

73339416 - Megan Woodness

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".)

Professional with experience in a relevant subject

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 If you choose the second or third option, a name is still required, but it will not be published.

Megan Woodness

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

Other sectors have support and protection in the case of abuse or assault from their customers but in retail it is severely lacking.

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

Unsure

Please explain the reasons for your response

I'm unsure of what these would entail.

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?

Unsure

Please explain the reasons for your response

Again I'm unsure of the difference between offence and aggravation.

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.

I feel that the bill should include protection for workers upholding company policies.

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 - Some increase in cost

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

Please explain the reasons for your responses.

Increased taxation for businesses to help protect their workforce and cover any governmental costs incurred.

I don't feel the general public should have to pay for those individuals who act in an abusive manner towards retail workers

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

Unsure

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.

The bill does not target any of the relevant groups only a selected few who cannot behave in an appropriate manner.

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

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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?

The company I currently work for does not offer cash refunds unless goods are proven to have a manufacturing fault.

The workers in my store suffer verbal abuse on a daily basis because of this.

I have also had customers become verbally abusive after being told that items are not stocked or are sold out.

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

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|---|-----|
| 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)

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