

A Guide to Host Responsibility Policy and Plans

On 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.

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 patrons 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.

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

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

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 premises)

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 patrons, especially during busy periods and is not diverted from this in order to serve behind the bar and carry out other administrative functions.
- b) Identify and refuse entry to intoxicated persons
- c) Identify potential problems amongst patrons
- 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 their parent or legal guardian. Depending on your designation it may be illegal for minors to be on all or part of your premise.

In this section the plan 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 licences require:

- a) *Licence to be displayed at principal entrance*
- b) *Trading hours to be displayed*
- c) *Duty Manager's name to be prominently displayed*
- d) *"Prohibited person signage" to be displayed adjacent to points of sale*
- e) *Signage about alternative forms of transport*
- f) *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 On licences that food must be available for consumption on the premise 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 on licences that a reasonable range of non-alcohol and low alcohol beverages be available at all times when the premise is open for the sale of alcohol.

Failure to do so 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 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 on 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 patrons

- c) Detail the approach to be taken when staff become aware of situations when patrons who have been drinking and intend to drive.
- d) Detail any incentives or promotions for designated drivers i.e. free non-alcoholic drinks

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

8. Security

Security staff have particular responsibilities and if they lapse in those they can let down the rest of the team. Apart from the steps outlined under the sections 'intoxication' and 'minors', you will need to address the following areas as they are appropriate to the size or type of premises.

In this section detail *who* (i.e., the licensee/manager/security) is responsible and the steps taken to prevent or react to the following:

- a) Patrons leaving the premises with alcohol in breach of the alcohol ban and the on-licence.
- b) The presentation of fraudulent identification.
- c) Spiking of drinks, using or dealing of illegal drugs.
- d) The control of patrons behaviour around the outside of the premises, particularly at closing time
- e) The environment around the premises contains empty bottles (can be used as weapons), vomit, urine etc.
- f) Patrons drinking outside the barriered smoking section.
- g) The regular monitoring of security cameras for incidents and action.
- h) An injured/unwell patron requiring first aid or emergency services.
- i) Excessive noise.
- j) Overcrowding of the premises beyond fire limit numbers.
- k) Fire safety regulations, fire warden duties, and evacuation procedure.

9. Safety of Patrons/OSH Requirements

Some activities on licensed premises - particularly when alcohol is a factor - have the potential for injury to patrons.

You will need to address the following areas if they are appropriate to the size or type of your premises or activities that are likely to occur.

- a) Detail the steps to be taken to limit risk of injury to patrons or staff during activities, promotions, or events. Relate this to the types of activities that might occur in your premises, e.g., foam parties, slippery dance floor, fall from elevated flooring, patron-initiated spontaneous activities etc.
- b) Detail the steps to be taken in the event of harm to a patron from an activity or another patron.

10. Staff Training

All staff should receive regular training on your policies, procedures and host responsibility. Management should ensure that any new employees or contractors, regardless of their previous experience should receive training, especially covering the conditions of the licence and the contents of the procedure manual before commencing their first shift.

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

11. Incident and Noting Book

It is recognised good practice to operate an incident and noting 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. Duty Manager's prior to commencing their shift should review all entries since their last shift.

In this section:

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

12. Fire loading and Fire Safety

In this section you should:

- a) Define who is responsible for ensuring the evacuation scheme is current and operable.
- b) Describe the process and whose responsibility it is for ensuring fire exits remain clear and operable at all times.

In this section you must:

- a) State what the fire loading is for the premises (contact Fire Service to arrange a calculation based on the premises)
- b) Describe how the fire loading number will be displayed in the premises.
- c) The methods that staff will use to control the numbers of patrons exceeding the fire limit.

Policy Sample



The Pacific Café & Bar



“Host Responsibility Policy”

- WE WILL SERVE ALCOHOL RESPONSIBLY OR NOT AT ALL
 - WE WILL NOT SERVE INTOXICATED PERSONS
 - WE WILL NOT SERVE MINORS
 - *NO ID NO SERVICE NO EXCEPTIONS*
- WE WILL NOT ALLOW INTOXICATED PERSONS TO ENTER OR REMAIN ON THE PREMISES
- WE PROVIDE AND PROMOTE A WIDE RANGE OF NON-ALCOHOLIC BEVERAGES
 - WE PROVIDE AND PROMOTE OUR FOOD
- WE PROVIDE A TELEPHONE AND ENSURE ALL REASONABLE STEPS ARE TAKEN TO ENSURE SAFE TRANSPORT OPTIONS
- WE WILL OPERATE WITHIN THE REQUIREMENTS OF THE SALE & SUPPLY OF ALCOHOL ACT 2012

STAFF AT THE “ *Pacific Café & Bar* ” HOPE YOU ENJOY YOUR VISIT



HOST RESPONSIBILITY POLICY

The Management of ***“ABC HOTEL”*** believe that we have the responsibility to provide an environment that is not only comfortable and welcoming but also where alcohol is served responsibly or not at all.

We provide and actively promote a range of non-alcoholic drinks, tea, coffee and free water at all times.

A good range of food is always available as well. Menus are visible at all times.

It is against the law to serve minors. If we are doubt as to your age, we will ask for ID. Acceptable forms of proof of age are a current NZ driver's licence, HANZ 18+ card or a current Passport.

Patrons who are visibly intoxicated will not be served alcohol, will be asked to leave the premises and encouraged to take advantage of the safe transport options.

We will encourage people to have a designated driver. We will provide an interesting range of Non-alcoholic free drinks.

We will make sure all these services are well promoted and will display the necessary signage required under The Sale & Supply of Alcohol Act 2012.

We will maintain a training and management policy to give our staff the skills and support required to do their job responsibly.

Please be our guest and take advantage of the services we offer.

“Host Responsibility” makes sure everyone has a good time and leaves in safe shape for the road home. It could save our licence and it could save your life.

We're responsible hosts.

“ABC Hotel

Our policy for your enjoyment

- ☒ We have a great range of:

DELICIOUS BAR FOODS
 From light snacks to full meals we offer the best value in town
any time the bar is open
- ☒ We offer a full range of quality low alcohol and alcohol-free products including

Serious coffee
Fresh fruit juices
Alcohol-free cocktails for the connoisseur
- ☒ **Free phones** are available for all our patrons to arrange alternative transport

Or

 Ask a staff member and they will be happy to arrange a taxi or driver for you
 If you are a **designated driver** let us know and its free alcohol-free drinks all
 night**OUR SHOUT**
- ☒ We have promotions, activities and entertainment every night.

Call us and find out what's happening
 Our promotions are for your **FUN** and your **ENTERTAINMENT**
 That's why we support the national guidelines for responsible promotions
- ☒ Your **enjoyment and safety** is our business.
 Our staff are trained and experienced in dealing with any person who may
 become intoxicated and will politely intervene to prevent them becoming a
 danger or a nuisance
- ☒ Our bar is a "**supervised area**" under the Sale and Supply of Alcohol Act 2012

All our staff are required to ask for **evidence of age**