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| Licence 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)?

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| 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 |
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# Minors

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| 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 |
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| 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 |
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Premises management

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| 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 HPA ‘3 questions’ card regarding who can be sold alcohol |
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| 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 |
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Staff training

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| 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 |
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| 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 |
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Operational structure

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| 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 |
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AL1164-X | OCT 2019

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| 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 |
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