

Respect for Shopworkers Week

12-18 November 2018

**KEEP
YOUR
COOL**
RESPECT SHOPWORKERS



Survey of violence and abuse against retail staff

Store size:	<input type="checkbox"/> Less than 30 staff	<input type="checkbox"/> 30-300 staff	<input type="checkbox"/> More than 300 staff	
Employer:	Division:	Home Postcode:	Gender:	
Age:	<input type="checkbox"/> 16-25	<input type="checkbox"/> 26-39	<input type="checkbox"/> 40-59	<input type="checkbox"/> 60+

1. In the workplace, how often have you been a victim of verbal abuse in the last 12 months?

1-2 times 2-3 times every month every week every day never

2. How often have you been threatened by a customer in the last 12 months?

1-2 times 2-3 times every month every week every day never

3. Have you ever been a victim of physical violence from a customer? YES / NO

Please tick this box if you've been assaulted in the last 12 months

4. Can you tell us a little about the incidents of abuse/threats/violence you have experienced?

5. Have you ever reported an incident to your employer? YES / NO

6. On a scale of 1 to 10, how supportive was your employer after you reported the incident?

UNSUPPORTIVE 1 2 3 4 5 6 7 8 9 10 SUPPORTIVE

7. What more could your employer do to support shopworkers after an incident of verbal abuse, a threat or physical assault?

8. Do you know what you are expected to do if faced with:

An aggressive customer YES / NO

A Shoplifter YES / NO

Refusing an age-restricted sale YES / NO

9. Which of the following is the main reason you would be put off reporting an incident of violence, threats or abuse?:

It won't make a difference Procedure too complicated Don't know the procedure

I report all incidents Other _____

10. Are you a member of Usdaw? YES / NO

11. If not, would you be interested in joining? YES / NO

12. Usdaw membership form (F1a) completed? YES / NO

Please send completed forms to Usdaw's Central Office. Just write FREEPOST USDW on the envelope and put it in the post.

Alternatively, complete this survey online at www.usdaw.org.uk/RespectSurvey

#Respect18

