

EBOR FOODMARKETS LIMITED

UNDERAGE

POLICIES

Book 6

**TRAINING LOG
BOOKLET FOR DPS/STORE
MANAGERS**

STORE.....
DPS/STORE MANAGER.....

TO BE RETURNED TO PERSONNEL/HEAD OFFICE

Alcohol Sale – Age Limit 18

- It is illegal to sell alcohol to anyone under the age of 18
- It is illegal to sell liqueur chocolates to anyone under the age of 16.
- It is an offence for anyone under the age of 18 to attempt to purchase alcohol.
- It is illegal for a person over the age of 18 to attempt to purchase alcohol for a person under the age of 18.
- Staff under the age of 18 must not sell alcohol without being authorised at the time of sale by a person over 18 and approved to do so by the Designated Premises Supervisor.
- As a matter of Company policy Police Officers on duty cannot purchase alcohol.
- Alcohol cannot be sold to anyone under the influence of drink.
- Alcohol cannot be consumed on premises or directly outside the store.
- Costcutter operates an under 25 ID Policy. Every alcohol shelving bay or alcoholic fridge must have signage to this effect in order Costcutter's policy is clear to Customers.
- If you are not sure that a customer is over 25, or 16 in the case of liqueur chocolates, always ask for proof of age. This should take the

form of 'picture ID' such as passport, driving licence with a photograph and proof of age card schemes carrying a PASS logo.

- It is up to the customer to prove their age.
- The new Proof of Age Standards Scheme (PASS) makes it easier to spot a genuine card – it will carry the PASS hologram. Schemes involved are Citizencard, Connexions, Portman Group, Young Scot and Validate.
- If you are still unsure, then refuse the sale. Record in the refusal book.
- It is more important to refuse a sale than to break the law.
- Alcohol must not be sold outside the permitted hours for sale as outlined in Part One of the Premises Licence.

FAILURE TO COMPLY WITH ANY LICENSING REGULATIONS REGARDING THE SALE OF ALCOHOL MAY LEAD TO PROSECUTION FOR THE PERSON WHO HAS CONTRAVENED THE LAW. IT MAY LEAD TO LOSS OF SHOP PREMISES LICENCE, WITHOUT WHICH IT IS ILLEGAL TO SELL ALCOHOL.

Sale Procedure

When selling alcohol or any age-restricted product, the following procedure must be followed:

- If you are unwell or unable to concentrate, tell your Line Manager.
- Costcutter operate an Under 25 Policy. If a customer looks like they may be under 25 they are requested to provide identification and as long as they can prove that they are over 18 they can be served.
- When an alcoholic item is scanned always make sure that you look at the Customer and check their age.
- You must ask the Customer : **“Are you over 25?”** and **“Can you confirm you are over 18?”**
- Don't be distracted by your staff colleague, or any store related activities whilst making a sale.
- Look up to the face and body of the Customer and assess their age. You must be confident of their age before selling alcohol.
- For Customers **who appear to be over 25 years no ID** is required. Alcohol may be sold.

- If the Customer is under 25 years ask for a proof of age in the form of photo ID such as Passport, Driving Licence with a photo ID, or a valid proof of age card.
- If a sale is not made all alcoholic items must be retained and returned to the shelves.
- Employees' wages are guaranteed whether you sell or refuse a Customer.
- If the Customer looks under 25 and has no ID to prove his/her age, politely refuse a sale and show the Customer how to obtain a UK Proof of Age card, (Leaflets are generally kept on the counter).
- It is up to the Customer to prove their age.
- If you are still unsure, then refuse the sale. Record in the refusal book.
- It is more important to refuse a sale than to break the law.

Refusal Book

- The Refusal book is kept at the checkouts.
- It is the employees' responsibility to record each refusal.
- The employee must record all refusals and report any refusals to the DPS/ Store Manager.
- The Refusal Book must not be moved from the checkouts.
- Problem Customers must be reported to the Manager and/or Police if appropriate.
- CCTV may be used to inform other members of staff, the Manager and the Police of the incidents.
- The Manager must check and sign off the Refusal Book each day.

Cigarettes & Tobacco products

– Age Limit 18

- It is illegal to sell cigarettes, or any other tobacco products, to an individual under the age of 18.
- Cigarette papers, flints and tobacco rolling items are also classed as tobacco products.
- It is an offence to break a pack of cigarettes and sell them individually to an adult.
- The law forbids all tobacco sales to children. It makes no difference if a child says, “They are for my dad/mum”, even if that is true.
- Make sure the warning on each packet is printed in English.
- When making a tobacco related sale look up to the face and body of the Customer, assess their age and be confident of their age before making the sale or refuse the purchase.
- If you are not sure that the Customer is over 18, always ask for proof of age. This should take the form of ‘photo ID’, such as Passport, Driving Licence with photograph or a valid proof of age card.
- It is up to the Customer to prove their age.

- If you are still unsure, then refuse the sale and record in the Refusal Book.
- If in doubt, do not make the sale.
- It is more important to refuse a sale than to break the law.

Lottery Tickets & Scratch Cards

– Age Limit 16

- It is illegal to sell Lottery tickets or Scratch Cards to anyone under the age of 16.
- It is also illegal for members of staff, under the age of 16, to sell Lottery tickets or Scratch Cards in the shop.
- It is illegal to payout Lottery winning prizes or Scratch Cards winning prizes to anyone under the age of 16.
- As a matter of company policy employees under the age of 16 must not sell any products referred to in this section to any customer regardless of their age.
- When making a sale look up to the face and body of the Customer, assess their age and be confident of their age before serving or refuse a purchase.
- If you are not sure that the Customer is over 16, always ask for proof of age. This should take the form of 'photo ID' such as Passport, Driving Licence with a photograph or valid proof of age identification.
- It is up to the Customer to prove their age.

- If you are still unsure, then refuse the sale and record in the Refusal Book.
- It is more important to refuse a sale than to break the law.

Fireworks Age Limit

Fireworks – Age 18

Party Poppers – Age 16

- It is illegal to sell fireworks to any persons under the age of 18.
- Remember that it is illegal to sell fireworks to children.
- It is an offence to break a pack of fireworks and sell them individually to an adult.
- The store must be registered with Trading Standards to keep fireworks.
- As a matter of company policy employees under the age of 18 must not sell any products referred to in this section to any customer regardless of their age.
- All fireworks must be stored and displayed for sale in a safe and secure manner, preferably in an isolated location.
- It is an offence to sell products like caps, party poppers, throw downs and novelty matches to anyone under the age of 16.
- Make sure the warning on each family box is printed in English.

- When making a sale look up to the face and body of the Customer, assess their age and be confident of their age before serving or refuse a sale.
- If you are not sure that the Customer is over 18 always ask for proof of age. This should take the form of 'photo ID', such as a Passport, Driving Licence with a photograph or valid proof of age identification.
- It is up to the Customer to prove their age.
- If you are still unsure, then refuse the sale and record in the Refusal Book.
- **Remember**, if in doubt, do not make the sale.
- It is more important to refuse a sale than to break the law.

Solvents, Lighter Refills – Age Limit

Solvents – Age 18

Lighter Refills – Age 18

- It is illegal to sell any substance to persons under the age of 18, if you know or suspect that, that substance, or its fumes, will be used for the purpose of inhalation and subsequently intoxication.
- It is an offence to sell any substances you think may be inhaled, to persons acting on behalf of someone who is under the age of 18.
- It is illegal to sell gas lighter refills to anyone under the age of 18.
- As a matter of company policy employees under the age of 18 must not sell any products referred to in this section to any customer regardless of their age.
- The products that are most commonly abused to “get high” are butane gases, as used in lighter refills, correction fluids, certain varieties of glue and many types of aerosol sprays.
- Please note that the law does not provide an exhaustive list of substances, which may be inhaled. Use your judgment carefully.

- Therefore, you must use your own discretion when deciding whether a particular young person is going to use the product for the purpose of inhalation and subsequently intoxication.
- When making the sale look up to the face and body of the Customer, assess their age and be confident of their age before serving or refuse a sale.
- If you are not sure that the Customer is over 18, always ask for proof of age. This should take the form of 'photo ID', such as a Passport or Driving Licence with a photograph.
- It is up to the Customer to prove their age.
- If you are still unsure then refuse the sale and record in the Refusal Book.
- It is more important to refuse a sale than to break the law.

Fire Lighters/ Fluids, Turps/White Spirit – Age Limit 16

- It is illegal to sell any substance to persons under the age of 16, if you know or suspect that, that substance, or its fumes, will be used for the purpose of inhalation and subsequently intoxication.
- It is an offence to sell any substances you think may be inhaled, to persons acting on behalf of someone who is under the age of 16.
- As a matter of company policy employees under the age of 18 must not sell any products referred to in this section to any customer regardless of their age.
- Please note that the law does not provide an exhaustive list of substances, which may be inhaled. Use your judgment carefully.
- Therefore, you must use your own discretion when deciding whether a particular young person is going to use the product for the purpose of inhalation and subsequently intoxication.
- When making the sale look up to the face and body of the Customer, assess their age and be confident of their age before serving or refuse a sale.

- If you are not sure that the Customer is over 16, always ask for proof of age. This should take the form of 'photo ID', such as a Passport, Driving Licence with a photograph or valid proof of age identification.
- It is up to the Customer to prove their age.
- If you are still unsure then refuse the sale and record in the Refusal Book.
- It is more important to refuse a sale than to break the law.

Newspapers & Magazines – Age Limit 16

- To ensure a newspaper seller keeps within recommended guidelines, newspapers and magazines that may cause offence due to the nature of the content should be restricted in the location of display and in the ages of those who may purchase them, i.e. top shelves.
- Soft sex magazines are 18 years. Individual magazines will have their restrictions.
- Two newspapers are restricted for sale to over 16 year olds. The Daily Sport and Sunday Sport containing photos of a soft pornographic nature and as such, some parents may be distressed to find them accessible to children of all ages.
- As a matter of company policy employees under the age of 16 must not sell any products referred to in this section to any customer regardless of their age.
- When making a sale, look up to the face and body of the Customer, assess their age and be confident of their age before serving or refuse a purchase.

- If you are not sure that the Customer is over 16/18, always ask for proof of age. This should take the form of 'photo ID', such as a Passport, Driving Licence with a photograph or valid proof of age identification.
- It is up to the Customer to prove their age.
- If you are still unsure, then refuse the same and record in the Refusal Book.
- It is more important to refuse a sale than to break the law.

Sale of Medicines – Age Limit 16

- Products, which are classed as medicines, should not be sold to persons under the age of 16.
- There is, however, no specific legal age limit, but staff should use their discretion when asked for medicines by minors.
- There are restrictions to selling more than 16 tablets of any paracetamol-based products, i.e. one packet per Customer only.
- As a matter of company policy employees under the age of 16 must not sell any products referred to in this section to any customer regardless of their age.
- When making a sale, look up to the face and body of the Customer, assess their age and be confident of their age before serving or refuse a purchase.
- If you are not sure that the Customer is over 16, always ask for proof of age. This should take the form of 'photo ID', such as a Passport, Driving Licence with a photograph or valid proof of age identification.
- It is up to the Customer to prove their age.

- If you are still unsure, then refuse the same and record in the Refusal Book.
- It is more important to refuse a sale than to break the law.

Sale of Knives and Other Bladed

Items – Age Limit 18

- It is illegal to sell any knife, knife blade, razor blade or any article which has a blade or which is sharply pointed, and which is made or adapted for causing injury to a person, to anyone under the age of 18
- It is company policy that any individual under the age of 18 must not sell products referred to in this section to any customers regardless of their age.
- It is company policy that other sharp utensils such as scissors, compasses and razor blades held in a cartridge are not sold to anyone under the age of 18.
- Legislation surrounding the sale of knives and blades is enforced and anyone found selling these items to individuals under 18 years old risks a maximum fine of £5,000 and/or 6 months imprisonment.
- When making a sale look up to the face and body of the customer, assess their age and be confident of their age before serving or refuse a sale.

- If you are not sure that the customer is over 18 always ask for proof of age. This should take the form of 'photo ID' such as a passport, driving licence with photograph or valid proof of age identification.
- It is up to the customer to prove their age.
- If you are still unsure, then refuse the sale and record this in the refusal book.
- Remember, if in doubt, do not make the sale.
- It is more important to refuse a sale than to break the law.

Sale of Video Cassette Tapes/

DVD's/Computer Games

- It is illegal to sell, rent or supply a video cassette or DVD unless the British Board of Film Classification has classified it.
- It is company policy that any individual under the age of 18 must not sell, rent or supply products referred to in this section to any customer regardless of their age.
- It is illegal to sell, rent or supply a video cassette tape or DVD to a person who is under the age marked on the video cassette/DVD.
- Most computer games are exempt from classification but if the game is classified then it must not be supplied to a person who is under the age marked on the game.
- The maximum fine for selling or renting an age restricted video cassette tape/DVD to a child under the specified age is £5,000 and/or up to 6 months in prison.
- When making a sale look up to the face and body of the customer, assess their age and be confident of their age before serving or refuse a sale.

- If you are not sure that the customer is over the age classified on the video cassette/DVD or computer game, always ask for proof of age. This should take the form of 'photo ID' such as a passport, driving licence with photograph or valid proof of age identification.
- It is up to the customer to prove their age.
- If you are still unsure, then refuse the sale and record this in the record book.
- Remember, if in doubt, do not make the sale.
- It is more important to refuse a sale than to break the law.

Video and DVD Classification Codes

- U Universal – suitable for all ages
- UC Universal - particularly suitable for young children.
- PG Parental Guidance – general viewing but some scenes may be unsuitable for young children
- 12 Suitable only for persons 12 years and over.
- 15 Suitable only for persons 15 years and over.
- 18 Suitable only for persons 18 years and over
- R18 Restricted – to be supplied only in licensed sex shops to persons over 18 years of age.

UNDER AGE POLICIES

I confirm that I have read and understood the General Information booklet for DPS/Store Managers and that I have retained a copy of it for my safe keeping.

Training Date	Name	Signature	Training Manager's Comments and Signature

Alcohol Training Log

- I have completed the training on alcohol related sales.
- I have read and understood Section 3 of the Association of Convenience Stores Guide to Responsible Retailing.
- I understand the rules governing alcohol related sales.
- I will adhere to these rules and avoid underage sales.
- I will ask for ID if I believe it to be appropriate (in order to comply with Challenge 25) to confirm that a customer is not under the age of 25 years of age.

TRAINING DATE	NAME	SIGN	TRAINING MANAGER'S COMMENT

Customer Refusal Book Log

- I have completed the training in recording a refusal related sale.
- I am aware of the Refusal Book and am aware of where it is kept.
- I am trained in how to enter a refusal in the Refusal Book and I understand that I must keep an accurate record of each refusal I make when I refuse an under age sale of alcohol, cigarettes, lottery/scratch card, butane gas or any other item relating to under age sale.

NAME	SIGNATURE	TRAINING DATE	TRAINING MANAGER

Cigarettes & Tobacco Training Log

- I have completed the training in Cigarettes and Tobacco related sales.
- I understand the rules governing Cigarettes and Tobacco relates sales.
- I will adhere to these rules and avoid underage sales.
- I will ask for ID to confirm the Customer is not under the age of 18 years.

NAME	SIGNATURE	TRAINING DATE	TRAINING MANAGER

Lottery Tickets & Scratch Cards Training Log

- I have completed training in Lottery/Scratch Card related sales.
- I understand the rules governing Camelot Lottery and Instant Scratch Card related sales and winning prizes, when making a sale to Customers.
- I will adhere to these rules and avoid underage sales or prize payout.
- I will ask for ID to confirm the Customer is not under the age of 16.

NAME	SIGNATURE	TRAINING DATE	TRAINING MANAGER

Fireworks Training Log

- I have completed the training in Fireworks related sales.
- I understand the rules governing Fireworks and Party Poppers related sales when serving Customers at the till.
- I will adhere to these rules and avoid underage sales.
- I will ask for ID to confirm the Customer is not under the age of 18 years.

NAME	SIGNATURE	TRAINING DATE	TRAINING MANAGER

Solvents and Butane Gas Lighter Refill Training Log

- I have completed the training in Solvents/Butane Gas related sales.
- I understand the rules governing Solvents and Butane Gas related sales when serving Customers at the till.
- I will adhere to these rules and avoid underage sales.
- I will ask for ID to confirm the Customer is not under the age of 18 years.

NAME	SIGNATURE	TRAINING DATE	TRAINING MANAGER

Fire Lighters/ Fluids, Turps, White Spirits Training Log

- I have completed the training in Fire Lighters/Fluids, Turps, White Spirits related sales.
- I understand the rules governing Fire Lighters/Fluids, Turps and White Spirits related sales when serving Customers at the till.
- I will adhere to these rules and avoid underage sales.
- I will ask for ID to confirm the Customer is not under the age of 16 years.

NAME	SIGNATURE	TRAINING DATE	TRAINING MANAGER

Restricted News & Magazines – Training Log

- I have completed the training in New and Magazine related sales.
- I understand the rules governing News and Magazine related sales when serving Customers at the till.
- I will adhere to these rules and avoid underage sales.
- I will ask for ID to confirm the Customer is not under the age of 16/18 years.

NAME	SIGNATURE	TRAINING DATE	TRAINING MANAGER

Medicine Training Log

- I have completed the training in Medicine related sales.
- I understand the rules governing Medicine related sales when serving Customers at the till.
- I will adhere to these rules and avoid underage sales.
- I will ask for ID to confirm the Customer is not under the age of 16 years.

NAME	SIGNATURE	TRAINING DATE	TRAINING MANAGER

Knives and other Bladed Items -

Training Log

- I have completed the training in knives and other bladed items sales.
- I understand the rules governing knives and other bladed items when serving customers at the till.
- I will ask for ID to confirm the customer is not under the age of 18 years.

NAME	SIGNATURE	TRAINING DATE	TRAINING MANAGER

Video/DVD's and Computer

Games – Training Log

- I have completed the training in the age restricted sale, rental and supply of video cassettes, DVD's and computer games.
- I understand the rules governing age restricted sale, rental and supply of video cassettes, DVD's and computer games.
- I will ask for ID to confirm the customer is not over the age classified on the video cassette, DVD or computer game.

NAME	SIGNATURE	TRAINING DATE	TRAINING MANAGER