**APPENDIX 2: Purchase attempt protocol**

**Activity design:** Eight field enumerators—four teenage buyers (2 boys and 2 girls) who are 18 years or older but appear younger than 18 years (under aged) and 4 adults (2 males and 2 females)—will be recruited and trained for mystery shopping. They will be divided into four teams: two teams of teenage buyers and two teams of adult buyers. Teenage boys and girls will be grouped as separate teams, whereas adult shoppers will be paired as a male and a female. One field worker will be assigned to each team. The remaining two field enumerators will oversee the fieldwork and provide additional support for the team when necessary.

Mystery shoppers will be recruited based on their acting skills. Teenage buyers will be recruited the local youth and from Damphu Higher Secondary School. Teachers will be approached to help identify potential teenage buyers. Adult actors will be recruited from the social networks in Damphu town.

The field enumerators and the mystery shoppers will be trained for two days. Training will include practice sessions to impersonate impaired or underage customers. Practice sessions will be videotaped and the recording will be replayed to correct their acting skills.

In addition, the trainers and trainees will make a two hour anonymous practice visits to at least two establishments. On their return from the field practice, the buyers will share their experiences to the group.

Mystery shopping visits will occur during both trading hours and prohibited hours. Each team will attempt to purchase alcohol in a maximum of 10 -12 establishments per day.

**Teenage buyers:**

Background: Buyers will visit the sampled establishments in pairs. They will be accompanied by an adult field enumerator. The field enumerator will visit the location and assess the situation before sending the teenage buyers. While the pair visits the establishment, the field enumerator will wait at an agreed-upon location nearby the establishment. The shoppers will walk in, take a sit by the table and engage in a conversation. The following script guide will be used:

The first buyer will call the waiter, “Please give me a beer”.

If the buyer is asked their age, he/she, will state the age correctly. *If the waiter refuses to serve an alcoholic beverage, the actors will pretend to be slightly disappointed but will quietly leave the establishment.*

If alcohol is refused directly, they will ask again, this time more insistently. And if the waiter still refuses, buyers will not resort to any arguments and peacefully leave the site after the refusal.

*If the waiter accepts to sell alcohol,* the second actor will pretend to be engrossed in the menu and say, “You can get his/her drink. I will need some time.”

*As soon as the waiter begins to move away from the table to fetch the beverage*, the second buyer will call the waiter,” Excuse me, can I have a soft drink?”

*The first buyer will also quickly switch to a soft drink*. The buyers will pay for the soft drinks. They can either choose to drink or leave the establishment with the bottle.

*If there is no waiter, the actors will walk up to the counter and ask the person at the counter for the drinks.*

The first buyer greets the person at the counter and state “Please give me a beer”.

If the person at the counter agrees to sell the beverage, and as soon as the person picks up the bottle of beer, the second buyer will interrupt, “Sorry, I think we will go for a soft drink”. The first buyer will change the order and quickly settles for the soft drink. The two will buy a bottle and take it away from the establishment.

If the buyer is asked about age, he/she, will state the age correctly. *If the waiter refuses to serve alcoholic beverage, the actors will pretend to be slightly disappointed but will quietly leave the establishment.*

*If the buyer is asked to produce age identification documents, the buyer will not produce any identify documents.*

If alcohol is refused directly, they will ask again, this time more insistently. And if the waiter still refuses, buyers will not resort to any arguments and peacefully leave the site after the refusal.

The shoppers will report to the field enumerator. The three will fill out the survey form (described below) and proceed to the next site.

**Inebriated Adult Buyers:**

The pseudo-intoxicated adult buyers will also perform the same act as the teenage buyers. The first buyer will act as obviously intoxicated and the second actor will act sober. To demonstrate visible exaggerated behavior and slightly intensified emotion, the actors will act as if they are at 0.08% blood alcohol concentration (BAC).

First, the buyers will find a place at one of the tables and engage in conversation. The same sequence will follow as described for teenage actors. If there is a waiter, the actors will call the waiter; and if not both the actors will walk up to the counter.

Before attempting a purchase, pseudo-intoxicated buyer will ask several confused questions of the server in a slow slurred speech. He/she will enquire about the brands of beer and ask for a whisky. The second actor will still browse the menu. The sober customer will cancel the order when the server goes to reach for the drink and instead request for a carbonated beverage (e.g., Coca-Cola).

The pseudo-intoxicated buyer will also change the order to a soft drink.

If alcohol is refused, they will ask again, this time more insistently. And if the waiter still refuses, buyers will not resort to any arguments and peacefully leave the site after the refusal.

Sober Adult Buyers:

The adult actors will perform the same act as the teen age actors.