

MANCHESTER CITY COUNCIL

APPLICATION FOR GRANT OF PREMISES LICENCE - ONE STOP, 56-58 LLOYD STREET SOUTH, MANCHESTER M14 7HT

STATEMENT OF: Sarah Watson

CAPACITY: Licensing Manager for One Stop Stores Limited

This statement is true to the best of my knowledge and belief

INTRODUCTION

I am the Licensing Manager for One Stop Stores Limited, which operates 697 stores across England and Wales. My responsibilities include developing processes and systems to deliver improved compliance standards, advising the business on legal requirements and liaising with external agencies. I have been employed by One Stop for over 14 years.

One Stop is a retail convenience business with key focus on being a store for customers in the neighbourhood. We are not a dedicated off-licence. We sell newspapers, groceries, snacks, drinks and household items. We also offer services for our customers' benefit, such as Pay Point (where you can pay your utility bills) and electronic top-up for mobile phones.

APPLICATION FOR GRANT OF PREMISES LICENCE

Our application is for the grant of a Premises Licence to allow the sale of alcohol from 06.00 to 23.00 daily. This is in accordance with the Guidance issued under section 182 of the Licensing Act which states (at paragraph 10.15) that: *"Shops, stores and supermarkets should normally be free to provide sales of alcohol for consumption off the premises at any times when the retail outlet is open for shopping unless there are good reasons, based on the licensing objectives, for restricting those hours."*

We have proposed a number of conditions for the promotion of the licensing objectives within the application submitted, as per the schedule of conditions attached for ease of reference as Annex A to this statement.

ONE STOP STORES' PROCEDURES

One Stop is a retail convenience business with a key focus on being a general convenience store for customers in the local neighbourhood. We sell various household and grocery items as well as alcohol; and offer services such as Pay Point and phone top-up. Compliance with the licensing objectives is very important to us.

We entered into a Primary Authority partnership with Hertfordshire County Council, who have conducted a full review of our policies and procedures in relation to age-related sales and have concluded we have in place adequate systems of training, policies and procedures. I attach as Annex B to my statement the Primary Authority Advice. Our key operational details and training procedures are set out in the Primary Authority Advice.

All One Stop staff are trained in accordance with the company's e-learning module training package and all of our other policies detailed in the Primary Authority Advice also apply,

including in relation to till prompts, refusals log (called refuse service report report) which are required to be checked by managers, internal test purchasing and store audits.

In addition to age restricted information, our training deals with conflict management to assist staff to refuse sales effectively and to support them when dealing with potentially difficult situations. We attach age-restricted sales training materials at Annex C and the questions used to check understanding at Annex D. The conflict management training is separate.. The training package has been reviewed by Hertfordshire County Council as part of our Primary Authority Partnership with them.

In addition to completion of training online, all One Stop stores are required to keep a Licensing Guide in-store in accordance with the company standard. This includes details of legal requirements and company policies and procedures for reference by all members of staff and store management.

We also have an electronic Age Restricted Products Declaration (example attached as Annex E, which is to be completed quarterly by all colleagues to confirm their understanding on Challenge 25. Think 25 point of sale signage is on display in our stores. Copies of our standard signage templates are attached as Annex F.

One Stop is a member of the Retail of Alcohol Standards Group (which promotes responsible sales of alcohol) and a number of our stores are involved in Community Alcohol Partnerships (working with Trading Standards, Police and Local Schools).

Since April 2009, the company has employed a third party company to carry out internal test purchases on age-restricted products. These are currently undertaken 6 times per year in all stores. Results are sent directly to the Area Manager, to assist in ensuring that store staff are complying with the company's proof of age policy.

COMMENTS ON REPRESENTATIONS AND PETITION

I am aware that eight letters (including a petition) objecting to the licence application have been received, with many of those letters referring to the potential impact of the store on local competition, but also raising concerns as to the potential impact of the store on anti-social behaviour, traffic, pollution, noise nuisance, children's wellbeing, and litter in the area. As a local store, One Stop is keen to integrate within the local community. Therefore, we take any representations from local residents, responsible authorities and other parties very seriously.

However, I do note that there is no objection from the police to this application. I would also add that our staff training includes the refusal of sales to drunk persons, conflict management to assist staff in refusing sales and numerous measures to prevent the sale of alcohol to underage persons, and proxy sales (as more particularly detailed in the statement of Jason Jeffrey, and as shown in the copy training materials provided in Annexes C and D). We also have numerous measures in place for the management of behaviour in the immediate vicinity of the shop, again as detailed in the statement of Jason Jeffrey. Therefore, I consider that we address all of the concerns which are relevant to the licensing objectives.

There are a significant number of signatories on the petition submitted. However, I would make the following comments in relation to the petition:

1. We have no information as to how the petition has been put together. It may be the case that the signatories are customers of a local store who have been asked to sign when shopping in the store. If so, their signatures may therefore be in support of their local

store operators, rather than to express concern around the likely effect of the grant of the licence on the licensing objectives. If they have been collected door to door, it is unclear what they have been told by the person knocking on the door/whether they have seen the application details, and in particular, the conditions.

2. There is no header on the petition which tells signatories specifically what they are objecting to, save for that it is in objection of an application for a premises licence at the premises in question e.g. who the petition will be presented to, or indicating that the signatories agree to their name being given as an objector for the purposes of a licensing sub-committee hearing. It is difficult, therefore, to be certain the signatories added their names in full knowledge of the petition's purpose (or the store's proposed operation).
3. A number of the names and addresses on the petition are unclear and cannot be read easily. Having reviewed the petition, in my opinion around 48 of the entries are either not legible, or there is no surname / house number given. For example "A Gorson" has provided no signature / address (Petition page 1), "Mohammed" has provided no surname (Petition page 3), and "Ryan" has provided no surname/ address (Petition page 8).
4. There are several signatories who live at the same address. For example, Sonia and Nicole Priday of 7 Yew Tree Avenue (Petition page 1) who have signed separately, Patricia and Alan Walker of 22 Elmswood Avenue (Petition page 2) who have signed separately, and Yvonne and Mechelle Sims of 20 Clinton Avenue (Petition page 9) who have signed separately. Therefore, the number of 'households' which have signed is significantly less than the number of individual signatories.
5. In fact, in some instances, it appears to be the same handwriting for both names from a particular address, so it may not be the case that the second name was actually present and actively objecting to the application. For example, "D Gallagher" and "Patricia Casey" of 28 Yew Tree Avenue (Petition page 1), "Brian Carroll" and "Sarah Mulligan" of 27 Elmswood Avenue (Petition page 2), and "M O'Hara" and "B O'Hara" of 26 Alexandra Avenue.

We also note that one of the emails objecting to the licence application (dated 9 May 2022, timed at 11.37), which raises concerns about the potential impact of the Moss Side store on local competition and anti-social behaviour, is from an individual with the same surname as the Designated Premises Supervisor for the Select & Save (Parkside Superstore), Ghulam Shabbir. This may suggest that the representation is motivated mainly by concerns as to competition, which is not a licensing objective.

CONCLUSION

We are required under licensing legislation to promote the licensing objectives, including the prevention of public nuisance and the prevention of crime and disorder. We have developed policies and adopted safeguards, which we believe address the licensing objectives.

For these reasons, we do not believe that granting this application for the hours proposed would have an adverse impact on the licensing objectives.

Sarah Watson

Dated: 25 May 2022

Annex A – Schedule of licence conditions

Annex B – Primary Authority advice and policy summary detailing one stop policies, procedures and training arrangements

Annex C – Age Restricted Sales training materials

Annex D – Test questions

Annex E – Copy age restricted products declaration

Annex F – Copy signage displayed in stores

Annex A – Schedule of licence conditions

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Describe the steps you intend to take to promote the four licensing objectives:

a) General - all four licensing objectives (b, c, d and e) (please read guidance note 10)

b) The prevention of crime and disorder

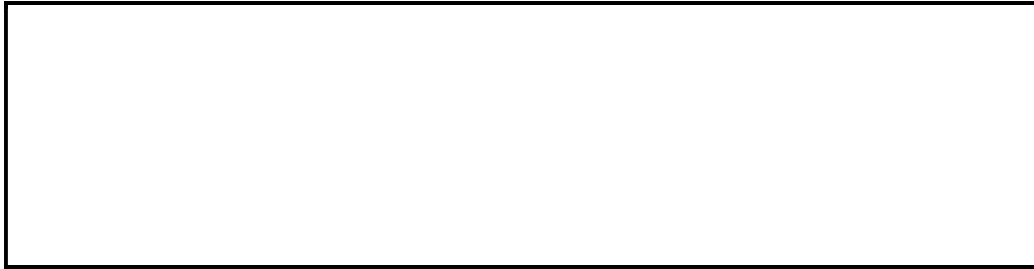
The premises shall install and maintain a comprehensive CCTV system. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 28 days with date and time stamping.

A staff member from the premises who is able to operate the CCTV system shall be on the premises at all times when the premises are open to the public. This staff member will be able to show the police or other authorised officer data or footage within the minimum of delay when requested to do so.

A refusals log will be maintained in accordance with company policy and made available for inspection at the premises by the police or an authorised officer at all times whilst the premises is open. The refusals log will record the date and time of challenged and refused sales, the identity of the member of staff refusing the sale and details of the alcohol the customer attempted to purchase.

c) Public safety

d) The prevention of public nuisance



e) The protection of children from harm

All staff will be trained to ask any customer attempting to purchase alcohol, who appears to be under the age of 25 years (or older if the licence holder so elects) for evidence of age (Challenge 25). This evidence shall be photographic, such as passport or photographic driving licence, or other form of identification bearing the customer's photograph, date of birth and the Proof of Age Standards Scheme (or similarly accredited scheme) hologram, until other effective identification technology (for example, thumb print or pupil recognition) is introduced. All staff will be instructed, through training, that a sale shall not be made unless this evidence is produced.

Till prompts will be installed to remind staff to check the age of customers for sales of age-restricted products.

Checklist:

Please tick to indicate agreement

- I have made or enclosed payment of the fee.
- I have enclosed the plan of the premises.
- I have sent copies of this application and the plan to responsible authorities and others where applicable.
- I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable.
- I understand that I must now advertise my application.
- I understand that if I do not comply with the above requirements my application will be rejected.
- [Applicable to all individual applicants, including those in a partnership which is not a limited liability partnership, but not companies or limited liability partnerships] I have included documents demonstrating my entitlement to work in the United Kingdom or my share code issued by the Home Office online right to work checking service (please read note 15).

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO

Annex B – Primary Authority advice and policy summary detailing one stop policies, procedures and training arrangements



Reference:	PA/Underage Sales/V4
Issue date:	30/3/22
Review date:	30/3/23
Business:	One Stop Stores Ltd
Primary authority:	Hertfordshire County Council
Supporting Regulator:	None
For publication on Primary Authority Register	YES

PRIMARY AUTHORITY ADVICE

Relevant Legislation:	<ul style="list-style-type: none">• Anti-Social Behaviour Act 2003 (s54)• Cigarette Lighter Refill (Safety) Regulations 1999 (Reg 2) & Consumer Protection Act 1987• National Lottery Act 1993 (s13) & National Lottery Regulations 1994• Children and Young Persons Act 1933 (s7)• Children and Young Persons (Sale of Tobacco) Order 2007 (s2)• Children and Young Persons (Protection from Tobacco) Act 1991• Nicotine Inhaling Products (Age of Sale and Proxy Purchasing) Regulations 2016• Tobacco Advertising and Promotion (Display) (England) Regulations 2010• The Tobacco Advertising and Promotion (Display of Prices) (England) Regulations 2010• Video Recordings Act 1984• Children and Families Act 2014• The Licensing Act 2003• The Licensing Act (Mandatory Licensing Conditions) Order 2010
Geographic Applicability:	England

Details of request:	Does One Stop Stores Limited have in place adequate policies and procedures to ensure that age restricted products are not sold to individuals who are below the permitted age?
Advice provided:	<p>Primary Authority advice is provided that One Stop Stores Limited has in place an adequate system of training, policies and procedures to ensure that all age restricted products are only sold to persons who are of the appropriate age.</p> <p>One Stop have provided evidence that they have taken all reasonable steps and exercised all due diligence by means of:</p> <p><u>Reasonable Precautions</u></p> <ul style="list-style-type: none"> • A published policy documenting all procedures • Training of all staff both at the commencement of employment and refreshed throughout the year • A test is done after training to assess and confirm understanding • Till prompts which require a positive action by the cashier. These prompts also provide information to assist cashier with age verification • Business has adopted a Think 25 policy • Think 25 signage is displayed in store both at point of sale and in close proximity to all tills <p><u>Due Diligence</u></p> <ul style="list-style-type: none"> • Business conducts an internal mystery shopping exercise programme known as Serve Legal • Age restricted sales training and signage is included within the Safe and Legal audit conducted by an external auditor <p>The systems considered are summarised in the policy summary document titled “Policy Summary – Underage Sales & Tobacco Display”</p> <p>The Primary Authority would not be prepared to support enforcement actions which challenge the adequacy of those procedures to ensure compliance with the legislation listed above.</p> <p>The Primary Authority only has 5 days to assess whether enforcement action should be allowed or blocked. We expect any enforcement authority to liaise with us from an early stage. Once enforcement action has been decided, we ask that the enforcement authority provide us with a comprehensive case summary of the alleged offence and evidence of the reasonable precautions and due diligence defence submitted so we can assess whether the case is consistent or inconsistent with our published advice.</p> <p>If there are any further queries, please consult with the Primary Authority Officer.</p>
Document references:	<ul style="list-style-type: none"> • Appendix One: Policy Summary – Under Age Sales & Tobacco

	Display <ul style="list-style-type: none">• Appendix Two: Frequently Asked Questions – Under Age Sales• Primary Authority Supermarkets Group Feedback Form - Published separately on the PA register
Issued by:	Rachel Wenzel – Senior Trading Standards Officer

Notes:

1. Once complete, this template should be saved in a format that ensures it cannot be altered, for example a password protected PDF.
2. This document includes best practice advice and a brief summary of the requirements of the [Primary Authority Statutory Guidance](#). It should be read alongside the Primary Authority Statutory Guidance.
3. Primary Authority Advice is assured. This means that when a business is following the advice, their primary authority can direct against any proposed enforcement action which is inconsistent with the advice.

Policy Summary – Underage Sales & Tobacco Display

1. Important Note

- This document is a summary of One Stop's policies and procedures to ensure the sale of age restricted products are made in accordance with the relevant legislation.
- The advice only applies to sales made directly from the premise. It does not apply to any delivery services offered by a third party.
- The document also includes One Stop's policy on the rules relating to tobacco display.
- Please note that some One Stop stores are franchise owned. The procedures outlined below apply only to One Stop Stores Ltd owned stores. All franchise stores will have outside signage stating "One Stop – Working with....." then the legal trading name of the franchisee. The advice only applies to premises operated by One Stop Ltd.
- One Stop also apply these policies and procedures to the sale of high energy high caffeine drinks on which the business has chosen to place a voluntary age-restriction of 16 years

2. One Stop Policy

"It is One Stop policy that age restricted products are not sold to persons below the required age, to comply with the legal requirements governing these products and to provide the appropriate training for colleagues to be confident in asking for and checking the proof of age of the customer and support colleagues in refusing a sale."

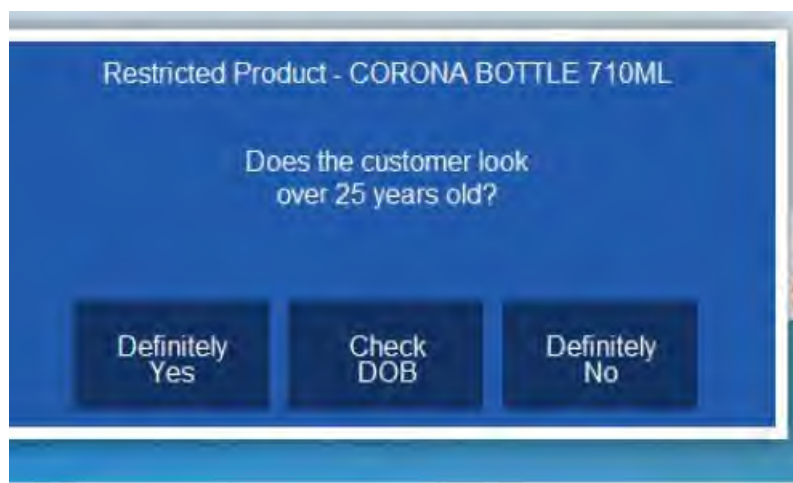
3. Training Procedures

- The training provided for all staff on age restricted sales is part of an overall training package for new starters.
- Age restricted sales training is delivered twice a year – staff are required to sign the "APR Declaration" after each session and then a further two times, confirming that they have received and understood the training.
- Age restricted product training modules are all within the 'e-Learning' training system that **all** staff must complete.
- Training is carried out in stores for new starters and must be completed prior to the colleague being put on the tills. Staff are not permitted to work on the tills and sell such restricted products until this training is completed.
- These subject specific modules are part of an overall modular e-learning training system which includes sections on Age Restricted Products and Think 25 policy.
- The training is comprehensive and includes:
 - An outline of the legal position (includes information on the age restricted nature of the products).
 - Details of the legal responsibilities for colleagues and the company.

- Scenarios and tests are also part of the online e-learning modules detailing how the policies are proactively used.

4. Key Policies:

- One Stop operates a Think 25 policy throughout their stores for all age restricted products. This is communicated to staff through the online e-learning modules and throughout stores with posters and shelf edge labels.
- Till Prompts: One Stop's Think 25 policy is further supported by till prompts, where their till systems recognise age restricted products and prompts the user through a number of screens to check the age of the customer in line with Think 25. Cashiers are able to enter a date of birth into the system which calculates the persons age and either allows or declines the sale.



- There is a separate age check button on the tills for tobacco sales, as it is a key policy that age checks must be carried out prior to tobacco products being removed from the gantry and scanned through the till, where staff believe customers to be under 25.
- The till system also produces reports (Age Authorisation Reports) detailing all challenges and refusals of any age restricted product by each till user. These are monitored by Store/Shift Managers. They can be used to monitor that all colleagues are following the Think 25 policy and to identify any further training needs.
- All stores are to display their Premises Licence Summary in clear plastic wallets on the till counter door. The full licence and DPS licences are stored in each stores Confidential Documents Folder and is available for inspection upon request.
- Accepted forms of ID are: Passport, Pass hologram Cards and Photo-card Driving licence.
- One Stop conducts "mystery shopper" exercises in stores. Here individuals aged over 18, but clearly under 25 attempts to purchase age restricted products to see if staff are following the "Think 25" training. The testing programme is on a rolling basis covering the range of age restricted products available. The business refers to this as their Serve Legal audit.
- Failed Test Purchase Policy: One Stop have a failed test purchase policy in place for all failed, internal or external, test purchases. A thorough investigation is undertaken by store management to establish the facts. There is guidance on this investigation procedure on

the company's internal system known within the businesses as "My Stop" and kept in the licensing folder in store.

- Store and Shift Managers are responsible for carrying out the tasks on the 'Routine Pad List'. The list is an electronic "to do list" generated by a central head office portal, which detail all the important tasks for the day/week. This list will cover a range of regulatory functions to ensure the store remains legally compliant. Managers are given a weekly task list which includes checks on the 'Age Authorisation Report' for all refused sales and that signage is displayed. The Manager is required to complete all tasks and the record of this forms part of a store safe & legal audit.
- When the business is made aware of an underage sale it's the role of the area manager and store manager to investigate the non-compliance. To assist with this process the business has published a checklist detailing the investigation process and corrective action (known in the business as the next steps) .

5. Feedback To Primary Authority

The results of the test purchase regardless of whether a sale is made or refused, must be notified to Hertfordshire Trading Standards and One Stop using the Primary Authority Supermarket Group (PASG) Age Restricted Sale Feedback Form. The form is published on the Primary Authority Register.

The feedback provided allows Hertfordshire Trading Standards to gain a stronger understanding of work been undertaken by local authorities and national compliance levels. This data can then be used towards identifying the biggest areas of risk and noncompliance within the business.

Feedback should be given within one week of the test purchase to allow the business to undertake any necessary internal investigations in a prompt and timely manner.

Frequently Asked Questions

- 1. What training is given to staff prior to working on the till?**
- 2. What checks are made to ensure that training has taken place?**
- 3. Is refresher training provided and how frequent is it?**
- 4. How does One Stop ensure staff understand the training given?**
- 5. Are written records kept?**
- 6. What notices are displayed in shop for customers and staff?**
- 7. Does One Stop operate a Think 21/25 Policy for all age restricted products?**
- 8. What age restricted products does One Stop sell?**
- 9. What types of ID are accepted?**
- 10. Does One Stop have till prompts?**
- 11. Does One Stop keep a refusals book?**
- 12. Is any guidance provided for staff on how to refuse sales?**
- 13. How does One Stop monitor stores and individuals to ensure that the policies and procedures are being correctly followed?**
- 14. What documents should be asked for at a store to check that the training has been completed?**
- 15. Which documents are available through the Primary Authority?**
- 16. I've identified a potential weakness in the system, what should I do next?**
- 17. I cannot find the answer to the question that I'm looking for?**

1. What training is given to staff prior to working on the till?

Comprehensive training modules on age restricted products form part of the new starters e-learning training package. These modules must be completed prior to new starters working on the tills and completed by every member of staff in store.

2. What checks are made to ensure that training has taken place?

- There is a questionnaire at the end of the module which must be completed; the pass mark is set at 100% to ensure that staff have a high level of understanding
- Staff have to complete the APR Declaration electronically every three months.

3. Is refresher training provided and how frequent is it?

- Yes, refresher training is provided twice a year
- Staff complete the Age Restricted Products e-Learning module.
- The Store Manager and Area Manager are responsible for ensuring staff training is complete.

4. How does One Stop ensure staff understand the training given?

The Store Manager and Area Manager are responsible for ensuring staff training is complete. This can be monitored using the e-learning training report and by the APR Declaration

5. Are written records kept?

There is an electronic APR Declaration requiring a member of staff to tick a box to confirm the e-learning module has been completed. These can be accessed online at each store.

6. What notices are displayed in shop for customers and staff?

- Statutory notices are displayed.

- There are 'Think 25' posters and shelf edge labels distributed around the store and specifically in the area where alcohol products are displayed.

7. Does One Stop operate a Think 21/25 Policy for all age restricted products?

- One Stop has a Think 25 policy for all age restricted products.

8. What age restricted products does One Stop sell?

- Alcohol
- E-Cigarettes
- Tobacco
- DVD's
- Party poppers
- Christmas Crackers
- Lottery
- Lighter Refills

9. What types of ID are accepted?

- Pass Hologram Cards
- Passport
- Photocard Driving Licence

10. Does One Stop have till prompts?

- Yes, all age restricted products are recognised on the till system when scanned, which then triggers the Think 25 age check message and a series of till prompts will commence and guide staff through the age check process.
- There is also a separate till button "Age check" for tobacco sales. This is for staff to press to run the series of till prompts without scanning a product, where an age check is deemed appropriate. It is One Stop's policy that all tobacco product sales are age checked first prior to the tobacco products being removed from the closed gantry and scanned.

11. Does One Stop keep a refusals book?

- Yes, this is an electronic log called the 'Refuse Service Report' and is automated from the electronic till prompts. This report is a summary of all challenges and refusals actioned by the store and can be generated at any time for monitoring and identifying staff training requirements. This report is subject to the weekly management check previously detailed.

12. Is any guidance provided for staff on how to refuse sales?

- Yes, the in-store 'Licensing Guide' has a section on "how to challenge a sale".
- Staff are prompted on the till to 'politely explain that the item cannot be sold'.

13. How does One Stop monitor stores and individuals to ensure that the policies and procedures are being correctly followed?

- Store Managers and Shift Managers also monitor sales and age checks are being carried out by generating the Refuse Service Report on a regular basis as detailed in the daily/weekly Routine Pad List.
- The Routine Pad List and electronic training records are checked by the Area Manager on planned visits to the store and during annual safe & legal audit visits completed by the External Audit Team to ensure that they are complying with the policy.

14. What documents should be asked for at a store to check that the

training has been completed?

- Check that the “Age Restricted Products” e-learning training modules have been completed.
- Ask to see the “APR Declaration” to see the members of staff that have completed and signed the form stating they understand the policies and procedures on age restricted and tobacco products.
- Ask to see the Routine Pad List for evidence that stores have completed their important tasks relating to age checks and refusals reports are being carried out.

15. Which documents are available through the Primary Authority?

- Copies of the Age Restricted Products e-learning screenshots
- Copies of the till prompt screen shots
- Screen shots of the Routine Pad List questions

16. I've identified a potential weakness in the system, what should I do next?

- Please discuss your concerns with the Primary Authority Officer. Contact details are available through the Primary Authority Register.

17. I cannot find the answer to the question that I'm looking for?

- Please discuss your concerns with the Primary Authority Officer. All contact details are available through the Primary Authority Register.

Annex C – Age Restricted Sales training materials

Welcome



One Stop has a policy in place for selling any age restricted products, it is called "Think 25".

- Our policy allows you to ask customers for ID when they are purchasing products with an age restriction on, such as tobacco or alcohol, unless you are completely confident the customer is at least 25 years old.
- Although the legal age for purchasing age restricted products is lower than 25, "Thinking 25" reduces the risk of selling products to an underage person.
- One Stop is 100% behind you in refusing a sale if you are unhappy with it for any reason.



Next →

Now you have an understanding of our **Think 25 Policy** and what it means, let's have a look at the legally restricted categories that fall under **Think 25**.

Select each age selection below to find out which products are age restricted and the penalties which are imposed:

 Products not for sale to anyone under the age of 12. 	 Products not for sale to anyone under the age of 15. 
 Products not for sale to anyone under the age of 16. 	 Products not for sale to anyone under the age of 18. 

There are other categories of products which are just as important in keeping our customers safe and colleagues are required to check ID for customers purchasing these products.

Select the tabs below to find out more:

- Voluntary age restrictions +
- Responsible retailing +

Now you have categories to
Select each

Age restriction: 12

	Product	Penalty for you Personally	Penalty for the Business
	DVDs (12 Certificate)	Unlimited fine / 6 months imprisonment	Unlimited fine / 6 months imprisonment
	Christmas Crackers	Unlimited fine / 3 months imprisonment	Unlimited fine / 3 months imprisonment

Close



Products not for sale to anyone under the age of 16.



Products not for sale to anyone under the age of 18.

There are other categories of products which are just as important in keeping our customers safe and colleagues are required to check ID for customers purchasing these products.
Select the tabs below to find out more:

- Voluntary age restrictions +
- Responsible retailing +

Now you have categories to select each

restricted imposed:

Age Restriction: 15

	Product	Penalty for you Personally	Penalty for the Business
	DVDs (15 Certificate)	Unlimited fine / 6 months imprisonment	Unlimited fine / 6 months imprisonment

Close

Products not for sale to anyone under the age of 12. ✓

Products not for sale to anyone under the age of 15. ✓



Products not for sale to anyone under the age of 16. 🔍



Products not for sale to anyone under the age of 18. 🔍


There are other categories of products which are just as important in keeping our customers safe and colleagues are required to check ID for customers purchasing these products.

Select the tabs below to find out more:

- Voluntary age restrictions +
- Responsible retailing +


Now you have categories to
Select each

Age Restriction: 16

	Product	Penalty for you Personally	Penalty for the Business
	Party Poppers	Unlimited fine / 3 months imprisonment	Unlimited fine / 3 months imprisonment

Close

restricted
imposed:



Products not for sale to anyone under the age of 12. ✓



Products not for sale to anyone under the age of 15. ✓



Products not for sale to anyone under the age of 16. ✓



Products not for sale to anyone under the age of 18. 🔍

There are other categories of products which are just as important in keeping our customers safe and colleagues are required to check ID for customers purchasing these products.
Select the tabs below to find out more:

- Voluntary age restrictions +
- Responsible retailing +

Categories of age restriction



Now you have categories to select each

Age Restriction: 18

	Product	Penalty for you Personally	Penalty for the Business
	Alcohol	Unlimited fine. Fixed Penalty Notice	Unlimited fine. Forfeiture of Licence
	Tobacco / Nicotine	£2,500 fine. Fixed Penalty Notice	£2,500 fine
	Lottery	Unlimited fine / 2 years imprisonment	Unlimited fine / 2 years imprisonment
	Sharp Objects	Unlimited fine / 6 months imprisonment	Unlimited fine / 6 months imprisonment
	DVDs (18 Certificate)	Unlimited fine / 6 months imprisonment	Unlimited fine / 6 months imprisonment

Close

Products not for sale to anyone under the age of 16. ✓

Products not for sale to anyone under the age of 18. ✓

There are other categories of products which are just as important in keeping our customers safe and colleagues are required to check ID for customers purchasing these products.

Select the tabs below to find out more:

- Voluntary age restrictions +
- Responsible retailing +



← Previous Next →

Now you have an understanding of our Think 25 Policy and what it means, let's have a look at the legally restricted categories that fall under Think 25.

Select each age selection below to find out which products are age restricted and the penalties which are imposed:

 Products not for sale to anyone under the age of 12. ✓	 Products not for sale to anyone under the age of 15. ✓
 Products not for sale to anyone under the age of 16. ✓	 Products not for sale to anyone under the age of 18. ✓

There are other categories of products which are just as important in keeping our customers safe and colleagues are required to check ID for customers purchasing these products.

Select the tabs below to find out more:

Voluntary age restrictions

Energy Drinks: As a responsible retailer, One Stop operates a voluntary age restriction policy of 16 for energy drinks containing Caffeine e.g. Red Bull, Monster, Reckless.

One Stop are applying a Think 16 approach to the sale of energy drinks, containing caffeine whereby it allows you to ask for ID unless you are completely confident the customer is at least 16 years old.

Medicines: As a responsible retailer, One Stop operates a voluntary age restriction policy of 16 on the following products:

- Paracetamol
- Laxatives
- Ibuprofen
- Aspirin

The Think 25 Policy applies to these products.

Additionally, there is a **two pack restriction** on certain medicines such as Paracetamol, Lemsip and Ibuprofen. No matter what the combination of products, only two packs can be purchased. Do not allow customers to buy three or more of any combination of these types of products.

Our tills cannot restrict these product combinations, so remain vigilant and prevent these sales when necessary.

Responsible retailing

Now you have an understanding of our Think 25 Policy and what it means, let's have a look at the legally restricted categories that fall under Think 25.

Select each age selection below to find out which products are age restricted and the penalties which are imposed:

 Products not for sale to anyone under the age of 12. ✓	 Products not for sale to anyone under the age of 15. ✓
 Products not for sale to anyone under the age of 16. ✓	 Products not for sale to anyone under the age of 18. ✓

There are other categories of products which are just as important in keeping our customers safe and colleagues are required to check ID for customers purchasing these products.

Select the tabs below to find out more:

Voluntary age restrictions +

Responsible retailing -



It is important to use your judgment and common sense when serving items that are not legally restricted, such as:

- Bleach / Drain Cleaner
- Matches / Lighters
- Firelighters

It is an offence to sell solvents to anyone you suspect:








- might be using them for intoxication
- might be purchasing on behalf of someone else who you suspect could also be using them for intoxication purposes

Face Masks/Coverings and ID Checks

As part of the Think 25 policy, colleagues are able to ask customers who wish to purchase age restricted products to temporarily remove their mask so that age checks can be carried out. As always, age restricted products should only be sold where the customer's age can be validated via valid ID. If in doubt, the sale should be politely refused, this is in line with our guidance.

All acceptable forms of ID must have a photo and date of birth.

Which of the following would you accept as ID when serving a customer?





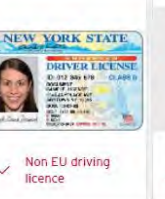

 <input type="checkbox"/> Citizen card	 <input type="checkbox"/> Birth certificate	 <input type="checkbox"/> Utility bills	 <input type="checkbox"/> American passport
 <input type="checkbox"/> Driving licence	 <input type="checkbox"/> Student ID	 <input type="checkbox"/> Non EU driving licence	 <input type="checkbox"/> UK passport

Face Masks/Coverings and ID Checks

As part of the Think 25 policy, colleagues are able to ask customers who wish to purchase age restricted products to temporarily remove their mask so that age checks can be carried out. As always, age restricted products should only be sold where the customer's age can be validated via valid ID. If in doubt, the sale should be politely refused, this is in line with our guidance.

All acceptable forms of ID must have a photo and date of birth.

Which of the following would you accept as ID when serving a customer?


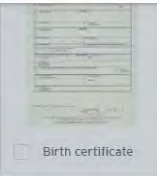





 <p>✓ Citizen card</p>	 <p><input type="checkbox"/> Birth certificate</p>	 <p><input type="checkbox"/> Utility bills</p>	 <p>✓ American passport</p>
 <p>✓ Driving licence</p>	 <p><input type="checkbox"/> Student ID</p>	 <p>✓ Non EU driving licence</p>	 <p>✓ UK passport</p>


Submit >

Face Masks/
As part of the
temporarily
be sold when
line with our
All acceptab

products to
ould only
ed, this is in

Which of the

 <input checked="" type="checkbox"/> Citizen card	 <input type="checkbox"/> Birth certificate	 <input type="checkbox"/> Utility bills	 <input checked="" type="checkbox"/> American passport
 <input checked="" type="checkbox"/> Driving licence	 <input type="checkbox"/> Student ID	 <input checked="" type="checkbox"/> Non EU driving licence	 <input checked="" type="checkbox"/> UK passport



Correct

Well done! Acceptable forms of ID are:
All cards bearing the "PASS" hologram Photocard Driving Licence Passport
If valid ID is NOT produced you MUST refuse the sale.

[Continue >](#)

You have seen what counts as an acceptable form of ID, but could you spot a fake?
Flip the picture below to help you spot forgeries.



You have seen what counts as an acceptable form of ID, but could you spot a fake?

Flip the picture below to help you spot forgeries.

To ensure that ID is not fake:

- Check that the **photo matches** the person providing the ID
- Check that the photo is **printed on the card** and not fixed on top of it
- Check that the date of birth is **properly printed** on the card
- Check that the card has not been **tampered with** in any way
- If a PASS card is provided, check that the PASS hologram is **genuine and flush** with the body of the card
- It must be in **date**

If valid ID is **NOT** produced you **MUST** refuse the sale.





Flip 

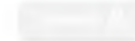
one stop

← Previous

Next →

Which of the customers below would you ID? Select the customers below you would ID, then submit.





			
<input type="checkbox"/> Select if you would ID?	<input type="checkbox"/> Select if you would ID?	<input type="checkbox"/> Select if you would ID?	<input type="checkbox"/> Select if you would ID?



Now that we have looked at what products come under age restrictions and the types of ID you will be checking lets move on and look at what other measures One Stop has in place.



Which of the customers below would you ID? Select the customers below you would ID, then submit.

			
<input type="checkbox"/> Select if you would ID?	<input type="checkbox"/> Select if you would ID?	<input type="checkbox"/> Select if you would ID?	<input type="checkbox"/> Select if you would ID?

Submit >

Now that we have looked at what products come under age restrictions and the types of ID you will be checking lets move on and look at what other measures One Stop has in place.



< Previous



Well done that's correct - Judging a persons age can be hard!

If in doubt, always **Think 25** and politely ask your customer for ID. Remember One Stop will always back your decision **100%**.

Continue >



Select if you would ID?



Select if you would ID?



Select if you would ID?



Select if you would ID?

Submit >

Now that we have looked at what products come under age restrictions and the types of ID you will be checking lets move on and look at what other measures One Stop has in place.



< Previous

We have looked at our Think 25 Policy the products which carry an Age Restriction and the types of ID you will see when serving your customers. It is now time to look at the Till prompts which will support you:

EPOS System



Tobacco Products

The Law says you must:

- Always check ID before opening the gantry / retrieving tobacco products.
- Select the Age Check button on the till.
- Till prompts will automatically operate.

When a till prompt is activated, it generates an "Age Authorisation Report" which details all challenges and refusals. This is regularly monitored by the Store Management and checked on a daily basis by them.

Next >

one stop

< Previous

Next >

We have looked at our Think 25 Policy the products which carry an Age Restriction and the types of ID you will see when serving your customers. It is now time to look at the Till prompts which will support you:

New EPOS System



All other age restricted products

When serving a customer any other Age Restricted Product you must:

- Scan the product on the till
- Till prompts will then automatically operate

When a till prompt is activated, it generates an "Age Authorisation Report" which details all challenges and refusals. This is regularly monitored by Store Management.

Important: On the EPOS system to make sure we can monitor the reason for refusing sales prior to a transaction, for example, if you know you will not be serving that customer because they appear drunk, select the refuse service button on the till. This will bring up a list of reasons for you to select from which will be shown on your refuse service report. This also keeps us legal in line with Due Diligence in regards to failed test purchases.

[< Previous](#)



[< Previous](#)

[Next >](#)

There are times when an adult will try to purchase Tobacco/Nicotine Products (including e-cigarettes and e-liquids) or alcohol on behalf of an underage person. This is called a **Proxy Sale**.

What you need to know:

- The seller and adult purchasing the alcohol or tobacco/nicotine products are **committing an offence**, if they **know or suspect** the product is being purchased on behalf of an underage person.
- The offence could result in a fixed penalty notice which is an unlimited fine or a Criminal Record.
- As well as the customer being 18 or over, the **person drinking** the alcohol or **using the tobacco/nicotine products** must be **18 or over**.
- If you have **any reason** to suspect the product is being purchased for an underage person, you **must** refuse the sale.

Now you know what a proxy sale is, it is important that you are able to spot a customer who is attempting to buy age restricted products. Below are some tips to help you. Select the magnifying glasses to find out more.





- Test Purchases are conducted by the Police, Trading Standards, The National Lottery (Camelot) and Health Lottery.
 - These can be conducted at any time during opening hours.
 - If you fail a Test Purchase, **you** and the **business** could be fined and/or prosecuted.
 - One Stop can ultimately **lose** the right to sell alcohol or lottery products.
 - Always inform your Line Manager immediately of a failed Test Purchase.
 - An investigation will take place, which may lead to Disciplinary Action.
- Remember!** Test purchases can be carried out on **ALL** Age Restricted Products.

To help you further understand Age Restricted Products, we are going to look at the main products in detail. The first product we will look at is Alcohol.



The facts:

It is **illegal** to sell alcohol to **anyone under 18**. To sell alcohol, the store requires the following:

- Designated Premises Supervisor (DPS)
- Personal Licence Holder
- Premises Licence, which details the hours you can sell alcohol in the store and any conditions

Ask your manager to show you the Premises Licence and the Licensed hours for your store

Any colleague under 18 **requires authorisation** to sell alcohol from:

- Designated Premises Supervisor (DPS)
- Any Personal Licence Holder in your store
- Any person over the age of 18 with authorisation to sell alcohol

Ask your Manager who the DPS and Personal Licence Holders are in your store?

[Next >](#)

To help you further understand Age Restricted Products, we are going to look at the main products in detail. The first product we will look at is Alcohol.



Is the customer you're about to sell alcohol to, already drunk?

- It is **illegal** to sell alcohol to a **person who is drunk**
- This could result in a fixed penalty notice of an unlimited fine or a Criminal Record

A drunk person is someone who is intoxicated with alcohol. Signs of this may include:

- An individual staggering about
- Uncoordinated behaviour
- Slurring of speech
- A strong smell of alcohol

[< Previous](#)

Think 25 in practice



You've now covered all Alcohol in more detail. Let's put your knowledge to the test. Choose your answers in all of the questions below and select Submit.

Yes No

You are about to serve customer alcohol. You are completely confident she is over 25. Would you ask her for ID?

A mother, along with her teenage daughter comes to the till. The mother wishes to purchase shopping that includes a bottle of wine. Would you serve her?

A customer wishes to purchase some wine on his way to work. It is 07:45 and the Premises Licence states the store can sell alcohol from 09:00. Would you serve them the alcohol?

You witness a teenager hand over money to an elderly man in the store. Shortly afterwards, the elderly man approaches the till to purchase some alcohol with the exact money. Would you serve him?

An elderly customer wishes to buy alcohol. He is slurring his speech and there is a strong smell of alcohol. Would you serve him?

One stop

Previous

Think 25 in practice



Now we have covered 25 Alcohol in more detail. Let's put your knowledge to the test.

Choose your answers for all of the questions below and click Submit.


	Yes	No
You are about to serve a customer alcohol. You are completely confident she is over 25. Would you ask her for ID?	<input type="radio"/>	<input type="radio"/>
A mother, along with her teenage daughter, comes to the till. The mother wishes to purchase shopping that includes a bottle of wine. Would you serve her?	<input type="radio"/>	<input type="radio"/>
A customer wishes to purchase some wine on his way to work. It is 07:45 and the Premises Licence states the store can sell alcohol from 08:00. Would you serve them the alcohol?	<input type="radio"/>	<input type="radio"/>
You witness a teenager hand over money to an elderly man in the store. Shortly afterwards, the elderly man approaches the till to purchase some alcohol with the exact money. Would you serve him?	<input type="radio"/>	<input type="radio"/>
An elderly customer wishes to buy alcohol. He is slurring his speech and there is a strong smell of alcohol. Would you serve him?	<input type="radio"/>	<input type="radio"/>

Submit

one stop

Previous

Mark the bar
Choose your
You are abo
for ID?



Correct

Well done! You have applied our Think 25 Policy.

[Continue](#)

Yes No

- A mother, along with her teenage daughter comes to the till. The mother wishes to purchase a shopping bag that includes a bottle of wine. Would you serve her?

Yes No
- A customer wishes to purchase some wine on his way to work. It is 07:45 and the Premises Licence states the store can sell alcohol from 08:00. Would you serve them the alcohol?

Yes No
- You witness a teenager hand over money to an elderly man in the store. Shortly afterwards the elderly man approaches the till to purchase some alcohol with the exact money. Would you serve him?

Yes No
- An elderly customer wishes to buy alcohol. He is stumbling in his speech and there is a strong smell of alcohol. Would you serve him?

Yes No

[Submit](#)

[Stop](#)

[Previous](#)

Now let's have a look at the law in relation to tobacco products.



Here's what you need to know:

- It is **illegal to display tobacco products**, except to people aged **18 or over**. Even then, it only permits display for certain tasks (see next section for details).
- **Any** colleague aged **16** or over can sell tobacco products.
- **Tobacco Gantry Doors** are fitted to ensure we **remain legal**.
- Tobacco sundries must be stocked **outside** of the gantry.

Next >

Now let's have a look at the law in relation to tobacco products.



You can open the gantry door to temporarily display tobacco when:

- Responding to a request to purchase tobacco
- Asked for information about a tobacco product. You may open the door to provide information about a specific product
- Maintenance and repairs (always report maintenance issues immediately)
- Replenishing and stock control
- Cleaning the tobacco gantry
- Replacing Shelf Edge Labels
- Training colleagues
- Requests by Enforcement Officers

[< Previous](#)

[Next >](#)



[< Previous](#)

[Next >](#)

Now let's have a look at the law in relation to tobacco products.



carousel_column-image-3

Points to Remember

- Tobacco Price Lists are available for customers **upon request**
- **Always "Think 25". It is illegal to display tobacco to people under the age of 18!**
- **Always** completely cover tobacco products when transferring it around the store by using a tobacco tote box
- **Always** close the gantry doors immediately after you have completed any of the permitted tasks

Any person found guilty of displaying tobacco outside of permitted tasks is liable to:

- Unlimited fine
- Six months imprisonment

< Previous

Next >

one stop

< Previous Next >

Now let's have a look at the law in relation to tobacco products.



We now have a better understanding of the law in relation to the sale of tobacco. Let's have a look at the products which are age restricted:

Tobacco products are:

- Cigarettes
- Loose Tobacco
- Cigars
- Electronic Cigarettes

Tobacco sundries include:

- Lighter Gas
- Filter Tips
- Lighter Fluid
- Cigarette Papers

[< Previous](#)

We have looked at the Law and your responsibilities around Tobacco. It's put your knowledge to the test, choose your answers to all questions below and select Submit.

Yes No

A customer would like to know the nicotine content of a brand of cigarettes. You are confident they are over the age of 25. Would you open the gentry doors to show him?

You need to replenish the tobacco gentry, but the trolley is full. Is it OK to carry the stock onto the shop floor hidden under your jacket?

live stop

← Previous

We have looked at the Law and your responsibilities around Tobacco. It's put your knowledge to the test, choose your answers to all questions below and select Submit.

yes no

A customer would like to know the nicotine content of a brand of cigarettes. You are confident they are over the age of 25. Would you open the gentry doors to show him?



You need to replenish the tobacco gentry, but the trolley is full. Is it OK to carry the stock onto the shop floor hidden under your jacket?



Submit

One stop

← Previous

We have 100 answers to...

A customer over the age...

You need to replenish the tobacco quantity in the tobacco box is half full. OK to carry the stock onto the shop floor hidden under your jacket?

Choose your...

Yes No

Correct

Well done! You have applied our Think 25 Policy.

Continue →

Submit →

The last product we are going to look at in this section is Lottery, select flip to find out more.



The first product we are going to look at in this section is Lottery, select flip to find out more.

Here are the facts around lottery:

- It is illegal to sell any **National Lottery** products to anyone **under 18**.
- Prizes must **not** be paid out to anyone under 18.
- It is illegal to sell **Health Lottery** products to anyone **under 16**.
- Lottery products include **draw-based games** and **scratch cards**.
- Any colleague under 18 **requires authorisation** to sell National Lottery from any person over the age of 18 authorised to do so.

The National Lottery (Camelot) and Health Lottery conduct Mystery Shopping Visits. Failing an age restricted sale could result in:

- Disciplinary action.
- Lottery terminal being removed from store.
- Unlimited fine.
- 2 years imprisonment.

Flip

one stop

← Previous Next →

Well done! We have almost completed the Age Restricted Products Module. It is time to put your knowledge to the test.

Answer all the questions below then click submit.

Yes No

A customer wishes to buy a scratch card. He looks about 17, you have asked for ID, but he doesn't have any on him. Do you serve him?

A customer who looks about 16 presents a National Lottery Fast Pay Card and wishes to buy tickets for this week's lotto draw, do you serve them without asking for valid ID?

A customer who looks about 18 presents what appears to be a winning ticket from last night's EuroMillions draw. He does not have any ID. Do you pay out the prize?

one stop

← Previous

Well done! You have almost completed the Age Restricted Products Module. It is time to put your knowledge to the test.

Answer all the questions below then press submit.

	Yes	No
A customer wishes to buy a scratch card. He looks about 17, you have asked for ID, but he doesn't have any on him. Do you serve him?	<input type="radio"/>	<input checked="" type="radio"/>
A customer who looks about 16 presents a National Lottery Fast Pay Card and wishes to buy tickets for this week's lotto draw. do you serve them without asking for valid ID?	<input type="radio"/>	<input checked="" type="radio"/>
A customer who looks about 19 presents what appears to be a winning ticket from last night's EuroMillions draw. He does not have any ID. Do you pay out the prize?	<input type="radio"/>	<input checked="" type="radio"/>

Submit

Well done! You have applied our Think 25 Policy.

A customer who looks about 18 presents a National Lottery Fast Pay Card and wishes to buy tickets for this week's lotto draw. Do you serve them without asking for valid ID?

A customer who looks about 18 presents what appears to be a winning ticket from last night's EuroMillions draw. He doesn't have any ID. Do you pay out the prize?

one stop

← Previous

Correct

Well done! You have applied our Think 25 Policy.

Continue >

Do they

Yes No

Submit >

Remember for all Age Restricted Products, ask for ID if you don't think the customer is of age!





Thank you for completing the age restricted products module.
If you would like to recap on any of the information contained in this module you can select the menu button, located in the top right of your screen, or close course and complete the age restricted products validation.
Please note, there is a 100% pass rate for this course.
To close the course please select the close course button.

Close Course



← Previous

Annex D – Test questions



Exercise 1.

If you are unsure that a customer is of legal age to make a purchase, what must you do?

1. Ask for proof of ID
2. Refuse the sale
3. Ask the customer's age
4. Ask your colleague's advice

Solution Exercise 1: 1



Exercise 2.

When dealing with tobacco products, when must you check ID if you are unsure of the customer's age?

1. Before opening the gantry doors
2. Once the customer has paid for the product
3. Once the product has been scanned through the till
4. Once the customer has been handed the product

Solution Exercise 2: 1



Exercise 3.

What form of ID is NOT accepted as proof of age?

1. Photographic driving licence
2. Passport
3. Birth certificate
4. Cards bearing the PASS logo

Solution Exercise 3: 3



Exercise 4.

What would make you think a customer's ID is fake?

1. The ID has a pass hologram
2. The date of birth shows the customer is over 18 years old
3. The ID looks to have been tampered with
4. The photo is a true likeness of the customer

Solution Exercise 4: 3



Exercise 5.

National Lottery products such as scratch-cards and lottery tickets can legally be purchased by anyone over the age of 18, however, what is One Stop's policy?

1. Serve anyone to lottery products who look 16 years and over
2. We only serve them lottery products if we think they look 18 or over
3. Always follow the Think 25 Policy
4. Lottery products are not age restricted

Solution Exercise 5: 3



Exercise 6.

If you sell an age restricted product to a customer under the legal age, how could this affect you?

1. You could receive an on the spot fine, disciplinary action and lose your job
2. The business could receive a fine
3. You could receive an on the spot fine and a Thank You Award
4. You get promoted

Solution Exercise 6: 1



Exercise 7.

How must tobacco be transferred across the shop floor to the till area?

1. Only when the store is closed
2. Using clear bags so the contents can be clearly seen
3. Fully concealed from customers view in a tote box
4. Using a stock trolley

Solution Exercise 7: 3



Exercise 8.

If a Customer Service Assistant is under 18, which product are they unable to sell?

Select all that apply

1. Alcohol
2. National Lottery tickets and scratch-cards
3. Cigarettes
4. Medicines

Solution Exercise 8: 1,2



Exercise 9.

Who are you able to sell alcohol to?

1. Anyone under 18
2. Someone who is already drunk
3. Any customer you suspect is buying for someone under 18
4. Any customer who looks under 25 and is able to provide proof of age

Solution Exercise 9: 4



Exercise 10.

What is a proxy sale?

1. A youth attempting to purchase alcohol when they are underage
2. A drunk person attempting to buy alcohol
3. An adult purchasing alcohol on behalf of an underage person
4. An adult purchasing more than one item of alcohol

Solution Exercise 10: 3



Exercise 11.

When can test purchases be conducted?

1. Between 2pm and 10pm
2. During licensing hours
3. During store opening hours
4. Bank holidays only

Solution Exercise 11: 3



Exercise 12.

What does the store NOT require to sell alcohol?

1. Premises licence
2. Personal licence holder
3. Club premises certificate
4. Designated premises supervisor (DPS) / Designated premises manager (DPM)

Solution Exercise 12: 3



Exercise 13.

If you sell alcohol to a person who is drunk, how could this affect you?

1. Receive a fixed penalty notice, a fine and/or a criminal record
2. No action taken
3. Fixed penalty notice only
4. Action taken against the business only

Solution Exercise 13: 1



Exercise 14.

What would make you suspect a customer is drunk?

1. The customer is in a hurry
2. The customer is with children
3. Clear speech
4. Staggering when walking

Solution Exercise 14: 4



Exercise 15.

What age restriction applies to the purchasing of alcohol and tobacco?

1. 15
2. 16
3. 18
4. 12

Solution Exercise 15: 3



Exercise 16.

How old must you be to sell Tobacco products?

1. 18

2. 12

3. 16

4. 15

Solution Exercise 16: 3



Exercise 17.

How old must you be to sell alcohol?

1. 12

2. 18

3. 15

4. 16

Solution Exercise 17: 2



Exercise 18.

Party Poppers and Energy Drinks sit under the age restriction of?

1. 18

2. 16

3. 12

4. 15

Solution Exercise 18: 2



Exercise 19.

What does Think 25 mean when selling age restricted products?

1. You must ask for ID if the customer looks under 25
2. You must check ID 25 times a day
3. You must ask for ID if the customer looks over 25
4. You must be 25 to sell age restricted products

Solution Exercise 19: 1



Exercise 20.

What actions would make you suspect a potential proxy sale?

1. A customer keeps money separately after buying alcohol/tobacco
2. Two people come into the store together
3. A customer purchases wine together with several other products
4. A customer returns to the shop after a purchase, for a bottle of pop

Solution Exercise 20: 1

Annex E – Age restricted products declaration

Think 25 - Age Restricted Declaration



Think 25 - Age Restricted Declaration

The purpose of the Age Restricted Products Declaration is to ensure that colleagues understand their responsibilities when selling products that have an age restriction and are aware of the support that the company offers if colleagues decide to refuse a sale. Please read through the upcoming statements and tick the box for each statement if you agree before moving on.

If you are unable to sign off the Declaration or there are areas that you do not understand, please contact your Store Manager to discuss further.

Please select the "View Declaration" button opposite to see the items in the declaration that will need accepting to move on.



[View Declaration](#)

I accept the authorisation of the Designated Premises Supervisor to sell alcohol on his or her behalf.

I confirm that I have read the Premises Licence and understand the licensing hours and conditions. *(Familiarise yourself with the location and contents of the Premises Licence before accepting this point)*

I have completed the Age Restricted Products training.

I understand my responsibilities regarding the sale of age restricted products and that I am responsible for preventing underage sales



Continue

You cannot progress further unless all elements of the declaration have been accepted.

Annex F – Copy signage displayed in stores

PERMANENT HANGING SIGN

UNDER 25?

Please be prepared to show proof of age when buying age restricted products.

Acceptable forms of ID



- Photographic driving licence
- Cards showing Pass hologram
- Passport



[drinkaware.co.uk](https://www.drinkaware.co.uk)

RASG

Retail of Alcohol
Standards
Group

UNDER 25?

Please be prepared to show proof of age when buying age restricted products.

Acceptable forms of ID



- Photographic driving licence
- Cards showing Pass hologram
- Passport



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RASG

Retail of Alcohol
Standards
Group

SHELF HIGHLIGHTER

UNDER 25?

Please be prepared to show proof of age when buying age restricted products.

Acceptable forms of ID



- Photographic driving licence
- Cards showing Pass hologram
- Passport



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RASG

Retail of Alcohol
Standards
Group