

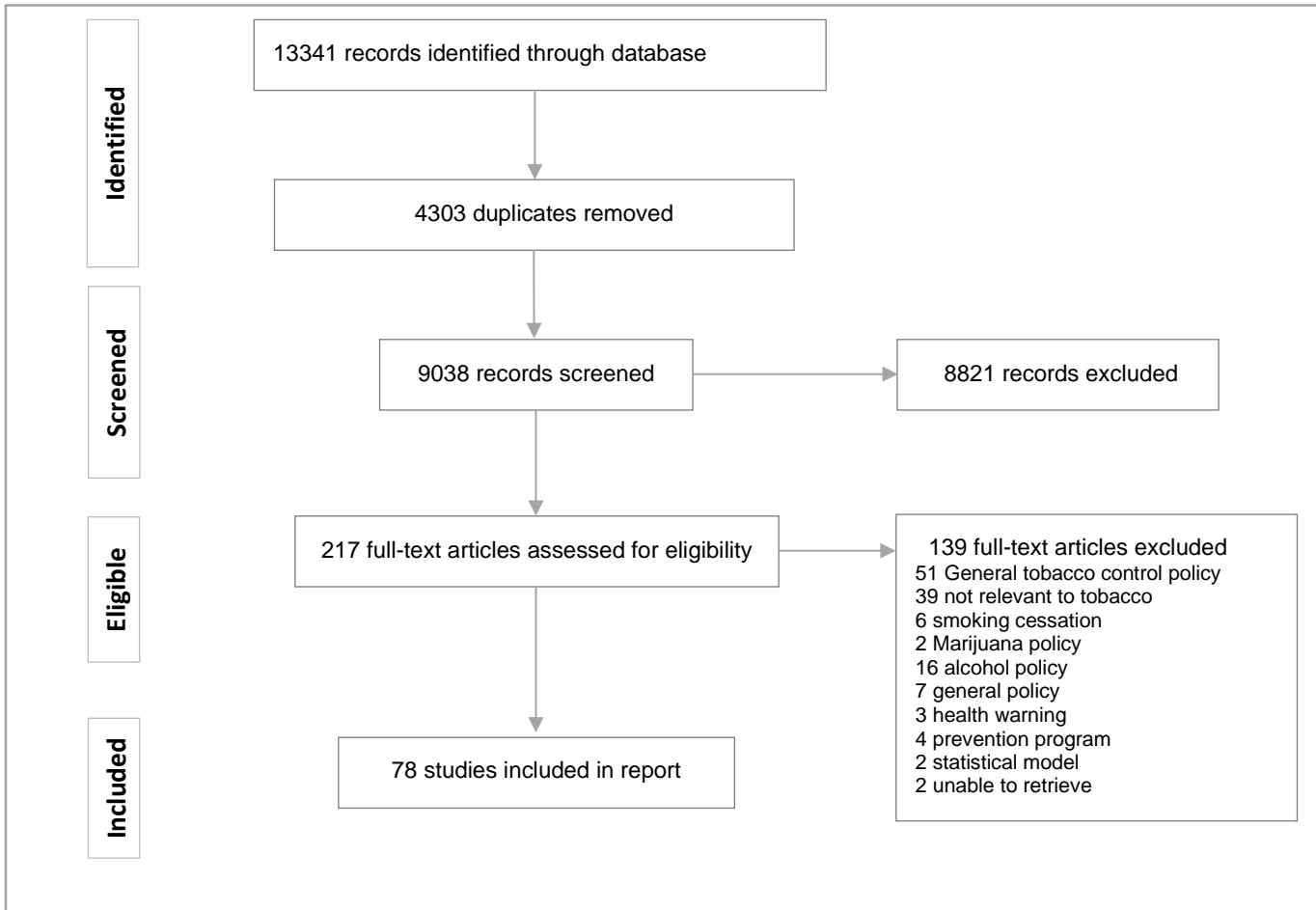
Supplementary materials

Suppl. Figure 1: TRAC training interview Guide

TRAC training: Interview Guide

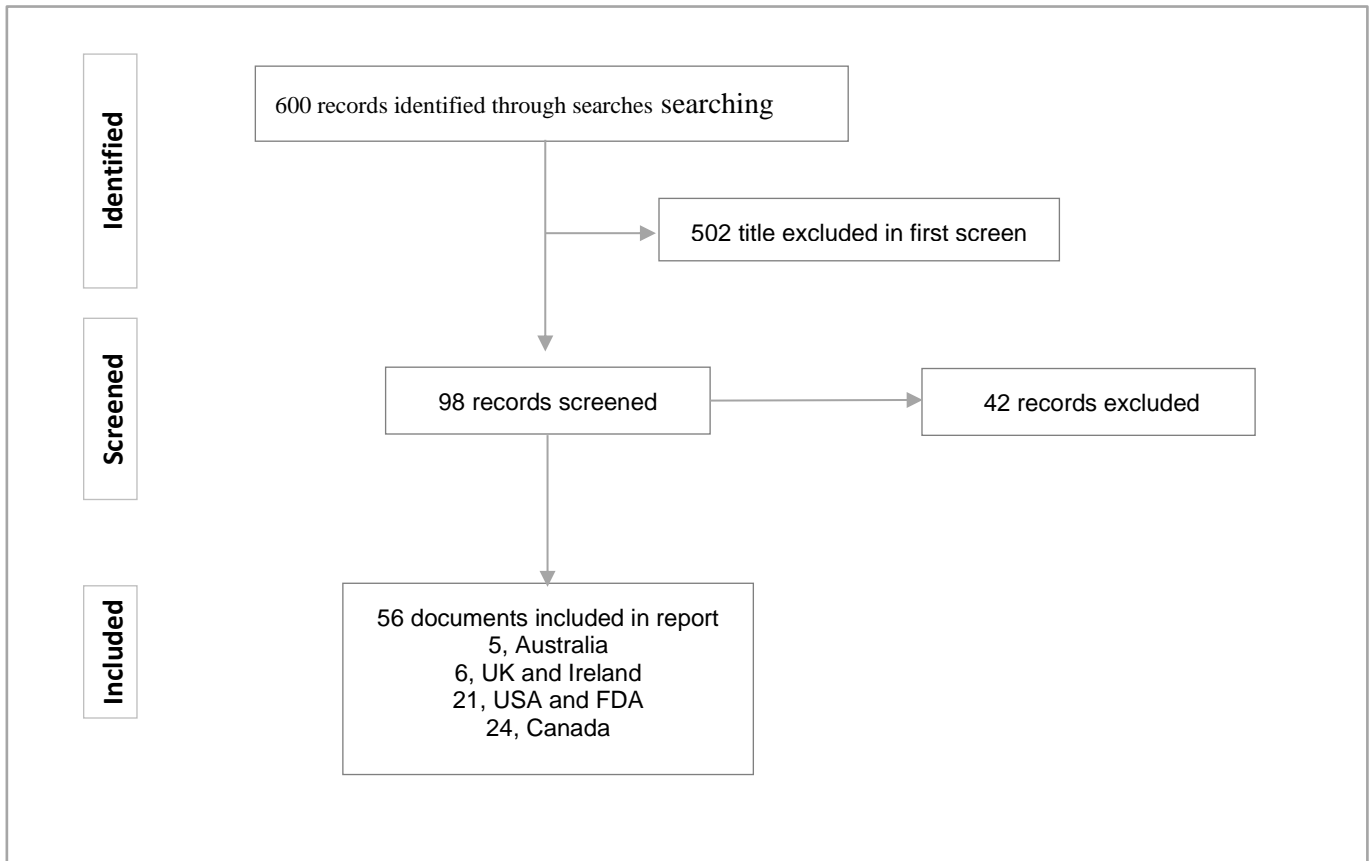
1. What do you think could motivate or attract people to take TRAC training?
 - E.g. policy requirement
 - E.g. incentive
2. How did you find navigating TRAC training?
 - E.g. navigation
 - E.g. character
3. How did you find reading through TRAC training?
 - E.g. Language (easy to understand, complicated terms, etc..)
 - E.g. Long, short
4. Which part did you like the most?
 - E.g. why
5. Which part did you dislike the most?
 - E.g. why
6. What do you think about the information provided by TRAC training?
 - E.g. clear
 - E.g. encouraging
7. What additions would you add to Training module?
 - More interactive
 - Other information
8. What would you do differently to improve users' experience?
9. Any other thoughts you would like to share with us?

Suppl. Figure 2: Review flowchart



(Adapted from PRISMA 2009 Flow Chart (the PRISMA Group, 2009))

Suppl. Figure 3: Grey literature search strategy



Suppl. Table 1: Summary of the literature search findings

Regulations:

In their review on tobacco retail regulations, *Chapman and freeman* recommended the following measures to be implemented: Restrictions on the number and location of tobacco retail outlets, banning of tobacco retail displays, floor (minimum) price controls, restricting the amount of tobacco that smokers could purchase over a given time, and removal of retail licensure following breaches of any of the license conditions. They suggested that retail licenses should become a valuable commercial asset and the threat of losing it would be an incentive for adherence to regulations and laws.[1]

In a review highlighting the best practices for law enforcement regarding in selling to minors, *DiFranza* identified several effective strategies to reduce such sales including: a law enforcement strategy with a state agency coordinating the enforcement, prosecution of offenders with penalties, state funding of test purchases for enforcement, **and effective merchant education**. Several strategies were considered ineffective, such as warnings in lieu of penalties for offenders, reliance upon non-funded local enforcement, and limitations placed on enforcement authority or the conduct of test purchases.[2] (DiFranza, 2005)

A study was held assessing retailer compliance with FDA regulations on tobacco sales and advertising practices, including point-of-sale advertisements. The study concluded that there were significantly fewer exterior ads on buildings for high income groups compared to low income groups. Both neighborhood groups were observed at a very high prevalence for interior ads (93% or higher).[3]

A Cochrane review of studies looking at interventions to prevent tobacco sales to minors [4]. It was concluded that warnings and fines for offenders have proved to reduce the proportion of retailers who are willing to sell tobacco during compliance checks.

Role of retailers:

A study assessing the impact of the cost of a tobacco retailer licence showed that an increase in licensing fees lead to a reduction in tobacco licences during the study period. Authors concluded that a tobacco licence price increase off a low base is a potentially effective method of reducing tobacco points of sale when consumer demand for cigarette products is low.[5]

A study exploring the effects of living in proximity to tobacco retail outlets found that smokers in high poverty census tracts living within 0.5 to 1.9 kilometres from an outlet were over twice as likely to be abstinent than those living any closer. [6] Another study assessed the impact of tobacco retailer density surrounding schools on youth behaviour. It was found that the number of tobacco retailers surrounding a school increased the likelihood of a non-smoker being susceptible to future smoking (OR 1.03, 95CI% 1.01, 1.05).[7]

A study assessing the impact of changes in permit requirements on tobacco retail environments reported an immediate reduction in the number of stores selling tobacco. Examples of such changes include limiting transferability of a tobacco retailer permit when a business is sold, or retailers being restricted from covering more than 15% of windows with any sign or advertisement. Furthermore, all retailers who underwent a compliance check

post-implementation complied with laws regarding sales to minor. Authors concluded that limiting the places tobacco can be sold, along with consistent enforcement, is crucial in changing social norms.[8]

A study of the connection between retailer smoking status and sale of tobacco to youth found that of those who used tobacco every day, 66.7% sold to youth, whereas 28.0% of non-users sold tobacco to youth ($p=0.036$).[9]

A study was held exploring the impact of exposure to tobacco retail outlets on smoking initiation among youth. The study showed that the odds of smoking initiation were significantly higher among adolescents exposed to tobacco retail outlets two or more times a week compared with those exposed less often. (AOR=1.41; 95 % CI: 1.08, 1.84).[10]

Another investigation studied the influence of retail cigarette advertising and retailer compliance on youth smoking-related attitude and behaviour. It was concluded that living in counties with more retail cigarette advertisements is associated with youth having positive attitudes regarding smoking (odds ratio [OR] = 1.10, 95% confidence interval [CI] = 1.03-1.19, $P < 0.01$), and with youth current smoking (OR = 1.57, 95% CI = 1.01-2.44, $P < .05$). On the other hand, living in in a county with higher retailer compliance to youth access laws is associated with increased odds of youth being refused when attempting to buy cigarettes in stores, (OR = 1.12, 95% CI = 1.01-1.25, $P < .05$) and decreased odds of retail stores being youth's usual source of cigarettes (OR = 0.88, 95% CI = 0.80-0.97, $P < .01$).[11]

A study on the relation between retailer density and youth access found that increased licensed tobacco retailer density is associated with increased self-reported exposure to point-of-sale advertising in New York City (NYC) among all youth (OR=1.15; 95% CI: 1.02, 1.30) and non-smokers (OR=1.14; 95% CI: 1.01,1.30).[12]

A study looking at the impact of retailer density near schools found that increased density of retailers was associated with experimental smoking (odds ratio [OR]=1.11; 95% confidence interval [CI]=1.02, 1.21) but not with established smoking (OR=1.06; 95% CI=0.94, 1.20). The effects on experimental smoking were confined to high school students (OR=1.17; 95% CI=1.06, 1.29) in urban areas (OR=1.11; 95% CI=1.01, 1.21); no effects were observed among middle school students or in rural schools.[13]

A case series of seven Californian retailers (three grocery stores, four pharmacies) and six grocery stores in New York and Ohio that had voluntarily ceased tobacco sales within the past 7 years found that for independent pharmacies, the only reason given for the decision to end tobacco sales was that tobacco caused disease and death. For grocery stores, health was among several factors, including regulatory pressures and wanting to be seen as "making a difference." The management reported few or no customer complaints regarding cessation or tobacco sales, with supportive or indifferent employees, while pharmacy employees were pleased to no longer be selling deadly products. Grocery store managers saw the decision to end tobacco sales as enhancing the store's image and as consistent with their inventory of healthy foods.[14]

Another study about tobacco retailer density found that tobacco retail outlets were disproportionately located in neighborhoods characterized by socioeconomic disadvantages. Youth in areas at the highest 75th percentile in tobacco retail outlet density were 13% more likely (odds ratio [OR]=1.13; 95% confidence interval [CI]=0.99, 1.28) to have smoked in

the past month compared with those living at the lowest 25th percentile. Authors concluded that reductions in tobacco retail outlet density may reduce rates of youth smoking.[15]

A study looking at the relation between adolescent smoking and the density and proximity of tobacco outlets showed that the prevalence of current smoking was 3.2% higher at schools in neighborhoods with the highest tobacco outlet density than in neighborhoods without any tobacco outlets. The density of retail cigarette advertising in school neighborhoods was similarly associated with high school smoking prevalence. However, neither the presence of a tobacco outlet within 1000 ft of a high school nor the distance to the nearest tobacco outlet from a school was associated with smoking prevalence.[16]

An observation of tobacco retailer advertising and compliance with tobacco laws found that active enforcement and retailer education resulted in less tobacco advertising and greater compliance with the use of required warning signs. Tobacco advertising and noncompliance with state laws is most problematic among non-chain stores and in rural locations.[17]

Youth access

A study assessing youth access to cigarette through non-commercial sources reported that an inverse relationship was found between age and the likelihood of acquiring cigarettes through non-commercial sources. Females were 58% more likely to acquire cigarettes through non-commercial sources than were males. Authors concluded that their findings reinforce the need for educational programs, interventions, and policies that more effectively target non-commercial sources of cigarettes.[18] Another study investigating youth access to tobacco showed that about 50% of participants access tobacco products through friends, while 10% of youth access tobacco from commercial shops.[19]

A study was conducted to assess youth access to tobacco using familiarity protocol in which youth became regular customers by purchasing nontobacco items 4 times and then requested cigarettes during their fifth visit. Sales to youths aged 17 years in the familiarity protocol were significantly higher than sales to the same age group in the standard protocol (62.5% vs. 6%, respectively). Authors concluded that standard protocol does not match how youths obtain cigarettes. Access is low for unfamiliar youth within compliance studies, but access is high for familiar youths outside of compliance studies.[20]

Based on a simulated modelling study [21,22] and a review [23] of tobacco youth access policies, *Levy et al* provided a number of direct implications for public policy including suggesting that a well-designed enforcement policy should include sufficient penalties as well as compliance checks. Authors suggested that increasing penalties may be more effective than additional compliance checks and are less costly to implement. Furthermore, ***merchant awareness*** and community involvement programs may enhance the effectiveness of enforcement policies, especially in communities where merchants are not well-informed or are sensitive to community reaction. Authors also emphasized the importance of a high level of retail compliance in reducing youth use. This threshold effect is especially likely to be important in reducing youth use in densely populated communities with a high number of retail outlets. However, while each of these components is necessary, it is important to recognize that their effectiveness is likely to diminish after a certain level has been achieved.

A study examining the contextual and community factors associated with youth access to cigarettes through commercial resources found that the buyer's actual age, a male clerk and

asking young buyers for their age were related to successful cigarette purchases. The buyer's actual age and minimum age signs increased the likelihood that clerks will request an (ID). At the community level, a higher percentage of minors, those with a higher education, and a greater percentage of African-Americans were associated with an increased likelihood of a successful purchase. Lower percentage of minors, lower education, lower percentage of African-Americans, and having a local tobacco retailer licencing were associated with the retailer asking for an ID.[24]

A study assessed youth tobacco access in Canada using data from grades 9–12 students who participated in the 2010/2011 Youth Smoking Survey (n = 31396). Authors found that 79% of students who never smoked thought it would be easy to get cigarettes. About one-quarter of smokers reported usually buying cigarettes from stores, with the percentage of student smokers usually buying cigarettes in stores ranging from 16% in British Columbia to 36% in Quebec. Authors concluded that retail tobacco access appears to be a significant source of cigarette access among Canadian youth. Retail tobacco access varies significantly by province, which suggests individual provincial policies should be strengthened.[25]

Compliance checks

In his study on compliance check protocol, *DiFranza et al* reported that there was an increase by six-fold in the likelihood of sales to underage smokers over that for unexperienced non-smokers (odds ratio (OR) 5.7, 95% CI 1.5 to 22). When an ID with an underage birth date was presented, the odds of a completed sale increased dramatically (OR 27, 95% CI 3.4 to 212). Employees under 21 years were seven times more likely to make an illegal sale (OR 7.6, 95% CI 2.4 to 24.0). Authors concluded that compliance check protocols that are commonly used do not accurately reflect the experience of underage smokers. The validity of compliance checks might be improved by having youth present ID, and by employing either tobacco users.[26]

An eight year experience in compliance checks in Hawaii depicted that requesting a minor's ID was the only variable that was consistently associated with tobacco sales. Store type was also associated with sales to minors (more sales in gas stations); posting of promotional materials (increased sales if posted); minor's age (more sales for older youth); and minor's gender (more sales to males).[27]

A study on the effect of a mystery shopper on age verification for tobacco purchases reported that verification rates increased significantly during the study period for all 3 groups, with delayed improvement among control group stores. Communication between managers regarding the mystery shop program may account for the delayed age-verification improvements observed in the control group stores.[28]

In a study looking at the effect of neighborhood inequalities in retailer compliance showed that retailer advertising and labeling violations are patterned by who lives in the neighborhood. Regulated tobacco products are more likely to be stored behind the counter as the percentage of African-American or Latino residents increases. Single cigarettes are more often available for purchase in neighborhoods as the percentage of African-American, poor, or young residents increases.[29]

Lee et al underwent a systematic review of evidence to improve the validity and impact of youth undercover purchase inspection. He concluded that protocols that mimicked real-world

youth behaviors were consistently associated with substantially greater likelihood of a sale to a minor. Many of the tested protocols appeared to be designed for compliance with criminal law rather than administrative enforcement in ways that limited ecological validity. This may be due to concerns about entrapment. For administrative enforcement in particular, entrapment may be less of an issue than commonly thought. Commonly used underage purchasing protocols poorly represent the reality of youth access to tobacco from retailers. Compliance check programs should allow youth to present themselves naturally and attempt to match the community's demographic makeup.[30]

The Canadian Cancer Society reported that programs that achieved very high rates of retailer compliance and involved comprehensive community-based interventions, well-drafted law, regular checks on compliance, meaningful penalties for offenders, and strong community support resulted in a decrease in smoking rates.[31,32]

A study was conducted on a remote validator that judges the customer's age using camera footage and asks for an ID if there is any doubt. The system then sends a signal to the cash register, which approves or rejects the alcohol purchase.[33]

Attitudes

A survey among tobacco retailers in the USA found that retailers, on average, endorsed fewer than half of eight commonly adopted tobacco access policies. Significantly fewer anti-tobacco policies were complied with when those responding included; owners rather than managers, those who worked at convenience stores rather than grocery stores, those with no law-enforcement involvement rather than some, and clerks with 18 years of retail experience rather than less. Authors concluded that there is considerable room for improvement in the existing youth tobacco access policies of retailers. Individually-owned convenience stores where the owner has lots of retail experience have few tobacco policies. They may be particularly appropriate targets for educational efforts.[34]

In a study concerning retailer opinion on compliance with the Tobacco Control Act, point of sale provisions found that over 90% of retailers supported minors' access provisions and a large minority (over 40 %) support graphic warnings and promotion bans. Store noncompliance with tobacco control policies was associated with increased reported retailer barriers to compliance and less support for POS policies. Awareness of and source of information regarding tobacco control regulations were not associated with compliance when accounting for neighborhood and county characteristics.[35]

Role of education

A study among operational police officers in Australia showed that officers who were the most likely to enforce vendor or license breaches were those who claimed they had a very good knowledge of the liquor laws.[36]

A study regarding business policy practices that predict sales of tobacco found that among businesses that had a **manager or owner conduct training**, 61.9% (n = 13) did not sell tobacco to minors as opposed to only 30.0% (n = 3) of the businesses that had more experienced employees train new employees. The study reported that those who provided **training on fake IDs** (68.0%, n = 17) were significantly more likely refuse selling tobacco to youth compared to businesses that did not provide training on fake IDs (40%, n = 6), $\chi^2(2, n$

= 43) 6.66, $p = .036$. Of the 19 businesses that ***provided a copy of the county tobacco ordinance to new employees***, 41.1% ($n = 8$) did not sell tobacco to youth. Of the 18 businesses that did not provide a copy of the county tobacco ordinance to new employees, 72.2% ($n = 13$) did not sell tobacco to youth. However, the difference between the two groups was not statistically significant, $\chi^2=6.88$, $p = 0.137$. Of the five businesses that reported leaving the decision of checking age identification to the clerk's discretion, only 20% ($n = 1$) did not sell tobacco to youth, whereas of the 13 businesses that ***checked the age identification of buyers who appeared younger than 25***, 76.9% ($n = 10$) did not sell tobacco to youth.[9]

Smyth et al argued that the evidence shows that a ***combination of licensing, enforcement, education, promotion restrictions*** at the point of sale and a well-funded compliance program to prevent sales to minors is the best-practice approach to tobacco retail regulation. The authors added that in order to maximize the effect of legislation, a comprehensive retailer enforcement and compliance program including monitoring, use of underage undercover shoppers and reporting of violations is needed. Furthermore, authors recognized that training retailers to recognise fake identification may also help improve compliance.[37]

Suppl. table 2: Summary of grey literatures findings

Location	Title	Date	Type	Description
Australia Queensland government	Employee information and training acknowledgment form	NR	Brochure and acknowledgement form to sign 6 pages	Contains what employees need to know about selling smoking products. At the end of the brochure both the employee and the employer must sign.
Australia NSW government	NSW Taskforce on Tobacco Retailing Final Report and Recommendations	2013	Final Report 18 pages	The Taskforce considers a best practice approach to tobacco retail regulation to include <i>licensing together with enforcement and education</i> . The taskforce recommends the “provision of education to retailers and their employees regarding their obligations, emerging issues and public health alerts”. The report emphasizes the importance of education and provides recommendations regarding being compulsory vs optional, online vs one-on one or group training, and consideration for cultural and langue diversity.
Australia Government of South Australia	Preventing the sale of tobacco products to children Information for tobacco retailers and their employees	2012	Information leaflet 2 pages	Emphasizes that both the employers and employees are equally responsible for tobacco products sold to children. The information leaflet is clear in regard to the retailer’s training obligations that all people selling tobacco products need to be given adequate training on how to avoid selling tobacco products to children. It goes over what procedures they should follow if a customer becomes difficult when asked to produce ID, and the consequences if they are found to have sold cigarettes to a child. The training should include role-playing some of the situations that might arise which could further develop staff understanding in such areas Finally, staff should be regularly reminded about these procedures.
Australia Victoria state government	Tobacco retailer guide	2017	Guideline for industry 30 pages	The staff training checklist emphasises that training must cover the following topics - Inform that it is illegal to sell tobacco to a person under 18,

				<ul style="list-style-type: none"> - Inform that they should check an acceptable form of identification (photo ID) - Inform of examples of acceptable forms of identification (photo ID) - Inform that it is illegal to sell individual cigarettes - Inform of the penalties for selling tobacco to a person under 18.
Australia Commonwealth of Australia	A National Approach for Reducing Access to Tobacco in Australia by Young People under 18 Years of Age	2001	Report Information strategy 36 pages	Education programs should provide retailers with clear information for ensuring that their employees are aware and understand the laws and what specific actions to take if a request for purchase is made by a minor. Clear information should also be provided regarding appropriate displays of warning signs on shop premises. Education programs should include instructions for employees concerning making requests for proof of age and for viewing recommended documentation when the age of the person is unclear.
Australia Australian Government	Overview of young people's access to tobacco products - A National Approach for Reducing Access to Tobacco by Young People under 18 Years of Age	2012	Overview of young people's access to tobacco products 21 pages	It is important that retailers have a good understanding of the law, possess /hold a favourable attitude towards it and a perception of the negative consequences associated with failure to adhering to it.
Australia NR Prepared by Becky Freeman Reviewed by Simon Chapman	Evidence of the impact of tobacco retail policy initiatives	2014	Report 18 pages	There is a need for a comprehensive retailer enforcement and compliance program; this must include monitoring and reporting of violations and make use of underage undercover shoppers. Training retailers how to recognise fake identification may also assist in improving compliance. The majority of these retailers supported the concept of tobacco retailer licensing; they often “compared it to alcohol, stating that they are similar products (in terms of harm to the community), and should therefore be treated in a similar manner.”

				Retailers were concerned that a licensing system would be costly and involve complicated forms and training.
Australia Tobacco in Australia: Facts and issues. Melbourne: Cancer Council Victoria;	Retail promotion and access -	2018	Web page	A summary of evidence in relation to tobacco retailer regulation concluded that a combination of licensing, enforcement, education, promotion restrictions at the point of sale, and a well-funded compliance program to prevent sales to minors is a best-practice approach.
UK Scotland Scottish Grocers' Federation	Guide to new regulations Nicotine vapour product and tobacco compliance in Scotland	2017	Report 16 pages	Highlights employer responsibilities regarding staff training Regularly train all staff who will be selling tobacco to follow age verification policies. Everyone should be made aware of their duties and warned that they may be fined following failure to adhere to the policy. Consider using role play during training to show how to politely question a customer about their age and how to deal with any problems that may arise. Encourage staff to challenge and to refuse the sale if they have any doubts. It is good practise to record any sale refusals they make in a refusals register. Training new employees - furthermore, it would be a good idea to provide refresher training for existing staff several times a year.
UK Birmingham city council	Underage sales restrictions Guidance for retailers	NR	Webpage	Recommendations to take precautions to avoid breaking the law. This includes: <ul style="list-style-type: none"> - Training staff and storing/keeping records of all training - Asking staff to sign training records to confirm that they have received the training - Ensuring that staff is aware of proof of age cards and ask for them if they are unsure of a customer's age. - Displaying the statutory warning notices for cigarettes. - Considering other warning notices for customers and reminders for staff.

				<ul style="list-style-type: none"> - Keeping a refusals register and instructing staff to record when they refuse to sell a restricted product - Refusing to sell to anyone whose age is unclear. <p>The webpage also include links to download signage and refusal to sell register</p>
UK TOBACCO INDUSTRY	Responsible tobacco retailing	NR	Information video	Free of charge for retailers No information regarding content
UK HSE environmental Health services	The role of retailer in tobacco control	2009	Information brochure 2 pages	Both the seller and the owner or manager of the shop/licensed premises can be prosecuted for selling to someone under 18 years and the maximum penalty is €3000 per breach No information regarding training
Ireland Department of health	Tobacco free Ireland	2013	Report of the Tobacco Policy Review Group 67 pages	In the report, there are 12 recommendations pertaining to tobacco retailers, nevertheless none were concerning retailer education and training.
Northern Ireland TOBACCO INDUSTRY	Responsible tobacco retailing	NR	Webpage	No information about content
USA U.S. Department of Health and Human Services Food and Drug Administration Center for Tobacco Products	Tobacco Retailer Training Programs	2010	Draft Guidance document for industry 14 pages	Recommended elements to be included in a retailer training program Applicable Laws and Penalties Health Effects of Youth Tobacco Use Written Company Policies Comprehensive Description of Tobacco Products Covered by Laws Prohibiting the Sale of Tobacco Products to Youth Age Verification Techniques Refusing Sales Testing to Ensure That Employees Have the Knowledge Required
USA U.S. Department of Health and Human Services	Tobacco Retailer Training Programs (revised)	2018	Guidance document for industry 22 pages	Recommended elements to be included in a retailer training program Applicable Laws and Penalties Health Effects of Youth Tobacco Use

Food and Drug Administration Center for Tobacco Products				Written Company Policies Comprehensive Description of Tobacco Products Covered by Laws Prohibiting the Sale of Tobacco Products to Youth Age Verification Techniques Refusing Sales Testing to Ensure That Employees Have the Knowledge Required
USA U.S. Department of Health and Human Services Food and Drug Administration Center for Tobacco Products	This is our watch	2017	Toolkit and resources	The FDA's Center for Tobacco Products has developed an education program "This is Our Watch." This program helps tobacco retailers better understand FDA tobacco regulations, the importance of compliance, and the greater purpose—protecting the nation's youth from the harms of tobacco use. Participation is voluntary. A toolkit of resources is available to retailers—including posters, stickers, age verification tools, and more—to help retailers better comply with federal tobacco regulations.
USA Louisiana responsible serving® of alcohol information	Responsible serving training program certificate	NR	Online training	Fess, No information about the content
USA Louisiana Office of Alcohol & Tobacco Control	Responsible vendor handbook	2018	Handbook 43 pages	Responsibilities of vendors and business owners Acceptable IDs and how to check them Effects of tobacco on health Signage requirement
USA Washington State Liquor and Cannabis Board	Responsible Alcohol Sales Training	NR	Online training	Online class, quiz and certificate No information regarding the content
USA Michigan's Youth Access To	Keeping tobacco away from kids	2013	Retailer education kit 38 pages	Retailer education check list includes: - Post the "Notice" of Michigan tobacco laws, and a sign stating that this store does not sell tobacco products to anyone less than 18 years of age.

Tobacco Workgroup				<ul style="list-style-type: none"> - Train and continue to remind employees that it is against the law and company policy to sell tobacco products to youth under the age of 18. - Require all employees to ask for an acceptable form of ID from anyone purchasing tobacco products that appears to be under the age of 30. - Require employees to accept only forms of ID that are government issued, and contain the person's birth date and picture. Examples are driver's license, a government issued identification card, military ID, and a passport. - Require employees to use the store's ID scanner for every tobacco product purchase. - Develop store policies for selling age specific products and have every employee read and sign those policies before they begin selling tobacco.
USA Suffolk county tobacco education New York	Online Tobacco Education Lessons	2017	Online training	Fees, Renewal, Video, No information about the content
USA	TIPS alcohol training	NR	Online training	Fees, Private business, No information about the content
USA	Train and verify	NR	Online training	Fees, Private business, No information about the content
USA	WE Card	NR	Online training	Fees, Private business, No information about the content
Canada Island health BC	Behind the Smokescreen "Retailer Training Video	NR	Webpage	Video
Canada Interior health BC	Tobacco retailers-training for staff	2017	Guidance document 5 pages	Recommendation for training methods, Training checklist, Quiz
Canada Vancouver coastal health BC	Tobacco Retailer Resource Kit	2011	Resource kit 29 pages	The laws covering tobacco sales, Signage, Enforcement and penalties

				Tips to prevent tobacco sale to minors, IDs- Acceptable IDs types; and how to check, When to refuse a sale of tobacco, How to refuse sale of tobacco Training support, Training tips, Training resource materials, Staff training checklist, Staff training Quiz
Canada Canadian Convenience Stores Association (CCSA)	We Expect ID retailer training program	2016	Webpage not specific for tobacco	Through the CCSA and its regional counterparts, the We Expect ID retailer training program is available free of charge for all convenience store staff in the country. This training is offered to all retailers whether they are members of the association or not
Canada Health Canada Atlantic, BC, SK, MB, AB	Toolkit for responsible tobacco retailers	NR	Toolkit for responsible tobacco retailers 35 pages	
Canada Government of Nunavut	Tobacco retailer toolkit	NR	Resources document	
Canada Ontario	19 Prove it	1994	Retailers training video development project document 11 pages	300 copies of the Video
Canada Durham Ontario	Tobacco vendor training manual	NR	Training manual 27 pages	Responsibilities of Employers/Proprietors, acceptable ID and how to check it, tips to recognizing False Identification, mandatory signage, tobacco display 19, federal restrictions, smoke-free Ontario Act – Fines, instructions for training staff, and useful links
Canada Ontario	Smoke-Free Ontario Act, 2017: Guide for Retailers	2018	Guide for retailers 43 pages	Checking I.D., Signs, Display, Promotion, Tobacco Product Packaging, Penalties, Fines, Tips for Store Owners and Operators, Additional Resources

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