

**BUSINESS STUDIES****GRADE 12****TERM TWO****CHAPTER 7****NOTES ON HUMAN RIGHTS, INCLUSIVITY&ENVIRONMENTAL ISSUES****2019****TABLE OF CONTENTS**

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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.

DIVERSITY

- 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
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/EEA/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 OHSA/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/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.
- Water for human consumption should be tested before it is used.
- Promote nature conservation by looking after natural resources.
- Minimise pollution, by re-using, reducing and recycling.
- Reduce consumption of goods/services which are environmentally unfriendly.
- Register/Engage with recognised institutions/bodies that promote green peace.
- Physical working conditions should always be worker friendly, safe and promote occupational health.
- Physical working conditions, e.g. adequate lighting/ventilation should be available and functional.
- Machines must be serviced/maintained regularly.
- Educate people about hygiene issues.
- Encourage employees to do regular health checks.

NOTE:(The focus should on how the business should do it)