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CSNA Affinity Partner – Smart Bits



Smarts Bits provides a range of products such as USB cables, charges, headphones

and plugs in a variety of colours, length and material and equipped with a sales fixture, fully branded to drive sales.

All products are packed singularly in quality packaging which represents the product, description and RRP. All products are priced and have a 'generic barcode' to reflect each sale electronically.

CSNA Affinity Partner – Adtower



Adtower/
Digitower is an 'out of

home medium for retailers'. The advertising units are sited at strategic locations in symbol groups, convenience stores and forecourts throughout Ireland and are sleek illuminated displays designed to create instant impact.

The units are supplied, installed and maintained at no cost whilst generating a revenue income to the retailer. Advertising opportunity is available free of charge on Adtowers and Digitowers, for the use of the retailer to highlight in-store generic messages.

CSNA Affinity Partner – Drohan Ryan Wynne & Co. Accountants



Over the past seven years,

Drohan Ryan Wynne & Co. Accountants has been developing a retail-focused accountancy service for the convenience store and newsagent sector nationwide. The company prides itself on a hands-on approach on providing support to clients throughout the year. Drohan Ryan Wynne offers a retail-focused accountancy service to include the following:

- Accountancy & taxation
- Bank debt negotiations
- Management accounts
- Bookkeeping and accountancy
- Payroll services

For more information you can contact a retail expert at JP Wynne at the numbers outlined below. Kilsheelan Office Tel: 052-6133531 Clonmel Office Tel: 052-6123982 Email: info@drw.ie

OPINION

Importance of adhering to legislation surrounding employment of young people/summer jobs

Members should be aware that there is a particular piece of legislation that sets out additional employer duties when employing young people under the age of 18.

The legislation (Protection of Young Persons (Employment) Act 1996) sets out the maximum number of hours that can be worked per week.

Below is a link to the CSNA website where you will find a poster which is available for you to download which outlines your obligations as an employer to any under 18 staff you may have within your store

<http://www.csna.ie/services/help-advice/protection-of-young-persons-act/>

For a regular job, the general minimum age is 16. During school time, a young person aged 16 or

17 **can** be employed part-time.

During the school holidays, there must be a **minimum** three week break from work in the summer.

For 16 and 17 year olds, if they have school next morning, they **cannot** work after 10pm, 11pm if there is not school (weekends, holidays) next morning. They must also have a 30 minute break after working 4 1/2 hours, and must have 12 hours off every 24 hours, with 2 days off every 7 days.

The minimum rate of pay for a person under 18 is €6.41 per hour (70% of National Minimum Wage)

Note their date of birth, the start time/finish time each day and their breaks.

Close relatives do not have all of these provisions applied.

Beware of staff theft

It's an area that no retailer can avoid considering. A rogue staff member can do more damage to your business than many shoplifters can.

The UK Home Office Commercial Victimization Survey 2014 reported that the retail sector suffers disproportionately from staff theft. The survey shows that the number of employee thefts in our sector has been several times higher than in any of the six business sectors surveyed in 2012, 2013 and 2014.

Staff theft is the second most costly crime to retailers. Identifying staff theft is challenging and quite frequently internal investigations can be time consuming, expensive and sometimes still do not identify the offender.

In the survey, it was found that an individual incident of staff theft costs retailers £1,686, which is 11 times more than the

average shop theft incident.

The most common internal thefts are:

- Cash directly from the till
- Partial scanning of products
- Lottery process
- Price overrides
- Consumption of products in store

To **prevent** staff theft – a retailer needs to:

- Check references of any new employee
- Highlight internal investigation procedures in staff meetings
- Implement training processes for managers/supervisors to help them identify staff theft.

Identifying staff theft:

- Monitor till processes carefully and review individual end of day reports
- Use till overlay system to allow CCTV to combine with "real time" till recent images
- Monitor voids and refund transactions closely
- Analyse till cash management



and inventory data to identify trends – look for anything out of the ordinary.

- When carrying out internal theft investigations, ensure you establish how and why the offence happened. This enables you to tackle the motive and presents an opportunity to prevent future incidents.

Reporting staff theft:

- **ALWAYS** report incidents to An Garda Síochána
- By reporting and assisting AGS, you prevent the offender from moving into another business and repeating the offence.



Department of Health delays introduction of plain packaging

The Department of Health has advised CSNA that due to the difficulties incurred in the formation of a government, the intention to put into law the plain packaging regulations will not now take place before the summer occurs.

This does not mean that the measure will not take place, what will most likely happen is that the May 2017 date will remain in place but the trade will have a shorter time frame within which they will have to adopt to the new regime. ■