

Host Responsibility Policy

Guidelines

What is Host Responsibility?

On, Off and Club licensed premises are 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: 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 Sale and Supply of Alcohol Act 2012 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: Outline how you will ensure all staff are trained and will receive clear instructions on their responsibilities under the Sale and Supply of Alcohol Act 2012 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

2. Intoxication

Staff must be trained in their responsibilities under the Sale and Supply of Alcohol Act 2012 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 the Act in preventing intoxication on licensed premises.

- How will you ensure that all your staff are **trained** on their responsibilities under the Sale and Supply of Alcohol Act 2012 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: Outline how will you ensure that all staff are trained and will receive clear instructions on their responsibilities under the Sale and Supply of Alcohol Act 2012 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 alcohol.

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?
- Do you have a minimum of four food options available at off-peak times?

Tip: 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 alcohol.

- 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. 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?

6. Alcohol Promotions

Section 237 of the Act provides for a fine not exceeding \$10,000 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.

- What commitment do you give to adhering to the protocol, and section 237?
- What steps will you, as Licensee, take to ensure that all staff adhere to the protocol?



Building and Fire Safety

For Licensees and Bar Managers

Sale and Supply of Alcohol Act 2012

Licensees need to be aware of their responsibilities regarding building checks and maintenance, and fire evacuation. These requirements are covered by the Building Act 2004 and the Fire Service Act 1975, and are described here briefly.

Compliance Schedule/Building WOF

Buildings containing certain features require a Compliance Schedule. These features are required to ensure a building is safe and healthy, and include such systems as:

- Sprinkler systems
- Fire alarms
- Emergency lighting
- Air conditioning systems
- Back flows
- Lifts.

Most licensed premises have safety features that require them to have a Compliance Schedule and an annual Warrant of Fitness

Warrant of Fitness

A Building Warrant of Fitness is signed by the building owner, or manager, stating that the requirements of the Compliance Schedule have been fully met in the previous 12 months. The Council maintains records of this and a copy must be displayed on the premises.

The Warrant of Fitness must be updated every 12 months. The owner must also provide documentation that the inspection, maintenance, and reporting procedures stated have been complied with over the past 12 months. A building maintenance register must be kept on the premises and the manager must record the daily, monthly or quarterly checks.

You must employ a registered independently qualified person to carry out these annual checks.

Building Occupancy

The maximum number of persons that may be in a premises, or part of a premises, must not be exceeded. You need to know how many persons (total patrons and staff) are allowed in your premises.

This number is determined by looking at the use of the premises, the floor area, means of escape, and toilet facilities. Council can assist with determining this number, and is establishing a register of building occupancies.

You must know how many persons may be on your premises at any one time.

Fire Evacuation Scheme

The owner of a building must have in place evacuation procedures for the safe, prompt, and efficient evacuation of the building's occupants in the event of a fire emergency. One of the fire evacuation requirements is that if your premises can hold 100 or more persons, then a Fire Evacuation Scheme must be in place and kept up-to-date.

An application for a new licence or renewal of an ON, OFF, or CLUB licence must be accompanied by advice that the Fire Evacuation Scheme is up to date. It is recommended that all licensees, and prospective licensees consult with the Fire Safety Officer to ensure they are aware of their responsibilities. Bar managers are deemed "Fire Wardens" so must be familiar with fire evacuation procedures.

Special Licences

The following notes apply to all licensed premises, however are provided for Special Licence applicants, as it is recognised that these events are often run by community groups without trained bar staff.

1. Ensure that exits are not compromised by stands, stalls, displays etc. There is the temptation to utilise all available space when having one-off events. Emergency exits must be kept clear.

2. Management of people entering the building is critical, so as to assess the numbers. Security staff should have counters to keep track of the number of people in the building. Know your maximum occupancy numbers.
3. Unless there is an events manager appointed and present at the time, the bar manager is usually deemed the Building's Fire Warden. If this responsibility is delegated, e.g. to security staff, it should be with clear instructions of duties, evacuation procedures etc.
4. All buildings which have life safety features such as alarm systems, fire exits and alike require a building Warrant of Fitness.

Non-compliance with your responsibilities may result in opposition to your licence or legal action through the district court.

More Information

If you require more information on building or fire safety issues, contact Council on 03 347 2800 or the New Zealand Fire Service on 03 372 8600.

