

Lesson 5: Legislation: employment, health & safety, consumer law

3.2 journey

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Lesson 5 of 6

Learning goals

- ✓ Explain key employment laws and their costs
- ✓ Explain health and safety law and its benefits and costs
- ✓ Explain consumer law and the rights it gives customers
- ✓ Apply these ideas to a fashion retailer

Key words

N National Minimum/Living Wage The legal minimum pay employers must give workers.

E Equality Act (2010) A law to prevent discrimination in the workplace.

H Health and Safety at Work Act (1974) A law requiring a safe working environment.

C Consumer law Laws that protect customers and ensure fair treatment.

What you need to know

The law protects workers and customers



Laws protect workers and customers in three main areas.

1. Employment law

The **National Minimum/Living Wage** is the legal minimum pay employers must give workers. The **Equality Act (2010)** prevents discrimination at work — for example on grounds such as age, sex, race or disability. These laws protect workers, but they add **higher wage and training costs** for the business.

2. Health and safety law

The **Health and Safety at Work Act (1974)** requires businesses to provide a safe working environment — safe equipment, training and procedures. The **benefit** is fewer accidents and better staff wellbeing, with fewer days lost to injury; the **cost** is spending on training and equipment.

3. Consumer law

Trade descriptions law stops businesses misleading customers about a product. Consumer law protects **customers**: if a product is faulty, they can ask for a **repair, replacement or refund**. Businesses must follow these laws to treat customers fairly and to **avoid legal penalties** and damage to their reputation.

“Following the law adds costs, but it protects staff and customers and avoids fines.”

Legislation — benefits

- ✓ Fairer pay and safer workplaces.
- ✓ Customers are protected and trust the brand.
- ✓ Avoids fines and legal action.

Legislation — costs

- ✗ Higher wage and training costs.
- ✗ Equipment and safety spending.
- ✗ Time spent meeting the rules.

Test yourself

Cover the answers below, answer Q34–Q43, then check.

Q34 What is the National Minimum/Living Wage?

Q35 What does the Equality Act (2010) aim to do?

Q36 One cost of employment law to businesses?

Q37 What is the Health and Safety at Work Act (1974)?

Q38 One benefit of health and safety legislation?

Q39 One cost of health and safety legislation?

Q40 What is trade descriptions law?

Q41 Who does consumer law protect?

Q42 What rights do consumers have if a product is faulty?

Q43 Why must businesses follow consumer protection laws?

ANSWERS

A34 The legal minimum pay employers must give workers.

A35 Prevent discrimination in the workplace.

A36 Higher wage and training costs.

A37 A law requiring businesses to provide a safe working environment.

A38 Reduced accidents and improved staff wellbeing.

A39 Training and equipment costs.

A40 A law preventing businesses from misleading customers.

A41 Consumers (customers).

A42 Consumers can ask for a repair, replacement or refund.

A43 To ensure customers are treated fairly and to avoid legal penalties.