



NOTES FOR EMPLOYERS

1. Ensure that each staff member is fully aware of the policy on age related sales
– e.g. I.D required
Age Demanded.

Get each staff member to sign an acceptance form that they understand and accept the policy, and will act to ensure it is carried out (Acceptance Sheet Enclosed).

2. Remind all staff, on a regular basis, of the shop policy on age-related products. Record these reminders in your age-related pack (Enclosed). At least once every 4-6 weeks, all staff should be reminded, in writing of this policy (possibly within their pay packet). Again keep a record of the date and nature of this reminder, and place the information within the pack.
3. Ensure that there is sufficient public signage within the shop, at all till points, to notify the customers of the retailer's requirements in these matters. Note the numbers and types and place points of the signage in the pack. Fresh signs can be obtained from the HSE or O.T.C or from the CSNA.
4. Provide to your staff clear and non-ambiguous messages as to how they should carry out challenges, checks and refusals. It is clear that many staff feel uncomfortable in entering into conflict with young customers; they must be given assurances that the management will never over- rule any action that is legitimate in preventing a potential underage action that is legitimate in preventing a potential underage sale, nor will they be placed in a position that may compromise their safety or security. It is a good idea that younger staff members be given a clear route to the manager/owner to record any altercation or incident that might undermine their confidence in carrying out their functions. As such altercations or incidents may involve threats against your staff member, do not dismiss the seriousness of such a threat; alert the Gardai of the matter and insist that they treat the incident with appropriate investigations.

5. Watch and check that your staff are challenging, checking I.D and where appropriate, refusing sales to minors. Give encouragement to those staff when so observed, build their confidence in how they are dealing with the difficulties, and reward them on a job well done. If and when the HSE test purchases are carried out in your shop, and a (hopefully) refusal follows such a test, the HSE have committed to the CSNA that they will write to the retailer thanking them for their co-operation; please ensure that all staff see this letter, and commend them for their joint actions.
6. It is perfectly justifiable for an employer to have, within the contract of employment of their retail staff, a clause that deems as a dismissible offence any action that causes a sale of an age-restricted product to be made to a minor. The CSNA advises all members to consider adding this clause to existing contracts, given the seriousness the penalties and the current social climate that pertains towards many age-restricted products. It will be necessary, of course, to make your employees aware that you are inserting this clause into their contract, both as it non-negotiable and a condition of their employment with you, failure to accept the clause will lead to them no longer being permitted to work with you. Refusal to sign a new clause does not mean that they can work under the "old" contract.
7. Many retailers of age-controlled products have found the provision of a "refusals register" a useful tool in combating attempts by minors to purchase products. The date, time, and a brief description and a name/nickname of the attempting purchaser should be noted, and given to the manager/owner. For the purpose of weeding out persistent would-be purchaser's, the gardai should be notified of these peoples attempts to co-erce your staff into breaking the law (in the case of tobacco) or in breaking the law themselves (in the case of alcohol). Remember the logging of such complaints can and will play a role in proving that the culture of your store is firmly on the side of a vigorous regime against provision of age-controlled products if there were to be a prosecution against you in the future.