

Tilson Stores
40 Tilson Road
London
N17 9UY

Your ref: WK/000428982
Date: 28th January 2019
Contact: Murthy Balakrishnan
Tel: 0208 489 4519
Email: Murthy.Balakrishnan@Haringey.gov.uk

Dear Sir,

Responsible Retailer Scheme – Compliance Inspection

I carried out an inspection on the **10th January 2019** for compliance of the Responsible Retailer Scheme. During the inspection, I noticed that your staff were not keeping the refusal book or making entry in one. One of the condition of the scheme is that you and your staff make entries in the refusal book, when the need occurs. The officer who completed the application form highlighted this in red.

The use of a refusal book has two-fold benefit. Firstly, it show that the business is taking proactive steps to prevent the sale of age-restricted goods (alcohol and cigarettes). Secondly, by maintaining a refusal book, you are establishing a due diligence defence. It show that you and your staff have taking a positive steps by not selling age-restricted goods.

The entries in the refusal book is the evidence of this positive action. The refusal book entries can be given as evidence on the off chance that a sale of age restricted is accident made by you or your staff. The refusal book would indicate that on various occasion no sale of age restricted was made.

I hope that I have emphasised the importance of maintaining a refusal book. I is also a condition of the membership to have and fill a refusal book. If you need to contact me, please ring me on the above number.

Yours faithfully

Murthy Balakrishnan
Senior Trading Standards Officer

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