HOW TO DEAL WITH SMOKING IN A SMOKEFREE PLACE

If you are in charge of smokefree premises and/or vehicles, you will have a legal responsibility to prevent people from smoking in them. If someone does smoke in any premises or vehicles you are responsible for, here are some practical steps you might take to deal with them.

1. If an employee refuses to stop smoking:
   - Point to the no-smoking signs and ask the person to stop smoking or go outside.
   - Tell them you would be committing an offence if you allowed them to smoke, and they are breaking the law by smoking in a smokefree premises or vehicle, and both parties could be fined.
   - Remind them the new law is to protect employees and the public from the harmful effects of their secondhand smoke.
   - If necessary, put into practice your disciplinary procedure for non-compliance with your company’s smokefree policy.
2. If a customer refuses to stop smoking:
   - Explain that staff will refuse to serve them if they continue to smoke, and they will be asked to leave your premises.
   - If physical violence is threatened by a person smoking, we suggest you notify and/or seek the assistance from the police.

Keep a record of where and when the incident took place, the name of the person involved and the outcome.