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ASIA PACIFIC
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PLENARY SESSION 1

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STANDING UP FOR DUTY FREE



What does it mean?

Responsible sale of alcohol means doing our best to sell alcohol only to those customers we believe pose a minimum risk to their own health and safety, or the health and safety of other passengers or customers.

In practice, it's simply about being more aware and proactive at the point of sale. This may involve making some small shifts and adjustments to how you already approach a sale.

It can be difficult to determine if a customer poses a risk, especially during busy periods or when cultural differences such as language are present. There may be the added difficulty of handling a customer who resists or reacts unfavourably to a declined sale.

This module will provide some helpful tips and conversation starters for:

- a. identifying the type of customer in your store by level of risk and degree of caution to exercise, and
- b. dealing positively and appropriately with the sale, or no sale as the case may be.





- Protocol
- About the Protocol
- Ratification
- Protocol activities
- Meeting of the Parties

Protocol to Eliminate Illicit Trade in Tobacco Products



According to Article 33 of the Convention, the Conference of the Parties (COP) may adopt protocols to the Convention. Only Parties to the Convention may be Parties to a protocol. Any protocol to the Convention shall be binding only on the Parties to the protocol in question.

The Protocol to Eliminate Illicit Trade in Tobacco Products, the first Protocol to the Convention, was adopted on 12 November 2012 at the fifth session of the Conference of the Parties in Seoul, Republic of Korea, and is currently open for ratification, acceptance, approval or accession by the Parties to the WHO FCTC.

[Download the Protocol »](#)

40 countries 2 July 2018 6 more to go



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