

**SPECIAL DELIVERY**

Licensing Officer  
Legal & Democratic Services  
Carlisle City Council  
Civic Centre  
Carlisle  
CA3 8QG

Your Ref:

Our Ref:  
*Please quote this  
when replying*

DDC/PRW/26093

Date:

15 October 2009

Direct Fax:

0151 236 0466

Dear Sir

**Application for Premises Licence to be granted under the Licensing Act 2003**  
**Home Bargains, Units 6 & 7 Earls Lane, Carlisle, CA3 8QG**

Please find enclosed an Application for a new Premises Licence in respect of the above, together with appropriate enclosures.

We confirm we have served the relevant Responsible Authorities.

Yours faithfully,

*DWF up*

**DWF LLP**

Enc

**T. J. MORRIS LIMITED T/A HOME BARGAINS**

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[www.tjmorris.co.uk](http://www.tjmorris.co.uk)

**home bargains**

Top Brands - bottom prices



①

Outstanding opportunities for suppliers





## Corporate Summary

TJ Morris Ltd, trading as Home Bargains, is one of the UK's fastest growing discount retailers

With over 170 stores throughout England and Wales, and with planned expansion to over 500 stores throughout the UK and a turnover of £1 billion, we aim to offer the lowest prices in the UK on top quality branded goods

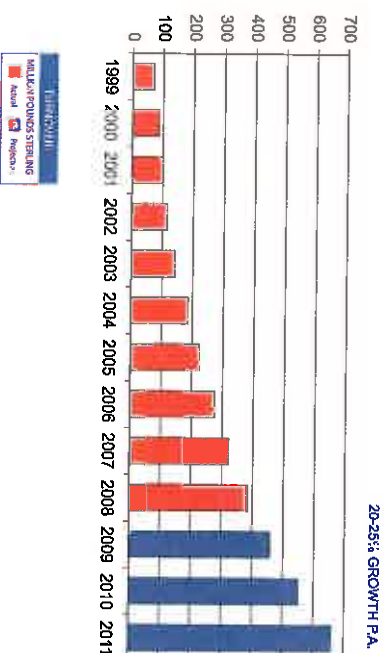
- Health & Beauty
- Food
- Toys & Games
- Household
- Clothing
- Seasonal
- Sweets & Snacks
- Drinks & Alcohol
- Homestyle



The best brands at the lowest prices, with over 170 stores throughout the UK

## Branded Goods

Our success is built on selling top brands at bottom prices. 60% of the products we sell are regular lines and 40% are one-off purchases, so we are an ideal outlet for your branded goods be they stock-and-order, or one-off clearance lines.



## Key Figures:

- 170+ stores in the UK
- Annual growth approx 20%
- Turnover FY2007-2008: £383 million
- Profit before tax FY2007-2008: £34.7 million



## Credit Rating Information\*

- Rating: 5A1
- Maximum credit: £13,333,500



②

TJ Morris Ltd has been named the third largest independent grocer in the UK by The Grocer magazine and has been ranked as one of the fastest growing retailers in the UK in a report by PricewaterhouseCoopers (PwC).



# Benefits we can offer our suppliers

home bargains

Top Brands - bottom prices

## Clearance

As well as providing suppliers with a great outlet for regular products, TJ Morris also offers an ideal solution for handling any clearance lines suppliers may have.

- 1 We provide controlled disposal, exclusively through our own stores, with no products offered on the open market to other retail outlets.
- 2 We do not advertise any of our products sold.
- 3 You can expect virtually immediate disposal of your products, since our retail outlets sell products fast, with minimal impact in the market place.
- 4 With our credit rating, you can expect fast and prompt payment.
- 5 We will give you an immediate purchasing decision on the products you want to sell.
- 6 You can sell virtually all your surplus goods to us, since we handle large and medium-sized disposals.
- 7 We have a single drop-off point at our distribution centre, located near Liverpool, on the East Lanes Road, just off the M57 and minutes away from the M62.

## Direct Imports & Private Label

Product development is a key part of our expanding buying policy. We are keen to develop close relationships with manufacturers worldwide to bring our customers quality products at the lowest prices.

If you feel you have products which could be of interest, we would welcome a sales call or contact us:

By telephone on:

**0151 530 2920**

By fax Buying Department:

**0151 530 2921**

By e-mail Buying Department:

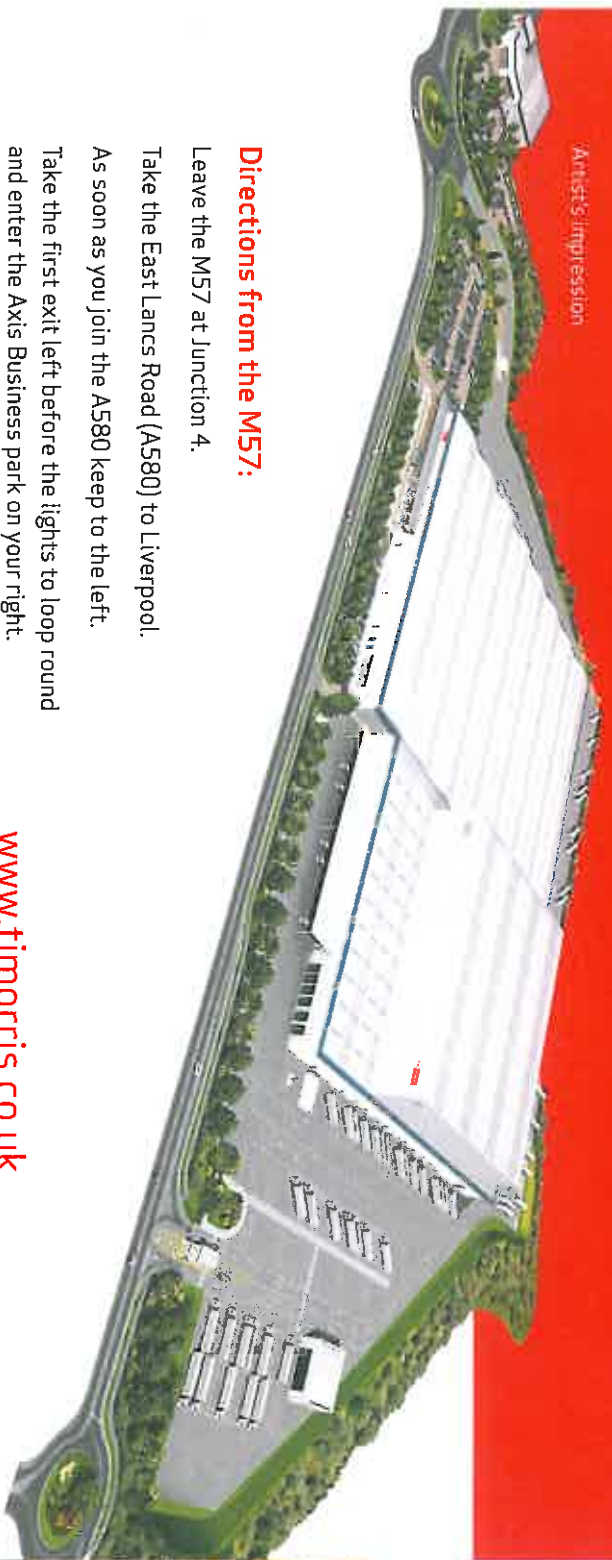
**[buying@tjmorris.co.uk](mailto:buying@tjmorris.co.uk)**

**T.J. Morris - always available,  
always keen to hear from you.**





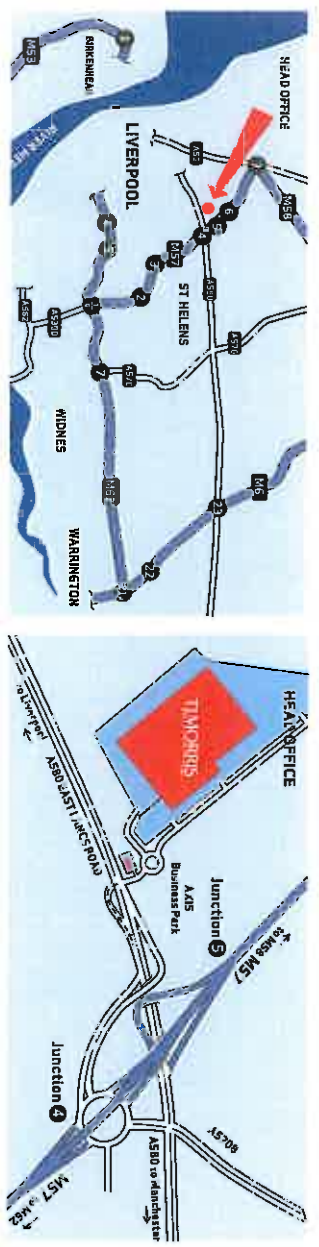
Artist's impression



# Directions from the M57:

Leave the M57 at Junction 4.  
Take the East Lincs Road (A580) to Liverpool.  
As soon as you join the A580 keep to the left.  
Take the first exit left before the lights to loop round and enter the Axis Business park on your right.

[www.tjmorris.co.uk](http://www.tjmorris.co.uk)



(7)



**T.J. Morris Limited,**  
Axis Business Park,  
East Lincs Road, Gillmoss,  
Liverpool L11 0JA  
United Kingdom

Tel: 0151 530 2920  
Buying department fax: 0151 530 2921

Email: [enquiries@tjmorris.co.uk](mailto:enquiries@tjmorris.co.uk)  
Web: [www.tjmorris.co.uk](http://www.tjmorris.co.uk)

# Starter Checklist – Stores



EMPLOYEE NAME: \_\_\_\_\_

BRANCH/DEPARTMENT: \_\_\_\_\_

	Comments	HO Admin.
<b>Completed Company Application Form</b>	Return with starter pack	
<b>Employment/Character References</b> Must be verified verbally	Section on references, within application form to be completed by a member of Management	
<b>Is Employee A Non-UK National?</b> Please tick box as appropriate Yes <input type="checkbox"/> No <input type="checkbox"/>  If yes, please state where from: .....	Date original Passport checked: .....  Copy of original Passport attached: .....	Print name of Manager who checked Passport documentation: .....
<b>Health &amp; Safety Manual</b>	Acknowledgement slip returned with starter pack, rest of document to be retained by employee	Received and understood Employee Signature .....
<b>Staff Handbook</b>	Acknowledgement slip returned with starter pack, rest of document to be retained by employee	Received and understood Employee Signature .....
<b>New Starter Form</b>	Return with starter pack	
<b>Tax Form</b> Please circle the document attached  P46   P45   P38(S)   No form	Return with starter pack	
<b>Contract of Employment:</b>  Contracted hours.....Days..... Another job YES / NO Combined average working hrs/wk..... Starting Date..... Salary / Hourly Rate.....	Return one signed copy with starter pack, employee to retain second copy for their records	
<b>Staff Induction &amp; Training record</b>	Keep in store in Training Record File	
<b>Till Procedures</b>	Acknowledgement slip kept in Training Record file, document to be retained by employee	
<b>Job Guide</b>	Acknowledgement slip kept in Training record file, document to be retained by employee	

# Hourly Paid Shop Staff Induction & Training Record



Employee's Name:		Employee's Address:	
Employee's Contact tel no:			
Employees Start Date:		Contracted no of Hours	
		Contracted no of Days	
Employee's 6 month evaluation date:			
Induction	Induction Carried out by	Signed by Employee	Date
Staff Handbook given to employee and explained			
Health & Safety Manual read to employee and explained			
Practical demonstration of erecting and dismantling cages			
Practical demonstration of lifting product safe handling procedure			
Safety Knife Record	YES/NO	Signed by Employee	
Safety knife issued to employee?			
List of Uniform issued to Staff:	Signed by Employee:	Uniform returned on exit?	
Training	Training Carried out by	Signed by Employee	Date
Job Guide read to employee and explained			
Till Procedures read to employee and explained			
Practical demonstration of stacking cardboard & rubbish onto cages			
Practical demonstration of merchandising on shelves & bulk displays			
Shelving adjustment			
Scrubber Drier Cleaning Machine			
Test	Test Carried out by	Date of Test	Passed/ Failed
Health & Safety			
Health & Safety			
Health & Safety			
Handbook			
Handbook			
Handbook			
Store Assistant Job Guide			
Store Assistant Job Guide			
Store Assistant Job Guide			
Till Procedures			
Till Procedures			
Till Procedures			
When all tests have been passed Certificate should be issued			
Date Store Assistant Training Certificate issued:		Date Till Operator and Shop Floor Staff Training Certificate issued:	
6th month evaluation	Poor/Acceptable/ Good/Very Good	Warnings Log : Date and Type	
Attendance			
Lateness			
Merchandising			
Till operation			
Till discrepancies			
Flexibility			
General quality of work			
Employee to be retained YES/NO			
Manager's signature		Date:	
Exit Report Information			
Date Left			
Reason for Leaving			



## Written Statement of Required Particulars of Employment - Hourly Paid Store Staff



**Employer's Name & Address:**  
(the Company)

T. J. Morris Limited  
Axis Business Park, East Lancs Road  
Gilmoss, Liverpool, L11 0JA  
Tel: 0151 530 2920

**Employee's Name & Address:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Tel No:**

\_\_\_\_\_

**Job Title:**

\_\_\_\_\_

**Normal Place of Work:**

However, dependant upon the needs of the business you may be required, on a temporary or permanent basis, to work at other TJ Morris Ltd store locations which are within a reasonable travel time of your home.

**Date Employment Began:**

\_\_\_\_\_

**Remuneration:**

- Standard rate of pay is \_\_\_\_\_ per hour
- Overtime rate of pay is \_\_\_\_\_ per hour.
- Overtime is payable after \_\_\_\_\_ hours worked per week
- Rate of pay for Saturday or Sunday working will be your standard rate of pay
- Your salary is paid weekly

**Hours of work:**

- Contracted hours per week are \_\_\_\_\_ (These are the basic number of hours to be worked each week. As needs arise employee may be required to work additional/less hours than your stated contracted hours.)
- Contracted days to be worked each week are any \_\_\_\_ days out of seven unless specified as follows: \_\_\_\_\_
- From time to time you will be required to work overtime in order to meet the needs of the business. The Company reserves the right, after due notice has been given, to introduce short term working, lay off, or to amend hours and days of attendance as the needs of the business require.

**Other Terms and Conditions**

- Please refer to your Staff Handbook for other terms and conditions. Offers of employment are conditional upon the company receiving satisfactory references and information relating to previous periods of employment and conduct.

**Changes in Terms & Conditions**

- These terms and conditions will be regularly updated and may be subject to change with acceptance from the employee.

I have read and understand the terms and condition of employment and accept that these form part of any contract with the Company. I further acknowledge that the disciplinary and grievance procedures referred to do not form part of the Contract of Employment and create no legally binding obligations or liabilities.

Signed: \_\_\_\_\_ (SUPERVISOR/MANAGER)

Signed: \_\_\_\_\_ (EMPLOYEE)

## Working Time Regulations Form

Under the Working Time Regulations 1998, no worker can be required to work more than 48 hours per week, averaged over 17 weeks. However, individuals can voluntarily agree to work longer hours, provided they sign an agreement opting out of the Regulations.

As you may be required from time to time to work more than 48 hours per week, you are asked to sign the opt-out below. You may withdraw your agreement at any time, by giving the company three (3) months notice in writing of your intention to do so.

### Agreement to Opt Out

I agree that the limit of 48 hours per week specified by the Working Time Regulations does not apply to my employment with TJ Morris Ltd. I understand that I can withdraw my agreement at any time, by giving three months notice in writing.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

### Additional Employment

If you do not opt-out of the 48 hour limit we need to know if you have additional employment which may cause your total average weekly hours worked to be more than 48 per weeks. Please answer the following questions:

- Do you hold another job, besides your job with TJ Morris Ltd? YES/NO
- If yes, how many hours per week on average do you work for this other employer?: \_\_\_\_\_

If you have not opted out of the 48-hour limit and you obtain an additional job, or the hours of the other employment listed above change, then you will need to complete a new form. New forms can be obtained from your immediate Supervisor.

### Declaration

I declare that I have answered the above questions truthfully. I further declare that if I obtain another job while I am employed by TJ Morris Ltd I will complete a new Work Time regulations Form.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

# Store Procedures Till Procedures



**Person:** Till Operator

## Background

This procedure should be read and explained to you by a member of Management. You will be tested on the information contained in this procedure.

## Checkout Induction

(Check functions which are specific to your type of till)

Checkout Induction	Tick When Explained/Function Demonstrated
<b>Conveyor Operation</b>	
On Button	
Start Button	
Off Button	
Emergency Stop Button	
Magic Eye	
(if magic eye gets blocked, use a cotton wool bud to clear/clean it. <b>NEVER</b> use a pen or sharp object as this will damage the magic eye)	
<b>Adjustable Chair</b>	
Height Adjustment	
Backrest Angle Adjustment	
Swivel Feature	
Footrest	
<b>Carrier/Re-Useable Bag Hangers</b>	
Show how bags are placed onto hangers	
<b>Operator Packing Carrier Bags</b>	
For checkouts where operator packs into bags, show operator how to pack into bags	
<b>Customer Packing of Carrier Bags</b>	
For checkouts where customer packs their own bags, show operator how to use divider so that the next customer can be served, even if the previous customer has not finished packing	
<b>Printer</b>	
Show how to exchange paper	
Show how printer lets you know when it is running out of till roll (pink lines through printer paper)	
<b>Keyboard</b>	
<b>Scanner</b>	
Show how to turn on and adjust volume	
Explain that volume should always be set to maximum	
<b>Electronics and Cabling Under Till</b>	
Explain that staff should be careful of knocking electronics or cables	



### Initial Checks

- If you are the first operator to use a till, check the change in the till, sign the change docket and place docket inside till drawer. You should check change by counting bags of change. £1 coins and 50ps should be counted separately.
- Make sure you have checked the change in your till before you need to start serving customers. Customers get very frustrated if they have to wait while staff check their change.
- Check the till area is clear of stock and is uncluttered.
- Ensure there are sufficient carrier bags at the till.
- Check the till has sufficient customer till roll.
- Make sure you have a counterfeit note pen on your till.
- Make sure you have no money on your person before working on the till. **If you have cash on your person you will be subject to summary dismissal.**
- Make sure you do not have any money or loose change on your till. All monies should be placed in cash drawer.
- Press the button on the front of the scanner until the scanner beep is set to its loudest setting.
- Log on using your employee scanner card.

### Serving the Customer

- The till drawer should be closed before the start of each transaction.
- Greet the customer with "Good morning", "Good Afternoon" or "Hello". Make eye-to-eye contact with the customer.
- Pass the barcode on each item in front of the scanner glass taking care not to touch the glass. As the barcode is read, check that the scanner should beep. The product description should show on the till display. If the till does not beep or the item description is not shown on the display, the barcode has not been read and the product should be placed in front of the scanner again until it does beep.
- **For tills where operator packs goods purchased into carrier bags** - If the customer requires a carrier bag place each item into a carrier bag, being careful not to crush or damage the shopping.
- **For tills where customer packs their own goods into carrier bags** - The goods should be placed into the storage section and the end of the checkout from where the customer can pack their own goods. Use the divider so that the next customer can be served, even if the previous customer has not finished packing. If the customer needs help to pack their bags (i.e. disabled or with small children or, if the customer cannot keep up with your scanning and storage section is full) offer to help them. If there is no other customer in the queue or you are unable to serve the next customer because the storage section is full of goods then help the customer to pack their bags.
- When the last item has been scanned, politely tell the customer how much the transaction comes to, not forgetting to say 'Please'. For instance if sale comes to £3.24, say "That's £3.24 please".
- Take the money offered by the customer, confirm the amount of money offered and say "Thank you". For instance if the customer gives you £5 say, "£5, thank you".
- If notes are offered to you check them with your counterfeit pen. If you do not have a counterfeit pen:
  - Check the silver strip to see it is woven in and out of the note and when held up to the light it is solid.
  - Check that the watermark is visible when held up to light and not visible when not held up to light.
  - Check the feel of the paper. Paper should not feel too smooth; printing should feel slightly raised.
- Scottish, Northern Irish and Isle of Mann notes can be **accepted**. If you have any doubts check with a member of Management.
- Enter the amount of money given by the customer into the till and press the CASH button. The display will show the amount of change due to the customer and the cash drawer will open. For instance if £1.76 is due in change say "That's £1.76 change".
- If the customer gives you notes place them on top of the open drawer.

- Offer the customer their receipt, confirm the amount of change due to the customer as you give it to them and say "Thank You".
- If customer questions the amount of change given i.e. "I gave you £10 and you only gave me change of £5", check the note(s) on top of the open till drawer. If you believe you gave the correct change call a Supervisor.
- If more than £50 in notes in total is in the till drawer, place excess notes in the counter cache. No £20 notes should be kept in the till drawer. Minimising the amount of notes in the drawer will reduce the risk of till snatches.
- Close the till drawer.
- Make sure customer takes all their shopping with them, especially if shopping has been placed into more than one carrier bag. (The customer may think shopping was only placed into one bag when in fact you have placed it into two).

### Changing the Printer Paper

As a warning that the printer is about to run out of paper, pink lines will begin to appear so it will need to be replaced. If the paper runs out during a transaction, the display will flash. Replace the till roll and the rest of the receipt will print.

**The customer must always be offered the receipt for the sale of goods.** If at any time a problem occurs with the printing of receipts then inform a member management immediately.

### Leaving the Till

- Whenever you leave the till ensure the till is signed off by pressing the OFF button and ensure the display shows the TILL CLOSED message.
- Ensure the conveyor belt on the till is switched OFF.
- Whenever you leave the till ensure all items left on the checkout are returned to the shelf.
- When the store closes you should remove all rubbish from the checkout and you should clean the top of the checkout.
- Only carrier bags, till rolls, alcohol refusal forms and "Customer goods left book" should be stored under the checkout. Nothing else should be stored under the checkout.
- Ensure there is no more than £50 in notes left in the till.

### Special Till Functions

- **Multiple Product Sales** - The multiply 'X' key can be used to save time where more than one item of an **identical product** is to be scanned. Enter the number of items using the keypad followed by the 'X' key and then scan one of the items. The maximum number that can be used by 'X' key is 10.
- **Scanning Product Variants** - It is important that each product variant is scanned in turn. For instance if a customer buys 4 different flavours of crisps, they should not be scanned under one flavour. Each flavour should be handled separately. If product variants are not scanned properly the stock levels for the product will be incorrect which will affect the automatic ordering of those products.
- **Non-Scanning Products** - If the barcode on the product will not scan type in the barcode and press the "PLU" button. If the item still will not register call for a member of management.
- **Reduced Items** - Reduced items will have a ticket printed showing the old and new price and a barcode. The barcode on the ticket and not the product should be scanned. The customer will be charged the reduced price shown on the ticket. If multiple reduced items are purchased by a customer then each individual product needs to be scanned, you cannot use the multiple 'X' key.
- **Correcting Mistakes** - The 'CLEAR' key can be used to clear an error message from the display screen or to erase a mistake made while typing or to cancel out a function. If you try to perform a function that is only available to a member of management, an error message will be displayed and the till will beep. When this happens the scanner will not work and the till will accept no other input until the 'CLEAR' key is pressed.

### Processing Coupons

- When a customer presents a coupon, first check if the coupon is valid. If in doubt call a member of management. Some coupons are only valid in other stores, Boots, Tesco etc.

- After scanning all products through the till type in the value of the coupon and press the "COUPON" button. This will reduce the amount owed by the customer, as shown on the till display, by the value of the coupon.
- Write the name of the store on the coupon and sign the coupon. This will help us to track coupons if there are any problems with them
- Continue with the transaction as explained above. Place the coupon in the till drawer.

### Processing Cheques

- Cheques are no longer accepted from the general public.
- In special circumstances cheques can be accepted from clubs and schools for bulk purchases, but this is at the discretion of the store Manager and must be processed by a member of management.

### Chip and Pin

Chip and pin credit cards require the customer to enter a four digit PIN (Personal Identification Number) into a special PIN Entry Device (PED). The PED reads the PIN contained on a small electronic chip in the card and compares it to the number entered by the customer. The card is accepted if these numbers match. There is normally no need for the customer to sign a receipt and for you to check this signature.

### Procedure for Processing Cards

- After all products have been scanned the customer will inform you of how they intend to pay: Cash or Card.
- If Cash is offered follow the standard procedure, as detailed above under the heading "Serving the Customer".
- If a card is offered, press the CARD button.
- The till display and the PED display will instruct the customer to insert the card into the PED. Till Display will show:  

INSERT / SWIPE CARD  
NO=CLEAR MANUAL=PLU
- The customer should insert their card into the PED.
- Make sure they insert it the correct way: card fully inserted with chip up and chip leading.
- After the correct PIN has been entered, the system will seek authorisation. The customer should not remove their card until it has been authorised and slips have been printed.
- When authorised, the receipts will be printed. The customer should then be asked to remove their card.
- Give the customer their till receipt, card receipt and retain the store's card receipt, placing it into the cash drawer.

### Pressing the Wrong Key

- If you press the CASH key instead of the CARD key the till will beep, simply press the CLEAR key to clear the beep and then press the CARD key.
- If you press the CARD key instead of the CASH key you will be given the option to stop card processing by pressing the CLEAR button. (NO=CLEAR)

### Part Payments

- Customers can pay by part payments; partly in cash and credit card.
- For part payments the cash part must be processed first and the card part must be processed last. The card amount will be the amount outstanding.

### Problems – Declined Card, Wrong PIN Entered etc.

- If the customer inserts their card incorrectly into the PED (wrong way around or not fully inserted) then the following message will be displayed:

REMOVE CARD  
PRESS <CLEAR KEY>



The till will beep. In this instance you will need to get the customer to remove their card and you should press the CLEAR key. You should then ask the customer to re-insert the card. Check that they insert it correctly.

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- If the customer's card is declined by the bank then the following message will be displayed:

**CARD DECLINED  
PRESS <CLEAR KEY>**

The till will beep. In this instance you will need to press the CLEAR key and obtain an alternative payment. If the customer has no alternative way of paying then you should call a member of management to cancel the transaction.

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- If the customer presses the RED cancel button instead of the GREEN confirm button after entering their PIN, then the following message will be displayed:

**CARD DECLINED  
CUST PRESSED CANCEL**

The till will beep. To clear the beep, press the CLEAR button. Press the CREDIT button to again and you can then re-process the card, asking the customer to take care to press the GREEN confirm button after entering their PIN.

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- If the customer removes their card before processing is complete then the following message will be displayed:

**CARD DECLINED  
CARD REMOVED TOO SOON**

The till will beep. To clear the beep, press the CLEAR button. Press the CREDIT button to again and you can then re-process the card, asking the customer to take care not to remove the card until the PED display instructs them to do so.

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- If the customer enters the wrong PIN, the PED will normally display, for a short instance, the message:

**INCORRECT PIN**  
before asking the customer to re-enter their PIN.

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- The customer can have three attempts to enter the correct PIN. The card will be declined if the customer fails three times in a row to enter their PIN correctly. (These three attempts in a row do not need to be in the same store or on the same day). Before their last attempt the PED will display the message:

**PIN LAST TRY  
/OK**

The Customer MUST press the GREEN confirm button on the PED to confirm that they understand they have one more attempt to enter their PIN, even if they do not want to try again. If they do not press the GREEN confirm button, the terminal will wait forever. If they do not want to try again, they should press the GREEN confirm button, followed by the RED cancel button to cancel the card transaction.

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- When a card is declined, cancelled by the customer or cancelled by store management, the customer's credit card slip, showing the cancellation or decline,

should be given to the customer. This will help them should they need to take up the issue with their bank.

### **Customer Claims that Declined Transaction has been charged to their account**

In this instance you should give them a copy of the document "Card Declined Message". You should not ring I.T. or give the customer the telephone number for I.T. The customer will need to resolve this issue with their bank.

### **Swiping Cards**

In special circumstances, even after the PIN has been entered, the system may ask you to swipe the card and ask the customer to sign a slip. In this case the procedure is as follows.

- Operator terminal will ask you to Swipe Card
- You should swipe the card on the card reader in the keyboard
- Card will seek authorisation
- Display will ask you to check signature and will display the message:  
YES = <CODE> PLU
- To confirm that the signature is correct you need to enter the three verification digits on the signature slip, printed on the signature line and press PLU.
- If the signature is not correct you will need to call a member of Management to cancel the transaction. You cannot cancel the transaction.

Also if the card does not have a PIN you will need to swipe the card, as listed above.

### **Manually Entering Card Number**

- If you need to swipe card, but the magnetic strip cannot be read, you will need to manually enter the card number. To select this option press the PLU button.  
(MANUAL = PLU).

### **Age Restricted Products**

- The following products are age restricted:
  - Alcohol – age 18+ ("Look 25 - Prove 18" policy applies, see below)
  - Knives or Blades – age 18+ ("Look 25 - Prove 18" policy applies, see below)
  - Chocolate Liqueurs – 16+
  - Age restricted videos/DVDs – age shown on video/DVD
- When serving a customer, the first time an age restricted product is scanned during a transaction, the till will beep and display the following message:  
**CUSTOMER AGE OK?**  
**NO=CLEAR YES=CASH**
- If you are happy that the age of the customer is appropriate to purchase the product press the "CASH" key for YES.
- If you feel their age is not appropriate to purchase the product, or if you are unsure, press the "CLEAR" button for NO. The following message will then be displayed:  
**CALL SUPERVISOR**  
You should call a member of management. You will not be able to proceed until a member of management clears the message..
- **Please note**, this checking feature only works for the first age related product sold. So if liqueurs are scanned first and you confirm it is OK to sell them, because customer is over 16, it will not display the warning message if alcohol is scanned in the same transaction. In this case you will still need to verify that the customer is over 18 to purchase the alcohol.
- Details on processing each type of age restricted product are discussed below.

### **Processing Alcohol Sales**

- Till staff under the age of 18 must be supervised by a member of staff over the age of 18 when serving alcohol. If you are under 18 and a customer wishes to buy alcohol, call for a member of staff who is over 18 to supervise the sale.
- Alcohol can only be sold to customers who are 18 years of age or over. To discourage under-age drinking, TJ Morris Ltd operates a "Look 25 Prove 18" policy for alcohol sales. If the person buying alcohol appears to be under the age of 25 then you should ask for their Drivers License or Passport to prove they are 18 or over. If

they are unable to provide this then inform them that you are unable to serve them. If they complain call a Supervisor.

- A barker showing "**Look 25 Prove 18**" should be on display on each bay of alcohol in the store and on each checkout.

In the following instances the customer should not be served and a supervisor should be called:

- If you believe the person buying alcohol is buying it on behalf of someone who appears to be under the age of 18.
- If you believe the person buying alcohol is drunk.
- If you believe the person is buying alcohol on behalf of someone who is drunk.
- Policemen in uniform cannot be served alcohol.

You will need to complete a product refusal form for any customers that are refused alcohol sales.

#### **Sale of Chocolate Liqueurs**

- It is illegal to sell confectionery containing intoxicating liqueur to a person under the age of 16 years.
- If the person buying the chocolate liqueur appears to be under the age of 16 then you should ask for photographic proof of age. If they are unable to provide this then inform them that you are unable to serve them unless they can provide photographic proof of age. If they complain call a Supervisor.
- You will need to complete a product refusal form for any customers that are refused chocolate liqueur sales.

#### **Sale of Knives/Blades**

- It is illegal to sell knives/blades to anyone under the age of 18 years.
- TJ Morris Ltd operates a "**Look 25 Prove 18**" policy for knife/blade sales. If the person buying knife/blades appears to be under the age of 25 then you should ask for photographic proof of age to prove they are 18 or over. If they are unable to provide this then inform them that you are unable to serve them unless they can provide proof of age. If they complain call a Supervisor.
- You will need to complete a product refusal form for any customers that are refused knives/blades sales.

#### **Sale of Age Restricted Videos/DVD**

- It is illegal to sell age limited videos/DVDs to customers who are below the age limit shown on the video.
- When selling videos/DVDs check if the video has an age limit shown on it (12, 15 or 18 years).
- If the person buying the age limited video/DVD appears to be under the age limit shown on the video then you should ask for photographic proof of age. If they are unable to provide this then inform them that you are unable to serve them unless they can provide photographic proof of age. If they complain call a Supervisor.
- You will need to complete a product refusal form for any customers that are refused age limited Video/DVD sales.

#### **Fines for Serving Under-Age Customers**

- If you are caught by police or the local council serving age restricted products to under-age customers (alcohol, blades, video/DVDs, liqueur chocolates etc.) you will be interviewed by the police at the police station (including taking of finger prints) and will be given a personal fine (currently £80). You will be responsible for paying this fine. The Company can also face prosecution and withdrawal of its alcohol license.
- Repeat offences can result in additional personal fines, personal prosecution and withdrawal of the Store's alcohol license.

#### **Sale of Paracetamol and Aspirin Products**

- It is company policy to limit the sale of Paracetamol and Aspirin products to a maximum of 6 packs, total, per customer. This includes all Paracetamol containing products such as Lemsip, Beechams and Calpol etc.



### **Scanning Suitcases, Laundry Baskets, Boxes etc.**

- Whenever you scan suitcases, laundry baskets, boxes etc. it is important that you open them to check that no other products are inside.
- If there are smaller suitcases/laundry baskets/boxes etc. packed inside, they should be taken out and scanned individually as they are normally sold separately and not as a set.

### **Customers with Trolleys**

- It is very important that you check the customer's trolley to ensure that all products are placed onto the checkout conveyor belt and scanned.
- If a customer does not place all their products on the conveyor belt and tells you there are more products in the trolley, be sure to count the products yourself.

### **Customers with Prams/Pushchairs**

- If a customer has a pram/pushchair you should quickly look at the pram/pushchair to make sure that no products are in or under the pram/pushchair.

### **Scanning Heavy or Bulky Products**

- Rather than try to lift heavy or bulky products onto till to scan them, leave goods in customer's trolley and manually enter the barcode into the till.

### **Carrier Bags**

- Take care not to use excessive numbers of carrier bags
- Customers should be asked if they would like to purchase one of our re-useable bags
- If the customer only has a small no. of items or if they have a bag their shopping will fit into, ask them if they would like a carrier bag.

### **Change**

- Try to conserve your change
- If you are getting short of change or if there is no queue, ask the customer if they have the right money to reduce the amount of change you have to use.
- Ring one bell if you need a Manager to get you change.
- You should not swap change between tills as this may cause mistakes in your change.

### **Stock or Money Left Behind By Customer**

- If a customer leaves paid for stock or change/money this should be recorded in "Customer Goods Left Book" and a member of management must be informed.
- If customer claims stock or change/money has been left behind, call a Manager to deal with the customer.
- If the customer leaves any change or monies you must immediately place it in your till drawer, do not leave it on the till, under the till or hide it.
- If money is found on the shop floor, you must report it to your manager immediately who will record it in the incident book.

### **Staff Fraud**

- Staff should be aware that CCTV covers tills and transactions recorded electronically. Video footage and records of sales can be called up weeks after they have taken place.
- The company operates a zero tolerance approach to staff theft, no matter how small. All instances will be reported to the police.
- As well as involving the police, the company will take out a civil prosecution against all employees dismissed for theft to recover costs of goods and associated costs, via the Civil Debt Recovery Scheme.

### **Do's and Don'ts of Working on the Till**

#### **DON'T**

- Don't leave your scanner card on the till.
- Don't scan a replacement product if your product won't scan. Call a Supervisor.

- Don't leave the till without signing off (press the OFF button).
- Don't serve family or close friends. Ask them to use another till.
- Don't keep more than £50 in total in notes in the till drawer, use the counter cache box. Large amounts of cash in the till drawer puts you at risk a till snatch.
- Don't eat, drink or chew gum either at the checkouts or on the shop floor.
- Don't break the legal requirements on the sale of alcohol.
- Don't open the till drawer between transactions.
- Don't keep personal effects at the till.
- Don't hold conversations with staff on other checkouts. This is particularly annoying for customers and seen as the height of rudeness.
- Don't leave loose change on top of the till. Put any change left by customers in the till immediately.
- Don't be rude or use offensive or inappropriate language to customers.
- Don't have any money on your person while working on a till. **If you have cash on your person you will be subject to summary dismissal.**
- Don't have any money or loose change on your till, under till or hidden on the till. All monies should be placed in cash drawer. **If you leave cash or loose change on your till, under your till or hide it on your till, you will be subject to summary dismissal.**

#### DO

- Do keep your checkout clean and tidy.
- Do keep looking up to check if queues are building up at your till.
- Do ring for a member of management if an item will not scan.
- Do check that tops on products are secure. This is especially important for bottles of bleach.
- Do look out for badly damaged items when scanning or packing items.
- Do show politeness to customers at all times by keeping eye contact and saying "Please" and "Thank you".
- Do ring the bell for a member of management if the customer has any query over change they have received.
- Do inform management if handed money by a customer who does not have time to wait for the item to be scanned and receive a receipt.
- Do put £20 notes straight into the counter cache.

#### Bell System

- Ring one bell if you need a Manager for a return, void, change etc.

#### Managing Queues

- The operator on the lead till will be responsible for calling staff, via tannoy, to open up other available tills as queues build.
- Ring one long continuous bell if a member of management is required urgently, for instance a security problem in-store.

#### Management functions

Management are required to carry out the following functions:

- Change the price of a product
- Process returns from a customer
- Cancel a transaction
- Void items from a transaction.

#### Operator Cards

- Management will issue you with an operator card to enable you to sign on to the till.
- You should sign for this card and return it at the end of your shift (unless your store is using the Time and Attendance system in which case you will be given your own named card to keep).
- Do not lend your card to other members of staff.
- Keep this card on your person at all times.

Failure to follow the Till Procedures may lead to disciplinary action  
being taken including dismissal.



## Till Procedures Acknowledgement Form

Employee Name: \_\_\_\_\_

Store: \_\_\_\_\_

The document "Till Procedures" has been given to me, read and explained to me and I  
confirm I understand the information contained in it.

Signed Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Document read and explained to employee by:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Keep this section of acknowledgement form in-store  
In Employee Training File  
Employee should retain rest of document.**



# Store Procedures

## Age Restricted Products



Person: Store Staff

### Background

This procedure outlines our current policy for the sale of age restricted products in our stores. It is important that staff are aware of our rules regarding the sale of age restricted products and, the consequences which may follow when the procedures are not adhered to.

### Sale Refusal Forms

Under each till, we keep a Sale Refusal Form to log any refusals made on sales. If you refuse a sale, call a supervisor who will then fill in the Sale Refusal Form.

### Age Restricted Products

- The following products are age restricted:
  - Alcohol – age 18+ ("LOOK 25 – PROVE 18" policy applies, see below)
  - Knives or Blades – age 18+ ("LOOK 25 – PROVE 18" policy applies, see below)
  - Chocolate Liqueurs – 16+
  - Age restricted videos/DVDs – age shown on video/DVD
- When serving a customer, the first time an age restricted product is scanned during a transaction, the till will beep and display the following message:  
**CUSTOMER AGE OK?**  
**NO=CLEAR YES=CASH**
- If you are happy that the age of the customer is appropriate to purchase the product press the "CASH" key for YES.
- If you feel their age is not appropriate to purchase the product, or if you are unsure, press the "CLEAR" button for NO. The following message will then be displayed:  
**CALL SUPERVISOR**  
You should call a member of management. You will not be able to proceed until a member of management clears the message.
- Please note, this checking feature only works for the first age related product sold. So if liqueurs are scanned first and you confirm it is OK to sell them, because customer is over 16, it will not display the warning message if alcohol is scanned in the same transaction. In this case you will still need to verify that the customer is over 18 to purchase the alcohol.

### Serving Alcohol

- Till staff under the age of 18 must be supervised by a member of staff over the age of 18 when serving alcohol. If you are under 18 and a customer wishes to buy alcohol, call for a member of staff who is over 18 to supervise the sale.
- Alcohol can only be sold to customers who are 18 years of age or over. To discourage under-age drinking, TJ Morris Ltd operates a "LOOK 25, PROVE 18" policy for alcohol sales. If the person buying alcohol appears to be under the age of 25 then you should ask for photographic proof of age (Drivers License or Passport) to prove they are 18 or over. If they are unable to provide this then inform them that you are unable to serve them unless they can provide this identification. If they complain call a Supervisor.
- A barker showing "LOOK 25, PROVE 18" should be on display on each bay of alcohol in the store and on each checkout.

In the following instances the customer should not be served and a supervisor should be called:

- If you believe the person buying alcohol is buying it on behalf of someone who appears to be under the age of 18.
- If you believe the person buying alcohol is drunk.
- If you believe the person is buying alcohol on behalf of someone who is drunk.
- Policemen in uniform cannot be served alcohol.

You will need to complete a product refusal form for any customers that are refused alcohol sales.

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- It is illegal to sell age limited videos/DVDs to customers who are below the age limit shown on the video.
- When selling videos/DVDs check if the video has an age limit shown on it (12, 15 or 18 years).
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- You will need to complete a product refusal form for any customers that are refused age limited Video/DVD sales.

#### **Fines for Serving Under-Age Customers**

- If you are caught by police or the local council serving age restricted products to under-age customers (alcohol, blades, video/DVDs, liqueur chocolates etc.) you will be interviewed by the police at the police station (including taking of finger prints) and will be given a personal fine (currently £80). You will be responsible for paying this fine. The Company can also face prosecution and withdrawal of its alcohol license.
- Repeat offences can result in additional personal fines, personal prosecution and withdrawal of the Store's alcohol license.

#### **Sale of Paracetamol and Aspirin Products**

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IF YOU LOOK UNDER



You must be 18 or  
over to purchase alcohol

If you look under 25  
we will ask for  
photographic proof of age

PROVE YOU ARE



S1NA

21

One form to be kept under each till.  
Form to be retained in Health and Safety File when complete.



Store

Table to show year of birth for qualifying age:

To qualify, day of birth must be before today's day/month for year shown in table

	Current Year	2009	2010	2011	2012	2013	2014
Product	Age Limit						
Alcohol	18 Years	1991	1992	1993	1994	1995	1996
Bladed knife/knives	18 Years	1991	1992	1993	1994	1995	1996
Chocolate Liqueurs	16 Years	1993	1994	1995	1996	1997	1998
Video/DVD 12 years	12 Years	1997	1998	1999	2000	2001	2002
Video/DVD 15 years	15 Years	1994	1995	1996	1997	1998	1999
Video/DVD 18 years	18 Years	1991	1992	1993	1994	1995	1996

**Special rules for alcohol:**

**Special rules for alcohol:**

- Alcohol can only be sold to customers who are 18 years of age or over. To discourage under-age drinking, TJ Morris Ltd operates a **LOOK 25, PROVE 18** policy for alcohol sales. If the person buying alcohol appears to be under the age of 25 then you should ask for photographic proof of age to prove they are 18 or over. If they are unable to provide this then inform them that you are unable to serve them unless they can provide proof of age. If they complain call a Supervisor.

- if you believe the person buying alcohol is buying it on behalf of someone who appears to be under the age of 18, do not serve them, call a Supervisor.

• If you believe the person buying alcohol is drunk, do not serve them, call a Supervisor.

- If you believe the person buying alcohol is buying it on behalf of someone who is drunk, do not serve them, call a Supervisor.

- Policemen in uniform cannot be served alcohol.

If in doubt of a persons qualifying age when purchasing the above products, photographic **DRIVERS LICENSE** or **PASSPORT**

If customer is unable to provide this then sale must be refused.  
 Refusal details should be filled in below.

[illegible]

## Restricted Sales/Reminder Test

- 1) What are the only forms of ID which the store Accept as proof of age?
  - a. Driving Licence Only.
  - b. Passport Only.
  - c. Driving licence or Passport Only.
  - d. Gas bill.
  
- 2) What age must you legally be to purchase alcohol in the store?
  - a. Between 17-65.
  - b. Under 95.
  - c. Over 18.
  - d. Over 21.
  
- 3) Whom of the following can legally purchase alcohol?
  - a. A policeman in uniform.
  - b. A person who appears drunk.
  - c. A 29 year old lady pushing a pushchair.
  - d. A 16 year old school boy with his parents in the store.
  
- 4) If you suspect a person looks under the age of 21 what should you do?
  - a. Ask to see proof of his address.
  - b. Ask them to sign the refusal register.
  - c. Ask them to provide you with proof of age.
  - d. Ask them to leave and never sell them alcohol again.
  
- 5) When can you sell an under 18 year old with alcohol?
  - a. When they are in a group of 4 or more.
  - b. When they are going to drink it at home.
  - c. When another adult customer buys it for them.
  - d. Never.
  
- 6) If you ask a person to prove their age and they cannot what should you do?
  - a. Ask them to bring it with them next time.
  - b. Ring for a supervisor and refuse the sale.
  - c. Charge them an extra £5 on their shopping.
  - d. Send them to the next check out.
  
- 7) Once they have been refused what should happen next?
  - a. Alcohol put back on the shelf and the refusal register signed.
  - b. Call the police.
  - c. Tell them to go home.
  - d. Give them an extra carrier for their shopping.
  
- 8) If you notice someone buying alcohol for a group of children/youths hanging around outside the shop what should you do?
  - a. Go on your break.
  - b. Stop the sale, inform customer and management.
  - c. Double up their carrier.
  - d. Help them carry their shopping to their car.



- 9) If you are under 18 and serving on the tills what should you do if you notice the customer has a bottle of wine they wish to purchase?
- a. Ask them to leave the store.
  - b. When you get to the bottle of wine ask a colleague over the age of 18 to witness the sale and verify the customers age.
  - c. Tell them you are going on your break.
  - d. Check to see if there is a multi buy on wines to increase the stores sales.

10) Who is responsible for the sale of alcohol in your store?

.....

11) What other stock that we sell are age restricted?

- a. Washing powder and crisps.
- b. Chocolate and coffee.
- c. Knives and Lighters.
- d. pens and paper.

12) What could happen if you are caught selling alcohol to a customer under the age of 18?

- a. Be nominated for employee of the quarter.
- b. Get a pay rise.
- c. On the spot fine and face disciplinary action.
- d. A life sentence.

Completed by.....

Date.....