



## **ACS Submission: Consultation on Primary Authority Partnerships Relating to Devolved Regulatory Responsibilities of Local Authorities**

ACS (the Association of Convenience Stores) welcomes the opportunity to respond to the Scottish Government's consultation on Primary Authority partnerships. ACS represents 33,500 local retailers including The Co-operative Group, Spar UK, Costcutter Supermarkets, NISA Retail and thousands of independent retailers, many of whom benefit from our established Primary Authority scheme, Assured Advice.

Convenience retailing is a highly regulated sector, with retailers having to comply with a variety of product regulation, including licensing requirements for alcohol; age restricted sales rules on products such as fireworks, fuel, lottery and tobacco; regulations affecting all physical businesses, such as health and safety, fire safety and food safety regulations; and employment law.

ACS launched its own Primary Authority scheme in 2014 in partnership with Surrey County Council that is accessible to the smallest convenience retail businesses. The ACS Assured Advice scheme provides tailored advice on regulatory compliance issues that specifically affect convenience store retailers. Through ACS' Assured Advice, small retailers have access to the same expertise, previously only available to the biggest companies with expensive in-house compliance departments.

ACS provides a range of advice in a variety of areas. However, only certain areas are Assured, specifically trading standards, environmental health and fire safety. Currently our Assured Advice scheme includes ['Preventing Underage Sales'](#), ['Tobacco Display Ban'](#) (in English and in Welsh), ['Food Safety and Hygiene'](#), ['Managing Fire Safety'](#), ['Weights and Measures'](#), ['Managing Health and Safety'](#), ['Product Safety'](#), ['Selling Fireworks'](#) and ['Fair Trading and Pricing'](#) (see annex for samples of the guides).

The Assured Advice scheme has been hugely successful so far. With 10 guides in total, the scheme encompasses a wide variety of issues that affect the convenience sector the most, one of the most notable issues being the recent tobacco display ban. The 'Tobacco Display Ban' guide has received over 5,000 downloads from the ACS website, as well as being adopted by the Department of Health and the Chartered Trading Standards Institute as a leading example of compliance in the sector. A number of our guides, including 'Selling Fireworks' and 'Managing Fire Safety' are the first pieces of guidance on the issue that has been developed for the retail sector.

ACS Assured Advice is in the process of expanding to Wales, recently launching the 'Tobacco Display Ban' guide in Welsh, which is Assured in Wales by Bridgend County Borough Council. The next scheduled area of Assured Advice in Wales will be on the carrier bag charge.

We support Primary Authority as an innovative way to reduce burdens on businesses and local authorities and to encourage co-operation and co-ordination between retailers and enforcement authorities, while at the same time improving levels of compliance. We therefore welcome the proposals in the consultation to further extend the scope of the Primary Authority schemes.

We believe that the Scottish Government should be considering extending the partnership further to allow trade associations to form Primary Authority partnerships given the success of the scheme in England and Wales. In the current proposals, Primary Authority partnerships in Scotland would only be available to the biggest businesses who can afford the time and financial cost of developing a Primary Authority partnership. We think that the benefits of the primary authority scheme should not be limited to large businesses but should be extended to smaller operators through their trade association.

**ACS' Recommendation:** ACS recommends that the Scottish Government considers expanding the Primary Authority initiative to include trade associations. This would provide a significant opportunity to improve and simplify compliance requirements for thousands of small businesses.

Please see below for ACS' response to the relevant questions.

**Question 1 – Do you agree that the categories of regulation set out in the consultation document (paragraph 18) should be in scope for primary authority partnerships in Scotland?**

**Question 2 – Does the legislation listed in Annex A represent the main primary legislation for the regulatory functions which are proposed to be in scope for primary authority partnerships in Scotland?**

Yes, ACS already provides a range of advice across a variety of these areas for England, with plans to expand to Wales. However, only certain areas are Assured, specifically trading standards, environmental health and fire safety. Currently our Assured Advice scheme includes (see appendix for more details):

- 'Preventing Underage Sales' explaining what retailers are legally obligated to do; what retailers should consider doing as best practice; and how retailers can put in place the policies and procedures that will help them to manage this difficult area successfully.
- 'Tobacco Display Ban' providing a simple, easy-to-understand guidance in complying with the tobacco display ban.
- 'Food Safety and Hygiene' containing an overview of what is expected of a retailer as a business owner with regards to the sale of food, either wrapped, loose or heated under food safety and hygiene laws.
- 'Managing Fire Safety' including advice for retailers on managing fire safety risks faced by employees and customers.

- ‘Weights and Measures’ including advice on terms of weighing food accurately and ensuring that the price indications, scales and weights that are used are legal.
- ‘Health and Safety’ containing an overview of what is expected of a retailer with regards to managing the health and safety of your employees and customers.
- ‘Product Safety’ providing information to retailers on how to ensure that the products that they supply are safe. This guide also explains what retailers’ responsibilities are in the supply chain.
- ‘Selling Fireworks’ including advice on storing fireworks safely and selling them legally.
- ‘Fair Trading and Pricing’ highlighting some of the rules around displays of promotions and how to ensure that customers are treated fairly, along with the requirements of where retailers need to display details about their business.

We support the inclusion of alcohol licensing within the scope of Primary Authority which would provide much needed clarity for retailers. Alcohol licensing is a key area for local shops, 87% of convenience stores in the UK hold an alcohol licence<sup>1</sup>. Licensing is also an intricate and complex process for retailers to understand, especially so for businesses operating in more than one authority, when different conditions/regulations can apply.

**Question 5 – Do you agree that the regulations with regards to carrier bag charging should also be included as in scope?**

Yes. ACS supports the extension of Primary Authority in all areas where it can help provide greater clarity and assurance for retailers, and foster further partnerships working between retailers and local authorities. The ability to obtain Assured Advice in relation to the Scottish carrier bag charge would be beneficial for retailers and help to ensure a consistent approach to enforcement across Scottish local authorities.

**Question 6 – Are there any other devolved regulatory areas of local authorities which should be considered for inclusion in scope?**

No.

**Question 7 – Should the definition of ‘enforcement action’ contained in the Act additionally be supported by an explicit list of all sections of relevant legislation citing the specific actions which count as ‘enforcement action’?**

Yes, for retailers that operate at a national level, it would be beneficial to have consistency with existing UK measures.

**Question 8 – Do you agree that a Scottish primary authority partnership scheme should enable the primary authority to direct the enforcing authority to take action?**

Yes, the purpose of a retailer’s involvement in a Primary Authority partnership is to provide them with the assurance and confidence of knowing that their store’s procedures must be respected by all local enforcement officers (including environmental health, police and

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<sup>1</sup> [ACS Local Shop Report 2014](#)

trading standards), when they have successfully signed up to and are compliant with a scheme.

**Question 9 – Do you agree that the primary authority should have five working days to respond to proposed enforcement action?**

Yes.

**Question 10 – If a primary authority has powers to direct, are there any circumstances, other than those described in paragraph 35) where this requirement should not apply?**

No.

**Question 11 - If a primary authority did not have powers to direct an enforcing authority not to take action, which model would provide the best process for engagement on enforcement action?**

ACS supports the notification and discussion with dispute mechanism.

**Question 12 – is there any other option which you would suggest?**

No.

**Question 17 – Do you agree with the proposed appeals process?**

Yes, for retailers that operate a national level, it would be beneficial to have consistency with existing UK measures.

**Question 22 – Please provide any comments on the partial Business and Regulatory Impact Assessment (Annex B)**

ACS supports option 3 included in the partial Business and Regulatory Impact Assessment. We believe that introducing a Scottish specific Primary Authority scheme for the devolved regulatory responsibilities of local authorities in Scotland will tailor to the needs of Scottish convenience retailers. Option 3 reflects the costs and benefits previously implemented in Primary Authority partnerships in England and Wales.

To date, 189 stores have formally committed to ACS' Assured Advice scheme. Of those, over a quarter of the stores are independent businesses, which previously would have not had access to the assurance that the scheme provides. ACS has only recently started promoting membership to the scheme, and we expect the number of stores signing up to Assured Advice to increase significantly over the next year. As a trade association, ACS has thousands of independent stores in membership who also attend a number of events that we run throughout the year. At each event, we provide the opportunity for our members to sign up to Assured Advice, using a simplified application form. This application process is very convenient for our members who already suffer from time pressures. Convenience store owners work very long hours, with 23% of all convenience store owners working more than

70 hours per week<sup>2</sup>. Without ACS Assured Advice, only the biggest companies with expensive in-house compliance departments, who can afford the time and money to establish a scheme, would benefit.

ACS is able to take on the burden of developing a Primary Authority scheme and small businesses in membership are able to benefit, as well as small businesses that access only the guidance, not the assurance, online. ACS has invested a vast amount of resources into the development of the Assured Advice scheme, including time to plan, develop and design the guides; hiring a consultant from Surrey County Council; and outsourcing graphic design, however, the total cost cannot be quantified. The costs of the scheme are ongoing as the guides will continually need updating to reflect changes in legislation.

**For more information on this submission, please contact Julie Byers, ACS Public Affairs Assistant, at [Julie.Byers@acs.org.uk](mailto:Julie.Byers@acs.org.uk) or call 01252 533008.**

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<sup>2</sup> [ACS Local Shop Report 2014](#)

# ANNEX A: "ACS Assured Advice Preventing Underage Sales" Front Page & Except



**assured  
advice**

This guidance document contains Assured Advice under the ACS Primary Authority Scheme. For more details visit [www.acs.org.uk/assured-advice](http://www.acs.org.uk/assured-advice)

<b>ASSURED</b>	<b>BEST PRACTICE</b>
Alcohol	Tobacco
Lighter fuel/butane	High caffeine/energy drinks
Tobacco and cigarette papers	Magazines
Fireworks	E-cigarettes
Animal paint	Tobacco associated products
Christmas crackers	Medicines
DVDs and video games	Eggs and flour
Lottery	
Intoxicating substances	

## ACS advice

# PREVENTING UNDERAGE SALES

Understanding how to manage underage sales is probably the main compliance challenge a convenience store retailer faces. This guide explains what you are legally obligated to do; what you should consider doing as best practice; and how you put in place the policies and procedures that will help you to manage this difficult area successfully.

An ACS advice guide for retailers  
[www.acs.org.uk](http://www.acs.org.uk)



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PREVENTING UNDERAGE SALES | An ACS advice guide for retailers

## 2. APPROACHES TO PREVENTING SALES

### Challenge 25

ACS recommends the use of Challenge 25 policies for all underage sales.

Challenge 25 is a store policy based on two simple principles:

- All staff serving customers should be trained to 'think 25'. This means if a customer is seeking to buy an age restricted product of any kind, the staff member should ask themselves the question - 'Does the person in front of me look like they might be under the age of 25 years?' If the answer is yes, then they should ask the person for a valid proof of age. If the identification confirms they are over the legal age of purchase for that product, then it can be sold to them.
- The store policy is clearly communicated to customers, usually through the use of visible in-store signage.

Posters are available to download and print from <http://www.challenge25.org/downloads.html>



### Common refusal approaches

It is normal for retailers and staff to feel apprehensive or awkward about asking people to prove their age. However this is something that they must overcome, and retail concerns are best dealt with through developing strategies for approaching the issue that suit the individual.

Also, it is worth bearing in mind, that while it feels awkward for staff, it is actually something that young people are very accustomed to and the vast majority expect to be asked. Here are the most common approaches you can use:

#### DEFLECTION



I have to ask you to prove your age because it's company policy.

#### FLATTERY



Can I see some ID please?

Really? But this is 19 years old!

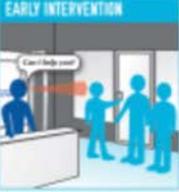
#### CONSTRUCTIVE



I can't serve you today if you don't have ID. But here is a buffer that explains how you can get a valid proof of age.

### Avoiding conflict

#### EARLY INTERVENTION



Can I help you?

If you see a youth or group of youths that you suspect may be preparing to attempt to buy alcohol, try and make a non-confrontational early intervention. That lets them know you are aware of them, often deterring them.

#### STAY CALM AND POLITE



I'm sorry, but it's company policy.

One way to avoid personal abuse, is to make clear that it is not your decision, but it's company policy, or because of the rules applied to your licence.

#### SEEK HELP



If you hear for your safety, you should try to remove yourself from the situation or call for help. If you receive abuse or threatening behaviour, make sure you report it to your manager. For more advice on dealing with violence and abuse visit [www.acs.org.uk/advice](http://www.acs.org.uk/advice).

### Proxy sales

It is illegal to sell alcohol to a person who you know is going to supply it to a person under age. This is commonly called a 'proxy sale'. Whilst this is not the case for the other legally restricted products, you should consider adopting a common approach to identifying and preventing proxy sales across all age restricted products.

It can be very difficult to know if an adult intends to buy an age restricted product for or on behalf of someone who is underage. Therefore, you are only expected to act when an obvious proxy sale is taking place.

Here are some common scenarios:



Just because a customer is accompanied by someone who is clearly underage, that does not mean you should suspect them of being a proxy purchaser.



If you see the adult asking the child what alcohol they want, or if the child's behaviour suggests the alcohol is for them - then you should refuse the sale.



Try, as far as possible, to monitor what is happening outside your store, especially if young people are hanging around. If you see what looks like an adult being asked to buy a product by a person outside the store, refuse the sale to that person and report it to the police.

## ANNEX B: “ACS Assured Advice Fair Trading” Front Page & Excerpt



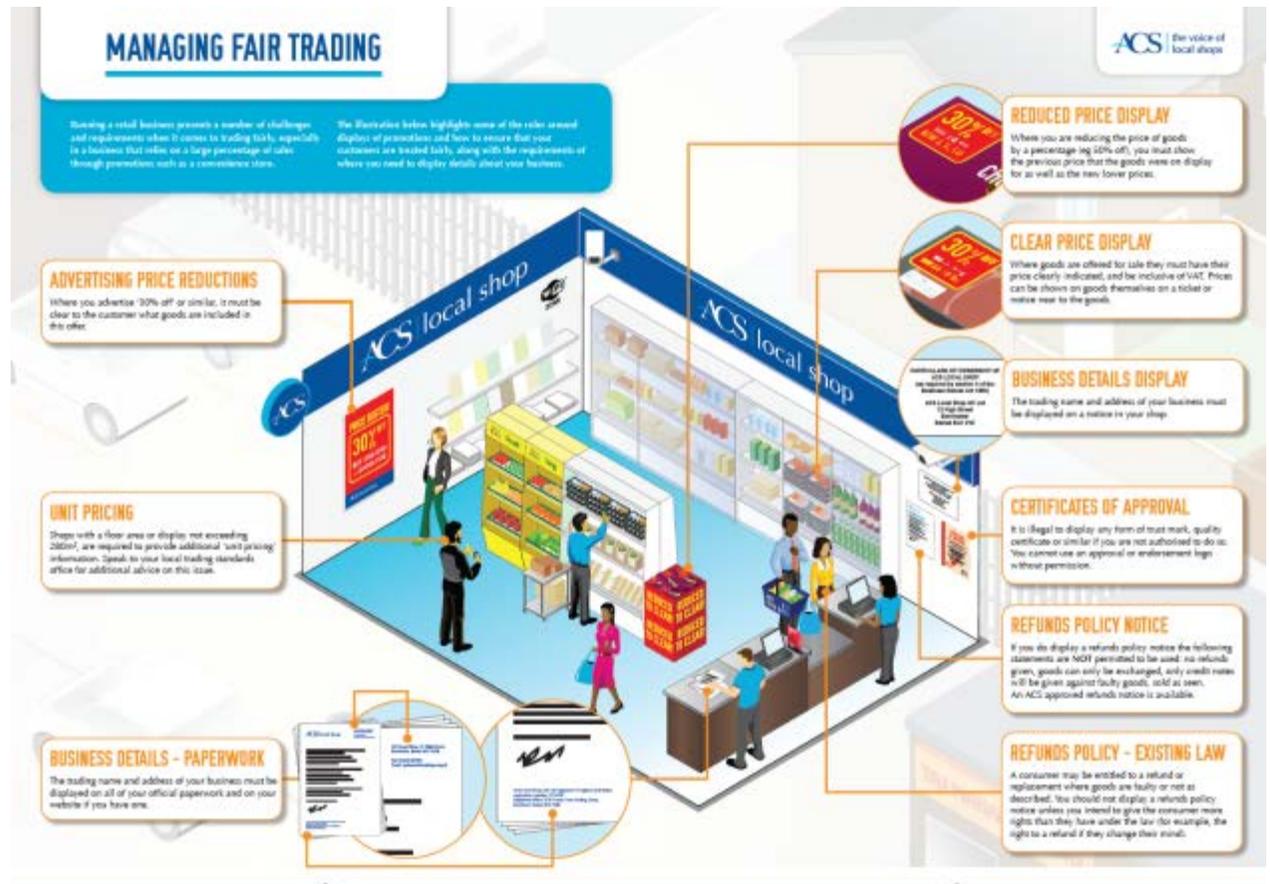
This guidance document covers Assured Advice under the ACS Primary Authority Scheme. For more details visit [www.acs.org.uk/assured-advice](http://www.acs.org.uk/assured-advice)

# ACS advice FAIR TRADING

There are various laws applicable to convenience stores, such as the way you display prices and ownership information. Consumers have rights when buying goods from you, but it is important to strike a fair balance between these rights and your own. This guide provides an overview of what is required of you as a business owner to ensure that you remain in compliance with these laws.

### MANAGING FAIR TRADING

Running a retail business presents a number of challenges, and requirements when it comes to trading fairly, especially in a business that relies on a large percentage of sales through promotions, such as a convenience store. The illustrations below highlight some of the rules around display of promotions and how to ensure that your customers are treated fairly, along with the requirements of where you need to display details about your business.



**ADVERTISING PRICE REDUCTIONS**  
Where you advertise '30% off' or similar, it must be clear to the customer what goods are included in this offer.

**UNIT PRICING**  
Shops with a floor area or display not exceeding 200m<sup>2</sup>, are required to provide additional unit pricing information. Speak to your local trading standards office for additional advice on this issue.

**BUSINESS DETAILS - PAPERWORK**  
The trading name and address of your business must be displayed on all of your official paperwork and on your website if you have one.

**REDUCED PRICE DISPLAY**  
Where you are reducing the price of goods by a percentage (e.g. 30% off), you must show the previous price that the goods were on display for as well as the new lower price.

**CLEAR PRICE DISPLAY**  
Where goods are offered for sale they must have their price clearly indicated, and be inclusive of VAT. Prices can be shown on goods themselves on a ticket or notice near to the goods.

**BUSINESS DETAILS DISPLAY**  
The trading name and address of your business must be displayed on a notice in your shop.

**CERTIFICATES OF APPROVAL**  
It is illegal to display any form of trust mark, quality certificate or similar if you are not authorised to do so. You cannot use an approval or endorsement sign without permission.

**REFUNDS POLICY NOTICE**  
If you do display a refunds policy notice the following statements are NOT permitted to be used: no refunds given, goods can only be exchanged, only credit notes will be given against faulty goods, sold as seen. An ACS approved refunds notice is available.

**REFUNDS POLICY - EXISTING LAW**  
A consumer may be entitled to a refund or replacement where goods are faulty or not as described. You should not display a refunds policy notice unless you intend to give the consumer more rights than they have under the law (for example, the right to a refund if they change their mind).

# ANNEX C: "ACS Assured Advice Managing Fire Safety" Front Page & Excerpt

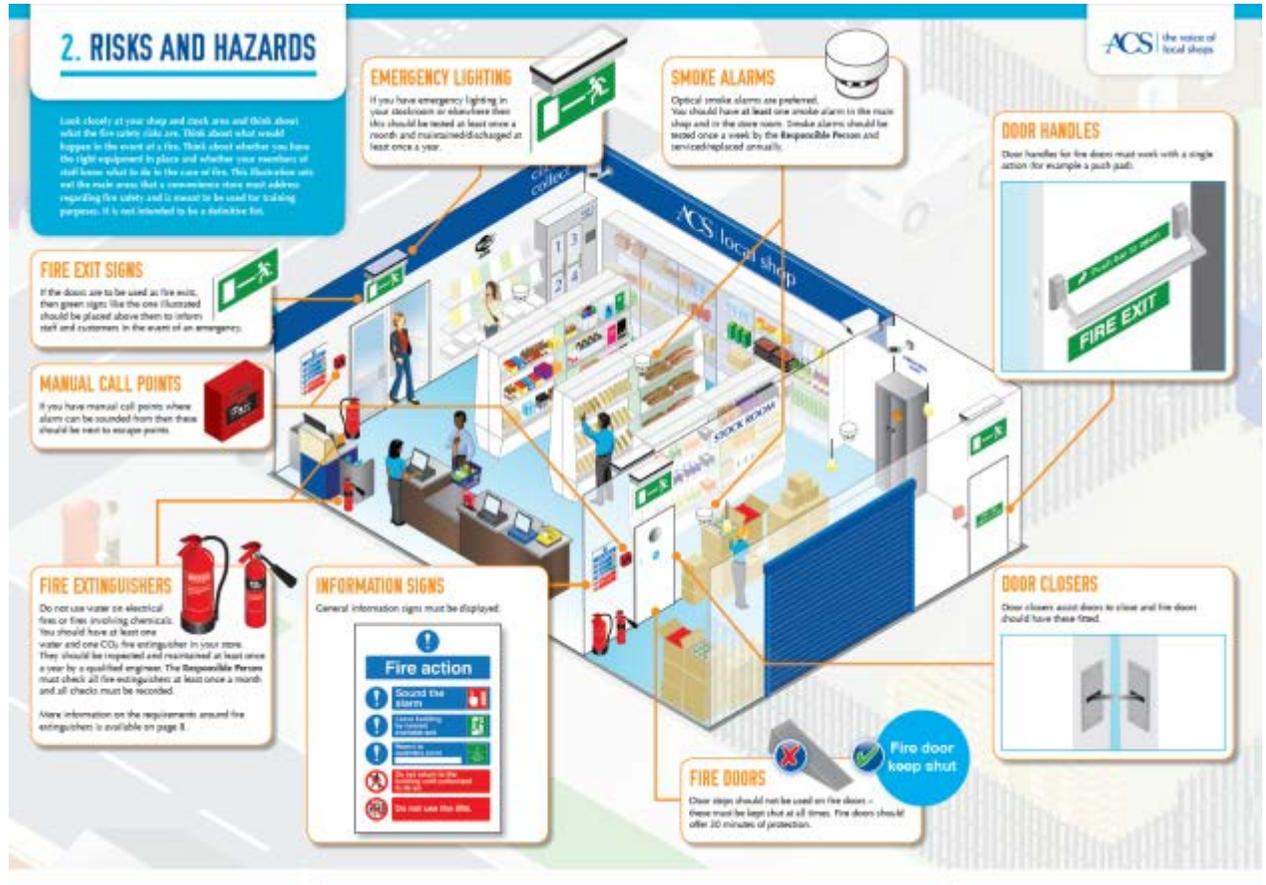


This guidance document contains Assured Advice under the ACS Primary Authority Scheme. For more details visit [www.acs.org.uk/assured-advice](http://www.acs.org.uk/assured-advice)

## ACS advice

# MANAGING FIRE SAFETY

Fire safety law is regularly spoken about and often misunderstood. This guide provides an overview of what is required of you as a business owner in terms of managing fire safety risks faced by your employees and customers.



# ANNEX D: "ACS Assured Advice Selling Fireworks" Front Page & Excerpt



This guidance document contains Assured Advice under the ACS Primary Authority Scheme. For more details visit [www.acs.org.uk/assured-advice](http://www.acs.org.uk/assured-advice)

## ACS advice

# SELLING FIREWORKS

Any local shop that chooses to sell fireworks must be aware of safety risks and the strict legal requirements related to these products. This guide provides an overview of what is required of you as a business owner in terms of storing fireworks safely and selling them legally.



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**FIREWORKS** An ACS advice guide for retailers

### 3. CHOOSING THE RIGHT FIREWORKS TO SELL

If you choose a reputable supplier, then the fireworks you get into stock should all be perfectly legal. You should note though that fireworks pre-packed in selection boxes or packs must not be split up or sold individually.

Only fireworks that comply with European safety standards carry the CE mark and are correctly labelled with details of the manufacturer and importer can legally be supplied to consumers. Fireworks that comply with British Standard BS 7114 can continue to be sold without the CE mark until 4 July 2017.

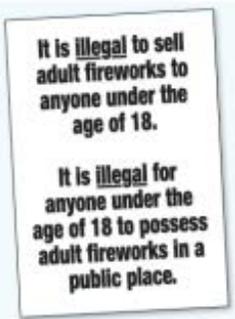
All packets of quantities must be labelled. Warnings not to be given to children under 5 years of age.



### 4. AGE RESTRICTED SALES

You should not sell adult fireworks or sparklers to anyone under the age of eighteen. Adult fireworks include all fireworks, except party poppers, fountains, caps and novelty matches. The age limit is 16 for caps, nocker snaps, novelty matches, party poppers, fountains and fountains.

You must display an age warning notice to deter any underage people asking for fireworks. This A1 poster looks like this:



It is illegal for anyone under the age of eighteen to possess adult fireworks in a public place and offences should be reported to the police.

New and existing staff must be properly trained and regularly updated on how to sell fireworks. Further guidance on how to put in place effective policy on preventing underage sales is available as part of the ACS Assured Advice on Preventing Underage Sales. [www.acs.org.uk/advice](http://www.acs.org.uk/advice)



### 5. STORAGE AND DISPLAY

The following maximum amounts are permitted for storage on licensed premises:

- Sales area – 12.5kg in a small shop, rising to 75kg in large supermarkets etc. You must not put glass fireworks containing fireworks in your shop windows.
- Each cabinet in the sales area must not contain more than 12.5kg and any container used for keeping fireworks must not contain other articles.
- Non-public areas – 250kg (less the amount in the sales area), however in premises which contain or adjoin domestic or sleeping accommodation this is reduced to 75kg.

All weights listed in the following paragraphs are net explosive content of explosives contained in the fireworks (NETC) – not the gross weight.

Most fireworks sold in retail premises are labelled 1.4G on their transit boxes and are classified as Hazard Type 4. If you store larger fireworks that are labelled on their transit boxes as 1.3C, these are classified as Hazard Type 5. If you store any Hazard Type 3 fireworks, the quantity that may be stored will be reduced and rules for storage are different. Seek advice immediately if you see any reference to 1.3G or HT3 on your fireworks, their packaging or supporting paperwork.



### 6. SAFETY PRECAUTIONS

- Keep all passages and stairways clear so that, if a fire should occur, escape is not hampered. See that doors are not obstructed.
- Do not store fireworks in passageways or under stairs.
- Keep water-type fire extinguishers handy and see that they are properly maintained (buckets of water and sand are a useful standby).
- Label the containers: 'Fireworks Highly Flammable', and keep them closed.
- Make sure appropriate fire extinguishers are on site and that they have been serviced correctly.
- Never let customers handle any fireworks while they are choosing.
- Don't empty fireworks into metal dustbins.
- Seek advice from your supplier on the safe disposal of damaged or unused fireworks.

### 7. DISPLAY CASES AND CABINETS

- Must be made of a robust material that does not readily catch fire such as certain types of wood or metal and specially designed plastic containers.
- Must be completely enclosed on all sides.
- Be designed to protect against sparks and other sources of ignition.
- Cannot permit unauthorised access to the fireworks by members of the public.
- Must not be used to store any goods other than fireworks.
- You should never place live fireworks in a display cabinet that is connected to the electric power supply (for example for backlighting of displays). If you wish to use a backlit cabinet only place dummy fireworks in the display cabinet.



### 8. ENFORCEMENT

You are very likely to receive visits from Trading Standards officers and Fire Safety Officers to ensure that you are storing fireworks in accordance with the law. In addition, Trading Standards Officers may carry out exercises using underage volunteers to test purchase fireworks in the period leading up to and after 5 November and New Year, as well as Diwali and the Chinese New Year. They may try to purchase fireworks outside of the permitted periods as well if you do not have a licence to sell fireworks all year round.

If found guilty then the courts may impose a fine of up to £5,000 or up to six months imprisonment or both for each offence. Convictions may also affect the licensing authority's opinion of whether you are a 'fit' person to store explosives. If they view you as an 'unfit' person then your licence will be refused or revoked.

# ANNEX E: “ACS Assured Advice Food Safety and Hygiene” Front Page & Excerpt



This guidance document contains Assured Advice under the ACS Primary Authority Scheme. For more details visit [www.acs.org.uk/assured-advice](http://www.acs.org.uk/assured-advice)

## ACS advice

# MANAGING FOOD SAFETY AND HYGIENE

All convenience stores sell food, either wrapped, loose or heated to their customers. Food safety and hygiene laws can be seen as complex and this guide provides an overview of what is expected of you as a business owner.



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## MANAGING FOOD SAFETY AND HYGIENE

An ACS advice guide for retailers

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### 3. RECORD KEEPING

You have to maintain a documented food safety management system. The purpose of these documents is to outline all of the food hazards present in the business, and how they are controlled. The checks that you carry out in your business will demonstrate that the controls identified are working properly.

Records to be maintained:

- Staff training certificates: If staff are preparing foods such as sandwiches, or cooking foods such as pies then they need to be trained to 'Basic Food Hygiene' level also known as CEH Level 2 food Hygiene. These training records should be retained by you (your local environmental health office can provide this training).
- Temperature control checks: The records of these must be retained for at least six months.



- Daily stock rotation checks: The records of these must be retained for at least six months.
- Cleaning records: These should be a cleaning schedule in place that lists what needs cleaning, when and how. Records should be kept to show compliance with this schedule and retained for six months.
- Pest control records: If you have a contract with a professional pest control company, they should leave you with a 'pest control book' which should be kept on the premises. If you do not use an external company, you should check at least once a week for signs of any pest activity (droppings, gnawed food, dead bodies) and these checks should be recorded.
- Documented food safety management systems: This may be your own written procedures identifying hazards and how hazards are controlled and monitored, or you may complete the FSA 'Safe Food Better Business' <http://www.food.gov.uk/business-industry/caters/> <http://www.fsa.gov.uk>

### 5. MORE COMPLEX FOOD PREPARATION

This guide has been developed for stores that are performing basic food preparation activities such as making sandwiches and heating pies. If you are carrying out more complex food preparation activities such as:

- Cooking
- Cooling
- Making meals such as curries
- Making casseroles, pies and other savoury goods
- Making pasta salads

Then you should follow the guidance in the government's 'Safe Food Better Business' guide here: <http://www.food.gov.uk/business-industry/caters/> <http://www.fsa.gov.uk>



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### 4. FOOD HYGIENE RATING SCHEME

Environmental Health Officers will inspect your premises and 'score' it according to food hygiene compliance. These scores are translated into a food hygiene rating score (with zero being the lowest and 5 being the highest score).

You can expect to be notified of your food hygiene rating score within 14 days of the inspection and a sticker will be provided for you to display in your window.

If you disagree with the score given, there is a right to appeal and the letter that you receive will explain how to do this. You will also have the right to request a re-inspection of your premises.

Your food hygiene rating score will be displayed on the Food Standards Agency website here: <http://ratings.food.gov.uk/>

Those stores that only sell low risk packaged foods are exempt from the food hygiene rating system.



### 6. ALLERGENIC INGREDIENTS

You must protect those customers that suffer from allergic reactions to food. There are 14 allergens covered by the law, they are:

- Cereals containing gluten, crustaceans (crab, lobster, prawn, scampi)
- Eggs, fish, lupin (sometimes found in bread, pasta and pastries)
- Milk, milk derivatives (butter, lard, cream, liquid, whey)
- Mustard, nuts, peanuts, sesame seeds, soya
- Sulphur dioxide, also known as sulphites (often contained in dried fruits, wine and other alcohol)

If you are sourcing food such as sandwiches, bread, cakes and savoury products locally, then the suppliers of these foods are responsible for putting the required information on a label on the food. If the food is not packaged (and therefore does not have a label attached) then the supplier must provide this information separately along with the food.

You MUST then display this information in an obvious place so that customers are aware of what allergens are contained in the food.

If you are preparing food yourself to sell in the store (sandwiches for example) then you need either:

- Package the food and put a label on it showing what allergens are present, or
- Inform the consumer to the fact that allergens are present, using a notice, menu, chalkboard or information path.

Further allergen guidance can be found here: <http://www.food.gov.uk/fooddata/food/allergens/allergenpublications/allergy-labeling-prepacked.pdf>



# ANNEX F: “ACS Assured Advice Managing Health and Safety” Front Page & Excerpt



This guidance document contains Assured Advice under the ACS Primary Authority Scheme. For more details visit [www.acs.org.uk/ACSassured](http://www.acs.org.uk/ACSassured)

## ACS advice

# MANAGING HEALTH AND SAFETY

Health and Safety law is regularly spoken about and often misunderstood. This guide provides an overview of what is required of you as a business owner in terms of managing the health and safety of your employees and customers.



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MANAGING HEALTH AND SAFETY An ACS advice guide for retailers

## 5. SAFE HANDLING

Around a third of all workplace accidents reported are as a result of poor manual handling, which means incorrect lifting or handling of goods. It is also a common cause of accidents for people working in convenience stores. Poor manual handling most commonly lead to back injuries, but it can also cause injuries to the neck, arms and legs.

### 1. EXAMINE THE LOAD



**Before lifting**

- Examine the load – do you know what is in the load?
- Are the items heavy?
- Is the load sharp, hot or damaged?
- Is the load unstable and the contents likely to shift?
- Will you need equipment to lift the load?

### 2. FEET PLACEMENT



- Place your feet apart, this gives you balance and stability for when you lift the load.

### 3. GOOD POSTURE



- Adopt a good posture – keeping your back straight.
- Bend your knees NOT your back.
- Lean forward a little over the load.
- Get a firm grip.
- Don't flex the back any further while you are lifting.

### 4. HOLDING THE LOAD CORRECTLY



- Keep the load close to the waist, keeping the heaviest side of the load next to the body.

### 5. HOLDING THE LOAD CORRECTLY



- Keep the head and neck straight while lifting.

### 6. IS THE LOAD TOO LARGE FOR ONE PERSON?



When assessing a load you may decide it is too heavy or too big to be lifted by one person. This may be because:

- The load is too big and to lift it you would have to reach forward awkwardly to hold on to it.
- You can feel the strain in your arms or legs when you try to lift it.
- When lifting the load your line of sight is obscured.

When lifting as two people ensure:

- You stick to the same posture and technique as when lifting on your own.
- Move at the same pace and communicate clearly.

### 7. PLACING THE LOAD



- Lift the load smoothly, keep control of the load.
- When putting the load down do so smoothly keeping back and neck straight.
- Never intentionally drop or throw a load.

### 8. LIFTING ABOVE SHOULDER HEIGHT



Occasionally you may need to lift a load which is awkward/heavy above your shoulders. Follow these steps:

- Keep the load close to your body.
- Place your feet shoulder width apart with one foot in front of the other.
- Using your arm and shoulder muscles, raise the load, keeping your balance on your front and back feet.
- As the load is lifted shift your weight into your front foot whilst keeping your back straight.

# ANNEX G: "ACS Assured Advice Product Safety" Front Page & Excerpt



This guidance document contains Assured Advice under the ACS Primary Authority Scheme. For more details visit [www.acs.org.uk/assured-advice](http://www.acs.org.uk/assured-advice)

## ACS advice PRODUCT SAFETY

If you are selling products like toys, electrical equipment, cosmetics and souvenirs then you will need to comply with product safety laws. As retailers, the increase in counterfeit and illegal products available in the UK makes purchasing products increasingly more challenging. Whilst retailers are not the manufacturers of goods they still have obligations. This guide provides an overview of what is required of you as a business owner to ensure that the products that you supply are safe. This guide also explains what your responsibilities are as a retailer in the supply chain.

## MANAGING PRODUCT SAFETY



**WAREHOUSES**

Ware of the products on sale in warehouses stores have the potential to be treated as dangerous. It is important to recognise the requirements around the sale of potentially harmful products. Some of the things to look out for when selling these products have been highlighted below.

**ELECTRICAL GOODS**

Only sell electrical equipment that bears the CE mark and has been sourced from a reputable supplier. This includes e-cigarettes that are charged from the mains electrical supply.

**COSMETICS**

Only sell soaps, shampoos and other cosmetics that are clearly labelled and have been sourced from a reputable supplier.

**PRODUCT RECALLS**

You are required to participate in product recalls when told to by your supplier or trading standards. This will usually mean removing products from sale and displaying a notice informing customers about the recall. When you receive a complaint that a product has injured someone you must inform trading standards and your supplier about this. You must also keep your records for toys for 10 years.

**TOYS**

Only sell toys with a CE mark and the name and address of the supplier in the UK. Toys also need to have a serial or model number and all of this information needs to be on the toy or its packaging. For small toys this information may be on the display bin. Sometimes toys will also have an additional 'Lion Mark' which is acceptable.

**TOYS - 0-3 YEARS**

Toys that are not suitable for children under three require a specific warning - look out for this symbol and this type of warning.

As these toys pose choking hazards to children you should think about the age range of the children that the toy is for. If in doubt remove the product from sale if it has small parts and does not have these warnings. Seek advice from trading standards on this issue if you are unsure.

**PHONE CHARGERS**

Avoid selling cheap mobile phone chargers that bear expensive brand names. Not only could these be counterfeit, they have also been linked to house fires as they are often unsafe.

**CLEANING PRODUCTS / CHEMICALS**

Many cleaning products and chemicals on sale in store feature warning symbols. It is important to be aware of what these warning symbols mean if a customer is concerned about the product. Examples of some of the warning symbols are included in this box. For a full list of warning symbols and their meanings, please contact your local trading standards office or visit [www.acs.org.uk/advice](http://www.acs.org.uk/advice)

**COLLECTOR'S ITEMS**

Collector's items, models and ornaments that resemble toys may be particularly dangerous to children. These products should be clearly labelled 'this is not a toy' and displayed separately from children's toys.

**LASER KEY RINGS**

Lasers that are too strong can severely damage sight. Do not sell key rings and other products containing lasers to children and do not sell any product with a laser stronger than category 1.



Toxic   Irritant   Corrosive   Highly Flammable



# ANNEX J: “ACS Assured Advice Weights and Measures” Front Page & Excerpt



This guidance document contains Assured Advice under the ACS Primary Authority Scheme. For more details visit [www.acs.org.uk/assured-advice](http://www.acs.org.uk/assured-advice)

## ACS advice WEIGHTS AND MEASURES

If you are selling unwrapped food that you need to weigh (such as confectionery, fruit or vegetables) before the customer receives it, then you will need to comply with weights and measures laws. This guide provides an overview of what is required of you as a business owner in terms of weighing food accurately and ensuring that the price indications, scales and weights that you use are legal.

## 2. MANAGING WEIGHTS AND MEASURES

ACS | the voice of local shops

**Buying fruit and vegetables is an important part of creating a modern convenience store, catering to the needs of the healthy customer. This illustration sets out some of the issues surrounding these and other foods when sold by weight or measurement.**

Metric facts and figures			
Weight	1000 grams	2.2 pounds	
1.13 grams	4 ounces	1/4 pound	
1 pound	0.45359 kilos	453.59 grams	
1 metric ton	2205 grams		
Length			
1 metre	1000 mm	100 cm	
1 metre	3.28 feet	39.37 inches	
Capacity			
1 litre	1000 ml	100cl	
1 litre	1.76 pints		
1 gallon	4.546 litres	83.08 ml	
1 pint	0.568 litres	568 ml	

Metric price conversion chart			
Unit price per 100g	Unit price per 1 lb 8oz	Unit price per kilogram	Unit price per pound
80.10	60.11	80.10	60.09
80.20	60.23	80.20	60.09
80.30	60.34	80.30	60.11
80.40	60.45	80.40	60.13
80.50	60.57	80.50	60.15
80.60	60.68	80.60	60.17
80.70	60.79	80.70	60.19
80.80	60.91	80.80	60.21
80.90	61.02	80.90	60.41
81.00	61.13	81.00	60.43
		81.00	60.81
		81.00	61.38
		84.00	61.81
		87.00	62.27
		110.00	64.54

**APPROVED SCALES**  
Scales need to be approved before they can be used.

**APPROVED WEIGHTS**  
Weights used to test scales must be approved.

**IN-STORE DISPLAYS / PoS**  
Weights and prices must also be quoted in advertisements or on posters.

**PRICES IN METRIC AND IMPERIAL**  
Prices must be displayed in 100g and kilograms, but pounds and ounces can also be used if certain rules are followed.

**INDIVIDUAL ITEMS**  
Some fruit and vegetables can be sold individually without the need to weigh them.

**PUNNETS**  
Some soft fruits can be sold by the punnet.

**ITEMS BY BUNCH**  
Some vegetables can be sold by the bunch.

**USE SUITABLE SCALES**  
Scales need to be suitable for the products they are weighing – so a scale for vegetables may not be suitable for confectionery.

**CLEAR PRICING**  
Prices must be made known to the customer before they purchase the goods.

**WEIGHING – VISIBILITY**  
Weighing must be carried out in full view of the customer.

All unit conversions are approximate.  
Source: <http://www.hk.gov.hk/abid/abideng/abideng/abideng/abideng.htm>