

SAINSBURY'S HOME DELIVERY POLICY

LICENSING (SCOTLAND) ACT 2005

General

Sainsbury's are a national retailer which operates a successful ecommerce business/ online shopping business. We have robust safeguards and an unblemished track record when it comes to home delivery compliance and hold around 100 premises licences across Scotland.

The alcohol is delivered by a Sainsbury's colleague, not a third party, and all our van drivers receive tailored training for their role. This training includes the rules surrounding issues like age verification and Challenge 25. Colleagues are also required to refresh their training every 6 months. This means any order containing alcohol cannot be delivered to a person who looks under the age of 25 and cannot produce ID. If a customer does meet these criteria and does not have acceptable ID, the alcohol product is not delivered and the customer will need to make alternative provision or to arrange a refund.

Our home delivery demographic is by and large customers seeking delivery of their weekly shopping where alcohol, if present, is an ancillary part of the virtual shopping trolley.

Deliveries

Ordering

Home delivery orders are placed via the company website and purchases are payable by credit/ debit card. The terms and conditions (as well as the wording on the website itself) makes clear that alcohol can only be purchased and delivered to persons over 18 years and that a Challenge 25 Policy will be in place. It makes clear that the person receiving the order has to produce appropriate identification (See Appendix A).

Mode of delivery

In-house colleagues make the deliveries from our fleet of vans.

Record keeping

Delivery records (see Appendix B) are retained at the premises and within the delivery vehicle. A electronic refusal book is also maintained.

Restrictions

The following restrictions will be applied to all orders:

- All orders payments must be processed during licensed hours;
- No deliveries before 6am or after 12 midnight;
- Challenge 25 must be applied when delivering alcohol; and
- No alcohol will be delivered to a person who is intoxicated.

Training

All colleagues will have been trained on our internal "Think 25" training scheme (which encapsulates the Challenge 25 policy mandatory condition) even should they hold a personal licence. This covers matters such as age verification, best practice regarding refusals, and how to accurately record refusals. In addition, our colleagues are trained on the content of this policy.

Audit Process – Test Purchasing

We operate an audited “mystery shopper” scheme whereby we employ an external third party specialist company, Serve Legal, to “test purchase” our delivery colleagues. Serve Legal employ representatives called “auditors” to order alcohol to their own home and those individuals then “test” the delivery colleague with a brief as to what to say and check. This includes persons over the age of 18 but who appear under 25, testing the age verification policy. The results of this are sent back to the relevant internal teams for review and action, if any, on a regular basis.

Minimum unit pricing (MUP)

Sainsbury are aware that MUP must be applied and have done so for Scottish purchases since the law was commenced.

The formula that should be followed is:

The price per unit (£0.50) x the strength of alcohol (ABV) x the volume in litres.

Our pricing, where relevant, is always rounded up to the nearest whole number e.g. £13.121 is rounded up to £13.13

Appendix A – Age verification documents

- Passport;
- European Union photocard driving licence;
- Ministry of Defence Form 90 (Defence Identity Card);
- Photographic identity card bearing the national Proof of Age Standards Scheme (PASS) hologram;
- A national identity card issued by a European Union member state (other than the United Kingdom), Norway, Iceland, Liechtenstein or Switzerland, or; and
- Biometric Immigration Document.

Appendix B - What records do I need to keep?

There are set record keeping requirements, namely:

- the quantity, description and price of alcohol, and
- the name and address of the person to whom it is being delivered.

Delivering the alcohol to an address other than as per the order form is an offence, so it cannot be left with a neighbour and any re-direction would require the day book and invoice order updated.