

# 77849590

## 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".)

Professional with experience in a relevant subject

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?

Fully supportive

**Please explain the reasons for your response**

As a worker in the retail sector i witness appalling behaviour daily from members of the public who find it acceptable to show no respect to hard working colleagues just trying to do their job. I've seen people reduced to tears from the abuse subjected to them by disgruntled so called customers. Picture yourself on a busy Friday night surrounded by 6 to 10 impatient customers waiting to be approved on the self checkout while a drunk office worker screams at you for refusing their "one for the road". There needs to be proper sanctions in place to discourage this sort of abusive behaviour in any situation.

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

A new statutory offence

**Please explain the reasons for your response**

Proper sanctions need to be in place so people know this behaviour will not be tolerated. Few people would dream of drinking and getting into a car for fear of the penalty. Yet it is perfectly acceptable to lose control of yourself then go and abuse the shop worker who gets the penalty for being afraid to say no when you've had a few too many.

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?

A new statutory offence (for all these types of behaviour)

**Please explain the reasons for your response**

Abuse and harassment should not be tolerated in any work place whether is a hospital a police station a supermarket or even a call centre. More needs to be done to educate members of the public on what is acceptable. Making a new offence will help people think twice before they take their frustrations out on a stranger trying to do their job.

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?

Yes

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

I have believed for some time that all age restricted sales should require ID to be provided no matter the age of the person buying it. With advances in technology this doesn't even need to add much extra time to a transaction. ID could easily be incorporated into a bank card for example and could even electronically authorise the sale at a self checkout with little intervention.

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** - Some increase in cost

**Q5.2. (b) Businesses** - Some increase in cost

**Q5.3. (c) Individuals** - Broadly cost neutral

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

Policing new policies would cost more initially however some costs could be recouped from fining offenders. Extra

training for workers inn how to report incidents and time to do so should incidents occur would also cost businesses however this is balanced by lower staff turnover and less money spent looking after abuse victims.

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?

Positive

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

Encouraging people to behave better in any respect should also allow them to reflect on their behaviour in other situations.

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

If ID is required from everyone regardless of age, gender, race no specific group is being targeted.

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?

Yes

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

Past changes to restricted sales have been easily managed by businesses and authorities using existing frameworks this is no different.

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?

*Call centre workers should also be protected, people phoning a call centre are frequently already in a stressful situation and are likely to take that out on the workers it can often be far worse as the customer in this situation has the added protection of being on the other end of a phone line and not face to face.*

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)	Yes
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)

Having worked in retail for over 15 years I've seen everything from colleges being grabbed over the counter to hot drinks being thrown and full scale brawls breaking out in shops at the weekend.

Personally most recently I was called a jobs worth for refusing the sale of non alcoholic beer to two clearly under aged children. Their father was outraged that he had to illegally park his car outside to come in to complain. Because of his attitude he was also refused the sale.





