

Scenario 5

A woman wearing a hijab is shopping at her local supermarket. She looks to be in a hurry and as she approaches the checkout, she hasn't noticed the queue. She puts her items down at the checkout, jumping the queue. A man immediately starts shouting at her, saying she has pushed in and that this behaviour may be normal in her country, but not in the UK. He continues to use racist language as he physically pushes her out of the way and invites others in the queue to step forward.

