

CSNA NEWS



JOHN PAUL LONERAGAN
National President, CSNA

PRESIDENT'S OPINION

The need for civility in our stores

Over the past month we have had an increase of calls to the association in relation to staff in our stores being verbally abused regarding price volatility. I would like to remind members of the public that the staff in our stores are coming into work every day to continue to serve and assist members of the community. I feel that this increase in abuse is misdirected at our staff and our stores. As an association, we have made representations to the government in relation to the recent increases in the prices of fuel as it has been our staff that have taken on the brunt of the anger from the public in regard to these increases.

During the past two years, we have been continuously lauded and praised as heroes, we are still the same people carrying out the same important tasks. More respect and less anger please.

CSNA ADVICE

Beware: Labels can cause you problems

Vaping labels

There are certain labelling obligations that all retailers of vaping products are obliged by law to ensure are properly affixed and contained in any packaging for vaping. There is a relatively new product range – the disposable vape bar – which some suppliers are providing to retailers without the necessary information affixed. Instead, they are suggesting that the retailer should stick the labels onto the pack themselves: be very careful on this front. You are the obligated person in this matter, and you are the person that will be detected by the EHO if they visit your store and note a non-compliant product.

Alcohol

In the next tranche of regulations pertaining to the Public Health (Alcohol) Act, there will be an obligation to display on the label/container certain pre-approved health warnings. It will be very important that retailers of alcohol produced outside of the country have these obligatory warnings placed on them in advance of their delivery into your premises,



Retailers of vaping products are required by law to ensure certain labelling obligations are properly affixed to all vaping products

whether that is done by the makers, their distributors or wholesalers.

Solid fuels

In the course of the last month, we have been made aware from two different parts of the country that compliance officers were bringing to the attention of solid fuel retailers that it is an offence to sell, or offer to sell, any bituminous ("smoky") coal that does not have the sulphur content printed on

the bag.

Can you ensure that your supplier adheres to this obligation which many parts of the country have now been alerted to since July 2020.

These are:

Carrigtwohill, Ashbourne, Rathoath, Donaghmore, Ballina Co. Mayo, Castlebar, Cavan, Cobh, Enniscorthy, Killarney, Longford, Mallow, Middleton, Tramore, and Tullamore.

CSNA ADVICE

Scam alert!

We have been made aware that a scam, which is as old as the hills, has resurfaced recently.

The contents of a pack of cigarettes are removed and replaced with something of equivalent weight and volume, such as wadding, paper, playing cards, etc, and a replacement or refund is sought as they weren't what was asked for.

It's up to you how you want to protect yourself from being scammed but please make your staff aware of the potential of these opportunists to trick them.



As these examples show, the scammers remove the contents of the pack and stuff it with something of a similar weight and volume

CSNA TIP OF THE MONTH

Don't leave it too late to enquire about your insurance renewal!

Normally most retailers only begin to enquire about their insurance renewal four weeks before their renewal date. CSNA recommends that you make contact eight weeks prior to your renewal date to allow your insurance broker time to ensure that they can get you the best renewal price available at the time.



IF YOU WISH TO **JOIN THE CSNA**,
PLEASE CONTACT THE ASSOCIATION ON **045 535050**



CSNA NEWS

CSNA members sell recent winning jackpot Lotto tickets

Congratulations to our member Eoin Ryan in Chapter & Verse, Dublin on recently selling the winning €5.3 million jackpot ticket.

CSNA member Eoin Ryan said he was delighted to get the call from the National Lottery to let him know that one of his customers had become a millionaire at the weekend.

Congratulations are also in order for CSNA member Geoff Scally of Centra Summerhill who sold the €4.6 million winning jackpot ticket just weeks after selling the €1 million winning Millionaire Raffle ticket.

CSNA member Geoff commented: "I truly hope that it brings the winner great luck and that they really enjoy their win and



Congratulations to Chapter & Verse on their recent sale of the winning €5.3 million Lottery jackpot ticket

their new title as a Lotto jackpot winner!"

We would also like to congratulate CSNA member Darren Cleary of Mace, St Gabriel's Rd, Clontarf on recently selling The National Lottery €1m Irish Lotto Plus ticket

Congratulations to all three members and their staff from all in the CSNA!

CSNA ADVICE

CSNA responds to queries on staff obligations to wear masks and close contacts

Recently we have been contacted by a number of members enquiring if they can insist that their staff wear face masks during working hours. We would advise members that they cannot force their staff members to wear face masks whilst in work.

In addition, the government recently updated the advice surrounding close contacts. If you have an employee that thinks they have been in close contact with someone who has Covid-19, they do not need to restrict their movements or self-isolate.

They should:

- watch out for symptoms of Covid-19 – it can take up to 14 days after you are infected for symptoms to show
- take extra care to follow the advice on protecting others from Covid-19, in case you have the virus
- If you have been in close contact with someone with Covid-19, you do not need to do a Covid-19 test unless you are a healthcare worker.

This recent update should help to relieve the pressure of close contact employees not being available for work. ■



The association advises members that they cannot force staff to wear face masks at work