

# 79049561 - Kay Munro

## 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 am content for this response to be attributed to me or my organisation

Please insert your name or the name of your organisation. If you choose the first option above, this should be the name as you wish it to be published. If you choose the second or third option, a name is still required, but it will not be published.

Kay Munro

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 don't believe that any worker no matter where they work should accept the old adage that 'It goes with the territory', that's what you signed up for'.

A worker should not be expected to accept abuse whether that is verbal or physical. Owners/ Managers

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**

If it is not a statutory requirement to do everything possible to protect workers then there are employers who will consider workers as the 'cannon fodder' and will find reasons why those who speak up are unsuitable employees!

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**

Members of the public who are willing to abuse workers will not stop voluntarily. These people will need to have a direct consequence to their behaviour which this new law would provide.

Employers will also know that it is not acceptable to expect their e

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.**

We need to develop a culture whereby this is not going to be tolerated. We need to have Managers/Owners determined to protect their workers whatever the cost.

Perhaps a register of employers who conform to standards of 'Worker Protection' and a requirement that all employers should have to be on it. There can then be a system whereby workers know what these standards are and can report employers not adhering to them. There can be unannounced inspections of premises whereby workers and employers are interviewed against the standards.

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** - Broadly cost neutral

**Please explain the reasons for your responses.**

A high turnover of staff is not cost effective and this is the case if workers are not valued.

Workers going off 'sick' is not cost effective.

**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?

Positive

**Please explain the reasons for your responses.**

The groups covered by the 2010 act have some protection already but any additional protection is going to be positive for them as well.

It could also reduce any equality differences where some workers have statutory protection and others don't.

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

If all workers in this sector are to be protected under the proposal then there shouldn't be any negative impact.

It could encourage workers in other sectors to insist on similar protection for themselves.

**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.**

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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?

*There are many other areas where workers are routinely subjected to threats of physical/verbal abuse and 'Social Care' is one. This is especially in the 'Children's residential services' which since the 'Continuing Care Act' sees the 'Children' being 21yrs old'. I do believe that an out of control 10 yrs old making threats or attempting to physically hurt a worker is very different to the same behaviours in a 21yrs old, but the same attitude and reactions from management prevail.*

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)	No
Working in premises selling other age-restricted products (e.g. tobacco, knives etc.)	Yes
Working in other retail premises	No
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	No
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)

It has been over 30 yrs since I worked in the retail industry but when I did it was in a major supermarket. I worked in all sectors of the store including alcohol and tobacco sales. I have been shouted and sworn at while serving the public.

I now think that this has probably got worse as the behaviours of some people has become more dysregulated and there is almost an acceptance of it because they have drug or alcohol related issues going on. Threatening or violent behaviour shouldn't be tolerated or ignored, we all have a responsibility to each other in this regard.





