

Merton Council

Licensing Sub-Committee

26 September 2018

Supplementary Agenda

5 Additional Information

1 - 70

- Additional Statement from Public Health
- Additional information provided by Applicant (NB artists impressions to follow)

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Additional PH evidence to supplement Lidl representation letter submitted by PH on Wed 11th July 2018

14/09/2018

Additional evidence on the following licensing objective:

Prevention of Public Nuisance

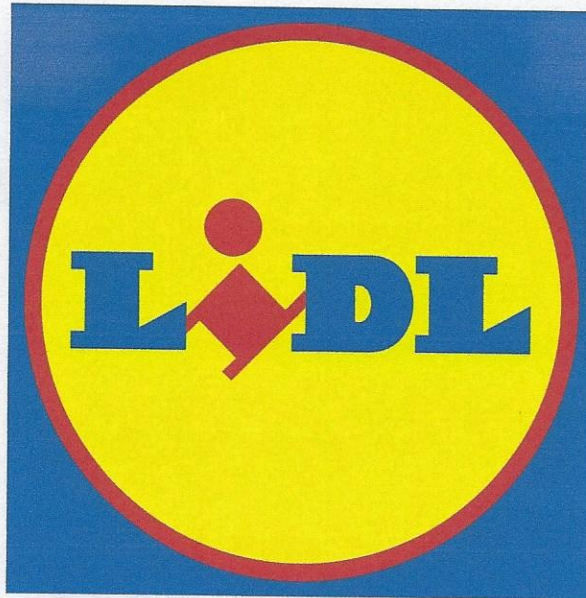
The premises in concern are located in a Cumulative Impact Zone (CIZ) an area where it is recognised that there is a problem with the impact of alcohol on public nuisance, particularly with regard to street drinking. The Metropolitan Police have submitted evidence regarding reports of crime connected to alcohol abuse in the area surrounding the premises.

Signed electronically

Natalie Lovell
Healthy Places Officer

Merton Civic Centre

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APPLICATION FOR NEW PREMISES LICENCE

29 STREATHAM ROAD, MITCHAM

HEARING – 26th SEPTEMBER 2018

LONDON BOROUGH OF MERTON

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PICTURES OF SITE PRE-ACQUISITION



Amanda Pillinger

From: Amanda Pillinger
Sent: 27 July 2018 10:26
To: 'PC Russ Stevens (Police Station)'
Cc: 'London Borough of Merton (Licensing Authority)'
Subject: Proposed Lidl - 29 Streatham Road, Mitcham

Dear PC Stevens

RE: Proposed Lidl, 29 Streatham Road, Mitcham

I am instructed by Lidl U.K. GmbH in relation to the application for a new premises licence at 29 Streatham Road. I have therefore had sight of your letter to the council making representations.

Lidl have reviewed the concerns raised by you and those raised in other representations received. The purpose of this correspondence is to respond and explain how Lidl works to address similar issues at other locations with a view to improving the areas.

By way of general reassurance, I would like to confirm that as a responsible, national operator Lidl take their responsibilities regarding the sale of all restricted products, and particularly the sale of alcohol, very seriously. They have extensive policies and procedures that are in place across all stores throughout the country and work with local police forces to support any initiatives they may have in place.

Lidl stores are located in various locations throughout the country, including town centres, city centres and out of town retail parks. They are therefore experienced in dealing with a wide variety of issues including street drinkers and anti-social behaviour. Lidl work with the local police in such areas to operate a zero-tolerance approach by refusing to sell alcohol to known street drinkers. They also ensure that staff are trained to spot proxy sales to make sure that the street drinkers cannot obtain alcohol by this method. Lidl operate a number of stores where there have been historical issues with street drinkers but, once the store has been operating for a few weeks, it soon becomes clear to street drinkers in the vicinity of a new Lidl that they will not be able to obtain alcohol from the store. This can have a positive impact on other, small independent retailers in the area and Lidl do what they can to encourage and support other retailers in adopting a similar zero-tolerance approach.

An important policy at all Lidl stores relates to the control of the sale of alcohol. All staff are trained prior to making any sales of alcohol. The training includes the prevention of underage sales, proxy purchasing, sales to street drinkers, sales to persons under the influence of alcohol, conflict resolution, the Challenge 25 policy and acceptable forms of identification. This training is provided on a national basis and is followed up by assessments and ongoing refresher training every 6

months. All staff must sign an Alcohol Policy Register confirming that they have understood the training and that they will comply with the procedures. They are made aware that any breach of procedure is considered to amount to misconduct which may, in some cases, lead to dismissal for gross misconduct. Training records are retained for all staff.

In order to ensure compliance with their policy relating to the sale of alcohol, Lidl operate an extremely effective procedure. If any staff member is approached by a person attempting to purchase alcohol inappropriately Lidl operate a particularly effective procedure. This procedure would be used in the event that a street drinker attempted to purchase alcohol at the store. The procedure ensures that there is tight control over the sale of alcohol, it ensure that all customers are quickly made aware of the zero-tolerance approach taken by Lidl and it avoids potential conflict at the checkout. In circumstances where a person operating a check-out believes that the customer is a street drinker, is under 25, is attempting a proxy purchase or is under the influence of alcohol they are not required to challenge the customers themselves. Instead they are required to press a call button alerting the Shift Manager. The Shift Manager will then approach the customer and will make further enquiries to ascertain whether the sale should be refused. Clearly if the person is suspected to be under 25 then these enquiries will involve requesting identification with proof of age. In other cases the Shift Manager will be fully aware of the restrictions relating to the sale of alcohol and will refuse the sale if appropriate. It is therefore for the Shift Manager that makes the decision to refuse the sale and not the check-out operator. Most Shift Managers will either hold a personal licence or will be working towards a personal licence. Lidl have found this procedure to be particularly effective in controlling the sale of alcohol and eliminating the sale of alcohol to street drinkers.

Lidl also install high quality digital CCTV systems in their stores. They install a system that has been approved by Police Forces throughout the country. As such, in the event that alcohol is sold to street drinkers, persons under the age of 25 or persons under the influence of alcohol, footage of this sale will be available.

Another security feature of a Lidl store is that the main alcohol display is located on the wall that is furthest from the entrance. This is a deliberate design feature as it ensures that any person looking to purchase alcohol must walk through the entire store. This clearly discourages shoplifting. It also discourages street drinkers who prefer to purchase their alcohol quickly. Other than special promotions, alcohol is only displayed in the one aisle in the store. The vast majority of the store will therefore be used to display groceries and general household goods.

The range of alcohol sold at Lidl stores has significantly changed over time and the previous reputation of being a "budget supermarket" is now a thing of the past. The focus is now on promoting speciality beers, lagers and ciders along with high quality wines. Lidl have won many awards for the

quality of their range. The speciality products do not appeal to street drinkers as they are at a higher price range. That said, in stores where there are historic issues with street drinkers, Lidl limit the strength of the beers, lagers and ciders being sold. This is an example of Lidl working with the police and local community to support crime prevention initiatives.

Lidl are keen to work with the community at Mitcham to ensure that any premises operated by them are well run. They would actively participate in any local initiative to address anti-social behaviour. As an example, Lidl already fund Community Alcohol Partnerships in other areas of the capital which prove to be extremely effective in the reduction of anti-social behaviour.

In order to further address your concerns, Lidl have reviewed the representations received and would be willing to volunteer the following additional conditions: -

1. During the first 6 weeks of trading SIA registered security staff must be employed on the premises for a minimum of 40 hours per week. Thereafter SIA registered security staff must be employed on the premises for a minimum of 21 hours per week.
2. There shall be no sale of single cans of beer, lager or cider sold at the premises.
3. No bottled super-strength beer, lager or cider of 5.5% ABV or above shall be sold at the premises other than speciality/ artisan beer, lager or cider.
4. No canned super-strength beer, lager or cider of 5.5% ABV or above shall be sold at the premises.
5. All bottled spirits with a value of over £9.50 will be tagged with a security feature.
6. Other than where sold as part of a multipack or gift pack, spirits shall not be sold in bottles of less than 35cl.
7. Alcohol will not be sold in open containers and the consumption of alcohol on the premises (including the car park) will not be permitted. No customers carrying open alcoholic drinks will be permitted on the premises (or in the car park).
8. A personal licence holder will be on duty at the premises at all times that the premises is open to the public.
9. There will be a Challenge 25 policy operating at the premises. Challenge 25 means that the holder of the premises licence shall ensure that every individual, who visually appears to be under 25 years of age and is seeking to purchase or be supplied with alcohol at the premises or from the premises, shall produce identification proving that individual to be 18 years of age or older. Acceptable identification for the purposes of age verification will include a driving licence, passport or photographic identification bearing the "PASS" logo and the person's date of birth. If the person seeking alcohol is unable to produce acceptable means of identification, no sale or supply of alcohol will be made to or for that person. 'Challenge 25' posters shall be displayed in prominent positions at the premises.

10. In the event that an employee suspects that a person attempting to purchase alcohol is under the age of 25, is a street drinker or is attempting a proxy purchase they will immediately call a Shift Manager. The Shift Manager will then make appropriate enquiries and will determine whether the sale should be permitted. A Shift Manager will be present on the premises at all times when it is opened to the public.
11. Staff will be trained regarding appropriate precautions to prevent the sale of alcohol to persons under the age of 18, the signs and symptoms of drunk persons and the refusal of sale due to intoxication. Records will be kept of such training which must be signed and dated by the member of staff who has received that training. Staff will also be trained to recognise the signs of proxy purchases. All staff will receive refresher training every six months as a minimum and records are to be kept of this refresher training which should be signed and dated by the member of staff who received that training. All training records will be kept centrally at the operator's head office or regional office as appropriate and made available to the Licensing Authority or the Metropolitan Police as soon as possible and in any event within 7 days of request.
12. A burglar alarm will be installed and maintained at the premises and shall be activated whenever the store is unoccupied.
13. Staffing levels will be maintained at an appropriate level to allow adequate supervision.
14. A digital CCTV system shall be installed at the premises covering all areas within the store that the public have access to including the checkouts and the entry/ exit of the premises.
15. Signs advising customers and visitors to the premises that a CCTV system is in use will be displayed at the premises.
16. The CCTV system must be operating at all times whilst the premises are open to the public for licensable activities provided that the recording of images will be activated by motion sensors. All equipment shall have a constant and accurate time and date generation.
17. The recording system will be able to capture image of evidential quality and such recordings shall be retained for as long as the system is able (whilst retaining the high-quality image) and in any event for a minimum of 28 days.
18. The CCTV system must be kept in a secure environment under the control of the Area Manager or other responsible named individual. Lidl store management will be trained to view and download CCTV footage on receipt of an internal authorisation code. For urgent matters, at all times officers will be able to view CCTV footage to verify if a reported offence is covered and, whenever required, CCTV will be downloaded and made available to the officer as soon as reasonably practicable. For non-urgent matters, CCTV will be available to view and download at all times during normal office hours on receipt of an internal authorisation code or in any event within 48 hours. Any images recovered and provided to

the police must be in a viewable format on either a disc or VHS or other appropriate format approved by the police. Images in a digital format must be supplied with a copy of any system software necessary to allow playback.

19. (provided that the application is granted for the hours applied for) The premises will not open to the public outside of permitted hours for the sale of alcohol.

20. Litter bins for general public use will be installed on Lidl owned property but adjacent to the public pavement. These bins will be emptied daily.

I hope that the assurances set out in this correspondence, together with the additional conditions volunteered, address the concerns you may have. I would also like to confirm our meeting at Lidl head office, 19 Worples Road, Wimbledon SW19 4JS at 9.00am on Wednesday 15th August 2018 where you can meet senior representatives of Lidl and discuss the proposals in more detail.

I have sent an invitation to all other parties who made representations in respect of this application.

I look forward to meeting you but, in the meantime, if you have any queries or require any additional information please do not hesitate to contact me.

Kind regards

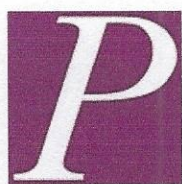
Amanda Pillinger

Pillinger & Associates Solicitors

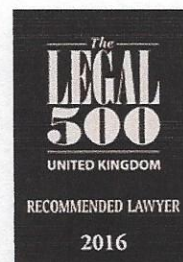
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Application for Premises Licence by Lidl UK GmbH

Streatham Road, Mitcham

Notes of Meeting – 15th August 2018

Present: **RS** - Russ Stevens (Metropolitan Police)
NL - Natalie Lovell (Public Health)
DS - Dame Sylvia Morris (local resident)
RJ - Russell Jeffery (Trading Compliance Director, Lidl)
AD - Alistair Duncan (Head of Sales, Lidl)
CY-W Chris Young-Wootton (Head of Property - London South, Lidl)
SB - Suzanne Bignall (Property Department, Lidl)
KW - Kelly Watts (Trading Compliance Department, Lidl)
AP - Amanda Pillinger (Pillinger & Associates, solicitor for Lidl)

Background

All responsible bodies and residents were written to and invited to attend a meeting to discuss any outstanding concerns they may have had. A copy of the invitation is attached to these notes, together with a copy of the responses received.

Summary of meeting

(Whilst the order of the comments may have been changed for the purposes of producing a clear set of notes, the content reflects what was discussed and the comments made)

At the outset, RS confirmed that he had no issue with Lidl as an operator and had no real issues with the existing stores in Merton.

RS explained that he would have liked a conversation with Lidl at the time that the premises were being acquired so that he could discuss the licensing application.

RS stated that his main concern was the location of the site, being opposite Figges Marsh where there are problems with street drinkers and gang violence. He stated that he did not see how a new Lidl would not add to the problems in the area.

RS referred to the existing independent retailers in the area (about 11 selling alcohol) with a number being on the same road. He was concerned that street drinkers would naturally gravitate towards the area.

RS confirmed that the Cumulative Impact Zone related to off-sales only. There was a Morrisons, Asda and another Lidl in the town. So far as he is aware Morrisons have full-time security yet there are still a lot of thefts.

RS referred to the other Lidl in Merton – although it suffered from crime RS said that the levels were not significant. He commented that it was difficult to stop all crime.

DS then asked about the fairness of licences being revoked by the council when new applications were being made. (AP and RS clarified that the licences were being revoked as a result of poor management and breach of licensing conditions and not to reduce the overall number of licensed premises in the area).

DS referred to the volunteered condition relating to SIA registered security staff and expressed concern that the reduction in hours after the initial 6-week period would have an impact. In response AD explained the current traffic light system used by Lidl in assessing the requirement for security staff. He explained that all stores are assessed and that any highlighted as requiring additional security would be designated as either amber or red. By way of example, a store that has been designated as red would be provided with 50 hours per week of SIA security and 29 hours per week of an in-store detective. The review process would be ongoing to reflect the changing nature of areas and the differing requirements for security support.

At this point RS stressed that the requirement for security staff was not about protecting the stock but was about addressing the licensing objectives. This was acknowledged.

RJ then assured those present that Lidl understood the licensing objectives. He assured everyone that Lidl did not want street drinkers in the store. Given that Lidl stores are relatively small when compared with the large supermarkets, he explained that the staff worked as an effective team to solve any issues. There was a zero-tolerance approach to street drinkers that was very effective. RJ stressed that, unlike some of the smaller, independent retailers, there was no incentive for staff to sell alcohol to street drinkers. Indeed, staff were actually rewarded for not selling to street drinkers. RJ stressed that it was Lidl's intention that street drinkers would not enter the premises.

AP confirmed that Lidl were experienced in operating stores where there were problems with street drinkers. In her experience the street drinkers tried to purchase alcohol when the store first opened but they were soon made aware of the zero-tolerance approach and gave up trying. At these stores street drinkers were not permitted to purchase alcohol (AD also confirmed that staff were trained to prevent issues by approaching street drinkers as soon as they entered the store and before they reached the check-out as this reduced the likelihood of any conflict and reinforced the zero-tolerance approach).

AP also explained the refusals process at Lidl stores and explained that staff working on the check-out did not need to refuse the sale or challenge the customer. They could call a duty manager or shift manager who would make the decision whether the sale could take place and speak to the customer. This also reinforced the zero-tolerance policy and make it clear that the policy was enforced by management, again acting as a deterrent to street drinkers.

RJ confirmed that in his experience Lidl stores do improve areas where there are historic difficulties. He said that they had never added to issues in an area. He stressed that the Lidl reputation was very important and we had always seen ourselves as a company who improved a local area.

RJ referred to the community projects that Lidl were involved in including the Retail of Alcohol Standards Group who support Drinkaware and the Community Alcohol Partnerships. RJ explained that one of the initiatives of CAPs was to allow local, independent retailers to use training facilities of the larger operators with a view to increasing standards in an area.

DS also raised concerns about the 7am start time but this was discussed later in the meeting.

DS asked about support for the local community. NL stressed that she would also be interested in this information. NL referred to the annual residents' review that had shown 17% of local residents were concerned about people being drunk and disorderly in public places.

In response to DS's question about Corporate Social Responsibility RJ confirmed that there is now a separate CSR department at Lidl who look at all initiatives on an individual basis. RJ provided an example of this when RS approached Lidl asking them to stop selling fireworks to people under 25 – Lidl introduced this policy immediately.

DS asked how we were going to engage with local schools. AP explained that education is a very difficult area as it must be done properly – for that reason Lidl chose to support and fund the national initiatives such as the CAPs and Drinkaware.

DS referred to a local school that had approached a nearby Lidl store for support but their request had been rejected. RJ apologised for that and confirmed that this should not have happened. Lidl would try to offer what support they could – but there is a limit to what they can do. RJ said it was difficult in relation to individual schools but he was aware that the regional offices engaged with schools.

RJ also referred to the responsibility pledges.

NL explained that the concern for public health was the bigger area. She explained that there was a high percentage of hospital admissions in the area that were due to alcohol.

DS suggested that it would be useful to have evidence supporting the fact that Lidl had improved areas – both in relation to crime and health, especially in areas with high crime, street drinkers and nearby schools.

RJ explained that Lidl did not carry out in-depth assessments of areas. He stressed that Lidl had over 700 stores, many of which operated in residential areas. Whereas concerns were sometimes raised at application stage, in his experience these concerns were not put back to us.

AD confirmed that Lidl also had a partnership with the NSPCC who would go into local schools and offer support and education to children. He explained that the NSPCC had attended area manager meetings to explain what they did to support children.

DS asked if stores had any contact with local businesses. RJ confirmed that he was not aware of any.

RJ assured DS that he understood her concerns. He said that he would guarantee that if someone wanted support they would look into what help could be offered. He said that his team liaised directly with the Board of Directors and were therefore able to respond quickly to requests for support.

At this point in the meeting AP asked whether it would be possible to review the conditions that had been proposed.

RS stressed that his position was that he would object to the grant of the licence – he stressed that his position was due to the location of the site. AP acknowledged this and accepted that RS's primary position would be that the application should be refused. She accepted that Lidl would need to persuade the committee to depart from their cumulative impact policy. AP asked whether it would be possible to agree conditions to be attached IF the application was granted.

RS stated that he felt the 7am start time was too early and there was no reason to sell alcohol at that time. RJ explained that it was policy to sell alcohol at all times the stores were open and confirmed that there are no Lidl stores operating without a licence. He did state that the start time could be looked at.

RS then asked about ABV and AP referred to the draft conditions that had been proposed. RS accepted that conditions referring to artisan/ speciality beer had been accepted by the committee previously and he believed them to be enforceable.

RS stressed that a major issue was the security provision – to address the licensing objectives and not just to protect the stock. Again, RJ agreed that this could be looked at.

RS asked about labelling all alcohol not marked as being produced for Lidl and RJ confirmed that this would be difficult given that some of the alcohol is sold in multipacks and it is not possible to separate these to mark each individual can/bottle. RS accepted this.

RS confirmed that he has not specifically asked for CCTV as he anticipated that this would be provided in any event.

The meeting then ended and AP confirmed that she would send notes to all present for approval before sending them to those who were unable to attend the meeting.

Amanda Pillinger

From: Amanda Pillinger
Sent: 28 August 2018 15:57
To: Amanda Pillinger
Cc: Licensing; PC Russ Stevens (Police Station)
Subject: Lidl application - Streatham Road, Mitcham
Attachments: NOTES OF MEETING 15.8.18.pdf

Dear All

I write further to my previous email of 27th July 2018 in which I invited you to attend a meeting with Lidl to discuss the above application.

In order that you are kept up to date with all discussions I attach notes of the meeting that have been approved by all who attended.

In addition, and as a result of the meeting, I confirm that Lidl have agreed to vary the conditions that have already been volunteered. I have set out below the full conditions that will be volunteered, highlighting the changes so that they are clear to see.

1. During the first 6 months of trading SIA registered security staff must be employed on the premises for a minimum of 56.5 guard hours and 19.5 store detective hours per week. Thereafter regular risk assessments will be carried out by the operator to ensure that adequate security is provided to address the licensing objectives. For the avoidance of doubt, SIA registered security staff will be employed at the premises for a minimum of 38.5 guard hours and 13 store detective hours per week.
2. There shall be no sale of single cans of beer, lager or cider sold at the premises.
3. No bottled super-strength beer, lager or cider of 5.5% ABV or above shall be sold at the premises other than speciality/ artisan beer, lager or cider.
4. No canned super-strength beer, lager or cider of 5.5% ABV or above shall be sold at the premises.
5. All bottled spirits with a value of over £9.50 will be tagged with a security feature.
6. Other than where sold as part of a multipack or gift pack, spirits shall not be sold in bottles of less than 35cl.
7. Alcohol will not be sold in open containers and the consumption of alcohol on the premises (including the car park) will not be permitted. No customers carrying open alcoholic drinks will be permitted on the premises (or in the car park).
8. A personal licence holder will be on duty at the premises at all times that the premises is open to the public.
9. There will be a Challenge 25 policy operating at the premises. Challenge 25 means that the holder of the premises licence shall ensure that every individual, who visually appears to be under 25 years of age and is seeking to purchase or be supplied with alcohol at the premises or from the premises, shall produce identification proving that individual to be 18 years of age or older. Acceptable identification for the purposes of age verification will include a driving licence, passport or photographic identification bearing the "PASS" logo and the person's date of birth. If the person seeking alcohol is unable to produce acceptable means of identification, no sale or supply of alcohol will be made to or for that person. 'Challenge 25' posters shall be displayed in prominent positions at the premises.
10. In the event that an employee suspects that a person attempting to purchase alcohol is under the age of 25, is a street drinker or is attempting a proxy purchase they will immediately call a Shift Manager. The Shift Manager will then make appropriate enquiries and will determine whether the sale should be permitted. A Shift Manager will be present on the premises at all times when it is opened to the public.
11. Staff will be trained regarding appropriate precautions to prevent the sale of alcohol to persons under the age of 18, the signs and symptoms of drunk persons and the refusal of sale due to intoxication. Records will be kept of such training which must be signed and dated by the member of staff who has received that training. Staff will also be trained to recognise the signs of proxy purchases. All staff will receive refresher training every six months as a minimum and records are to be kept of this refresher training which should be signed and

- dated by the member of staff who received that training. All training records will be kept centrally at the operator's head office or regional office as appropriate and made available to the Licensing Authority or the Metropolitan Police as soon as possible and in any event within 7 days of request.
12. A burglar alarm will be installed and maintained at the premises and shall be activated whenever the store is unoccupied.
 13. Staffing levels will be maintained at an appropriate level to allow adequate supervision.
 14. A digital CCTV system shall be installed at the premises covering all areas within the store that the public have access to including the checkouts and the entry/ exit of the premises.
 15. Signs advising customers and visitors to the premises that a CCTV system is in use will be displayed at the premises.
 16. The CCTV system must be operating at all times whilst the premises are open to the public for licensable activities provided that the recording of images will be activated by motion sensors. All equipment shall have a constant and accurate time and date generation.
 17. The recording system will be able to capture image of evidential quality and such recordings shall be retained for as long as the system is able (whilst retaining the high-quality image) and in any event for a minimum of 28 days.
 18. The CCTV system must be kept in a secure environment under the control of the Area Manager or other responsible named individual. Lidl store management will be trained to view and download CCTV footage on receipt of an internal authorisation code. For urgent matters, at all times officers will be able to view CCTV footage to verify if a reported offence is covered and, whenever required, CCTV will be downloaded and made available to the officer as soon as reasonably practicable. For non-urgent matters, CCTV will be available to view and download at all times during normal office hours on receipt of an internal authorisation code or in any event within 48 hours. Any images recovered and provided to the police must be in a viewable format on either a disc or VHS or other appropriate format approved by the police. Images in a digital format must be supplied with a copy of any system software necessary to allow playback.
 19. **The sale of alcohol will not take place before 9.00am**
 20. Litter bins for general public use will be installed on Lidl owned property but adjacent to the public pavement. These bins will be emptied daily.

I hope that these conditions address any outstanding concerns that you may have. Please do not hesitate to contact me if you have any further queries.

In the meantime, if you are willing to accept the conditions volunteered I would be grateful if you would contact the licensing authority to confirm that you withdraw your representation.

Yours sincerely

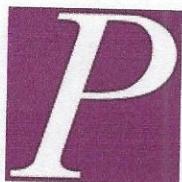
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& Associates



LIST OF ADDITIONAL CONDITIONS VOLUNTEERED

1. During the first 6 months of trading SIA registered security staff must be employed on the premises for a minimum of 56.5 guard hours and 19.5 store detective hours per week. Thereafter regular risk assessments will be carried out by the operator to ensure that adequate security is provided to address the licensing objectives. For the avoidance of doubt, SIA registered security staff will be employed at the premises for a minimum of 38.5 guard hours and 13 store detective hours per week.
2. There shall be no sale of single cans of beer, lager or cider sold at the premises.
3. No bottled super-strength beer, lager or cider of 5.5% ABV or above shall be sold at the premises other than speciality/ artisan beer, lager or cider.
4. No canned super-strength beer, lager or cider of 5.5% ABV or above shall be sold at the premises.
5. All bottled spirits with a value of over £9.50 will be tagged with a security feature.
6. Other than where sold as part of a multipack or gift pack, spirits shall not be sold in bottles of less than 35cl.
7. Alcohol will not be sold in open containers and the consumption of alcohol on the premises (including the car park) will not be permitted. No customers carrying open alcoholic drinks will be permitted on the premises (or in the car park).
8. A personal licence holder will be on duty at the premises at all times that the premises is open to the public.
9. There will be a Challenge 25 policy operating at the premises. Challenge 25 means that the holder of the premises licence shall ensure that every individual, who visually appears to be under 25 years of age and is seeking to purchase or be supplied with alcohol at the premises or from the premises, shall produce identification proving that individual to be 18 years of age or older. Acceptable identification for the purposes of age verification will include a driving licence, passport or photographic identification bearing the "PASS" logo and the person's date of birth. If the person seeking alcohol is unable to produce acceptable means of identification, no sale or supply of alcohol will be made to or for that person. 'Challenge 25' posters shall be displayed in prominent positions at the premises. In the event that an employee suspects that a person attempting to purchase alcohol is under the age of 25, is a street drinker

or is attempting a proxy purchase they will immediately call a Shift Manager. The Shift Manager will then make appropriate enquiries and will determine whether the sale should be permitted. A Shift Manager will be present on the premises at all times when it is opened to the public.

10. Staff will be trained regarding appropriate precautions to prevent the sale of alcohol to persons under the age of 18, the signs and symptoms of drunk persons and the refusal of sale due to intoxication. Records will be kept of such training which must be signed and dated by the member of staff who has received that training. Staff will also be trained to recognise the signs of proxy purchases. All staff will receive refresher training every six months as a minimum and records are to be kept of this refresher training which should be signed and dated by the member of staff who received that training. All training records will be kept centrally at the operator's head office or regional office as appropriate and made available to the Licensing Authority or the Metropolitan Police as soon as possible and in any event within 7 days of request.
11. A burglar alarm will be installed and maintained at the premises and shall be activated whenever the store is unoccupied.
12. Staffing levels will be maintained at an appropriate level to allow adequate supervision.
13. A digital CCTV system shall be installed at the premises covering all areas within the store that the public have access to including the checkouts and the entry/ exit of the premises.
14. Signs advising customers and visitors to the premises that a CCTV system is in use will be displayed at the premises.
15. The CCTV system must be operating at all times whilst the premises are open to the public for licensable activities provided that the recording of images will be activated by motion sensors. All equipment shall have a constant and accurate time and date generation.
16. The recording system will be able to capture image of evidential quality and such recordings shall be retained for as long as the system is able (whilst retaining the high-quality image) and in any event for a minimum of 28 days.
17. The CCTV system must be kept in a secure environment under the control of the Area Manager or other responsible named individual. Lidl store management will be trained to view and download CCTV footage on receipt of an internal authorisation code. For urgent matters, at all times officers will be able to view CCTV footage to verify if a reported offence is covered and, whenever required, CCTV will be downloaded and made available to the officer as soon as reasonably practicable. For non-urgent

matters, CCTV will be available to view and download at all times during normal office hours on receipt of an internal authorisation code or in any event within 48 hours. Any images recovered and provided to the police must be in a viewable format on either a disc or VHS or other appropriate format approved by the police. Images in a digital format must be supplied with a copy of any system software necessary to allow playback.

18. The sale of alcohol will not take place before 9.00am

19. Litter bins for general public use will be installed on Lidl owned property but adjacent to the public pavement. These bins will be emptied daily.

Employee Name: _____

Employee Number: _____

Store Name: _____

Store Number: _____

Trading Law Induction Training - 05/18

The following provides an overview of the key Trading Law points that you will be made fully aware of during your first day in store. You must understand each topic, and your responsibilities, before you undertake any task actively within the store. If you have any questions relating to these points, you must raise these immediately.

1. Food Safety

Food Safety is fundamental to the success of our business. We have a comprehensive food safety management system in place that ensures we can provide customers with safe food, which is of the highest freshness and quality. You must ensure that our food safety procedures are strictly adhered to.

Please be aware of the following:

- What our food safety management system is (HACCP), what it contains and where it is located (i.e. Lidl Library)
- The high standards of personal hygiene which must be maintained at all times
- What to do if you are suffering from vomiting or diarrhoea
- Temperature control parameters and the actions that are required to maintain the chill chain
- Know how to identify a breakdown of temperature controlled equipment and what action to take
- Where provided, maximum load lines must never be exceeded
- Be fully aware of the standards and procedures when working in the in-store bakery
- The importance of cleaning, safe use of cleaning equipment and cleaning products that should be used, including their storage
- Stock rotation and the prevention of cross contamination, including removing any damaged products and correct product placement
- Food must never be on display or sold out-of-date, and must only be sold in line with our "C" date policy
- Types of pest that could affect our stores, signs of pest activity, action to take if activity is identified and the correct reporting procedures
- Store recycling procedures including ABP and WEEE

2. Health & Safety

The health, safety and welfare of all our employees, customers and contractors is our priority. It is our aim to provide the safest environment in which to work and visit and we can only do this with your help. Use common sense, act in a manner which does not put you or other people in danger. Only use equipment which you have been trained to use. If you see anything that could pose a danger to yourself or to customers act upon it, or tell a member of Store Management.

Please ensure that you are aware of the following:

- What risk assessments are and how they control hazards
- How to lift, move and handle stock safely (manual handling)
- How to merchandise stock safely and how to prevent damage
- How to safely use a manual pallet truck
- How to deal with spillages and how to avoid slips and trips
- How to use the floor cleaning machine
- How to use a retractable blade knife safely
- Working at height and the safe use of the store step ladders and kick steps
- What to do in the event of an accident and the reporting procedures, including investigation and RIDDOR
- Where first aid equipment is located and our first aid arrangements
- How to use the store baler/compactor safely
- The safe use of all equipment (including electrical equipment and bakery equipment)
- Be aware of the defect reporting procedure (e.g. defective or leaking equipment, damage to fixtures and fittings within the store etc.) and the actions which should be taken including taking the equipment out-of-use or segregating the affected area
- Be aware of any site specific equipment or procedures - car park gates, scissor lifts, etc.
- How to work safely in cold rooms and walk-in freezers, including ice-management
- How to work safely in external areas, including the car park and ensuring delivery safety
- The personal protective equipment (PPE) available - how it should be used, stored and how to obtain replacements
- Monitor contractors to ensure they are working safely - this includes delivery drivers. Never assist contractors

3. Fire Safety

Being fully aware of fire safety in your store is key in providing the safest possible working environment. The consequences of fire can be severe. Be aware of fire safety provisions and preventative measures including:

- Be familiar with our fire risk assessment, where it is kept and what it contains
- How to identify sources of ignition, fuel and how to prevent a fire from starting
- Fire exits and escapes must never be blocked or locked
- What you should do in the event of a fire and your assembly point location
- How to raise the alarm in the event of a fire and what the alarm sounds like
- How Maglocks operate and how to release a Maglocked door in the event of failure
- Know the location, type and the use of fire extinguishers
- Smoking (including electronic cigarettes) is not permitted inside the building
- Where fire exits and alarm call points are located
- How to handle, merchandise and store aerosols safely

4. Age-Restricted Products

We have a legal and moral responsibility not to sell any age-restricted products to under-age customers. Our Age-Restricted Policy must be read, understood and signed prior to starting your first shift or working on the tills (including self-service tills). When selling any age-restricted products remember - **ALWAYS THINK 25**. The Designated Premises Supervisor (DPS) or a member of Store Management must check the identification of anyone who looks under 25. Acceptable forms of identification are an in-date Passport, Photo Driving Licence, PASS hologram proof of age card, Military ID and National ID cards.

Alcohol must not be sold to:

- Anyone under 18
- Anyone who you believe to be giving alcohol to anyone under 18 (proxy sales)
- Anyone who you believe is under the influence of alcohol or drugs
- Police Officers in uniform (Scotland only)

Other age-restricted products:

- Solvents, butane gas and lighter refills must not be sold to anyone under 18
- Knives and offensive weapons must not be sold to anyone under 18
- Fireworks must not be sold to anyone under 18. Prior to the store selling fireworks, the Firework Policy must be read, understood and signed
- Lottery tickets, party poppers and aerosol spray paints must not be sold to anyone under 16
- Christmas crackers must not be sold to anyone under the age of 12
- DVD/Video/CD & Electronic games software age-restrictions must be followed

Remember the potential consequences to you can be severe if you allow an underage person to buy an age restricted product - prosecution, fine, criminal conviction and the loss of your job.

5. Consumer Protection

To ensure we do not mislead our customers in any way, it is important that you are aware of the following:

- Scales should be checked to ensure they read zero at the start of each shift - ensure you are aware of how to carry out the weekly check
- What information a price card should contain and the action which should be taken if information appears to be incorrect
- A maximum of two packets of Paracetamol and two packets of Ibuprofen (or similar items) may be sold to customer at a time
- What action needs to be taken when a customer complaint is received or a product is recalled
- To prevent fraudulent transactions, security checks on card payment terminals should be undertaken

6. Equality Regulations

Employees should be aware of the access facilities which are available in store, including disabled car parking bays, disabled trolleys, assistance bells etc.:

In the event that any customer requires assistance and alerts staff by ringing the bell located in the entrance, the following steps must be taken.

- An immediate response is required
- Ascertain the customer's requirements (e.g. wheelchair users, blind or visually impaired etc.)
- An employee must be available to assist and meet the needs of the customer
- Assistance should always be offered to every customer regardless of circumstance. This includes packing shopping, carrying shopping out to cars, explanation of ingredients/contents of items, reaching items around the store and direction to specific items
- Assistance dogs are permitted in-store

7. Personal Safety and Security

Your safety is paramount whilst you are at work. Ensure you are aware of the following:

- How to deal with violence and aggression
- What to do in the event of shoplifting or a robbery. Never chase a shoplifter
- Action to be taken in the event of a bomb threat
- How store cash collections should be undertaken
- Measures to be taken to avoid or defuse violence or aggression at work
- What action to take if you or someone else is injured
- What to do if you feel stressed
- Attending alarm call-outs

I understand that further information about all Trading Law topics is provided in the Store Trading Law Manual. The Trading Law Manual can be found electronically on Lidl Library and that I should familiarise myself with its contents and refer to it when required. If there is anything that I do not understand, then I will ask a member of management for clarification.

I have been given induction training as outlined above, and I understand that it is my responsibility to ensure that the procedures that are communicated to me are adhered to in my workplace.

Print Name:

Employee Signature:

Date:

Print Name:

Trainer Signature:

Date:

Once completed, please send this document to the Regional Training Team (scan to email).

The document will be processed to create a record of training and will be held on the Personnel File for the duration of employment + 3 years.

All other copies must be shredded/deleted no later than at the end of the basic training period.

During data processing, your data will be disclosed to the Lidl GB HR department.

10.01 Age Restricted Sales – General

Operational Procedure

Further Info:

Procedure: -
Form: 13.04

General

The following procedure covers the selling of age restricted products within the store. It is essential age-restricted products are not sold to underage persons to ensure legal compliance and to fulfil Lidl's moral responsibility.

Age-Restricted Sales

Certain products that are sold are classed as age-restricted products to protect the health and wellbeing of younger people within the community.



In order to prevent under age sales from occurring it is imperative that store staff are:

- Aware of and understand the Lidl age restricted sales policies and procedures; and
- Comply with the procedures to ensure underage sales do not occur.

A summary of the Age Restricted Sale Policy can be found in module 12.

Repercussions if an Underage Sale Occurs

If a member of staff sells an age-restricted product to someone who is underage:

- The cashier can be liable to a criminal conviction;
- The cashier may receive a fine of up to £5,000 and/or 6 months imprisonment;
- The cashier may be dismissed from their employment;
- The company may be contributing to behaviour that is damaging to the health and wellbeing of the community; and
- The company could be contributing to the sort of anti-social behaviour that often results from the misuse of some age-restricted products.



Important: If you sell an age-restricted product such as sharp implements, alcohol or fireworks to anyone under the age of 18, you face a fine of up to £5,000 and/or imprisonment.

DON'T GAMBLE WITH THE LAW
IF IN DOUBT ALWAYS CALL STORE MANAGEMENT

Types of Age-Restricted Goods

Age-Restricted goods include:

Alcohol



Knives



Fireworks



Corrosive Substances



The minimum purchase age for age-restricted products sold at Lidl are:-

Alcohol	
Fireworks	
Knives and Offensive Weapons	
Solvents/ Butane Gas/ Lighter Refills	
Corrosive Substances	
Party Poppers	
Health Lottery Ticket	
Aerosol Spray Paints	
Energy Drinks (containing more than 150mg of caffeine per litre)	
Christmas Crackers	
Videos/ DVDs	Various

Age-Restricted Sales Procedure

Lidl operates a "Think 25" policy. The Think 25 policy requires all cashiers to challenge anyone they believe looks under 25 who is attempting to purchase an age restricted product.

The following procedure must be adopted:

1. Customer attempts to purchase an age-restricted product.
2. THINK 25 – does the customer look under 25?
3. If a customer looks under 25 inform the customer that it is Lidl policy that anyone who is lucky enough to look under 25 is required to produce valid identification and a member of store management must check it.
4. Ring two bells for store management to attend the checkout.
5. Store management should request the customer produces identification.
6. Store management should check the identification to ensure:
 - That it is genuine and an acceptable form of identification (see below); and
 - It confirms that the customer is at least the required age (18 / 16 etc.).
7. If the identification is acceptable and the customer at least the required age, the sale should proceed. If the customer cannot produce identification or the identification is not acceptable, the sale should be refused.



If in doubt ask.

Important: Store assistants must always be cautious. If in any doubt – store management must be called to ask for proof of age.

Acceptable Identification

Acceptable forms of identification include:

Passports (not limited to UK)



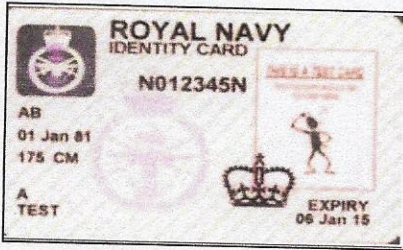
Driver licence with photograph (not limited to UK)



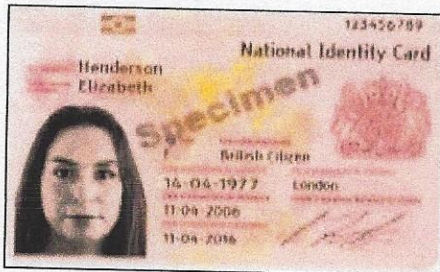
Proof of age cards bearing the PASS hologram



Military I.D.



National ID cards



Store management should ensure that I.D:

- Has not been tampered with; and
- Dates or names have not been overwritten.

Proxy Sales

A proxy sale is where a person over the legal minimum age attempts to purchase an age-restricted product on behalf of someone who is under the legal minimum age.

It is a criminal offence to complete a proxy sale therefore it is important that store management and cashiers remain vigilant of potential proxy sales. Indications of a proxy sale include:

- Groups of youths congregating outside approaching members of the public who enter the store.
- If members of the public who might have been approached, ask for the same alcohol product / age restricted item which you have just refused to sell to an underage person.
- If the adult wishes to pay separately for the age-restricted product and keeps the change separate.
- If the age restricted product is kept separate from their other shopping.
- If you know your local community and your customers, and the purchase of such an alcoholic product is totally out of character, remind them that it is an offence to "proxy" purchase.
- If the adult re-enters the store just to buy alcohol after they have left.
- If an adult is with a child, and you see the adult asking the child what alcohol they would like or their behaviour suggests the alcohol is for the child, you should refuse the sale. **Important:** Just because a child accompanies an adult, it does not mean that they are attempting to buy alcohol for the child.
- If a group of young people approach the till and appears to be purchasing alcohol for the entire group, the whole group should produce a valid form of identification.



Important: You are under no obligation to sell an age-restricted product! If in doubt, refuse the sale.

Refusing the Sale of an Age-Restricted Product

By refusing to sell age-restricted products to under age persons or to those who it is believed are buying for under age persons (proxy sale), staff may be exposed to hostility and aggression.

Due to the age-restricted sales policy a member of store management should be present or on their way to the checkout. Store management should take the lead in dealing with the customer.

If a customer protests about a refusal to sell a product, the following basic calming techniques should be adopted:

- Keep your voice calm, your hands open and try to maintain eye contact;
- Do not respond to verbal abuse;
- Do not waiver. Stick to your reasons for refusing the sale;
- Try to ensure that the potential buyer understands why the sale cannot take place; and
- Complete the Refusals Log (only when prior authorisation for use of a refusals log has been given by TC).



If a potential customer uses abusive language or becomes aggressive, then try to stick to these guidelines:

- Do not allow yourself to be provoked;
- Do not shout or interrupt;
- Keep to a safe and non-threatening distance;
- Keep your voice low and your movements slow;
- Be consistent in your reasons for not selling; and
- Make it clear that you are not picking on anyone and that the same law applies to everyone.



If an underage person persistently attempts to buy an age-restricted product or staff feel threatened in anyway, the police should always be called.

Selling Alcohol

In addition to the general age-restricted sales procedure there are additional requirements for the sale of alcohol:

- Selling alcohol requires a license from the local council. All Lidl stores that sell alcohol are licensed to do so;
- Every licensed store has a Designated Premises Supervisor (DPS) / Premises Manager (PM) who is usually the SM. In order to be a DPS / PM the employee must:
 - Have attended and successfully completed the BIIAB training course held by a qualified Regional Training Consultant (RTC)
 - Be a Personal Licence Holder
 - Received a satisfactory police check (in some cases via interview)
- All Store Managers and Deputy managers should hold a Personal Licence. Training in BIIAB Award for Personal Licence Holders is carried out at the RDC by the RTC (Regional Training Consultant);
- There should be a sufficient number of Personal Licence holders at each licensed store to ensure that if the DPS leaves, a Personal Licence holder can be nominated to replace them;
- The DPS / PM is the person nominated as being in day-to-day control of alcohol sales in the store and provides a single point of accountability in the event of problems occurring at the store;



- The DPS / PM is permitted to authorise the sale of alcohol. It is normal for all members of store management including the DPS / PM to hold a personal license;
- Every member of staff that sells alcohol must be authorised by the DPS / PM. The DPS / PM authorises store staff by ensuring staff sign the Age-Restricted Sales Policy Signature Sheet;
- The DPS / PM must ensure that every member of staff (temporary and permanent) understand the age-restricted sales policy and sign the signature sheet. This includes staff visiting the store from another location;
- The DPS / PM must ensure that this policy is regularly re-iterated and closely monitor staff at all times;
- The DPS / PM must ensure that only staff over the age of 18 serve on a till; and
- Customers carrying open alcoholic drinks are not permitted on the premises.

The DPS / PM must also ensure that:

- All staff have received age-restricted sale training; and
- A constant awareness is maintained with regard to alcohol sales.
- The Alcohol Premises Licence Summary must be displayed at the entrance to the store. The certified copy of the Premises Licence must be stored in the store safe.

In addition to ensuring that alcohol is not sold to underage persons (directly or via proxy sales) all staff should ensure that alcohol is not sold:

- To anyone who appears to be under the influence of alcohol or drugs;
- To a police officer in uniform (Scotland only); and
- Outside the hours permitted by the premises license.

Identifying a person under the influence of alcohol or drugs

When serving, cashiers should be aware of the signs of a person under the influence for alcohol or drugs. Signs and symptoms may include:

- Smelling of alcohol;
- Involuntary eye movements;
- Bloodshot eyes;
- Difficulty standing;
- Swaying and staggering;
- Vomiting;
- Violent behaviour;
- Rambling conversations;
- Slurred speech; and
- Foul language.

If an issue with 'street drinkers' is identified, HO Trading Compliance should be contacted for further advice.

Selling Knives and Offensive Weapons

During 2008 there were approximately 277 deaths from stabbings in England and Wales alone. This represents an average death toll as a direct result of stabbings of over five deaths every week. It is therefore important that the selling of knives and offensive weapons is strictly controlled.

Knives or offensive weapons include:

- A knife, blade or non-safety razor blade;
- An axe; or
- Any article, which has a blade or which is sharply pointed and which is made or adapted for use for causing injury to a person.



The THINK 25 procedure should be applied for knives / offensive weapons.

Selling Fireworks

At certain times of the year Lidl stores are registered to sell fireworks with the local Trading Standards Department or the local Fire Service. Fireworks can only be sold from the 15 October and ending on the 10 November and, from 26 December and ending on 31 December.

Fireworks can be dangerous if handled / used incorrectly and can become a nuisance to the local neighbourhood due to the associated noise.



Fireworks should not be sold to any person under the age of 18.

In preparation for the sale of fireworks and prior to fireworks arriving at the store, a fireworks training pack will be sent to all stores. The training pack contains the fireworks risk assessment and associated safety procedures required to be implemented. Store management should ensure all staff receive refresher training in line with the training pack.

Selling Corrosive Substances

Corrosive substances are products that contain acid as an active ingredient. From time to time Lidl sells corrosive substances such as drain cleaner. These products are becoming increasingly used during attacks to inflict permanent injury on others and therefore, as part of our moral responsibility, we have decided to place a voluntary age-restriction on corrosive substances.



Corrosive substances should not be sold to any person under the age of 18. To ensure that sales are controlled, the THINK 25 policy should be implemented at all times when selling corrosive substances. In addition, all applicable corrosive substances will have a till prompt assigned to them. This negates the requirement for store employees to determine what products are age-restricted corrosive substances.

Selling Solvents

Under the Intoxicating Substances (Supply) Act 1985 it is an offence to supply any solvent based products or aerosols if the person is under 18 **and** if you have reason to believe that the product will be used for intoxication.

Solvent abuse is the inhaling (sniffing) of fumes given off by a wide range of solvent based products and aerosols. The fumes give a drug-like effect and are often inhaled from a plastic bag.



The following are examples of products that are classed as solvents:

- Glue
- Office correction fluid
- Plaster remover
- Nail varnish
- Nail varnish remover
- Paint strippers
- Aerosols e.g. deodorant, hairspray, air freshener etc.

Identifying a Solvent Abuser

When serving, cashiers should be aware of the signs of a possible solvent abuser

- The smell of glue or solvents on a person's clothes.
- Slurred speech or behaviour similar to drunkenness.
- Spots and sores around the mouth.
- Young people who buy solvents frequently or who make multiple purchases.
- Young people buying solvents who are acting suspiciously or are very giggly.
- The purchase of plastic bags at the same time.

If anyone appears to be under 18 and you have a reason to believe that the product will be used for intoxication you should call the Store Manager immediately. The Store Manager will then ask the customer the reasons for buying the solvents. If the customer cannot give a genuine reason for buying the product then the sale must be refused.



As a solvent can be sold to a person under the age of 18 for its intended purpose, a till prompt is **not** automatically applied.



There are however certain solvents, including butane gas, that the Company has imposed conditions over and above what the law requires. These products include certain glues, weed burners etc. and they must not be sold to a person under the age of 18. These products will be highlighted at the till by a prompt that is automatically applied. When selling these products, and when the till prompt activates, the Lidl age-restricted policy including Think 25 must be adopted.

Selling DVDs

The age limit on DVDs will depend on the DVD and could be 12, 15 or 18. When selling DVDs it is important to check the age-rating of the DVD. Till prompts are not assigned to DVDs on manned checkouts. On self-checkouts DVDs are assigned as a high risk item (see self-checkout section below for further details).

The THINK 25 policy should be adopted at all times when selling an age-rated DVD. Age-rated DVDs must not be sold to persons under the relevant age limit.

Selling Health Lottery Tickets

It is illegal for any person to sell health lottery tickets to a child under the age of 16. To ensure the sale of health lottery tickets is controlled, the THINK 25 policy should be adopted at all times.



The maximum fine for under age sales of a lottery ticket or a scratch card is £5000 and the terminal may be disconnected.

Selling Energy Drinks

As part of our moral responsibility, Lidl GB has decided to implement a voluntary age-restriction on energy drinks containing more than 150mg of caffeine per litre. When selling energy drinks, a till prompt will not appear on manned checkouts. Cashiers must apply their discretion and ask for suitable proof of age, if they believe the customer to be under 16. In these instances, there is no requirement to call for a member of store management, the identification can be checked by the cashier. On self-checkouts energy drinks are assigned as a high risk item (see self-checkout section below for further details).

Local Council and Police Test Purchasing

Trading Standards Officers and the police carry out test purchases using children to check that underage sales are not occurring in stores.

If an underage sale occurs the following people can be prosecuted:

- The person making the sale;
- The DPS / PM; and / or
- Lidl.



An “on the spot” fine for the sale of an age-restricted product to an underage customer may be offered to the offender. It is the decision of the individual whether they choose to accept this.

Self-Checkouts

Self-Checkouts (SCOs) are enabled with a non-blocking alert for alcohol, knife and corrosive substance age-restricted products. This means that if a customer attempts to purchase an age-restricted product, the transaction will continue up until the point of payment. At this point, the Checkout Supervisor must THINK 25, call the manager of duty if required to check the customer's ID, and only authorise the age-restricted products when satisfied that the customer is over the required age.

DVD's that have differing age-restrictions (i.e. 16, 12), party poppers, paint spray aerosols, energy drinks and Christmas crackers are categorised as “high risk” items. This means that if a customer attempts to purchase a DVD, an alert will be triggered. This allows the customer to continue the transaction up until the point of payment, when the Checkout Supervisor must authorise the sale and ensure the customer is over the required age to purchase the product.

Only employees who have received full age-restricted sales training, and who have signed the Age-Restricted Policy Register are permitted to assume the role of the Checkout Supervisor.



Store Management Responsibility

Store management should ensure that:

- All Lidl employees receive comprehensive age-restricted sale induction and refresher training at least every 6 months;
- A constant focus of age-restricted sales is maintained and promoted at every opportunity;
- New starters are supervised on the tills;
- Where required a training trolley containing age-restricted goods is used to train staff and to demonstrate the till prompt system;
- Queues at the tills are monitored for underage customers attempting to buy alcohol or other age-restricted goods;
- Possible underage customers in the alcohol aisle or looking at age-restricted products are approached and asked for identification;
- Staff are regularly reminded about underage sales, especially prior to school holidays;
- Staff under the age of 18 must not serve on a till; and
- Store assistants are regularly reminded that only store management should ask for and check identification.

13.04 Age-Restricted Policy

In order to prevent the sale of age-restricted products to any individual below the legally specified age limit, it is essential that all store staff **THINK 25**. It is against the law to sell the following age-restricted products to persons under the required minimum age.

Product	Age	Product	Age
Alcohol		Party Poppers	
Fireworks		Health Lottery Tickets	
Knives and Offensive Weapons		Energy Drinks	
Solvents/ Butane Gas/ Lighter Refills		Videos / DVDs	Various
Corrosive Substances			

If anyone appears to be **UNDER 25** and attempts to buy any of the above age-restricted products you should call a member of store management immediately. The Manager will then ask for formal identification. This must be in the form of a passport, identity card bearing the PASS hologram, new style driving licence (with photograph), MOD card or a national ID card.



If the manager is not satisfied of the person's age then no sale must take place (and the Refusals Log completed where applicable). If an underage person persistently attempts to purchase prohibited goods then the police must be called.

- Alcohol must not be sold to any person, whatever their age, if it is believed that they intend to pass the goods to a person under 18 years old (proxy sale).
- It is an offence to sell alcohol to people who are under the influence of drink or drugs or to any person if they intend to pass the alcohol to any person under the influence of drink or drugs.
- All sales of alcohol must be authorised by the Designated Premises Supervisor (DPS) / Premises Manager (PM).
- No sales of alcohol can take place if the DPS / PM, as stated on the Premises Licence, is no longer permanently employed at the designated store.
- Alcohol must only be sold during the hours specified on the store's premises licence.
- Staff working at a different store to usual must sign the Lidl Alcohol Policy Register at the new store before commencing any work on the checkouts.
- Alcohol must not be served to a Police Officer in uniform (*Scotland only*).
- All staff must have completed the mandatory 2 hour training and signed the Lidl Alcohol Policy Register before commencing any work on the checkouts (*Scotland only*).



Any member of staff who breaches this procedure is likely to be dismissed. All members of staff are required to sign the register to confirm they understand this policy and understand the **THINK 25** Procedure.

For further information on age-restricted sales refer to module 10 of the Store Trading Law Manual.

13.17b Age-Restricted Sales Multiple Choice Test	Version 10/15
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Name (Print):	Store No:
Name (Sign):	Date:

1 What forms of identification do we accept as proof of age?

- a) Passport, birth certificate and a driving licence.
- b) Student card, passport and driving licence.
- c) Passport, photo driving licence, PASS Card, MOD card & National ID card
- d) Passport, birth certificate and library card.

5 Who should check customer I.D. to confirm the customers age?

- a) Cashier making the sale.
- b) Another cashier.
- c) Member of store management.
- d) The customer.

2 What is the age-restriction for selling alcohol, knives and fireworks?

- a) 21
- b) 16
- c) 30
- d) 18

6 An adult is permitted to purchase alcohol on behalf of a child (i.e. proxy sale) in which instance:

- a) With permission of the Store Manager.
- b) When it's the child's birthday / special occasion.
- c) Never, proxy sales are illegal.
- d) When the adult is the child's parent.

3 What is the age restriction for selling DVDs?

- a) 18
- b) 12
- c) 25
- d) Various

7 If you suspect an underage customer is attempting to purchase an age-restricted product, you should.....

- a) Serve the customer quickly.
- b) Call a member of store management to check their identification.
- c) Call the police.
- d) Ask the customer to use another till.

4 Whenever you sell an age-restricted product or, when you hear the till prompt, what should you do?

- a) Look up and THINK 21.
- b) Look up and THINK 25.
- c) Do nothing.
- d) Immediately refuse the sale.

8 What are the consequences for selling an age-restricted product to an underage customer?

- a) A £5,000 fine and/or six months imprisonment.
- b) A criminal conviction.
- c) Dismissal from your employment.
- d) All of the above.

AM / SM Use Only

Score: out of 8.

Refresher training should be provided on any topics that are answered incorrectly.

AM / SM signs to acknowledge marking and refresher training provided where required:		
Name:	Sign:	Date:
Completed tests should be returned to the RDC and filed in the Store Training, Forms & Checklists Folder at the RDC.		

Age restricted sales



- It is an offence to sell alcohol to anyone under the age of 18.
- Even an unintentional sale of alcohol to a minor is punishable by law.
- Remember to "Think 25". Ring the bell to check the I.D. of any customer attempting to purchase alcohol if they appear to be under the age of 25.

What do you think?

Which of these items may only be purchased by customers over the age of 18?



OK

Trading Compliance Checks

Externals and Front of the Store - Completed at

- General safety and cleanliness checks
- Baskets stacked to correct height
- Lighting in good working order
- External merchandising procedures followed
- Fire exits and routes clear

SIGN

Bakery including BUF(S)

- BUF organised, tidy and safe (load lines adhered to)
- BUF between -18°C and -32°C
- BUF floor free from trip hazards and no ice build up on floor or fan
- Antibacterial hand wash and drying facilities available
- Cleaning materials and equipment available

SIGN

Shopfloor

- Shopfloor clean and safe
- Shopfloor merchandising / pallets stable and safe
- Rotation and date checks completed

SIGN

Temperature Checks

- Convenience Chiller between +6°C and +11°C
- All Chiller cabinets between 0°C and +7°C
- M&P and Fish cabinets between 0°C and +4°C
- Limited Offer M&P in CPB (chilled promotional bay) between 0°C and +4°C
- Freezer cabinets between -18°C and -32°C
- Food products stored correctly (load lines etc.)

SIGN

Warehouse

- Warehouse clean and safe
- ABP Freezer clean and between -18°C and -32°C
- BUC between 0°C and +4°C
- BUC floor free from trip hazards and no ice build up on floor or fan
- Cleaning materials stored safely / away from food

SIGN

Office / Welfare Area

- Office is clean and safe
- Welfare area is clean and safe

SIGN

General - All Areas

- Employees following CAYG policy
- Employees using equipment safely
- Employees adopting correct manual handling technique
- Internal lighting in good working order
- Contractors / SMOs working safely
- Electrical equipment in good condition
- No signs of pest activity
- Combustibles and ignition sources controlled
- Equipment is safe and in good working order
- Fire exits and routes clear

SIGN

Haulier Monitoring

- Wearing correct PPE (safety boots and hi-vis)
- Hauliers using equipment safely
- Deliveries and haulier vehicle movements safe
- Delivery pallets in good condition and stable

SIGN

Fire Alarm

- Fire exits open / Maglocks release (on nominated day)
- Fire alarm tested (on nominated day)
- State callpoint location tested

SIGN

Important reminders for the week

Additional store specific checks
Passenger lift / Goods lift / Scissor lift / Travellator
EPT / Double Stackers / Racking
Standing Trailers / Sprinkler Systems
Car Park Gates
Emergency Evacuation Chair
Cart Manager
Handwrite additional checks
Handwrite additional checks

SM Print:	
SM Signature:	Date: 33

Trading Compliance Checks

Externals and Front of the store - Completed at

- General safety and cleanliness checks
- Baskets stacked to correct height
- Lighting in good working order
- External merchandising procedures followed
- Fire exits and routes clear
- EAS system working correctly
- Auto door and talking barrier check
- Disabled bell unobstructed and in working order
- Till scales checked
- PIN entry device in good order
- Trolleys in good working order

Bakery

- BUF organised, tidy and safe (load lines adhered to)
- BUF between -18°C and -32°C
- BUF floor free from trip hazards and no ice build up on floor or fan
- Antibacterial hand wash and drying facilities available
- Cleaning materials and equipment available
- All Bakery equipment in good order
- Running hot and cold water available
- BUF door handle and alarm in good order
- All Bakery PPE equipment available

Ambient Shopfloor

- Shopfloor clean and safe
- Shopfloor merchandising / pallets stable and safe
- Rotation and date checks completed
- Nut baskets and lids clean and in good condition

Temperature Checks

- Convenience Chiller between +6°C and +11°C
- All Chiller cabinets between 0°C and +7°C
- M&P and Fish cabinets between 0°C and +4°C
- Limited Offer M&P in CPB (chilled promotional bay) between 0°C and +4°C
- Freezer cabinets between -18°C and -32°C
- Food products stored correctly (load lines etc.)

Warehouse

- Warehouse clean and safe
- ABP Freezer clean and between -18°C and -32°C
- BUC between 0°C and +4°C
- BUC floor free from trips hazards and no ice build up on floor or fan
- Compactor and baler interlock checks
- Cleaning materials stored safely / away from food
- Stepladders / steps in good order
- Store MPTs free from defects
- Floor cleaning machine and charger in working order
- Eye wash available next to PPT charger

Office / Welfare Area

- Office is clean and safe
- Welfare area is clean and safe
- Toilets (including customer toilets) clean and safe
- First Aid Kit (fully stocked) and eye wash available
- All employees signed the age restricted policy register
- Fire control panel shows no fault codes
- Legionella (infrequently used outlets flushes)
- Pest control recommendations actioned

General - All Areas

- Employees following CAYG policy
- Employees using equipment safely
- Employees adopting correct manual handling technique
- Internal lighting in good working order
- Contractors / SMOs working safely
- Electrical equipment in good condition
- No signs of pest activity
- Combustibles and ignition sources controlled
- Fire exits and routes clear
- Fire extinguishers in good order
- Fire doors in good condition
- Emergency lighting tested (Internal and External)
- PPE available and in good condition
- Equipment is safe and in good working order

Haulier Monitoring

- Wearing correct PPE (safety boots and hi-vis)
- Hauliers using equipment safely
- Deliveries and haulier vehicle movements safe
- Delivery pallets in good condition and stable

Fire Alarm

- Fire exits open / Maglocks release (on nominated day)
- Fire alarm tested (on nominated day)
- State callpoint location tested

Additional store specific checks
Passenger lift / Goods lift / Scissor lift / Travellator
EPT / Double Stackers / Racking
Standing Trailers / Sprinkler Systems
Car Park Gates
Emergency Evacuation Chair
Cart Manager
Handwrite additional checks
Handwrite additional checks

SM Print:

SM Signature:

Date: 35

Trading Compliance Checks

Cleanliness

- Ensure office is clean and safe
- Welfare area clean and safe
- Shopfloor clean and safe
- Warehouse clean and safe
- Employees following CAYG policy

SIGN

Externals and Front of the store - Completed at

- General safety and cleanliness checks

SIGN

Bakery

- BUF between -18°C and -32°C
- Stock in BUF is stored correctly and safely

SIGN

Ambient Shopfloor

- Shopfloor clean and safe
- Shopfloor merchandising / pallets stable and safe

SIGN

Temperature Checks

- Convenience Chiller between +6°C and +11°C
- All Chiller cabinets between 0°C and +7°C
- M&P and Fish cabinets between 0°C and +4°C
- Limited Offer M&P in CPB (chilled promotional bay) between 0°C and +4°C
- Freezer cabinets between -18°C and -32°C
- Food products stored correctly (load lines etc.)

SIGN

Warehouse

- Warehouse clean and safe
- ABP Freezer clean and between -18°C and -32°C
- Backup chiller between 0°C and +4°C

SIGN

Office / Welfare Area

- Office is clean and safe
- Welfare area is clean and safe

SIGN

General - All Areas

- Employees following CAYG policy

SIGN

General

- Contractors / SMOs working safely

SIGN

Haulier Monitoring

- Wearing correct PPE (safety boots and hi-vis)
- Hauliers using equipment safely
- Deliveries and haulier vehicle movements safe
- Delivery pallets in good condition and stable

SIGN

Comments

Large empty box for handwritten comments.

SM Print:

Signature: Date:

Trading Compliance Checks

Externals and Front of the Store - Completed at

- General safety and cleanliness checks
- Baskets stacked to correct height
- Lighting in good working order
- External merchandising procedures followed
- Fire exits and routes clear

SIGN

Bakery

- BUF organised, tidy and safe (load lines adhered to)
- BUF between -18°C and -32°C
- BUF floor free from trip hazards and no ice build up on floor or fan
- Antibacterial hand wash and drying facilities available
- Cleaning materials and equipment available

SIGN

Ambient Shopfloor

- Shopfloor clean and safe
- Shopfloor merchandising / pallets stable and safe
- Rotation and date checks completed

SIGN

Temperature Checks

- Convenience Chiller between +6°C and +11°C
- All Chiller cabinets between 0°C and +7°C
- M&P and Fish cabinets between 0°C and +4°C
- Limited Offer M&P in CPB (chilled promotional bay) between 0°C and +4°C
- Freezer cabinets between -18°C and -32°C
- Food products stored correctly (load lines etc.)

SIGN

Warehouse

- Warehouse clean and safe
- ABP Freezer clean and between -18°C and -32°C
- BUC between 0°C and +4°C
- BUC floor free from trip hazards and no ice build up on floor or fan
- Cleaning materials stored safely / away from food

SIGN

Office / Welfare Area

- Office is clean and safe
- Welfare area is clean and safe

SIGN

General - All Areas

- Employees following CAYG policy
- Employees using equipment safely
- Employees adopting correct manual handling technique
- Internal lighting in good working order
- Contractors / SMOs working safely
- Electrical equipment in good condition
- No signs of pest activity
- Combustibles and ignition sources controlled
- Fire exits and routes clear
- Equipment is safe and in good working order

SIGN

Haulier Monitoring

- Wearing correct PPE (safety boots and hi-vis)
- Hauliers using equipment safely
- Deliveries and haulier vehicle movements safe
- Delivery pallets in good condition and stable

SIGN

Fire Alarm

- Fire exits open / Maglocks release (on nominated day)
- Fire alarm tested (on nominated day)
- State callpoint location tested

SIGN

Additional store specific checks

Passenger lift / Goods lift / Scissor lift / Travellator

EPT / Double Stackers / Racking

Standing Trailers / Sprinkler Systems

Car Park Gates

Emergency Evacuation Chair

Cart Manager

Handwrite additional checks

Handwrite additional checks

SM Print:

SM Signature:

Date: 31

Trading Compliance Checks

Externals and Front of the store - Completed at

General safety and cleanliness checks

Bakery

BUF between -18°C and -32°C

Ambient Shopfloor

Shopfloor clean and safe
 Shopfloor merchandising / pallets stable and safe

Temperature Checks

Convenience Chiller between +6°C and +11°C
 All Chiller cabinets between 0°C and +7°C
 M&P and Fish cabinets between 0°C and +4°C
 Limited Offer M&P in CPB (chilled promotional bay) between 0°C and +4°C
 Freezer cabinets between -18°C and -32°C
 Food products stored correctly (load lines etc.)

Warehouse

Warehouse clean and safe
 ABP Freezer clean and between -18°C and -32°C
 BUC between 0°C and +4°C

Office / Welfare Area

Office is clean and safe
 Welfare area is clean and safe

General - All Areas

Employees following CAYG policy

General

Contractors / SMOs working safely

Haulier Monitoring

Wearing correct PPE (safety boots and hi-vis)
 Hauliers using equipment safely
 Deliveries and haulier vehicle movements safe
 Delivery pallets in good condition and stable

Comments

SM Print:

SM Signature: Date:

Trading Compliance Checks

Externals and Front of the Store - Completed at

- General safety and cleanliness checks
- Baskets stacked to correct height
- Lighting in good working order
- External merchandising procedures followed
- Fire exits and routes clear

SIGN

Bakery

- BUF organised, tidy and safe (load lines adhered to)
- BUF between -18°C and -32°C
- BUF floor free from trip hazards and no ice build up on floor or fan
- Antibacterial hand wash and drying facilities available
- Cleaning materials and equipment available

SIGN

Ambient Shopfloor

- Shopfloor clean and safe
- Shopfloor merchandising / pallets stable and safe
- Rotation and date checks completed

SIGN

Temperature Checks

- Convenience Chiller between +6°C and +11°C
- All Chiller cabinets between 0°C and +7°C
- M&P and Fish cabinets between 0°C and +4°C
- Limited Offer M&P in CPB (chilled promotional bay) between 0°C and +4°C
- Freezer cabinets between -18°C and -32°C
- Food products stored correctly (load lines etc.)

SIGN

Warehouse

- Warehouse clean and safe
- ABP Freezer clean and between -18°C and -32°C
- BUC between 0°C and +4°C
- BUC floor free from trip hazards and no ice build up on floor or fan
- Cleaning materials stored safely / away from food

SIGN

Office / Welfare Area

- Office is clean and safe
- Welfare area is clean and safe

SIGN

General - All Areas

- Employees following CAYG policy
- Employees using equipment safely
- Employees adopting correct manual handling technique
- Internal lighting in good working order
- Contractors / SMOs working safely
- Electrical equipment in good condition
- No signs of pest activity
- Combustibles and ignition sources controlled
- Fire exits and routes clear
- Equipment is safe and in good working order

SIGN

Haulier Monitoring

- Wearing correct PPE (safety boots and hi-vis)
- Hauliers using equipment safely
- Deliveries and haulier vehicle movements safe
- Delivery pallets in good condition and stable

SIGN

Fire Alarm

- Fire exits open / Maglocks release (on nominated day)
- Fire alarm tested (on nominated day)
- State callpoint location tested

SIGN

Additional store specific checks
Passenger lift / Goods lift / Scissor lift / Travellator
EPT / Double Stackers / Racking
Standing Trailers / Sprinkler Systems
Car Park Gates
Emergency Evacuation Chair
Cart Manager
Handwrite additional checks
Handwrite additional checks

SM Print:	
SM Signature:	Date: 39

Trading Compliance Checks

Externals and Front of the store - Completed at

General safety and cleanliness checks

Bakery

BUF between -18°C and -32°C

Ambient Shopfloor

Shopfloor clean and safe
 Shopfloor merchandising / pallets stable and safe

Temperature Checks

Convenience Chiller between +6°C and +11°C
 All Chiller cabinets between 0°C and +7°C
 M&P and Fish cabinets between 0°C and +4°C
 Limited Offer M&P in CPB (chilled promotional bay) between 0°C and +4°C
 Freezer cabinets between -18°C and -32°C
 Food products stored correctly (load lines etc.)

Warehouse

Warehouse clean and safe
 ABP Freezer clean and between -18°C and -32°C
 BUC between 0°C and +4°C

Office / Welfare Area

Office is clean and safe
 Welfare area is clean and safe

General - All Areas

Employees following CAYG policy

General

Contractors / SMOs working safely

Haulier Monitoring

Wearing correct PPE (safety boots and hi-vis)
 Hauliers using equipment safely
 Deliveries and haulier vehicle movements safe
 Delivery pallets in good condition and stable

Comments

SM Print:
 SM Signature: Date:

Trading Compliance Checks

Externals and Front of the Store - Completed at

- General safety and cleanliness checks
- Baskets stacked to correct height
- Lighting in good working order
- External merchandising procedures followed
- Fire exits and routes clear

SIGN

Bakery

- BUF organised, tidy and safe (load lines adhered to)
- BUF between -18°C and -32°C
- BUF floor free from trip hazards and no ice build up on floor or fan
- Antibacterial hand wash and drying facilities available
- Cleaning materials and equipment available

SIGN

Ambient Shopfloor

- Shopfloor clean and safe
- Shopfloor merchandising / pallets stable and safe
- Rotation and date checks completed

SIGN

Temperature Checks

- Convenience Chiller between +6°C and +11°C
- All Chiller cabinets between 0°C and +7°C
- M&P and Fish cabinets between 0°C and +4°C
- Limited Offer M&P in CPB (chilled promotional bay) between 0°C and +4°C
- Freezer cabinets between -18°C and -32°C
- Food products stored correctly (load lines etc.)

SIGN

Warehouse

- Warehouse clean and safe
- ABP Freezer clean and between -18°C and -32°C
- BUC between 0°C and +4°C
- BUC floor free from trip hazards and no ice build up on floor or fan
- Cleaning materials stored safely / away from food

SIGN

Office / Welfare Area

- Office is clean and safe
- Welfare area is clean and safe

SIGN

General - All Areas

- Employees following CAYG policy
- Employees using equipment safely
- Employees adopting correct manual handling technique
- Internal lighting in good working order
- Contractors / SMOs working safely
- Electrical equipment in good condition
- No signs of pest activity
- Combustibles and ignition sources controlled
- Fire exits and routes clear
- Equipment is safe and in good working order

SIGN

Haulier Monitoring

- Wearing correct PPE (safety boots and hi-vis)
- Hauliers using equipment safely
- Deliveries and haulier vehicle movements safe
- Delivery pallets in good condition and stable

SIGN

Fire Alarm

- Fire exits open / Maglocks release (on nominated day)
- Fire alarm tested (on nominated day)
- State callpoint location tested

SIGN

Additional store specific checks
Passenger lift / Goods lift / Scissor lift / Travellator
EPT / Double Stackers / Racking
Standing Trailers / Sprinkler Systems
Car Park Gates
Emergency Evacuation Chair
Cart Manager
Handwrite additional checks
Handwrite additional checks

SM Print:
SM Signature: Date: 4/

Trading Compliance Checks

Externals and Front of the store - Completed at

General safety and cleanliness checks

Bakery

BUF between -18°C and -32°C

Ambient Shopfloor

Shopfloor clean and safe
 Shopfloor merchandising / pallets stable and safe

Temperature Checks

Convenience Chiller between +6°C and +11°C
 All Chiller cabinets between 0°C and +7°C
 M&P and Fish cabinets between 0°C and +4°C
 Limited Offer M&P in CPB (chilled promotional bay) between 0°C and +4°C
 Freezer cabinets between -18°C and -32°C
 Food products stored correctly (load lines etc.)

Warehouse

Warehouse clean and safe
 ABP Freezer clean and between -18°C and -32°C
 BUC between 0°C and +4°C

Office / Welfare Area

Office is clean and safe
 Welfare area is clean and safe

General - All Areas

Employees following CAYG policy

General

Contractors / SMOs working safely

Haulier Monitoring

Wearing correct PPE (safety boots and hi-vis)
 Hauliers using equipment safely
 Deliveries and haulier vehicle movements safe
 Delivery pallets in good condition and stable

Comments

SM Print: _____
SM Signature: _____ Date: _____

Trading Compliance Checks

Externals and Front of the Store - Completed at

- General safety and cleanliness checks
- Baskets stacked to correct height
- Lighting in good working order
- External merchandising procedures followed
- Fire exits and routes clear

SIGN

Bakery

- BUF organised, tidy and safe (load lines adhered to)
- BUF between -18°C and -32°C
- BUF floor free from trip hazards and no ice build up on floor or fan
- Antibacterial hand wash and drying facilities available
- Cleaning materials and equipment available

SIGN

Ambient Shopfloor

- Shopfloor clean and safe
- Shopfloor merchandising / pallets stable and safe
- Rotation and date checks completed

SIGN

Temperature Checks

- Convenience Chiller between +6°C and +11°C
- All Chiller cabinets between 0°C and +7°C
- M&P and Fish cabinets between 0°C and +4°C
- Limited Offer M&P in CPB (chilled promotional bay) between 0°C and +4°C
- Freezer cabinets between -18°C and -32°C
- Food products stored correctly (load lines etc.)

SIGN

Warehouse

- Warehouse clean and safe
- ABP Freezer clean and between -18°C and -32°C
- BUC between 0°C and +4°C
- BUC floor free from trip hazards and no ice build up on floor or fan
- Cleaning materials stored safely / away from food

SIGN

Office / Welfare Area

- Office is clean and safe
- Welfare area is clean and safe

SIGN

General - All Areas

- Employees following CAYG policy
- Employees using equipment safely
- Employees adopting correct manual handling technique
- Internal lighting in good working order
- Contractors / SMOs working safely
- Electrical equipment in good condition
- No signs of pest activity
- Combustibles and ignition sources controlled
- Fire exits and routes clear
- Equipment is safe and in good working order

SIGN

Haulier Monitoring

- Wearing correct PPE (safety boots and hi-vis)
- Hauliers using equipment safely
- Deliveries and haulier vehicle movements safe
- Delivery pallets in good condition and stable

SIGN

Fire Alarm

- Fire exits open / Maglocks release (on nominated day)
- Fire alarm tested (on nominated day)
- State callpoint location tested

SIGN

Additional store specific checks
Passenger lift / Goods lift / Scissor lift / Travellator
EPT / Double Stackers / Racking
Standing Trailers / Sprinkler Systems
Car Park Gates
Emergency Evacuation Chair
Cart Manager
Handwrite additional checks
Handwrite additional checks

SM Print:	
SM Signature:	Date: 43

Trading Compliance Checks

Externals and Front of the store - Completed at

General safety and cleanliness checks

Bakery

BUF between -18°C and -32°C

Ambient Shopfloor

Shopfloor clean and safe
 Shopfloor merchandising / pallets stable and safe

Temperature Checks

Convenience Chiller between +6°C and +11°C
 All Chiller cabinets between 0°C and +7°C
 M&P and Fish cabinets between 0°C and +4°C
 Limited Offer M&P in CPB (chilled promotional bay) between 0°C and +4°C
 Freezer cabinets between -18°C and -32°C
 Food products stored correctly (load lines etc.)

Warehouse

Warehouse clean and safe
 ABP Freezer clean and between -18°C and -32°C
 BUC between 0°C and +4°C

Office / Welfare Area

Office is clean and safe
 Welfare area is clean and safe

General - All Areas

Employees following CAYG policy

General

Contractors / SMOs working safely

Haulier Monitoring

Wearing correct PPE (safety boots and hi-vis)
 Hauliers using equipment safely
 Deliveries and haulier vehicle movements safe
 Delivery pallets in good condition and stable

Comments

SM Print: _____
 SM Signature: _____ Date: _____

Trading Compliance Checks

Externals and Front of the Store - Completed at

- General safety and cleanliness checks
- Baskets stacked to correct height
- Lighting in good working order
- External merchandising procedures followed
- Fire exits and routes clear

SIGN

Bakery

- BUF organised, tidy and safe (load lines adhered to)
- BUF between -18°C and -32°C
- BUF floor free from trip hazards and no ice build up on floor or fan
- Antibacterial hand wash and drying facilities available
- Cleaning materials and equipment available

SIGN

Ambient Shopfloor

- Shopfloor clean and safe
- Shopfloor merchandising / pallets stable and safe
- Rotation and date checks completed

SIGN

Temperature Checks

- Convenience Chiller between +6°C and +11°C
- All Chiller cabinets between 0°C and +7°C
- M&P and Fish cabinets between 0°C and +4°C
- Limited Offer M&P in CPB (chilled promotional bay) between 0°C and +4°C
- Freezer cabinets between -18°C and -32°C
- Food products stored correctly (load lines etc.)

SIGN

Warehouse

- Warehouse clean and safe
- ABP Freezer clean and between -18°C and -32°C
- BUC between 0°C and +4°C
- BUC floor free from trip hazards and no ice build up on floor or fan
- Cleaning materials stored safely / away from food

SIGN

Office / Welfare Area

- Office is clean and safe
- Welfare area is clean and safe
- Weekly cleaning schedule completed

SIGN

General - All Areas

- Employees following CAYG policy
- Employees using equipment safely
- Employees adopting correct manual handling technique
- Internal lighting in good working order
- Contractors / SMOs working safely
- Electrical equipment in good condition
- No signs of pest activity
- Combustibles and ignition sources controlled
- Fire exits and routes clear
- Equipment is safe and in good working order

SIGN

Haulier Monitoring

- Wearing correct PPE (safety boots and hi-vis)
- Hauliers using equipment safely
- Deliveries and haulier vehicle movements safe
- Delivery pallets in good condition and stable

SIGN

Fire Alarm

- Fire exits open / Maglocks release (on nominated day)
- Fire alarm tested (on nominated day)
- State callpoint location tested

SIGN

Additional store specific checks

Passenger lift / Goods lift / Scissor lift / Travellator

EPT / Double Stackers / Racking

Standing Trailers / Sprinkler Systems

Car Park Gates

Emergency Evacuation Chair

Cart Manager

Handwrite additional checks

Handwrite additional checks

SM Print:

SM Signature:

Date:

45

13.08 AM Trading Law Checks & Fire Risk Assessment Audit – September 2018

Checklist (see 5.14)

Once complete return this document to the RDC for signature and archiving

Store Name:		
Store Number:		Date:

Food Safety, Health and Safety and Age Restricted Sales

	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
1.00	Trading Law Documentation - Office							
1.01	Trading Law Manual – Forms and Checklists Folder 5 up to date.	13.0						
1.02	Completed forms and checklists returned to the RDC in accordance with Module 14.	Mod 14						
1.03	Ecolab Treatment Report Book available and store visited within last 8 weeks, all recommendations actioned.	6.05						
2.00	Welfare Area							
2.01	Is a HSE Health and Safety Law Poster displayed and completed correctly?	5.19						
2.02	Important information Board in Welfare Area displays the correct signage (inc. the Age-Restricted Policy Register signed by all staff).	13.04						
2.03	First aid box stored in the correct location, identified by a sticker on the cupboard door and fully stocked with all items in date.	5.03						
2.04	Equipment in eyewash station sealed and in date.	5.03						
2.05	Suitable means of hand washing (hot and cold water running water) and drying available.	5.01 6.04						
2.06	Sharps bin is available (if full send to RDC). The following areas are clean and safe; toilets (including baby change facilities), welfare area and offices.	5.87 6.03						
2.08	Portable electrical equipment not located near to sources of water (e.g. toaster away from the sink etc.).	5.82						

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	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
3.00	Warehouse							
3.01	Ebro TLC 730 temperature probe is located at the designated location in the warehouse, with an in-date calibration sticker, calibration certificate and cleaning materials available.	6.02						
3.02	Thermometers that can be manually changed must have the emissivity set to 95E.	6.02						
3.03	All store management are aware of the correct delivery temperature parameters.	6.02						
3.04	All store management are aware of how to perform a surface and core temperature check.	6.02						
3.05	The store temperature control poster (VH035 – Version 07/18 is displayed in the warehouse.	6.02						
3.06	The orange warning light on the internal condenser pack is not flashing.	6.02						
3.07	PPT battery charging area clear and tidy. PPT charger is mounted on the wall.	5.71						
3.08	PPT battery charging unit (if applicable) and leads are in good condition.	5.71						
3.09	The utilities area is clear and easily accessible.	5.20						
3.10	Goods stacked to a max of 1.8m (except for light "top-up line" products e.g. toilet roll).	5.45						
3.11	All equipment and stock stable and stored appropriately.	5.20						
3.12	The ABP freezer is sufficiently labelled and is being used correctly. Vents are not blocked by stock, equipment etc.	12.02 7.01						
3.13	The following areas are 100% clean; sluice area (hot running water available), recycling area (setup correctly), baler/compactor and files, walls and ceiling tiles.	6.03 6.04 12.01						
3.14	Consumables bay fully stocked and organised.	5.85						
3.15	All cleaning chemicals are correctly stored within their original packaging in good condition, fully labelled and with user instructions are legible.	5.85						

	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
3.16	The store floor cleaning machine is clean, in good working order and the correct cleaning chemical is being used.	5.51						
3.17	The store baler/compactor interlocks are working correctly and the correct signage is displayed.	5.48						
3.18	The store stepladders and steps are in a state of good repair.	5.31						
3.19	Store manual pallet trucks and decard trolleys are in good condition and free from defects.	5.41						
3.20	Suitable number of poster hanging tools available in store and in good condition.	5.33						
3.21	Sufficient number of hazard cones and absorbent materials available for spillages (including suitable number of Zorba strips).	5.20						
3.22	Non-Food tables stacked in a stable manner.	5.40						
3.23	Where in place, cat ladders have a padlocked hoop guard present to prevent unauthorised access when area not in use.	5.30						
3.24	All electrical fuse cabinets and electrical utility rooms are labelled with an electrical warning sign and are locked where possible.	5.82						
3.25	The following PPE is available and in good condition; safety glasses, safety gloves, hi-vis jacket and thermal clothing.	5.62						
4.00	Bakery Area							
4.01	Oven gloves are available and in good repair.	11.01						
4.02	Disposable bakery aprons are available and worn by staff where required.	11.01						
4.03	All equipment is clean and in good working order, including bakery ovens and trolleys.	11.01						
4.04	Packaging materials (e.g. blue foam, plastic etc.) is removed from new bakery equipment.	11.01						
4.05	Correct cleaning chemicals used (no cleaning wipes permitted).	11.01						

	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
4.06	All surfaces, including the floor, are free from ice-build up in the freezer chamber, with an ice scraper available. If ice is present, it is reported on IMS for immediate action and access to the area is restricted.	11.02						
4.07	Back-up bakery freezer door signage is in place – slip risk warning and error codes.	11.02						
4.08	Bakery freezer emergency door release handle / alarm accessible and in good working order.	11.02						
4.9	The bakery stock in the freezer chamber is stored in a stable and organised manner with load lines markers visible.	11.01						
4.10	No slip or trip hazards are present in the freezer chamber.	11.02						
4.11	Allergen signage is displayed prominently in the bakery area.	11.01						
5.00	Sales Floor							
5.01	The most recent FHRS/FHIS sticker is displayed in all stores in Wales, and where the following is achieved; a score of 4 or 5 in England, or a Pass in Scotland.	6.01						
5.02	Alcohol Licence Summary is displayed above the entrance door. Stores in Scotland must display their ALS within the alcohol display area.	-						
5.03	Assistance bell accessible and unobstructed.	7.03						
5.04	Automatic doors functioning correctly, with appropriate signage attached. SM checks are being carried out.	5.52						
5.06	Customer entrance / exit auto doors have pocket screens or barriers installed to prevent finger trap.	5.52						
5.07	Basket and customer information sign secured to all basket holders with cable ties and in good condition.	5.53 13.01						
5.08	Baskets are not over-stacked.	5.53						
5.09	F&V scales are clean and functioning correctly. SM checks are being carried out.	9.03						

	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
5.10	Wall and ceiling hanging signage and posters are secure with all fixings in place.	5.33						
5.11	Goods stacked to a maximum of around 1.8m except for lightweight products (e.g. toilet roll).	5.40						
5.12	Food special merchandising procedure followed correctly (e.g. no food under toxic substances).	6.04						
5.13	All products are stacked in a stable manner, and pallets are in good condition.	5.46						
5.14	Where in place, chiller blinds are in good condition and operate correctly.	6.02						
5.14	The following areas are 100% clean; freezer and M&P cabinets, chiller under pallets, shelves, plinths, tiles, walls and ceiling tiles.	6.03						
5.15	M&P and freezer cabinets in good condition with all doors and lids free from damage.	5.46						
5.16	The only knives in use are the Lidl provided retractable safety knives.	5.55						
5.17	All current age-restricted sales awareness and information signage is displayed correctly.	10.03						
5.18	Chairs provided at each checkout, are in good condition and can be adjusted.	5.53						
5.19	Card reader cabling free and sufficient length to enable use by wheelchair users.	9.02						
5.20	Suitable access is available throughout the shop floor including for wheel chair users.	9.02						
5.21	All scales stamped showing the correct verification stickers, set to zero and tested weekly to ensure accuracy. Test receipts are stapled to the SMWCF.	9.03						
5.22	All visitors, including contractors, sign the Visitors Book and are provided with a site induction using the Site Safety Rules.	5.13						
6.00	External							
6.01	All external merchandising equipment is in good condition and correctly located, with all merchandised products stable.	5.44						
6.02	Cars are only parked in the marked bays.	5.11						

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	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
6.03	All floor markings are clear and visible.	5.11						
6.04	Disabled bays are not used by non-Blue Badge holders and where abuse is noted, corrective action is being taken by the store.	9.02						
6.05	All surfaces are free from trip hazards e.g. potholes, loose drain covers etc.	5.11 5.20						
6.06	Vehicles and pedestrians are able to circulate safely.	5.11						
6.07	Loading bay, trolley bay and external landscaping clean and tidy.	5.23						
6.08	The grit bin is sufficiently stocked.	5.22						
6.09	External condenser fans are undamaged and clear of any obstruction.	-						
7.00	Store Deliveries							
7.01	Access to the loading bay is unobstructed and in good repair.	5.11						
7.02	The dock leveller / drawbridge / scissor lift is in visually good condition with no obvious defects or signs of tampering.	5.46						
7.03	Manual drawbridge edge protection in good condition and all fixings, brackets and screws are secure and tight.	5.14						
7.04	Store deliveries can take place safely and without risk to pedestrians.	5.11						
7.05	Store delivery restrictions are adhered to in place.	12.04						
8.00	General Working Environment							
8.01	Suitable temperature levels are achieved and maintained in the store.	5.01						
8.02	Suitable lighting is present in all areas of the store including in the warehouse, bakery freezer, welfare area and car park.	5.01 5.11 5.86						
8.03	Access and fragile roof signage at the loft entrance hatch is in place.	5.30						
8.04	Handrails on stairs are installed where required and are in good condition.	5.20						
8.05	All Ecolab bait boxes are located in line with the bait plan.	6.05						

	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
9.00	Staff Training and Awareness							
9.01	Staff are aware of how to carryout pre-use checks of equipment (stepladders, manual pallet trucks, Hako, decard trolleys, bakery trolleys, etc.).	05.09						
9.02	Staff are aware of the Lidl spillage procedure.	05.20						
9.03	Store management are aware of the Lidl accident reporting procedure (send by email) and RIDDOR reporting procedure.	05.02						
9.04	Store management aware of the Lidl contractor procedure and requirement to monitor contractors.	05.12						
9.05	There is a positive health and safety culture within the store.	05.10						
9.06	Staff aware of the Lidl age-restricted policies and procedures e.g. calling for a manager to check identification, Think 25, etc.	10.01						
9.07	Staff are aware of the signs of rodent activity, how to prevent rodent activity, the role of our pest control contractor and the actions to take in the event of pest activity.	06.05						
9.08	Staff have been asked about the health and safety hazards associated with store activities. State any that are not covered within the TLM.	-						
9.09	Staff demonstrate competence (staff monitored) in operating equipment safely.	Mod 5						
9.10	Store staff wear sensible footwear to ensure that ladders and kick steps can be used safely, and slip & trip risk is reduced.	05.11						
9.11	All equipment within the store is covered by the Store Trading Law Manual.	-						
9.12	Staff aware that they must not use delivery equipment e.g. PPT, dock leveller etc.	05.30						
9.13	Store staff never help a delivery driver reverse (Banksman) or assist in the unloading process.	05.16						
10.00	Non-Standard Stores							
10.01	Protective railings to higher level areas are secure, safe and undamaged.	05.30						

	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
10.02	Travellator is in good condition, with all of the necessary signage in place.	05.97						
10.03	Where present, a copy of the Asbestos Register and Site Plan is available, printed in colour, and in a state of good repair. All staff trained in Asbestos Awareness.	5.74						

Fire Risk Assessment Audit

	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
11.00	Identifying sources of ignition							
11.01	Combustible materials are not stored within close proximity to light bulbs / fittings, or within 1.5m of the MHE battery charger.	7.03 7.01						
11.02	MHE charger cables are suitably restrained and should not trail over combustible materials.	7.01						
11.03	Adaptors / extension leads (where in use), are in good condition and not overloaded.	5.82						
11.04	All portable appliances are Lid owned, free from visible defects and in good condition.	5.82						
11.05	All portable electrical appliances are tested every 24 months and suitably labelled.	5.82						
11.06	Combustible materials are not placed adjacent to or covering any electrical heaters.	7.03						
11.07	There are no other potential sources of heat that are likely to cause a fire.	7.01						
11.08	Smoking is only undertaken off the premises or in a designated area with a suitable cigarette bin provided.	7.01						
11.09	The ventilation grills of electrical equipment are not blocked by pallets, stock, paperwork, etc..	7.01						
12.00	Identifying Sources of Fuel							
12.01	Back-up freezer insulated panels are in good condition with no damage or core material exposed. No materials are stored on the roof.	7.01						

	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
12.02	There is no excess storage of combustible materials.	7.01						
12.03	No combustibles to be stored externally.	7.01						
12.04	All store furniture is free from rips / tears / damage. Any damaged furniture should be repaired or replaced.	7.01						
12.05	No aerosols are stored in direct sunlight.	7.09						
12.06	Combustible materials are not stored in plant rooms, by electrical intakes or within 2.5m of distribution boards.	7.01						
13.00	Identifying people who might be at risk							
13.01	All customers, visitors, contractors and staff have continuous and adequate means of escape at all times.	7.03						
14.00	Emergency Lighting							
14.01	Emergency lighting is installed in all areas of the store including escape stairwells.	7.05						
14.02	SMs are aware of the process of on/off testing emergency lighting and have the facility to carry out the check.	7.05						
14.03	Emergency lighting tested by AM to ensure that it illuminates for min one hour on battery power.	7.05						
14.04	External escape routes fitted with emergency lighting where there is no borrowed light e.g. no street lights.	7.05						
15.00	Fire Alarms and Fire Fighting Equipment							
15.01	The fire alarm should be audible within all areas of the premises.	7.06						
15.02	No faults shown on the fire alarm panel.	7.06						
15.03	All break glass call points should be free from defects, visible and unobstructed at all times.	7.03						
15.04	"Fire Action" notices must be fully completed and displayed by all call points.	7.03						
15.05	Fire Extinguishers are clear of obstruction, either wall mounted or on stands, and with the relevant type signage located above them.	7.02						

	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
15.06	Fire Extinguishers have been serviced in the last 12 months.	7.02						
15.07	Staff are aware what type of extinguisher to use on which type of fire.	7.02						
15.08	CO ₂ extinguishers are located at or adjacent to electrical distribution boards.	7.02						
15.09	Smoke and heat detectors must be unobstructed at all times e.g. no plastic covers.	7.01						
15.10	Where sprinklers are installed, the heads are unobstructed and no faults shown on the panel.	-						
15.11	All walls, windows and doors in good condition.	7.01						
16.00	Fire Procedures							
16.01	No Fire evacuation of the store is required as part of the September 2018 refresher training							
16.02	All managers and staff understand their responsibilities for the Fire Emergency Plan, fire evacuation and the operation of the fire alarm and equipment.	13.05						
16.03	Contractors and visitors are made aware of the fire exits and basic fire precautions via the site safety rules during the site induction.	5.12 5.13						
16.04	The Fire Emergency Plan is completed and displayed on the Important Information Board.	13.05						
16.05	Evacuation chairs are suitably positioned and in good condition (where required). All persons competent and trained.	7.04						
17.00	Escape Routes							
17.01	There is an escape route from all areas.	7.03						
17.02	Escape routes lead to a place of relative or total safety away from the building.	7.03 7.04						
17.03	No materials are stored beneath stairwells.	7.03						
17.04	Stairwells and escape routes are well maintained and clear of obstruction.	7.03						
17.05	There are sufficient exits of suitable width for wheelchair users.	7.03						

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	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
17.06	Store management are aware of the standard PEEPs (procedures to ensure disabled persons reach a place of safety during an evacuation).	7.07						
17.07	All escape routes are clearly marked with a green running man sign leading to and above exit doors.	7.03						
17.08	Gangways and escape routes are free from obstructions and any combustible material.	7.03						
17.09	All internal fire doors are fit for purpose and in good condition.	7.03						
17.10	Checkout barriers open in the direction of travel towards the emergency exit. Green directional arrow stickers must point in the direction of travel, or removed from the barriers.	-						
17.11	Fire doors that form an escape route open in the direction of travel (where possible).	7.03						
17.12	All final exit doors are operable without the use of a key and using one mechanism e.g. a push bar.	7.03						
17.13	External sides of final exit doors are free from obstruction and clearly marked "Fire Exit – Keep Clear".	7.03						
17.14	All magnetic locks fail to safety when the fire alarm is activated.	7.03						
17.15	Entrance and exit auto doors open automatically when the fire alarm is activated.	7.03						
17.16	All staff should be aware that by pressing a call point adjacent to a maglock door, the door maglock will release (fail safe).	7.03						
17.17	Fire exits are not blocked by external shutters.	7.03						
17.18	There are no rooms where staff work for long periods with dead ends, where escape would be restricted in the event of a fire.	-						
17.19	Where applicable, the escape route from the mezzanine plant deck is clearly identified, no obstructions and the base of any ladder clear.	-						

	Observation	TLM Ref.	OK (✓)	Not OK	NA (✓)	Comments	Action Required	Date Completed
18.00	Lifts (Passenger and Goods)							
18.01	Customer lift does not travel to first floor level without use of employee fob (NFK stores only).	07.04						
18.02	Lift alarms fully functioning (including communal areas where applicable). A "Do Not Use in Event of Fire" sign is displayed at all landing levels.	5.11 5.58 5.98						
18.03	Lift programmed to cancel all car and landing calls and continue to travel to the designated floor on fire alarm activation.	7.04						
19.00	Travellators							
19.01	Travellator operates correctly on activation of fire alarm (complete half cycle and stop).	5.11 5.97						
20.00	Multiple Occupancy							
20.01	Contact details for other tenants are available and up to date (commercial tenants only)	7.10						

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Other significant findings:

AM signs to acknowledge completion:

Sign: _____ Date: _____

HoS signs to acknowledge action required:

Sign: _____ Date: _____

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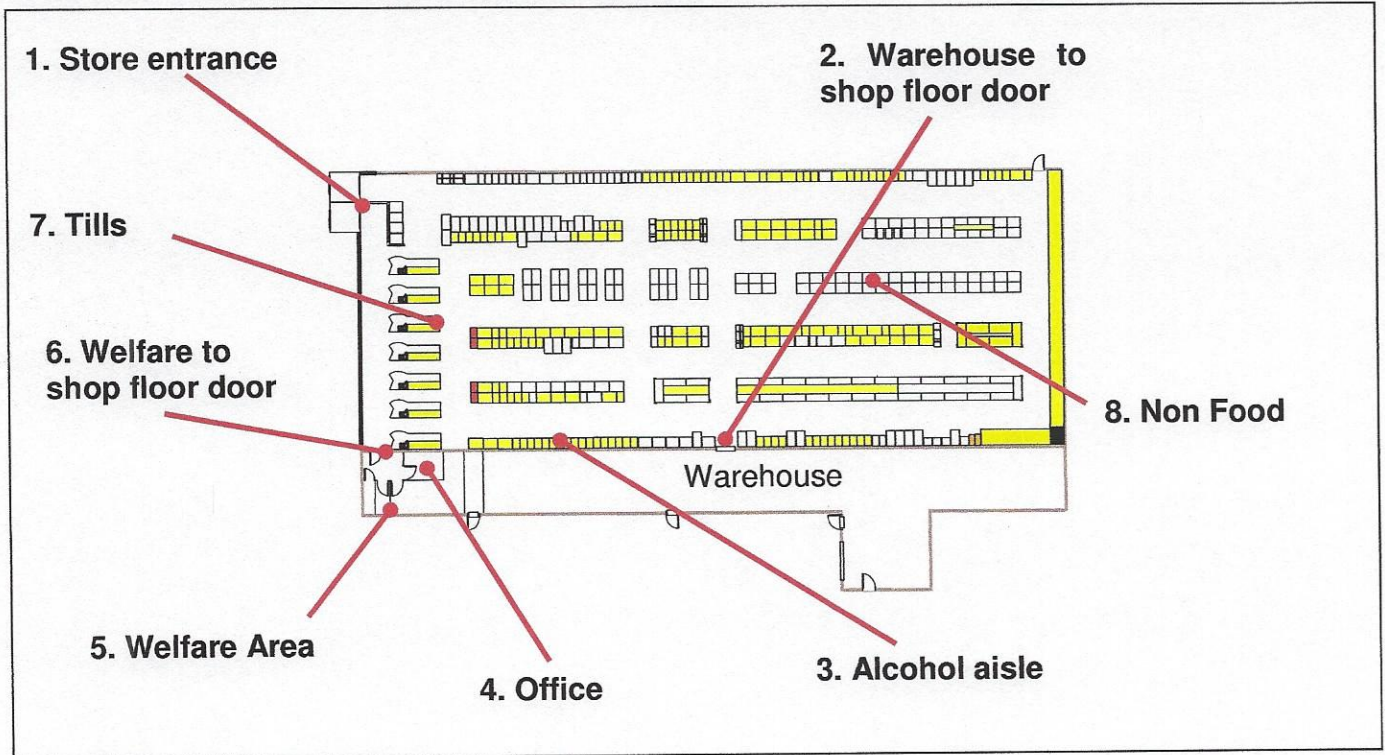
10.03b Signage (Scotland)
Operational Procedure

Further Info:
Procedure: -
Form: **13.04b**

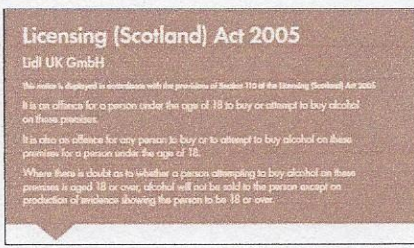

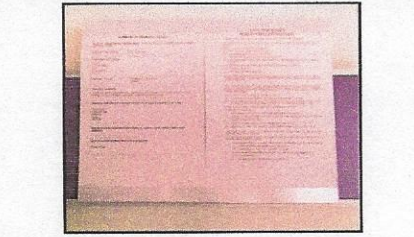
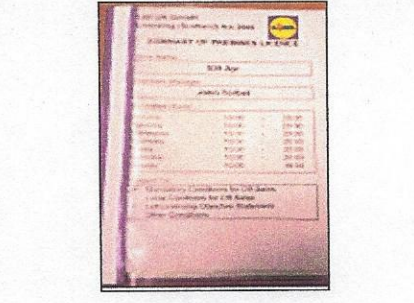


General


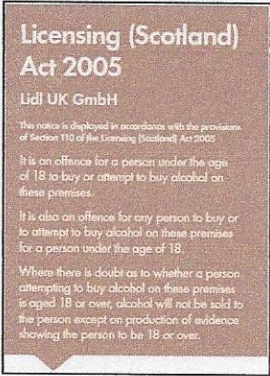


To ensure the highest levels of awareness regarding alcohol licensing laws and company procedures and policies relating to the sale of age-restricted products, it is important that signage is displayed in line with the following plan.

Standard Premise Plan and Signage Locations



<p>1.</p>	<p>Store entrance. Signs should be A4 in size and displayed at the store entrance in a prominent position to ensure every member of the public entering the store is aware of the THINK 25 Policy in operation. This also reminds members of the public of the forms of identification that are accepted in Lidl Stores.</p>
<p>2.</p>	<p>Warehouse to shop floor door. The 0.8m x 0.8m THINK 25 sign should be clearly displayed to remind staff to THINK 25, always ask for ID of customers looking under the age of 25 and that it is a criminal offence to sell alcohol to minors. This sign should be visible to every member of staff walking from the warehouse to the sales area of the store.</p>

<p>3.</p>	 <p>Licensing (Scotland) Act 2005 Lidl UK GmbH</p> <p>No notice is displayed in accordance with the provisions of section 110 of the Licensing (Scotland) Act 2005.</p> <p>It is an offence for a person under the age of 18 to buy or attempt to buy alcohol on these premises.</p> <p>It is also an offence for any person to buy or to attempt to buy alcohol on these premises for a person under the age of 18.</p> <p>Where there is doubt as to whether a person attempting to buy alcohol on these premises is aged 18 or over, alcohol will not be sold to the person except on production of evidence showing the person to be 18 or over.</p>	<p>Alcohol aisle. The A4 summary of Licensing Laws for the 2005 Act should be displayed in the alcohol aisle.</p>
	 <p>Please don't be offended</p> <p>If you're lucky enough to look under 25, we may ask you to prove that you're over 18 if buying alcohol or age-restricted products</p> <p>THINK 25</p>	<p>Alcohol aisle. Signs should be A4 in size. 3 signs should be displayed in the alcohol aisle above alcoholic products. The signs act as a further reminder to customers that we THINK 25 and that they will be required to provide proof of age if buying an age-restricted product and look under 25 years of age.</p>
		<p>Alcohol aisle. The 2 page Premises Licence Summary should be displayed in an A3 plastic sleeve on the price board at the end of the alcohol aisle next to the checkouts. This gives details of the Premises Licence.</p>
<p>4.</p>		<p>Premises & Personal Licences. The premises & personal licences should be kept in the safe in a blue wallet. The folder should contain:</p> <ul style="list-style-type: none"> • The Premises Licence which details any restrictions the licence may have and who the Premises Manager is. • Copies of the personal licences for every personal licence holder in store. • Copies of the training records for every member of staff working in store.
<p>5.</p>	 <p>THINK 25</p> <p>Always ask for ID of customers looking under the age of 25. It is a criminal offence to sell alcohol to minors.</p>	<p>Welfare Area. The 0.8m x 0.8m THINK 25 poster should be displayed in every welfare area reminding staff to THINK 25, always ask for ID of customers looking under the age of 25 and, that it is a criminal offence to sell alcohol to minors.</p>
<p>6.</p>	 <p>Underrage school</p> <p>Can you afford to lose £3,000?</p> <p>£3000 worth of alcohol products are available for sale at the age of 18.</p> <p>£3000 worth of alcohol products are available for sale at the age of 18.</p> <p>THINK 25</p>	<p>Welfare to shop floor door. Sign should be A3 in size and displayed on the back of the door leading to the shop floor. Every member of staff sees this sign when commencing every shift, after every break and on their way to the till area.</p>

<p>7.</p>		<p>Tills. A5 Signs should be displayed on every till pole to remind customers of our THINK 25 Policy prior to them arriving at a till.</p>
		<p>Tills. The A4 Licensing Act sign should be displayed on every till pole above the Think 25 sign. This sign is mandatory by law and details requirements under the Licensing (Scotland) Act 2005.</p>
		<p>Tills. A sign should be attached to every till drawer, visible to the cashier during every transaction to act as a reminder regarding the sale of age restricted products.</p>
<p>8.</p>		<p>Non Food. An A4 sign should be displayed in the non food aisle above spray paint devices when these are available for sale.</p>



☰ Overview

Our national charity partnership with the NSPCC - Working together to keep kids safe



Our charity partnership with the National Society for the Prevention of Cruelty to Children (NSPCC) aims to raise £3 million over three years to help keep children safe.

Through this partnership, we are helping the UK's leading children's charity to reach over a million primary school children through its Speak out. Stay safe. programme, giving a generation of children the knowledge and understanding they need to stay safe from abuse and neglect.

Lidl's funding is supporting NSPCC volunteers (and their friendly mascot Buddy) to deliver interactive workshops and assemblies in primary schools up and down the country, teaching children about what abuse is, that they should never worry in silence, that abuse is never their fault and who to turn to if they need to speak out.

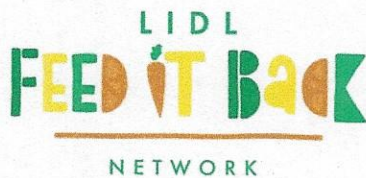
Since the partnership began in April 2017 we've been busy raising these vital funds in all sorts of fun and creative ways, such as climbing London's Gherkin tower, baking a huge amount of delicious cakes and going green for Halloween! Keep an eye out for fundraising activities in your local store and please donate at the tills! Every single penny you give will help children.

LET'S TALK PANTS





☰ Overview



Lidl's Feed It Back network

We are proud to be partnering with Neighbourly, the award-winning social platform, to launch our first national food redistribution programme: Feed It Back

The Feed It Back network is aimed at ensuring local charity projects can benefit from our quality food surplus. Working with Neighbourly, our Lidl stores are teaming up with charities situated close to our stores who will make good use of surplus food.

These charities, from elderly day care centres to food banks and homeless shelters, will collect quality produce directly from our stores each day, bringing our store staff closer to their local communities.

Adam Doncaster, a volunteer at Central Community Centre, one of the first organisations to participate, said: 'The initiative is having a great effect on our canteen. It is helping us with ingredients, so we are saving money on purchasing. We are so grateful and have put a sign up in the centre ensuring that people are aware of the input Lidl is having on their community centre.'

Recognising that many charities don't have the capacity to deal with increased levels of food surplus we have become the first retailer to sign up to Neighbourly's #FundaFridge campaign. Through this we aim to donate 100 fridges to participating charities who might otherwise struggle to store and keep fresh food donations.

We aim to have all Lidl stores participating in the Feed It Back network by summer 2018, and are committed to introducing the programme into all stores by the following year. Donations on this scale could help to fund up to two million meals for charities every single year, as well taking important steps to tackle food poverty in the communities surrounding our stores.

Our partnership with Neighbourly is helping us make a positive impact on local communities across the country. Find out more about what is involved in this food redistribution scheme.



About Community Alcohol Partnerships

Community Alcohol Partnerships bring together local retailers & licensees, trading standards, police, health services, education providers and other local stakeholders to tackle the problem of underage drinking and associated anti-social behaviour.

The CAP model is unique in that it recognises that retailers and licensees are part of the solution and has been shown to be more effective than traditional enforcement methods alone. Each CAP scheme operates in a clearly delineated and usually compact local community and draws on local partners to develop and implement delivery at grassroots level.

Community Alcohol Partnerships is a Community Interest Company with an independent Chair, Derek Lewis, and a Board (/about/cap-board) of Directors including retailers and members from the voluntary and charity sectors, the police and trading standards.

Funding (/about/funding-partners) for Community Alcohol Partnerships is provided by all major alcohol retailers and a number of alcohol producers.

The core activity of Community Alcohol Partnerships includes:



Education (/what-we-do/education)

Each CAP includes some educational aspects. These might include partnering with local schools to deliver age appropriate alcohol education, teacher training support and parental advice and guidance.



Enforcement (/what-we-do/enforcement)

CAPs focus on both the supply and the demand side of underage drinking and treat retailers & licensees as part of the solution and not part of the problem. The enforcement activity is informed by all stakeholders, who share information and co-ordinate their response.



Business Engagement

CAP champions the use of Challenge 25 (<http://www.wsta.co.uk/challenge-25>) and PASS (<http://www.pass-scheme.org.uk>) and also supports independent retailers/licensees with training including on conflict resolution, identifying fake ID and how to make a challenge.

A CAP scheme will ensure that all messages and literature are co-ordinated across the CAP area, targeting specific groups where appropriate.

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