

KASA

UNDERAGE

POLICIES.

Section 1

DPS AUTHORISATION LOG

BOOKLET

STORE.....

EMPLOYEE NAME.....

One copy to be sent to 334 DEWSBURY ROAD. LEEDS, LS11 7DJ

The Premises Licence

In order to sell alcohol legally the local council must have granted a Premises Licence in respect of the premises.

The Premises Licence is issued in two parts. Part B is a summary of the Premises Licence

The summary must be prominently displayed at the premises so that Members of the public can see it.

A certified copy of Part A must be kept at all times at the premises in a safe Place and all staff must know where it is kept. (Please note the original is Kept at head office).

A notice (Section 57(3) Notice) specifying that the DPS/Store Manager has Been nominated by the Premises Licence holder to keep the Premises Licence at the premises in their custody and control must also be Prominently displayed at the premises so that members of the public can See it.

The above points are statutory obligations and failure to adhere to them will result in prosecution.

Role of the Designated Premises Supervisor (DPS)

The DPS must have a personal licence.

The DPS is the person as named on the Premises Licence and on the Premises Licence Summary and is usually the DPS/Store Manager.

It is illegal to sell alcohol at a time when there is no DPS in respect of the Premises Licence. However, the DPS does not nor is expected to be on the Premises 24/7 but has day-to-day control.

All sales of alcohol by employees should be personally authorised by the DPS (except under 18s). In order to authorise all staff the form on the pages below must be used.

When the DPS changes, the new DPS should reauthorize all staff using the attached form.

When a new member of staff is employed they must be authorised before they can legally sell alcohol.

If alcohol is sold without a current DPS the store will be liable for a fine of up to £20,000 and or up to six months imprisonment.

No grace period if a DPS leaves unexpectedly alcohol must not be sold until the DPS is replaced.

If the DPS changes address or surname, it is an offence not to notify the Council and you may be liable for a fine of up to £1,000.

Please notify the Legal Department at Head Office of any changes in DPS details.

IF A SALE OF ALCOHOL TO AN UNDERAGE PERSON TAKES PLACE, THE POLICE OR TRADING STANDARDS WILL REQUEST EVIDENCE THAT THE PERSON WHO SOLD THE ALCOHOL WAS AUTHORISED BY THE DPS AND

RESPONSIBILITY TO ENSURE THAT THIS IS DONE.

AUTHORISATION FORM FOR THE SALE OF ALCOHOL

PLEASE NOTE THAT THE DPS MUST AUTHORISE ALL STAFF (EXCEPT THOSE UNDER THE AGE OF 18) TO SELL ALCOHOL. IF THE DPS CHANGES THE NEW DPS MUST RE-AUTHORISE ALL STAFF IN THE STORE TO SELL ALCOHOL.

I authorise the following staff to sell alcohol from

..... (Store Address) during

The permitted hours of sale as outlined on the Premises Licence.

Employee Name Date Signature of Employee

DPS Name DPS Signature

PLEASE NOTE THAT THE DPS MUST AUTHORISE ALL STAFF (EXCEPT THOSE UNDER THE AGE OF 18) TO SELL ALCOHOL. IF THE DPS CHANGES THE NEW DPS MUST RE-AUTHORISE ALL STAFF IN THE STORE TO SELL ALCOHOL.

Employee Name	Date	Signature of Employee	DPS Name	DPS Signature

Employee Name	Date	Signature of Employee	DPS Name	DPS Signature

January 2010

KASA

UNDERAGE POLICIES

Section 2

**GENERAL INFORMATION
BOOKLET FOR EMPLOYEES
TO BE RETAINED BY EMPLOYEE**

STORE.....
EMPLOYEE NAME.....

LICENSING ACT 2003

The Licensing Act is underpinned by four licensing objectives:-

- The prevention of crime and disorder.
- Public safety.
- The prevention of public nuisance; and
- The protection of children from harm.

The Premises Licence

In order to sell alcohol legally the local council must have granted a premises licence in respect of the premises.

The Premises Licence is issued in two parts. Part B is a summary of the Premises Licence.

The summary must be prominently displayed at the premises so that member of the public can see it.

A certified copy of Part A must be kept at all times at the Premises in a safe place and all staff must know where it is kept.

(Please note the original is kept at KASA head office).

A notice (section 57(3) Notice) specifying that the DPS/store manager has been nominated by the premises licence holder to keep the Premises Licence at the premises in their custody and control must also be prominently displayed at the premises so that member of the public can see it.

The above points are statutory obligations and failure to adhere to them will result in prosecution.

Underage Sale of Alcohol

PLEASE READ THE FOLLOWING NOTICE CAREFULLY AND ENSURE THAT YOU ARE COMPLYING WITH THE LAW.

it is a criminal offence for anyone to sell alcohol to an individual under the age of 18.

it is a criminal offence for anyone to knowingly allow the sale of alcohol to an individual under the age of 18.

it is a criminal offence for anyone to sell alcohol to an individual who they suspect is delivering alcohol to a person under the age of 18

it is a criminal offence to allow an individual under the age of 18 to make any sale of alcohol unless the sale has been specifically approved by the Designated Premises Supervisor (DPS) or another authorised member of staff

it is a criminal offence for anyone to sell liqueur confectionary to an individual under the age of 16.

THE GOVERNMENT IS CURRENTLY CARRYING OUT TEST PURCHASE OPERATIONS THROUGHOUT THE UNITED KINGDOM. THEY ARE USING VOLUNTEERS WHO ARE UNDER THE AGE OF 18. YOU MAY BE CHECKED AND IF YOU SELL TO THAT VOLUNTEER YOU WILL COMMIT A CRIMINAL OFFENCE.

The test purchases may also relate to the sale of cigarettes and tobacco, lottery and scratch cards, lighter fuel, fireworks, videos and computer games, party poppers, aerosol paints, petrol and liqueur chocolates (this list is not definitive).

Employees must be extra vigilant in the run up to the festive Seasons

It can be a challenge deciding how old someone is. Factors such as adult dress, deception tactics, busy stores, intimidating tactics, large groups and threatening behaviour may make it even harder.

TO PROTECT YOURSELF AND TO ENSURE THAT YOU ARE COMPLYING WITH LICENSING LEGISLATION, THE FOLLOWING SIMPLE AND STEADFAST POLICIES SHOULD BE USED:-

Be cautious - It is ensure that you are checking even those that look over 18 Always use the Under 25 Policy i.e. if someone looks under 25, check their age

Be consistent - Always check, even if you think you have served the customer before or you are pretty certain of their age.

Be clear - Ensure that signage is displayed informing customers that they will be asked for ID if they are not 25.

Be courteous - If you have to refuse a sale try to have an application form to hand to offer the customer so that they can obtain a proof of age card or be able to refer the customer to where they can get one.

Be careful - There is evidence that retail staff can often fail to challenge under age purchasers if they feel afraid of the consequences, abuse and violence. Make sure that you feel safe when serving and confident to challenge the customer. If you do not feel safe ring for assistance.

Be conscientious - Ensure that all refusals are recorded, including date, time, customer appearance, items refused and sign to state that you have refused the sale.

Proof of Age Cards

There are a number of legitimate sources of ID that young people can get to prove their age.

ONLY ACCEPT CREDIBLE PHOTO PROOF OF AGE

This includes: -

A photo driving licence.

A passport

Proof of age card schemes carrying a PASS logo.

THE PROOF OF AGE STANDARDS SCHEME (PASS)

It is not always easy to spot a genuine card □ it must carry the PASS hologram. Nearly all legitimate schemes are adopting this logo.

the schemes involved include:-

-
- citizen card
- connexions
- Portman Group
- Young Scot
- Validate

The Trading Standards Institute advises retailers only to accept cards from the issuers who are signed up to PASS □ or a passport or photo driving licence.

IF YOU ARE IN ANY DOUBT AS TO THE VALIDITY OF A PROOF OF AGE CARD REMEMBER THAT YOU ARE PERFECTLY WITHIN YOUR RIGHTS TO REFUSE A SALE EVEN IF SOMEONE HAS SHOWN ID.

TIPS: -

Photos on the cards are thermally imaged, not laminated onto the card. Run your thumb and forefinger over the photo. If the photo is raised from the face of the card then it is far less likely to be genuine.

The PASS hologram is already appearing on proof of age cards. Any card with the PASS logo is acceptable. There may still be other legitimate proof of age cards available although you should not accept these unless you are absolutely sure about their genuineness and reliability.

Permitted Hours of Sale of Alcohol

24-hour alcohol sales can be applied for in England and Wales.

However, all staff should be aware of the hours alcohol may be sold from individual stores.

The legal hours of sale of alcohol for each store are set out in the Premises Licence Summary, which is displayed on the shop floor and on the premises licence itself (see page 2 for information on the premises licence summary and the premises licence).

You may be liable to prosecution if alcohol is not sold within the authorised hours. The penalty for selling alcohol outside the permitted an hour is a maximum £20,000 fine and for six months imprisonment.

Consumption of Alcohol on or off the premises

Alcohol must not be consumed in any of the KASA stores.

You must be aware that anyone attempting to drink alcohol within the store must be stopped from doing so and asked to leave the premises. If necessary the Police may need to be requested to provide assistance in their removal.

You may be liable to prosecution if alcohol is permitted to be consumed on the premises.

Product Identification

The strength of an alcoholic drink is measured by its percentage (%) alcohol by volume (abv).

A low alcohol drink is a drink that contains no more than 1.2% abv.

However, these drinks are still subject to the licensing laws.

An alcohol free drink is one with an abv of no more than 0.05%. Drinks under 0.5% abv are not covered by licence control and may be freely sold.

Role of the Designated Premises Supervisor (DPS)

The DPS must have a personal licence.

The DPS is the person as named on the premises licence and premises licence summary and is usually the store manager.

It is illegal to sell alcohol at a time when there is no DPS in respect of the Premises Licence. However, the DPS does not nor is expected to be on the Premises 24/7 but has day-to-day control.

All sales of alcohol should be personally authorised by the DPS (except under 18s). If you have not been authorised to sell alcohol you must ask your manager to arrange your authorisation before you make any sale of alcohol to a customer. You will be asked to sign.

Should the DPS change, the new DPS should re-authorise all staff to sell alcohol. If you are aware that the DPS has changed again you must request reauthorisation before selling alcohol.

If alcohol is sold without a current DPS the store will be liable to a fine of up to £20,000 and or up to six months imprisonment.

No grace period if a DPS leaves unexpectedly alcohol must not be sold until the DPS is replaced.

IF A SALE OF ALCOHOL TO AN UNDERAGE PERSON TAKES PLACE, THE POLICE OR TRADING STANDARDS WILL REQUEST EVIDENCE THAT THE PERSON WHO SOLD THE ALCOHOL WAS AUTHORISED TO DO SO AND HAD RECEIVED TRAINING.

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(Store Address) during the permitted hours of sale as outlined on the Premises Licence.*

Employee Name	Date	Signature of Employee	DPS Name	DPS Signature

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MISCELLANEOUS

The problem of youths congregating outside stores, especially in the evening is familiar to retailers. These types of meeting points are often considered to be a flash point for antisocial behaviour.

This type of problem may result in young people causing litter, deterring Customers and possibly intimidating you and other staff.

If you are in any way concerned about youth congregating outside the premises speak to your manager/supervisor who may feel it necessary to call the Police if they will not move on after being asked to do so.

Sitting of Alcohol

Check around the alcohol displays when passing and make yourself visible particularly when youngsters are in the shop. Anybody hanging around should be offered help in the usual way to deter thefts or underage purchasing.

In Store Tasting

Free tasting are permitted under the law, but the following guidelines must be followed:

The sample size must be appropriate (e.g. 5ml) and care must be taken to ensure that Customers do not return for further tasting and run the risk of becoming intoxicated.

Do not provide alcohol to anyone under 18. Parents should not be *"Allowed to give their children a taste just to see what it is like"*

It is illegal to provide alcohol to anyone who is drunk.

Alcohol should not be left unattended in a demonstration area.

PEOPLE NOT TO BE SERVED WITH ALCOHOL

Anyone under the age of 18

A person suffering from the effects of alcohol

As a matter of company policy a Police Officer in uniform (on duty)

Anyone who appears to be under the age of 25 and who has no identification.

January 2010

KASA

UNDERAGE POLICIES

Section 3 **GENERAL INFORMATION BOOKLET FOR DPS/STORE MANAGERS**

STORE.....
EMPLOYEE NAME.....

TO BE RETAINED BY DPS/STORE MANAGER

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The summary must be prominently displayed at the premises so those members of the public can see it.

A certified copy of Part A must be kept at all times at the premises in a safe place and all staff must know where it is kept. (Please note the original is kept at head office).

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Product Identification

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All sales of alcohol must be personally authorised by the DPS (except under 18s). In order to authorise all staff an authorisation form as shown on page 13 should be used which contains the authorisation form. The booklet must be kept at the store at all times.

Should the DPS change, the new DPS should re-authorise all staff to sell alcohol using the DPS authorisation log booklet.

If alcohol is sold without a current DPS the store will be liable to a fine of up to £20,000 and or up to six months imprisonment.

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Employee Name	Date	Signature of Employee	DPS Name	DPS Signature

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This type of problem may result in young people causing litter, deterring Customers and possibly intimidating staff.

If you are in any way concerned about youth congregating outside the premises call the Police if they will not move on after being asked to do so.

Sitting of Alcohol

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In Store Tasting

Free tasting are permitted under the law, but the following guidelines must be followed:

The sample size must be appropriate (e.g. 5ml) and care must be taken to ensure that Customers do not return for further tasting and run the risk of becoming intoxicated.

Do not provide alcohol to anyone under 18. Parents should not be It is illegal to provide alcohol to anyone who is drunk.
Alcohol should not be left unattended in a demonstration area.

PEOPLE NOT TO BE SERVED WITH ALCOHOL

Anyone under the age of 18

A person suffering from the effects of alcohol

As a matter as company policy a Police Officer in uniform (on duty)

Anyone who appears to be under the age of 25 and who has no identification.

UNDERAGE POLICIES EFFECTIVE TRAINING PROCEDURES

Training staff is a complex activity and must be carefully planned. People are generally motivated to learn when the training and information provided is likely to have an interest or impact upon their own lives. All staff must be made aware that underage policy training is also in their own interest as if they do not abide by the law and in-store policies they may be personally liable to a fine and or imprisonment by the police and trading standards.

- Pick the correct time to train staff just before a member of staff finishes their shift is not a good time as they are probably thinking about going home and their mind will not be focussed.
Set a time and date for training each individual member of staff.
Ensure that the training takes place in an environment where there is little risk of distraction, i.e. not on the shop floor near the tills, customers and telephones.
- Ensure that during the training session, you are open and willing to answer any questions that the member of staff may have. Prior to commencing the training session you may wish to inform the member of staff that they can ask questions at any point during the training. This eliminates the risk of them forgetting the question by the end of the session.
- Ascertain level of understanding throughout the training session by asking questions. Level of understanding can be evaluated at the end of the session by completion and marking of the responsible retailer questions. If you feel that the level of understanding is low be patient and carry out the training session again, perhaps a couple of days later. In the meantime do not permit the member of staff to make any age restricted sales without supervision. Ensure that the member of staff is not made to feel humiliated because they have not picked up on everything the first time. Different people learn and assimilate information in different ways.
- Ensure that training is carried out on a one to one basis. Although this is more time consuming in the long run it will be more effective. This will also help less confident members of staff who may feel embarrassed to ask questions in front of their colleagues.

- Finally, ensure that before any training is carried out that you are comfortable with your own knowledge and understanding of the licensing laws and underage policies. If you do not understand the law and policies you cannot effectively train other members of staff.
- If a member of staff does make an underage sales retraining is paramount. As soon as reasonably practicable the member of staff must be retrained.
- Any underage sale made by a member of staff must be immediately reported to the Retail Operations Manager/Area Sales Manager.
- Any new staff must not be permitted to sell alcohol until training is complete.
- The untrained member of staff must ask for assistance in order to make any age restricted sale.
- Ensure that all training records are documented using the training log booklet for employees and refresher training log booklets.

DPS/Store Managers Must Make Regular Checks To Ensure

That:-

a laminated summary of Premises Licence (Part B) is prominently displayed in a place visible to the public.
a certified copy of the Premises Licence is kept in a safe place and at the premises at all times.

all members of staff know where the certified Premises Licence is kept.

a laminated section 57(3) notice is prominently displayed in a place visible to the public. This notice shows that the DPS/store manager has been nominated to ensure a copy of the Premises Licence is kept at the premises at all times.

all members of staff know and understand the role of the DPS

all members of staff have been authorised to sell alcohol by the DPS. When the DPS changes the new DPS must reauthorize all staff. Any new staff must be authorised to sell alcohol and sign DPS authorisation form.

all members of staff have signed and received training on store policies in relation to underage sale or restricted products and that the underage policy training log booklet for each individual employee has been returned to Head Office.

Staff cannot make age restricted sales without personal supervision until their training is complete

all members of staff know, understand and have received training on how and when to use the refusal book which should be located at the checkout.

all members of staff are complying with the recommended 'Challenge 25' policy for sale of alcohol and that all under 25 proof of age signs are up and displayed prominently.

all members of staff have signed and received refresher training within two weeks of 1 March, 1 June, 1 September and 1 December of each year.

IT IS THE RESPONSIBILITY OF THE DPS/STORE MANAGER TO ENSURE THAT ALL TRAINING LOG BOOKLETS AND REFRESHER TRAINING LOGS ARE RETURNED TO HEAD OFFICE.

January 2010

KASA

UNDERAGE POLICIES

Section 4 **REFRESHER TRAINING LOG BOOKLET FOR DPS/STORE MANAGERS**

STORE.....
EMPLOYEE NAME.....
TO BE RETAINED BY DPS/STORE MANAGER

Refresher Training

The DPS is responsible for the training of members of staff working in the store.

Refresher training meetings for staff must be organised once every 3 months to review and ensure staff understand and are putting into practice the Licensing Laws.

Bulletins and reminders will be sent to DPS to assist in refresher training. The following proof of training record must be used to evidence that regular update training has taken place.

Individual refresher training logs for all employees should be returned to head office with a cover sheet confirming all employees at the store have undertaken refresher training. An example of the forms to be used if required

April Quarter 2010

Name of Employee	Employment Start Date	Date of initial Alcohol Training	Read ACS Guide to Responsible Retailing Section 3	Taken Responsible Retailing Test

July Quarter 2010

Name of Employee	Employment Start Date	Date of initial Alcohol Training	Read ACS Guide to Responsible Retailing Section 3	Taken Responsible Retailing Test

October Quarter 2010

Name of Employee	Employment Start Date	Date of initial Alcohol Training	Read ACS Guide to Responsible Retailing Section 3	Taken Responsible Retailing Test

December Quarter 2010

Name of Employee	Employment Start Date	Date of initial Alcohol Training	Read ACS Guide to Responsible Retailing Section 3	Taken Responsible Retailing Test

REFRESHER TRAINING LOGS

Quarter.....

Store.....

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18

I confirm that all refresher training logs for the above employees are attached.
 I confirm that all new staff since this list was compiled have been added to the list.
 I confirm that I have attached an explanation if for any reason a member of staff has not received refresher training.

DPS Store manager.....
Signature.....
Date.....

REFRESHER TRAINING LOG

I confirm that I have received refresher training on the sale of alcohol.

I have completed the responsible retailer test and have read and understood section 3 of the Association of Convenience stores guide to responsible retailing.

Employee name.....

Signature.....

Date.....

Store.....

DPS/Store Manager.....

Signature.....

It is the responsibility of the DPS/store Manager to ensure that this document is returned to Head Office within two weeks of each quarterly refresher training slot (1 March, 1 June, 1 September and 1 December) for every employee at the store.

LICENSING ACT 2003

RESPONSIBLE RETAILING TEST

TO BE USED AS PART OF INITIAL TRAINING AND REFRESHER TRAINING AFTER
READING SECTION 3 of ACS GUIDE ON RESPONSIBLE RETAILING OF
ALCOHOL

Employee..... Date.....

- 1 What is the legal age for buying alcohol in an Off-Licence?
 - a) 21
 - b) 16
 - c) 18
- 2 What is the legal age above which a check out operator can sell alcohol?
 - a) 18
 - b) 16
 - c) 14
- 3 What is the legal age at which you can purchase liqueur chocolates?
 - a) 18
 - b) 12
 - c) 16
- 4 It is legal to allow a person under 18 to taste an alcoholic product as part of an in store tasting.
 - a) True
 - b) False
- 5 When is it legal to sell alcohol in a shop or off licence?
 - a) Whenever the store is open
 - b) During the hours stated in the alcohol licence
 - c) There are no restrictions on alcohol sale at any time
- 6 It is an offence to sell alcohol to someone who is already drunk.
 - a) True
 - b) False
- 7 It is an offence to unknowingly allow someone to buy alcohol on behalf of someone who is under 18.
 - a) True
 - b) False
- 8 What group regulates the alcohol industry in terms of naming and promoting alcoholic products?
 - a) The Portman Group
 - b) The Tussards Group
 - c) The Pizarro Group
- 9 Which of these is not an approved Proof of Age Card scheme? (There are more than one)
 - a) Citizen card
 - b) Prove it
 - c) Validate
 - d) Young Persons Identity Card
 - e) Young Scot
 - f) 18 Check!
 - g) Am I Legal?
- 10 What is the name of the hallmark that the Trading Standards Institute recommends all retailers look out for when verifying proof of age cards.
 - a) 18 Plus Scheme
 - b) Proof of Age Standards Scheme (PASS)
 - c) ID Card Quality Assurance (IDQA)
11. What does DPS stand for and who is the DPS of this store?

Signed by employee

Signed by manager

KASA UNDERAGE POLICIES

***Section 5* TRAINING LOG BOOKLET FOR EMPLOYEES**

EMPLOYEE NAME.....

STORE.....

**A PHOTOCOPY TO BE RETAINED IN STORE
MANAGER'S OFFICE AND ORIGINAL TO BE RETURNED
TO 334 DEWSBURY ROAD, LEEDS, LS11 7DJ**

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.

KASA operates an under 25 ID Policy. Every alcohol shelving bay 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 a valid ID card 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 Citizen card, 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 Manager.

KASA operate an Under 25 Policy. If a customer looks like they may be under 25 they are requested to provide identification and provided that they can prove that they are over 25 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.(or be on your phone)

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.

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.

Employees under the age of 18 must not sell cigarettes or any other tobacco related product to any customer regardless of their age.

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 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 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.

Employees under the age of 16 must not sell lottery tickets or scratch cards to any customer regardless of their age.

It is illegal to payout Lottery winning prizes or Scratch Cards winning prizes to anyone under the age of 16.

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 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.

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.

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 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.

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.

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.

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 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 18 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 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.

Sale of Medicines Age Limit 16

Products, which are classed as medicines, should not be sold to persons 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.

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.

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 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 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.

UNDER AGE POLICIES

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

Training Date	Name	Signature	Training Managers 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	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

January 2010

KASA

UNDERAGE POLICIES

Section 6

TRAINING LOG

BOOKLET FOR DPS/STORE

MANAGERS

STORE.....

EMPLOYEE NAME.....

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.

KASA operates an under 25 ID Policy. Every alcohol shelving bay 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 a 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 Citizen card, 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 Manager.

KASA operate an Under 25 Policy. If a customer looks like they may be under 25 they are requested to provide identification and provided that they can prove that they are over 25 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.(or be on your phone)

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.

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.

Employees under the age of 18 must not sell cigarettes or any other tobacco related product to any customer regardless of their age.

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 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 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.

Employees under the age of 16 must not sell lottery tickets or scratch cards to any customer regardless of their age.

It is illegal to payout Lottery winning prizes or Scratch Cards winning prizes to anyone under the age of 16.

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 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.

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.

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 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.

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.

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. 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 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 18 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 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.

Sale of Medicines Age Limit 16

Products, which are classed as medicines, should not be sold to persons 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.

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.

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 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 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.

UNDER AGE POLICIES

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

Training Date	Name	Signature	Training Managers 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	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature

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.

Training Date	Name	Signature	Training Managers comments and Signature