

Merton Council
Licensing Sub-Committee
19 December 2019
Supplementary Agenda 1

5 Lidl Great Britain Limited - Additional Information

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**APPLICATION FOR VARIATION OF PREMISES
LICENCE**

29 STREATHAM ROAD, MITCHAM

HEARING – 19th DECEMBER 2019

LONDON BOROUGH OF MERTON

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Lidl, Streatham Road, Mitcham

Conditions on existing premises licence

- a. At least one uniformed security guard shall be on duty at the premises at all times that the premises is open to the public.
- b. Alcohol will only be displayed in one specific area within the premises, that section will be no more than 10% of the total shop display area.
- c. During the times that the premises is open and outside of permitted alcohol hours, access to the alcohol display area will be restricted by the use of suitable barriers
- d. There shall be no sale of single cans of beer, lager or cider sold at the premises.
- e. 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.
- f. No canned super-strength beer, lager or cider of 5.5% ABV or above shall be sold at the premises.
- g. All bottled spirits with a value of over £9.50 will be tagged with a security feature.
- h. Other than where sold as part of a multipack or gift pack, spirits shall not be sold in bottles of less than 35cl.
- i. 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).
- j. A personal licence holder will be on duty at the premises at all times that the premises is open to the public.
- k. 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.

- l. 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.
- m. 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.
- n. A burglar alarm will be installed and maintained at the premises and shall be activated whenever the store is unoccupied.
- o. Staffing levels will be maintained at an appropriate level to allow adequate supervision.
- p. 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.
- q. Signs advising customers and visitors to the premises that a CCTV system is in use will be displayed at the premises.
- r. 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.

- s. 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.
- t. 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.
- u. The sale of alcohol will not take place before 9.00am
- v. 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.
- w. Other than during the 5-week period immediately following the grant of the premises licence, there shall be no external advertisement of the sale of alcohol specifically identifying the store located at Streatham Road, Mitcham.
- x. Any sale of alcohol must be made with a minimum spend of £5 on non-alcohol products.

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: **16.02**

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 underage sales from occurring it is imperative that store staff are:

- Aware of and understand the Lidl age restricted sales policies and procedures.
- 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.
- The company could be contributing to the sort of anti-social behaviour that often results from the misuse of some age-restricted products.

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.
IF IN DOUBT ALWAYS CALL STORE MANAGEMENT.






Types of Age-Restricted Goods

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

Age Restricted Product	Examples	Minimum Age	Penalties
<p>Alcohol</p> 	<p>Beer Cider Spirits Alcopops Liqueurs</p>	<p>18</p>	<p>An £90 fixed penalty notice or, if convicted, a fine of up to £20,000.</p> <p>Closure order.</p> <p>Review or suspension of licence.</p>

Age-Restricted Product	Examples	Minimum Age	Penalties
<p>Solvents</p> 	<p>Gas lighter refills containing butane</p> <p>*Correction Fluid *Marker Pens *Glue</p>	<h1>18</h1>	<p>A fine of up to £5,000 and/or up to 6 MONTHS IMPRISONMENT for each offence.</p>
<p>Offensive Weapons</p> 	<p>Knives Knife Blades Open Edged Razor Blades Axes</p>		
<p>Fireworks</p> 	<p>Sparklers Rockets Table Bombs Fountains, etc.</p>		
<p>Corrosive Substances</p> 	<p>Drain cleaners and un-blockers</p>		
<p>Aerosol Spray Paint</p> 	<p>Spray Paint</p>	<h1>16</h1>	<p>A fine of up to £2,500</p>
<p>Party Poppers</p> 	<p>Caps Crackers Throwdowns Novelty Matches</p>		<p>A fine of up to £5,000 and/or up to 6 MONTHS IMPRISONMENT for each offence.</p>
<p>Energy Drinks (more than 150mg of caffeine per litre)</p> 	<p>Energy Drinks</p>		<p>Voluntary age-restriction</p>

Age Restricted Product	Examples	Minimum Age	Penalties
<p>Christmas Crackers</p> 	<p>Christmas Crackers</p>	<p>12</p>	<p>A fine of up to £5,000 and/or up to 6 MONTHS IMPRISONMENT for each offence.</p>
<p>Videos, DVD's & Computer Games</p> 	<p>Videos DVD's Playstation or Xbox Games</p>	<p>As marked:</p> 	<p>A fine of up to £20,000 and/or up to 2 YEARS IMPRISONMENT for selling or hiring an age-restricted video or DVD to someone who is under the age of the classification.</p>

**Solvents (excluding butane gas) may however be sold to persons under 18 for their normal intended use. It is an offence however where the Seller knows or has reasonable cause to believe that the substance is, or its fumes are, likely to be inhaled by that person (18 years and under) to cause intoxication.*

Lidl may sell food containing low levels of alcohol. Products with an alcohol content below 0.5% ABV are not age-restricted items.

Additionally, 'alcohol-free' drinks products are not age-restricted items and therefore the age-restricted sales policy does not apply.

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).
 - 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.

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



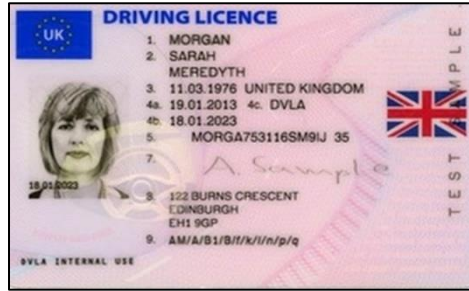
Acceptable Identification

Acceptable forms of identification include:

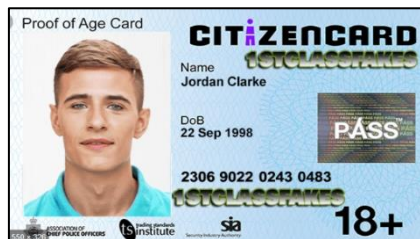
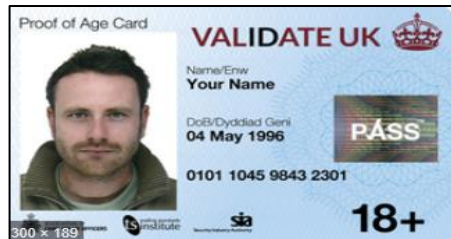
Passports (not limited to UK)



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.
- Dates or names have not been overwritten.

To ensure that age-restricted products are not sold to under-age persons, store management must ensure that the I.D. presented correctly identifies that person. Customers may wear religious clothing such as a burqa that obscures their face. Burqas are worn in some religions to cover themselves in public. If a customer wearing a burqa attempts to purchase an age-restricted product a member of management should be called to ask for identification. The customer should be asked if they are happy to remove their burqa to confirm that the identification presented belongs to them. Store Management should offer the customer privacy in the store managers office to remove their burqa if they are happy to do so. The customer may also request the identification check is carried out by a female member of staff in the office and this should be accommodated if a female employee is available. If the customer does not agree to remove their burqa and their identity cannot be verified, then the sale should be refused.

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.
- 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.
- 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.
- 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 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 | • Staggering |
| • Vomiting | • Violence | • Slurred speech |

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

Selling Knives and Offensive Weapons

During 2018 there were approximately 40,829 reported crimes involving a knife or offensive weapon with 765 deaths from stabbings in England and Wales alone. 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.
- 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 must 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 personal injury.



Corrosive substances must 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.

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 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.
- Lidl.

In the event that a test purchase is failed, the AM must be notified immediately. The AM should then inform HoS and HO Trading Compliance. Age-restricted refresher training must be carried out following the sale with all employees re-signing 16.02 Age-restricted Policy Register.

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.

All correspondence from the local authorities must be forwarded to HO Trading Compliance immediately upon receipt.

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 on 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 sales induction and refresher training at least every 6 months and sign the Age-Restricted Sales Policy upon completion of training.
- 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.
- Store assistants are regularly reminded that only store management should ask for and check identification.

Additional Procedures for Scotland (Scottish Stores Only)

There are certain additional procedures in place for Lidl stores in Scotland. The below ensures compliance with Scottish Licensing Laws and supplement the general Age Restricted Sales Procedure.

In addition to the general offences for the sale of alcohol, the following offences relate to the sale of alcohol in Scotland:

- Selling alcohol outside conditions of the Operating and Layout plans.
- Altering the price of alcohol must take place and be implemented at the beginning period of licensed hours. No further change can take effect for 72 hours.
- Selling alcohol to a police officer in uniform.
- Irresponsible drinks promotion must not be carried out on, or in connection with the premises.

The Operating and Layout Plan

The Operating and Layout Plan determines when and where alcohol is permitted to be sold on the premises at any one time. A Licensing Standards Officer will audit compliance of the plans as part of their routine checks.

Sales Area

Alcohol must only be sold in a separate designated part of the store. Signage must be displayed as stated in the Age-Restricted Sales - Signage (Scotland) procedure.

The Alcohol Premises Licence Summary must be displayed at the end of the alcohol aisle next to the checkouts. The certified copy of the Premises Licence must be stored in the store safe.

Alcohol must only be sold in one separate alcohol display area. The only non-alcohol products that may be displayed in this area are soft drinks, or products packaged and sold with alcohol.

In order to comply with The Licensing (Scotland) Act 2005, it is mandatory to display an A4 sign at the point where alcohol is sold within stores.

The A4 sign must be displayed on every till pole above the “Under 25?” Sign.

The A4 sign must be displayed on the pole at head height, at customers eye level to ensure clear visibility at all times. New and / or replacement A4 signs should be requested from the AM.

In addition, the AM is required to check the A4 signs are clearly displayed upon every visit and as part of the 6 monthly Trading Compliance Checklist.

In addition, an A4 sign advising that spray paints cannot be sold to under 16’s must be displayed next to any spray paint devices.



Trading Hours

Lidl stores in Scotland are only allowed to sell alcohol for consumption between 10am and 10pm. Licensing Boards may further modify the hours alcohol is permitted to be sold in stores in line with their general policy. The Premises Manager (PM) must be aware of this and ensure licensing conditions are adhered to at all times.

It is an offence to sell alcohol outside the restricted times. Failure to comply with the premises licence may incur a fine up to £20,000 and / or six months imprisonment.

Minimum Pricing

In Scotland there is a minimum price which that can be charged per unit of alcohol. Minimum pricing will apply to the price of all alcoholic drinks. Each alcoholic drink will have a minimum price based on the amount of pure alcohol that it contains. As a licensed premise, Lidl must ensure that alcoholic drinks are not sold below their minimum price.

Prices displayed to customers must be clear and unambiguous. Prices are determined by Head Office and tickets should not be altered by store staff. If an issue with pricing or tickets is highlighted by a local authority, the item should be immediately removed, and the issue raised with the AM and HO Buying department.

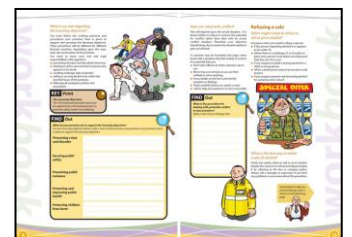
It is an offence to sell alcohol for less than the minimum price per unit. Failure to comply with this is a criminal offence.

Staff Training

The PM must ensure that all staff are fully trained, and a constant awareness is maintained with regard to alcohol sales in conjunction with The Licensing (Training Staff) (Scotland) Regulations 2007.

All store staff must receive a minimum of 2 hours induction training that should be carried out by a Personal Licence Holder.

Training should be carried out using the approved training documentation. New staff must have completed induction training prior to selling alcohol. The age-restricted sales policy signature sheet must be completed and displayed in the welfare area at all times. Refresher training must be carried out at least every 6 months.



Training should include:

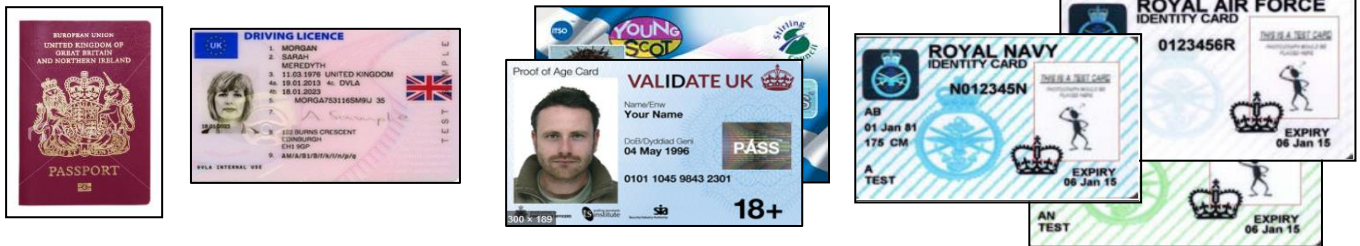
- The legal basis of the requirement for the training of staff to take place.
- The licensing objectives.
- The definition of “alcohol” in the Act.
- What constitutes an unlicensed sale.
- The functions of Licensing Standards Officers, including their powers of entry.
- The nature of an operating plan and its place in the licensing system.
- The different types of premises license conditions.
- Special provision for clubs.
- Licensed hours.
- Offences under the Act, particularly those involving persons under the age of 18.
- Proof of age and the Sale of Alcohol to Children and Young Persons (Scotland) Regulations 2007.
- Test purchasing of alcohol.
- Best practice as regards standards of service and refusing service.
- Units of alcohol and the relationship between units and the strength of different alcoholic drinks.
- The sensible drinking limits for males and females recommended by the British Medical Association.
- Good practice in managing conflict situations.

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	Minimum Age	Product	Minimum Age
Alcohol	18	Party Poppers	16
Fireworks		Energy Drinks	
Knives		Spray Paints	
Offensive weapons		Christmas Crackers	12
Solvents/ Butane Gas/ Lighter Refills		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 employee who breaches this procedure may be dismissed. Employees are required to sign the register to confirm understanding of this policy and **THINK 25**.

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

13.17b Age-Restricted Sales Multiple Choice Test	Version 10/15
---	----------------------

Name (Print):	Store No:
Name (Sign):	Date:

- | | |
|--|--|
| <p>1 What forms of identification do we accept as proof of age?</p> <p>a) Passport, birth certificate and a driving licence. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>b) Student card, passport and driving licence. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>c) Passport, photo driving licence, PASS Card, MOD card & National ID card <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>d) Passport, birth certificate and library card. <input style="width: 30px; height: 20px;" type="checkbox"/></p> | <p>5 Who should check customer I.D. to confirm the customers age?</p> <p>a) Cashier making the sale. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>b) Another cashier. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>c) Member of store management. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>d) The customer. <input style="width: 30px; height: 20px;" type="checkbox"/></p> |
| <p>2 What is the age-restriction for selling alcohol, knives and fireworks?</p> <p>a) 21 <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>b) 16 <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>c) 30 <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>d) 18 <input style="width: 30px; height: 20px;" type="checkbox"/></p> | <p>6 An adult is permitted to purchase alcohol on behalf of a child (i.e. proxy sale) in which instance:</p> <p>a) With permission of the Store Manager. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>b) When it's the child's birthday / special occasion. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>c) Never, proxy sales are illegal. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>d) When the adult is the childs parent. <input style="width: 30px; height: 20px;" type="checkbox"/></p> |
| <p>3 What is the age restriction for selling DVDs?</p> <p>a) 18 <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>b) 12 <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>c) 25 <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>d) Various <input style="width: 30px; height: 20px;" type="checkbox"/></p> | <p>7 If you suspect an underage customer is attempting to purchase an age-restricted product, you should.....</p> <p>a) Serve the customer quickly. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>b) Call a member of store management to check their identification. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>c) Call the police. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>d) Ask the customer to use another till. <input style="width: 30px; height: 20px;" type="checkbox"/></p> |
| <p>4 Whenever you sell an age-restricted product or, when you hear the till prompt, what should you do?</p> <p>a) Look up and THINK 21. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>b) Look up and THINK 25. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>c) Do nothing. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>d) Immediately refuse the sale. <input style="width: 30px; height: 20px;" type="checkbox"/></p> | <p>8 What are the consequences for selling an age-restricted product to an underage customer?</p> <p>a) A £5,000 fine and/or six months imprisonment. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>b) A criminal conviction. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>c) Dismissal from your employment. <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>d) All of the above. <input style="width: 30px; height: 20px;" type="checkbox"/></p> |

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


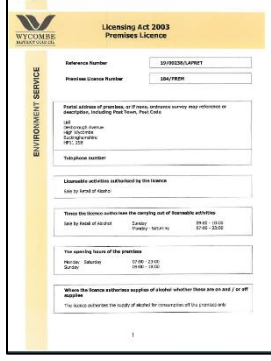

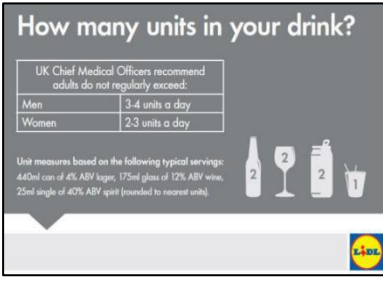
10.03a Age Restricted Sales – Signage (England & Wales)
Operational Procedure

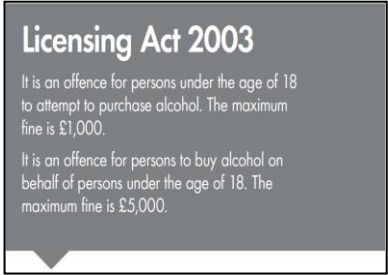





Further Info:
Procedure: -
Form: **13.04a**



General

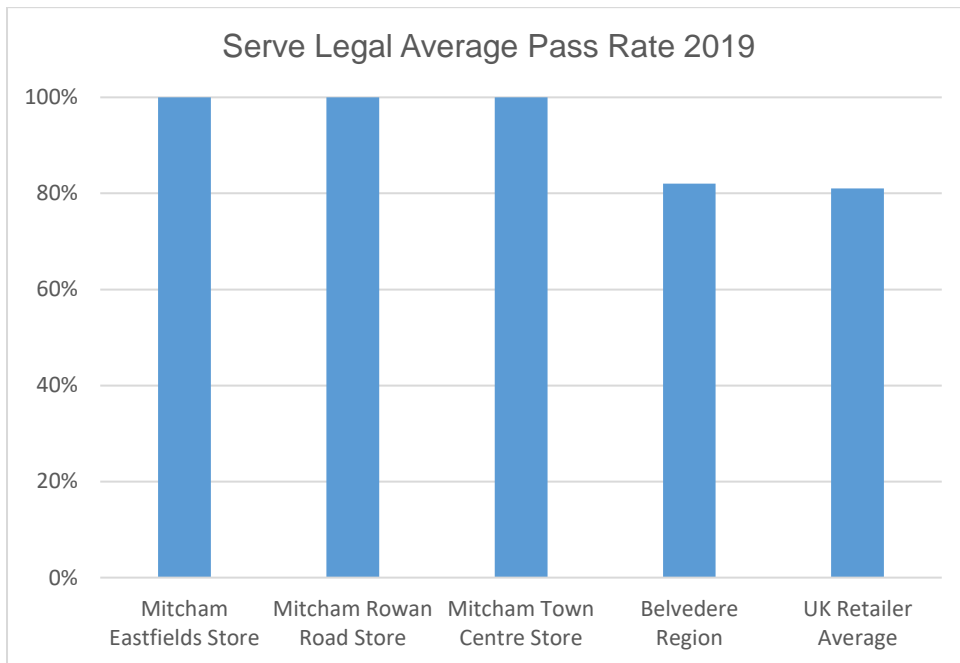
To ensure the highest levels of awareness regarding alcohol licensing laws and company procedures and policies relating to the sale of age-restricted products, it is important that signage is displayed in line with the following plan.

Standard Premise Plan and Signage Locations

<p>1.</p>	 <p>The sign titled 'Further Information' contains several icons and text: a CCTV icon, a no smoking icon, a no animals icon, a no mobile phones icon, a hand icon, the RLP logo, and a 'THINK 25' logo. It also lists accepted payment methods: Apple Pay, Mastercard, Visa, and Visa Electron.</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>The image shows a 'Licensing Act 2003 Premises Licence' form from WYCOMBE DISTRICT COUNCIL. It includes fields for Reference Number, Premises Licence Number, and contact information. It also details permitted hours of sale for different types of premises.</p>	<p>Store Entrance: The stores individual Premises Licence Summary should be displayed above the entrance doors.</p>
<p>3..</p>	 <p>The sign says 'Please don't be offended' and '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'. It features the 'THINK 25' logo and the Lidl logo.</p>	<p>Alcohol Aisle: Sign should be A4 in size. 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>4..</p>	 <p>The sign is titled 'How many units in your drink?' and provides UK Chief Medical Officers' recommendations: 3-4 units a day for men and 2-3 units a day for women. It includes illustrations of a beer can, a wine glass, a bottle, and a glass of spirits.</p>	<p>Alcohol Aisle: Drinkaware sign should be A4 in size and displayed in the wine section.</p>

<p>5.</p>	 <p>Licensing Act 2003</p> <p>It is an offence for persons under the age of 18 to attempt to purchase alcohol. The maximum fine is £1,000.</p> <p>It is an offence for persons to buy alcohol on behalf of persons under the age of 18. The maximum fine is £5,000.</p>	<p>Alcohol aisle: As a reminder to members of the public entering the store, an A4 sign should be displayed in the price board summarising the Licensing Laws under the 2003 Act.</p>
<p>6.</p>	 <p>16</p> <p>Please don't be offended</p> <p>We care for our customers' well-being. For health reasons, you may be asked for proof of age when purchasing energy drinks.</p> <p><small>We consider this policy part of our corporate social responsibility and voluntarily uphold this commitment.</small></p>	<p>Soft Drinks Aisle: Signs should be A5 or shelf strip and displayed above the energy drinks as a reminder to customers of the age-restriction on these products.</p>
<p>7.</p>	 <p>THINK 25</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>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>8.</p>	 <p>THINK 25 Under 25?</p> <p>£10, £5, £2, £1, 50p, 20p, 10p, 5p, 2p, 1p</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>9.</p>	 <p>25 THINK 25</p> <p><small>PLEASE DON'T BE OFFENDED 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.</small></p>	<p>SCOs: A sign should be attached to every SCO above the receipt printer.</p>
<p>10.</p>	 <p>Always ask for ID of customers looking under the age of 25.</p> <p>It is a criminal offence to sell alcohol to minors.</p> <p>THINK 25</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>11.</p>	 <p>Underage sales! Can you afford to lose £5,000? If YES we'll only give restricted product such as alcohol, knives or fireworks to anyone under the age of 18. If NO face a fine of up to £5,000 and / or imprisonment. Don't gamble with the law always call store management to check id 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>12.</p>	 <p>SUMMARY OF PREMISES LICENCE Premises Name: [Redacted] Premises Manager: John Robert Licence Details: Wine: 12:00 - 23:00 Beer: 12:00 - 23:00 Cider: 12:00 - 23:00 Soft: 12:00 - 23:00 Music: 12:00 - 23:00 Other: 12:00 - 23:00 Mandatory Conditions for OR Sales: Local Conditions for OR Sales: LSP Licensing Disclosure Statement: Other Conditions:</p>	<p>Offices: 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.



As a further means of raising awareness and ensuring compliance, Serve Legal, carry out annual test purchasing exercises in all Lidl stores.

As can be seen from the graph, the Eastfields store, and it's two closest stores achieved 100% compliance during the most recent test purchase operation carried out in 2019. This shows our dedication to ensuring our legal and moral obligations.

The Mitcham Stores and indeed the Belvedere region that encompasses these stores both achieve a higher pass rate than other UK supermarket retailers.



Fw: Test Purchase 1660
ALI DUNCAN to: Kyle Brine
Cc: Kelly Watts

29/10/2019 08:17

Spoke with SM - No paperwork left, Was Police test purchase with alcohol and energy drinks.

Kyle,

Please can you forward any test paperwork left by the local authority to Kelly?

Regards

Alistair Duncan
Regional Head of Sales Operations
Belvedere Region

[T] + 44 (0) 208 320 4702
[E] ali.duncan@lidl.co.uk
[A] Lidl GB Ltd, Fishers Way, Crabtree Manorway North, Kent, DA16 6BS
[M] +44 (0) 7971 440 089

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----- Forwarded by ALI DUNCAN/WH250BEL/GB/LIDL on 29/10/2019 08:15 -----

From: Kelly Watts/HQGB001/GB/LIDL
To: ALI.DUNCAN@lidl.co.uk
Date: 29/10/2019 07:40
Subject: Re: Test Purchase 1660

Did they leave any paperwork so we can log on our system

Kelly Watts
Senior Consultant
Trading Compliance Department

[T] +44 (0) 20 8971 4863
[E] kelly.watts@lidl.co.uk
[A] 19 Worples Road, London, SW19 4JS
[M] +44 (0) 7852 007 436

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ALI.DUNCAN Great news, 1660 have tonight passed a test purc... 28/10/2019 19:32:33

From: ALI.DUNCAN@lidl.co.uk
To: Kelly.Watts@lidl.co.uk
Date: 28/10/2019 19:32
Subject: Test Purchase 1660

Great news, 1660 have tonight passed a test purchase on Knives, Alcohol and energy drinks!!

Regards

Alistair Duncan
Regional Head of Sales Operations
Belvedere Region

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