

- 1** (a) Define the term *mission statement*. [2]
- (b) Explain **one** disadvantage to a business of having corporate social responsibility (CSR) as a business objective. [3]

- 5** (a) Analyse **two** reasons why it is important for a business to set SMART objectives. [8]
- (b) Evaluate the view that a mission statement is only important to a bank if it significantly influences the strategy and tactics of that business. [12]

OR