

# Have you faced abusive language, insults, threats or intimidation from customers?

Our incident pathway will equip you with the tools to cope with a challenging situation.

[retailtrust.org.uk/incident-pathway](https://retailtrust.org.uk/incident-pathway)  
0808 801 0808  
ROI 1800 911 810



**Digital self-help,  
training and  
online therapy**



**24-hour helpline,  
signposting  
and ongoing  
therapy**



**Enhanced  
support  
following an  
incident**



**#RESPECTRETAIL**

**Retail  
TRUST**  
1832 ONWARDS