

29 July 2024

The Secretary  
Kāpiti Coast District Licensing Committee  
Kāpiti Coast District Council  
Private Bag 60601  
**PARAPARAUMU 5254**

**By email**

Email: [licence.application@kapiticoast.govt.nz](mailto:licence.application@kapiticoast.govt.nz)

**RENEWAL OF OFF-LICENCE AT COASTLANDS SHOPPING CENTRE,  
PARAPARAUMU – GENERAL DISTRIBUTORS LIMITED TRADING AS  
WOOLWORTHS PARAPARAUMU**

1. We act for General Distributors Limited in relation to the above matter.
2. Please find **attached** an application to renew the off-licence for Woolworths Paraparaumu.
3. In accordance with the Council's requirements, public notices will be placed on the premises, and in the *Kāpiti Observer*. We will forward copies of the notices on receipt.
4. Should you have any queries or require any additional information, please do not hesitate to contact us.

**Partners**

Frederick Ward  
Malcolm Crotty  
Joe Windmeyer  
Guy Lethbridge  
John Powell  
Ed Crook  
Tim Clarke  
David Hoare  
Matthew Kersey  
David Butler  
Craig Shrive  
Deemle Budhia  
Mei Fern Johnson  
Daniel Jones  
Allison Arthur-Young  
Christopher Curran  
David Raudkivi  
Tom Hunt  
Daniel Minhinnick  
Troy Pilkington  
Marika Eastwick-Field  
Ian Beaumont  
Joe Edwards  
Benjamin Paterson  
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Anna Crosbie  
David Weavers  
Liz Blythe  
Nathaniel Walker  
William Irving  
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Michael Taylor  
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Emma Peterson  
Sarah Blackmore  
Jesse Fairley  
Tom Gillespie  
Petra Carey  
Bradley Aburn  
Natalie Steur  
Doran Wyatt  
Bevan Peachey  
Michael Loan  
Hannah Wilson  
Alex MacDuff

Yours faithfully  
**RUSSELL McVEAGH**

**Nina Dally**  
Solicitor

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3455-1453-4189

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## APPLICATION FOR RENEWAL OF OFF-LICENCE

To the Secretary  
The District Licensing Committee  
Kāpiti Coast District Council

Application for renewal of off-licence is made in accordance with the particulars set out below

### Details of applicant


Full legal name	General Distributors Limited, a duly incorporated private company having its registered office at 80 Favona Road, Favona, Auckland
Licence already held for premises concerned	Yes – off-licence 45/OFF/041/2023, expires on 28 September 2024
Applicant status	Body corporate
Authority under which the body corporate was incorporated	Companies Act 1993
Place of incorporation	Auckland
For applicant that is not a natural person or persons, details of contact person	Nina Dally 09 367 8726 GDLalcohollicensing@russellmcveagh.com
Postal address for service	General Distributors Limited c/- Russell McVeagh PO Box 8, Auckland, 1140, New Zealand Attention: Nina Dally
Business details	Supermarket operator
Criminal convictions	N/A

### Full legal names of directors

Name	Address	Date of Birth	Place of Birth	Designation
Spencer Grant Sonn	18 Coronation Road, Epsom, Auckland, 1023, New Zealand	01/06/1970	Capetown, South Africa	Director
Stephen John Leigh Harrison	19 Muttama Road, Artarmon, New South Wales, 2064, Australia	30/09/1970	Camperdown, New South Wales, Australia	Director
James Burton Radcliffe	30 Ellerton Road, Mount Eden, Auckland, 1024, New Zealand	03/08/1969	Tauranga, New Zealand	Director

Private company capital	Authorised capital: \$102,644 Paid-up capital: \$102,644 Face value of shares: \$102,644
Full details of each person who holds 20% or more of the shares, or of any particular class of shares, issued by the company	All shares held by <b>Woolworths New Zealand Limited</b> , of 80 Favona Road, Favona, Auckland

Details of Managers		
Name	Certificate No.	Expiry Date
Michelle Moana Puketapu	45/cert/296/2015	8 November 2024
Janette Stevens	45/cert/457/20	25 May 2027
Leana-Rose Nothnagel	45/cert/11542024	12 January 2025
Neelma Nandani Devi	45/cert/782/2019	25 July 2025
Samantha Jean Sargent	45/cert/1155/2023	24 November 2024
Ann Marie Mcquoid	45/cert/454/2016	14 July 2025
Marites Ward	45/cert/685/2018	30 July 2025
Details of premises		
Address	Coastlands Shopping Centre, Paraparaumu	
Any name, trading name, or name of building	Woolworths Paraparaumu	
If not owned by applicant <ul style="list-style-type: none"> <li>Tenure</li> <li>Full legal name and address of owner</li> </ul>	Leasehold  Coastlands Shoppingtown Ltd PO Box 99 Paraparaumu Wellington	
Type	Supermarket	
Whether licence conditional on completion of building work	No	
Business details		
Is the sale of alcohol intended to be principal purpose of business	No. Principal purpose of the business is to sell groceries, produce, household goods and services usually found within a supermarket.	
Whether applicant engaged, or intending to be engaged, in the sale or supply of any goods other than alcohol and food, or in the provision of any services other than those directly related to the sale or supply of alcohol and food	Yes. Non-food groceries, household goods and services usually found within a supermarket.	
Days and hours proposed for sale of alcohol	Monday – Sunday, 7.00am – 10.00pm	
Conditions		
General conditions	See <b>Attachment A</b>	
Attachments		
Certificate of Incorporation	See <b>Attachment B</b>	
Floor plan showing any proposed permitted area for the display and promotion of alcohol, and any proposed sub-areas	See <b>Attachment C</b>	

Fire evacuation letter	See <b>Attachment D</b>
Draft public notice	See <b>Attachment E</b>
New Zealand Police Supplement	See <b>Attachment F</b>
Dated at Auckland this 29 <sup>th</sup> day of July 2024	
<p><b>GENERAL DISTRIBUTORS LIMITED</b> by its solicitors and duly authorised agents, Russell McVeagh:</p>  <hr/>	
Nina Dally	

## ATTACHMENT A – GENERAL CONDITIONS

### 1. EXPERIENCE AND TRAINING OF THE APPLICANT

1.1 General Distributors Limited ("**GDL**") has a significant amount of experience in managing supermarkets, and in the sale and supply of beer and wine products. In particular, GDL:

- (a) operates over 150 supermarkets with off-licences;
- (b) has over 20 years experience in the sale of beer and wine products; and
- (c) serves more than 2.5 million customers across the country each week.

1.2 GDL is committed to ensuring that our supermarkets sell and supply beer and wine in a safe and responsible manner. GDL's supermarkets are required to adhere to our Responsible Service of Alcohol Policy ("**Policy**"). A copy of the Policy is attached as **Schedule 1**. GDL acknowledges that it has shared responsibility to prevent alcohol related harm and as outlined in the Policy, GDL aims to be an industry leader in the responsible service of alcohol.

### 2. STEPS PROPOSED TO BE TAKEN TO PREVENT THE SALE AND SUPPLY OF ALCOHOL TO PROHIBITED PEOPLE

2.1 For an off-licence, the two key matters to control when selling alcohol are to ensure that:

- (a) customers are over 18 years of age; and
- (b) GDL is not unlawfully supplying intoxicated persons.

2.2 For any transaction of beer and wine, GDL requires photo identification to be produced for anyone that looks under the age of 25 ("**ID 25 rule**"). All Countdown supermarkets have clear signage reminding customers and staff of the ID 25 rule.

2.3 In accordance with the Policy, GDL only accepts photo identification in the form of a New Zealand driver's licence, passport or HANZ photo identification card. Additionally, it is GDL's policy that supervisors are required to authorise the sale of any beer or wine, rather than the general checkout team.

2.4 GDL also ensures that our staff are aware of the requirement not to sell beer and wine to intoxicated persons. GDL requires our employees to undertake training on the identification of the signs of intoxication. The Intoxication Assessment Tool is outlined in the Alcohol, Tobacco and Age Restricted Items Policy and Training, attached as **Schedule 2**.

2.5 Where a staff member observes a customer showing signs of intoxication or under the influence of alcohol, our staff will not sell any beer or wine to that customer. GDL's premises are brightly lit enables to enable our customers to be clearly observed. Self-service checkouts are monitored by supervisors as every sale of beer or wine in our stores must be authorised, irrelevant of the age of the purchaser.

**3. ANY OTHER STEPS THAT THE APPLICANT PROPOSES TO PROMOTE THE RESPONSIBLE CONSUMPTION OF ALCOHOL**

**Available products**

3.1 As a supermarket operator, the only alcoholic products that GDL can sell are beer and wine. An extensive amount of food and non-alcoholic drinks are available for consumption off-premises. GDL offers free beer and wine tasting from time to time. Drinking water will be freely available at free beer and wine tasting in accordance with the Act.

**Supermarket layout**

3.2 Our current supermarket layout and design appropriately minimises the community's exposure to alcohol and reduces the likelihood of alcohol-related harm occurring. The Single Alcohol Area of the store is set out in such a manner as to effectively minimise exposure to alcohol products.

3.3 GDL also ensures that our supermarkets comply with the Crime Prevention Through Environmental Design ("**CPTED**") guidelines, in **Schedule 3**. Countdown supermarkets have extensive security procedures in place, including:

- (a) CCTV;
- (b) alarms;
- (c) contracts with security guards who can be called out to attend the supermarket at short notice;
- (d) usually multiple staff are on site until lock up;
- (e) procedures for recording incidents and managing them, including maintenance of an incident log book; and
- (f) procedures for recording and responding to complaints.

## **Advertising and promotions**

- 3.4 GDL is a member of the Association of New Zealand Advertisers and is committed to complying with the Advertising Standards Authority's Code for Advertising Liquor. As a national supermarket operator, GDL's promotions and advertisements of beer and wine are applied and distributed in a nationally consistent manner.
- 3.5 Countdown supermarkets have minimal external advertising relating to beer and wine and the restrictions on advertising contained in the Act (such as the prohibition on displaying beer or wine advertising outside the single alcohol area) will further limit the location and extent of promotions.
- 3.6 GDL is implementing ongoing training within our staff to ensure compliance with advertising requirements.

## **4. OTHER SYSTEMS (INCLUDING TRAINING SYSTEMS) AND STAFF IN PLACE (OR TO BE IN PLACE) FOR COMPLIANCE WITH THE ACT**

- 4.1 GDL actively encourages the responsible service of beer and wine. To ensure that our staff and management are aware of their responsibilities under the Act, they are trained to adhere to all applicable rules and regulations. **Schedule 3** contains excerpts of our training for checkout operators and checkout supervisors.
- 4.2 As part of this training, we require checkout operators and supervisors to watch for inappropriate behaviours. Countdown supermarkets are open to customers of all ages and the very nature of supermarkets means we service a diverse range of shoppers within each local community. Supermarkets do not have restricted or supervised areas, and conditions to prevent minors from entering Countdown supermarkets are not appropriate. All staff are also required to be familiar with the Policy.
- 4.3 Every Countdown supermarket is required to have a sufficient number of certified managers available during all licensed hours. A certified manager is also required to be on duty at all times during the supermarket's opening hours, and the duty manager's name is prominently displayed inside the premises so as to be easily read by people using the premises, as required under the Act.

## SCHEDULE 1 – RESPONSIBLE SERVICE OF ALCOHOL POLICY

# Responsible Service of Alcohol Policy



### **Our responsibilities:**

As a responsible business in New Zealand, Progressive Enterprises recognises obligations to community for the responsible and legal sale of alcohol.

As a retailer of beer and wine, the Company takes its responsibility seriously and aims to be the industry leader in responsible service of these products. The company aims to set a positive example to our customers and to other businesses by complying with and, where appropriate, exceeding legislative requirements.

### **Our actions:**

Progressive Enterprises actively encourages the responsible service of alcohol and staff and management are trained to adhere to all applicable rules and regulations. The penalties for the irresponsible sale of beer and wine by an individual or licensee are severe and so too are the company's internal disciplinary policies.

### *We don't sell beer and wine below the price we purchased it for*

It has been a relatively common assertion that retailers sell beer or wine 'below cost' to gain custom in their stores. In our business, it has been a longstanding policy to not set the regular retail or promotional price of beer or wine below the price we purchased it for\*.

### *ID25*

To prevent the sale of beer or wine to anyone under the age of 18 the company has introduced a strict ID25 policy. For every transaction, identification is required if a customer looks under the age of 25 years of age. No proof of age = no sale.

### *Don't buy it for them*

Further, to prevent cases of 'secondary supply', our policy is to request identification for any person in a group where a member of the group looks under the age of 25 and staff member reasonably believes there is a possibility that beer or wine may be being purchased for this person.





PROGRESSIVE

At times, the company may need to refuse customers service in order to comply with this policy. While customers may not always be happy when a sale is refused, the company will support the role its staff play in making the right decisions to maintain its commitment as a responsible retailer of beer and wine.

#### *Acceptable forms of ID*

Photo identification is the only acceptable form of identification when purchasing beer and wine. We accept, in accordance with New Zealand law, New Zealand photo drivers licence, Passport (NZ or International) and the HANZ photo identification card.

In the event of a foreign identification being presented, the on duty Store Manager may then choose to authorise the transaction if they are satisfied that the person is over the age of 18 years and the identification presented includes a date of birth and a photo identification.

#### **Our role in the community:**

Progressive Enterprises believes it has a shared responsibility, along with individuals, governments, families and the community, to prevent harm. Progressive Enterprises encourages and promotes the responsible consumption of alcohol and the company proactively supports information campaigns on responsible drinking.

The company participates openly, honestly and transparently in public policy development in this area to represent the best interests of our business, our employees, our customers and our shareholders.

Progressive Enterprises recognises that each community where the company operates is different and actively encourages our store managers to participate in local liquor accords and forums.

\* This excludes one-off markdown prices where individual products may be marked down at the end of a product range or when packaging is damaged etc.

Last reviewed and published in October 2012.

**SCHEDULE 2 – ALCOHOL, TOBACCO AND AGE RESTRICTED ITEMS POLICY & TRAINING**



# Alcohol, Tobacco and Age-Restricted Items Policy and Training

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<b>Issue Date</b>	<b>Version 10 November 2014</b>
<b>Owner</b>	<b>National Retail Support – PEL - Alice</b>
<b>Confidentiality</b>	<b>Released</b>

# Introduction

As a responsible corporate citizen Progressive has many obligations within the community - one of these is the responsible and legal sale and management of liquor, tobacco and age restricted items. This means putting policies, procedures, and training in place to make sure all our team are aware of their responsibilities and know how to carry them out.

As well as the potential negative impact to the community, there are serious consequences for our business and our team if we are found to sell or manage these items irresponsibly or illegally. For these reasons it is very important to read the following module carefully and take the time to understand it.

If you have any questions, please make sure you ask your trainer.

This is an area of our business that customers can often have questions about or will potentially challenge you on. Having the ability to confidently answer questions, or knowing the process to get their queries answered is the key to good customer service while also upholding our responsibilities under the law.

In all instances if you are not comfortable with a customer or you are not clear about what you need to do in any situation, please call your supervisor/ manager/ duty manager to help you.

## **Sale of Liquor and Tobacco and Instant Kiwi (and other age restricted items)**

- It is illegal to sell or supply liquor, tobacco, or Instant Kiwi to anyone under the age of 18.
- It is illegal to sell alcohol to anyone who you have reason to believe will supply alcohol to a minor.
- It is illegal to sell alcohol to anyone who is intoxicated.
- All age restricted items require a Supervisor to authorise the sale.
- Not following the correct processes regarding the sale of liquor and tobacco could leave you personally liable for the following fines:
  - Leaving tobacco visible - up to \$10,000
  - Selling tobacco to an underage person - \$5000 and an instant fine of \$1000
  - Selling liquor to an underage person - \$2000
  - Selling Instant Kiwi to an underage person - \$1000
- Under no circumstances should anyone other than a Supervisor use a Supervisor user ID / password or bar code. Only the Supervisor is permitted to hold a user ID / password or barcode allowing them to authorise the sale of age restricted items. Anyone found using an ID/password that is not their own can face disciplinary action.

**All sales of age-restricted items must be authorised by a Supervisor or Duty Manager.**

# Operator Responsibilities – Sale of Alcohol

As a checkout operator you are the first person to assess the customer, and you need to make a decision about whether you can legally sell that customer alcohol. Although our POS requires a supervisor to authorise a sale, our policy is a 'double check' on alcohol purchases, which means that both you and the supervisor who authorises the sale must be satisfied that the customer meets all the criteria. This is important to ensure that we do not sell alcohol to people who are underage, intoxicated, or who will supply alcohol to a minor.

Sale of Liquor Act posters should be on display at checkouts.

The legal responsibility for the sale falls on the checkout operator, as they are considered to be the person selling the goods, even though a supervisor is required for authorisation. You need to make sure you are comfortable with the sale. In all instances the supervisor will back up your decision and will deal with any issues the customer may have as the result of a declined sale. Operators will be fully supported by Management whenever there is a reasonable explanation for refusing the sale of alcohol and or tobacco i.e. their decision will not be overridden. Supervisors do still have the ability and responsibility to refuse a sale even if the operator is willing to process it. Both team members involved in a two person check must be comfortable with the sale in order for it to proceed; this is a vital layer of protection for our team and the company.

## **If in Doubt – Don't.**

If after the correct form of "Proof of Age" is produced and you are **STILL IN DOUBT** for whatever reason about the age of the person you **MUST NOT** authorise the sale. This also applies if you think the ID has been tampered with.

## **Customer Assessment**

You need to check the following:

- Do they look 25 or older? If not ask them to present their ID.
- If they don't look 25+, does their ID show that they are 18 years old or over?
- Ask the customer their name and check it against the picture on the ID.
- Do they have an approved form of ID and is the ID valid? Does it show signs of tampering?
- Are they showing signs of being influenced by drugs or alcohol? To check this you must actively engage with the customer.
- Do you have good reason to believe they are providing alcohol to a minor (i.e. is it a group purchase)?

Each of these checks is explained in more detail below.

The Checkout Operator is legally the person responsible for the sale of alcohol to a customer, even if a supervisor authorises the sale. As a result, **you could personally be charged with an offence and/or face a fine payable by you of up to \$2,000.** Whenever an ID check is carried out the date of birth from the ID must be entered into POS by the supervisor. Control checks will mean the sale cannot proceed if the customer is underage. This is an important layer of protection for the team.

Countdown takes it very seriously when any of our team is found to be in breach of the Sale and Supply of Alcohol Act's requirements. Any breach may result in disciplinary action, which may include dismissal. Following procedure and carrying out the checks in a responsible manner will keep yourself safe from these consequences.

## **Checking ID**

Customers who are buying alcohol and look under 25 years old **MUST** have a New Zealand photo Driver's Licence, HANZ 18+ card, New Zealand or International Passport showing that they are over 18.

- **You** must politely ask to see ID if you are unsure of a customer's age.
- **You** must check that the ID is the right kind of ID, that it relates to the customer and check that it proves the customer is 18 years old or over.
- Unfortunately, International Drivers Licences are not an approved form of ID under the Sale and Supply of Alcohol Act
- If you think that the ID is a fake or has been tampered with you must inform your supervisor
- **Be cautious: You can refuse a sale**, even if your supervisor does not. As the person scanning the alcohol product for sale **you can still be held accountable** and potentially be charged with an offence and/ or face a fine.

See the section on Checking ID for more guidelines.

## **Providing alcohol to minors**

**Where we have reasonable belief** that a minor would be provided with alcohol, you must request ID from any member of the group who looks under 25.

- If **you** think that the customer is buying alcohol for minors **you must refuse the sale**.
- See the section 'Group Purchases' for guidelines around groups.

## **Intoxication**

It is illegal to sell alcohol to any person who is intoxicated.

- At Countdown, our policy is to refuse the sale of alcohol to a customer if we believe that the customer is under the influence of alcohol, or drugs.
- As a Countdown team member, you must also not work if you have been drinking alcohol or taking drugs, other than prescription medication.
- See the section on 'Assessing Intoxication' for guidelines around how to carry this out,

**Remember - If in Doubt – Don't Authorise the Sale**

# Click and Collect Orders

Customers who pick up Click and Collect orders that contain an age restricted product are subject to the same requirements and customers who use the checkouts. If the customer looks under the age of 25, they need to be asked for ID and their age verified. They must be 18 or older to collect the Click and Collect order

## **Orders Containing Age Restricted Products**

It is the responsibility of the online department to indicate clearly which orders contain an age restricted product. The Online Manager must ensure that the online team are aware of this requirement and are carrying it out.

It is the checkout managers responsibility to make sure that the checkout team are carrying out the appropriate ID checks.

# Checking ID

## Ask yourself – could this person be under 25?

- It is Company policy that all persons believed to be under the age of 25 years must be asked to provide proof of identification before the purchase of alcohol and or tobacco.
- If a staff member knowingly / deliberately fails to ask for proof of age from any person who is purchasing alcohol or tobacco and who appears under the age of 25 years, it will be treated as serious misconduct, subject to disciplinary procedures which may include termination of employment, and possible personal and company fines.

## No proof – no purchase

- If any doubt exists about a person's age and upon request they cannot produce an approved form of Proof of Age you MUST NOT authorise the sale nor if you believe the ID is not authentic or has been tampered with.
- ID can be tampered with by:
  - Applying a transparent film that provides a different date of birth and year and any other particulars to those given by the issuing authority
  - Replacing the original photo
- When checking for authenticity:
  - Check the document in a well lit area – e.g. hold it up to the light, do not view it through a plastic sleeve.
  - Handle the document to detect any unusual features such as raised lettering or different type of plastic coating.
  - Look at both sides and the edges of the document for unusual features or imperfections.
  - If still in doubt about the authenticity of the ID or whether the customer is actually the owner of the ID, ask them to sign their signature on a piece of paper and compare the signature on the document.

Remember: the only approved forms of ID are a New Zealand photo Driver's Licence, HANZ 18+ card, New Zealand or International Passport showing that they are over 18.

## If in Doubt – Don't Authorise the Sale.

# Assessing Intoxication

## What is 'under the influence' or 'intoxication'?

Use the following guideline to help assess whether a customer is under the influence of alcohol.

- Be careful when assessing for signs of intoxication as some physical impairments or disabilities may present similarly to some perceived signs of intoxication. It's important that we are careful not to offend a person who has a disability, and be professional in your approach and service.

**If you're not sure how to assess a customer, please ask your Supervisor or Duty Manager to help you.** If you knowingly sell (or supply via a third person) alcohol to an intoxicated person it may result in Disciplinary Action which in cases of serious misconduct may include Termination of Employment and possible personal and Company fines. **You could also personally be charged with an offence and/ or face a fine payable by you of up to \$2,000**

## Intoxication Assessment Tool

Indicators may include but are not limited to:

	SOBER	INFLUENCED	INTOXICATED
S peech	Coherent, clear speech, normal tone/volume, may be talkative.	May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments.	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
C oordination	Coordinated, balanced, standing without help or support.	Slowed or delayed reactions, swagger or occasional staggers or sways.	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand un-aided or sit straight.
A pppearance	Tidy, clear eyes, alert.	Vacant or blank expression, smell of alcohol on breath, may look untidy.	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
B ehaviour	Behaving sensibly but may be more relaxed.	Over friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.
	<b>Monitor &amp; serve responsibly</b>	<b>Intervene</b>	<b>Deny &amp; remove</b>

**Intoxication definition**  
 INTOXICATED means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident: (a) appearance is affected; (b) behaviour is impaired; (c) coordination is impaired; (d) speech is impaired.



# Group Purchases

At Countdown we reserve the right to request ID when there is a group of people together and one or several of the group are purchasing alcohol.

As a principle, **sales to groups are treated as a transaction with an individual**. The person presenting the alcohol or tobacco is the person completing the transaction.

**Where you have reasonable belief** that a minor would be provided with alcohol, you must request ID from any member of the group who looks under 25.

- If **you** think that the customer is buying alcohol for minors you must refuse the sale.
- If any of the suspected minors in the group do not have acceptable proof of age ID, the sale is not to be authorised.
- "Reasonable belief" could include the following situations:
  - A pair or a group of young people place alcohol on the conveyor belt together but only one person pays for it.
  - A group of people come in and select alcohol to buy, but one person pays for it while the group is seen waiting outside.
  - You could overhear a customer talking to someone else in the group about what alcohol they may want.
  - You observe pooling of money by minors (persons under 18) and handing the money to a consenting adult before the alcohol/tobacco is bought.
  - A minor (person under 18) refused service and within a short time a consenting adult attempts to purchase the same alcohol/tobacco as the minor had previously attempted to purchase and been declined.

Where a customer is clearly over 25, and is accompanied by a child or children they should be able to purchase alcohol or tobacco unless you have reason to believe and evidence to support that a minor (person under 18) will be provided with alcohol and/or tobacco

If you knowingly sell (or supply via a third person) alcohol or tobacco to anyone under the age of 18 it may result in Disciplinary Action which in cases of serious misconduct may include Termination of Employment and possible personal and Company fines. **You could also personally be charged with an offence and/ or face a fine payable by you of up to \$2,000**

# Sale of Alcohol – Store Responsibilities

The Sale and Supply of Alcohol Act came into effect on 18 December 2013. In addition to checkout specific requirements there are some key parts of the law that you must be aware of.

## Alcohol Licensing Restrictions

**The legal maximum off-licence hours for stores are 7am to 11pm.**

- Some stores may have shorter off licence hours. You must only sell alcohol within the licensed hours for your store.
- This means that alcohol cannot be sold outside those licensed or maximum hours.
- POS should not allow a transaction that includes alcohol to complete outside this timeframe.
- Each store must display a copy of the licence and the conditions applying to that licence at all customer entrances, so that customers can read the licence before they enter the store.
- It is important that everyone is aware of the licensing hours for their store.

### **Online deliveries**

- Online deliveries involving alcohol must be completed within the stores licensed hours.
- Click and Collect customers must pick up orders that include alcohol within the stores licensed hours.
- Click and Collect customers collecting orders including alcohol should have their ID checked if they appear to be under 25.
- Online customers must tick that they are over 18 and delivery drivers must check ID on delivery.

### **Advertising and promotion**

- Any alcohol advertising *outside the store* cannot lead people to believe there is a discount of 25% or more off the ordinary price. This will be managed by the Marketing and Merchandise teams.
- Any alcohol advertising *inside the store* which shows a discount of 25% or more must not be able to be seen or heard from outside the store.
- If you believe some advertising has been put up in error, you must let a supervisor or duty manager know immediately.

## When the store's alcohol licence is renewed

- On the first renewal of your alcohol licence after 18 December 2013, there will be a transition to a single area for the display of alcohol inside the store.
- Once this is in place, all alcohol must be contained within the single alcohol area; there must be no off-location displays and no non-alcoholic products within the area.

Once the single area for alcohol is in place, there can be no advertising or promotion of alcohol outside this area, including any window posters. Tastings must only take place in the single area and there is a requirement to have free drinking water available when tastings are being offered

# Tobacco

The sale of tobacco is governed by the Smoke Free Environments (Controls & Enforcement) Amendment Act 2011.

## **THE INTENT OF THIS LAW IS TO REMOVE TOBACCO PRODUCTS FROM COMMERCIAL DISPLAY.**

A person who without reasonable excuse allows a tobacco product, tobacco package, or tobacco carton to be visible is liable to a fine of up to \$10,000.

Unless the product the customer asks for is in the carousel at the register, looking for a tobacco product can cause significant delays. It is important to apologise to the customer for any wait. If you are unsure of the product or where it is kept, ask a supervisor for assistance, and always check with the customer that you have the right item before scanning it.

## **Signage**

In Countdown stores, there is to be **NO SIGNAGE** that either displays a tobacco product or mentions tobacco or cigarettes. This includes smoking related health warnings. Please Note: The word "Tobacco" in the terms & conditions of fuel offer and other promotional point of sale is permissible.

## **Display Restrictions**

Under the legislation, sellers of tobacco will need to ensure that tobacco products are not visible to the public, either inside or outside their premises.

The law does allow tobacco products to be briefly visible as stock is delivered to the store or in the process of serving a customer. For the purposes of obtaining a tobacco product to complete a customer purchase Operators must ensure that the tobacco storage unit (if in view of customers) is only opened briefly to the extent necessary to retrieve the selected tobacco product and then closed immediately.

Consideration must be given to the time of day that weekly routines are carried out to ensure tobacco products are not made visible to the public.

You may not display tobacco on any checkout counter-tops or non-permanent displays. Only use the permanent tobacco fixtures that your store has been allocated as these are legally compliant. There are no restrictions relating to the display of tobacco accessories such as cigarette papers and filters; however it is Progressives Policy that we will not aggressively merchandise these items. This means that it is okay for these products to be visible, but we will not be building displays promoting these products.

The law restricting the location of children's products to more than one metre from tobacco products no longer applies, however, we should make efforts to avoid locating children's products close to tobacco products or immediately adjacent to locations where tobacco products are dispensed.

## Price List

It is not permissible to open cabinet doors to allow customers to view our tobacco range. Instead customers can request to view a price list. This price list is to be kept at the Service Desk in a cupboard or drawer and if your store has Lotto counter in the store entrance i.e. separate to the checkouts a price List must also be kept at the counter in a drawer or cupboard.

**THE TOBACCO PRICE LIST SHOULD ONLY BE MADE AVAILABLE ON REQUEST AND NOT DISPLAYED SO THAT IT IS IN VIEW OF GENERAL PUBLIC.**

It is acceptable to use the price enquiry function to check tobacco prices for a customer.

## Stock Replenishment

Stock replenishment into carousels or other display units should ideally be performed outside of trading hours. Where that is not possible ensure that:

- Tobacco in storage rooms remains out of customers' view when the storage room is opened.
- Tobacco stock moved in trolleys is fully enclosed in cartons that do not show the tobacco products and do not show tobacco branding. Cartons must not be left opened.
- The team member filling the retail units must start and complete the stock fill at each unit, one at a time. They must not be interrupted to complete any other task.

## Ticketing

Shelf tickets for tobacco products must be price suppressed (see example below). These will help you locate products during service and for replenishment. These tickets will also ensure you comply with the required planogram for each tobacco cabinet. The use of tags is meant as a practical way for a seller to locate specific products not as a way of advertising or promoting tobacco.

BENSON & HEDGES PKT RICH 20S	02029 17R01 10 275241	BENSON & HEDGES PKT RICH 25S	02111 17R01 8 275271
BENSON & HEDGES CTN RICH 10X20S	10024 17R01 1 275440	DH NANOCUT BRGNDY 20	69629 17R01 1 920706

## Enforcement Action Reporting

Smoke Free Environment Officers may from time to time undertake controlled purchase operations using under age persons to attempt to purchase tobacco products and may also check your store for breaches of the Act's obligations relating to signage or unnecessary exposure of tobacco products. Any such incident whether it results in a failure or not, must be reported to your Supervisor.

# Age Restricted Movies and Games

In our stores we sell movies and games that have age restrictions. It is important that age restricted movies and games are never sold to anyone under the age of the restriction detailed on the packaging.

Age restricted movies and games fall under the following categories:

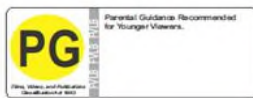
- R/RP13 – cannot be sold to anyone under the age of 13
- R/RP15 – cannot be sold to anyone under the age of 15
- R/RP16 – cannot be sold to anyone under the age of 16
- R/RP18 – cannot be sold to anyone under the age of 18

Over the page is a copy of the guidelines poster for more information. You should also be able to find a copy of this poster in the DVD section in your store.

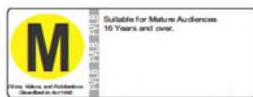
## Choosing a movie or game? CHECK THE LABEL



**G** means anyone can view



**PG** means anyone can view, but guidance from a parent or guardian is recommended for younger viewers



**M** means anyone can view, but it is more suitable for mature viewers

### RED means RESTRICTED

**R13, R15, R16 or R18** mean it is **ILLEGAL** to show or give the movie or game to anyone under the age stated on the label



**RP** labels mean it is **ILLEGAL** to show or give the movie or game to anyone under the age stated on the label unless accompanied by a parent or guardian



For more information visit [www.censorship.govt.nz](http://www.censorship.govt.nz) or call the Classification Office freephone on **0508 CENSOR (236 767)**



This is not a complete list of all classification labels  
The Office of Film and Literature Classification may assign classifications with other restrictions

## Lotto and Instant Kiwi

Lotto and Instant Kiwi products are available for purchase in the majority of stores. This can be either from a dedicated kiosk, or a selection of products can be available from checkout lanes.

- Lotto products do not have an age restriction
- Instant Kiwi products cannot be sold to anyone less than 18 years of age. Supervisor authorisation is required for sale through lanes.

## Other Age-Restricted Items

In addition to alcohol, tobacco, Instant Kiwi, movies and games there are also some other items that are age restricted such as butane gas and methylated spirits.

These items are loaded in our system as being age-restricted so when you scan them a prompt will show on your POS screen (similar to alcohol and tobacco) letting you know that ID verification will be required. You will need to call your Supervisor to authorise these sales.

## Observation Assessment

It is a company requirement that team members are periodically observed while processing an age restricted transaction, to ensure that company procedures are being followed. This observation will be of both supervisor and operator and will be done using a standard checklist, and the outcome will be discussed with the team members observed.

# Control Check for Age-Restricted Items

Software in the register system prevents a Checkout Operator from processing age-restricted items without Supervisor intervention and authorisation.

A second control check requires a Checkout Supervisor to physically and then electronically validate that the customer / customers' age complies with the legal age.

The operator must call a Supervisor who will carry out a second assessment of the customer to ensure they are legally able to purchase alcohol or other age restricted items.

## If the customer has been asked for ID the Date of Birth must be entered into POS

You need to check the following:

- Do they look 25 or older? If not ask them to present their ID.
- If they don't look 25+, does their ID show that they are they 18 years old or over?
- Ask the customer their name and check it against and picture on the ID.
- Are they showing signs of being influenced by drugs or alcohol? To check this you must actively engage with the customer.
- Do you have good reason to believe they are providing alcohol to a minor (i.e. is it a group purchase)?
- Once the Supervisor is satisfied that the customer is of legal age to purchase the restricted product(s) the Supervisor will enter their user ID and password or scan their Supervisor barcode.

**The above points are a summary. All Supervisors must also have read and understood the previous sections in this document for more detail on ID checks, group purchases, and assessing intoxication.**

If The Customer:	Then
Is clearly more than 25 years of age	Supervisor (not the Operator) selects <b>[ACCEPT]</b> , this will override the D.O.B prompt
Has been required to produce I.D. to verify their age	<p>The Supervisor must enter the date that is on the identification.</p> <p>The date MUST be entered using DDMMYY format <i>e.g. D.O.B 17.01.1980; enter as 170180</i></p> <p>Select <b>[ACCEPT]</b></p> <p><b><i>This is a Company requirement and is evidence of ID checking</i></b></p>
<p>If the sale of the age restricted item is not to proceed further:</p> <ul style="list-style-type: none"> <li>• Supervisor is to isolate the stock from the customer's sale</li> <li>• Select <b>[CANCEL]</b> to continue with remainder of transaction. The item will not be registered - it is cleared from the transaction.</li> </ul>	

# Information for Supervisors

- Sale of alcohol and tobacco must meet all legislative requirements
- Duty of care to our team.
- Duty of care to our customers

This means that in addition to the responsibilities around authorising sales, you are also responsible for making sure that your department complies with the legal requirements around signage, displays, and licence hours.

Supervisors will be fully supported by Management whenever there is a reasonable explanation for refusing the sale of alcohol and or tobacco i.e. their decision will not be overridden.

## **Duty of Care to Team**

The legal responsibility for the sale of alcohol falls on the operator who processes the transaction. Operators are therefore now required to carry out assessment of the customers, to ask for and validate ID if the customer looks under 25, and to assess the customer for intoxication and potential group purchase.

As a supervisor it is your responsibility to make sure Operators are aware of their responsibilities and to provide support and feedback. Operators need to carry out the assessment to protect themselves from prosecution, helping the team to become confident in asking for ID or refusing a sale is part of your role as a supervisor.

**You must back up the decision made by the operator if they refuse a sale.** If you believe the decision to be incorrect this needs to be addressed later with the operator as a training exercise. They should never be contradicted on a refusal in front of the customer or other team members.

If the operator wishes to process a sale and you as the supervisor disagree, you must not allow the sale to proceed. When there is a two person check both team members must be comfortable with the sale. As a supervisor you have a higher level of experience and training regarding the assessment of customers and authorisation of age restricted products and it is part of your role to exercise that. This is an important layer of protection for our team and for the company.

## **Heavy company and personal (staff/employee) fines can be issued for:**

- Selling tobacco to an underage person - \$5000 and an instant fine of \$1000
- Selling alcohol to an underage person - \$2000
- Selling to a person buying alcohol/tobacco for a minor (sale to groups)
- Selling alcohol to Intoxicated persons
- Leaving tobacco visible - up to \$10,000

Supervisors must be aware of and be responsible for every sale of alcohol and/or tobacco product before authorising it by being alert and following the correct company policy, processes and procedures.



## **Duty of Care to Customers**

At times Checkout Supervisors may need to refuse customers in order to comply with the law and our policy/procedures. Such situations can be challenging and customers may not always be happy when a sale of alcohol/tobacco is refused.

As a supervisor you must make every attempt to explain clearly and calmly to the customer why they are being refused a sale. The customer does have a right to know why. Do not engage in a debate, if the customer does not accept your explanation offer to call the duty manager/store manager. If the customer wants to make a complaint, offer to call the duty manager/store manager, or advise them they can call our 0800 number or submit a comment via our website.

By abiding by the law and the Company's policy and procedures it may result in losing a sale but it is better to refuse an irresponsible sale and comply with the law than run the risk of incurring:

- Large personal and company fines (as outlined above)
- A criminal record
- Possible disciplinary action that may result in termination of employment
- The possibility of loss of alcohol licence

You are under no obligation to sell alcohol or tobacco if it is irresponsible to do so. The company supports your role in making the right decisions to ensure we are responsible and abiding with the Sale and Supply of Alcohol Act and our legal obligations around the sale of tobacco.

## **Restrictions on Supervisor Privileges**

**Supervisors who are operating a register, either for an operator shift, or during a busy period during a supervisor shift, cannot authorise transactions involving age restricted items. They must call over the team member who is supervising checkouts to carry out the second check.**

**Team with supervisor privileges are to be set up with a second POS login with operator privileges only. They must use this to sign in whenever they are operating a register. They are not to use their supervisor code to clear a control check while operating a register.** This does not apply to the Store Manager, ASM, SAM, Duty Managers (Licence Holders), or Checkout Managers. Only these team are able to authorise alcohol without a second check.

It is imperative that you DO NOT "cheat the system" and/or processes by:

- Using their supervisor code to authorise transactions while they are an operator.
- Giving Supervisor privileges to operators during busy periods or when operators are on express lanes to avoid alcohol / tobacco authorisation
- Allowing your Supervisor password or barcode to be given out or become known by other employees. This is not permitted under any circumstances. In the event that you suspect your password is known by others or you misplace your barcode you must change your password immediately
- Allowing Operators with Supervisor privileges to leave their checkout and enter their password or scan their barcode for another operator while they are in the process of serving customers or are deemed to be an operator. This is poor customer service and is not acceptable.

- Barcodes/lanyards must not leave the store.
- If you lose or misplace your barcode you must immediately change your password to deactivate it.
- SCO Attendants who are not supervisors are to destroy their barcode at the end of their shifts.

*If any of the above occurs it may constitute serious misconduct and therefore subject to disciplinary procedures which may include termination of employment.*

### **Signage at Checkouts**

The current age restricted signage must be displayed on every checkout including one at SCO. It is the checkout supervisors responsibility to check that these are in place, and replace any that are missing.

## **Refunds and Returns**

It is our policy that no refunds or exchanges of alcohol products will be processed outside of the liquor trading hours. The legal maximum off licence hours for all stores is 7am until 11pm (unless your store's alcohol licence is for fewer hours than this). You must not process any form of transaction involving alcohol outside of the stores licensed hours.

Refund or exchange transactions involving alcohol products are not to be carried out for any customer who is under 18. Since a person who is under 18 could not have legally purchased the product, it is not theirs to return and so we are not under any obligation to process the transaction. An ID check should be carried out if the customer appears to be under 25.

As a responsible alcohol retailer we are also concerned if a minor has access to alcohol. If a refund or exchange transaction is refused on the ground of age, this should be recorded in the Tobacco, Alcohol, and Security Incident Register and the local police should be notified (**not** a 111 call).

## Age Restricted Items at SCO

As with standard POS a control check function is in place on SCO's for whenever alcohol, tobacco or age restricted items are scanned. All of the Tobacco, Alcohol, and Age Restricted Item Policy applies to SCO transactions.

- SCO Attendants who are not supervisors must destroy their barcodes at the end of each shift

## Tobacco, Alcohol, Security Register

- Whenever there is an incident that occurs on the store premises involving the conduct of a customer or potential customer, with the sale of tobacco or alcohol, an incident report form must be completed.
  - E.g., an intoxicated customer is asked to leave the store,
  - A customer is refused sale due to intoxication or a suspected group purchase.
  - A customer is disputing our compliance with the law,
  - A customer is disputing the legality of our liquor policy.
- The Duty Manager must sign the form to ensure that it is completed correctly and if not involved in the incident he/she must sign the form to confirm that they are aware of what has occurred. The Duty Manager is also responsible for passing onto his / her Line Manager all relevant information about the incident.
- The Incident Register must be kept in store at all times.
- It is to be kept at the Customer Service Desk in a safe place where it is easily accessible for all staff to use and for Store Management and Support Office staff.
- The Store Manager is responsible for the ongoing use of the Register and ensuring that it is correctly and consistently utilised by all staff.

# Information for Duty Managers

**During your shift, you are the person who has overall responsibility for the display and sale of alcohol to our customers. If we fail to meet our legal obligations you could personally be charged with an offence and face a fine of up to \$20,000.**

## **Alcohol Licensing Restrictions**

- Stores must display signage at each customer entrance which shows when they are open for the sale of alcohol. This must be visible from outside the store.
- Each store must display a copy of the licence and the conditions applying to that licence at all customer entrances, so that customers can read the licence before they enter the store.
- The legal maximum off licence hours for all stores is 7am until 11pm (unless your store's alcohol licence is for fewer hours than this).
- Online deliveries involving alcohol must be completed within the stores licensed hours. Click and Collect customers must pick up any order that includes alcohol within the stores licensed hours.
- Any alcohol advertising *outside the store* cannot lead people to believe there is a discount of 25% or more off the ordinary price. This will be managed by the Marketing and Merchandise teams.
- Any alcohol advertising *inside the store* which shows a discount of 25% or more must not be able to be seen or heard from outside the store.

## **Responsibilities**

- A Duty Manager must be on duty at all times that alcohol is being sold, and their name must be displayed on the noticeboard. It is an offence to have an incorrect name displayed.
- You must ensure that shift handover is completed properly when you start and leave your shift. This includes making sure that the name of the duty manager for the current shift is correctly displayed at the start of the shift. It also includes making sure that the incoming Duty Manager is aware of any relevant incidents and information.
- Being on duty means being in the building, contactable and easily able to access the checkouts quickly, within no more than 2-3 minutes. This means that you should hand over to another licensed person and update the noticeboard if you:
  - Leave the store for any reason
  - Are working in a part of the store where you can't be easily contacted (e.g. driving a forklift unloading trucks)
  - Dealing with an emergency or issue which is likely to require your attention for an extended period of time (e.g. an accident in the car park)

- You must conduct the premises with the aim of reducing alcohol related harm.
- A District Licensing Committee will now look at how a store operates in the area and its surrounds when renewing off-licences. If you become aware of staff or customer behaviour that affects the store or its neighbours (such as graffiti, drinking alcohol in the car park, or broken bottles) you must inform the store manager.
- As a Countdown team member it is illegal to be intoxicated on duty.

You must take all reasonably practicable steps to ensure that the store complies with its licence and the Act, including the following;

- A Team Member with a Manager's Certificate must be on duty at all times that alcohol is being sold, and their name must be displayed on the noticeboard. It is an offence to have an incorrect name displayed.
- You must make sure the checkout team and supervisors know, understand and comply with their obligations. You must comply with these obligations as well.
- No alcohol is allowed to be drunk on the premises, unless it is a genuine tasting for customers. Staff on duty must not participate in these tastings.
- Where a tasting of alcohol is offered to customers, the Act requires that water must be made available.
- Any drunk, violent, quarrelsome, insulting, or disorderly customers must immediately be asked to leave the store, including the car park. If they refuse, call the Police immediately.
- If your store's licence has a single alcohol area, at the beginning of your shift you must check that alcohol and any promotions for alcohol are only displayed within that area. (Note this applies only to those stores with a single alcohol area in their licence.)

If your store's licence has a single alcohol area, there are other responsibilities that you will need to be aware of in relation to the display and promotion of alcohol within the store. These will be explained and discussed with you on renewal of your licence.

# Show You Know

1. Who are you not permitted to supply alcohol, tobacco or Instant Kiwi to?

2. When must you ask a customer for identification?

3. What are the three forms of acceptable identification?

4. How should you respond to someone who cannot produce acceptable identification?

5. What is a secondary purchase?

6. If there is an incident in store involving alcohol and or tobacco purchase what should you do?

7. What knowledge must you have before you refuse the sale of alcohol and or tobacco to a customer if you consider the purchase to be a secondary purchase?

8. What are the restrictions around advertising of specials for alcohol?

9. What is the purpose of the law regarding the sale and display of tobacco products?

10. How can you tell if a group sale might be taking place

11. How do you decide whether a customer is under the influence of drugs or alcohol and what signs would you look for to determine this?

12. If you do sell alcohol or tobacco to anyone under the age of 18 years of age what are the possible consequences to:

YOU:

THE COMPANY:

# Sign Off Sheet – Age Restricted Items

Policy Version 10

Everyone learns differently, if you do not understand any of the policies or procedures in this document discuss this with your trainer **before** signing below.

I confirm that I have been trained and educated on the company policy/procedures relating to the Processing the sale of Age-Restricted items. I understand and acknowledge all the procedures that must be followed. I have also been made aware that a breach of this policy /procedure may result in Disciplinary Action which in cases of serious misconduct may include Termination of Employment.

Employee's Signature:-----Date

Employees full name: -----Date

Employees position: -----Date

I confirm that the above mentioned information has been provided to and understood by the employee listed as part of their training in \_\_\_\_\_ store.

Trainer's Signature: -----Date

Trainers Full name : -----Date



**SCHEDULE 3 – CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN CRITERIA**

<b>Criteria</b>	<b>Standalone Supermarkets</b>	<b>Supermarkets Within Malls</b>
<b>Safe movement and connections</b>	Clear pedestrian and traffic routes are provided through the supermarket car park to the store entry. This maintains good visibility, unhindered sightlines and casual surveillance.	Clear pedestrian and traffic routes are provided through the mall car park and to the supermarket entry. This maintains good visibility, unhindered sightlines and casual surveillance. Within the mall pedestrian connections to the supermarket entry are clear.
	Car parks have open expansive areas, are brightly lit (within the requirements of the district plan or resource consent) and avoid entrapment areas. This maintains good visibility, clear sightlines in and out of the parking area and casual surveillance.	Malls control lighting in car parks. These areas are required to be well lit. This maintains good visibility, sightlines and casual surveillance.
	Clear pedestrian aisles are provided for customers within the supermarket.	Clear pedestrian aisles are provided for customers within the supermarket.
	High quality directional signage is provided to make sure entrances and exits are clearly identifiable. Entrapment spots are minimised.	High quality directional signage is provided to make sure entrances and exits are clearly identifiable. Typically entrapment spots are minimised.
<b>Surveillance, sightlines and visibility</b>	There is individual interaction at the check-out, making it easier to observe customers.	There is individual interaction at the check-out, making it easier to observe customers.
	Good visibility, sightlines and surveillance are provided through visual connection between the supermarket and the car park.	Visibility, sightlines and surveillance are provided through good sightlines. Mall car parks also tend to have active security features, such as security guards.
	Check-out operators are positioned closest to the supermarket entry with clear visibility into the store.	Check-out operators are positioned closest to the supermarket entry with clear visibility into the store.

Criteria	Standalone Supermarkets	Supermarkets Within Malls
	Store lighting is bright with no dimmed areas or dark corners.	Store lighting is bright with no dimmed areas or dark corners.
	Concealment spots are minimised and tend to be blocked off from public access (eg loading areas) or supplemented with other security features (eg CCTV).	Concealment spots are minimised and tend to be blocked off from public access (eg loading areas) or supplemented with other security features (eg CCTV and security guards).
	Landscaping and streetscape features are designed so that they do not overly impact visibility in order to maintain passive and active surveillance.	Landscaping and streetscape features are designed by the mall, but typically landscaping and streetscape features are located on the footpath.
<b>Layout</b>	Supermarket car parks have a simple layout with a clear destination point.	Mall car parks have a significant amount of signage to support safe movement.
	Ground level building facades are of a high design quality and generally provide visibility between the supermarket and customer parking areas.	Parking areas for malls maintain expansive views in so far as is practical.
	Entrances are clearly signposted and accessible.	Entrances are clearly signposted and accessible.
	Entry areas are large and glazed providing clear visibility into the store.	Entry areas are large and glazed providing clear visibility into the store.
<b>Activity mix</b>	Informal surveillance is provided through visual connectivity between the supermarket and the car park where possible. This is supplemented with CCTV, staff (eg collecting shopping trolleys), high customer numbers and security guards on occasion.	Informal surveillance is supplemented with CCTV, staff (eg collecting shopping trolleys), high customer numbers and parking wardens/security guards on occasion.
	The high customer demand for supermarkets assists to create an informal surveillance network. In effect a supermarket contains a mix	The high customer demand for malls assists to create an informal surveillance network. Malls

Criteria	Standalone Supermarkets	Supermarkets Within Malls
	of shopping destinations, even at night.	contain a mix of shopping destinations, even at night.
<b>Sense of ownership and maintenance</b>	Car park areas are well maintained and kept clear of graffiti and rubbish.	Car park areas are well maintained and kept clear of graffiti and rubbish.
	Car parks are monitored to make sure that customers are not loitering and security guards can be called to assist resolving specific issues.	Car parks are monitored to make sure that customers are not loitering and security guards can be called to assist resolving specific issues.
	Design fixtures are resilient to vandalism where appropriate.	Design fixtures are resilient to vandalism where appropriate.
	Store manager responsible for maintenance of supermarket controlled areas.	Mall management is specifically responsible for maintenance and control of public areas within malls.
<b>Internal layout</b>	Checkouts are positioned near exit flows.	Checkouts are positioned near exit flows.
	Checkout operations are positioned near exit flows and closest to the supermarket entry with clear visibility into the store.	Checkout operations are positioned near exit flows and closest to the supermarket entry with clear visibility into the store.
	Store lighting is bright with no dimmed areas or dark corners.	Store lighting is bright with no dimmed areas or dark corners.
	Checkouts are raised.	Checkouts are raised.
	Safes are not within public view.	Safes are not within public view.
	Aisle widths are wide and spaces open.	Aisle widths are wide and spaces open.

**ATTACHMENT B – CERTIFICATE OF INCORPORATION**

# Certificate of Incorporation

## GENERAL DISTRIBUTORS LIMITED

357961

NZBN: 9429039564153

This is to certify that IDDO INVESTMENTS LIMITED was incorporated under the Companies Act 1955 on the 30th day of September 1987 and changed its name to FOODTOWN SUPERMARKETS LIMITED on the 20th day of January 1988 and was reregistered to become a company under the Companies Act 1993 on the 27th day of June 1997 and changed its name to GENERAL DISTRIBUTORS LIMITED on the 1st day of August 1997.

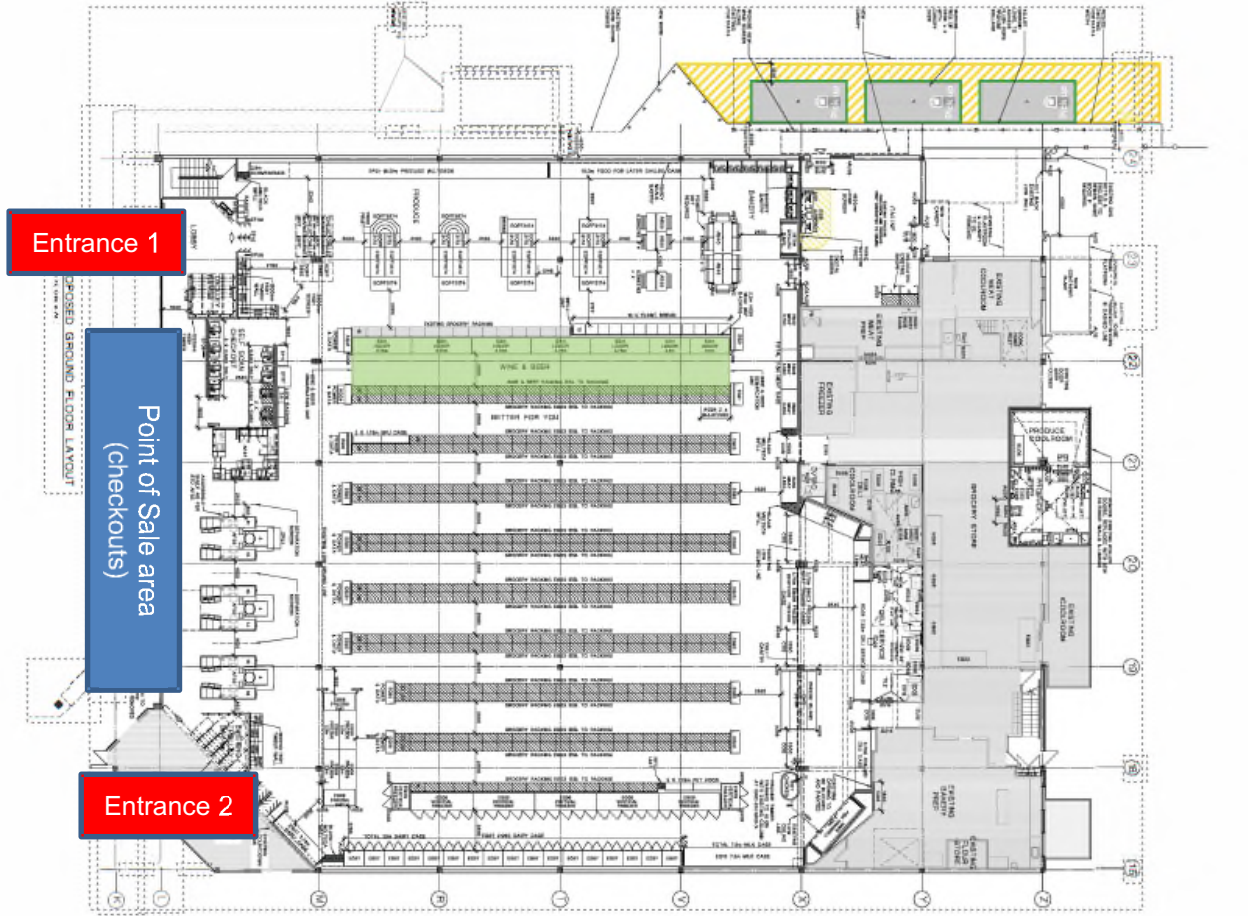


Registrar of Companies  
19th day of July 2021



**ATTACHMENT C – FLOOR PLAN**

**Attachment 2: Plan of proposed licensed area Countdown Paraparaumu**



Alcohol licensed area

**LEGEND**

- EXISTING WALL
- NEW WALL
- EXISTING MEZZANINE
- NEW MEZZANINE
- EXISTING MEZZANINE
- NEW MEZZANINE

**GENERAL NOTES**

1. ALL WORK TO BE IN ACCORDANCE WITH THE BUILDING ACT 2016 AND BUILDING REGULATIONS 2018.
2. THE LICENSED AREA IS SHOWN IN GREEN.
3. THE LICENSED AREA IS SUBJECT TO THE ALCOHOL LICENSING ACT 2012.
4. THE LICENSED AREA IS SUBJECT TO THE ALCOHOL LICENSING REGULATIONS 2014.
5. THE LICENSED AREA IS SUBJECT TO THE ALCOHOL LICENSING (LICENSING) ACT 2012.
6. THE LICENSED AREA IS SUBJECT TO THE ALCOHOL LICENSING (LICENSING) REGULATIONS 2014.
7. THE LICENSED AREA IS SUBJECT TO THE ALCOHOL LICENSING (LICENSING) ACT 2012.
8. THE LICENSED AREA IS SUBJECT TO THE ALCOHOL LICENSING (LICENSING) REGULATIONS 2014.
9. THE LICENSED AREA IS SUBJECT TO THE ALCOHOL LICENSING (LICENSING) ACT 2012.
10. THE LICENSED AREA IS SUBJECT TO THE ALCOHOL LICENSING (LICENSING) REGULATIONS 2014.

**EXISTING MEZZANINE LAYOUT - OFFICES**

**EXISTING MEZZANINE LAYOUT - AMBITES**

**WOODHAM'S ARCHITECTS**  
MIRIAM MERRILL  
MIRIAM MERRILL ARCHITECTS  
100-100 BIRCH STREET  
PARAPARAUMU  
PH: 04-308-3711  
WWW.MIRIAMMERRILL.CO.NZ

**NOT FOR CONSTRUCTION**

DATE: 05 SEP 2023  
TIME: 10:30 AM  
SCALE: AS SHOWN  
DRAWN BY: [Name]  
CHECKED BY: [Name]

**ATTACHMENT D – FIRE EVACUATION LETTER**



Nino Dally  
Russell McVeagh Vero Centre  
PO Box 8  
AUCKLAND 1140

Tuesday 16 July 2024

Dear Partners

Re: Fire Evacuation Scheme - Off Licence

This letter serves to confirm that the owner of the building in which General Distributors Limited's store is situated is at Coastlands Shopping Centre, Paraparaumu 5032 and is trading as Woolworths Paraparaumu. It provides and maintains an evacuation scheme as required by Section 76 of the Fire and Emergency New Zealand Act 2017.

Yours faithfully



Neelma Devi

Acting Store Manager

Woolworths Paraparaumu

**ATTACHMENT E – DRAFT PUBLIC NOTICE**

Public Notice of application for renewal of off-licence  
Section 101, Sale and Supply of Alcohol Act 2012

**GENERAL DISTRIBUTORS LIMITED**, a duly incorporated company having its registered office at 80 Favona Road, Favona, Auckland has made application to the District Licensing Committee at Kāpiti Coast District Council for the renewal of its off-licence in respect of the premises situated at Coastlands Shopping Centre, Paraparaumu, known as Woolworths Paraparaumu.

The general nature of the business conducted under the licence is that of a supermarket.

The days on which and the hours during which alcohol is sold under the licence are: Monday to Sunday 7.00am – 10.00pm for consumption off the premises.

The application may be inspected during ordinary office hours at the office of the Kāpiti Coast District Licensing Committee at 175 Rimu Road, Paraparaumu 5032.

Any person who is entitled to object and who wishes to object to the renewal of the licence may, not later than 25 working days after the date of publication of this notice, file a notice in writing of the objection with the Secretary of the District Licensing Committee at Private Bag 60601, Paraparaumu 5254.

No objection to the renewal of a licence may be made in relation to a matter other than a matter specified in section 131 of the Sale and Supply of Alcohol Act 2012.

**ATTACHMENT F – NEW ZEALAND POLICE SUPPLEMENT**

# New Zealand Police Supplement



The District Licensing Committee must send the application to a member of Police in charge of the Police Station nearest to the premises for which the licence is sought for them to report on. You are entitled to receive a copy of that report.

The Police cannot report unless you consent to them releasing relevant information to the District Licensing Committee, which may include details of previous convictions.

Please complete below (Applicant):

I, General Distributors Limited

of (address) 80 Favona Road, Mangere, Auckland

consent to the New Zealand Police releasing those details.

Signature of applicant:

*Handwritten signature*

Date:

29 July 2024

Please provide the following information for identification purposes:

Date of birth: 05/02/2000

Female

Male

Driver's licence number/passport number, or similar: DT297746

Safer Communities Together