

Scottish Parliament Cross Party Group on Independent Convenience Stores

Approved Minute of meeting held on 17th September 2019

1. WELCOME AND INTRODUCTIONS

The Convenor (Gordon MacDonald MSP) welcomed attendees to the meeting including Daniel Johnson MSP, Gordon Lindhurst MSP, Richard Lyle MSP and John Mason MSP who were also in attendance and then outlined the main items of business. Apologies were received from Jackie Baillie MSP, Abdul Majid, Maria Rybaczewska, Dr Leigh Sparks and Linda Williams.

2. APPROVAL OF PREVIOUS MINUTES AND ACTION POINTS

The Convenor asked for the approval of the previous minutes from the 21st May 2019 meeting. These were approved.

3. PROTECTION OF WORKERS BILL

Daniel Johnson MSP stated that the drafting of the Bill had now been finalised and that it would now require to be submitted to the Scottish Parliament where it would then be lodged and then subject to a three stage parliamentary scrutiny process. He indicated that the Bill would be launched in October 2019.

4. PROMOTING RESPONSIBLE RETAILING

John Lee stated that one of the key objectives of SGF was to promote responsible community retailing and retail and corporate members were key to this work and SGF's whole spectrum approach.

John Lee then introduced speakers to discuss promoting responsible retailing and related matters.

The following presentations were delivered:

'Yoti and Responsible Retail' – Gordon Scobbie, Yoti

Gordon explained that digital ID was relevant to retailing because people were moving into an on-line environment. He also highlighted that criminals were also looking to exploit this, as the way individuals proved who were was broken. Yoti had over 260 staff around the world including a London HQ, office in Bangalore, and Los Angeles and was an ethical company in terms of how it handled customers' information. Gordon added that 'doing good' was in their company's DNA and that they had an Independent Guardian Council which acted as an external sounding board to Yoti. He highlighted that Yoti worked with great organisations across many sectors.

Gordon informed the CPG that Yoti was a person's digital identity on their phone and that it only took 5 minutes to set this up. This involved a person adding and verifying their phone number; securing their Yoti with a 5 digit PIN; taking a quick scan of their face and saying three random words to camera and then scanning the ID document which they wanted to use. This could be for example a person's passport or citizen card. Gordon said that Yoti had a security centre to check that the ID being used for setting up a Yoti account was legitimate. It was noted that governments also trusted Yoti identify verification with the States of Jersey being one such example. It was also used as a way of identification for Scottish citizens and The Improvement Service. Gordon added that Yoti was also able to remember who the user was when they signed back in.

Gordon highlighted that Yoti identity verification could be done using their Yoti Doc Scan, Yoti App and Blockchain for identity. It was noted that an Age Scan, powered by Yoti, enabled an instant estimate of a user's age – to within about two years of their actual age - based on their picture. This was done through the individual looking directly at a Tablet which took images of them. Images were instantly deleted after the estimation. In addition, Yoti had partnered with NCR to enable individuals to prove their age in seconds at retail self-checkouts. This service using Yoti was expected to go live

by the end of September 2019. Gordon added that this service could take away the friction which could sometimes occur when people were looking to buy age-restricted goods. Gordon highlighted that 10,000 stores in England and Wales were now using Yoti Age Check cards which provided a free age verification solution for retailers globally with no integration or set up required. It could be used to buy anything other than alcohol. This service however was not available in Scotland. Gordon also informed the CPG that Yoti had set up 'yube' which was a live streaming device for teenagers and was aimed at making sure only users from appropriate age groups chatted together on on-line forums etc.

Gordon also spoke about the Yoti identity platform more generally. He explained that at present Yoti offered biometric authentication; identity verification; age verification, biometric e-signatures and access control. He added that coming soon would be Yoti contactless keys; trusted connections; anti-scalping tickets and verified payments.

Gordon concluded by stating that Yoti wanted to work more comprehensively with convenience stores and highlighted that Yoti World, which was available to access on-line, showcased how Yoti could be used within the retail industry. He stated that Yoti would help create a safer community.

The National Lottery: Playing Responsibly – Wendy Craig – Camelot

Wendy spoke to her presentation. She informed the CPG that Camelot had been the operator of the National Lottery since 1994 and was now celebrating its 25th year and seeing annual sales of around £7 billion. She highlighted that 75% of National Lottery business came through the retail sector and that the annual return to Good Causes was around £1.5 billion (or £30m per week). Wendy added that to date, the National Lottery had raised nearly £40 billion for Good Causes since its inception.

Wendy explained that the Camelot worked on preventing underage play in retail through their mystery shopper programme, Operation Child. This had been in place for over a decade to ensure retailers were correctly challenging for ID on customers who could be under 16. Wendy explained that if a retailer did not correctly ask for ID on the first visit, they would receive up to two more visits. If the store failed to correctly ask for ID on the third visit, the retailer would face investigation by Camelot and the possible loss of terminal. Wendy stated that the Camelot mystery shopper programme involved 11,600 visits per year and mentioned that the people used for the visits were over 16 but looked younger. Wendy reported that Scotland ranked 1st in the overall visit pass rate which was 97.1% as compared to 90.7% in England and Northern Ireland.

Wendy highlighted that another key focus for Camelot was preventing excessive play in retail with the focus being on wanting lots of people to play a little, rather than a few playing a lot. She mentioned that around 60% of UK adults played National Lottery games. Wendy explained that Camelot had rolled out their 'preventing excessive play' training programme in January 2019 to support retailers in feeling confident and equipped in the role they could play.

Wendy informed the CPG that Camelot was also promoting healthy play and had recently 'soft launched' their new player-facing message *Dream Big Play Small* in retail across their website and at point of play. It was also noted that Camelot would continue to innovate by developing a range of support materials to ensure retailers remained aware of their responsibilities.

Tackling Proxy Purchase – Inspector Shaun Ramsay, Police Scotland

John Lee informed CPG members the "You're Asking for it" (YAFI) proxy purchase campaign had started three years ago. Retailers were put at the heart of it and Police Scotland had a key role in rolling it out and delivering it.

Shaun then spoke to his presentation. He explained that the Scottish Alcohol Industry Partnership had devised the campaign with a view to tackling the issue of underage drinking and associated anti-social behaviour by tackling those persons who purchased alcohol for youths. Shaun explained that buying alcohol for underage youths was not helping them and could lead to more crime and have implications for their health. The YAFI campaign was also being used to tell adults (18+) that proxy

purchase was a crime but also to tell young people that getting adults to purchase alcohol for them was asking that adult to commit a crime.

Shaun reported that the YAFI had been rolled out across the whole of North Lanarkshire in 2018 and that they had wanted to get the message across to retailers that it was a crime to sell to a person involved in the proxy purchase of alcohol and that retailers could face being charged or fined. Shaun highlighted that the YAFI website had a wide array of promotional material available for retailers to use as well as material for use on digital platforms.

Shaun stated that the following areas in and around Glasgow had also participated in the YAFI campaign, there were Glasgow South East; East Dunbartonshire; Glasgow North; Glasgow North West and Glasgow East. Shaun explained that the results were positive for example, there was a drop in the numbers of incidents involving youths and reduction in public nuisance calls. He explained that the results had shown that the campaign had a significant positive impact on force and divisional priorities and was being actively pursued again this year. He informed the CPG that YAFI would be rolled out across all of Police Scotland in 2020 and stated that SAIP would provide Police Scotland with more funding. He concluded that YAFI was a very successful campaign.

John Lee explained that the forthcoming national roll-out of YAFI would be a massive achievement. He encouraged those present to check out the YAFI website and see the helpful and informative videos.

5. QUESTIONS AND ANSWERS

The Convener then invited comments and questions.

Kevin Plant asked whether the business model for Yoti would come at a cost to the retailer.

Gordon Scobbie stated that using Yoti was always free for the individual and at the present time that it was also free for retailers. He added that when a Yoti account was set up the data was encrypted.

Antony Begley raised the question as whether retailers could rely exclusively on Yoti Age Scan when determining a customer's age.

Gordon Scobbie explained that the Yoti Age Scan could be used to reliably approximate a persons' age but added that the Yoti app could not be used if it was for the purchase of alcohol.

Antony Begley asked what would happen if the Yoti Age Scan indicated that a customer was old enough to purchase a restricted product but it was subsequently found out that they were not.

Gordon Scobbie stated that human intervention could be used to check a persons' ID in these circumstances, for example their physical ID.

John Lee asked whether Yoti had been working with the Home Office.

Gordon Scobbie confirmed that Yoti had been in discussion with the Home Office who informed Yoti that as long as a human could intervene in the ID verification process they were happy for the Yoti age verification to be used.

Antony Begley stated there could be a scenario where the age scan process could get it wrong and a retailer could potentially find themselves in court.

Gordon Scobbie explained that Yoti was there to supplement human judgement.

The Convener noted that the National Lottery was focused on playing responsibly but asked whether problems had been experienced around the use of scratch cards.

Wendy stated that Camelot conducted test purchases in relation to scratch cards.

Kevin Plant thanked Inspector Shaun Ramsay for his presentation and asked whether the penalties for proxy purchase of alcohol which had been outlined were actually given.

Shaun Ramsay stated that the penalties which were given out could vary but that it was unlikely that a person would go to prison particularly if it was a first offence.

John Mason MSP made the point that adults could be scared of the young people who were asking them proxy purchase alcohol for them.

Shaun Ramsay commented that the circumstance described by John Mason MSP was taken into account when handling proxy purchase cases.

Ferhan Ashiq raised the issue as to whether the areas where YAFI was in place simply then pushed the problem of proxy purchase out into the surrounding areas.

Shaun Ramsay stated that no comparison work had been done on this but that Police Scotland had no evidence of it displacing crime to other areas.

The Convener raised the point that the campaign was focused on stopping youth obtaining alcohol but it raised the question about what was happening with parents who bought alcohol for their children.

Shaun Ramsay indicated that it was difficult to get figures on this particular issue. He also added that for the recent Trnsmt festival, youths had been leaving home with alcohol.

John Lee asked whether outlets had been specifically targeted in relation to proxy purchase issues.

Shaun Ramsay explained that hot spots had been selected and then the police had visited the off licences in these areas. Retailers had been given promotional material as well being advised that they should challenge customers over proxy purchasing of alcohol. The police were proactive in patrolling these areas.

Dr Pete Cheema OBE commented that previously 98% of confiscated alcohol often came from a persons' house.

Jim Harper asked that in relation to the National Lottery was there a limit on what an individual could spend at the till point.

Wendy Craig indicated that there were restrictions in place with players being limited to five boards.

John Lee asked about the security of Yoti data.

Gordon Scobbie stated that the Yoti platform was focused on security from the outset and that it was far more secure than the off-line world. He explained that the way that Yoti was designed put the user in control of their data and that Yoti did not view it. It was also noted that this data was encrypted. Gordon explained that the code for decoding the encrypted data was on the users' phone and that it would be very difficult to break into it. Gordon stated that it was important that legislation kept up to speed with technology such as Yoti but noted that appropriate legislation was required for Scotland.

The Convener thanked everyone for their contribution to the discussions.

5. ANY OTHER BUSINESS

John Lee informed the CPG that everyone was welcome to attend the SGF Annual Conference on 24 & 25 October 2019 and that they should complete and return the booking forms if they wish to come along.

6. DATE OF NEXT MEETING

John Lee stated that the next meeting would take place on the 19th November 2019 and would focus on the significant contribution being made by retailers and the wider industry to promote healthy eating and healthy lifestyles.

Appendix A – Attendance List

MSPS	
Name	Company
Johnson, Daniel	
Lindhurst, Gordon	
Lyle, Richard	
MacDonald, Gordon	
Mason, John	

MEMBERS	
Name	Company
Ashiq, Ferhan	Shads Supermarket LLP
Begley, Antony	SLR
Bennett, Anna	Young Scot
Cheema, Pete	Scottish Grocers' Federation
Craig, Wendy	Camelot
Daly, Ken	SCOTSS National Coordinator
Edgar, Gillian	SGF – Healthy Living Programme
Fraser, Maxine	Retailers Against Crime
Gordon, Mike	Retail Consultant
Harper, Jim	G101 Offsales Ltd
Lee, John Dr	Scottish Grocers' Federation
Lovie, Ian	Scotmid
MacDonald, Yvonne	SGF – Healthy Living Programme
MacKay, Dave	Camelot
McFedries, Jim	Scotmid
McGarty, Luke	Scottish Grocers' Federation
McGuirk, Nick	Scotmid
Meikle, Douglas	Scottish Alcohol Industry Partnership
Milne, Craig	Heineken
Miller, Zak	TOMRA
Neil, Kathryn	Healthy Living Programme
Plant, Kevin	Scotmid
Roca, Ariadna	Orbit
Scobbie, Gordon	Yoti
Smith, Colin	Scottish Wholesalers Association
Tennant, Jamie	Scottish Parliament
Wilson, Barrie	SGF – Healthy Living Programme
NON MEMBERS	
Name	Company
Brand, Angela	Scottish Business Resilience Centre
Burns, Alex	Scottish Grocer
Ramsay, Shaun (Insp)	Police Scotland