

Solutions

2.1

- Any one of: pay, hours, duties, leave, or notice period.

2.2

- It represents workers' interests in workplace matters.

2.3

- Better safety reduces avoidable injury or disruption.
- It can protect staff, customers, and the firm's reputation or legal position.

3.1

- Check whether contracts allow the changed hours.
- Consult affected staff and assess transport or safety.

3.2

- Later hours may bring more sales from customers who cannot visit earlier.
- Wage costs, fatigue, or staff turnover may rise.
- A judgement should weigh extra revenue against reliable staffing and cost. (E1)