

# Survey of violence and abuse against retail staff



Employer:	Location	First Part of Postcode: <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>			
Store size:	<input type="checkbox"/> Less than 30 staff	<input type="checkbox"/> 30-300 staff	<input type="checkbox"/> More than 300 staff		
Age:	<input type="checkbox"/> 16-25	<input type="checkbox"/> 26-39	<input type="checkbox"/> 40-59	<input type="checkbox"/> 60+	Gender: _____

**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 this physical violence was 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. 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 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)

*Usdaw*

*Union of Shop, Distributive and Allied Workers*

[www.usdaw.org.uk](http://www.usdaw.org.uk)

