

## **Best Practice**

By following some or all of the steps listed here you should reduce the possibility of an under-age sale occurring and also minimise the risk of prosecution.

### **Staff Training**

ALL staff should be aware of their legal responsibilities – and you should have reminders and updates regularly. New staff should be trained as soon as they join the business and keep a written record of training and updates given in order that you can prove that they have been given.

### **Ask For Proof of Age**

Adopt a 21 policy for alcohol and an 18 policy for tobacco – that is if the purchaser does not look either 21 or 18 then ask for ID.

Above all, do not supply age-restricted products to any person whom you believe may be under-age unless they can provide proof of their age. If you are still not satisfied do not make a sale.

### **Make a Record of Refusals**

Keeping a record of refused sales is a good way of showing that you are being diligent and trying not to sell products to the under-aged. This means of recording can also provide useful insight into which staff members are refusing sales, highlighting any members of staff who may need further training. It can also act as a deterrent to young people attempting to buy.

There is a printable example of a refusals record sheet on this CD.

### **Display Warning Notices**

If you sell tobacco you must display a warning notice. You may wish to consider other warning notices at the point of sale or entry to the store as deterrents to the under-aged customer.

### **Keep Age Restricted Products Behind the Counter**

If a purchaser has to ask for a product this can act as a deterrent on its own. It may also prompt you to ask for proof of age.

### **Use "Till Prompts"**

At the "Point of Sale" staff reminders should be used.

This could take the form of an electronic display on the till, stickers or posters.

### **Positive Actions**

Other steps you could take include implementing a policy of not selling to anyone wearing school uniform and installing CCTV to deter under-age customers and to help the Police prosecute.