

A Guide to Host Responsibility Policy and Plans

Club Licences

Host responsibility policies and plans are designed to reduce the abuse of alcohol by creating and promoting a safe drinking environment.

The Host Responsibility Plan outlines in more detail how staff will apply the policy. The Host Responsibility Policy is required to be prominently displayed on the premises.

They are also a useful tool for the Medical Officer of Health, Police and Licensing Inspector when assessing the suitability of applicants to hold an alcohol licence.

It is important that club management or the club committee endorse any host responsibility policy. Everyone in the club must understand that the policy statements have been agreed on by the officials of the club and that the policy is an expectation about how the club will be operated.

If you hold an alcohol licence, you must implement, train and enforce host responsibility policies.

So what will be in the policy?

The policy will outline what the premises are going to do to make members or customers feel welcome, safe, comfortable and able to buy the products and services they want.

The key elements that need to be address in a plan are:

- ✓ The provision and promotion of food
- ✓ Provide and promote alternative low and non-alcoholic beverages
- ✓ The provision of assistance with or information about alternate transport from the premises
- ✓ The licensee's steps relating to ensuring compliance with the provisions of the Act relating to the sale and supply of alcohol to minors and intoxicated persons
- ✓ Any other matter aimed at promoting the reasonable consumption of alcohol
- ✓ Educate and train staff in host responsibility practices

Applicants are encouraged to develop an individual Host Responsibility Plan, rather than adopting a standard format, as this has been found to be more helpful in ensuring a strong sense of ownership of the plan.

We have attached some templates to provide you with assistance to develop your host responsibility policy and plan.

Your plan should outline a range of strategies to create a safer drinking environment following the guidelines within this document.

Available from Health Promotion Agency – www.hpa.org.nz - Creating a Responsible Drinking Environment – Host Responsibility: Guidelines for Licensed Premises 2014 -

Host Responsibility Plan Example

(Enter name of club)

Host Responsibility Implementation Plan

1. Intoxication

*A person should be considered to be intoxicated if at the time the person is **observably affected** by alcohol and or other drugs to a sufficient degree that Speech, Coordination, Appearance or Behaviour is **clearly impaired**. (Note: Speech and Coordination are the most "reliable" indicators. Appearance and Behaviour should "support" the assessment).*

In this section, the plan should set procedures to:

- a) Ensure that the Duty Manager is able to pro-actively manage the club members and member's guests, particularly during busy periods.
- b) Identify and refuse entry to intoxicated persons
- c) Identify potential problems amongst members
- d) Reduce the risk of patrons becoming intoxicated on the premises
- e) Appropriately and safely deal with patrons who require intervention
- f) Identify a "safe place" that can be used for the care and protection of an intoxicated patron until they can be safely removed from the premises.

2. Minors

It is against the law to serve alcohol on licensed to anyone under 18 years of age unless you are his or her parent or legal guardian. Depending on your designation it may be illegal for minors to be on all or part of your premises.

In this section, the manual should:

- a) Identify the designation of the premises or parts thereof
- b) Establish the forms of identification to be accepted for verification of age
- c) Set procedures to verify the age of any person appearing to be under 25 years of age
- d) Set procedures relating to the consumption of alcohol by a person under 18 years who is accompanied by their parent or lawful guardian.

3. Signage

All premises are required to display their:

- a) *Licence - to be displayed inside the premises and so that it is easily read by people using the premises*
- b) *Duty Manager's name to be prominently displayed*
- c) *"Prohibited person signage" to be displayed adjacent to points of sale.*
- d) *Host Responsibility Policy*

In this section, the manual should specify:

- a) Where signage will be displayed
- b) Who is responsible for ensuring that signage is maintained

4. Food

It is a standard requirement of all licences that food must be available for consumption on the club at all times when the premises are open for the sale of alcohol in accordance with the menu submitted with the application for licence or variations of that menu of a similar range and standard.

It is not acceptable to claim that items have “run out” unless they have been replaced by a similar item.

Failure to make or have food available renders any sale of alcohol “unauthorised” (S.247 - \$20,000 or suspension of licence for up to 7 days)

In this section, you should set out:

- a) Who is responsible to ensure availability of food
- b) Procedures to be followed to ensure appropriate menu items remain available

5. Low and Non-Alcohol Beverages

It is a condition of all club licences that a reasonable range of non-alcohol and low alcohol beverages be available at all times when the club is open for the sale of alcohol.

Failure to do so renders any sale renders any sale of alcohol “unauthorised” (S.247 - \$20,000 or suspension of licence for up to 7 days)

Water must be freely available to customers in clean drinking vessels on request or available free in larger containers from which it may be poured by customers together with clean drinking vessels or available free from a tap to which customers have easy access, together with clean drinking vessels.

In this section, you should set out:

- a) Who is responsible to ensure availability of low alcohol and non-alcohol beverages
- b) Procedures to be followed to ensure of low alcohol and non-alcohol beverages remain available
- c) How do you proposed to provide free drinking water

6. Safe Transport

It is a requirement of all licences that signs are prominently displayed detailing information regarding alternate forms of transport from the premise.

In this section, you should:

- a) List the safe transport options available from your premise
- b) Describe how safe transport options will be promoted to members
- c) Detail the approach to be taken when staff become aware of situations when members who have been drinking and intend to drive.

Alcohol Promotions

It is an offence for a licensee or manager to do anything that is intended or likely to encourage people to consume alcohol to an excessive intent. The maximum penalty for any breach is \$10,000 plus the possibility of licence variation, suspension or cancellation – ref S237.

In this section:

- a) List the type of promotion your club run or intend to run and include the reasons for each promotion (give recognition to and acceptance of the “*National Guidance on Alcohol Promotions*”- available from HPA)
- b) Detail the management systems for promotions that will ensure that they do not lead to excessive consumption.

7. Duty Manager

While all clubs are required to have appointed a manager or managers under the Act some club licences require that a duty manager is responsible for enforcement and compliance with the Sale of alcohol Act and licence conditions at all times alcohol is for sale or supply. Some other club licenses may not have this licence condition.

- a) In this section set out the club's policy on the requirement to have a duty manager present when alcohol is available for sale or supply.

8. Staff Training

All staff should receive regular training on your policies, procedures and host responsibility. Management should ensure that any new employees, whether voluntary or paid, and regardless of their previous experience, should receive training, especially covering the conditions of the licence and the contents of the implementation plan.

This section should include:

- a) A statement of intent regarding staff training
- b) Content of initial and on-going training
- c) Frequency and duration of training
- d) Responsibility for organising and conducting training
- e) Methods to ensure attendance
- f) Reference to location and updating of the staff training manual

9. Incident and Noting Book

A large club or high-risk club may operate an incident book (or a variation of an incident book). While often these books are used to record matter relating to patron behaviour, they may also be used to record monitoring visits from regulatory agencies. These records can be helpful in identifying matters and trends that require further action such as staff training.

In this section:

- a) List the types of incidents to be recorded
- b) Define who is responsible for recording entries
- c) Define who is responsible for acting upon information recorded

12. Club Members

A club licence allows you to sell alcohol only to club members, accompanied guests and members of clubs with reciprocal visiting rights.

In this section, your policy **must** clearly reflect this requirement.

Your policy **should**:

- a) Outline how this requirement will be met.
- b) How do you identify your members from non-members to member of clubs with reciprocal visiting rights?
- c) Does your club require the use of a visitor's book?

10. Hireage of Club

Some clubs permit individuals and organisations to hire the club premises for private functions.

If it is a non-club function then a special licence is required i.e. a club member hiring premises, general public, or other organisation.

If the club is selling or supplying the alcohol a club appointed duty manager must be present at all times that the bar is open. In other cases, either a duty manager or responsible person may be required at the discretion of the District Licensing Committee or by the club's rules of hireage.

Your policy **should** outline the procedures that are put in place:

- When the clubrooms and/or bar facilities are hired for private functions.

SPORTS CLUB HOUSE POLICY

The President and Committee members
want you to enjoy our clubrooms
and bar facilities.

Our policy is to serve members
in a friendly, responsible and
professional manner.

For your safety and enjoyment,
we provide:

- ❖ Hot and cold good
- ❖ Tea and coffee
- ❖ Alcohol-free drinks
- ❖ Iced water

By law we cannot serve alcohol
to intoxicated people
or underage people.

Avoid the risks of drinking and driving –
choose a lifesaver (designated driver).

We will make the lifesaver's job
more attractive by providing an
interesting range of low-alcohol
and alcohol-free drinks

Ask our staff about transport options
to get you safely home.