

## Countdown - Alcohol and Smoking Products Policy

### Background to this Policy

Countdown is committed to the responsible and legal sale of **alcohol, tobacco and other smoking products** (together, “**restricted products**”).

In New Zealand, the restricted products have an R18 age restriction. Customers will need to demonstrate they are over 18 years of age before they are permitted to purchase any of these restricted products, including vaping in our stores. While vaping products are marketed as a smoking cessation product, for the purposes of this policy, vaping is included in the definition of smoking products and restricted products.

### Our responsibilities include:

- the sale of restricted products must meet all legislative requirements
- a duty of care to our staff
- a duty of care to our customers

### Heavy fines and other penalties can be issued for selling restricted products to:

- a minor
- a person buying restricted products for a minor (secondary supply)
- intoxicated persons

As a company we must be aware of, and be responsible for, every sale of a restricted product before authorising it – by being alert and following the correct policy, processes and procedures to ensure we comply with legislation governing the restricted products.

At times we may need to decline the sale of restricted products to comply with the law, this policy and our related procedures. These situations can be challenging and we appreciate customers may not always be happy when a sale of restricted products is refused.

Countdown team members are under no obligation to sell these restricted products if they feel it would breach this policy, or our related processes and procedures. We support our team's role in making the right decisions to ensure we are responsible and abiding with this policy.

If we – or any individual member of our team – is found to be in breach of the legislation around these restricted products, the following could occur:

- a large personal fine to the person selling the products – up to \$2,000
- criminal record
- possible disciplinary action that may result in termination of employment
- A large fine for the company
- the loss of the store's liquor license

## Our Policy

- We must not knowingly sell alcohol or smoking products to anyone under the age of 18. It is a criminal offence to allow the sale or supply of alcohol or smoking products to a minor (anyone under the age of 18).
- To help prevent the sale of alcohol or smoking products to anyone under the age of 18, our team are required to assess if a customer is under the age of 25 years. If they appear to be, then we must ask for proof of identification before the purchase of alcohol and/or smoking products. Whenever proof of age has been requested, the date of birth that is on the identification is to be entered into the Point of Sale as evidence of ID checking.
- It is our policy that if appropriate identification is not supplied where requested, then the attempt to purchase alcohol or smoking products will be declined.
- To help prevent 'secondary supply' of alcohol, our policy is to request identification for any person in a group where a member of the group looks under the age of 25 and our team reasonably believes there is a possibility that alcohol may be being purchased for this person.
- At times, we may need to refuse customers service in order to comply with this policy. While we appreciate customers may not always be happy when a sale is refused, we will support the role our Countdown team plays in making the right decisions to maintain our commitment as a responsible retailer.

## No proof of age = no sale

- If a team member knowingly accepts incorrect identification for the purchase of alcohol or tobacco, this will be treated as serious misconduct, subject to disciplinary procedures, which may include termination of employment, and possible personal and company fines.
- If a team member knowingly or deliberately fails to ask for proof of age from any person who is purchasing alcohol or tobacco and who appears to be under 25 years of age, it will be treated as serious misconduct, subject to disciplinary procedures, which may include termination of employment, and possible personal and company fines.
- If a team member knowingly sells or supplies alcohol or tobacco to a person under the age of 18 years (including 'secondary supply' of alcohol via a third party), this will be treated as serious misconduct, subject to disciplinary procedures and possible personal and company fines.

**Note:** Under the Sale and Supply of Alcohol Act, adults are not allowed to supply alcohol to anyone under 18 unless they are the parent of the minor.

- Additionally, team members must not knowingly sell alcohol to an intoxicated person.

## Accepted forms of ID

Our policy is that photo identification is the only acceptable form of identification when purchasing alcohol and smoking products. Accepted forms of photo identification are:

- Kiwi Access Card
- HANZ 18+ identification card (while valid)
- Valid, original passport (NZ or International).
- NZ Drivers Licence