

ANNEX 2: Refusal / Incident Book (example)

Date	Time	Product	Reason for Refusal / Description of incident	Description of Person / Action taken	Name and Signature	Date record checked and signed by DPS
<i>Example 01.01.2015</i>	<i>19:32</i>	<i>Pint of Carlsberg</i>	<i>Refused sale: Customer unable to supply proof of age on request</i>	<i>Female, blonde approx. 16 years of age, red jacket.</i>	<i>John Smith (Signature)</i>	<i>05.01.2015 (signature)</i>
<i>Example 13.02.2015</i>	<i>16:52</i>	<i>Double Whiskey</i>	<i>Refused sale to customer who was drunk. Customer reacted to refusal by shouting at staff members. Was asked to leave store and police called</i>	<i>Male, early 40's, Grey t- shirt, jeans and beard.</i>	<i>Sarah Jones (signature)</i>	<i>15.02.2015 (signature)</i>