

Thursday 20 June 2013 – Morning

A2 GCE APPLIED BUSINESS

F257/01 Managing Risk in the Workplace

Candidates answer on the Question Paper.

OCR supplied materials:

None

Other materials required:

None

Duration: 2 hours



Candidate forename		Candidate surname	
-----------------------	--	----------------------	--

Centre number						Candidate number				
---------------	--	--	--	--	--	------------------	--	--	--	--

INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Do **not** write in the bar codes.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- Your Quality of Written Communication will be assessed in questions marked with an asterisk (*).
- This document consists of **20** pages. Any blank pages are indicated.

Mendip Marquees Ltd

Text 1

Oscar is the proud owner of *Mendip Marquees Ltd (MM Ltd)*, a business which hires out luxury marquees. These are large steel-framed tents which are used to hold a variety of events such as weddings, fêtes and garden parties. He built up the business over three years using his own savings, a £50 000 loan and profit reinvestments. *MM Ltd* employs four permanent full-time staff and during the peak summer months it usually takes on a further six temporary labourers to handle the extra workload.

Before he started the business, Oscar read a book on basic health and safety and then attended a course about the Workplace (Health and Safety and Welfare) Regulations. He has a duty of care not only to himself, but also to his employees and any visitors. He knows that, because of the many hazards, erecting marquees can be dangerous.

1 Refer to Text 1.

(a) What is meant by the term 'duty of care'?

.....
.....
.....
..... [2]

(b) Explain **two** health and safety responsibilities which *MM Ltd* has to its employees.

1
.....
.....
.....
.....
.....

2

.....

.....

.....

.....

.....

.....

[6]

(c) Describe **two** ways in which the Workplace (Health and Safety and Welfare) Regulations might impact on *MM Ltd*.

1

.....

.....

.....

2

.....

.....

.....

[4]

(d) Apart from the Workplace (Health and Safety and Welfare) Regulations, identify **three** other pieces of health and safety legislation.

1

2

3

[3]

(e) Explain **two** possible consequences to *MM Ltd* of **not** managing risk effectively.

1

.....

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

.....

.....

[6]

Text 2

The work involved in erecting marquees is physically demanding. It involves the lifting of heavy steel poles and canvas sheeting, as well as working at heights. With this in mind, when Oscar employs permanent full-time staff he gives them on-the-job training. Particular attention is given to basic health and safety and how to erect the marquees. The temporary labourers, however, never receive any training because Oscar feels that, as they are not with the business for very long and the tasks they undertake are so simple, no training is required.

Recently the business was required to carry out a large contract which needed the involvement of all ten employees. It was for Zara who is the owner of a stately home and was about to be married. She wanted her wedding to be held in the grounds of her home and needed a marquee large enough to hold 300 guests.

On arrival, Oscar split the employees into teams. As usual the permanent full-time staff were to erect the marquee, whilst the temporary labourers were to concentrate on other tasks such as unloading the marquee equipment from the vehicles.

However, whilst Oscar was having a tea break, he overheard some of his permanent full-time staff complaining about the conditions of work for the temporary labourers. They had seen some of the temporary labourers lifting heavy poles and canvas off the back of one of the vehicles without wearing protective clothing. The poles which should have been carried by two people were, in fact, only being carried by one person. The temporary labourers had also been seen climbing tall ladders to pass up the equipment.

Oscar was worried about what he had overheard and decided that some of the complaints might be justified. So he went back to his van to think about how conditions could be improved.

2 Refer to Text 2.

(a) What is on-the-job training?

.....

.....

.....

..... [2]

(b) Explain **two** ways in which on-the-job training may be of benefit to *MM Ltd*.

1

.....

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

.....

.....

[6]

(c) Evaluate the extent to which good working conditions are important at *MM Ltd*.

[14]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

A series of 20 horizontal dotted lines for writing.

Text 3

As Oscar sat in his van considering how to improve working conditions for his employees, he thought about drawing up a risk assessment for erecting marquees. He was concerned about a number of issues and their level of risk (**see Fig. 1**).

Fig. 1

Issue	Level of Risk (High, Mid, Low)	Extent of Risk (High, Mid, Low)
Injury from falling objects (tools, scaffolding)	Mid	High
Back strain from lifting heavy objects	Mid	Mid
Tripping on materials and equipment	High	Mid

Oscar was deep in thought when suddenly he heard a loud bang and a scream. Looking out of his van window he saw that Zara had yet again been interfering in the set-up of the marquee. Only this time, when entering the marquee unsupervised, she had tripped on a rope and had fallen against a stepladder which was being used by Ned, one of the temporary labourers. Unfortunately, when the ladder fell, Ned was passing a large chandelier by himself to the crew on the scaffolding.

The chandelier landed in a heap of shattered glass on Zara’s leg. When she was helped to stand up, it was apparent that she had sustained some nasty cuts to her leg which would require medical treatment.

3 Refer to Text 3.

(a) What is meant by the term ‘risk’?

.....

.....

.....

..... [2]

A series of 25 horizontal dotted lines spanning the width of the page, providing a template for handwriting practice.

Text 4

Luckily, as Zara’s injuries were not as serious as she first thought, she was happy to agree to an out of court settlement from *MM Ltd*. In fact in the months after her wedding, the incident appeared to have no negative impact on the business’ reputation. Indeed, profits were better than ever.

On the basis of *MM Ltd’s* success, Oscar decided to expand *MM Ltd* by purchasing a similar marquee business which is located in the next county. This business would continue to trade as Charming Canopies Ltd (CC Ltd). However, given that CC Ltd needed considerable reorganisation of its premises, staff and administration, Oscar spent more time there than at *MM Ltd*. This meant that one of *MM Ltd’s* longest serving permanent full-time staff, Jamie, was left in charge of any new contracts which needed to be undertaken.

Sadly, Jamie did not command the same respect from the employees as Oscar had done and this was reflected in their approach to the jobs. It did not take long before Jamie started to experience psychological problems as a result of the demands placed upon him. During a telephone call to Oscar he outlined the problems. He stated that the employees were constantly arguing with him, many would turn up late for work and they were starting to take dangerous short cuts to make up for lost time. To make matters worse, he also said that he had overheard some of them considering a ‘sit-in’ in one of the marquees whilst out on a contract, so that they could remove Jamie from his position.

After ending the phone call, Oscar sat back in his chair and gazed out of the window considering his next move. He knew he did not want to put at risk everything he had worked so hard for, but something had to be done. Should he consider employing a manager to run CC Ltd, allowing him to resolve the issues at *MM Ltd*? It would be a strategic risk.

4 Refer to Text 4.

(a) What is meant by the term ‘sit-in’?

.....

.....

.....

..... [2]

(b) Apart from a sit-in, describe **three** other forms of industrial action which the employees at *MM Ltd* could take.

1

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

(c) Explain **two** ways in which contingency planning may minimise the impact of industrial action on *MM Ltd*.

1

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[4]

(d) Explain **two** psychological conditions which Jamie might experience as a result of the demands placed upon him.

1

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

[4]

(e) Recommend whether or not *MM Ltd* should employ a manager to run *CC Ltd*. [14]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

A series of 25 horizontal dotted lines spanning the width of the page, intended for writing.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

END OF QUESTION PAPER

18
BLANK PAGE

PLEASE DO NOT WRITE ON THIS PAGE

PLEASE DO NOT WRITE ON THIS PAGE

PLEASE DO NOT WRITE ON THIS PAGE



Copyright Information

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download from our public website (www.ocr.org.uk) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material, OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group; Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.