



CIPS L3M5 Practice Questions

Shared by Palmer on 18-08-2026

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Question 1

Question Type: MultipleChoice

Which of the following could reasonably be included in an annual Corporate Social Responsibility report? Select all that apply.

Options:

- A- Percentage of employees aged over 50 years
- B- Fatal workplace accidents
- C- Packaging materials used
- D- Labour turnover

Answer:

A, B, C, D

Explanation:

All of these responses can be seen as issues within the general sphere of corporate social responsibility.

Question 2

Question Type: MultipleChoice

'XXX YYY is the process of returning goods from customers. Perhaps because the wrong items were delivered, or because the customer does not want them.' Choose one of the following to replace XXX YYY.

Options:

- A- Reverse psychology
- B- Reverse distribution
- C- Reverse gear
- D- Reverse logistics

Answer:

D

Explanation:

Reverse logistics.

The 'returns' sector represents an industry in itself, and creates large volumes of traffic on the roads.

In a LinkedIn post some time ago, I suggested that 'last mile' distribution and returns could be undertaken more efficiently and in a more environmentally-friendly manner by a single state-run enterprise, perhaps with red vehicles and red collection boxes. This was a 'witty' idea, as historically in the UK we had Post Office / Royal Mail doing exactly that, prior to privatisation of the market and the very significant growth of companies like DHL, TNT, etc - the 'success' of this competitive market has resulted in vast numbers of 'white vans' crowding the roads and pavements, resulting in noise, air pollution, and I'm sure an increased number of road accidents. A PhD awaits someone who wishes to monitor the change in injuries and deaths as delivery / reverse logistics vehicle number have increased in the UK.

(L3M6)

Question 3

Question Type: MultipleChoice

The term 'the triple bottom line' was coined in which year?

Options:

- A- 1949
- B- 2014
- C- 1994
- D- 1974

Answer:

C

Explanation:

1994.

The term was coined in that year by John Elkington in the UK.

Question 4

Question Type: MultipleChoice

The acronym, 'EIA' represents:



Options:

- A- Environmental Impact Assessment
- B- Environmental Intrusion Analysis
- C- Early Involvement of Atmospheric Analysis
- D- Environmental Interest Assessment

Answer:

A

Explanation:

Environmental Impact Assessment.

An assessment of the overall impact on the environment.



Question 5

Question Type: MultipleChoice

Choose all of the following which would pose a health and safety risk within a warehouse environment.

Options:

- A- Manual handling

- B- Proximity to moving vehicles
- C- Working at height
- D- Slip and trip hazards

Answer:

A, B, C, D

Explanation:

The correct answer is that all of these shown create hazards, which along with exposure to chemicals, gases and some forms of dust, must be guarded against. In most countries there is legislation which should be observed to promote safe working.

Warehouses and factories are highly hazardous places, and managers should ensure that stringent safety procedures are followed to the letter, in some cases, upon pain of dismissal for employees. For examples, vehicles and humans should be physically separated wherever possible, and items at height should be handled with utmost care.

(Yesterday I witnessed a crane manoeuvre (outside the UK) where an operative was standing directly under a very heavy item, which had it fallen, would have instantly killed the operative. Such practices need to be trained out of people, irrespective of the cost.)

(L3M6)

Question 6

Question Type: MultipleChoice

Diversity is a driver of ...'

Options:

- A- Innovation
- B- Chaos
- C- Conflict
- D- Regulation

Answer:

A

Explanation:

Innovation - diversity is seen to be a good thing encouraging ideas, creativity, etc

Question 7

Question Type: MultipleChoice

As the Earth's atmosphere warms, greenhouse gases (GHGs) prevent escape of the heat from the Earth. The heat is absorbed primarily by the Earth's:

Options:

- A- Forests
- B- Oceans
- C- Glaciers
- D- Mountains

Answer:

B

Explanation:

The Earth's oceans absorb most of the heat which is retained.

Question 8

Question Type: MultipleChoice

'Profit, planet, people' is also known as the:

Options:

- A- Triple whammy
- B- Triple decker

- C- Triumvirate
- D- Triple bottom line

Answer:

D

Explanation:

The triple bottom line is the correct answer.

Three bottom lines instead of the traditional single 'bottom line' - profit.

Question 9

Question Type: MultipleChoice

What do the letters 'GRI' stand for?

Options:

- A- General Recycling Indicator
- B- Global Reporting Initiative
- C- Global Recycling Initiative
- D- General Reporting Indicator

Answer:

B

Explanation:

Global Reporting Initiative.

The GRI standards have been widely adopted for reporting on sustainability issues by many companies worldwide.

Question 10

Question Type: MultipleChoice

One of the learning outcomes (also called 'assessment criteria' or 'indicative content') for this course is 'Defining organisational value for money to include social outcomes -- such as the use of local labour and participation of XXX and / or YYY groups'. Replace XXX and YYY with which words?

Options:

- A- Privileged and / or majority
- B- Fringe and / or green
- C- Disadvantaged and / or minority
- D- Foreign and / or international

Answer:

C

Explanation:

Disadvantaged / minority.

It is possible to deliver value for money in a socially responsible way - indeed some advocates suggest that business performance can be radically improved by implementing measures such as employing disadvantaged people, as diversity, motivation, retention, etc factors come into play.

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