It is proposed, in the absence of the availability of a mobile elevating work platform, to utilise a personnel cage lifted to the required height by a fork-lift truck.*

Outline** the factors to be considered when assessing the risks associated with this method of access.* ***(10)

In assessing the risks associated with the method of access described in the scenario, consideration would have to be given both to the condition and suitability of the equipment to be used and then to the way in which the operation was to be carried out. For the most part, answers to this question were to a good standard with many candidates showing knowledge of the use of a cage and a forklift truck. A few, however, did not focus on the critical safety issues involved but rather relied on the generic answer of the provision of training, information and instruction.

As far as the equipment is concerned, the cage would need to be of adequate design and construction and provided with guard rails and toe boards, and its total weight including that of the person or persons and equipment it is to carry should not be more than 50% of the rated safe working load of the fork lift truck and this weight would have to be clearly marked on the cage. Means should be provided to fix the cage securely to the forks and guarding would have to be provided to afford protection against moving parts on the mast of the truck. Finally both the cage and truck should have been thoroughly examined and tested in accordance with the requirements of LOLER.

As for carrying out the operation, the forklift truck should be positioned on firm, level ground with the mast vertical and forks in mid-position, mechanically locked so that the controls cannot be inadvertently operated. The driver should remain at the controls at all times, should not move the truck when the cage is elevated and the possibility of providing a means of communication between the driver and the person in the cage should be considered. Barriers would have to be positioned round the working area to protect against the possibility of collision and to prevent passers by being struck by falling material. Additionally, the advisability of the use of fall arrest equipment by those in the cage would have to be considered as would also the installation to be inspected which might pose hazards, for example from lagging containing asbestos or from heat if the pipe work is used to conduct steam.

Section B – *three from five questions to be attempted*

Question 7 *An independent tied scaffold to a new ten-storey office block has collapsed into a busy street.*

(a) ***Outline*** *the factors that may have affected the stability of the scaffold.* ***(8)***

(b) ***Outline*** *the main principles of scaffold design, erection and use to ensure the stability of such a scaffold.* ***(12)***

In answering part (a) of this question, Examiners were looking to candidates to outline factors such as the original erection of the scaffold not following the intended design or the design itself being inadequate; the unsatisfactory bearing capacity of the ground on which the scaffold was sited; the scaffold foundation being undermined either by surface water or by site works such as excavation; the use of incorrect or damaged fittings such as non-load bearing couplers or those affected by corrosion; standards which were out of plumb or bent; a lack of ties; unauthorised alteration of the scaffold; overloading either with materials or because waste chutes became blocked; impact by a load suspended from a crane or by a road vehicle and severe weather conditions including high winds or snow. This part of the question was well answered with the majority obtaining most of the marks available. Some of those who did not do as well, focussed on factors such as the provision of guard rails and toe boards and means of access which, though essential parts of a scaffold, would have had little effect on the stability of the structure.

The main principle to be followed in achieving the stability of the type of scaffold described in the question is to ensure that it is designed to carry all loads, is suitable for its use in accordance with BS EN 12811-1 and is constructed of sound materials and fittings. In practical terms this would involve setting standards on base plates on suitable sole plates taking care to ensure joints are staggered; fitting longitudinal and diagonal bracing and ledger braces at every other pair of standards and fitting vertical and horizontal ties which should be replaced by temporary ties in the event that any have to be removed. If the scaffold is erected in a position where there is likely to be movement of vehicles, protection should be provided to prevent damage from any collision that might occur. The scaffold should be erected only by competent persons and after erection should be used only at the designed and correct level of duty and not overloaded. Inspection by a competent person is necessary at intervals not exceeding seven days and additionally after alterations, damage or after a period of inclement weather.

Answers to this part of the question were not to the same standard as those provided for part (a) with many listing scaffold components without suggesting how they might ensure the stability of the scaffold and others unable to highlight the importance of design, the use of bracing and the involvement of competent personnel in the erection.

Question 8 *As part of its water treatment system, a manufacturer is to install a plant suitable for the reception and storage of sulphuric acid and caustic soda, both of which will be delivered in bulk tankers. Both of these substances are highly corrosive and can react together violently.*

***Outline** the safety provisions required for:*

(a)	*the design;*	***(10)***
(b)	*the operation;*	***(6)***
(c)	*the maintenance of the proposed storage facility.*	***(4)***

Under the design issues, it was expected that candidates would deal with the need for the storage tanks and pipe work to be constructed of suitable chemical resistant material with organic materials such as wood being avoided in or near to the acid installation; the delivery inlets for each substance to have different connector types to prevent connection being made to the wrong tank; the positioning of the storage tanks in separate bunds with the bunds being capable of holding the entire contents of the tanks plus 10% with protection being provided against weather conditions such as trace heating on caustic soda lines; the pipe work to be colour coded to British Standards; the fitting of level indicators and high level alarms to prevent overfilling interlocked with a cut-out pump on high level; the provision of good vehicle access including a hard standing for tankers with facilities for spill containment and drench showers, the provision of a good standard of lighting and measures to avoid tankers driving off when still connected to the delivery system.

Operational issues should have included the introduction of a safe system of work agreed with the material suppliers requiring a two man operation; emergency procedures to deal with spillages and to protect against sewer or drain contamination; the provision and maintenance of a contingency supply of neutralising and absorbent materials and water; providing training for the personnel involved including tanker drivers in the risks associated with the operation and the control measures to be followed and the provision of personal protective equipment such as chemical suits, chemical resistant gloves and full face protection.

In outlining the issues connected with maintenance, candidates were expected to refer to the arrangements for the examination and testing of safety critical plant; the use of permit to work systems; the completion of the flushing out of tanks and pipe work and their isolation before the start of maintenance work; regular cleaning of the bunds with proper disposal of the contents and the provision of training to maintenance staff in emergency procedures.

It would seem that in answering this question, a number of candidates considered that the main risk associated with the process described was one of fire and explosion. Accordingly their answers were slanted towards the safety provisions that would be appropriate for these types of risk and though some would be appropriate for the plant described there were others which would not be relevant.

Question 9 *A warehouse that stores stationery products generated six false fire alarms over a three month period while in the process of expanding its premises. On each occasion, the local Fire and Rescue Authority attended the premises. After the last occasion, the Fire and Rescue Authority inspected the warehouse and discovered that the employees had failed to evacuate on all but the first occasion. They also discovered that no testing or maintenance had been carried out on the fire alarm system for five years.*

(a) ***Outline*** *the range of enforcement action options the Fire and Rescue Authority may take as a result of their inspection findings.* ***(10)***

(b) ***Identify*** *the possible causes of the false alarms.* ***(6)***

(c) ***Identify*** *the actions the warehouse company should take to ensure their employees respond appropriately to fire alarms.* ***(4)***

In the circumstances described, if the Fire Authority considers that the premises are or have the potential to become a high risk premises, they might issue an alteration notice requiring the employer to send them proposals of any changes they propose to make together with a copy of the completed risk assessment.

If, however, the Fire Authority is dissatisfied with the risk assessment, or the action the employer has taken, or indeed with his compliance as a whole with the requirements of the Regulatory Reform (Fire Safety) Order (RRFSO), they might issue an enforcement notice requiring improvements to be made which would allow a minimum period of twenty eight days before compliance was required.

Should the Fire Authority consider that the premises does or will involve a serious risk, they may issue a prohibition notice prohibiting or restricting the use of the premises until specific matters have been remedied. The notice may include directions as to what steps need to be taken and may be enforced immediately or take effect at the end of a specified period.

Finally the Fire Authority may decide to prosecute for any of the summary or indictable offences detailed in Part 4 of the RRFSO. This part of the question caused problems for many candidates who did not appreciate that the enforcement actions that might be taken under the RRFSO were not identical to those contained in the Health and Safety at Work etc Act and wrote of the issue of improvement notices.

In answer to part (b), candidates could have identified the possible cause of the false alarms such as faults due to corrosion; wiring defects; the wrong choice of detector heads or the wrong positioning of detectors or call points; a failure to isolate a zone in the vicinity of hot work; dust from maintenance or product spillage activating an optical detector and ultimately clandestine smoking or horseplay. The possible technical causes of the false alarms such as wiring defects and the choice of detector heads were not generally recognised though most candidates provided sufficient information to gain reasonable marks for this part of the question.

To ensure appropriate response to the fire alarm, an important primary action to be taken would be to minimise the number of false alarms and the consequent 'alarm fatigue'. Following this, the employer would need to provide the employees with a comprehensive programme of training, backed up by the use of reminders such as pocket card campaigns and posters. This could be coupled with the use of a fire warden evacuation system; a programme of fire drills where senior management are seen to play a leading part; the use of an incentive scheme to reward the department with the best time for evacuation and finally disciplinary action in the case of persistent offenders. Answers to this part of the question were generally to an acceptable standard though many candidates did not emphasise the importance of senior management involvement in fire drills.

Question 10

(a) ***Outline*** *what is meant by the term 'fixed guard' and 'automatic guard' in relation to machinery safety* ***AND identify*** *the circumstances where each type of guard might be appropriate* ***AND give*** *a typical example in* ***EACH*** *case.* ***(8)***

(b) *To ensure that machine operators are adequately protected,* ***describe*** *the factors to be considered in the design and use of:*

(i) *fixed guards;* ***(6)***

(ii) *automatic guards.* ***(6)***

In answering part (a) of the question, candidates should have outlined that a fixed guard is a guard which is not connected in any way to the controls, motion or hazardous condition of a machine and is fixed to the machine in such a manner for example with screws, nuts or by welding that it can only be opened or removed by the use of special tools or by the destruction of the means of fixing. It is an appropriate method of providing protection against mechanical hazards when infrequent or no access is required to dangerous parts of a machine during its normal operation. A typical example of its use would be as a guard for a belt and pulley drive. An automatic guard is a guard connected to the machine mechanism which, when the machine is operated, pushes the operator away from the danger area. It is generally used on slow moving, long stroke machines such as certain types of press. Most candidates had little difficulty in outlining the use and purpose of a fixed guard but had little understanding of the function of an automatic guard often confusing it with an interlocked or self adjusting guard. There were suggestions that if both types of guard were defeated in some way or other they would automatically shut off the machine. Good examples of the use of both types of guard were not often found and it was disappointing to find the suggestion that an automatic guard would provide adequate protection for a hand held power saw.

Part (b) required a description of the factors to be considered both in the design and use of fixed and automatic guards to ensure that the protection provided is adequate. With respect to the design features of a fixed guard, candidates should have referred to factors such as: the material of construction, which should be sufficiently robust to withstand the rigours of the workplace and be able to contain any ejected material, but still allow sight of the process when required; the method of fixing, usually requiring the use of a special tool for the guard's removal; the need to ensure that any necessary openings in guards are such that they do not allow access to the dangerous parts; and the need to address the possibility of the guard reverberating and exacerbating a noise problem. Factors to be considered in the use of fixed guards include monitoring and supervision to ensure that the guard is not compromised, safe systems of work for the carrying out of maintenance operations with the guard removed, and the provision of information and training for both operators and maintenance staff.

As for automatic guards, factors to be considered would be the compatibility of the guard with the machine function and the convenience of its use; the speed of movement of the machine since this type of guard would be inappropriate on fast moving machines; the height and reach of the operator; the force of movement of the guard together with the possibility that the operator might be crushed between the guard and an adjacent fixed object or structure; the possibility that the guard might fail to danger; the ease or difficulty with which the guard could be defeated and the training that would have to be given to operating and maintenance staff.

There appeared to be a general lack of knowledge of the principles of machine guarding and answers to part (b) were again disappointing especially for a diploma level examination with some candidates merely repeating what they had written in answer to the first part of the question irrespective of the fact that it may not have been correct.

Question 11 *Employees in a vehicle maintenance workshop undertake spray-painting of vehicles using a solvent based paint that has a low flash point.*

Assuming that a risk assessment has been carried out, ***outline*** *the practical measures to control the risk of fire and explosion associated with the paint spraying activity.* ***(20)***

Practical control measures would involve ensuring that the workshop as a whole was constructed of fire resistant material or that the spray painting activity was carried out in a dedicated fire resistant booth. It might be possible to replace the paint in use with one that was less flammable but whether or not this could be done, the quantities of paint and solvent in the workshop should be reduced to a minimum and kept in non-spill containers provided with lids. A separate external fire resistant and ventilated storeroom for the bulk of the paint and solvents should be provided at a safe distance from the workshop. The workshop should be ventilated at both high and low level with local exhaust ventilation being provided for the spraying activity. All electrical equipment should be to the standard appropriate for the conditions that might prevail such as flameproof or intrinsically safe, earthed to avoid the possibility of electrostatic ignition and where possible the employees should wear anti-static footwear and clothing. Procedures would have to be put in place for the containment and clean up of spillages and for the cleaning of the spray guns with a fire resistant container provided for waste rags. Fire fighting equipment would have to be provided together with adequate fire escape routes and emergency procedures drawn up and communicated to the workforce who would also need instruction and training on the risks associated with the work activity and the precautions that should be observed. The majority of candidates were able to refer to many of the above measures though the need for separate storage, ventilation at high and low level and the provision of appropriate electrical equipment were often missed.

The National Examination
Board in Occupational
Safety and Health

Dominus Way
Meridian Business Park
Leicester LE19 1QW

telephone +44 (0)116 2634700
fax +44 (0)116 2824000
email info@nebosh.org.uk
www.nebosh.org.uk