

# Respect for Shopworkers Week

11-17 November 2019

## Survey of violence and abuse against retail staff

**KEEP  
YOUR  
COOL**  
RESPECT SHOPWORKERS



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?**

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**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?**

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**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 Armed robbery YES / NO

**9. When did you last see a patrolling police officer in your store? Was it in the last:**

week  month  six months  year  longer  never

**10. Do you feel able to resolve issues of abuse and violence on your own? YES / NO**

**11. Are you a member of Usdaw? YES / NO**

**12. If not, would you like to join? YES / NO**

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

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

Alternatively, complete this survey online at [www.usdaw.org.uk/RespectSurvey](http://www.usdaw.org.uk/RespectSurvey)

**#Respect19**

*Usdaw*  
Union of Shop, Distributive  
and Allied Workers  
[www.usdaw.org.uk](http://www.usdaw.org.uk)



The data you are providing us will be used for statistical purposes in supporting our campaign as well as updating any contact details held on your membership record (if you are an Usdaw member). This is in pursuit of the Union's legitimate activities stated in the Objects in the Rule Book and in order to fulfil our contractual obligations to you as a member. This processing involves your personal data and special personal data. The data that we collect about you here will be stored securely. The survey responses will be retained for the duration of the campaign and the membership record will be retained for the duration of your membership plus 20 years in line with our membership record retention schedule. For further information visit [www.usdaw.org.uk/privacy](http://www.usdaw.org.uk/privacy)