

## HOST RESPONSIBILITY POLICY GUIDELINES

As of 1 April 2000, licensed premises within the Ashburton District Licensing Agency area will be required to have developed a written host responsibility plan. This plan should be made available to all staff and displayed in some form for both patrons and staff i.e. a reduced version, often seen as a “House Policy”.

You will need to address the following seven points in your policy.

### (1) Minors

- How will you ensure that all of your staff are aware of the designation of your premise? This will determine ‘who’ is allowed on and to drink at your premise.

**TIP: in your policy include the designation and what this means in terms of who is allowed on the premise**

- How will you ensure that all your staff are **trained** on their responsibilities under the SOL Act in relation to minors?
- What **instructions** will you give staff to ensure that they know how to identify and proactively deal with minors?
- What **strategies** will you have in place to **deal** with minors? Are all staff fully aware of what forms of identification to request from potentially underage minors entering your premises? Who will ask them to leave?

**TIP: in your policy outline how you will ensure all staff are trained and will receive clear instructions on their responsibilities under the Sale of Liquor Act in regards to minors. Also outline your strategies for dealing with minors.**

- Do you have appropriate signage displayed at every point of service re not serving minors?

**TIP: include your commitment to always displaying such signage in your policy**

*Ashburton Community Alcohol & Drug Service has a range of signs available free of charge – phone 3081270 and ask for Chris Clark or Sue Newton.*

### (2) Intoxication

*Staff must be trained in their responsibilities under the Sale of Liquor Act to prevent intoxication on licensed premises. Staff require clear instructions re identifying and proactively dealing with potentially intoxicated persons. Staff ability to identify signs at the onset as opposed to the escalation of intoxication is integral to meeting the requirements of s.166 and s.167 of the Act, prohibiting intoxication of licensed premises.*

- How will you ensure that all your staff are **trained** on their responsibilities under the SOL Act in relation to intoxicated patrons?
- What **instructions** will you give staff to ensure that they know how to identify and proactively deal with potentially intoxicated persons?
- What **strategies** will you have in place to **deal** with potentially intoxicated persons? I.e. will you offer free soft drinks, tea, coffee to potentially intoxicated patrons. How will you slow them down? Which staff have the authority to ask patrons to leave? What is the line of authority?

**TIP: in your policy outline how will you ensure that all staff are trained and will receive clear instructions on their responsibilities under the SOL Act with regard to potentially intoxicated patrons. Also outline your strategies for dealing with potentially intoxicated patrons.**

- Do you have appropriate signage displayed at every point of service re not serving intoxicated patrons?

**TIP: include your commitment to always displaying such signage in your policy.**

### (3) Food

*A condition of your licence is that food must be available, and promoted by means of clear and well-positioned signs, at all times when the premise is authorized to be open for the sale of liquor. The range and style of food*

*must be similar in style and nature that shown on the menu accompanying the licence application, or a range of snack foods in the nature of pies, sandwiches, filled rolls, pizza and the like. A range is considered to be a minimum of four food options.*

*They must be conveniently available, this means, priced realistically, be provided within a reasonable time frame, and of a type that customers would readily consume in the environment.*

- Is your signage promoting this food clear and well positioned?
- How will you ensure that staff are aware of the food options (menu) available at all times?
- Hotels and taverns – do you have a **minimum of four** food options available at off-peak times?
- Do you have a minimum of four food options available at off-peak times?

**TIP: in your policy include your systems for ensuring that all staff are aware of the food options at all times.**

#### **(4) Non-Alcoholic Beverages**

*A condition of your licence requires that a reasonable range of non-alcoholic refreshments are available at all times when the premises are open for sale of liquor.*

- Do you offer a range of non-alcoholic refreshments to patrons at all times?
- Have you listed that you have available ‘free water’ at all times if requested?
- How are these non-alcoholic alternatives promoted? Are they promoted by signage, featured in the beverage menu, or both?

#### **(5) Low-Alcohol Beverages**

*A condition of your licence requires that low alcohol refreshments are available at all times when the premises are open for the sale of liquor.*

- Do you offer low-alcohol refreshments to patrons at all times?
- How are these low alcoholic alternatives promoted? Are they promoted by signage, featured in the beverage menu, or both?

**TIP: in our policy include a description of the low-alcoholic refreshment you will have available e.g. beer and that it will be available and promoted at every bar/point of service by way of signage, or as a feature in the beverage menu.**

#### **(6) Safe Transport Options**

*A condition of your licence is that the licensee provides assistance with or information about alternative forms of transport from the licensed premises for both staff and patrons.*

- What strategies do you have in place to ensure that both staff and patrons get home safely from your premise e.g. actively promote hire a driver type scheme, make a telephone readily available to arrange sober transport (taxi or private), a courtesy van, or operate a designated driver scheme?
- How do you promote these alternative forms of transport to the public?
- How do you ensure all staff are aware of these strategies?

#### **(7) Liquor Promotions**

*Section 154A of the Act provides for a fine not exceeding \$5,000 for a licensee or manager who does anything in the promotion of the business conduct on the premises, or in the promotion of any event or activity held/conducted on the premises, that is intended or likely to encourage persons on the premise to consume alcohol to an excessive extent. A national protocol is attached. It clearly lists acceptable and unacceptable practices.*

- What commitment do you give to adhering to the protocol, and section 154A?
- What steps will you, as Licensee, take to ensure that all staff adhere to the protocol, as your commitment?