



GMB LONDON REGION

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GMB YOUR VOICE IN ASDA

March 2020

Coronavirus Causing Increased Tension

Colleagues,

Due to the increase in demand by our customers panic buying, we have noticed an increase in tension from customers who are unable to buy certain products due to their availability. Members are reporting a large increase of verbal abuse and in some cases, this has turned violent not only towards colleagues but with other customers.

We urge customers to show restraint towards retail workers as they are working to the best of their ability in these challenging times.

The public need to realise that some retail workers are doing in excess of 60hrs to keep the supply chain going.

ASDA have highlighted there is not a supply problem, the issues seen in stores it is due to the amount that is being purchased by customers who are worried that stock will run out as the coronavirus continues to spread.

GMB applaud our retail colleagues who are doing their best they can to continue to assist in stores.

If any form of aggression is experienced by our members, we would advise they back off, leave the situation and report to the security team or managers so this can be logged and recorded.

GMB calls on customers to show their appreciation and support towards retail workers for the very demanding role they are currently undertaking.

If you're a GMB member needing support or advice about this matter, or any other issue you have in the workplace, speak to your local GMB Shop Steward, visit www.gmb-asda.com/support, or call our office at 01603 626492

Regards,

Martin Hall

Martin Hall
GMB National Security Representative
GMB London Region



For assistance visit the GMB Members Support Centre
www.gmb-asda.com/support