

**RESPECT
RETAIL
WORKERS**



MANDATE
TRADE UNION

ABUSE IS NOT PART OF THE JOB

The wholesale and retail sector in Ireland accounts for the largest share of employment in the Irish economy. A recent survey conducted by Mandate Trade Union reveals that:

- 74% of shopworkers suffered verbal abuse from a customer in the past year
- a further 30% received threats from a customer in the past year
- and almost 10% were assaulted by a customer during the course of their employment

... clearly meaning that while some 311,000 workers are doing their best to deliver a high quality service to the general public, they're not always being shown the courtesy and respect they deserve.

"As workers we try to deliver the very best service we can to the general public, sometimes under very difficult and stressful circumstances. Unfortunately, in many instances we are subjected to various forms of verbal, and in some cases physical abuse. Being on the receiving end of abuse leaves me feeling depressed and withdrawn which impacts adversely on my family life. I just wish people would remember that shopworkers have feelings too."

Quote from a retail worker employed with a major Irish retailer.

MESSAGE FROM MANDATE

"As consumers we all lead busy lives and everyone seems to be in a hurry, not just you. Shopworkers provide an invaluable service to all our communities and deserve to be treated with dignity and respect at all times, yet our survey evidence indicates huge levels of abuse across the Irish retail sector. If you feel stressed while shopping think twice and give shopworkers the respect they deserve."



John Douglas
General Secretary

SUPPORT OUR CAMPAIGN

Mandate Trade Union campaigns to protect shopworkers from abuse and violence in the workplace. If you wish to receive information about our campaign contact respect@mandate.ie or www.mandate.ie



MANDATE
TRADE UNION

Mandate Head Office

O'Lehane House
9 Cavendish Row
Dublin 1

Tel: 01 874 6321

Fax: 01 872 9581

Email: mandate@mandate.ie