



Age Verification Shop

Process Document

All NSLC retail employees and partners are responsible for ensuring the responsible retailing of the products we are entrusted to sell under the Liquor Control Act. The success of our commitment to social responsibility lies with our Agency partners and their due diligence in keeping beverage alcohol and cannabis out of the hands of minors. This is achieved by requesting government issued identification from customers appearing under the age of 30.

Below you will find procedure requirements for:

- Training and Employee Lists
- ID Shop Results

Training requirement & updates:

Recently we have collected your employee hire dates in order to ensure that the Responsible Retailing training has been completed within 30 days of hire.

Going forward, as per the Agency contract, we will require you to update the Agency team when you have changes to your employee list including when you have hired a new employee. You will be required to send us the following:

Full Name (first and last)

Date of Hire

Responsible Retailing Training Date

*** See Agency amendment below***

ID Shop Results

Our commitment to you.

Shop notifications within 24/48 hours of the result being posted on the ID site. These notifications will include your year-to-date trend along with the date of the shop. For all successful shops we encourage you to celebrate with your team.

To provide a more consistent and comprehensive approach in addressing situations in which a store has a failed ID shop or reoccurring failed ID shop, here is the process for the Agency network.

Initial Failed ID Shop

Upon receiving notification of the shop, the store will also be notified the timeframe in which the shop took place.

- Agent can provide coaching to the team
- Agent can identify a potential trend.

Mandated re-training will be based on the following criteria:

- If the store failed the previous year

2nd Failed ID Shop

Upon receiving notification of a 2nd failed shop, the Agency manager will contact the owner, operator, or manager to discuss the shop. At this point, the Agency manager may require the store to have the team complete the Responsible Retailing course once again for the current year within the following 30 days of notification.

Re-training will be based on the following criteria:

- Consecutive failed shop for the current year

Subsequent Failed ID Shop

If there are further instances of failed ID shops, when possible, the Agency manager will visit the store to provide coaching, staff training within 30 days of the shop.

Agency manager and owner/ operator will create an action plan for the remainder of the fiscal year.

Please review the ID amendment within your contract and let us know if you have any questions.

The Agent shall ensure that all employees of the Agent receive training on an annual basis with respect to Responsible Retailing as part of the NSLC “We ID” (Age Verification Program.) Further, the Agent agrees that all new hires shall receive said training within thirty (30) days of employment. The Agent shall confirm on an annual basis, in writing, to NSLC that it has provided such training and shall further submit the names of all people receiving such training. The Agent further covenants and agrees to provide written notice on an annual basis to NSLC that is in full compliance with the “We ID” program and any related training obligations.

The NSLC may also terminate this Agreement and the appointment of the Agent hereunder for failure to maintain acceptable average scores and standards with respect to the “We ID” (Age Verification Program) and any training obligations related thereto.