

Date: May 4, 2018

To: Store Managers, Assistant Managers, and all Stores

From: Jonathan Castaneto, A/Director, Store Operations

RE: Updates to Refusal of Service Policy

Please be aware, the attached Refusal of Service policy has been updated to align with changes made to the *Liquor Control and Licensing Act*. The updates include:

- Clarifying when a BC Liquor Store employee has a legal obligation to refuse service to a customer.
- Clarifying situations where a BC Liquor Store employee may refuse service, but there is no legal obligation to do so.

Additional training on this policy will be provided during the upcoming Store Managers conferences.

This policy is available on the LDB Policies website, accessible via the Stores Intranet. Please review to ensure you are familiar with the changes.

If you have any questions about this policy, please contact your Regional Manager.

Thank you for your attention.

Regards,



Jonathan Castaneto
A/Director, Store Operations

CC: Regional Managers, LDB Support Centre, LDB Store Operations

Refusal of Service

Approved By: Executive Director, Retail Operations

Date First Approved: March 2018

Date of Last Review: March 2018

Contact: Director, Corporate Loss Prevention

1.0 Purpose

To provide direction to BC Liquor Store (BCLS) employees regarding the circumstances under which they can refuse service to a customer.

2.0 Scope

This policy applies to all BCLS employees.

3.0 Definitions

Knife Under the *Liquor Control and Licensing Act*, a knife does not include cutlery provided by the BCLS for the purposes of food services.

Weapon Under the *Liquor Control and Licensing Act*, a weapon means anything used or intended for use in causing death or injury to persons whether designated for that purpose or not, or for the purpose of threatening or intimidating any person.

4.0 Policy

3.1 Grounds for Refusing Service

- When refusing service to a customer, BCLS employees must believe, based on their own observations, that there is a valid reason.
- BCLS employees **must** refuse service to a customer and **must** ask the customer to leave the BCLS in the following circumstances, all of which constitute valid reasons to refuse service:
 - When the customer is intoxicated or showing signs of intoxication, as per the *Liquor Control and Licensing Act*;
 - When the customer is a minor, or appears to be under the age of 30 and is unable to produce two acceptable pieces of identification upon request by BCLS employees (see section on "Minors" in the *Corporate Loss Prevention Manual*);
 - When BCLS employees **know** that a customer has, without lawful excuse, a Knife or Weapon in their possession, as per the *Liquor Control and Licensing Act*. Lawful excuse does not include possession for self-protection;
 - When the customer exhibits violent, quarrelsome or disorderly behaviour;
 - When the customer has committed retail theft or fraud;

- When there is a Court Order directing the BCLS or any liquor retailer to refuse to sell to the person(s) named in the Court Order;
 - When the customer returns to a BCLS after receiving a Refusal of Service Letter (also known as a banning letter), and the letter is still in effect;
 - When the customer returns to a BCLS after receiving a verbal refusal of service (also known as a verbal ban), and the ban is still in effect; or
 - When the customer was previously arrested for shoplifting at a BCLS and signed an agreement with a Loss Prevention Officer that they would not return to a BCLS until the agreement expires, and the agreement is still in effect.
- BCLS employees **may** refuse service to a customer and **may** ask the customer to leave the BCLS in the following circumstances:
 - When BCLS employees believe that the customer is attempting to make a purchase on behalf of a minor;
 - When BCLS employees believe that the presence of a customer is undesirable or that the customer has, without lawful excuse, a Knife or Weapon in their possession, as per the *Liquor Control and Licensing Act*;
 - When the customer has attempted to commit retail theft or fraud;
 - When the customer verbally assaults/verbally abuses BCLS employees or other customers; or
 - When BCLS employees believe that a customer presents a potential health or safety hazard (due to an apparent communicable disease or infection with open sores, wounds or infestations, for example).
- In the absence of a valid reason to refuse service, BCLS employees **must not** refuse service to a customer as follows:
 - On the basis of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age (unless the customer is a minor, or appears to be under the age of 30 and is unable to produce two acceptable pieces of identification upon request by BCLS employees).
- In the absence of a valid reason to refuse service, BCLS employees **may not** refuse service to a customer as follows:
 - Where a customer is subject to a Court Order not to enter a liquor store or possess beverage alcohol (such orders apply to the individual, not to stores);
 - Where a family member requests that a customer not be served;
 - Where a customer has asked that BCLS employees refuse service the next time the customer is in the store, and that same customer returns another time to make a purchase; or
 - Where a police officer requests that BCLS employees refrain from serving a certain customer, unless the officer produces a Court Order directing the BCLS or any liquor retailer to refuse to sell to the person named in the Court Order.



3.2 Logging Incidents

3.2.1 Via a Security Incident Report (SIR)

- For incidents where there is a valid reason to refuse service and a BCLS employee **must** refuse service to a customer and **must** ask the customer to leave the BCLS, the employee must submit a SIR, along with the relevant security video, to Corporate Loss Prevention. The SIR must describe, in detail, the BCLS employee's reasons and grounds for refusing service.

3.2.2 Via the Point-of-Sale (POS) System

- Each time service is refused to a customer, BCLS employees must enter the appropriate "Code 3000" key applicable to the situation, if one is available.

Intoxicated or Disabled?

Intoxicated	Disabled
<ul style="list-style-type: none"> • slurred speech • tiredness • balance/coordination problems • sweating • loud and abusive • glassy eyes • blood shot eyes • odour of liquor • decreased alertness • pace of speech • shallow breathing 	<ul style="list-style-type: none"> • slurred speech, difficulty speaking • tiredness • balance/coordination problems • sweating • loud and abusive • glassy eyes • medical alert bracelet • odour not consistent with alcohol • frustration • cane, aids • jerky, abrupt movements

The Signs of...**Head Injury**

- suspiciousness
- emotional/snap/cry
- inability to concentrate
- difficulty putting thoughts into words
- aggression and anger
- inappropriate emotion
- slow in task performance
- loss of sequencing
- (e.g. forget how to get ID out)

Huntington's Chorea

- co-ordination problems
- lack of expression
- loss of sequencing
- slurred speech
- tremors

Cerebral Palsy

- may walk with a staggered gait
- can't use hands effectively
- slurred speech or possibly no speech
- full gambit of movement problems

Diabetes

- insulin reaction
- glassy eyes, pass out
- sweat and stagger
- slurred speech immediately with a reaction
- erratic, pass out
- balance problems

Stroke

- slurred speech
- frustrated and irritable
- balance problems

How do you know?

The smell of liquor is your number one indicator that a customer has been drinking and might be intoxicated.

Generally someone who is intoxicated will show one or more of the symptoms listed below. Chat with the customers who appear intoxicated. Then decide whether you will serve them.

Talking too loudly or softly

Someone who is speaking too loudly when it isn't necessary or whispering when there is no need for secrecy. The volume may go either way, but nothing warrants the change.

Poor enunciation, slurring words

Mouth muscles so relaxed by alcohol that they are slurring words, can't speak clearly or distinctly, repeatedly stumble over one word or slur several words together.

Loss of fine-motor control

Poor hand-eye co-ordination, fumbling with change, misjudging distances.

Loss of gross-motor control

Someone who has difficulty standing upright or walking straight, weaving or stumbling, bumping into other people or furniture, walking with hands out at sides for balance or support.

Not alert

Taking too long to react to something, may not understand something, not paying attention, easily confused, and requesting that you repeat a simple question.

Bloodshot eyes

Tiredness

Shows signs of being tired or sleepy, eyes may be heavy or closed, may have a placid or fixed gaze. (Alcohol is a depressant.)

Additional Tips On How To Handle Potentially Hostile Situations

1. Always present a professional attitude.
- Helpful

• Respectful

• Aware of message sent by your voice and body language

• Don't get caught in an argument
2. Deal with the customer's feelings, then the problem.
- Let them talk (venting)

• Listen – put yourself in the customer's place

• Show understanding and empathy (they are acting out of defensive anxiety)
3. Give the customer as much information as possible.
- Know the law, regulations and company policies

• Offer choices or solutions to the customer's problem

• Don't be a source of misinformation and a cause of the customer's frustration

• Utilize store staff for support
4. Don't let hostile situations put you on the defensive.
- Nobody wants to hear "It's not my fault." That doesn't mean you have to take abuse.
5. If you find yourself getting angry, acknowledge your own reaction.
- Take a deep breath and ask the customer questions.

• Be aware of your reactions (jaw tensing, fist clenching), and those of your customers

• You don't have to take abuse

• Focus the customer's anger on the problem, not you

• Speak slowly and quietly

• Take a time-out
6. A difficult situation can be aggravated by any physical contact with the customer.
- Refrain from sudden or unexpected moves.
7. If possible, discuss difficult situations with the customer in question without peers or an audience.
- It may be appropriate to move the customer to a quieter location and substitute with another employee to diffuse the situation. If necessary, open up another cash register.
8. Never put your safety at risk.
- Allow the customer their own space

• Get support from other staff and/or supervisor

• If required use the panic button or some form of hand or verbal sign

• Solve the problem as soon as possible

Reporting Intoxicated Customers



Which 3000 Code should Pete have entered?

- ☐

3000 Age Check - Two-ID's – OK
- ☐

3001 Age Check - Two-ID's – Refused
- ☐

3002 Age Check - Two-ID's - Risk/Violence
- ☐

3003 Sobriety Check – Refused
- ☐

3004 Sobriety Check - Risk/Violence
- ☐

3005 Attempted Shoplifting
- ☐

3006 Other - Risk/Violence

Should he complete a SIR? Yes No

Summary

Selling alcohol to an intoxicated person or someone who appears to be under the influence of alcohol is against the law and contradicts the LDB's Corporate Social Responsibility pillar.

If you serve an intoxicated person, you could face fines of at least \$500.

BC LIQUORSTORES

Shift Starter for the week of November 13 - 19

GREAT Tip of the Week – At BCLS we focus on delivering GREAT service through consultative and relationship service models. These two models focus on being able to ask great questions to uncover and meet your customer's needs and on the rapport you have with your customer. What are some questions you can ask your customers to help connect and build rapport? What do you do well to create rapport in your store? What are your challenges?

ESO Tip of the Week

By checking the Intra Day Cash Management Report at mid-day, evening, and an hour before closing, Store Managers will know if any action needs to take place before closing the sessions for the day.

Product Knowledge Tip of the Week – Merlot

Merlot is one of the world's most widely planted grape varieties and is often recommended as the first red wine someone new to red wine should drink. There are three main styles of Merlot – a soft fruity smooth wine with very little tannins, a fruity wine with more tannic structure and, a brawny, highly tannic style made in the profile of Cabernet Sauvignon. In general, Merlot pairs well with chicken and other light meats, as well as lightly-spiced dark meats. Spicy food will most likely overwhelm Merlot's nuanced flavours.

Policy Refresher of the Week – Refusal of Service

The LDB's Refusal of Service Policy outlines our standards and approach for refusing service. Store staff may refuse service to customers under certain conditions based on bona fide justifiable reasons. These include:

- Intoxication or appears to be under the influence of alcohol
- Being a minor, or appearing underage and being unable to produce 2 ID
- Retail theft (You must have personal knowledge of them stealing previously or they must be on a Loss Prevention Bulletin with the instruction that they are to be refused service.)
- Verbal assault/abuse
- Violent behavior
- Presenting a health or safety hazard, as per Worker's Compensation Board procedures and guidelines on refusal of unsafe work.

Refusal may not be arbitrary. Call 911 if the refusal escalates into the potential for violence.

Priorities for the Week

Monday	1. 5-Minute Coaching 2. 2ID Check 3. Manager's Choice
Tuesday	1. 5-Minute Coaching 2. 2ID Check 3. Manager's Choice
Wednesday	1. 5-Minute Coaching 2. 2ID Check 3. Manager's Choice
Thursday	1. 5-Minute Coaching 2. 2ID Check 3. Manager's Choice
Friday	1. 5-Minute Coaching 2. 2ID Check 3. Manager's Choice
Saturday	1. 5-Minute Coaching 2. 2ID Check 3. Manager's Choice
Sunday	1. 5-Minute Coaching 2. 2ID Check 3. Manager's Choice

BC LIQUORSTORES

Shift Starter for the week of May 27 – June 2

GREAT Tip of the Week – Knowledge is power and in sales, product knowledge can mean more sales; it's how customers make the buying decision. Practice: In your personal shopping experience, has a salesperson's knowledge (or lack of it) influenced a purchase? What can we do to ACTION out the best solutions for our customers? How can we ensure customer loyalty?

Ensure all Managers-on-Duty are conducting at least one 5-Minute Coaching Conversation per shift.

ESO Tip of the Week – Inventory Counts need to be completed throughout the store each quarter. ESO has worksheets set up to assist with completing counts using the scanner and posting the results. There is an Inventory Count Compliance Report to help identify what products have not been counted within a quarter period.

Reminder- Remember to check you are logged into the correct store for all applications you use, especially Custom Orders, ESO, the Inventory Scanner and MSM. Please contact Store Operations if you need more reminder stickers.

Product Knowledge Tip of the Week- Are you hoping for a refreshing minty cocktail, but frustrated you don't have an occasion? Lucky for you, Mint Julep Day is just around the corner on May 30. A Mint Julep is traditionally made with four ingredients: bourbon, mint leaf, simple syrup and crushed ice. Typically, Mint Juleps pair well with BBQ ribs and pulled pork. Or try adding a little lemon juice to tighten the drink and pair it with fatty meat dishes. .

Policy Refresher of the Week- BCLS employees must refuse service to a customer and must ask the customer to leave the BCLS in the following circumstances:

- The customer is intoxicated or showing signs of intoxication
- The customer is a minor, or appears to be under the age of 30 and is unable to produce two acceptable pieces of I.D
- BCLS employees know that a customer has, without lawful excuse, a knife or weapon;
- The customer exhibits violent, quarrelsome or disorderly behaviour;
- The customer has committed retail theft or fraud;
- There's a Court Order directing the BCLS or any liquor retailer to refuse to sell to the person(s) named in the Court Order;
- The customer returns to a BCLS after receiving a Refusal of Service Letter, and the letter is still in effect;
- The customer returns to a BCLS after receiving a verbal refusal of service, and the ban is still in effect;
- The customer was previously arrested for shoplifting at a BCLS and signed an agreement with a Loss Prevention Officer that they would not return to a BCLS, and the agreement is still in effect.

Ensure the 2ID Policy is a discussion topic during all Shift Starters.

Priorities for the Week

Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	