

3 June 2021

## Victorian lockdown - no excuse for customer abuse

**Quotes from Gerard Dwyer, National Secretary the SDA the union for retail, fast food, warehouse and online retail workers**

The SDA is aware of an upsurge in incidents of customer abuse and aggression, particularly directed at junior staff, in the wake of the Victorian government's requirement that shoppers register their QR code at any store they visit.

The union understands the need for this direction during the current Victorian lockdown to ensure the safety of the community at large and for production of ID in regional outlets.

However, it is no excuse for shoppers to take out their misplaced frustration on retail workers.

Check your behaviour before you check in.

Enforcing these regulations is not the responsibility of retail workers.

Retailers must take all necessary steps to protect their workers from the threat of such anti-social behaviour.

The SDA is engaging with employers to ensure the safety of frontline staff.

These directions are underpinned by official medical advice and government direction.

They must be enforced practically and consistently.

Eighteen months into this pandemic it is overdue for Prime Minister Scott Morrison to show leadership by developing a standard national community, industry and health response to be rolled out when snap lockdowns are called.

*A recent SDA survey of 2,300 retail workers revealed that nearly 90 percent (87.92%) reported being subject to verbal abuse, fully one quarter of them (25.07%) every week.*

*One in five respondents (21.60%) reported being coughed or spat on during COVID-19.*

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