

77534476

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 have worked in food retail for the last 30 years and witness daily and regular instances of violence, shoplifting, abuse and poor treatment of shop workers.

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**

I believe a new statutory offence would give the right message to those who see shop workers as an easy target which in turn may reduce the amount of violence and abuse levels thereafter.

I also believe it would give shopworkers some belief that as a society we don't accept this behaviour and may make retail a more attractive place to earn a living.

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**

If we are to protect shop workers from this behaviour and on personally witnessing age related sales refusal situations where abusive and threatening behaviour can be at its worst level, I believe the statutory offence should cover all areas and not sepa

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.**

It's Been far too long waiting for shop workers protection, over the years I've seen workers accept more and more abusive behaviour and almost become used to and accepting of.

I think this bill/ law should only be the start of more ambition as a society

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.**

Marketing costs to advertise law changes to public and businesses will have an initial set up cost but through time would not be a massive impact.

Fines for those who break the law should reflect the costs derived for bringing cases to court.

If jail sentences came about because of the law change it's a price worth paying to protect workers.

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.**

I can only see beneficial impact across all areas of equality from this proposed bill. Abusive behaviour towards shop workers is derived from various forms of hatred and although a law will not eradicate these types of behaviour it will take a strong step

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

Good communication of any law changes to the public and hopefully benefitted linkage to other industries with similar challenges.

Marketing campaign must strike a balance to win hearts and minds of the wider public to ensure it gather momentum and future

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.**

Yes, as long as it has a clause for review and upgrade where required.

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?

*Age restricted sales is moveable as new product listings/ trends can change as people desire and crave new.*

*Not sure what areas are proposed within the bill but certainly believe that wholesalers selling age related, public and and pub workers, public facing workers across many industries.*

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)

Over the years in retail I've been personally impacted in threatening behaviour, armed robbery, physically attacked by shoplifters but just as bad as all the above, the verbal and mental abuse aimed at shop workers is beyond acceptable







