

KEEP — The — GOOD GOING

As employees of the NSLC, we're mandated to apply the Liquor Control Act as we bring a world of responsible beverage enjoyment to Nova Scotia. We're committed to striking a balance by offering customer service excellence while promoting a culture of moderation.

Keep the Good Going recognizes that we've had great success over the last several years and also acknowledges that we still have work to do. Whether you're in the stores, at the Distribution Centre or within our Head Office environment, it's important that you understand our standards and guidelines for ensuring we are doing everything we can to provide a safe and responsible shopping experience for everyone.

HERE ARE OUR KEY MESSAGES ABOUT HOW WE DELIVER RESPONSIBLE RETAILING

Showing ID

The legal age to purchase beverage alcohol in Nova Scotia is 19. Our employees are trained to ask any customer appearing to be under 30 years old for proof of age. This is to reduce the risk of inadvertently selling to minors, who may look older than they really are. If you are asked for identification, regardless of your actual age, you must produce valid (not expired) ID, or we will not be able to process the sale.

If our employees are still unsure or question the validity of the presented ID, they may ask for a second piece of ID.

Minors & the NSLC

The law in Nova Scotia prohibits the sale of beverage alcohol to anyone under 19 years of age. It is also illegal for anyone (even a parent) to purchase beverage alcohol and give it to any person under the legal age.

If a parent is shopping in our stores with a child, they are not permitted to help bring purchases to the checkout counter. It is against our policy for minors to handle product while in our stores. For convenience, we have shopping baskets and carts available in all of our stores and our employees are always happy to provide assistance.

If a young adult (19+) is shopping in our stores, they should not bring younger friends in with them. We will ask each person in a group of young customers for ID to ensure they are of legal drinking age. Only those able to provide valid proof of age will be permitted to stay in our stores. If our employees suspect that a purchase is being made for a minor, they may refuse the sale.

You make the magic happen.

KEEP
— The —
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NSLC

Intoxicated Shopping

It is against the law to serve customers that appear to be under the influence of beverage alcohol. Our employees receive best-in-class training and are required to use their personal judgement in these often difficult and challenging situations. In any case where intoxication is suspected, service will be refused. If a customer suspected of being intoxicated has been refused service and is seen attempting to drive away from one of our stores, our employees are trained to call 911 to report the incident.

More Information Required?

If you have additional questions about our operating policies and guidelines, please contact CSR@myNSLC.com

Serving All Customers

To verify age, our employees make observations of key facial features such as eyes, nose and mouth, and compare them to the presented ID. If we cannot see a face clearly due to religious apparel, with the customer's approval and when possible, we will respectfully provide a private area and the appropriate employees to confirm identification.

Respectful and Safe Shopping Environment

We are committed to providing a safe, secure and respectful shopping environment for our customers and employees. In order to verify age on an ID, our employees may ask a customer to remove items such as sunglasses, hoods, and hats. This is to make sure they have a clear view of every customer's face for ID verification purposes.