**Socio Technical System Grid for Business Ethics**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| STS Frame / Value | Technical Frame (product, service, technology, software) | Physical Frame (Physical Surroundings) | Stakeholder Frame (People, Groups, Roles & Stakes) | Managerial Frame  (Procedures) | Laws Frame (Laws, Statutes & Regulations) | Financial Frame (Money & Markets) | Environmental Frameworks (Risk to environmental health and integrity) |
| Safety | Food products: health impact and contribution to dietary habits | Restaurant Design  What values are embedded in restaurant design | Customer Health (impact of food served)  Employees (safe working conditions) |  | OSHA  EPA (Environmental)  Civil and Criminal Law | Cost of safe designs (eg: tables, chairs, food preparation technology) | Agri-business practices of suppliers  Contribution to env integrity of local community |
| Privacy |  |  |  | HR: collecting and storing data on employees | Privacy Laws (HIPPA, COPPA, 1974 Privacy Act) |  |  |
| Property |  | Food Recipes, brand name, property rights of suppliers and customers | Management  (stockholders) |  | Patents  Copyrights  Trade Secrets  Trade Marks | Outlays and costs  Consumer Demands  Financial Assets | Impact of buildings, waste creation and disposal, and parking areas on local ecosystem |
| Equity & Access | Adequate representation of special dietary needs and vulnerabilities | Ramps for Handicap access  Hiring and promotion practices (minority groups and gender) | Government via laws and regulation | Access to employee data | Affirmative Action: hiring, recruiting, and firing |  | Recognition of impact of activities on nonhuman entities (animals, ecosystems,etc) |
| Free Speech |  |  |  | Procedures for reporting bad news and DPOs  Director oversight allowances | WB protection laws, FSG compliance issues (DPO and due process procedures) |  |  |

**Problems**

1. Impact of menus on dietary habits and health (Conflict between consumer demand, financial value, and moral value in form of health)

2. Extension of corporate social responsibility to oversight of agri-business practices of suppliers

3. Environmental impact through activities of suppliers, daily activities (waste generation and disposal) and policies (restaurant design and construction)

4. Issues concerning equity and access and conflict with other values. Integrating a program of minority recruitment and promotion. Integration of value into design of restaurants and surroundings (ramps for wheel chairs)

5. Compliance with OSHA and EPA. E.G. identifying and disseminating regulations to employees. Developing employee awareness and skill in safety.

6. Competing successfully and ethically for adequate financial return in a highly contested market.

7. Developing a CSR program that

* Responds to real stakeholder needs
* Is compatible with financial constraints
* Integratable with other stakeholder demands
* Is imaginative and moral
* Reflects centrality of ethical and social values in corporate mission
* Goes beyond SR as side constraint or value to be traded off with other values