

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It is not acceptable to claim that items have 'run out' unless they have been replaced by a similar item.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