





# Sample Social Host Responsibility Policy (iii)

The management and staff of (the premises) have a responsibility to provide an environment where alcohol is sold responsibly. Because of this, we have implemented the following Social Host Responsibility policy.

- We are committed to encouraging the responsible sale and supply of alcohol.
- It is against the law to serve anyone who is intoxicated. Intoxicated persons will be asked to leave the premises.
- It is against the law to serve alcohol to minors. If we are in doubt about your age, we will ask for identification.
- We operate an ID25 programme. If you look 25 years of age or under, you will be asked to produce one of the following:
  - A current New Zealand or overseas passport
  - A current New Zealand driver's licence
  - A Kiwi Access Card
  - A Hospitality NZ 18+ Card.
- We cannot sell alcohol to an adult who intends to supply a minor unless they are their parent or legal guardian.
- We cannot sell alcohol to people in school uniform, regardless of proof of age.
- Alcohol will only be promoted and sold in a responsible manner.
- Our policy is zero tolerance for aggressive, coercive or violent behaviour. Customers behaving in a disorderly manner will be asked to leave the premises.
- We maintain a training and management policy to give our staff the skills and support they need to do their job responsibly.
- We pride ourselves on being socially responsible hosts

Signed .....

Date .....

# Writing a Social Host Responsibility Implementation Plan (iv)

This seven-step guide takes you through the components of a Social Host Responsibility Implementation Plan. Your plan should outline the strategies your premises will implement to create an environment where alcohol can be sold responsibly.

## 1. Staff training

All staff should receive regular training on your policies and procedures, including your Social Host Responsibility Implementation Plan. Management should ensure that any new employees or contractors, regardless of their previous experience, undertake ServeWise training and receive training that covers the conditions of the licence and the contents of this manual, before their first shift.

When writing your Social Host Responsibility Implementation Plan you should include:

1. A statement of intent about staff training
2. Content of initial and ongoing training
3. Frequency and duration of training
4. Responsibility for organising and conducting training
5. Methods of ensuring attendance at training
6. Reference to the location of the staff training manual, who will update this and how often.

## 2. Minors

It is illegal to supply alcohol to someone under the age of 18 (a minor).

In this section, explain your procedures for:

1. Verifying the age of any person appearing to be under 25 years of age
2. Refusing service to someone you suspect to be a minor
3. Reducing the likelihood of on-supply to minors.

You should also establish the forms of identification you will accept to verify age.

## 3. Intoxication

A person is considered intoxicated if they are observably affected by alcohol and/or other drugs to such a degree that Speech, Coordination, Appearance or Behaviour are clearly impaired.

In this section, explain your procedures for:

1. How the duty manager will proactively identify and remove intoxicated customers.

## 4. Signage

All licences require premises to display:

- Their licence, at the main entrance
- Their trading hours
- The duty manager's full name
- 'Prohibited person signage' adjacent to points of sale.

In this section, your plan should specify:

1. The types of signage that must be displayed
2. Where the various signage will be displayed
3. Who is responsible for ensuring that signage is maintained and kept up to date.

## 5. Alcohol promotions

It is an offence for a licensee or manager to do anything that is intended, or is likely, to encourage people to consume alcohol excessively.

In this section:

1. List the types of promotions your premises runs, or intends to run, and include the reasons for each promotion. Check that they comply with section 237 of the Sale and Supply of Alcohol Act. The 'National guidance on alcohol promotions' outlines acceptable and unacceptable promotions for licensed premises.
2. Detail the management systems for promotions to ensure they do not lead to excessive alcohol consumption.

## 6. Incident log

Your incident log can be used to record matters relating to customer behaviour as well as things like monitoring visits from regulatory agencies. These records are helpful in identifying matters and trends that require further action, such as staff training.

Your duty manager should review all entries in the incident log before the start of each shift.

In this section:

1. List the types of incidents to be recorded and how
2. Define who is responsible for recording entries
3. Identify who is responsible for acting on the information recorded.

## 7. Banned or trespassed persons

Your plan should include details about the options available if you need to ban or trespass a person (e.g. issuing a trespass order – verbal or written).

# Duty manager start of shift checklist (v)

- |  |  |
|--|--|
| 1. Is the licence displayed near the main entrance? Have you read it?  |  |
| 2. Is the duty manager's name prominently displayed and can it be easily read?   |  |
| 3. Is the named duty manager authorised? (i.e. they are the holder of a Manager's Certificate, or are correctly appointed as an acting or temporary manager)   |  |
| 4. Do you have a reasonable range of non-alcoholic and low alcohol beverages available?  |  |
| 5. Is prohibited person signage that relates to minors and intoxicated persons clearly displayed? Free signage is available from <a href="https://resources.alcohol.org.nz">resources.alcohol.org.nz</a> |  |
| 6. Are prohibited persons signs displayed? ('Won't serve intoxicated persons' and 'No minors')   |  |
| 7. Have you reviewed any recent incidents in the incident log?   |  |

*This checklist may be laminated and kept behind the counter for easy access.*

Are you complying with the Act and meeting the conditions of your licence? Would you pass a compliance inspection? Are you aware of the fines for these offences (amongst others)?

- Allowing any intoxicated person to be or remain on licensed premises – A fine of up to \$5,000.
- Sale or supply of alcohol to minors and sale or supply of alcohol to an intoxicated person – A fine not exceeding \$10,000 for each offence.
- Unauthorised sale or supply – A fine not exceeding \$20,000.

Note:

- Staff, duty managers and the licensee can be held liable for various offences under the Act.
- Penalties can include suspension or cancellation of the licence and Manager's Certificate.



# Incident log (vii)

## Date and time of incident

<b>Nature of incident</b> (Choose from list)	Inappropriate behaviour	Turning away of minors	Damage to premises or personal property
	Assault/fight	Minors found on premises	Theft of property
	Accident requiring first aid treatment	Attempted purchase by a minor	Suspected presentation of fake ID
	Interventions with intoxicated customers	Refusal of customer (state reason)	Other (state reason)
	Drug use (state drug if known)		

## Location of incident

## Description of events

Where were you?  
 What did you see/hear?  
 What happened first?  
 Who was there?  
 Photographs/videos?  
 Trespass notice served?  
 Police called? When?  
 Ambulance?  
 Were there witnesses?

# Incident log continued...

<b>Witnesses</b>	(List names and or a brief description of all persons you saw near the incident)
<b>Date and Time of completing report</b>	
<b>Declaration</b>	I hereby declare this report to be a true and accurate statement describing the event I witnessed  Signature:

# CPTED checklist for off-licensed premises (viii)

		Yes	No	N/A
Internal layout	Premises are laid out so staff can monitor all patrons at all times			
	Staff have good visibility of entire premises inside and out			
	There are no obstructions within the store causing blind spots			
	Cash registers are front facing			
	Safe is out of public view			
	Mirrors or CCTV are installed where there may be blind spots			
Lighting	Internal lighting is suitable			
	Lighting allows staff to monitor patrons inside the premises			
	No areas are too dark inside the premises			
	External lighting is suitable			
	External security lighting is installed			
CCTV	CCTV is installed			
	CCTV is positioned to monitor vulnerable areas			
	Staff know how to operate it			
Entrances and exits	Entrances and exits are visible from behind the counter			
	CCTV is installed to monitor entrances and exits			
Staff	Staff monitor the premises for conflict, theft and crime, inside and out			
	There are sufficient numbers of staff to ensure control of the premises			

# Banned or trespassed persons register (ix)

Include details of any verbal or written trespass notice given (attach copies) and also include the incident in the Incident Log.

Date of incident	Circumstances:
Name	
Date of birth	
End date	
Date of incident	Circumstances:
Name	
Date of birth	
End date	
Date of incident	Circumstances:
Name	
Date of birth	
End date	
Date of incident	Circumstances:
Name	
Date of birth	
End date	

# Trespass notice (x)

## Warning Under The Trespass Act 1980 Sections 4(1) or 4(2) and Section 4(4)

To: .....  
*[Name of person being warned]*

.....  
*[Address of person being warned]*

In accordance with the above Act and Section you are hereby warned to stay off the place known as:

.....  
*[Address of location which Person is banned from]*

**It is an offence punishable by a fine not exceeding \$1,000.00 or imprisonment not exceeding 3 months to enter the above address within 2 years from the date you receive this warning.**

The occupier of the above address is:

.....  
*[Full name of Occupier]*

This warning is given by the occupier/person\* authorised by the occupier of the above address:

.....  
*[Signature of Occupier or Person authorised by the Occupier]*

.....  
*[Print Full Name of Occupier or Person authorised by the Occupier]*

.....  
*[Date that this notice takes effect]*

\* Cross out the words that do not apply.

# Details of service of trespass notice

[Read INSTRUCTIONS below and then complete service details immediately service is effected. If the person who served the notice is not the occupier but an agent of the occupier – the full name and address of the person who served the notice is also required.]

## THIS NOTICE (photocopy attached) was served:

On: .....  
[Name of person being served]

on the .....day of ....., 20 .....at .....am/pm

at.....  
[Place where service was effected]

by.....  
[Full Name of Person effecting service]

I served the Trespass Notice personally:

on.....  
[Name of Person served]

by \*handing it to them / \*dropping it at their feet when they refused to accept service of the notice. They acknowledged\* / did not acknowledge\* that they are the person named in the notice. They are / are not\* personally known to me.

I believe their \*date of birth is ...../ \*approximate age is ..... years.

.....  
[Occupier's full name]

Occupier's address and phone number:.....  
.....

More relevant details:.....  
.....

[For example, "Issued because of alleged disorderly behaviours" or "Issued because of alleged theft". Record here the authorisation if the person who served the notice was a person authorised by the occupier and not the occupier, and attach a copy of the authorisation to this form, if applicable.]

Signed .....  
[Signature of person who served the Trespass Notice] of this form

.....  
Date of completion

.....  
[Full name and address of Person signing Notice]

Instructions – Photocopy completed Trespass Notice before serving on the person warned off. Be clear who the occupier is – company, person, partnership etc. Complete this form (DETAILS OF SERVICE OF TRESPASS NOTICE) after service and attach it to the photocopy of the completed TRESPASS NOTICE. Retain for possible court proceedings.

\* Cross out the words that do not apply.

# Staff emergency contacts (xi)

Name	Phone numbers	Address	Emergency contact name	Emergency contact number
	1.			
	2.			
	1.			
	2.			
	1.			
	2.			
	1.			
	2.			
	1.			
	2.			
	1.			
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