

# 77659223 - Anne Millar

## 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 am content for this response to be attributed to me or my organisation

Please insert your name or the name of your organisation. If you choose the first option above, this should be the name as you wish it to be published. If you choose the second or third option, a name is still required, but it will not be published.

Anne Millar

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 have worked in retail & have experience of verbal abuse from customers either face to face or over the phone

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**

The workers are doing their job as the law requires, therefore if they are abused, whether verbally or physically, the aggressor should be held accountable. By making it a statutory offence hopefully this will happen.

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**

The aggressor needs to be seen to be held accountable under the law & given an appropriate sentence.

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 other steps would have an impact on this abhorrent behaviour or do anything to stop it occurring.

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** - Some increase in cost

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

Any law would incur some cost to government & it is naive to expect that businesses & customers would not have to pay some increase to cover this expenditure by the Government.

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.**

Not being an economist, I don't have the knowledge of how this could be achieved in a more cost-effective way.

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 is difficult to assess the impact until the bill is passed into law & is part of the legislative process.

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

I am not sure of how a negative impact could be minimised or avoided.

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?

Unsure

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

Again I do not have the relevant knowledge to comment on any future impacts that the proposed Bill could have.

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?

*I can't think of any other trigger points. Other workers that should be covered should be postmen/women & bus drivers, if there is not already legislation covering abuse of these workers.*

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)	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.)	No
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)

When working in retail I have suffered verbal abuse face to face & over the phone, from customers complaining about orders not being on time, or repairs taking longer than they should. When trying to explain that this was outwith my control, but I would in





