

# 72425084

## 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

-

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 so fed up with verbal abuse and being told that it is part of the job, and I should sit there and smile by managers. I have no right to defend myself or the right of reply, and reported with lies. They are believed but we are not, and if another customer comes to your defence we are told not to discuss it with them!

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**

Any verbal or physical assault or abuse should be dealt with in a fair way and not just try to placate the customer, never mind the staff!

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**

as previously said the staff should have protection when carrying out their job to the best of their ability in a polite manner.

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.**

I don't know what ways you can protect the workers.

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** - Broadly cost neutral

**Q5.2. (b) Businesses** - Broadly cost neutral

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

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

I do not see why it should cost anyone any money only safety.

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.**

as said previously I do not see why it should incur any costs

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?

Slightly positive

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

it should help rule out any abuse on these grounds

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

not sure to be honest

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.**

it should only make life easier for customers to know where they stand in law, and therefore, help the workers and save them from unpleasantness.

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?

*all service personnel should be covered in shops hotels, bars restaurants etc.*

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)	Yes
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	No
I have been the victim of verbal abuse	Yes
I have witnessed colleagues being subjected to physical violence	No
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)

abuse from customers and not having the right to reply, being told off if one dared to answer. Not allowing other customers to be a witness to the abuse, being told that one must not discuss it!

Being called names, and stupid and a liar, all of which were lies , but told must not answer just smile!





