

80212465

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?

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

No Response

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

I believe this should cover verbal abuse too. I myself have been dismissed (pending appeal) after 14 years almost after being verbally abused in-store, being called names on a public forum, stalked on Facebook, reported to my employer, who deemed my Facebook posts inappropriate, after NEVER having bothered before. I have senior managers as friends on FB, and not once was I ever made aware that my humorous posts may be deemed inappropriate. This was all caused by one customer exacting revenge after an in-store incident which was dealt with. This obviously wasn't to her satisfaction, and I was summoned without prior warning on March 12th and instantly dismissed. I was then dismissed for "gross misconduct. The customer was rewarded with a £50 voucher, and I, a loyal co worker of 14 years was dismissed. The emotional and financial hardships I have suffered has been appalling. I am currently waiting for my Area Representative to get in touch re a date for an appeal meeting. Cannot believe my employer not only wants abusive customers shopping in-store, but REWARDS them with a voucher, while their loyal employees are dismissed!

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 phrase "The customer is always right" is the biggest lie in retail! An assault is an assault is an assault, no matter where it occurs and whether it is physical OR verbal!

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 stated previously.

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

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
(a) Government and the public sector		X				
(b) Businesses			X			
(c) Individuals						X

Please explain the reasons for your responses.

All new bills must cost something I presume. The amount of people that are abusive are few and far between, therefore, the effect on businesses would be absolutely minute if the abusive people took their business elsewhere. Unsure of no. 3 effect.

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

Please explain the reasons for your response.

Everyone should be equal, and everyone should be protected.

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

It couldn't. It can only benefit shop workers.

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

Please explain the reasons for your response.

The economic effects would be minimal. Decent customers far outweigh abusive ones.

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?

Anyone who deals with the public should be covered.

Page 17: Personal Experience - Optional questions

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

Working in other retail premises

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 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)

I have previously stated my experience in a prior question.