

71981712

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

I am a manager in a large retail store and I have seen violence against my colleagues increase in recent years.

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

A new offence needs to be created to recognise that the worker is doing their job and is not in the position (of being faced with violence) by choice.

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

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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?

No

Please explain the reasons for your response.

Retail stores of all sizes are at the limit with trying to mitigate the risk in house. It now needs support in the form of legislation.

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 - Broadly cost neutral

Q5.3. (c) Individuals - Some increase in cost

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)?

No

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.

Once a worker is put into a situation faced with aggression, they are much more at risk of being attacked verbally or physically due to race, gender or disability. More legislation will help help this to stop.

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

Consult with managers and colleagues in retail stores. Do not consult with colleagues who do not work outside of the retail stores. You need 1st hand accounts of what will and won't work.

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.

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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?

Thought should be given to the age restriction coming to energy drinks (no sales to under 16s). This may increase abuse from under 16s to shop workers, the legislation would need to take into account the under 16s who may be in breach of it (less severe penalty vs education and engagement).

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

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| Working in premises selling alcohol for consumption on the premises (e.g. pub) |
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|----|
| No |
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| 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)?

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| 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)

I asked a male for his ID as he appeared to be under 25 when buying alcohol. His response was to punch me in the head causing damage that needed stitches and leaving permanent scarring. He was then tackled to the ground and continued to give racist verbal abuse to myself. The store was busy with shoppers including children who were subject to the verbal abuse being shouted. The male was prosecuted and given suspended sentence. I was left needing hospital treatment and had trouble sleeping for a number of nights due to this incident.

