

WINGEN HEIGHTS
SECONDARY SCHOOL

BUSINESS STUDIES
GRADE 12



**CSR, CSI, Human rights,
inclusivity and Environmental
issues.**

Attached are the notes to the chapters on Corporate Social Responsibility and Corporate Social Investment, as well as, Human Rights, Inclusivity and Environmental Issues.

Use the notes provided to answer the essay questions that follow:

Remember, as revision for the paper just written and for future examination purposes, you are encouraged to take note of the following:

- A) You are expected to lay out your work appropriately to help your marker find marks.
- B) Before you start writing out your essays, ensure that you read and follow the steps I have created to help you start writing good essays that will ensure that
 - In addition to your 32 marks for facts/content.
 - you also gain 8 marks for LASO.

Below are the steps you are expected to follow when writing out an essay for business studies:

Before you begin, Grab a black pen, a blue pen, any other colour pen (we chose brown, you can use any colour you like, but **DO NOT USE RED**) and a ruler.

NOTE: Your essay is structured as follows

- 32 marks (for the facts or content that you write)
- 8 marks for LASO are broken down as follows:

2 marks for LAYOUT (That is writing the words Introduction, Body and Conclusion and having information under each)

2 marks for ANALYSIS AND INTERPRETATION (allocation for having clear headings under your body)

2 marks for Synthesis (Allocated for writing information that is related to the topic. You won't get these 2 marks if the essay is on "The skills Development" Act and you write about Professionalism and Ethics)

2 marks for Originality (allocated for writing examples in your essay).

DO NOT UNDERESTIMATE THE 8 MARKS FOR LASO AS THESE 8 MARKS WILL HELP YOU PASS YOUR ESSAY AND BUSINESS STUDIES AS A WHOLE.

Now that we understand how our marks are structured, let us go ahead and start writing our essays:

Step 1: Grab your black pen

Write the word **Introduction** in capital letters and underline it

Step 2: Grab your blue pen

Draw 2 bullets "●" on two separate lines and write down a general sentence about the about the topic next to each bullet

This means that under your introduction you will have 2 bullets with 2 sentences about the topic of your essay.

DO NOT START ANSWERING THE QUESTION IN YOUR INTRODUCTION.

YOUR INTRODUCTION MUST HAVE 2 GENERAL STATEMENTS ABOUT THE TOPIC.

Step 3: Grab your black pen

Write the word **Body** in capital letters and underline it

Step 4: Grab your Brown pen (colour of your choice not red)

Look at your question again, underline or circle each sub-topic your question asks to discuss/cover.

Step 5: your brown pen is still in your hand

Under the word **body**, write down the first subtopic you circled in your question.

Now underline it.

Step 6: Grab your blue pen.

Draw bullet points and write down as many full sentences that you can related to the sub-topic.

Step 7: still holding on tight to your blue pen

On a new line, write down the word "EXAMPLE" and underline it.

Create an example relating to the subtopic you wrote in brown.

Step 8: The blue pen is still your friend

Now go back to your question paper and strike off the subtopic you have just answered.

Step 9: REPEAT

Repeat steps 5-8 until you have answered all of the subtopics your essay has asked you to focus on

Step 10: *Grab your black pen*

Write the word **Conclusion** in capital letters and underline it

Step 11: *Grab your blue pen*

Draw 1 bullet “●” on a new line and write down a general sentence about the about the topic next to the bullet.

YOUR ESSAY IS NOW COMPLETE!!!!!!!!!!!!

ENJOY YOUR ESSAY WRITING!!!!!!!!

ESSAY QUESTIONS FOR CSR AND CSI:

You are expected to answer all the essay questions.

QUESTION 1: (40 Marks)

Corporate social responsibility was introduced to highlight aspects other than profit and turnover. discuss the following under corporate social responsibility:

- Differentiate between CSR and CSI
- The link between social responsibility and the Triple Bottom Line
- Evaluate the impact of CSR and CSI on business.

QUESTION 2: (40 Marks)

Social Responsibility encourages businesses to recognise that they have a responsibility to benefit society as a whole, and not just their profit margin.

In relation to the above statement:

- Differentiate between CSI and CSR
- Discuss strategies in which you deal with HIV/AIDS, Unemployment and poverty.
- Identify ways in which businesses can contribute to their employee's wellbeing.
- Discuss how contributing time and effort will improve the wellbeing of the community.
- Discuss the impact of CSR and CSI on the community.

ESSAY QUESTIONS FOR HUMAN RIGHTS, INCLUSIVITY AND ENVIRONMENTAL ISSUES:

QUESTION 3: (40 Marks)

Human rights refers to the rights that every individual should enjoy, based on the fact that they are human beings. These rights are protected by the bill of rights contained in chapter 2 of the constitution of the Republic of South Africa.

Discuss the implications of human rights in the workplace with regard to the following:

- Respect and dignity
- Privacy
- Safety, security and protection of life.
- Ways to promote Social Rights.
- Ways to promote Cultural Rights.

QUESTION 4: (40 Marks)

Discuss the following under dealing with inclusivity in the workplace:

- Poverty
- Inequality
- Race
- Gender
- Language
- Age

In addition, discuss the benefits of diversity in the workplace.

QUESTION 5: (40 Marks)

Environmental issues often have negative impacts on business operations.

With regard to environmental issues:

- Discuss the role of health and safety representatives in protecting the workplace environment.
- Discuss the responsibility of workers in promoting human health and safety in the workplace
- Responsibilities of employers in promoting human health and safety in the workplace.
- Discuss ways which businesses could protect the environment and promote human health in the workplace.

CONTENT DETAILS FOR TEACHING, LEARNING AND ASSESSMENT PURPOSES

Learners must be able to:

SOCIAL RESPONSIBILITY

- Define social responsibility
- Explain the relationship/link between social responsibility and triple bottom line.
- Suggest ways in which a business project can contribute towards the community, e.g. charitable contributions to NGO's, involvement in community education, employment, employee volunteer programmes, etc.
- Identify socio-economic issues that challenge social responsibility, e.g. HIV/Aids, unemployment, poverty, human rights aspects etc.
- Recommend/Suggest ways in which businesses can deal with the above mentioned socio-economic issues.
- Explain how businesses can contribute time and effort in improving the well-being of the following stakeholders:
 - Employees
 - Community

COOPERATE SOCIAL RESPONSIBILITY/CSR

- Define/Elaborate on the meaning of CSR
- Describe/Explain the nature/ purpose of CSR
- Identify/Name/Outline the components of CSR, e.g. environment, ethical corporate social investment, health and safety, etc.
- Identify CSR programmes from given scenarios/statement.
- Evaluate/Explain/Discuss the impact of CSR on business and communities.

COOPERATE SOCIAL INVESTMENT/CSI

- Define/Elaborate on the meaning of CSI
- Describe/Explain the nature/purpose of CSI
- Outline/Name CSI focus areas, e.g. community, rural development, employees, environment.
- Identify CSI projects from given scenarios/statement.
- Explain/Distinguish/Differentiate between CSR and CSI.
- Evaluate/Explain/Discuss the impact of CSI on business and communities.
- Explain the differences between CSR and CSI

**Terms and definitions
SOCIAL RESPONSIBILITY**

The meaning of social responsibility

- An ethical view point that says every individual/organization has an obligation to benefit society as a whole.
- The responsibility of every citizen individual/organization to contribute towards the well-being of the community and the environment in which they live.

Term	Definition
Social responsibility	An ethical view point that says every individual/organisation has an obligation to benefit society as a whole.
Corporate	Refers to businesses/firms/organisations.
Corporate social responsibility (CSR)	The continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the local community and society at large.
Corporate social investment (CSI)	The investment of corporate funds/other assets for the primary purpose of achieving social outcomes.
Contemporary Socio-economic issues	Current societal and economic factors that impact on the business.
Triple bottom line	Refers to the 3Ps that businesses should always consider in their operations, namely: PROFIT, PEOPLE and PLANET.
Sustainability	Using the resources in such a manner that future generations will be able to use them.
Well being	Caring for the needs of employees and the communities.
Demographics	Statistical data of the population in term of race, age and income.
Staff turn-over	Rate at which the employer has to replace their employees.

Relationship/Link between triple bottom line and social responsibility

Profit/Economic

- Triple Bottom line means that businesses should not only focus on profit/charge high prices, but should also invest in CSI projects.
- Businesses should not make a profit at the expense of its community.

People/Social

- Business operations should not have a negative impact on/exploit people/ employees/customers/community.
- Businesses should engage/invest in sustainable community programmes/ projects that will benefit/uplift communities.
- Improve the life style/quality of life of their human resources/employees.

Planet/Environment

- Businesses should not exhaust resources/harm the environment for production/profit purposes.
- They may support energy-efficient/eco-friendly products/production methods.
- Recycle/Re-use waste, e.g. packaging from recycled material.

Strategies to deal with HIV/Aids, unemployment & poverty

- **Strategies to deal with HIV/Aids**
- Counselling programmes/train counsellors to provide infected and affected persons/employees.
- Develop counselling programmes for infected/affected persons/employees.
- Conduct workshops on HIV/Aids programmes/campaigns.
- Roll out anti-retroviral (ARV) treatment programmes (ART) for the infected employees.
- Encourage employees to join HIV/Aids support groups.
- Develop strategies to deal with stigma and discrimination.
- Participate in the HIV/Aids prevention programmes implemented in the community.
- Support non-governmental organisational/community based organisations/NPC HIV/Aids initiatives.

Strategies to deal with unemployment

- Provide skills development programmes through learnerships.
- Offer bursaries to the community to improve the level of education.
- Create jobs for members of the community.
- Provide entrepreneurial programmes that can promote self-employment.
- Support existing small businesses to create more employment opportunities.

Strategies to deal with poverty

- Invest in a young starting SME that can be a business competitor, buyer or supplier.
- Attract the best employees by being socially responsible and offering the best volunteering programs.
- Support poverty alleviation programmes that are offered by the government.
- Donate money/food parcels to local NGOs.

NOTE: Some strategies to deal with unemployment can also be used to deal with poverty.

Ways in which businesses could contribute to the wellbeing of their employees

- Pay fair wages/salaries to the workers based on the nature of their work/the prevailing economic conditions in the market.
- Working conditions should include safety/medical/canteen facilities/benefits like housing/leave/retirement, etc.
- Pay fair bonuses, based on business earnings, as acknowledgement for hard work and commitment.
- Provide for employees' participation in decision making that affects them.
- Provide recreational facilities for employees.
- Offer annual physical/medical assessments to workers.
- Make trauma debriefing/counselling/assistance available to any employee who requires these services.
- Offer financial assistance in the case of any hardship caused by unexpected medical costs.
- Allow flexible working hours to enhance productivity.
- Offer support programmes for employees infected and affected by HIV/Aids.
- Make childcare facilities available on the premises for working mothers in the business.
- Start a nutritional programme so that employees can enjoy one meal per day to keep them in a healthy condition.
- Give time to staff to get involved in projects they choose/Allow staff to use some of the working hours to participate in the projects of their choice.
- Encourage employees to stay fit and healthy by getting them involved in health activities to minimize stress/substance abuse/obesity.
- Provide transport for employees who work unusually long hours.
- Establish coaching and mentoring programmes for junior employees.

- Conduct team-building sessions to improve employees' morale.
- Encourage employees to attend capacity-building workshops/training programmes/ staff-development programmes/team-development programmes.

Contribution of time and effort in improving the wellbeing of the community

- Business should improve the general quality of life of their community, e.g. invest in education, etc.
- Ensure that the product they supply do not harm consumers/the environment.
- Refrain from engaging in illegal/harmful practices such as employing children under the legal age/selling illegal substances, etc.
- Make ethically correct business decisions, e.g. not engage in unfair/misleading advertising, etc.
- Donate money to a community project/run a project to uplift the community.
- Provide recreational/sport facilities to promote social cohesion/healthy activities.

COOPERATE SOCIAL RESPONSIBILITY/CSR

Meaning of CSR

- The continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the local community and society at large.
- Corporate Social Responsibility/CSR is the way a business conducts its operations ethically and morally, regarding the use of human, physical and financial resources.
- Corporate Social Responsibility is an obligation required by law and benefits both business and society.

Purpose of CSR

- CSR programmes are internal programmes that businesses use to comply with laws and ethics.
- Key areas of concern are protecting the environment, the wellbeing of employees from the community and civil society in general.
- Businesses seek to promote public interest and do away with harmful practices without the need for any formal legislation.
- Business operations address Triple bottom line through CSR programmes by considering its impact on people, profit and planet.
- CSR aims at creating a safe working environment for employees.
- CSR programmes and activities the business undertakes to contribute positively to the community in which the business operates.
- CSR may take the form of a monetary donation to support local organisations

Components of Corporate Social Responsibility (CSR)

- Environment
- Ethical corporate social investment
- Health and safety
- Corporate governance
- Business ethics
- Employment equity
- Supply chain/Distribution channel
- Customers
- Community

Impact of CSR/CSI on businesses

Advantages/Positives of CSR/CSI on businesses

- May attract experienced employees/increase the pool of skilled labour which could increase productivity.

- Positive/Improved image as the business looks after employees/conducts itself in a responsible way.
- A business may have a competitive advantage, resulting in good publicity/an improved reputation.
- Promotes customer loyalty resulting in more sales.
- CSI projects may be used as a marketing strategy to promote their products.
- The business enjoys the goodwill/support of communities.
- CSI projects promote teamwork within businesses.
- CSI helps to attract investors because of increased profits/income.
- Gives businesses tax advantages such as tax reduction/-rebates.
- Assists in solving socio-economic issues like poverty/unemployment, etc.
- The government is less likely to enforce issues through legislation to businesses that voluntarily participate in CSI projects.
- Employees feel as if they are making a difference in working for the business.
- It helps to retain staff/flower staff turnover as employees' health and safety are considered.
- Improves the health of its employees through focused CSI projects.
- Businesses become more community-based by working closely with the community to roll out skills development projects.

AND/OR

Negatives/Disadvantages

- Business may not be supported/Customers may not buy their products/services resulting in a decrease in sales.
- Small and medium enterprises find it difficult to implement CSI programmes.
- Detailed reports must be drawn up, which can be time consuming.
- Social spending reduces business/economic efficiency which makes it less competitive.
- Social involvement is funded from business profits which could have been used to the benefit of customers/reduce prices.
- CSI activities distract business focus from its core business functions.
- Businesses find it difficult to adhere to legislation governing CSI.
- It can increase financial risk, as programmes cost money and may impact negatively on profits.
- It is difficult to accurately measure the effectiveness of social investment.
- It is not easy to determine the exact needs of the communities, which may result in fruitless expenditure on CSI.
- Most managers are not trained/lack experience to handle social programmes.
- Employees may spend more time working on CSI projects instead of focusing on their core duties.
- Providing goods/services that meet the needs of consumers is, according to some stakeholders, already socially responsible.
- Shareholders may receive less dividends, as some profits are spent on CSI.
- Some shareholders/stakeholders might withdraw their support from the business as they feel that social issues should be the government's responsibility.

NOTE: that the impact of CSR and CSI on business are the same

**Impact of CSR/CSI on the community
Positives/Advantages**

- Socio-economic issues are attended to which will improve the welfare of the community.
- Training opportunities in the community increase the possibility of appointments of members of the community.
- Implementing developmental programmes in the community improves entrepreneurial skills of communities.

- Provision of bursaries encourages communities to improve their skills.
- The standard of living of the community is uplifted/quality of life of communities is improved.
- Better educational facilities are established in poor communities.
- The provision of medical infrastructure improves the health of communities.

AND/OR

Negatives/Disadvantages

- Businesses are not always equipped to address social problems.
- Communities tend to be dependent on CSR programmes and struggle to take their own initiatives.
- Distribution of scarce resources to selected beneficiaries in the community may cause problems such as discrimination.
- Some businesses only participate in CSR initiatives to raise profit and do not really care for the community in which they operate.
- Businesses cannot meet the longer term needs of the society/Business cannot deliver sustainable CSR programmes.
- The benefits of the programmes may not filter to the intended persons within the community.
- Spending money on CSR programmes means the business has to recover expenses through higher prices which have a negative impact on the economy.
- Businesses tend to focus on CSR programmes that does not directly benefit the community.
- Less money is available for community projects during unfavourable economic conditions.
- Consumers are not easily convinced that a business is acting in the best interest of the community and the environment.
- A business often appears to benefit more from the CSR expenditure than the perceived benefits to the communities.

NOTE: that the impact of CSR and CSI on the community are the same

**COOPERATE SOCIAL INVESTMENT /CSI
The meaning of CSI**

- Refers to investment of corporate funds/other assets for the primary purpose of achieving social outcomes
- Money that a business budgets to provide solutions to social problems within the communities from which they draw their workers or where they make/sell their products/services.
- Projects that are not part of the normal business activities of a business and are designed and aim to benefit the community.
- The projects are not directly for purposes of increasing company profits.
- These projects have a strong developmental approach and utilise company resources to benefit and uplift communities.

Purpose of CSI

- CSI aims at contributing towards sustainable development/ of its immediate communities. ✓
- CSI is enforceable by law and government requires business to make CSI contributions.
- CSI projects play a positive role in the development of communities.
- CSI reveals a business's attitude towards the community in which it operates.
- CSI projects are long-term investment
- It is relevant to the South African context where socio-economic upliftment is such a priority.

CSI focus areas

- Community
- Rural development
- Employees
- Environment
- Examples of CSI projects**
- Donation to support local organisations
- Being involved in conversation projects
- Delivering services that government is unable/slow to deliver/ Building infrastructure
- Investing in job creation projects
- Providing adult basic education
- Teaching entrepreneurial skills
- Sponsoring arts and culture programmes
- Establishing programmes to promote early childhood development

Other examples of CSI projects from the scenario

JOE TRADING ENTERPRISE (JTE)

Joe Trading Enterprise is making large profits due the excellent service and quality of products offered to customers. The management of JTE has decided to invest some of the business profit in the community they operate in by doing the following:

- Buy school uniforms for needy learners
- Offer HIV/AIDS prevention programmes
- Offer food parcels to alleviate poverty
- Donate money to social events that benefit the community directly.
- Fund additional lessons, for example Mathematics and Science

Identification of examples CSI projects from the scenario

- School uniforms for needy learners
- HIV/AIDS prevention programmes
- Food parcels to alleviate poverty
- Donating money to social events that benefit the community directly.
- Funding of additional lessons, for example Mathematics and Science

Differences between Corporate Social Responsibility (CSR) and Corporate Social Investment (CSI)

Corporate Social Responsibility	Corporate Social Investment
The intention is to change business practices.	Actively committing money and resources to uplift the community.
Focus is on increasing image and profits.	Focus is on the upliftment of community without return on investment.
Ensure that all internal CSI policies/practices include stakeholders' interests/environmental issues.	Ensure that CSI projects are relevant to the needs of communities.
Often intended as a marketing initiative.	Intended to benefit and uplift communities through social development.
Projects are usually linked to the business, e.g. a manufacturing business offering to train the unemployed.	Projects are external to the business and have a strong developmental approach.

Market Development

- It is a growth strategy where businesses aim to sell its existing products in new markets.
- This strategy involves finding new markets and new ways to distribute product

TOPIC: HUMAN RIGHTS, INCLUSIVITY AND ENVIRONMENTAL ISSUES

CONTENT DETAILS FOR TEACHING, LEARNING AND ASSESSMENT PURPOSES

Learners must be able to:

HUMAN RIGHTS

- Outline/Name human rights in the workplace
- Identify human rights from given scenarios /scenarios
- Recommend ways in which businesses can deal with human rights in the workplace.
- Explain/Discuss the implications of human rights in the workplace.
- Explain human rights, inclusivity and environmental issues.

ECONOMIC RIGHTS

- Outline/Mention economic rights of employees in the workplace

SOCIAL RIGHTS

- Outline/Mention social rights of employees in the workplace
- Recommend ways in which businesses could promote social rights in the workplace.

CULTURAL RIGHTS

- Recommend ways in which businesses could promote social rights in the workplace.

EQUALITY, RESPECT AND DIGNITY AND ITS IMPLICATIONS ON BUSINESSES

- Explain the implication of equality, respect and dignity on businesses.
- Explain/Elaborate on the meaning of diversity in the business.
- Outline/Name diversity issues in the workplace e.g. Poverty, inequality, race, gender, language, age and disability.
- Recommend ways in which businesses could deal with issues of diversity in the workplace, e.g.
- Discuss the benefits/advantages of diversity in the workplace.

ENVIRONMENTAL ISSUES

- Outline/Explain/Discuss the roles of the health and safety representatives in protecting the workplace environment, e.g. checking on the effectiveness of health and safety measures/identifying potential dangers in the work environment/ investigating workers' complaints, etc.
- Identify the roles of health and safety representatives from given scenarios.
- Explain the responsibilities of workers in promoting human health and safety in the workplace.
- Explain the responsibilities of employers in promoting human health and safety in the workplace.
- Suggest/Recommend ways businesses may use to protect the environment and human health.

Terms and definitions

Term	Definition
Human rights	The rights of all human beings irrespective of their gender/race/nationality or any other status.
Inclusivity	Means that no one should be excluded because of their gender/age/race/language/disability.
Environmental issues	Relate to preserving a clean/safe/sustainable environment.
Diversity	It means the workforce must include groups of a variety of people who are different in race/gender, class etc.
Poverty	Being unable to satisfy basic needs due to lack of income to buy goods/service
Inequality	Unfair differences between groups of people in society/When some have access to more wealth/status/opportunities than others.
Race	Classification of people according to their physical differences e.g. colour of their skin.
Gender	Refers to being male or female.
Disability	A physical or mental condition that limits a person's movements, senses, or activities.
Religion	A belief in and worship of a superhuman controlling power, especially a personal God.
Age	The length of time that a person has lived or a thing has existed.
Culture	The ideas, customs, and social behaviour of a particular people or society.
Equality	The fact of being equal in rights, status, advantages etc.
Respect	A polite behaviour towards or care for somebody/something that you think is important.
Dignity	A calm and serious manner that deserves respect.
Economic rights	The rights each person has to be economically active.
Social rights	Right to welfare benefits.
Cultural rights	A right to participate in cultural activities and events of your choice.

The meaning of the following concepts:

Human rights

- Human rights are rights that everyone must enjoy by mere fact that they are human beings
- They are protected by the Bill of Rights contained in chapter two of the constitution of the Republic of South Africa.

Inclusivity

- Means that no one should be excluded because of their gender/age/race/ language/disability.
- Businesses can achieve inclusivity by promoting equality, respect and dignity in the workplace.

Environmental issues

- Environmental issues relate to preserving a clean/safe/sustainable environment.

- Businesses should assess, control and address all the physical, chemical and biological factors in the environment.

HUMAN RIGHTS IN THE WORKPLACE

The following human rights are applicable in the workplace:

- Privacy
- Respect/Dignity
- Equity
- Freedom of speech and expression
- Information
- Freedom of association
- Free choice of a trade /occupation
- Labour rights/Freedom of assembly/Right to protest
- Freedom of thought and religion
- Freedom of movement
- Health care /food/water and social assistance
- Fair labour practices
- Education and training/universal right to basic education
- Safety/Security and protection/Life
- Freedom to choose your own language
- Access to labour court/institutions
- Freedom of slavery, servitude or forced labour
- Vote
- Children's right
- Freedom to choose your own language/ participate in own cultural life

Note: (These human rights should be viewed in the context of the business/workplace)

Implications of human rights in the workplace

Privacy

- Businesses may not violate the rights of the employees and clients.
- They should not provide personal information about employees to anyone else.
- Information on employees who have disclosed their HIV/Aids status/any chronic illness must be kept confidential.
- It is illegal to read other people's emails/record conversations unless stated clearly and upfront.

Respect/Dignity

- Businesses must treat all employees with respect/dignity regardless of their socio-economic status.
- They should not force workers to do embarrassing or degrading work.

Equity

- Businesses must give equal opportunities/not discriminate against their employees on the basis of gender/race/religion/sexual orientation, etc.
- Equal pay for work of equal value.
- They should apply relevant legislation fairly on all levels.
- Managers should ensure that no employee suffers because of discrimination.

Freedom of speech and expression

- Businesses should allow open communication channels between management and employees.
- They should give employees a platform to raise their grievances without any victimisation.
- An employee should not be punished/discriminated against for voicing their opinion.

Information

- Workers should have access to information, including all information held by the government, e.g. policies/work schedules/employment contracts/labour laws such as BCEA/EET/SDA, etc.
- Business needs to be transparent in their financial statements/Employees may request to see these statements with motivation.
- Employees should be informed/updated as new information becomes available.

Freedom of association

- An employer may not refuse employees to join the trade union of their choice.

Free choice of a trade, occupation or profession

- Every employee has the right to receive suitable training for positions at their place of work.

Safety, security and protection of life

- Employees should work in a safe working environment free from hazardous products/areas.
- Provide workers with protective clothing, e.g. gloves and footwear, etc.
- Comply to safety legislation such as OHS/COIDA, etc.
- Take precautionary measures to ensure employees and their belongings are safe in the workplace.

Labour rights/Freedom of assembly/Right to protest

- Businesses may not discriminate against any employee who opts to follow the correct process to strike/withhold labour.
- They should respect employees' membership to unions/taking part in legal strikes as long as the industrial action is within the law.

Freedom of thought and religion

- Businesses may not prevent an employee from practising his or her religion.
- Employees should be allowed to observe their religious holidays/given time off.
- Employees should be allowed to practise their religion without any fear.

Freedom of movement

- An employer may not prevent an employee from applying for any suitable position at another office of the employer/at any other business.

Health care/food/water and social assistance

- Employees should have access to clean water and sanitation at the workplace.
- Some employers subsidise healthy meals/arrange for primary health care services to be available on site.
- Businesses must promote the basic human rights, e.g. support workers living with HIV/Aids/those affected by occupationally related illnesses.

Fair labour practices

- Pay should pay fair salaries and wages.
- They must adhere to the terms and conditions of BCEA.

Education and training/universal right to basic education

- Employees should be sent for skills development training programmes.
- Coaching/Mentoring to prepare employees for managerial positions.
- Every employee has the right to training, including ABET training for employees who have little formal education.

Safety/Security and Protection/Life

- Employees must work in a safe working environment free from hazardous areas/products.
- Businesses should provide workers with protective clothing e.g. gloves and footwear.
- They should comply to legislation such as the OHS&S/COIDA, etc.
- Employers should take precautionary measures to ensure employees and their belongings are safe in the workplace.

Freedom of slavery, servitude or forced labour.

- Employers should comply with legislation such as BCEA/Labour Relations Act.
- No business should threaten/apply pressure on/intimidate an employee, to perform a specific act.

Vote

- Businesses should ensure that their employees have time available to vote in general elections.

Children's rights

- Employers may not employ children of 15 years and younger.

Freedom to choose your own language/participate in own cultural life

- Employers may not discriminate against any employee's cultural/language choice.
- They must ensure that all employees are treated equally.
- Employers should have a detailed policy dealing with diversity in the workplace.

Access to Labour institutions/Court

- Employees have the right to apply to the CCMA/Labour Court for assistance, if discussions with the employer did not resolve any labour disputes.

Economic rights of employees in the workplace

- Free from forced labour
- Free to accept or choose work
- Fair wages/ Equal pay/ Equal pay for work of equal pay
- Reasonable limitation of working hours
- Safe and healthy working conditions
- Join, form trade unions
- Right to participate in a legal strike

SOCIAL RIGHTS OF EMPLOYEES IN THE WORKPLACE

Ways to promote social rights in the workplace

- Businesses should ensure that employees have access to clean water/social security.
- Encourage employees/Provide opportunities for skills training/basic education.
- Register workers with UIF to provide adequate protection in the event of unemployment/illness.
- Encourage employees to participate in special events, e.g. World Aids day.
- Provide health care services by establishing site clinics to give employees access to basic medical examinations.

CULTURAL RIGHTS OF EMPLOYEES IN THE WORKPLACE

Ways to promote cultural rights in the workplace

- Provide the environment in which employees are free to use their own language when interacting with others during their free time.
- Encourage employees to participate in cultural activities.
- Allow employees to provide solutions to challenges from their own cultural perspective.
- Regular cultural information sessions will help employees to respect each other's culture in the workplace.
- Make provision for different cultures, such as food served in the canteen/entertainment at staff functions.
- Employ people from various cultural backgrounds.
- Employees should be trained on cultural tolerance.

Implications of equality, respect and dignity for businesses

- Businesses should treat all their employees equally, regardless of their race/colour/age/gender/disability, etc.
- All workers should have access to equal opportunities/positions/ resources.
- Employers and employees need to comply with legislation with regard to equal opportunities/human rights in the workplace.
- Businesses should develop equity programmes/promote strategies to ensure that all employees are treated equally regardless of status/rank/power.
- Mission statement should include values of equality/respect.
- Training/Information/Business policies should include issues such as diversity/ discrimination/harassment.

- Employers should respond swiftly and fairly to reported incidents of discrimination in the workplace.
- Ensure that employees work in an environment that is conducive to safety/fairness/free from embarrassment.
- Orders/Tasks should be given respectfully and allow the recipient/employee to have a say in the manner in which the task should be performed.
- Treat workers with respect/dignity by recognising work well done/the value of human capital.

Diversity in the workplace

The meaning of diversity

- Diversity refers to the variety of people employed based on age/race/gender/ethnic groups/disabilities/material wealth/personalities/how employees see themselves and others.
- Businesses employ people from different cultural backgrounds.
- Businesses should have systems in place to support diversity issues.

Diversity issues in the workplace

- Poverty
- Inequality
- Race
- Gender
- Language
- Age
- Disability
- Religion/Faith
- Culture

Dealing with diversity issues in the workplace

- **Poverty**
- Businesses should employ people from different socio-economic backgrounds/ status.
- Give previously disadvantaged individuals a chance to be educated by incorporating Adult Basic Education and Training (ABET) into training programmes of the business.
- Train all employees so that they can be able to deal with retrenchment.
- Reward employees for services well-rendered.
- Ensure that the prices of products are affordable for the identified consumer market.
- Sponsor learnerships for unemployed people/use grants received from SETAs to train more unemployed people from local communities.
- Train some unemployed people from local communities as part of a business's CSI projects.
- Offer subsidised meals/canteen facilities on the premises.
- Supply free uniforms to employees for safety purposes.

Inequality

- Implement equal opportunity policies when appointing new staff.
 - Equal opportunities should be considered when promoting staff.
 - Implement an Employment Equity Plan for the business.
- ##### **Race**
- Implement affirmative action policies as required by law.
 - No discrimination should be made based on skin colour.
 - Comply with the Employment Equity Act and BBBEE when appointing people.
 - Ensure that the workplace is diverse by employing people from different race groups.
 - When appointments are made, previously disadvantaged people should get preferential treatment.

Gender

- Males and females should be offered equal employment opportunities.
- Business directors should promote both men and women in managerial positions.
- Women should be employed to comply with EEA.
- Targets may be set for gender equity in the business.
- New appointments should be based on skills and ability.
- Introduce affirmative action by ensuring that male and female employees are remunerated fairly/equally.

Language

- Business may specify that all communications should be in one specific language only and would expect employees to have a certain level of fluency in that language.
- Provide training in the official language of the business.
- Employ an interpreter so that everyone can fully understand what is being said in a meeting.
- All business contracts should be in an easy-to-understand language and should be available in the language of choice for the relevant parties signing the contract.
- No worker should feel excluded in meetings conducted in one language only.

Age

- Promotions should not be linked to age, but rather to a specific set of skills.
- A business may not employ children aged 15 or younger.
- The ages of permanent workers should vary from 18 to 65 to include all age groups.
- A business may employ a person who is older than the normal retirement age, provided that person is the most suitable candidate.
- Businesses must encourage older employees to help young employees to develop their potential.
- Young employees must be advised to respect and learn from older employees.
- The business should encourage employees to be sensitive to different perspectives of various age groups.

Disability/Physically challenged/People living with disability

- Business should provide employment opportunities for people who are physically challenged.
- Accommodate people who are physically challenged by providing facilities/ramps for wheel-chairs, etc.
- Ensure that workers with special needs are not marginalised/feel excluded from workplace activities.
- Business should be well informed on how to deal with disabled employees.
- Policies and programs should accommodate the needs of people with disabilities.
- Create an organisational culture/climate that is conducive for people with disabilities.
- Employees should be trained on how to deal with colleagues with disabilities.
- Business should bring in external experts to help with disability and accommodation issues.
- Ensure that employees with disabilities are treated fairly.
- Focus on skills/work performance of the disabled worker, rather than his/her disability/possible problems he/she may pose in future.

Religion/Culture

- Business must be sensitive to special requests from different cultural groups, e.g. allow day(s) off for cultural holidays/festivals.
 - Cater for special food/preparation methods in the workers' canteen.
 - Businesses should acknowledge/respect cultural differences of employees.
 - The business may not discriminate against employees on the grounds of their cultural background.
 - Business must not force employees to do work that could be against their religion.
- ### **BENEFITS OF DIVERSITY IN THE WORKPLACE**
- Workforce diversity improves the ability of a business to solve problems/innovate/cultivate diverse markets.
 - Employees value each other's diversity and learn to connect/communicate across lines of difference.
 - Diversity in the workforce improves morale/motivation.
 - Employees demonstrate greater loyalty to the business because they feel respected/accepted/understood.
 - Diversified workforce can give businesses a competitive advantage, as they can render better services.
 - Being respectful of differences/demonstrating diversity makes good business sense/improves profitability.
 - Diverse businesses ensure that its policies/practices empower every employee to perform at his/her full potential.
 - Stakeholders increasingly evaluate businesses on how they manage diversity in the workplace.
 - Employees from different backgrounds can bring different perspectives to the business.
 - A diversified workforce stimulates debate on new/improved ways of getting things done.
 - Employees represent various groups and are therefore better able to recognise customer needs and satisfy consumers.
 - Businesses with a diverse workforce are more likely to have a good public image and attract more customers.

Environmental issues

Roles of health and safety representatives in protecting the workplace environment

- Ensure that protective clothing is provided /available to all workers.
 - Identify potential dangers in the workplace
 - Initiate/promote/Maintain /Review measures to ensure the health and safety of workers.
 - Check/Monitor the effectiveness of health and safety measures with management
 - Ensure that all equipment that is necessary to perform work are provided /maintained regularly
 - Promote safety training so that employees may avoid potential dangers/act pro-actively
 - Ensure that dangerous equipment is used under the supervision of trained/qualified workers.
 - Ensure that workers' health and safety is not endangered by hazards resulting from production /processing/storage/transportation of material/equipment.
 - Work together with the employer to investigate any accidents/complaints from the workers concerning health and safety in the workplace.
 - Ensure that employers comply with COIDA
- NOTE: (Health and Safety Representatives are elected by co-workers to act on their behalf in resolving health and safety issues in the workplace.)**

Responsibility of workers in promoting human health and safety in the workplace

- Workers should take care of their own health and safety in the workplace.
- Co-operate and comply with the rules and procedures, e.g. wear prescribed safety clothing.
- Report unsafe/unhealthy working conditions to the relevant authorities/management.
- Report accidents to the employer by the end of the shift
- Use prescribed safety equipment
- Take reasonable care of their own safety
- Inform the employer of any illness that may affect the ability to work.

Responsibilities of employers in promoting human health and safety in the workplace

- Provide and maintain all the equipment that is necessary to perform the work
- Keep the systems to ensure that there will be no harmful impact on the health and safety of workers.
- Reduce/Remove dangers to workers and provide personal protective clothing
- Ensure that the workers' health is not damaged by hazards resulting from production /processing/storage/transportation of materials or equipment
- Employers must know where potential dangers might be and take measures to eliminate or limit the harm
- Workers must be informed /instructed/and supervised to limit potential dangers to them/Emergency exit door signs should be visible to all employees
- Equipment must be used under the supervision of a designated trained worker
- Comply with safety laws which seek to promote a healthy working environment

Ways in which businesses could protect the environment and promote human health in the workplace

- Laws and regulations should be adhered to so that profits are not generated at the expense of the environment.
- Pollution and other environmental issues should always be considered in all business activities, e.g. safe disposal of waste/dumping of toxic waste, etc.
- Become involved in environmental awareness programmes.
- The environment can be protected by altering production techniques in favour of cleaner and greener technologies.