**Appendix 1.**

**Observation at JK`s E-Cig warehouse on Wednesday**

8:30 first member of staff arrives at the shop, unlocks and opens the side door and closes it behind them. They then switch on lights and turns on coffee machine. This member of staff then presses the button to open the main shutter.

8:32 other members of staff arrive and move the signs from the front of the shop doors and move them to their normal positions away from the shop doors, while they are doing this the first member of staff unlocks the front doors and unlocks the safe.

8:37 the rest of the staff have arrived at the shop and until the shop opens the staff sit in the chairs in the front of the shop that they have for customers.

8:40 some staff leave to get breakfast or snacks to keep them going through the day until lunch time and they are back in about 5 minutes.

9:00 the staff start work hours and as there are no customers in the shop this early they would have plenty of time to clock in. A member of staff will check the till, if it is not working, the boss will try to reconnect it and this normally fixes any errors that the till is experiencing. the boss` go upstairs to unlock the office and do their work, which mainly consists of paperwork and managing the shops.

9:01 the staff stock the shelves that are behind the counter with the designated stock that had been bought the day before. The staff spend this time from 9:01 to about 10:00 doing a general clean and also filling the shelves that are behind the counter. There are normally not many customers between 9:00 and 10:00.

10:12 the first customer of the day came in, the staff served her and she went to shop elsewhere and there wasn’t another customer until about 10:40.

10:40 is when the shop started to get busy the day that I was observing, there was about 10 customers in the shop one after another with a small period of time in-between them

11:00 the shop continues to have a quite steady flow of customers in and out of the shop, mainly buying liquid, but every now and again a customer came to buy an e- cigarette. And one of the bosses leaves the shop for the day.

12:00 is when staff have lunch, and there is always a debate about who has lunch first. Around lunch time there is still customers, but not that many, multiple staff can go on lunch at once, but there has to be at least two staff in the shop at any one time. At about 12:00 the bosses that are still in the shop tend to go back onto shop floor after this time, sometimes they don’t though, this is if they are particularly busy. The staff have enough time to clock out before lunch and back in after their 30 min lunch is over

1:00 by this time all of the staff have had their lunches and the shop gets a few customers at this time, and the shop gets slightly busier as the day goes on.

3:30 not a lot of customers turn up to buy products after this time, so most of the time the staff are standing around doing not much. They tend to stock the shelves, clean (both the back room and shop front)

4:40 this is when the staff start to pack away the signs for the shop and prepare for closing so that at 5:00 they can shut the shutters, lock the doors and leave the shop for the day.