

### **RESOLUTION 3: It's a Crime to Assault an Essential Worker.**

No one deserves to be abused or assaulted and particularly when they are performing their work. Commerce and warehousing workers have been on the frontline of the pandemic ensuring food and essential goods are there for the community and they have faced greater risk of infection, abuse, and loss of work. UNI APRO Commerce calls for the work of essential commerce workers to be properly recognised and rewarded.

UNI APRO Commerce notes the increase in violence and harassment of essential front-line workers during the COVID-19 pandemic. UNI APRO Commerce welcomes the introduction of laws in some countries (eg Australia) which created a specific offence for spitting or coughing on workers in health, commerce, transport, airports and the defence forces.

UNI APRO Commerce supports the introduction of laws to protect workers from third party violence and harassment including a new criminal offence when a third-party (customer/client) assaults, abuses or threatens to assault a worker, including sexual assault or threats, such as the new law recently enacted in Scotland which creates a new statutory offence of assaulting, threatening, abusing, obstructing or hindering retail workers.

UNI APRO Commerce supports campaigns launched by UNI Commerce to fight violence and harassment in retail, and joins forces with the UNI Equal Opportunities department to encourage all affiliates to support national efforts for the ratification of ILO Convention 190 and Recommendation 206.

UNI APRO Commerce agrees that C190 and its accompanying Recommendation 206 (R206) are powerful tools to improve the working lives of millions of workers, particularly women, as it applies to every sector and all workers irrespective of their contractual status. The Convention expands the concept of the world of work beyond the immediate physical workplace, covering situations linked to or arising out of work, such as work-related trips, commuting to/from work or social activities and it demands that violence and harassment involving third parties – whether they are clients, customers, or members of the public – be considered and addressed.

UNI APRO Commerce acknowledges that if commerce workers are trained in handling abusive customer situations, and their training is effectively implemented and reinforced with necessary measures to avoid abuse, severe abuse incidents can be greatly reduced.

UNI APRO Commerce acknowledges that commerce is an industry that provides people the opportunity to work without formal skills and as such calls on workplace management to support skills development at all levels so that:

- workers can do their job well,
- be resilient to change,
- be supervised by competent leaders who prevent abusive workplace incidents, and
- be managed by qualified professionals.

UNI APRO Commerce will advocate for the development of relevant commerce industry skills for workers that is fully funded and that the training time undertaken by commerce workers is paid.

Abuse is not part of the job and there is no store for violence and harassment in commerce. UNI APRO Commerce and its affiliates are committed working together to eliminate all kinds of violence, abuse, and harassment in the commerce sector and to ensure frontline commerce workers get what they deserve: respect, dignity and a work environment free from violence