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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 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?

Partially supportive

Please explain the reasons for your response

The retail persons has to have had to have customer training from their employer this should be part of the employment contract. Having managed an office/shop I would expect my staff to have gone through this training course if they were to handle customers problems. We were trained to know when to pass on problems to further up the chain.

There is no way under any circumstance that retail staff should be abused.

Q2. Which of the following would you support as a way to respond to assaults on workers upholding statutory age-restrictions?

Either

Please explain the reasons for your response

Where the difficulty is in the terms and conditions of your contract with your company can you have your Company involved in court action as with mine we were not allowed to express our view to the media does this cause a problem with terms and conditions

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 aggravation for threatening or abusive behaviour or harassment; and a new statutory offence of obstructing a worker upholding an age-restriction.

Please explain the reasons for your response

Companies need business they should make sure their people are not under that kind of pressure they have to be trained to cope with customers problems but it's not acceptable for staff to start aggression also.

I often feel we no longer get that good feeling from having been given extra ordinary service whether on the phone or in person sometimes we feel no one cares a sign of the digital age.

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.

Phone call that are scams where would a person stand on this type of feedback. This is the most urgent thing that needs sorting out when is it appropriate to say you are lying would this be abusing that caller.

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 - Significant increase in cost

Q5.3. (c) Individuals - Broadly cost neutral

Please explain the reasons for your responses.

Court charges would increase costs monitoring problems and individuals actions. Terms and Conditions would need to be amended to cover for staff that may be abusive to customers what is the accepted level. Individuals may be not able to express their annoyance if a company is not performing to expectation.

It all is good to look after staff but company's should be expected to have a management team that must look after the staff and fulfil their pay grade to meet the unexpected in their daily working life.

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.

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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?

Neutral (neither positive nor negative)

Please explain the reasons for your responses.

That cannot be accounted for till it becomes monitored and in practice. Accountability would have to look at all the above so that's when answers will come forth.

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

The customer needs rights can their voices be heard or is this a tool to keep them quiet.

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.

There will always be parts of society that are not happy with the outcomes. Retail staff are there to serve in a safe environment to be given the best of training to help them meet their customers expectations. Customers have the right to express upset if

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?

Police should always be called when ever any altercation takes place in any place of work they are the monitors of the law.

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)	Yes
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)

Personal experience in earlier pages

