Question 21 (8 marks)

(a) How might a business benefit when an operations manager acts in an ethically and socially responsible manner? Support your answer with relevant examples.

The business will have a better reputation from this behaviour encouraging more people to come to their business and the behaviour could be seen by the business giving to charity or building environmentally friendly goods and products.

(b) Why might a business be resistant to meeting its corporate social responsibilities?

They may not be able to afford the proper OHS that the workers required to perform tasks and activities in the business.