



ANN MARTYN,
national president, CSNA

Crime prevention: Association meets An Garda Síochána

Crime, anti-social behaviour and crime prevention formed the basis of a series of engagements between An Garda Síochána and the CSNA. The association will be returning to specific elements of these meetings over the next few weeks but there are a number of take-aways we would like to share with you immediately.

There is a worrying rise in the number of frauds by people pretending to buy online vouchers/top-ups. The scam is simple and the prevention is equally simple.

Never hand over or show the voucher to the 'customer' until paid in full. In one week alone, four different retailers were caught out. People took photos of their vouchers and then told the cashier that

they hadn't got their money and would go out to the car for it. They then handed back the voucher, and although they don't return, they have the codes to access the value of the voucher.

Solution: DO NOT HAND OVER (or even print) the voucher until you have received payment in full.

As there are a number of tips and suggestions, we will provide these to you each week. Remind all of your staff, including part-time and casual/weekend staff of the importance of adhering to your policies regarding this matter and document your reminder to assist you if you need to initiate disciplinary action in the future.



An Garda Síochána and the CSNA have hosted a series of engagements covering crime, anti-social behaviour and crime prevention

Shoplifting: Association to consider campaign to change laws

The vast majority of retailers suffer losses from shoplifting; the amount is immaterial - it all comes off your bottom line. The CSNA does not consider shoplifting to be a petty or insignificant crime and is determined to campaign towards a better understanding from our legislators on the need to have this crime properly treated within the criminal code.

We will shortly be contacting each member to ascertain their experiences and would appreciate your feedback.

CSNA joins Alliance for Insurance Reform

CSNA is delighted to join the Alliance for Insurance Reform. This brings together 18 civic and business organisations from across Ireland, representing 35,000 members, over 620,000 employees and 41,300 volunteers, to demand action to end crippling insurance premiums.

The creation of the alliance is a response to countless stories from small organisations where services and jobs are being affected by excessive insurance costs.

The group which represents not-for-profit organisations, charities and small and medium-sized businesses, is highlighting the negative impact of persistently high premiums and is calling for real action to tackle the issue.



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Commencement of sugar tax delayed until 6 April

The Department of Finance has confirmed that the Sugar tax, initially proposed to commence on 1 April, 2018, has been delayed until 6 April, the date that the UK and Northern Ireland legislation will commence.

The association has had discussions with a number of trade stakeholders to inform ourselves of the various styles of implementation. We will also be meeting with Revenue/Department of Finance.

The 'rule of thumb' **increase** (including VAT) for high sugar minerals is 10cent for a 330ml can, 15cent for a 500ml bottle and 30cent



The CSNA will be producing a chart next month covering how the main brands will be affected by the sugar tax for membership awareness

on a 1L mineral and pro-rata. Over the past number of months, a significant number of products

have managed to reduce their sugar content below the 5g/100ml threshold and will therefore **not** have any taxes applied.

For products with less than 8g/100ml but greater than 5g/100ml, the VAT inclusive retail increase equals 20cent per litre.

- 8g/100ml and higher - 30cent per litre
- 5g/100ml and higher - 20cent per litre
- Below 5g/100ml and higher - no sugar tax

We will be producing a chart covering the main brands next month for membership awareness.

CSNA Conference



DATE: Thursday, 31 May 2018

VENUE: Fitzpatrick Castle Hotel, Killiney, Dublin

HIGHLIGHTS

- Inaugural conference with keynote speakers and panel discussion
- Expert workshops on insurance, security, human resources and food
- Networking opportunities
- Lunch and refreshments provided

FREE TO CSNA MEMBERS

- Non-members €100
- Pre-booking essential as places are limited

To secure your seat at the industry event of the year, contact Laura on 045 535050.



Fitzpatrick Castle Hotel in Killiney, Dublin is the stunning location for the CSNA Conference

Get customers talking by adding an ATM service to your business...

Nowadays, customers expect more than just food and drink from their local convenience store. They now assume that there will be other services available like package drop off, post office and bill payment facilities and an instore ATM as a bare minimum. In fact a survey from ShopperVista, revealed that 75% of customers now expect an ATM service in their local store.

" 75% of customers expect an ATM service "

Marketing your business can be tough, especially when it comes to promoting yourself over the competition. Stand out from the crowd and offer your customers additional services that will give them a reason to visit your store.

But believe it or not, your most powerful marketing tool is your customers. Offering great additional in-store services, will soon get them talking and driving up interest with what's on offer. Your customers will become your biggest advocates and promote the services you offer - this will naturally lead to an increase in new customers through recommendations, basket spend and till takings, and even better, it will all contribute to driving up your bottom line. An in-store ATM will help you do exactly that, especially if you're able to recirculate your business cash via the ATM.

Why not get in touch?

Contact YourCash, the independent ATM specialists and see what an ATM can bring to your business.

T: 180 099 5860
W: www.yourcash.com

