

# 77660505

## Proposed Protection of Workers (Retail and Age-Restricted Sales etc.) (Scotland) Bill

Are you responding as an individual or on behalf of an organisation?

an individual

Which of the following best describes you? (If you are a professional or academic, but not in a subject relevant to the consultation, please choose "Member of the public".)

Member of the public

Please select the category which best describes your organisation

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Please choose one of the following:

I would like this response to be anonymous (the response may be published, but no name)

Q1. Which of the following expresses your view of creating a new offence of assault against a worker in the retail sector?

Unsure

**Please explain the reasons for your response**

I don't really know much about it. Obviously I'm for protecting workers from assault. I'm also for consumers having the right to stand up for themselves.

I personally have never seen a worker assaulted, but I have seen many times consumers and service users being deliberately antagonised by service providers and workers, even to the point where the consumer ends up getting physically assaulted by security personnel. Completely reasonable people who have been pushed into "raising their voice" and then been "dealt with" in a completely unwarranted and abusive manner.

The law needs to protect both workers and consumers. If it favours one or the other, people will and do abuse it.

Q2. Which of the following would you support as a way to respond to assaults on workers upholding statutory age-restrictions?

Unsure

**Please explain the reasons for your response**

I don't understand the difference. Actual assaults on anybody should have reasonable responses.

Q3. Which of the following would you support as a way to respond to abuse, harassment, threatening or obstruction of workers upholding statutory age-restrictions?

Unsure

**Please explain the reasons for your response**

I don't understand the difference between an offence and an aggravation.

Q4. Do you think that there are other steps which could be taken (either instead of, or in addition to, legislation) to achieve the aims of the proposal?

Unsure

**Please explain the reasons for your response.**

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Q5. Taking account of both costs and potential savings, what financial impact would you expect the proposed Bill to have on:

**Q5.1. (a) Government and the public sector** - Unsure

**Q5.2. (b) Businesses** - Unsure

**Q5.3. (c) Individuals** - Unsure

**Please explain the reasons for your responses.**

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Q6. Are there ways in which the Bill could achieve its aim more cost-effectively (e.g. by reducing costs or increasing savings)?

Unsure

**Please explain the reasons for your responses.**

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Q7. What overall impact is the proposed Bill likely to have on equality, taking account of the following protected groups (under the Equality Act 2010): race, disability, sex, gender re-assignment, age, religion and belief, sexual orientation, marriage and civil partnership, pregnancy and maternity?

Unsure

**Please explain the reasons for your responses.**

It could be potentially negative. Workers and service providers could use the Bill to discriminate without fear of repercussion. For example, deliberately asking somebody who is clearly in their thirties or older for ID because the worker is prejudiced against them.

Q8. In what ways could any negative impact of the proposed Bill on equality be minimised or avoided?

By ensuring that the law protects everybody equally, consumers and service users as well as workers and service providers. Maybe we could look into making antagonising behaviour towards consumers and service users an offense too?

Q9. Do you consider that the proposed Bill can be delivered sustainably i.e. without having likely future disproportionate economic, social and/or environmental impacts?

No

**Please explain the reasons for your responses.**

People already abuse this, in the way I have described. Everybody should have good rights. Workers should have the right to do their job in safety and to be protected from abuse and assault by law. But so too should consumers and service users be properly and equally protected from harrassment, bullying, antagonisation and discrimination.

Q10. Do you have any other comments or suggestions on the proposal, for example, other trigger points for violence and abuse, and other workers who should be covered?

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Q11. Which of the following describes your retail-sector experience (please tick all that apply)?

Working in premises selling alcohol for consumption on the premises (e.g. pub)	No
Working in premises selling alcohol for consumption off the premises (e.g. shop)	No
Working in premises selling other age-restricted products (e.g. tobacco, knives etc.)	Yes
Working in other retail premises	Yes
None of the above	No

Q12. Which of the following describes your experience of violence or verbal abuse in the retail sector (please tick all that apply)?

I have been the victim of physical violence	Yes
I have been the victim of verbal abuse	Yes
I have witnessed colleagues being subjected to physical violence	Yes
I have witnessed colleagues being subjected to verbal abuse	Yes
None of the above	No

Q13. Please give details of any personal experience that you would wish to share. (Please avoid naming any other person or giving information that would allow another person to be identified)

Regarding the last question, I have witnessed friends, not co-workers, being both physically and verbally abused by security personnel and retail workers.

I and my friends are all reasonable non-violent people. We have been antagonised and harassed many times by workers and service providers.

A friend of mine was once grabbed by the throat by security personnel and dragged into a private room to be beaten. I once had a door person follow me around all night telling me to "pull my pants up" and bumping into me, and when I tried to make a complaint he tackled me.

I've been to pubs where they call last orders ten minutes before they send the security personnel to throw out the clientele whether they have finished their drinks or not. This sort of behaviour and blatant disrespect is bound to upset people.





