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Exploitation of labour

PROBLEM-SOLVING & DECISION MAKING

Module: Problem-solving and Decision Making

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Introduction

The aim of this report is to explain what is labour exploitation in the workplace and give alternative solutions to this problem.

This problem will be detaily explained and analysed with my opinion and point of view as well as supported with evidence as references with a developed communication plan in order to get a solution or at least, help to decrease the problem.

I will use some ideas and personal experience as I worked in a company called Pret A Manger and I will relate some examples to that.

Defining the complex problem

“The exploitation of labour is a way of modern slavery, this issue is protected by the Modern Slavery Act which is found in the UK. People who suffered this problem faced working without getting paid, low wages or wages that are maintained by the owner”. (*Rennie. M, 2018*)

A big part of the employees in the UK suffered or are suffering from this problem. A lot of managers do not even know how they treat or some employees are not prepared or do not want to take the risk to speak because they are afraid or simply because they may think it is a normal way to work. The misinformation of both parts may affect this issue. There are issues like an unhealthy or unorganised workplace, employees doing two jobs and are paid the minimum wage, the workers are sent to others workplaces within the company constantly, employers shouting or treating in bad manners or if we go deeper, we find cases like verbal abuse or even physical abuse in companies that are not very known.

Exploitation can be found in different sectors such as construction, agriculture, food packing hospitality, catering, warehouse, domestic work, taxi driving and social care among others.

Therefore sometimes companies do not take care of their employees in order to get a nice environment. The lack of people in the company makes employees work harder than usual, often doing double work instead of two people doing the task required.

Analysis of information on the identified problem

The following three examples are presented to support the information analysis of the issue chosen.

The first experience is about my own experience, for example, I was in a situation when I used to do the deliveries of the shop in which I was working at that moment (Paddington station). I used to take three or four heavy bags from the store and walked around 20 minutes or even more in order to get to the delivery point and handle the delivery to the person or company. The situation became a problem when I was the only person who used to do that, carrying heavy stuff for 20 minutes or more, without a trolley or without any work colleague to help me with the task. And then, they complained because I got late back to the shop because I had to stop like two or three times due to the tiredness. I suggested my manager change that situation and I was willing to help but he refused to give me a trolley or

As I gave my personal example of the bad experience I suffered in my previous job, there are more examples in the UK of exploitation of labour in other industries.

In the second example, “there was a horrible case of Theodor, he was a Romanian guy who suffered exploitation of workers in the UK in the construction sector or the case of Bohai”. (*Financial Times*, 2020)

The third example was a “Chinese immigrant who was exploited back in 2002 when he arrived in London to work: “I saw some of my countrymen in the place where I started to work. They were communicating each other in a dialect and I asked them where were they from, I was replied back: “The boss came to me and hit me in the head and told me: You are forbidden to talk to anyone, do not ask questions, just do what I say” (Bohai, 2002)

Possible solutions

“A solution is a method to resolve an issue or deal with a challenging circumstance” (University of Cambridge, 2020)

“Problem-solving is the action of defining an issue, deciding the reason for the problem, spotting, prioritizing and choosing substitutes for a solution” (ASQ, 2020)

The next three probable solutions could be:

1. In the UK there are advice centres that are able to resolve this kind of problems like exploitation of labour, they reveal solutions to people who do not speak English and are incapable to communicate with their bosses or at least, not to get intimidated and report as soon as possible. These institutions help employers and employees to comprehend UK employment rights.

2. Illegal immigration takes a big part in this case. Most of the cases the exploited people are illegal immigrants who are afraid of being kicked out of the country, hence the enforcement law and labour inspection have to deal properly in order to resolve these cases without the immigration status of the person being discovered or in some of the cases, be unknown.
3. Another advice or solution is to learn the language (English in this case as we are specifically writing about the UK) to refute in cases where the manager or boss try to exploit employees verbally or even physically. Communication is a big tool for companies and having the same language in common will prevent misunderstandings.

Use a decision-making technique

In order to have a solution, the next **PESTLE analysis** will help to support the procedure of the company Pret A Manger and exploitation of labour within that company.

.Political: British law will change and affect the company and its regulations. Pret A Manger will be hugely affected by Brexit. More local people will be working in the company and comparing this action with the exploitation of the labour case, the immigrants who are more affected about this, will not be so much involved.

.Economic: The less money the company pays employees, the more they keep and earn, which means more earnings to spend on other things.

.Sociological: Employees are more tired after work and do not have time to spend it with their families or beloved ones.

.Technological: As mentioned before, there are advice centres where people who suffered exploitation could go and find a solution to this issue. But also there are mobile apps where instead of going to the centre, employees use this option because it makes it easier in order to have help.

.Legal: There are a variety of laws and regulations that Pret a Manger follow in order to cut or remove the exploitation of labour, The Modern Slavery **Act** 2015 that prevents workers to work for nothing or are not paid fairly.

.Environmental:

Saying this, PESTLE has offered a huge variety of solutions to cut off the abuse or unfair wages.

Develop a plan for implementing the solution

‘An implementation plan is a written detailed document that shows the steps to follow to put solutions into practice’ (Colorado, 2020)

The implementation plan is awesome to follow the steps detailed written and keep employers and employees up to date.

.Stage one: Current situation

Nowadays in the exploitation of labour, employees are not happy or comfortable with their work conditions. They feel stressed because of the variety of problems they are living through. Researchers have found reasons related to the current situation, the workers in the UK are paid less, they work extra hours, they face sexual and gender-based discrimination.

.Stage two: Transition situation

Based on the analysis of the company, the company has to create new conduct in order to get to the future stage. Actions have to be taken in order to tackle the exploitation of labour, some of them are to protect the workers right (especially the immigrants who are more exposed to labour exploitation) in all sectors, including people who do domestic jobs, explain to workers the situation and rights they have in their languages to have a better understanding about the issue in case they do not speak English.

.Stage three: Future situation

My expectations are to implement the employees and employers to have better communication between them, employees considered by the employers. Both parts will have great communication and will be able to resolve their differences at work speaking to each other or finding another via communication such as email, letters, meetings, etc. The environment in the workplace will be different, of course, there will exist a company status but it will not mean to accept any verbal aggression or cases like the employee getting paid less than other workers for doing the same job. The salary will be equal for their respective positions.

Communicate the plan to stakeholders

The ADKAR model is a management model that alters and leads to an individual and organisational change. It is an acronym that constitutes the five tangible and solid results that people need to reach the final change, they are awareness (the necessity of improvement), desire (to keep up the improvement), knowledge (how to improve), ability (to show abilities and conducts) and reinforcement (to make the improvement even better).

It is a fruitful tool to change the organisation of management, leaders and employees.

.Awareness: This means the necessity of the improvement. Employees will know what kind of changes are coming in the future.

.Desire: It means to keep up the improvement with motivation, this improvement will benefit the stakeholders.

.Knowledge: This means how to improve the process of better improvements or better changes.

.Ability: It means to show abilities and conduct. To have training for the goals that will profit the stakeholders.

.Reinforcement: This means to make the improvement even better. To examine with stakeholders all the process that has been done, check the benefits and give a report.

Monitoring and Review techniques

There will be two types of monitoring and evaluate the techniques in order to check the process of the problem solved.

.Meetings: The two parties, employer and employee should have meetings and chat about the process of the problem and how it is being solved, have common objectives.

.Feedback: The employed should give positive and negative assessments of what the employees or company workers have done. How the work has gone and how productive it has been.

Conclusion

As a conclusion, in this report, it has been shown what is and how affects the exploitation of labour, the necessary steps of a developed plan to implement a solution in order to remove this issue. It was added as well a PESTLE analysis to have a solution for this problem, describing the external factors.

There is no doubt that the exploitation of labour is a problem that should be eradicated. We, as a society have to tackle this big problem and call for zero tolerance.

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