

Store staff get body cameras to protect themselves

7th September 2023



Workers in supermarkets in the U.K. can now wear body cameras to protect themselves from attacks by customers. More and more staff are being punched or threatened with knives by angry people. Many sales assistants and checkout staff are afraid to

go to work. They are stressed, and they are worried about their safety. The UK's largest supermarket chain Tesco is offering its staff body cameras. A spokesperson said the number of physical assaults on its workers has risen by a third in a year. He added that 200 Tesco employees are victims of serious physical assaults each month. Thousands more are shouted at and verbally abused every day. He asked the UK government to "put an end to this".

Many people say attacks on supermarket staff are a sign that Britain is "broken". There has been a huge rise in anti-social behaviour on Britain's streets. A survey published in the Daily Mail newspaper showed that 72 per cent of voters think Britain is broken. Tesco's CEO Ken Murphy said his company has spent £44 million (\$55 million) on trying to keep staff safe. Despite this, there has also been a big rise in shoplifting. These two problems have led to higher prices. Mr Murphy wants stricter laws for people who verbally or physically attack staff. He said: "Crime is a scourge on society, and an insult to shoppers and [shop] workers." He said attacks on staff were "unacceptable" and "heart-breaking".

Sources: independent.co.uk / nationalworld.com / dailymail.co.uk

Writing

People who attack shop workers should go to prison for 10 years. Discuss.

Chat

Talk about these words from the article.

workers / supermarkets / body cameras / punched / angry people / victims / abused / Britain / anti-social behaviour / streets / shoplifting / shoppers / laws / crime / society

True / False

- 1) All UK shop workers have to wear body cameras. T / F
- 2) Some customers punch store staff or pull a knife on them. T / F
- 3) Many checkout counter staff are afraid to go to work. T / F
- 4) One UK supermarket chain sees 200 of its staff attacked every month. T / F
- 5) Most voters who took part in a survey think Britain is broken. T / F
- 6) A supermarket chain spent over £55 million on better security. T / F
- 7) Shoplifting is one factor that leads to higher prices. T / F
- 8) A CEO said many staff have had heart attacks after being assaulted. T / F

Synonym Match

(The words in **bold** are from the news article.)

- | | |
|-------------------------|---------------------|
| 1. workers | a. very big |
| 2. angry | b. attacks |
| 3. assaults | c. caused |
| 4. risen | d. furious |
| 5. end | e. slap in the face |
| 6. huge | f. employees |
| 7. broken | g. increased |
| 8. led to | h. unsatisfactory |
| 9. insult | i. finish |
| 10. unacceptable | j. damaged |

Discussion – Student A

- a) What do you think of supermarket staff?
- b) Would you like to work in a supermarket?
- c) What do you think of supermarket staff wearing body cameras?
- d) What do you think of people attacking supermarket staff?
- e) What's your favourite supermarket, and why?
- f) What should happen to people who attack supermarket staff?
- g) Why do you think people are attacking supermarket staff?
- h) What advice do you have for supermarket staff?

Phrase Match

- | | |
|--|-----------------------------|
| 1. protect themselves from attacks | a. that Britain is "broken" |
| 2. threatened | b. at and verbally abused |
| 3. employees are victims of serious | c. physically attack staff |
| 4. Thousands more are shouted | d. social behaviour |
| 5. asked the UK government to put | e. physical assaults |
| 6. attacks on supermarket staff are a sign | f. by customers |
| 7. a huge rise in anti- | g. on society |
| 8. These two problems have led | h. an end to this |
| 9. people who verbally or | i. to higher prices |
| 10. Crime is a scourge | j. with knives |

Discussion – Student B

- What do you think about what you read?
- What are the challenges of working in a supermarket?
- What kinds of anti-social behaviour do you see in your country?
- In what ways is your country 'broken'?
- What do you think of shoplifting?
- How bad is the problem of crime in your country?
- What would you do if you saw someone attacking a store worker?
- What questions would you like to ask the supermarket boss?

Spelling

- protect themselves from asttack
- eeterndtha with knives
- ygnar people
- sales stitassnsa
- the number of hlayspci assaults
- shouted at and verbally aubdes
- a huge rise in anti-social biuhoaver
- 72 per cent of ertosv
- there has also been a big rise in fnsilgtopih
- Mr Murphy wants irsrtect laws
- an usnlti to shoppers
- attacks on staff were lncbueaeatp

Answers – Synonym Match

1. f	2. d	3. b	4. g	5. i
6. a	7. j	8. c	9. e	10. h

Role Play

Role A – Supermarkets

You think supermarkets are the best stores. Tell the others three reasons why. Tell them what is wrong with their stores. Also, tell the others which is the worst of these (and why): toy shops, book stores or bakeries.

Role B – Toy Shops

You think toy shops the best stores. Tell the others three reasons why. Tell them what is wrong with their stores. Also, tell the others which is the worst of these (and why): supermarkets, book stores or bakeries.

Role C – Book Stores

You think book stores the best stores. Tell the others three reasons why. Tell them what is wrong with their stores. Also, tell the others which is the worst of these (and why): toy shops, supermarkets or bakeries.

Role D – Bakeries

You think bakeries the best stores. Tell the others three reasons why. Tell them what is wrong with their stores. Also, tell the others which is the worst of these (and why): toy shops, book stores or supermarkets.

Speaking – Shops

Rank these with your partner. Put the best stores at the top. Change partners often and share your rankings.

- | | |
|-----------------|----------------------|
| • Supermarkets | • Bakeries |
| • Book shops | • Electronics stores |
| • Toy shops | • Furniture stores |
| • Clothes shops | • Pharmacies |

Answers – True False

1	F	2	T	3	T	4	T	5	T	6	F	7	T	8	F
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Answers to Phrase Match and Spelling are in the text.