

72026179

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 a retail worker and intimidation and verbal abuse is occurring on a regular basis. It causes stress, upset, anxiety and fear which can make staff reluctant to ask for proof of age just to avoid confrontation -and this could have very serious consequences. It is harassment and urgently needs to be addressed as it has been swept under the carpet for too long.

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

There should be a specific offence of 'Assaulting or abusing a shop-worker' and introduction of this as a specific offence would act as a deterrent, providing management acted accordingly and there is prosecution where relevant.

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?

Either

Please explain the reasons for your response

Shop-workers need to be able to conduct their duties including enforcing age restriction laws without any fear - and shop-workers should be treated with respect. This specific proposed legislation would ensure this when implemented so long as it is properly enforced.

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?

Yes

Please explain the reasons for your response.

Supermarkets etc to refuse to serve customers who are abusive by default, preferably implementing this into law to help get the message across.

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 - Significant reduction in cost

Please explain the reasons for your responses.

It would simply set a level playing field of justice - and eliminate a great source of stress on employees which has an impact on productivity.

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

No

Please explain the reasons for your responses.

There is no link between abusing staff and saving money.

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.

It would help protect women, pregnant women, and disabled workers who may be more likely to be vulnerable. This is also the case for perceived sexual orientation minorities and races as this can be an aggravating factor.

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

Ensure it is robust with strict rules, including refusal by management to be served as statutory measure.

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.

It's just about implementing something that shouldn't need to be, but unfortunately, absolutely does.

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?

Please get on with it and act as soon as possible.

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	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)

So many to mention, but in short, weekly acts of intimidation and verbal abuse.

