

# Keep Your Cool

## Respect Shopworkers

3 in 4 retail workers have been verbally abused in the last 12 months. Rising shoplifting is driving an increasing number of incidents. Usdaw is campaigning to tackle this abuse.

**If you work in retail, join Usdaw now!**

**Abuse is not  
part of the job!**





# Keep Your Cool at Christmas

**Retail workers play an essential role in our communities, ensuring we can remain fed.**

However, despite this, retail workers are all too often spat at, threatened, abused and physically assaulted. Last year three quarters of retail workers were abused simply as a result of going to work.

We know that retail workers face increased levels of abuse during the busy Christmas period as a result of customers being in more of a rush and having concerns over a lack of stock. Usdaw is calling on shoppers to keep their cool.

We are also calling for the creation of a specific offence of abusing, threatening or assaulting retail workers. The offence must carry a penalty that acts as a deterrent and makes clear that the abuse of retail workers is unacceptable.

## Abuse is Not Part of the Job

It is never acceptable to abuse or assault someone who is doing their job. Usdaw's Freedom From Fear Campaign continues to champion workers and protect them from abuse.

Thanks to Usdaw's campaign work, retail workers in England, Scotland and Wales are protected by specific legislation, we believe all retail workers deserve the same protection.



Scan to  
join today

For further information call our Helpline on **0800 030 80 30** or visit: [www.usdaw.org.uk/fff](http://www.usdaw.org.uk/fff)

