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## AC 1.1

Best Pharmacy Ever (BPE) is planning to buy Zenixa, a much bigger pharmacy chain. This is a big step for the business. There are many things to think about, but two important outside factors are: **laws and rules**, and **what customers want**.

The first factor is **legal and regulatory rules**. All pharmacies in the UK must follow strict laws. These rules tell them how to give out medicine, how to store it, and how to keep patient information safe. Zenixa is a large company with 100 stores and an online pharmacy, so it follows more rules than BPE does now. If BPE buys Zenixa, it must follow all these extra rules. If the rules are not followed properly, BPE could get fines or lose its licence (Hartmann, 2018). This means Shiva and her team must understand the legal side of running a bigger company (Alghababsheh, 2020).

The second factor is **changing customer behaviour**. Over the last few years, especially after COVID-19, many people now prefer to order their medicines online. They like home delivery and fast, easy service. Zenixa already offers this service, but BPE does not. If BPE wants to grow and keep customers happy, it must start offering online services too. At the same time, BPE is known for giving personal, friendly service in the local community. Shiva must make sure that this family feeling is not lost when the business becomes larger (Boon et al., 2021).

In summary, BPE must prepare well. It should learn all the new rules that come with running a larger business. It should also meet new customer needs while keeping its personal touch. This will help the business grow in the right way.

## AC 1.2

After buying Zenixa, Best Pharmacy Ever (BPE) will become a much bigger company. It will go from 5 stores to 100. To manage this big change, BPE should set clear goals. Two important goals could be: **to improve how the business runs** and **to keep customers happy**.

The first goal is to **improve operational efficiency**. This means making the business run more smoothly and using less time and money. With 100 stores, it will be harder to manage everything without good systems. BPE should use better technology to help with stock, deliveries, and online orders. Zenixa already uses systems like this, so BPE can learn from them and make them better. A business that runs well can save money and give better service

to customers (Kraus et al., 2020). It also helps staff do their jobs faster and with fewer mistakes (Ramdani et al., 2021).

The second goal is to **keep customer satisfaction high**. BPE is known for being friendly and personal. This is something customers like. But after the business gets bigger, it may be harder to keep this personal touch. Customers may feel that the company is now too big and less caring. BPE should train all staff to be kind, helpful, and respectful. They should also listen to what customers say and try to make changes based on their feedback (Saha et al., 2022). Happy customers will come back again and tell others about the business.

In short, setting clear goals is important after such a big change. BPE should focus on making the business work well and keeping its customers happy. These two goals will help the business grow in a good way.

### AC 1.3

#### a) Products and services

Best Pharmacy Ever (BPE) and Zenixa both run pharmacies. They sell similar products and offer health services to the public.

Both companies give out **prescription medicines**. These are medicines that customers get from the doctor. They also sell **everyday health products**, like painkillers, allergy tablets, vitamins, skincare items, and baby products. These are things that people often buy from a pharmacy (Alkhaldeh et al., 2020).

BPE also gives **health services** like blood pressure checks, health advice, and vaccinations. These services help people look after their health. Zenixa also gives the same services, but it has one big extra service: it runs an **online pharmacy**. This means customers can order their medicine on a website and get it delivered to their homes. This service is helpful for people who are busy, live far away, or cannot visit a store easily (Mekonnen et al., 2021).

#### b) Main customers

Both BPE and Zenixa serve customers who need health products or advice. Their main customers include **older people, people with health conditions, families, and people who need medicine for a short time**, like for a cold or flu (Karampatakis et al., 2022).

BPE is a small, local business. Most of its customers live near the store. They like the friendly service and often know the staff. These customers may be older or prefer talking to someone face-to-face.

Zenixa has more stores and offers online shopping. So, it serves **more people in different places**. It also attracts **younger people** who like shopping online. They enjoy fast service and getting medicine without going to the store (Karampatakis et al., 2022).

In short, both companies sell the same types of products. But Zenixa uses more technology to reach more people.

#### AC 1.4

After Best Pharmacy Ever (BPE) buys Zenixa, the business will become much bigger. People professionals (HR staff) will need to manage more workers in more places. Technology can help make this easier and better.

One useful tool is a **Human Resource Information System (HRIS)**. This is a computer system that stores staff details, tracks holidays, and helps with hiring and training. It saves time by doing tasks faster and keeps all staff records in one place (Johnson et al., 2020). It also helps managers see useful reports, like how many people have left or how many need training.

Another helpful tool is **communication software** like Microsoft Teams or Slack. These tools let people send messages, share files, and have video calls. After the merger, staff will work in many different stores. Good communication will be very important. These tools help teams stay in touch and work together even if they are far apart (Mazurchenko, 2021).

**Online training systems**, also called Learning Management Systems (LMS), are useful too. They let staff do training online, anytime and anywhere. This is great when there are many workers to train. It saves time and money and makes sure everyone gets the same training (Fernandez, 2020). People professionals can also see who has completed the training.

These tools can also help teams work together better. For example, HR staff from BPE and Zenixa can work on the same documents, plan training, and help each other easily.

In short, using simple but smart technology like HR systems, chat tools, and online training can help people professionals do their jobs better, faster, and together.

## AC 2.1

**Organisational culture** means the way people work, think, and behave in a company. It includes shared values, beliefs, and habits. It also affects how people talk to each other, how they solve problems, and how they treat customers (Schein, 2019). Every company has its own culture, and it can be strong or weak, positive or negative.

At Best Pharmacy Ever (BPE), the culture is friendly and family-like. Shiva runs the business closely and knows her staff well. People feel part of a close team. Staff treat customers kindly and with care.

Zenixa is a much larger company. It has a more formal culture. There are more rules, more levels of management, and less personal contact. After BPE buys Zenixa, both companies will need to work together. Their cultures are different, so it is important to create one clear and positive culture for the future.

A good workplace culture helps people feel safe, respected, and valued. It also helps staff understand what is expected. When people are happy at work, they are more likely to stay and do their best (Schneider et al., 2018).

If culture is not managed well after the merger, staff may feel confused or stressed. Some may leave the company. That's why it is important for people professionals and leaders to guide the change. They should talk to staff, listen to their views, and create shared values (Chatman, 2020).

In summary, organisational culture is about how people act and feel at work. After the acquisition, BPE must build a strong, clear culture that makes all staff feel included. This will help the new, bigger business grow in the right way.

## AC 2.2

An organisation is like a system. This means all parts of the company are connected and need to work well together. These parts include teams like HR, sales, customer service, finance, and operations. When one part changes, it can affect the others (Senge, 2019).

After BPE buys Zenixa, the company will be much bigger. It will have more staff, more stores, and online services. To manage this well, all teams must talk to each other and work in the same direction. Everyone should understand their role and how it helps the whole company.

People professionals (HR staff) have an important role in this system. What they do can affect the whole business. For example, if HR gives good training, staff will do their jobs better. This means better service for customers and fewer mistakes (Stolz, 2021). If HR helps managers to support their teams, staff will feel happier and work harder.

HR can also help bring BPE and Zenixa staff together. They can create shared values and support a positive culture. This helps build trust and teamwork. If HR does not do this well, staff may feel confused or left out, and this can hurt the business.

People professionals should also look at how changes affect staff. They can listen to workers, solve problems, and make changes that improve working life. When staff feel supported, they are more likely to stay, which saves money and time (Ulrich, 2021).

In short, an organisation works best when all parts work together like a team. HR plays a big role in keeping everything connected. After the acquisition, people professionals at BPE can help the new business grow stronger by supporting people and improving systems.

### AC 3.1

When one company buys another, it is a big change for everyone. After Best Pharmacy Ever (BPE) acquires Zenixa, there will be many changes in the business. These changes may include new systems, new roles, new teams, and new ways of working. It is important that these changes are carefully planned and managed.

The first reason is to **reduce stress and confusion**. Staff may feel worried about losing their jobs or not understanding the new ways of working. If the changes are planned well and explained clearly, it helps staff feel more secure and confident (Kotter, 2018). Clear plans also help managers answer questions and support their teams.

The second reason is to **keep the business running smoothly**. If changes are made too quickly or without a plan, mistakes can happen. These mistakes can affect customers, cause delays, or create extra costs. Good planning makes sure that services continue without problems (Hayes, 2022).

The third reason is to **build trust and teamwork**. When staff are involved in change, they feel valued. People professionals can support this by asking for feedback, offering training, and sharing updates. This helps create a positive workplace where people work together (By, 2021).

People professionals have a big role in managing change. They can help set clear goals, support managers, and guide staff through the process. They also help create a plan that looks after both people and business needs.

In summary, planning and managing change is very important after an acquisition. It helps reduce fear, keeps the business working well, and supports staff. A well-managed change leads to a stronger, more united company.

### AC 3.2

People professionals (HR staff) have a very important job when a company goes through change. After Best Pharmacy Ever (BPE) buys Zenixa, both businesses will become one bigger company. This means many things will change—like roles, systems, and how people work. The people professionals at both companies will help staff and managers deal with these changes in a smooth way.

One important role is **communication**. Change can make people feel worried or unsure. People professionals can share clear messages, answer questions, and listen to staff concerns. When people know what is happening, they feel more calm and ready to accept change (Appelbaum et al., 2018).

Another role is to **support staff during the change**. People professionals can offer training to help staff learn new systems or take on new roles. They can also help staff feel more confident and supported. This makes people feel better about the new company (Rosenbaum et al., 2020).

They also help to **build a new culture**. BPE has a close, friendly culture. Zenixa is bigger and more formal. People professionals can help bring the two cultures together. They can do this by helping leaders create new values and ways of working that include everyone. This helps people from both companies feel like they are part of one team (Albrecht et al., 2021).

Lastly, people professionals help **leaders and managers**. They give advice on how to talk to teams, handle problems, and keep staff motivated during change.

In short, people professionals at BPE and Zenixa will play a big role in making the change a success. They support people, build strong teams, and help the company move forward together.

### AC 3.3

When Best Pharmacy Ever (BPE) buys Zenixa, it will bring many changes. These changes will affect the people working in both companies. Some changes may be helpful, but others may be difficult at first.

One big effect is **worry and stress**. People may feel unsure about their jobs. They might ask, “Will I still have a job?” or “Will my role be different?” This fear can make staff feel nervous and unhappy. If people do not understand what is happening, they may feel less motivated (Kotter, 2018). That is why it is important to give clear, honest information and support.

Another impact is the **change in company culture**. BPE has a friendly and family-style culture. Zenixa is bigger and more formal. When these two cultures come together, people may feel confused. Some may find it hard to adjust or may feel they do not belong (Hayes, 2022). People professionals (HR staff) can help by building a new culture that includes values from both companies.

The change can also bring **new chances**. Staff may get new jobs, learn new skills, or move into better roles. This can help people feel more excited about their future. When staff feel supported and have chances to grow, they usually do better at work (Appelbaum et al., 2018).

Lastly, change can affect **teamwork and communication**. BPE and Zenixa will now have many more staff in different places. People may not know each other or may not know how to use new systems. This can make it hard to work together. People professionals can offer training and help teams connect and support each other.

In short, change will affect people in many ways. Some may feel worried, but with good planning and support, the change can lead to growth and better teamwork.

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