Central England Trading Standards Authorities

EnTSA

Due Diligence Checklist for Age-Restricted Sales

Use this checklist to help demonstrate that your business is taking reasonable steps to prevent underage sales.

Navigate Compliance with Confidence: Your Pathway to Building Customer Trust

🔍 Age Verification Procedures

□ We operate a Challenge 25 policy.

□ Staff are trained to ask for ID from anyone who looks under 25.

□ We only accept valid photo ID (e.g. passport, driving licence, MOD card, or PASS-accredited cards).

□ Clear signage is displayed to remind customers about age checks.

👩‍🏫 Staff Training

□ All staff selling age-restricted products have received training.

□ Staff understand what products are age-restricted and what ID is acceptable.

□ Training includes how to refuse a sale safely and confidently.

□ We keep written training records for each staff member.

□ Training is refreshed at regular intervals or when rules change.

🧾 Refusals Register

□ We keep a refusals register (digital or paper-based).

□ Our supervisor regularly check the refusals register.

□ It is updated every time a sale is refused.

□ It includes the date, time, product, and a brief description of the person.

□ Staff know how and when to record a refusal.

💬 Till Prompts & Technology

□ Our tills prompt age checks when an age-restricted item is scanned.

□ CCTV (if in place)covers the sales area and is regularly checked.

□ We use technology (where possible) to support staff in preventing underage sales.

🛒 Shop Layout & Signage

□ Age-restricted products are located where staff can monitor them.

□ Fireworks are stored securely, as required by law.

□ Legal signage is displayed (e.g., “It is illegal to sell tobacco to anyone under 18”).

□ Challenge 25 posters on display

🗓️ Management Checks

A supervisor or manager regularly checks that:

□ Staff training is up to date.

□ Refusals are being recorded properly.

□ Age checks are being carried out consistently.

□ We review and update our procedures at least once a year.

📁 Record Keeping

□ All policies, procedures, and staff training records are stored securely.

□ We can produce these records if requested by a local authority or Trading Standards.

📣 Extras

□ We promote our age-verification policy to customers (posters, till stickers, social media).

□ We encourage a culture of responsibility—staff are supported when they refuse a sale.

This checklist supports a due diligence approach, helping you show that your business is committed to doing the right thing and has systems in place to prevent illegal sales.