Dear Colleague,

The BFAWU is launching a zero tolerance campaign against workers being abused, bullied and threatened with violence from customers.

It has become clear that workers are reporting a significant increase in incidents where they have suffered some sort of incident in the workplace.

The BFAWU will use the information from this survey to raise your concerns with your employer – to ensure we find a way to tackle this growing problem jointly and support all workers who have been victims of these types of incidents. We will also be asking (if appropriate) to meet the company to introduce policies to increase protection for workers.

The information you supply will be treated in the strictest confidence – only the overall results of the survey will be used in any subsequent negotiations with management.

SURVEY OF BULLYING AND ABUSE OF RETAIL WORKERS

Name: ________________________________________________________________

email: _________________________________________________________________

contact no: __________________________________________________________

Are you a member of BFAWU?  □ Yes  □ No

Have you been a victim of abuse in last 12 months?

□ 1–2 times  □ 2–3 times  □ Every month  □ Every week  □ Every day  □ Never

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
Have you ever been a victim of physical violence from a customer?

Approximate Date: _____________________

Please give brief details: ______________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Do you feel your employer is doing enough to protect you from abuse threats violence from customers?

☐ Yes  ☐ No

What do you think your employer could do to improve your safety and security?

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Please complete this survey and return it to your Shop Steward or Health and Safety Representative