



education

MPUMALANGA PROVINCE  
REPUBLIC OF SOUTH AFRICA

**NKANGALA DISTRICT**

**GRADE 12**

**BUSINESS STUDIES**

**AUGUST 2025**

**INTERVENTION TEST 3**

stanmorephysics.com

**MARKS: 100**

**TIME: 1 Hour**

**This question paper consists of 08 pages.**

## INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

- 1 This question paper consists of THREE sections

**SECTION A: COMPULSORY**

**SECTION B:** Consists of THREE independent questions covering FIRST TWO CHAPTERS done in TERM THREE as per ANNUAL TEACHING PLAN.

**ANSWER ANY TWO QUESTIONS ONLY**

**SECTION C:** Consists of TWO questions

**ANSWER ANY ONE QUESTION.**

- 2 Consider the time allocated for each question when answering the questions.
- 3 Read the instructions for each question carefully and answer only what is required.
- 4 Number the answers correctly according to the numbering system used in this question paper.
- 5 Except where other instructions are given, answers must be in full sentences.
- 6 The mark allocation of each question will determine the length of your answer.
- 7 Start the answer to each question on a new page, for example QUESTION 1 new page, QUESTION 2 new page etc.

Use the table below as a guide for marks and time allocation for each question:

SECTION	Description	MARKS	TIME
A	<b>COMPULSORY</b>	20	10 min
B	This section consists of <b>TWO</b> questions of 20 marks each Answer <b>ALL TWO</b> questions	40	25min
C	This section consists of TWO questions. Choose any <b>ONE</b> question.	40	25 min
	TOTAL	100	60 MIN

**SECTION A (COMPULSORY)****QUESTION 1**

1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A – D) next to the question number (1.1.1 – 1.1.5) in the ANSWER BOOK, for example 1.1.5 B.

1.1.1 Businesses develop counselling programmes and train counsellors as a strategy to deal with ... as a socio-economic issue.

- A poverty
- B HIV/Aids
- C inclusivity
- D unemployment

1.1.2 Khutso Attorneys built ramps for people using wheel chairs to deal with ... as a diversity issue.

- A age
- B culture
- C disability
- D race



1.1.3 The role of the ... is to ensure that employers comply with COIDA and report accidents that may occur.

- A employer
- B trade union
- C employee
- D health and safety representative

1.1.4 Borderless Logistics contributed money to build a library for a school in the local community, as their ... project.

- A corporate governance
- B corporate social responsibility
- C corporate social investment
- D triple bottom line

1.1.5 The businesses employ an interpreter to enable everyone to understand what is being said in a meeting in order to deal with language as a/an ... right issue.

- A human
- B social
- C consumer
- D cultural

5×2 (10)

- 1.2 Complete the following statements by using the word(s) provided in the list below. Write only the word(s) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

corporate social investment; HIV/AIDS; diversity, social; dignity; inclusivity; unemployment; freedom of speech and expression; cultural corporate social responsibility;

- 1.2.1 Workers at Grootboom Farmers are protected from performing embarrassing work in order to comply with ... as their human right.
- 1.2.2 Businesses have an obligation to employ people from different background, race and age to implement ... issue in the workplace.
- 1.2.3 The internal policy of Morelig (Pty) Ltd includes stakeholders' interests and environmental issues as part of their ... programmes.
- 1.2.4 Businesses deal with ... as a socio-economic issue by offering bursaries to deserving learner to improve the level of education in the community.
- 1.2.5 Workers at Lindo Traders are registered with UIF to provide adequate protection in the event of illness, this promotes their... right in the workplace.

(5x2) (10)

**SECTION B**

Answer ALL questions in this section.

**QUESTION 2 (HUMAN RIGHTS AND ENVIRONMENTAL ISSUES)**

- 2.1 Name FOUR social rights of employees in the workplace. (4)
- 2.2 Outline the benefits of diversity in the workplace. (4)
- 2.3 Read the scenario below and answer the question that follows.

**BINGO TECHNOLOGIES (BT)**

Bingo Technologies recognise diversity issues to achieve an inclusive workforce. Younger employees at BT are encouraged to respect older ones and to learn from them. BT also implemented affirmative action policies as required by labour laws when making new appointments.

Identify TWO diversity issues that applied by BT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.3

DIVERSITY ISSUES	MOTIVATIONS
1.	
2.	

(6)

- 2.4 Recommend ways in which businesses could deal with culture as a diversity issue in the workplace. (6)

**[20]**

**QUESTION 3 (SOCIAL RESPONSIBILITY AND CSR)**

- 3.1 List any FOUR the components of corporate social responsibility (CSR). (4)
- 3.2 Outline the purpose of corporate social investment (CSI). (6)
- 3.3 Read the scenario below and answer questions that follow:

**PROTEA LANDSCAPING (PL)**

Protea Landscaping wants to invest their surplus profit in corporate social investment (CSI) projects. The management of PL is keen to develop their rural areas, employees, and rural development as their focus areas.

- 3.3.1 State TWO focus areas of corporate social investment (CSI) applicable to PL in the scenario above. (2)
- 3.3.2 Discuss the advantages of corporate social investment (CSI) on businesses. (4)
- 3.4 Outline the difference between corporate social responsibility (CSR) and corporate social investment (CSI). (4)

**[20]**

**QUESTION 4 (MISCELLANEOUS)**

4.1 Outline ways in which businesses can contribute time and effort in improving the well-being of communities (4)

4.2 Read the scenario below and answer questions that follow:

**MAXI SUPERMARKET (MS)**

Maxi Supermarket is faced with several socio-economic issues. Some employees at MS are unable to satisfy the basic needs of their families.

4.2.1 Name the socio-economic issue that to MS is faced with. (2)

4.2.2 Explain ways in which MS can deal with the economic issue named in QUESTION 4.2.1. (4)

4.3 Describe strategies businesses may use to protect the environment and human health. (4)

4.4 Read the scenario below and answer questions that follow:

**KHETHIWE CONSTRUCTION (KC)**

The project manager at Khethiwe Construction ensures that all the equipment that is used at their construction sites is serviced regularly. The workers at KC take care of their own health and safety. They also comply with the rules and procedures, by wearing prescribed safety clothing.

4.4.1 Quote TWO responsibilities of employees at KC in promoting human health and safety in the workplace from the scenario above. (2)

4.4.2 Advise businesses on other responsibilities of the employees in promoting human health and safety in the workplace. (4)

(20)

**SUB TOTAL SECTION B [40]**

**SECTION C**

Answer ANY ONE question in this section

**QUESTION 5: BUSINESS ROLES (HUMAN, ECONOMIC AND SOCIAL)**

The constitution of our country upholds the economic rights and also expects businesses to have ways to deal with human rights of employees for the sustainability of the economy. Businesses need to enhance values of equality, respect and dignity on the business operations. They must also promote the cultural rights of their employees in the workplace.

Write an essay on human, economic and social rights in which you include the following aspects:

- Outline economic rights of employees in the workplace.
- Explain ways in which businesses could deal with the following human rights in the workplace:
  - Privacy
  - Information
  - Equity
- Explain the implication of equality, respect and dignity on businesses.
- Recommend ways in which businesses could promote cultural rights in the workplace.

[40]

**QUESTION 6: BUSINESS ROLES (SOCIAL RESPONSIBILITY AND CSR/CSI)**

Corporate social responsibility and corporate social investment allow businesses to be actively involved in the projects that are positively benefiting the community. Successful businesses strive to maintain the relationship between social responsibility and triple bottom line and to find ways to contribute time and effort in improving the well-being of communities.

Write an essay on social responsibility and corporate social investment in which you include the following aspects:

- Outline the purpose of corporate social investment (CSI).
- Explain the relationship between social responsibility and triple bottom line.
- Discuss the impact of corporate social responsibility (CSR) on communities.
- Suggest ways in which businesses can contribute time and effort in improving the well-being of employees.

[40]

**SUB TOTAL SECTION C**

[40]

**TOTAL**

**100**



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**MARKING GUIDELINE**

**MARKS: 100**

**This marking guideline consists of 18 pages.**



**SECTION A (COMPULSORY)**

**QUESTION 1**

1.1

1.1.1 B ✓✓

1.1.2 C ✓✓

1.1.3 D ✓✓

1.1.4 C ✓✓

1.1.5 A ✓✓



(5×2) (10)

1.2

1.2.1 dignity ✓✓

1.2.2 diversity ✓✓

1.2.3 corporate social responsibility ✓✓

1.2.4 unemployment ✓✓

1.2.5 social ✓✓

(5×2) (10)  
**[20]**

**SECTION B**

Mark the first TWO questions answered.

**QUESTION 2 (HUMAN, SOCIAL RIGHTS AND DIVERSITY ISSUES)****2.1 Social rights of employees in the workplace**

- Clean water ✓
- Education ✓
- Protection ✓
- Health care ✓

**NOTE** Mark the first FOUR (4) only.

**(4X1) (4)**

**2.2 Benefits of diversity in the workplace**

- Workforce diversity improves the ability of businesses to solve problems/innovate/cultivate diverse markets. ✓✓
- Employee's 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 businesses 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 their 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 businesses. ✓✓
- 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/satisfy consumers. ✓✓
- Businesses with a diverse workforce are more likely to have a good public image and attract more customers. ✓✓
- Any other relevant answer related to the benefits of diversity in the workplace.

**Max (4)**

## 2.3 Diversity issues from the scenario

DIVERSITY ISSUES	MOTIVATIONS
1. Age ✓✓	Younger employees at BT are encouraged to respect older ones and to learn from them. ✓
2. Race ✓✓	BT also implemented affirmative action policies as required by labour laws when making new appointments. ✓
Submax 4	Submax 2

- NOTE**
1. Mark the first TWO (2) only
  2. Do not award marks for the motivation if diversity issues were incorrectly identified.
  3. Award marks for the diversity issues even if the quote is incomplete.

**Max (6)**

## 2.4 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. ✓✓
- Businesses should encourage employees to attend/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. ✓✓
- Businesses should employ people from various cultural backgrounds. ✓✓  
Employees should be trained on cultural tolerance. ✓✓/Business policies should promote cultural tolerance. ✓✓
- Have a flexible dress-code policy that allows employees to wear suitable cultural regalia/accessories. ✓✓
- Any other relevant answer related to ways in which businesses could promote cultural rights in the workplace.

**Max (6)  
[20]**

**QUESTION 3 (SOCIAL RESPONSIBILITY AND CSR/CSI)****3.1 Components of corporate social responsibility (CSR)**

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

**NOTE: Mark the first FOUR (4) only.****(4X1) (4)****3.2 Purpose of corporate social investment (CSI)**

- CSI aims at contributing towards sustainable growth/development of its immediate communities/new non-profit organisations/charities. ✓✓
- 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. ✓✓
- Any other relevant answer related to the purpose of CSI.

**Max (6)****3.3 Corporate social investment (CSI)****3.3.1 Focus areas of corporate social investment (CSI) from the scenario**

- Employees ✓
- Rural development ✓

**NOTE: Mark the first TWO (2) only****(2x1) (2)****3.3.2 Advantages of corporate social investment (CSI) on businesses**

- Promotes customer loyalty ✓ resulting in more sales. ✓
- CSI projects promote teamwork ✓ within businesses. ✓
- The business enjoys the goodwill/support ✓ of communities. ✓
- CSI helps to attract investors ✓ because of increased profits/income. ✓
- Improves the health of its employees ✓ through focused CSI projects. ✓
- Assists in solving socio-economic issues ✓ like poverty/unemployment, etc. ✓
- CSI projects may be used as a marketing strategy ✓ to promote their products. ✓
- Gives businesses tax advantages ✓ such as tax reduction/rebates. ✓
- Employees feel as if they are making a difference ✓ in working for the business. ✓

- 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. ✓
- The government is less likely to enforce issues ✓ through legislation to businesses that voluntarily participate in CSI projects. ✓
- It helps to retain staff/lower staff turnover ✓ as employees' health and safety are considered. ✓
- Businesses become more community-based ✓ by working closely with the community to roll out skills development projects. ✓
- CSI helps to attract investors ✓ when the business is included in the JSE SRI. ✓
- CSI promotes customer loyalty, ✓ which may result in more sales. ✓
- Any other relevant answer related to positives/advantages of corporate social responsibility (CSR) on businesses.

**Max (4)**

**3.4 Difference between CSR and CSI**

<b>Corporate social responsibility</b>	<b>Corporate social investment</b>
- 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. ✓✓
- Any relevant answer related to corporate social responsibility.	- Any relevant answer related to corporate social investment.
Submax 2	Submax 2

- NOTE:**
1. The answer does not have to be in tabular format.
  2. The difference does not have to link, but must be clear.
  3. Award a maximum of TWO (2) marks if the difference is not clear/Mark either CSR or CSI only.
- (4)**

**[20]**

**QUESTION 4 (MISCELLANEOUS)****4.1 Ways in which businesses can contribute time and effort in improving the well-being of communities**

- Business should improve the general quality of life of their community, such as invest in education. √√
- 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. √√
- Make ethically correct business decisions, such as not engage in unfair/misleading advertising. √√
- Donate money to a community project/run a project to uplift the community. √√
- Provide recreational/sport facilities to promote social cohesion/healthy activities. √√
- Participate in community projects involving HIV/AIDS/education/counselling/ other meaningful causes. √√
- Any other relevant answer related to ways in which businesses can contribute time and effort in improving the well-being of communities.

**Max (4)****4.2 Socio-economic issue****4.2.1 Socio-economic issue from the scenario**

Poverty √√

**(2)****4.2.2 Ways to deal with the poverty as a socio-economic issue**

- Businesses should employ people from different socio-economic backgrounds/ status. √
- The business must reward employees for services that were rendered well √ and provide for their basic needs. √
- The business should offer subsidised meals or canteen facilities √ on the premises for their employees. √
- Free uniforms or personal protective clothing should be supplied √ to all employees to ensure their safety in the workplace. √
- Train all employees √ so that they can be able to deal with retrenchment. √
- Train some unemployed people from local communities √ as part of a business's CSI projects. √
- Give previously disadvantaged individuals a chance to be educated √ by incorporating Adult Basic Education and Training (ABET) into training programmes of the business. √
- Any other relevant answer related to ways in which businesses could deal with poverty as a diversity issue in the workplace

**Max (4)**

**4.3 Strategies businesses may use to protect the environment and human health**

- Businesses must not generate profit at the expense of the environment, ✓ but they must adhere to the relevant laws and regulations. ✓
- The business should be aware of their impact on pollution and other environmental issues in order to minimise its impact, ✓ for example, businesses should find safe ways of disposing of waste and/or dumping toxic waste. ✓
- The business must also take steps ✓ to become involved in environmental awareness programmes. ✓
- The business must alter its production techniques in favour of cleaner ✓ and greener technologies to protect the environment. ✓
- According to the social rights of workers, the business must test the water in the workplace ✓ to ensure that it is safe for human consumption. ✓
- The business must look after natural resources ✓ and promote nature conservation. ✓
- The business must have a policy to minimise pollution ✓ and actively reuse, recycle and reduce waste. ✓
- The business can reduce consumption of goods and services which are environmentally unfriendly, ✓ for example, by investing in appropriate technology like clean solar or wind power. ✓
- They must register or engage with recognised institutions or bodies ✓ that promote green peace and green energy. ✓
- The physical working conditions in the workplace should always be worker-friendly, ✓ safe and promote occupational health. ✓
- The business must evaluate the physical working conditions, to improve human health, ✓ for example, by providing adequate lighting and ventilation to ensure optimal and functional working conditions. ✓
- Servicing and maintaining all machines regularly ✓ in order to reduce accidents in the workplace. ✓
- The business must educate workers about hygiene issues, ✓ for example, washing of hands. ✓
- To improve the health of workers, the business must encourage employees to do regular health check-ups, ✓ for example, checking their blood pressure and temperature checks. ✓
- Any other relevant answer related to strategies businesses may use to protect the environment and human health.

**Max (4)****4.4 Responsibilities of employees in promoting human health and safety in the workplace****4.4.1 Responsibilities of employees in promoting human health and safety in the workplace from the scenario**

- The workers at KC take care of their own health and safety. ✓
- They also comply with the rules and procedures, by wearing prescribed safety clothing. ✓

**NOTE: Mark the first TWO (2) only****(2x1) (2)**

4.4.2 **Other responsibilities of the employees in promoting human health and safety in the workplace**

- Use prescribed safety equipment. ✓✓
- Report accidents to the employer by the end of the shift. ✓✓
- Report unsafe/unhealthy working conditions to the relevant authorities/management. ✓✓
- Inform the employer of any illness that may affect the ability to work. ✓✓
- Any other relevant answer related to the responsibilities of workers in promoting human health and safety in the workplace.

**NOTE: Do not award marks for responses that were quoted in QUESTION 4.4.1.**

**Max (4)  
(20)**

**SUB TOTAL SECTION B [40]**



**SECTION C****Answer ANY ONE question in this section****QUESTION 5: BUSINESS ROLES (HUMAN, ECONOMIC AND SOCIAL RIGHTS)****5.1 Introduction**

- Businesses that embraces economic rights of employees are able to attract investors. ✓
- Dynamic ways which businesses use to deal with privacy, information and equity will have a happy and productive workforce. ✓
- Enhancing values of respect, equality and dignity enables the business to be relevant and to compete globally. ✓
- The extend at which a business promotes cultural rights of employees serves as a sign of maturity and assist the business to understand its clients better. ✓
- Any other relevant introduction related to economics rights of employees in the workplace/ ways in which businesses could deal with privacy, information, equity as human rights in the workplace/ implication of equality, respect and dignity on businesses/ ways in which businesses could promote cultural rights in the workplace.

**Any (2x1) (2)****5.2 Economics rights of employees in the workplace**

- Freedom from forced labour ✓✓
- Free to accept or choose work ✓✓
- Join/Form trade unions ✓✓
- Right to participate in a legal strike ✓✓
- Fair wages and equal pay for equal work. ✓✓
- The right to leisure and reasonable limitation of working hours. ✓✓
- Safe and healthy working conditions ✓✓
- Any other relevant answer related to the economic rights of employees in the workplace.

**Max (10)****5.3 Ways to deal with human rights in the workplace****5.3.1 Privacy**

- Business must respect the rights of employees and clients ✓ and must not violet it. ✓
- They should not provide personal information about employees ✓ to anyone else. ✓
- Personal information about employees or customers must be kept confidential ✓ and should not be given to anyone else. ✓
- The business must keep any information on the HIV/AIDS status or chronic illnesses of its employees ✓ confidential. ✓
- It is illegal to read other people's emails or record any conversations ✓ stated clearly and upfront. ✓

- Any other relevant answer related to how businesses could deal with privacy as a human right.

Submax 4

### 5.3.2 Information

- Workers should have access to information that concerns them including all information held by the government, ✓ for example, policies, work schedules, employment contracts, labour laws such as the BCEA/EEA/SDA. ✓
- Business needs to be transparent in their financial statements ✓ by allowing employees who request to see these statements with motivation. ✓
- When new information becomes available, ✓ the business should inform employees about it. ✓
- Employees must receive information on the CSI projects of the business ✓ and how they will affect them. ✓
- Any other relevant answer related to how businesses could deal with information as a human right.

Submax 4

### 5.3.3 Equity

- Businesses must not discriminate against their employees based on gender, race, religion, sexual orientation, ✓ but give equal opportunities to them. ✓
- The business must ensure that its workers receive equal pay ✓ for work of equal value. ✓
- They should apply relevant legislation fairly on all levels of management, ✓ for example, with new appointments they must adhere to the regulations of the EEA. ✓
- Managers should ensure that no employee suffers because of discrimination, ✓ for example, paternity leave was implemented to give equal rights to fathers. ✓
- Any other relevant answer related to how businesses could deal with equity as a human right.

Submax 4

**Max (12)**

### 5.4 Implication of equality, respect and dignity on businesses

- Employees must be treated equally, regardless of their race, colour, ✓ age, gender, and disability. ✓
- Workers should be treated with respect and dignity ✓ by recognising work well done. ✓
- Equal access to opportunities, positions, and resources ✓ must be available to all employees. ✓
- Legislation concerning equal opportunities and human rights in the workplace ✓ must be implemented by employers and employees. ✓

- Businesses should develop equity programmes that promote strategies ✓ to ensure that all employees are treated equally regardless of status, rank, or power. ✓
- The mission statement of the business should include values ✓ of equality and respect. ✓
- Businesses should include issues such as diversity, discrimination, and harassment ✓ in their training, information, or business policies. ✓
- Incidents of discrimination must be reported, ✓ and employers should respond swiftly and fairly to these issue in the workplace. ✓
- Employers must ensure that the workplace environment is safe, ✓ fair, and free from embarrassment. ✓
- Employers must give orders or tasks respectfully and if appropriate, ✓ allow the employees to have a say in the way the task should be performed. ✓
- Any other relevant answer related to the implication of equality, respect and dignity on businesses

**Max (12)**

### 5.5 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. ✓✓
- Businesses should encourage employees to attend/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. ✓✓
- Businesses should employ people from various cultural backgrounds. ✓✓
- Employees should be trained on cultural tolerance. ✓✓/Business policies should promote cultural tolerance. ✓✓
- Have a flexible dress-code policy that allows employees to wear suitable cultural regalia/accessories. ✓✓
- Any other relevant answer related to ways in which businesses could promote cultural rights in the workplace.

**Max (12)**

### 5.6 Conclusion

- Respecting economic rights of employees reduces unnecessary conflicts in the workplace.
- Employees whose human rights issues are taken care of are able to stay for all longer time and they become productive.
- Businesses that are committed to treat their workers with equality, respect and dignity can be able to compete without failure.
- The workforce that is representative of different cultures can be able to accommodate needs from the wider community.

- Any other relevant conclusion related to economics rights of employees in the workplace/ ways in which businesses could deal with privacy, information, equity as human rights in the workplace/ implication of equality, respect and dignity on businesses/ ways in which businesses could promote cultural rights in the workplace.

Any(1x2) (2)

DETAILS	MAXIMUM	TOTAL
Introduction	2	<b>Max 32</b>
Economic rights of employees	10	
Dealing with human rights <ul style="list-style-type: none"> <li>○ Privacy</li> <li>○ Information</li> <li>○ Equity</li> </ul>	12	
Implication of equity, respect and dignity in the workplace	12	
Ways to promote cultural rights	12	
Conclusion	2	
<b>INSIGHT</b>		
Layout	2	
Analysis/Interpretation	2	
Synthesis	2	
Originality/Examples	2	
<b>TOTAL MARKS</b>		<b>40</b>

[40]

**QUESTION 6: BUSINESS ROLES (SOCIAL RESPONSIBILITY AND CSR/CSI)**

**6.1 Introduction**

- Corporate social investment (CSI) is when a business commits money, resources and time to a specific project that will improve the lives of people. ✓
- It is the responsibility of the business to ensure that the desired aims of corporate social responsibility (CSR) is filtered to the correct members of the community. ✓
- Triple bottom line expects businesses to commit to measuring their social and environmental impact in addition to financial performance. ✓
- Businesses have the responsibility to assist the communities they operate in by making time to attend to socio economic issue to reduced sales. ✓
- Any other relevant introduction related to the purpose of CSI/ /relationship between social responsibility and triple bottom line/impact of CSR on communities/ways in which businesses can contribute time and effort in improving the well-being of communities.

**6.2 Purpose of corporate social investment/CSR**

- CSR aims at creating a safe working environment for employees. ✓✓
- CSR programmes are internal programmes that businesses use to comply with laws and ethics. ✓✓
- 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. ✓✓
- Key areas of concern are protecting the environment, the wellbeing of employees from the community and civil society in general. ✓✓
- 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. ✓✓
- Society expects of their contributions, and they want to live up to society's expectations, for example, by looking after the wellbeing of the community. ✓✓
- They want to comply with the expectations of government and the law, for example, by not exploiting natural resources. ✓✓
- The business can gain economic advantages, for example, by gaining credits for controlling carbon emissions. ✓✓
- The business's policies should consider ethical issues, for example, they decide to cut on their emissions in the production process. ✓✓
- Business operations address the triple bottom line through CSR programs to be listed on the JSE SRI. ✓✓
- Any other relevant answer related to the purpose of corporate social investment (CSR).

6.3 **Relationship between social responsibility and triple bottom line****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. ✓
- Any other relevant answer related to the relationship between social responsibility and profit/economic as a triple bottom line element.

Element (2)

Explanation (2)

Submax (4)

**People/Social** ✓✓

- Business operations should not exploit people/employees/customers ✓ which may have a negative impact/harm on the community. ✓
- Businesses should engage/invest in sustainable community programmes/projects ✓ that will benefit/uplift communities. ✓
- Improve the lifestyle/quality of life ✓ of their human resources/employees. ✓
- Any other relevant answer related to the relationship between social responsibility and people/social as a triple bottom line element.

Element (2)

Explanation (2)

Submax (4)

**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, ✓ such as packaging from recycled material. ✓
- Any other relevant answer related to the relationship between social responsibility and planet/environment as a triple bottom line element.

Element (2)

Explanation (2)

Submax (4)

**Max (12)**6.4 **Impact of corporate social responsibility/CSR on communities****Positives/Advantages**

- Socio-economic issues are addressed by businesses ✓ 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. ✓
- Improve the health of communities ✓ by providing medical infrastructure. ✓
- Provide rehabilitation centres to community members ✓ who have addiction problems. ✓
- Assist communities to deal with challenges ✓ posed by HIV/Aids/unemployment/poverty. ✓
- Any other relevant answer related to the positive impact/advantages of CSR on 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. ✓
- Communities may not sustain infrastructure provided through CSR projects ✓ due to a lack of financial resources. ✓
- 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. ✓/Businesses 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 projects ✓ that do not directly benefit the community. ✓
- Consumers are not easily convinced ✓ that the business is acting in the best interest of the community/environment. ✓
- Less money is available for community projects ✓ during unfavourable economic conditions. ✓
- Any other relevant answer related to the negative impact/disadvantages of CSR on communities.

#### 6.5 Ways in which businesses can contribute time and effort in improving the well-being of communities

- Pay fair wages/salaries to the workers ✓ based on the nature of their work/the prevailing economic conditions in the market. ✓
- Provide transport for employees ✓ who work unusually long hours. ✓
- Pay fair bonuses based on business earnings, ✓ as acknowledgement for hard work and commitment. ✓
- Working conditions should include ✓ safety/medical/canteen facilities/benefits like housing/leave/retirement. ✓

- Provide for employees' participation ✓ in decision making that affects them. ✓
- Provide employees with recreational facilities ✓ to socialise and strengthen work relations. ✓
- Offer annual physical/medical assessments to workers ✓ to promote health awareness. ✓
- Encourage employees to stay fit and healthy ✓ by getting them involved in health activities to minimize stress/substance abuse/obesity. ✓
- Make trauma debriefing/counselling/therapy 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 the 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. ✓
- 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. ✓
- Any other relevant answer related to ways in which businesses can contribute time and effort in improving the well-being of employees.

Max

## 6.6 Conclusion

- Corporate social investment projects have a strong developmental approach and utilise company resources to benefit and uplift communities. ✓✓
- Businesses must also take the challenges and problems of CSR into consideration, before deciding how to be involved in the community. ✓✓
- Businesses that maintain a sound relationship between social responsibility and triple bottom line remain sustainable in the long run. ✓✓
- Businesses that are able to deal with unemployment become profitable as the communities can afford to pay for goods and services. ✓✓
- Any other relevant conclusion related to the purpose of CSI/ relationship between social responsibility and triple bottom line/impact of CSR on communities/ways in which businesses can contribute time and effort in improving the well-being of communities.

Any(1x2) (2)



DETAILS	MAXIMUM	TOTAL
Introduction	2	<b>Max 32</b>
Purpose of corporate social investment (CSI)	8	
Relationship between social responsibility and triple bottom line	12	
Impact of corporate social responsibility (CSR) on communities	16	
Ways in which businesses can contribute time and effort in improving the well-being of communities	10	
Conclusion	2	
<b>INSIGHT</b>		
Layout	2	<b>8</b>
Analysis/Interpretation	2	
Synthesis	2	
Originality/Examples	2	
<b>TOTAL MARKS</b>		<b>40</b>

**SUB TOTAL SECTION C [40]  
TOTAL 100**

