



GMB LONDON REGION

www.gmb-asda.com/support

GMB YOUR VOICE IN ASDA

JULY 2022

ASDA SECURITY UNDER ATTACK

Dear members,

GMB London Region have received several concerning calls from security colleagues across the region who are worried that they are being put in danger whilst working within their ASDA Stores.

The security role is a very challenging position within the store and unfortunately colleagues working on that department must deal with argumentative and violent customers throughout their shifts.

This is often without suitable training or support of the management team.

Some of these interactions with customers require challenging conversations and the need to ban customers from the store due to shoplifting or unacceptable behaviour.

In instances which have been reported to us the interaction with the customer remained professional however the customer has returned to "Seek Revenge" with an attempt to assault the security colleague. Sometimes this occurs with a weapon.

Our members, working within security, feel that ASDA are compounding their safety due to the changes to the positioning of security podiums. These changes have resulted with security podiums being relocated with the security colleague's back to the store entrance. This allows any unscrupulous member of the public being able to approach, undetected, and attack our security colleagues from behind or being blindsided.

A RECENT UNPROVOKED ATTACK RESULTED IN HOSPITALISATION OF THE COLLEAGUE DUE TO A VERY SERIOUS ASSAULT.

As these instances appear to be increasing GMB have raised this to the attention of ASDA, highlighting their lack of consideration for the safety of colleagues. This will result with further injuries, legal challenges or death.

If you work within security and are concerned for your safety, or you feel the position of your security podium puts yourself and fellow security colleagues in danger, please contact our office directly at 01603 626492, or visit our GMB Members' Support Centre at www.gmb-asda.com/support



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For assistance visit the GMB Members Support Centre
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