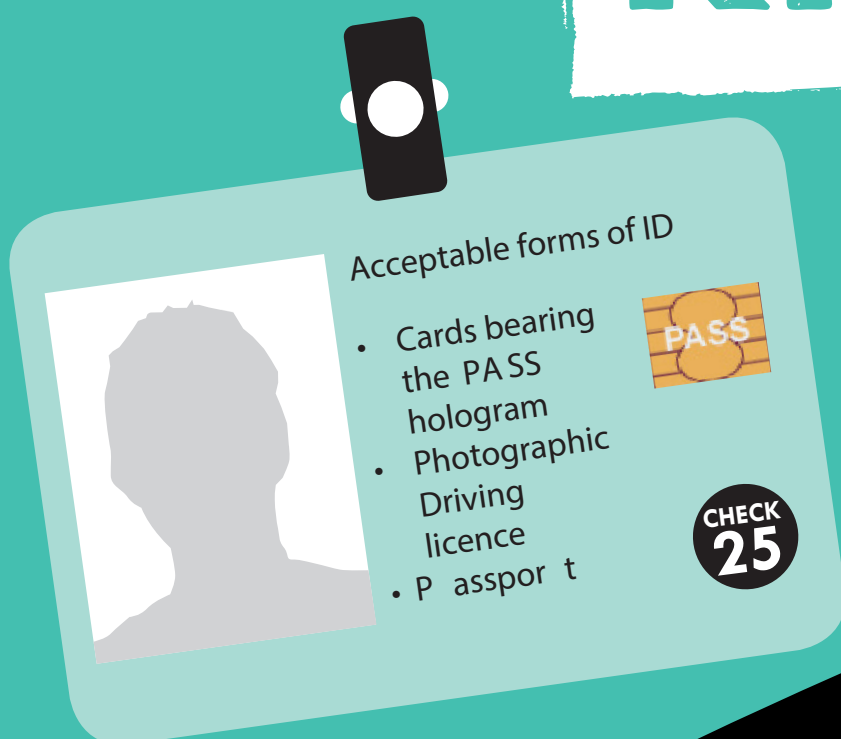


GUIDE TO RESPONSIBLE RETAILING OF KNIVES



Good Practice - Responsible Retailing of Knives

It is everyone's responsibility to avoid underage sales and sell knives safely.

It is against the law to sell to anyone who is under 18, but businesses should also never sell if they have concerns about how the buyer may use the item.

Remember – the law is on your side: businesses do not have to sell goods to anyone if they don't want to.

Avoiding underage sales

ASSESS the age of the buyer.

CHALLENGE for proof of age.

CHECK offered ID carefully.

Check 25 will give you and your staff a larger margin of error which will ensure they do not sell to underage customers. You should insist your staff consistently use this approach.

Some staff will find it difficult to challenge effectively – especially if they are not confident or fear a bad reaction. Practice with them and monitor how they do it. Make it easier for staff to challenge by displaying a 'Check 25' poster at the counter and in a location near to any knives or bladed articles you sell. It makes it easier if staff can show they are required to ask by law.

You and your staff should **ALWAYS** ask for a customer's ID, **NEVER** ask a customer their age.

Always ask the customer to hand their ID to you or your staff to check properly. A refusal to do so means **No Sale**.

Valid proof of ID:

- Passport.
- Driving Licence.
- A "PASS" card - Make sure it's the same person shown on the document, check the photograph and date of birth and make sure it's not a fake, if you or your staff have any doubt refuse the sale.

Storing knives safely

Responsible retailers will ensure that knives are stored and displayed safely in their shops. This means preventing customers from accessing knives without the assistance of a member of staff to prevent theft and to prevent staff from easily selling to someone underage.

This can be achieved by:

- Keeping the knives in a locked display cabinet
- Displaying knives behind the counter, out of reach of customers
- Keeping them entirely out of sight – under the counter or in a storeroom (you could use pictures or signs to advertise the fact that knives are available)
- Selling knives contained in tamperproof packaging which cannot be opened without using another tool.

For further resources
and training advice

