

# Alcohol Management Plan

Licensee name

Trading name – Sporting code

Licence number

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- 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 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) member or 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)?

# Intoxication

Identified risk	Risk level	Risk management actions	Persons responsible	Resources/recording/outcomes
Excessive consumption	Medium to high	Constant monitoring of all areas Slow service Promotion of food and low-alcohol options Staff training	Duty manager (DM) and bar staff	Staff training completed Prohibited persons signage Line-of-control reporting procedures established No promotions for high % alcohol
Intoxicated persons	Medium to high	Constant monitoring of all areas Slow service Promotion of food and low-alcohol options Removal of patrons	DM and bar staff	Staff training – SCAB Prohibited persons signage Line-of-control reporting procedures established

# Minors

Identified risk	Risk level	Risk management actions	Persons responsible	Resources/recording/outcomes
Undesignated premises – all ages present	High	Staff always to ask for ID Only the four accepted forms of ID to be accepted	DM and all bar staff	No minors served All staff trained Prohibited persons signage in place

## Customer behaviour

Identified risk	Risk level	Risk management actions	Persons responsible	Resources/recording/outcomes
Disorder Fights Assaults Aggression	Medium	Club code of conduct Club rules Early intervention Closing the bar Trespassing of problem members	Executive All bar staff DM Security	Zero tolerance Police or security used Incident book Membership cancelled

## Premises management

Identified risk	Risk level	Risk management actions	Persons responsible	Resources/recording/outcomes
No DM required onsite	Medium	In house policy – more than 20 persons and DM will be onsite	Executive and DM	DM roster and call-out protocol – all staff have knowledge of this
Untrained staff (volunteers)	High	Staff training	Executive and DM	All staff trained in ServeWise as basic minimum
Unauthorised sales	High	Staff training	Executive and DM	All staff trained in the Te Whaut Ora '3 questions' card regarding who can be sold alcohol

# Host Responsibility

Identified risk	Risk level	Risk management actions	Persons responsible	Resources/recording/outcomes
Lack of Host Responsibility Policy (HRP)	Low	HRP produced and displayed	Executive and DM	HRP displayed
Lack of knowledge of Host Responsibility Policy by staff	Medium	Staff trained in HRP and know where it is displayed	Executive and DM	Training completed including ServeWise

# Staff training

Identified risk	Risk level	Risk management actions	Persons responsible	Resources/recording/outcomes
Intoxication	High	Formal training to be undertaken in SCAB measures	Executive, DM and all staff	ServeWise/external providers No intoxicated customers served No intoxication on premises
Minors	High	Staff trained to ask for approved ID	Executive, DM and all staff	ServeWise/external providers No minors served. All patrons who look under 25 asked for ID
Licence conditions	High	Staff to be trained in who they can and cannot sell alcohol to	Executive, DM and all staff	ServeWise/external providers. All staff know the club licence conditions

## Noise management

Identified risk	Risk level	Risk management actions	Persons responsible	Resources/recording/outcomes
Excessive noise	High	Ongoing assessment of noise levels Noise Management Plan if appropriate	DM, staff and executive	Monitor for compliance – no complaints Training on what is acceptable noise levels

## Operational structure

Identified risk	Risk level	Risk management actions	Persons responsible	Resources/recording/outcomes
Absent executive	High	Regular communication and meetings	Executive/Secretary	Minutes to show meetings held and what was discussed
Absent DM	High	In house policy – DM onsite if more than 20 persons onsite	DM and staff	DM roster and call-out protocol – all staff have knowledge

# Agencies and monitoring

Identified risk	Risk level	Risk management actions	Persons responsible	Resources/recording/outcomes
Controlled purchase operation	High	Compliance with Act and licence conditions through training	ALL	No failures or club sales or sales to minors
General monitoring by agencies	Medium	Staff available to engage with agencies	ALL	Good working relationship established with agencies