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## Proposed Protection of Workers (Retail and Age-Restricted Sales etc.) (Scotland) Bill

### Page 2: About you

Are you responding as an individual or on behalf of an organisation?

on behalf of an organisation

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".)

*No Response*

Please select the category which best describes your organisation

Commercial organisation (company, business)

Please choose one of the following:

I would like this response to be anonymous (the response may be published, but no name)

### Page 7: Your views on the proposal - Aim and approach

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**

Verbal abuse is common place almost every single day for workers in the bar industry in Scotland and has been for the 15 years I have been working in this industry. Threats of violence and intimidation on a regular basis and even violence is common. I want the safest working environment possible for my staff and myself and a safe and pleasant environment for my customers.

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**

From my experience, the people who become abusive in these situations do so on a regular basis. Whether they act out due to repeated frustration is not the problem of my team, it is there's. A strong message of deterrence must be sent to the persons acting out. An example being, just last year I refused service to 3 young gentlemen. None of them were able to product ID and were asked to leave. After swearing and trying to grab me from across the bar, they smashed empty glasses on the floor and left. They walked across the street to another establishment where I observed their door man refusing them entry. They responded by assaulting the door steward with punches and kicks. In no environment is this acceptable behaviour!

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 same answer for the previous question

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.**

This is a problem that plagued the industry for decades. Despite AD campaigns, education and changes to Scottish licencing law, the problem is just as bad, if not worse than ever. All previous attempts have been ineffective.

## Page 11: Financial impact

Q5. Taking account of both costs and potential savings, what financial impact would you expect the proposed Bill to have on:

	Significant increase in cost	Some increase in cost	Broadly cost neutral	Some reduction in cost	Significant reduction in cost	Unsure
<b>(a) Government and the public sector</b>		X				
<b>(b) Businesses</b>			X			
<b>(c) Individuals</b>		X				

Q6. Are there ways in which the Bill could achieve its aim more cost-effectively (e.g. by reducing costs or increasing savings)?

Unsure

## Page 13: Equalities

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

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

I don't see any negative impact coming from the proposed Bill.

## Page 15: Sustainability

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

## Page 16: General

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?

None.

## Page 17: Personal Experience - Optional questions

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)

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

I have been the victim of verbal abuse

I have witnessed colleagues being subjected to physical violence

I have witnessed colleagues being subjected to verbal abuse

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)

(same example from a previous question)

An example being, just last year I refused service to 3 young gentlemen. None of them were able to produce ID and were asked to leave. After swearing and trying to grab me from across the bar, they smashed empty glasses on the floor and left. They walked across the street to another establishment where I observed their door man refusing them entry. They responded by assaulting the door steward with punches and kicks.

Over the years I have also been called every name under the sun, been exposed to racist, homophobic and anti-Semitic slurs.

I have had glasses, ashtrays, bar stools and punches thrown at me. Groups waiting outside premises for me after closing time. People physically coming behind the bar attempting to do me harm.

Respected and upstanding establishments I have worked for have been subject to smashed windows, doors and furniture.

These sorts of situations happen far too regularly and this type of behaviour has been tolerated for FAR too long!