



SURVEY ON NEW YEAR WORKING IN SCOTLAND

Usdaw's survey received 1,473 responses from workers in retail and associated sectors such as warehouse and distribution. The results clearly demonstrate that working on New Year's Day is having a negative impact on retail workers across Scotland.

This is reflected in many of the comments from retail workers outlining the impact of New Year working on themselves and their families. Here are some examples:

"Company claim working is voluntary however everyone is under pressure to work one or the other...no one wants to work during these times. I want to spend the time with my family. It's very stressful and depressing. And my children get upset when I have to work during these special events."

"As there is no transport on New Year's Day I find it difficult to get to work as a taxi is double time and I only receive NMW with no added pay for this day."

"Colleagues give up the opportunity to spend quality time with family and friends to work during the New Year period to open stores that are not busy. Stores should not open on the 1st or 2nd of January."

"...The store tends to be very quiet. For example - this year when I worked New Year's Day I was required to clean the shop because there was no other duties to perform (stock replenishment, customers)..."

"Working on New Year is a struggle. In retail you work long hours on the run up to Christmas Day then we usually only have Christmas Day off then back in work on Boxing Day then working over new year feels like you hardly get to see your family and loved ones. It makes you feel disheartened."

"It should be respected as a Scottish Holiday to allow people to spend time with their families and switch off for at least one day."

"New Year is a big holiday in Scotland and retail is taking our tradition away."

FULL SURVEY RESULTS

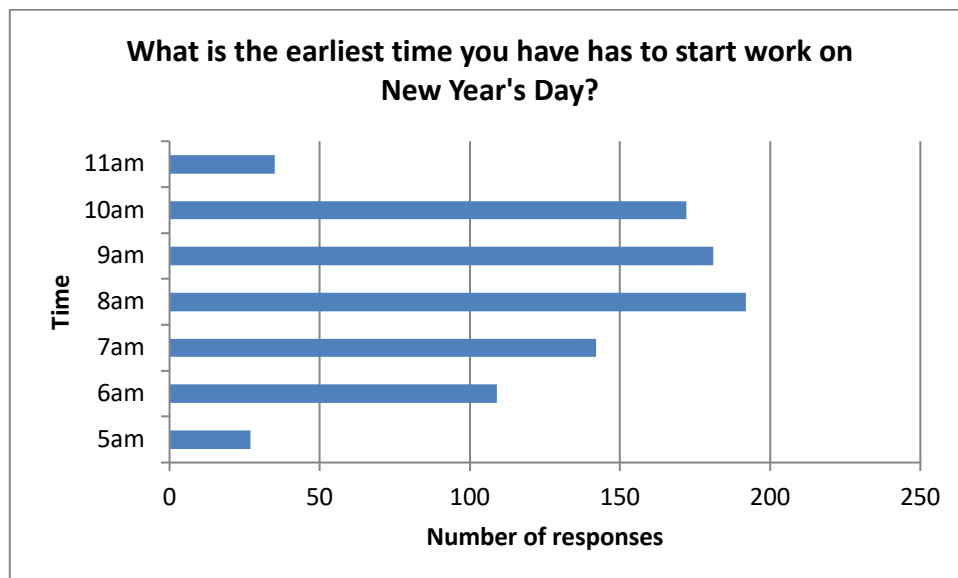
1. Did you work on...?

New Year's Day - This year	31%
New Year's Day - Last year	30%
New Year's Day - Previous years	38%
2 Jan - This year	61%
2 Jan - Last year	54%
2 Jan - Previous years	59%

The results show people are almost twice as likely to work on 2 January compared to New Year's Day.

2. What is the earliest time that you have had to start work on...?

New Year's Day - The majority (79%) started work between 6 am and 10 am. Only 3% started earlier. 8 am is the most common time to start (19%).

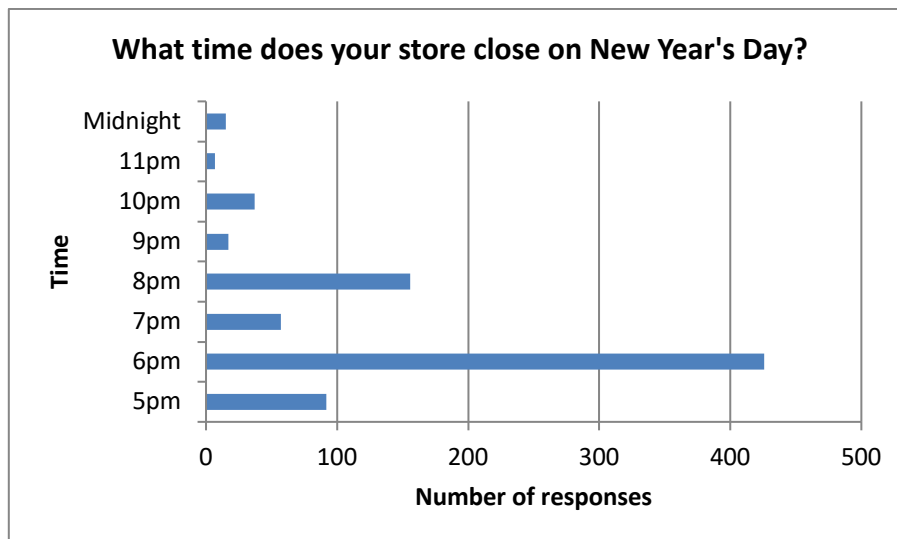
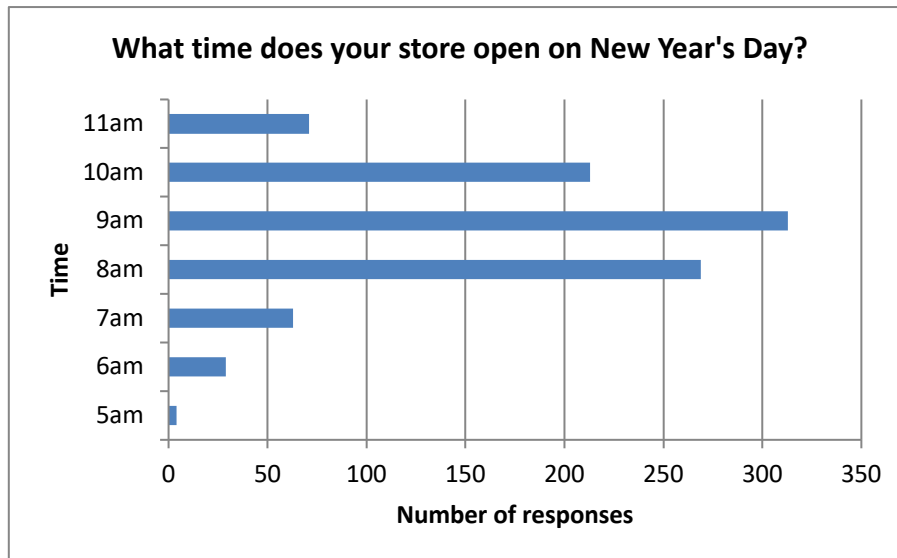


2 January - The majority (78%) have started work between 6 am and 10 am. 9% have started earlier. 6 am is the most common earliest start time (24%).

Responses to both show people have started work as early as 1 am - these are likely to be night workers.

3. If you work in retail, at what times does your store open and close on...?

New Year's Day - The majority of stores open between 8 am and 10 am (80%) and close between 6 pm and 8 pm (65%). The most common time to open is 9 am (32%) and close is 6 pm (43%).



2 January - The majority of stores open between 6 am and 9 am (89%) and close between 6 pm and 10 pm (69%). The most common time to open is 7 am (28%) and close is 10 pm (33%).

Based on the most frequently occurring opening and closing times, stores are open for an average of nine hours on New Year's Day and 13 hours on 2 January.

4. Do you receive premium pay for working on New Year's Day?

Yes	61%
No	39%

If yes, what premium do you receive?

Double time	13%
Time and a half	26%
Time and a quarter	33%
No premium	23%
Other	6%

5. Do you receive premium pay for working on 2 January?

Yes	30%
No	70%

If yes, what premium do you receive?

Double time	6%
Time and a half	7%
Time and a quarter	36%
No premium	49%
Other	2%

The most common 'other' premiums applied are time and a third and a day-off in-lieu in addition to any premium received.

6. Is working New Year's Day or 2 January voluntary?

Yes, on both days	24%
Yes, but on New Year's Day only	27%
No	48%

7. Are you happy to work on New Year's Day or 2 January?

Yes	3%
No	79%
Don't mind	18%

8. Do staff in your workplace feel under pressure to work on New Year's Day or 2 January?

As with the other surveys, two-thirds of staff feel under pressure to work on these days (72%).

Yes	72%
No	8%
Don't know	20%

9. If staff in your workplace request NOT to work on New Year's Day or 2 January, is this agreed?

Just over half (53%) say requests not to work New Year's Day or 2 January are not usually or never agreed.

Always	4%
Usually	44%
Not usually	31%
Never	7%
We don't ask because it would not be allowed	15%

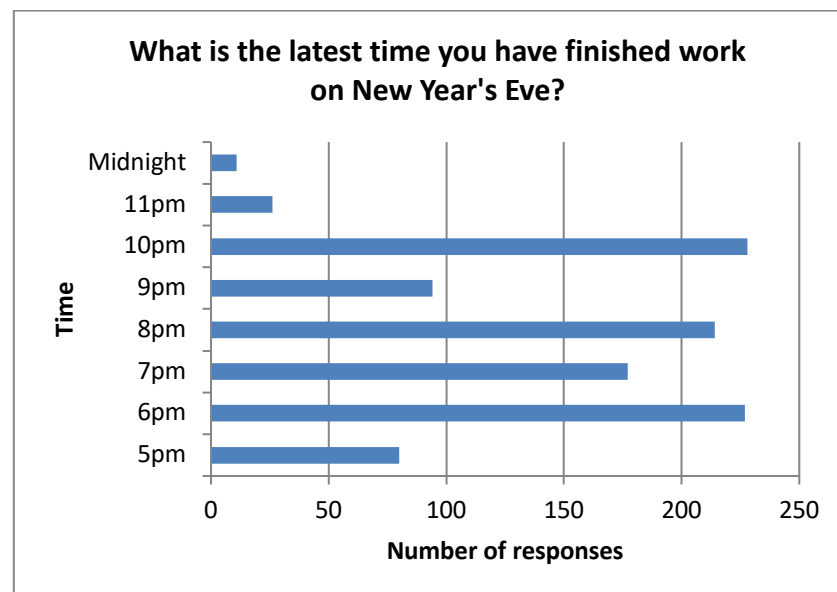
10. If you worked on New Year's Day or 2 January this year, how busy was your store?

The majority report store trading is fairly or very quiet (72%).

Very busy	7%
Fairly busy	21%
Fairly quiet	41%
Very quiet	31%

11. What is the latest time you have finished work on New Year's Eve?

The majority (69%) finished work between 6 pm and 10 pm, 3% finished later. 6 pm and 10 pm are the most frequent times to finish work (each on 17%).



12. If staff in your workplace request to finish early on New Year's Eve, is this agreed?

Requests to finish early on New Year's Eve are more likely to be rejected. 78% say they are not usually or never accepted.

Always	1%
Usually	22%
Not usually	45%
Never	16%
We don't ask because it would not be allowed	17%

13. Do you have transport difficulties getting home after the store shuts on New Year's Eve?

A third of workers struggle with getting home after the store shuts on New Year's Eve.

Yes	33%
No	67%

14. Do you agree that stores should close early on New Year's Eve?

Yes	84%
No	16%

15. Do you agree that stores should close on New Year's Day?

Yes	99%
No	1%

16. Do you agree that stores should close on 2 January?

Yes	87%
No	13%

17. How does working over the New Year period affect you and your family?

It affects my ability to enjoy New Year	76%
I feel I spend too little time at New Year with my loved ones	74%
I am unable to travel to spend New Year with family who live further away	47%
It affects my children's ability to enjoy New Year	27%
I struggle to arrange suitable care for my children	11%
I struggle to arrange suitable care for elderly, sick or disabled relatives	7%
