

# CSNA NEWS



**JOHN PAUL LONERAGAN**  
National President, CSNA

## PRESIDENT'S OPINION

### Employers should not face 'double-whammy' of paying for sick employee and their replacement

According to the most recent statistics provided to the Oireachtas by the Minister for Social Protection, Heather Humphreys, T.D., 74% of the total of PRSI contributions made by employers and employees comes from employers.

Of the €10.7 billion collected in 2020, €7.929 billion were employer's contributions. It is not unreasonable to ask – what do they get for this?

The CSNA has suggested that a rebate scheme be put in place to refund the cost of payments made for absent staff on sick leave where such staff are covered by a substitute – otherwise the employers in the labour-intensive sectors such as convenience retailing, hospitality and childcare will suffer from the "double-whammy" – paying the sick employee and their replacement.

## CSNA NEWS

### Are changes within Public Health (Tobacco and Nicotine Inhaling Products) Bill reasonable?

Members will be aware that the Department of Health has initiated a new bill regarding tobacco and vaping.

The bill will provide for a licensing system for both products and will also change quite significantly the modes in which prosecutions will be carried out

Since 2002, retailers have been able to establish that if they had taken all reasonable efforts to prevent a sale occurring, they would not be prosecuted for the sale of tobacco to a minor by one of their staff members.

The new bill removes that defence and substitutes it with a provision that requires a retailer to instruct their staff to seek driving license passport or an age card, and that this may form a defence.

We cannot accept for reasons outlined in our submission to the Oireachtas committee that the existing defence should be extinguished; the requirements regarding the existing age verification proofs have already

been included in existing legislation.

It is even more worrying that a substantial number of generic letters were recently sent to tobacco retailers from their local HSE Environmental Health Service that stated that retailers should seek the Public Services Card (PSC) as proof of age and identity.

This is an error and following lengthy toing and froing with the Department, HSE, EHS and Office of Tobacco Control, it was accepted that the PSC cannot be accepted for a very simple reason: it doesn't have a date of birth printed anywhere on it, and as such, is totally useless from a proof of age purpose!

The OTC has informed CSNA that all recipients of this original letter will be informed of the error and advised that the only acceptable forms of ID are those listed in legislation, the age card, passport or driving licence. They have also agreed to amend the letter to expunge the PSC reference.

It took over six weeks for this to



**Retailers are very conscious of responsibilities regarding the sale of age-restricted products such as tobacco**

be acknowledged as an error as it would appear it was extremely difficult for anyone within the tobacco control space to accept that an error could have been made.

We are very conscious of our responsibilities as retailers of age-restricted products but will readily accept that an accident may happen and that a sale to a minor may occur; that is why it is so important that the existing "all reasonable efforts to prevent a sale" as a defence must remain in the new bill.

## CSNA TIP OF THE MONTH

### Security tip: Cable ties must be cut and safely disposed

Cable ties are probably the worst single cause of the most expensive injury claims with settlements including costs, ranging between €50,000 and €100,000.

They simply must be cut and disposed of safely. Simply saying, "we always do that", is far from adequate. Post a notice to your staff outlining where deliveries are received, and rubbish is disposed of. Tell them at a group meeting.

If such a claim is brought against you and you fail to show that this is a strictly enforced and practiced procedure, your defence will be weakened.



**If a claim is brought against you, it is imperative to be able to demonstrate you have a strictly enforced procedure in place to safely dispose of cable ties**

## CSNA MEMBERS STORY

### Contactless payments: Be vigilant

Payment technology is wonderful; it has the ability to save countless hours of repetitive work. However, there is always a need to maintain an alert when processing (or overseeing) contactless transactions.

There is a built-in alert on every contactless card that requires the card to be manually authorised on a random cycle. This is to minimise the potential loss to the card issuer



**One CSNA member reported a loss last month of €70, after several customers failed to input their chip and pin numbers to complete transactions**

if the card has been stolen and fraudulently used on a series of purchases below the €50 limit. We are aware that many retailers have been unable to process sales that need the card holder to input the chip and pin number as they had already "swanned out" of the door, oblivious to the fact that their purchases had not actually been authorised and did not hear the calls of the sales assistant seeking them to return to the cash point.

One of our members reported a loss last month of €70 across a number of transactions. While he is understandably upset at these losses, it really goes to show how important it is that all staff are made aware of the need to watch out for the contactless sales actually going through, and that they understand how to identify those "sales" that require manual inputting, how to prevent walkouts, and how to ensure you don't get accused of defamation!

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



## CSNA NEWS

### SuperValu and Centra MD Ian Allen voices concerns on rising costs to retailers

We were very comforted to note the serious comments made by SuperValu and Centra MD Ian Allen during the course of the press briefings on foot of the (once again) spectacular sales reports for 2021.

There is no doubt that the government needs to understand that independent community-based businesses such as those owned by CSNA members cannot withstand the relentless pressures they are facing with increasing inputs in wages, energy and a surfeit of business costs. This is what Mr Allen had to say: "The government needs to step up and do more for independent retailers who are facing increased labour costs, rising energy prices, supply constraints, high insurance premiums and the added pressure of State schemes

like pension auto-enrolment."

"If you add all of that, the punitive impact on our sector is absolutely staggering, and it doesn't feel like it's being approached or viewed in that way. If these cost pressures go unchecked or unaddressed, then we are going to end up with business failures. We are going to end up with employment being hit."



**"The government needs to step up and do more for independent retailers," said SuperValu and Centra MD Ian Allen**

## CSNA DEALS

### Cleeve's Irish Confectionery delights customers with timeless treats

Cleeve's is an iconic Irish brand fondly remembered as being an integral part of Ireland's confectionery industry for most of the 20th century. Much to consumers' delight, Ampersand brought the brand back to Irish retail shelves after a 30-year absence.

Cleeve's is Ireland's longest established surviving confectionery brand. Each Irish treat brings a moment of joy and Irish heritage in every bite. Cleeve's continues to use traditional recipes that combine the finest Irish dairy ingredients sourced locally with sustainably sourced produce to make their timeless treats. Cleeve's is a brand that can be enjoyed by all the family through evoking nostalgia



**CSNA Deals Partner Ampersand distributes iconic Irish brand, Cleeve's**

or creating new magical memories with the younger generations.

More information on Cleeve's can be found on [cleevesirishconfectionery.ie](http://cleevesirishconfectionery.ie) or on its social channels, Facebook and Instagram.

If you are interested in stocking any Cleeve's products, please contact your local Ampersand representative or call the Ampersand sales line directly on 01-4130150. ■