

# RESPONSIBLE SALE OF VOLATILE SUBSTANCE

## Dealing with customers who may potentially misuse:

- remain calm and friendly - it's best not to argue with the customer
- use 'we' not 'I' - makes it harder for the customer to blame sales person
- it is best not to refuse to sell if there is any threat or fear of violence
- if a customer appears intoxicated, exercise caution

## Signs of solvent misuse:

- person has nervous or anxious behaviour, or a drowsy, vacant or glazed expression in the eyes
- frequent or large purchases of solvents by the same individual
- individual or groups of young people standing around counters or areas where solvents are displayed
- traces or smell of solvents on an individual's breath or clothing

## Some common volatile substances that are misused:

- aerosol spray cans
- gas from lighters
- correction fluid
- petrol
- glue
- chrome-based paint
- cleaning fluid
- paint or thinner
- felt-tipped pens

## Suggested procedure for dealing with problem customers:

