

Sample Host Responsibility Policy

The management and staff of (the premises) have a responsibility to provide an environment that is not only comfortable and welcoming, but where alcohol is served and consumed responsibly. Because of this, we have implemented the following Host Responsibility policy.

- We provide and actively promote a good range of food available for sale at all times. Menus are visible at all times.
- We provide and actively promote a range of low-alcohol and non-alcoholic drinks, including (insert your own choices eg, low-alcohol beer, fruit juices, soft drinks, tea and coffee).
- Iced water is attractively presented and available free of charge at all times.
- It is against the law to serve alcohol to minors. If we are in doubt about your age, we will ask for identification. Acceptable forms of proof of age are a current photo driver's licence, an 18+ Evidence of Age card or a current passport.
- Customers who are visibly intoxicated will not be served alcohol, will be asked to leave the premises and will be encouraged to take advantage of safe transport options.
- Our policy is zero tolerance for aggressive,

coercive or violent behaviour.

- We promote a range of transport options to get you home safely. These include
- We encourage people to have a designated driver. We will make the driver's job more attractive by providing an interesting range of alcohol-free drinks.
- We make sure all of these services are well promoted - you won't have to go looking for them
- We maintain a training and management policy to give our staff the skills and support they need to do their job responsibly.

Please be our guest and take advantage of the services we offer. We pride ourselves on being responsible hosts.

Signed

Date

Writing a Host Responsibility Implementation Plan

This 12 step guide takes you through the components of a Host Responsibility Implementation Plan. Your plan should outline the strategies that your premises will undertake to ensure a safe drinking environment.

1. Low alcohol and non-alcoholic beverages

It is a condition of all on-licences that a reasonable range of low alcohol and non-alcoholic beverages be available at all times. Low alcohol drinks are considered to be no more than 2.5% alcohol.

Free drinking water must also be readily available.

In this section you should outline:

1. Who is responsible for ensuring availability of low alcohol and non-alcoholic beverages
2. Procedures to follow to ensure low alcohol and non-alcoholic beverages remain available
3. Details of promotions, signage and display unit placement of these beverages. Ideally low-alcohol beverages should be displayed in a prominent position so as to be highly visible.

2. Food

A range of food must be available at all times. This should include at least three types of substantial food e.g. pies, nachos, pizza, sausage rolls. The food must be reasonably priced and be readily available in a reasonable amount of time.

It is not acceptable to claim that items have 'run out' unless they have been replaced by a similar item. Salty foods such as potato chips, pretzels and nuts are not considered substantial foods.

In this section you should outline:

1. Who is responsible for ensuring availability of food
2. Procedures to follow to ensure appropriate menu items remain available
3. Details of how food will be promoted (e.g. menu boards; staff hand out menus when drinks are ordered; menus on tables).

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 (See Intoxication Assessment Tool on page 9 of the Toolkit or available at resources.alcohol.org.nz).

In this section, explain your procedures for:

1. How the duty manager will proactively manage patrons, especially during busy periods, ensuring the DM is not diverted from this in order to serve behind the bar and carry out other administrative functions.
2. Identifying and refusing entry to intoxicated persons.
3. Identifying potential problems amongst customers.
4. Reducing the risk of customers becoming intoxicated on the premises.
5. Appropriately and safely dealing with patrons who require intervention.
6. Identifying a safe place that can be used for the care and protection of an intoxicated customer until they can be safely removed from the premises.

4. Staff training

All staff should receive regular training on your policies and procedures, including your 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.

This section 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.
6. Reference to location of the staff training manual, who will update this and how often.

5. Entertainment and promotion

Consider having other activities, not involving drinking, to attract customers to your premises (e.g. quiz nights, DJ, karaoke, pool or darts competitions).

List these extra activities in your plan.

6. Minors

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

In this section you should:

1. Establish the forms of identification you will accept to verify age.
2. Set out the procedures for verifying the age of any person appearing to be under 25 years of age.
3. Set out the procedures relating to the consumption of alcohol by a minor who is either accompanied or not accompanied by their parent or legal guardian.
4. Set out the procedures for refusing service to someone you suspect to be a minor.

7. Signage

All licences require a premises to display the following:

1. A copy of the licence, at the principle entrance
2. Trading hours (visible from outside)
3. The duty manager's name
4. 'Prohibited person signage' adjacent to points of sale.

In this section, your plan should specify:

1. Where the various signage will be displayed
2. Who is responsible for ensuring that signage is maintained and kept up-to-date.

8. 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 excessively.

In this section:

1. List the types of promotion 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. For further information see National guidance on alcohol promotions at resources.alcohol.org.nz.

9. Security

Security staff have particular responsibilities. A lapse in these can let down the rest of the team. Apart from the steps outlined under 'Intoxication' and 'Minors', you will need to address the following areas appropriate to the size and type of your premises.

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

1. Patrons leaving the premises with alcohol, in breach of any local alcohol ban and your on-licence
2. The presentation of fraudulent identification
3. Spiking of drinks
4. Using or dealing in illegal drugs
5. The control of customers' behaviour outside the premises, particularly at closing time
6. Keeping the environment around the premises clear of empty bottles (can be used as weapons), vomit, urine etc.
7. Patrons drinking outside the barriers of the smoking section
8. The regular monitoring of security cameras for incidents and action
9. An injured or unwell patron requiring first aid or emergency services
10. Excessive noise
11. Overcrowding of the premises beyond fire limit numbers
12. Fire safety regulations, fire warden duties, and evacuation procedures.

10. Safe transport

You are required to promote transport options. There should be signs prominently displayed detailing information about alternative forms of transport from the premises. Staff must also know about and be available to provide comprehensive and accurate information about transport options.

In this section you should:

1. List the safe transport options available from your premises. Ensure you have processes to keep this information up to date.
2. Describe how these options will be promoted to customers
3. Detail what will be done in the event of staff becoming aware of situations when customers who have been drinking, intend to drive.

11. 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 prior to commencing each shift.

In this section of your plan:

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 upon the information recorded.

12. 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).

Alcohol Management Plan¹

Licensee name

Trading name

Licence number

- This plan is to be used as an operational risk management tool for dealing with alcohol-related concerns and is to be regularly reviewed and updated.
- This plan is to be followed by all staff and security while the premises are operating under the alcohol licence. A copy will be maintained within the toolkit and be available to all staff at all times for reference.
- This plan forms part of our Host Responsibility training. All staff are aware of alcohol, resource and noise management requirements for the premises.
- It is our job to ensure the best result from any situation while maximising the safety of staff and customers and maintaining amenity and good order.
- Every individual is a (potential) guest and must be treated so.

Things to consider

- What aspects of intoxication/minors/customer behaviour pose a risk (eg, excessive consumption; drink spiking; removal from premises, etc)?
- What actions will be taken before, during and after the event to mitigate risk?
- How and where will you record an incident? Are there any other relevant documents (eg, a resource consent)?

¹ Thanks to Christchurch City Council

Intoxication

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Minors

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Customer behaviour

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Premises management

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Host Responsibility

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Staff training

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Noise management

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Operational structure

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Agencies and monitoring

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Duty manager start of shift checklist

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 1. Can you identify the patrons in your bar most likely to require intervention to prevent intoxication? Remember the 80/20 rule. | |
| 2. Are there intoxicated persons on the premises? What actions have you taken? | |
| 3. Are there minors on the premises that shouldn't be? Have they purchased? | |
| 4. Is the licence displayed near the main entrance? Have you read it? | |
| 5. Is the duty manager's name prominently displayed and can it be easily read? | |
| 6. Is the named duty manager authorised? i.e. the holder of a Manager's Certificate, or correctly appointed as an acting or temporary manager | |
| 7. Is food promoted by appropriate notices throughout the premises? | |
| 8. Is food available at all times? There should be at least three food varieties, excluding potato chips, nuts etc. | |
| 9. Do you have a reasonable range of non-alcoholic and low alcohol beverages available?
Is free water available? | |
| 10. Is information about alternative forms of transport from the premises displayed and available from staff? | |
| 11. Is prohibited person signage that relates to minors and intoxicated persons clearly displayed? Free signage is available from resources.alcohol.org.nz | |
| 12. How many persons are on the premises? What is the maximum occupancy? Do duty managers and door staff know? | |
| 13. Are prohibited persons signs displayed? ('Won't serve intoxicated persons' and 'no minors') | |

This checklist may be laminated and kept behind the bar 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?

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

Note:

- Bar 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 and breaches could have consequences for your employment.

²With thanks to Community and Public Health, Christchurch.

Incident log

Date and time of incident

Nature of incident (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 patron (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...

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

CPTED checklist for licensed premises

		Yes	No	N/A
Bar Area	Bar staff have good visibility of entire premises			
	Area behind the bar is raised to improve visibility			
	Bar area is open with no obstructions affecting monitoring of premises			
	Cash registers are front facing If cash registers are not front facing, mirrors are installed for monitoring customers			
	Safe is out of public view			
Internal layout	Premises is laid out so staff can monitor all patrons at all times			
	There are no obstructions within the bar causing blind spots			
	Where there may be blind spots, mirrors or CCTV are installed			
	Bar is easily approached by customers			
	Sufficient seating is provided			
	Customers cannot climb on structures or fittings			
	A ventilation system is installed			
Premises are maintained at a suitable temperature				
Crowding	The premises are not overcrowded			
	The maximum number of patrons for the premises is displayed and complied with			
Lighting	Internal lighting is suitable			
	Lighting allows door staff to check IDs etc.			
	Lighting allows staff to monitor patrons inside the premises			
	No areas are too dark inside the premises			
	Internal lighting can be raised in an emergency or incident and at closing time			
	External lighting is suitable			
	External security lighting is installed			

CPTED checklist for licensed premises continued...

		Yes	No	N/A
Outdoor drinking areas	The premises are maintained at a suitable temperature			
	Outdoor drinking areas are monitored by bar and/or security staff			
	Lighting allows staff to monitor patrons			
	Customers can move easily around the outdoor drinking areas			
	Outdoor drinking areas are well defined from surrounding external environment			
	Pavement creep is not evident			
	Outdoor drinking areas are not overcrowded			
	A street trading licence or equivalent is held and is current			
CCTV	CCTV is installed			
	CCTV is positioned to monitor vulnerable areas			
	Patrons are aware of the CCTV system			
	Staff understand its operation			
Entrances and exits	Entrances and exits are visible from behind the bar area			
	CCTV is installed to monitor blind entrances and exits			
	Door staff monitor entrances and exits			
	Where queuing occurs outside the premises, there is sufficient space			
Toilets	Toilet facility entrances are visible from the bar area			
	Toilets are inspected regularly			
Staff	There are sufficient numbers of staff to ensure control of the premises			
	Staff are visible to patrons			
	Staff monitor the premises for conflict and crime			
	Security staff are properly trained and certified			

Noise management plan

- We will take any noise issues raised seriously and will commit to resolving any issues as quickly and effectively as possible.
- In the first instance issues or complaints about noise from our premises should be addressed to the manager on site. This can be done in person, by telephone, email or letter. Contact details will help us report back on issues raised.
- On receipt of a complaint the manager will investigate, take any appropriate action to resolve the issue and respond to the complainant as soon as practicable on any actions taken. We will also keep a copy of all issues raised and actions taken for our records.
- Customers will be made aware of the consequence of late night noise and encouraged to be proactive in noise avoidance or minimisation with an emphasis in reducing noise emissions. Notices will be displayed around the premises and on external doors asking customers to leave the premises in a quiet and orderly fashion and to respect neighbours. Staff will assist with this as appropriate.
- As professional hospitality operators we acknowledge that we have a responsibility to ensure that our premises do not generate excessive noise disturbance. The purpose of this Noise Management Plan is to detail the procedures we aim to adopt to ensure disturbance to neighbours by activities in and around our premises for which we have control over is avoided or minimised. Our aim is to adopt the best practicable options available to meet this objective while conducting our permitted business and social activities.
- Our premises will strive to ensure harmony with the local community by assessing and addressing as much as we can the following noise challenges.

Things to consider

- **What aspects of noise pose a risk? Amplified music, television, live music, persons exiting the premises, equipment including refrigeration and air conditioning, outside/smoking areas, bottle/rubbish collection etc.**
- **LOW, MEDIUM or HIGH**
- **Frequency of events, placement of speakers, layout of premises, frequent monitoring of sound/equipment, CCTV installation, insulation, etc.**

Crowd control standard operating procedures

Detail of security requirements

Best practice is to agree and document your security requirements. These should include:

Staff levels		
Placement of staff		
Staff training		
Position descriptions		
Staff dress		
Staff licensing		
Equipment	Lighting	
	Queueing structures	
	Torches	
Queueing		
Signage		
Screening process		

Crowd control standard operating procedures continued ...

Procedures for operations should be agreed, documented and well communicated to ensure expectations are understood. These should include procedures for:

ID requirements	
Seizure of ID	
Underage persons	
Pass outs	
Denial of entry	
Intervention	
Issuing of warnings	
Eviction process	
Trespass	
Use of force	
Duty of care	
Reporting	

Banned or trespassed persons register

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

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 theday of, 20atam/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

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

Useful contacts

Position	Name	DDI	Mobile	email
Licensing Inspectors				
Police, Alcohol Harm Prevention Officers				
Delegates of the Medical Officer of Health				
District Licensing Committee Secretary				
Health Promotion, Health New Zealand – Te Whatu Ora, Region Manager				
Hospitality New Zealand		0800 500 503		