



MARCELLA O'NEILL, national president, CSNA

CSNA launches Payzone training video

The association was delighted to launch its new Payzone training video at the CSNA National Conference in May. The training video outlines the dos and don'ts of using a Payzone terminal and how to avoid unnecessary monetary losses. The videos can be viewed on the CSNA website; these videos are exclusively for CSNA members only and are password-protected. Please call the office on 045-535050 for your username and password for the CSNA website.



To view the Payzone training video, call the CSNA on 045-535050 to gain access to the association's password-protected website

CSNA announces new Affinity Partners

The CSNA has announced a number of new Affinity Partners to the association with deals that are exclusive to CSNA members. Cleeves Confectionery, QZconnect, Secure All Security and Private Security Ireland Limited have been added to the extensive list of CSNA Affinity Partners. To find out more on the new additions to the CSNA Affinity portfolio, please visit www.csna.ie/partners.



Alliance For Insurance Reform highlights attempts to defraud retailers

A member of the association recently provided TDs and Senators with CCTV footage of an attempt to defraud their store in Co. Meath.

Our member was asked by the Alliance for Insurance Reform to present evidence at a specially convened meeting held in Leinster House last month to reinforce our demands for changes in policy and laws.

The CCTV evidence clearly shows a woman pouring water onto the floor and another member of the same family "slipping" on the wet floor. The claim did not succeed but, regrettably, gardaí did not pursue a case of attempted fraud.

Other evidence showed a man in Supermac's pouring water on the floor and claiming his phone was damaged and two instances

of ladies in a public house claiming that they hurt themselves in the lavatory (they fell on a dance floor while messing about).

The association urges all of its members to agitate for reform of the correct system to allow for a fairer and more equitable liability insurance system.

The general objectives are as follows:

1. Prevention of exaggerated and misleading claims
2. Consistency in the calculation of awards at realistic and sustainable levels
3. Transparency on how premiums are calculated and claims are settled

A more detailed breakdown of these objectives and the specific '10 asks' can be found on our website at www.csna.ie/alliance-insurance-reform-10-asks/.

Philip Morris tobacco brands to be distributed by Jaymark from December onwards

Members will be aware that the tobacco brands owned by Philip Morris (Marlboro and L&M), currently supplied through John Player/Imperial Tobacco, will be distributed by Jaymark after 3 December 2018.



The association's Tobacco Committee has held meetings with John Player/Imperial Tobacco, Philip Morris and Jaymark to ascertain from them how the products are to be delivered in a seamless transition with a view to the lead-in to Christmas, the full standardisation packaging regime, minimum quantities, bonds, guarantees and product labelling.

We hope to have a comprehensive evaluation of the new regime within the next month. If you have any specific queries or concerns regarding the changeover and how it may affect your business, please do not hesitate to get in touch.

CSNA presents cheque to Irish Grocers Benevolent Fund (IGBF)

Last month at the CSNA Conference, we were delighted to present a cheque to the Irish Grocers Benevolent Fund. The cheque was accepted by Willie O'Byrne on behalf of the charity.



Ann Martyn and Marcella O'Neill present a cheque for €2,500 to Willie O'Byrne on behalf of the IGBF

Keep up-to-date with the CSNA

Did you know that the CSNA is on Facebook, Twitter and LinkedIn? Follow our social media accounts to keep up-to-date with what is happening in the industry and in the CSNA. The CSNA is constantly improving our services to members; don't get left behind! ■



CSNA CONTACT DETAILS

If you have any queries regarding CSNA services or membership please contact the office on Naas Road, Dublin 22 on 045-535050 or by email to info@csna.ie/www.csna.ie



Warning: Burglaries on the rise

Please be aware that a number of members have reported instances of break-ins and burglaries in recent weeks. Ask your staff to be on the alert for any group of people taking excessive interest in the physical layout of the store, including CCTV positions,

storerooms, access points etc.

In the past three weeks, there have been at least 15 stores burgled and in all cases the thieves acted with military precision and made off with cigarettes and alcohol.

PLEASE BE VIGILANT.

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