



Clubs Toolkit

Disclaimer

The information contained in this Toolkit is intended as a general guide. While reasonable measures have been taken to ensure that the information is current and accurate as at September 2023, Te Whatu Ora – Health New Zealand cannot accept any liability for any inaccuracy, omission or deficiency in relation to the information. It is not legal advice and you should not rely on anything contained in this Toolkit in any legal proceedings. The information provided does not replace or alter the laws of New Zealand, and you should consult the legislation and obtain your own legal and professional advice as appropriate. Te Whatu Ora will not accept liability for any action taken in reliance on anything contained in this Toolkit.

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Introduction

The purpose of this toolkit is to:

- provide a single location in which to collate important documentation relevant to your alcohol club licence
- take the pressure out of compliance checks by enabling the swift presentation of all necessary documentation to regulatory agencies on request
- act as a quick reference guide for licensees, managers and other staff
- assist with staff training
- provide a prompt when licence renewals are approaching or refresher training is due.

How to use this toolkit

The toolkit is a living document, designed to capture and contain up-to-date information about your premises. We suggest that you:

- familiarise yourself with this toolkit and its contents
- insert documents relating to your premises where prompted
- print off extra copies of blank templates (eg, trespass notices and ID noting forms) from resources.alcohol.org.nz and add to the toolkit as required
- update registers and documentation as necessary
- follow the links to further resources that will assist in the running of your premises
- contact your local regulatory agencies for help with policies, plans and procedures.

This toolkit should form part of the induction process for every club member who volunteers for bar duty. All bar staff should be familiar with the contents and confident in its implementation. This toolkit does not replace the need for in-depth Host Responsibility training.

Legislation

The Sale and Supply of Alcohol Act 2012 (the Act) is the legislation governing New Zealand's alcohol laws. The object of the Act is that:

- the sale, supply and consumption of alcohol should be undertaken safely and responsibly
- the harm caused by excessive or inappropriate consumption of alcohol should be minimised.

The harm caused by the excessive or inappropriate consumption of alcohol includes:

- any crime, damage, death, disease, disorderly behaviour, illness or injury, directly or indirectly caused, or directly or indirectly contributed to, by the excessive or inappropriate consumption of alcohol; and
- any harm to society generally or the community, directly or indirectly caused, or directly or indirectly contributed to, by any crime, damage, death, disease, disorderly behaviour, illness, or injury of a kind described in the paragraph above.

For further information, visit alcohol.org.nz

Regulatory agencies

Several agencies have a statutory role to ensure licensed premises (including clubs) are operating within the law.

These include the:

- Alcohol Regulatory and Licensing Authority (ARLA)
- district licensing committees (DLCs)
- licensing inspectors
- NZ Police
- Medical Officer of Health.

All alcohol licence applications and renewals are investigated by:

- licensing inspectors
- NZ Police
- delegates of the Medical Officer of Health.

Alcohol Regulatory and Licensing Authority

ARLA is the overarching national body set up to govern the Act. The Authority can have up to three District Court Judges (one of whom is the chairperson) and any number of other members. The Authority currently consists of a chairperson (who is a District Court Judge) and three other members. The primary role of ARLA is to:

- determine applications for licences, renewals, variations and Manager's Certificates referred to it by DLCs
- determine appeals arising from decisions of DLCs
- give directions or guidance to DLCs
- determine applications for variation, suspension or cancellation of licences and Manager's Certificates from the Police or a licensing inspector.

District licensing committees

DLCs are situated within local councils. Each council must appoint one or more licensing committees to manage licensing matters within their district. DLCs are responsible for determining:

- licence applications, renewals and variations
- Manager's Certificate applications and renewals
- applications relating to licence suspensions for non-compliance with public health or fire precaution requirements
- applications for variation, suspension or cancellation of special licences, and applications for temporary authority.

Licensing inspectors

Licensing inspectors are appointed by local councils. The inspector looks into the suitability of all licence applicants and applicants for Manager's Certificates; the employment of certified managers; Host Responsibility practices; issues around operating hours; the proposed use; designation of the premises;

and a wide range of environmental issues concerning the club and its premises.

The licensing inspector reviews the reports filed by the Police and the Medical Officer of Health and files a report to the DLC. The licensing inspector monitors licensed premises and licensees' compliance with the Act, and has the authority to issue infringement notices; appear at hearings; and make appeals to ARLA.

NZ Police

Alcohol Harm Prevention Officers receive copies of all Manager's Certificate and licence applications.

Police conduct vetting in a similar way to licensing inspectors but include background checks for suitability of individuals, members of partnerships, and directors and shareholders of the applicant club. Police have the power of entry to any licensed premises at any reasonable time or at any time when they have reasonable grounds to believe an offence against the Act is being committed; the ability to require the closure of premises in some circumstances including cases of rioting, fighting or serious disorder; and the ability to issue an infringement notice to any person alleged to have committed an offence under the Act.

Medical Officer of Health

Delegates of the Medical Officer of Health enquire into all new licence applications and renewals. The Medical Officer of Health is particularly interested in processes or conditions that may minimise harm to the community from the sale and supply of alcohol, and in Host Responsibility practices.

Monitoring and compliance checks

Police, licensing inspectors and delegates of the Medical Officer of Health regularly undertake licensed premises compliance checks to ensure both legal obligations and the conditions of alcohol licences are being met. Keep this toolkit up to date and readily



available for when the regulatory agencies request to see it.

Fire and Emergency New Zealand

Licence applications (including renewals) request information about any approved evacuation schemes for buildings. Fire and Emergency New Zealand (FENZ) may monitor ongoing trial evacuations and training programmes and can offer advice for building evacuation procedures. A FENZ inspector can apply to suspend a licence for non-compliance with fire precaution requirements.

Controlled purchase operations

Controlled purchase operations (CPOs) are a compliance and enforcement initiative targeting the sale and supply of alcohol to minors. The operation involves supervised volunteers (under 18 years of age) attempting to buy alcohol from licensed premises. With clubs, the operation may also include volunteers (who are not club members and not affiliated with another club) attempting to purchase alcohol.

CPOs can happen at any time. If an alcohol sale is made to a volunteer, the manager, licensee and staff member who sold the alcohol are liable to prosecution. As long as bar staff are well trained and your processes for identifying minors are robust, you should not encounter any issues with a CPO.

Local alcohol policies

Any council may have a local alcohol policy (LAP) in relation to the sale, supply and consumption of alcohol within its district. This policy may be more restrictive than the Act. It may restrict licensed premises' operating hours and location as well as providing other conditions. It is important you are aware of what is contained in any local LAP. Contact your licensing inspector to find out more about your LAP.

Alcohol Accords

An Alcohol Accord is a partnership to promote community safety through safer alcohol consumption. Members typically include Police, council, public health, representatives of on-, off- and club-licensed premises, Te Whatu Ora and other interested parties and organisations.

Accords provide a proactive, non-regulatory way of bringing about safer streets, public spaces, parks, neighbourhoods and communities. The key objectives are to promote safe alcohol use and minimise alcohol-related harm. They can result in:

- reductions in crime, disorder and anti-social behaviour
- reductions in alcohol-related harm in the community
- an increase in public confidence regarding safety.

Contact your local licensing inspector for more information.



Insert the following documents under MEMBERSHIPS tab:

- **Membership of any Accord**
- **Membership of any association**



PART A: Club compliance

Licence and official documents

Your licence to supply alcohol is a critical part of your business; therefore, it is important you read and fully understand the document and the conditions of your alcohol licence.

Section 57(2) of the Sale and Supply of Alcohol Act states:

The holder of a club licence must ensure that at all times a copy of the licence, together with a statement of all conditions subject to which it is issued...is displayed attached to the inside of the premises, so as to be easily read by people using the premises.

Special licences

For special events, including club days and hireage of the club facilities, a special licence may be required in order to sell alcohol to the general public. Check with your licensing inspector.

For further information about licences, including applications and renewals, temporary authorities and special licences, contact your local licensing inspector. If your licence is lost or damaged, you may contact the DLC secretary to order a replacement.

Floor plan

An alcohol licence is granted for a defined area. This area is outlined on the premises floor plan submitted with the licence application and approved by the DLC. It is important to remember that alcohol may only be supplied and consumed within the defined area. The floor plan may be requested at the time of a compliance visit.

Administrative requirements for club licences

All proceeds from the sale of alcohol belong to the club.

The holder of a club licence must take all practicable steps to ensure that there is at

all times a secretary of the club. Within 10 working days of the appointment of a new secretary, the secretary of the appropriate district licensing committee is told the name of the new secretary.



Insert the following documents under LICENCE AND OFFICIAL DOCUMENTS tab:

- Copy of alcohol licence
- Floor plan indicating the defined area
- Certificate for Public Use
- Building Warrant of Fitness
- Certificate of Registration
- Commercial use of footpath permit
- Grading Certificate
- Special licences

Certified managers

A Manager's Certificate allows you to manage any licensed premises including those with an on-licence, off-licence, club licence or special licence, unless limited by the DLC or ARLA.

All clubs must appoint a manager or managers. However, unless it is a condition of the licence or local alcohol policy (LAP), clubs do not, by law, have to have a manager on duty at all times (although this is advisable and worth considering). Some LAPs require a duty manager on the premises when there is a specified maximum number of authorised customers onsite.

The duty manager's name must be prominently displayed inside the premises, whether or not the duty manager is onsite. The duty manager is responsible for compliance with the Act and the conditions of the licence, whether they are onsite or not.

Working Men's Clubs must have a duty manager onsite at all times.

If there is no requirement to have a manager on duty, it is strongly recommended that there are measures in place to actively manage the premises at any time the club is operating and to ensure compliance with the Act and the licence.

Where a manager is on duty, that person is ultimately responsible for meeting the obligations of the legislation and the conditions of the club alcohol licence. Neither the president nor any other member of the committee has the authority to overrule any decision made by the manager on duty.

Responsibility of the duty manager

A manager on duty is responsible for ensuring compliance with the:

- Act
- conditions of the licence
- conduct of the premises, with the aim of contributing to the minimisation of alcohol-related harm.

No person under the age of 20 years can be appointed as a manager of licensed premises.

Before applying to the DLC for a Manager's Certificate, you must first complete the Licence Controller Qualification (LCQ).

The qualification is made up of two NZQA unit standards:

- 4646 – Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises
- 16705 – Demonstrate knowledge of Host Responsibility requirements as a duty manager of licensed premises.

For further information go to www.serviceiq.org.nz

Manager's Certificate applications

Contact your licensing inspector for an application form. Details are required of any relevant experience and training as well as other necessary information (eg, criminal convictions). Apply for the certificate in the area in which you work, not the area in which you live (if these are different).

Appointment of acting managers and temporary managers

The Act allows an uncertified person to be appointed as an acting or temporary manager if a holder of a Manager's Certificate is not available. An acting or temporary manager is considered to have the responsibilities of the holder of a Manager's Certificate and can be prosecuted for breaches of the Act just as the holder of a Manager's Certificate can.

An acting manager can be appointed to cover for short-term absences where the manager is ill, absent or on holiday. The acting manager may only be appointed for up to three weeks at any one time and up to six weeks in any 12-month period.

A temporary manager can be appointed where a manager is ill or absent for any reason, or is dismissed or resigns. The person appointed must apply for a Manager's Certificate within two working days. The person may then continue as a temporary manager until the application for a Manager's Certificate is determined.

Notifying changes

A licensee must give notice of the appointment, cancellation or termination of any manager, temporary manager or acting manager, within 48 hours of the appointment, cancellation or termination, to both the licensing inspector and Police (if the temporary manager or acting manager is appointed for 48 consecutive hours or less then no notification is required). A notification form is available through your local council website. Email the notification to the licensing inspector and Police.



Duty managers

If you have just employed a person who already has a Manager's Certificate and you wish them to be a duty manager, you need to complete the New Certificate Holding Manager section of the form. If you end the employment of a certified manager, you must complete the Termination/Cancellation of Manager Appointment section of the form.

Temporary managers

If you want to appoint a staff member as a duty manager and they do not hold a Manager's Certificate, you must complete the Temporary Manager's section of the form. If they do not lodge an application, the licensee must stop using them as a manager. If the application is refused, the licensee must terminate their appointment as manager effective within five working days.

Acting managers

You can appoint an acting manager when the manager is ill, absent or on annual leave for a period of no more than three weeks at any one time, and for a maximum accumulated period of six weeks within a 12-month period. This person does not need to apply for a Manager's Certificate.

Keeping records

A record must be kept of information for each manager (full managers, acting managers and temporary managers) at your premises. The record must be kept for at least two years and must contain the information specified in the regulations. This is in addition to any notice of management change you send the licensing inspector and Police. The licensing inspector or Police can ask to see the MANAGER'S REGISTER at any time.

Renewal of a Manager's Certificate

A new Manager's Certificate expires after 12 months and a renewed certificate expires after three years. It is the responsibility of the applicant to apply for a Renewal Manager's Certificate before the expiry date. Contact your licensing inspector.



Insert the following documents under MANAGER'S CERTIFICATES tab:

- Copies of Manager's Certificates and/or renewals
- Register of certified managers*
- Register of temporary and acting managers*
- Copies of any notifications of management change made under section 231 of the Act

*Template available

Authorised customers

A club licence allows for the sale of alcohol on club premises only to 'authorised customers'. It does not allow for the sale of alcohol to the general public.

An authorised customer is:

- a member of the club; or
- someone who is on the premises at the invitation of, and is with, a member of the club; or



- a member of another club that has reciprocal visiting rights; or
- a guest of a member of a club that has reciprocal visiting rights (this must be a specific condition on your licence; you must request it. See section 60(1)(b) of the Act.

A reciprocal visiting rights agreement is a formal, documented agreement between two clubs. This document must be ratified at a club committee meeting to validate the agreement.

How to confirm someone is an authorised customer

If bar staff do not recognise a customer as a member of the club, or are unsure if they are a current member, they must ask the following questions:

1. Are you a member of this club?
2. Are you a member of another club with reciprocal visiting rights?
3. Are you here as a guest of and accompanied by one of our members?
4. Are you here as a guest of and accompanied by a member of another club?

If a customer cannot answer 'Yes' to any of these questions, they cannot be sold alcohol.

Members of the public are allowed in the club to take part in activities. They can be sold food and non-alcoholic drinks.

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Insert the following documents under *AUTHORISED CUSTOMERS* tab:

- List of affiliated clubs
- Reciprocal rights agreement*
- Systems for verifying authorised customers

*Template available

Verification of membership for alcohol sales

It is important that systems are in place to help staff to verify authorised customers. Guests must come to the bar, where the server will determine whether or not they are legitimate customers. Stickers or stamps are frequently used to show that guests have been verified.

It is strongly recommended that all clubs have membership cards that will clearly prove membership. Some clubs also use membership cards for social members. These provide parents and supporters of young club members with identification to enable them to purchase alcohol at the club.

In order for a guest of an affiliated club member to purchase alcohol, your club must be endorsed under section 60 of the Sale and Supply of Alcohol Act. For further information, speak with your local licensing inspector.

Host Responsibility

Host Responsibility is a set of strategies to help create safer drinking environments. It aims to reduce intoxication and its associated harms by:

- empowering the server of alcohol as well as other appropriate staff to intervene appropriately
- creating an environment where intoxication is not tolerated.

Host Responsibility is based on six key concepts. A responsible host:

- prevents intoxication
- does not serve alcohol to minors
- provides and actively promotes free water, low-alcohol drinks and non-alcoholic alternatives
- provides and actively promotes substantial food
- serves alcohol responsibly or not at all
- arranges safe transport options.

For further information visit resources.alcohol.org.nz

At licensing and renewal times, the licensing inspector, the Police and the Medical Officer of Health will want to see a copy of your Host Responsibility Policy and a plan of how you are going to implement this policy. This is your Host Responsibility Implementation Plan. If regulatory agencies feel there is a heightened risk around a particular premises, an Alcohol Management Plan (AMP) could be a condition of the licence under section 117 of the Act.

Dealing with intoxication

The Act prohibits any licensee or manager from:

- allowing an intoxicated person to enter the premises
- selling or supplying alcohol to an intoxicated person
- allowing a person to become intoxicated

Indicators may include but are not limited to:			
	Sober	Influenced	Intoxicated
Speech	Coherent, clear speech, normal tone/volume, may be talkative.	May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments.	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
Coordination	Coordinated, balanced, standing without help or support.	Slowed or delayed reactions, swagger or occasional staggers or sways.	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand unaided or sit straight.
Appearance	Tidy, clear eyes, alert.	Vacant or blank expression, smell of alcohol on breath, may look untidy.	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
Behaviour	Behaving sensibly but may be more relaxed.	Overly friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.
	Monitor & serve responsibly	Intervene	Deny & remove

- allowing an intoxicated person to be or remain on licensed premises
- allowing disorderly conduct on premises.

The Act states that a person is intoxicated when he or she is observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident:

- Speech is impaired.
- Coordination is impaired.
- Appearance is affected.
- Behaviour is impaired.

Three key strategies should be used to limit or prevent intoxication:

1. Build staff capacity to intervene confidently and expertly.
2. Build customer expectations of an intervention.
3. Create a culture of strong team communication.

For further information refer to the Manager's Guide, available online at resources.alcohol.org.nz

The INTOXICATION ASSESSMENT TOOL outlines a range of indicators within speech, coordination, appearance and behaviour that can indicate whether a customer is sober, influenced or intoxicated. Staff should be familiar with this tool and use it along with the INTOXICATION PREVENTION TOOL to ensure appropriate interventions are made and intoxication is not a problem on your premises.

Both tools can be downloaded or ordered from resources.alcohol.org.nz



Insert the following documents under HOST RESPONSIBILITY tab:

- Copy of your Host Responsibility Policy*
- Copy of your Host Responsibility Implementation Plan*
- Copy of your Alcohol Management Plan*
- Duty manager checklist for start of shift*

*Template available

Place of safety

Intoxicated individuals may be vulnerable targets as well as problematic offenders. Licensed premises must remove intoxicated customers from the premises or manage and supervise them in a 'place of safety' until they can be removed safely from the premises.

The Act does not define a 'place of safety' and licensees should seek advice from the regulatory agencies before designating part of their premises as a place of safety. The expectations of the Police are that it would be a supervised area in which a person could not be served alcohol. It would be a stepping stone to leaving the premises, not a chill out zone where marginal customers can be placed until sober and then allowed back to the bar.

'Places of safety' should be a last resort option, not the first. Your aim is to prevent customers from becoming intoxicated.

No BYO alcohol

The holder of a club licence must ensure that, while the premises are open for the sale or supply of alcohol, no person consumes on the premises any alcohol not sold or supplied on the premises by the licensee.

Dealing with minors

In New Zealand, we have a minimum legal purchase age, which means that under no circumstances can alcohol be sold to a person under 18 years of age (a minor). Your policy for managing minors should be stated clearly in your HOST RESPONSIBILITY POLICY. A range of restrictions also relate to minors being on licensed premises. In some instances, a minor may consume alcohol supplied to them by their parent or legal guardian who is with them.¹

Most club premises are undesignated (have no designation). This means that persons of any age may be in this area. However, no minor may ever purchase alcohol.

Proof of age

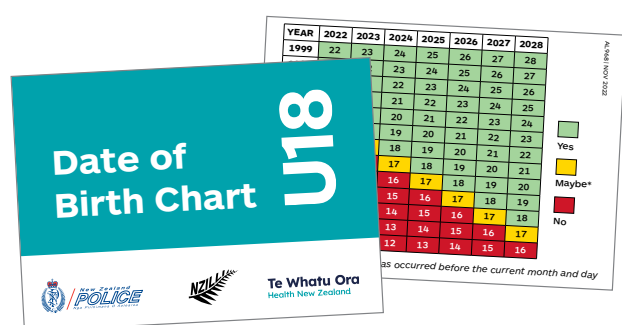
Staff are responsible for establishing proof of age and should ask for identification. The customer must prove they are old enough to buy alcohol or be on a licensed premises. With no proof of age, they should be denied service.

Many premises have a policy of asking for ID if a customer looks under 25 years of age. Ask for ID every time.

¹ 'Parent' means natural, adoptive or foster parent. 'Guardian' means a guardian under the Care of Children Act 2004. A guardian has all the duties, powers, rights and responsibilities that a parent has. A legal guardian is NOT just an older friend, coach or family member. It is a legal status and customers must provide proof of this relationship (ask for the legal documents that prove guardianship).

Only four types of identification are considered acceptable. Each contains a photograph for positive identification. These include a current:

- New Zealand or overseas passport
- New Zealand driver's licence
- Kiwi Access card
- Hospitality NZ 18+ card.



Guide to checking ID

1. Ask to see the customer's ID if they look 25 or under.
2. The customer must remove the ID from their wallet.
3. Check the date of birth (know the cut-off birth date at which you must deny customers access to your premises).
4. DO NOT look at the picture first; look at the picture last.
5. Feel the surface and edges of the card with your thumb, checking for blemishes or tampering.
6. FIRST, while talking to the customer, look for distinguishing features on their face, nose, chin and jaw.
7. SECOND, look at the picture on the card – ensure this has the same features as the face.
8. Shine a torch from behind the photo and the date of birth.
9. If further validation is required, check their signature against the card (get them to sign).
10. Can you PROVE to Police you have ID-ed the customer? (Cameras/Notebook/Stamp)

The biggest mistake bar staff make is to calculate the age incorrectly from the date of

birth provided. You should know today's date and subtract 18 years. Anyone born after that date is under age.

Fake and fraudulent ID

Every effort must be made to prevent the use of fake or fraudulently presented ID to gain illegal entry to licensed premises. Note any incidents of suspected presentation of fraudulent ID in the INCIDENT LOG.

If you are suspicious that ID has been tampered with or is fraudulently presented, follow the steps outlined below:

1. Ask the person if they have another form of identification (in many instances a person will only have one form of fake ID and if they produce another form of ID it may help to verify their identity).
2. If the presented ID has a signature, invite the person who has presented the ID to sign a blank piece of paper and compare the signature to the one on the ID.
3. Record the details of the suspected fake ID and any other ID that may be produced in the INCIDENT LOG. Record the particulars of the person presenting the ID and their next of kin (home address and phone number[s]).
4. Tell the person who has presented the ID that it appears to be fraudulently presented and:
 - note their explanation
 - ask them if they are willing to wait until the Police are contacted to arrive to inspect the ID
 - refuse entry to your club.
5. Wait with the person until Police arrive. If the person will not wait for Police but agrees to abandon the ID, follow the steps below:
 - Record the details of the ID in the INCIDENT LOG.
 - Arrange to drop the ID to the Police Station or Alcohol Harm Prevention Officer.
 - Insist the person obtains an authentic ID before any future entry into the venue and service will be considered.



If the person demands the return of the ID:

- you have no statutory power to seize the ID and you should return it to the person
- make contact with other licensed premises in your area and alert them to the suspected fake or fraudulently presented ID and give them a description of the person
- record the circumstances and person's description and forward to Police (Alcohol Harm Prevention Officer). Note: Do not use force to retain the ID.

If the person presenting the ID leaves the licensed premises, abandoning the document in the possession of yourself or one of your staff members, you must:

- secure the ID (for handover to Police)
- record the time, date and circumstances surrounding the abandonment of the ID for the information of Police and promptly deliver the ID to Police (Alcohol Harm Prevention Officer) for further enquiries.



Substantial food

A reasonable range of food must be made available at all times, at reasonable prices and within a reasonable period of time. Food on display, menus on tables and menu boards can help to ensure the food is actively promoted.

A minimum of three substantial types of food should be available (and this does not mean three types of pie). For further information see the Manager's Guide, available online at resources.alcohol.org.nz, or contact your licensing inspector.

Free water

Water must be freely available at all times and all club licences have to include a condition stating a place or places on the premises where it will be available to customers. It should be chilled, attractively presented and free of charge, with clean drinking vessels provided. A reasonable range of non-alcoholic drinks and low-alcohol drinks (those with 2.5% alcohol or less) must also be made available, at reasonable prices, at all times.

Alcohol promotions

The Act creates offences and penalties for certain irresponsible alcohol promotions or activities. These can result in fines and licence suspensions, have a negative impact on the licence or Manager's Certificate (eg, at renewal), and damage the reputation and prospects of a business.

It is an offence to:

- encourage excessive consumption of alcohol
- promote or advertise discounts on alcohol of 25% or more, anywhere that can be seen or heard from outside the licensed premises
- promote or advertise free alcohol (unless the promotion/advertisement cannot be seen or heard from outside the premises)
- offer goods, services or prizes on condition that alcohol is bought (unless the offer is made on the premises about buying alcohol on the premises)
- promote alcohol in a way that has special appeal to minors.

Code for Advertising and Promotion of Alcohol

All advertising and promotions should also comply with the Advertising Standards Authority's voluntary Code for Advertising and Promotion of Alcohol. This code identifies principles by which the acceptability of alcohol advertising, promotions and sponsorship should be judged.

Alcohol advertising and promotions shall:

- observe a high standard of social responsibility
- be consistent with the need for responsibility and moderation in alcohol consumption
- be directed at adult audiences in both content and placement.

Sponsorship advertisements shall promote the sponsored activity, team or individual. The sponsor may be featured only in a subordinate manner.

Advertising, promotions and sponsorship that are the subject of a complaint may breach these principles and may be referred to the Advertising Standards Complaints Board for a decision.

For further information on appropriate alcohol promotions, see 'National guidance on alcohol promotions' and 'National guidance on remote sales of alcohol' available at resources.alcohol.org.nz

Transport options

Accurate information about the forms of transport available must be readily accessible to customers at all times. Staff must also be readily accessible to provide this information. It is therefore important that you collate this information, keep it updated and make sure staff are aware of transport options available in your area.



*Insert the following documents under **HOST RESPONSIBILITY** tab:*

- Local transport information – taxi, bus, dial a driver, etc.

Staff training

You are required to have a staff training policy in place. This should be outlined in your HOST RESPONSIBILITY IMPLEMENTATION PLAN. Complete the STAFF TRAINING REGISTER at the time staff training is completed. This information may be requested by the Police or a licensing inspector.

It is important that all staff are aware of their legal obligations and their role in reducing alcohol-related harm. Training helps provide staff with clear roles and responsibilities, and models service and interventions that ensure premises meet their legal obligations.

Staff need to know and have access to a list of all affiliated clubs.

It is strongly recommended that all new staff undertake a basic training before selling alcohol behind the bar AND that **all staff complete refresher training at the start of each season.**

ServeWise

ServeWise is a free e-learning tool for bar staff that provides a basic understanding of the Sale and Supply of Alcohol Act. It has a strong focus on intoxication, minors, server intervention and Host Responsibility.



The benefits of having all staff complete ServeWise include:

- increased staff knowledge of legislation and personal liability
- development of practical competencies and interventions
- no cost to you or your staff
- the ability for staff to access and complete the training when it suits them
- increased compliance with the Act.

Staff can access the training at [ServeWise.alcohol.org.nz](https://www.alcohol.org.nz/serve-wise). Certificates of completion can be printed off and copies placed on file in the staff training register.



Insert the following documents under STAFF TRAINING tab:

- Staff training register*
- Copies of staff training certificates
- Licensed club: reminder for staff selling alcohol*

*Template available

Club signage

Every holder of a club licence must display a copy of the licence, showing the conditions, in the interior of the premises where it can be easily read by people entering the premises. The licensee is also required to display, at each principal entrance, a sign where it can be easily read on the exterior of the premises, showing the ordinary hours of business during which the premises are open for the sale of alcohol.

In addition:

- the full name of the manager on duty must be prominently displayed inside the premises where it can be easily read (remember to take it down again when your shift is over)
- your Host Responsibility Policy should be prominently displayed
- the DLC also requires you to display signage including restrictions on the sale of alcohol to minors and the complete prohibition on sales to intoxicated persons.

Signage to be displayed:

- Copy of the licence
- Full name of duty manager
- Host Responsibility Policy
- Ordinary hours of business for sale of alcohol.



Incident recording

Any incident that happens on your premises, whether significant or not, should be recorded in an INCIDENT LOG. Types of incidents that should be recorded include:

- staff interventions with intoxicated customers
- removal of intoxicated customers
- attempted purchase by a minor
- suspected presentation of fraudulent ID
- inappropriate behaviour by customers, fights, accidents, drug use, damage, theft, etc.

When visiting your premises, regulatory agencies will want to see an incident log. This indicates to them that you and your staff are actively managing incidents.



Insert the following documents under INCIDENT RECORDING tab:

- Staff training register*
- Copies of staff training certificates
- Licensed club: reminder for staff selling alcohol*

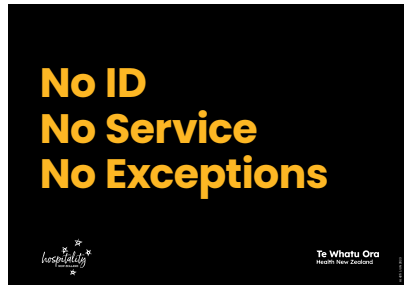
*Template available



Trading hours

The hours of trading stated on your alcohol licence declare the outer parameters of your trading period. Purchases must not be processed after the declared closing time and measures should be taken ahead of this time to ensure all customers are paid up and removed from the premises by closing time.

Resources



Date of Birth Chart

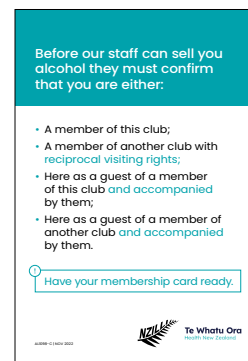
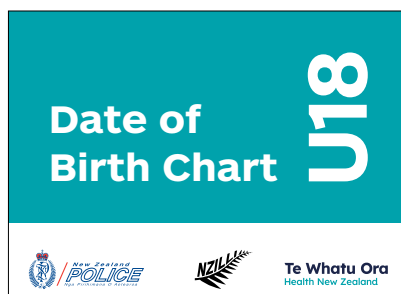
U18

YEAR	2023	2024	2025	2026	2027	2028	2029
2000	22	23	24	25	26	27	28
2001	21	22	23	24	25	26	27
2002	20	21	22	23	24	25	26
2003	19	20	21	22	23	24	25
2004	18	19	20	21	22	23	24
2005	17	18	19	20	21	22	23
2006	16	17	18	19	20	21	22
2007	15	16	17	18	19	20	21
2008	14	15	16	17	18	19	20
2009	13	14	15	16	17	18	19
2010	12	13	14	15	16	17	18
2011	11	12	13	14	15	16	17
2012	10	11	12	13	14	15	16

Legend:
 Yes
 Maybe*
 No

*17 unless a birthday has occurred before the current month and day

Logos: POLICE, Te Whatu Ora, NZIA



Penalties and fines

Serious penalties can be incurred for breaches of the Act. Licensees, managers and bar staff can all be prosecuted. It is essential that all staff understand the requirements of the legislation, and its significance to their job.

Penalties and fines (maximums stated)			
Offence	Section of the Act	Licensee or manager	Bar staff
Irresponsible promotions	237	\$10,000. The licence may also be suspended for up to seven days	\$10,000
Sale of a banned alcohol product	238	\$20,000	\$20,000
Sale or supply of alcohol to minors	239	\$10,000. The licence may also be suspended for up to seven days	\$2,000
	241	\$2,000 (supply to a minor)	\$2,000
Unauthorised sale or supply	247	\$20,000. The licence may also be suspended for up to seven days	
Sale or supply to an intoxicated person	248	\$10,000. The licence may also be suspended for up to seven days	\$2,000
Being intoxicated on duty	250, 251	\$4,000	\$2,000
Allowing intoxication on licensed premises	252	\$5,000	
Allowing disorderly conduct on licensed premises	253	\$10,000	
Sale of spirits in a vessel exceeding 500 ml	254	\$2,000	\$2,000
Allowing a person on licensed premises outside licensing hours	256	\$10,000	
Failure to comply with certain requirements or restrictions	259	\$5,000	
Sale of a prohibited alcohol product	259	\$5,000	
Failure to appoint a manager, have a manager on duty, or notify appointments and terminations	258, 259(1)(a)	\$5,000	
Refusal, or unreasonable delay, of entry to Police/inspector, or refusal to provide Police with particulars or evidence	267(4), 269	\$2,000	\$2,000
Refusal or failure to produce licence or documentation or to provide assistance or information to Police/inspector	267(5)	\$2,000	



Infringement offences			
Offence	Section of the Act	Max fine	Infringement fee
Underage purchase	243	\$2,000	\$250
Manager intoxicated on duty	250	\$4,000	\$500
Employee intoxicated on duty	251	\$2,000	\$500
Spirit sales in vessels over 500 ml	254	\$2,000	\$250
Offences relating to evidence of age documents	257	\$2,000	\$250
Duty manager's full name not prominently displayed	258, 214	\$5,000	\$250
Failure to comply with certain requirements or restrictions	259	\$5,000	\$250
Consumed/possessed or brought alcohol into an alcohol banned area	147 (Local Government Act 2002)		\$250
Failure to display duty manager's name (if a condition of licence)	258(1)(b), 214(3)		\$250

Infringement notices

Where a licensing inspector or Police Officer observes a person committing an infringement offence or has reasonable cause to believe that an infringement offence is being or has been committed by that person, they may issue an infringement notice to that person for an amount not exceeding \$1,000.

Offences for which infringement notices may be issued may be prosecuted through the courts and on being found guilty may incur up to the maximum fine (except for an offence against section 259 – Failure to comply with certain requirements or restrictions imposed by or under this Act – which can only result in an infringement notice).

PART B: People safety

Alcohol harm

Alcohol has become closely linked to sport and is seen in clubrooms, changing rooms, car parks and side-lines. Higher than average levels of risky alcohol consumption and alcohol-related harm occur among people involved in sport. Harm reduction work should be a priority in sports clubs.

Many people view alcohol as a drink that causes no apparent harm. However, even moderate alcohol use carries health and social risks and can lead to injury, drunk-driving offenses, assaults (including sexual assaults), and family violence.

Alcohol is a contributing cause to over 60 different diseases and health conditions and, for almost all, heavier alcohol use means higher risk. These include cancers and conditions affecting the liver, stomach, food pipe, intestines, heart, blood, immune system, nervous system and sex organs. And if pregnant, alcohol also harms the developing baby.

As a server of alcohol you are required under the provisions of the Sale and Supply of Alcohol Act 2012 to minimise the harm caused by the excessive or inappropriate consumption of alcohol. You also have a vital role to play in communicating responsible drinking messages to your members and their guests.

Amenity and good order

At the time of licence renewal, the DLC will consider the effects of your licensed premises on local amenity and good order.

‘Amenity and good order’ is defined in the Act as *“...the extent to which, and ways in which, the locality in which the premises concerned are situated...is pleasant and agreeable”*.

It has a physical, or intangible, component, which may include the character and appearance of a building; proximity to shopping facilities; provision of parking facilities; traffic density

and movements; quality of infrastructure; absence of noise and disorder; and absence of unsightliness or offensive odours. It may also incorporate intangible components such as psychological, social or moral components.

For new licences, the Act specifies that, in deciding whether amenity and good order would be likely to be reduced by more than a minor extent, the following must be taken into account:

- current, and possible future levels, of noise, nuisance and vandalism
- the number of other licensed premises in the area
- compatibility with the current and future use of surrounding properties (other considerations also apply if the DLC’s opinion is that the amenity and good order is already badly affected by existing licences – see section 105[1][i]).

Noise, litter, anti-social behaviour and congestion around licensed premises can detract from amenity and good order and cause concerns for the community. They can also impact on a licensee’s suitability. As a licensee you have a responsibility to prevent anti-social behaviour in and around your premises.

Late trading has a significant effect on the amenity of local residents.

Being a good neighbour

Proactively manage your relationship with your immediate neighbours by providing them with a contact number to call if there are issues requiring attention.

Crime Prevention through Environmental Design

Giving thought to the way you design your premises inside and out can lead to a reduction in criminal opportunity and helps to foster positive social interaction among your members.



Crime Prevention through Environmental Design (CPTED) for licensed premises covers areas such as club bar layout, lighting, ventilation, closed circuit television, entrances and exits. A CPTED SELF-AUDIT will highlight areas needing further attention or improvement.

For further information see resources.alcohol.org.nz



Insert the following under AMENITY AND GOOD ORDER tab:

- Alcohol Management Plan*
- Alcohol Policy*
- Copy of CPTED self-audit*
- Noise management plan*

*Template available

Closed circuit television

Closed circuit television (CCTV) has become cheaper and easier to use. It is particularly useful for observing areas that cannot be easily or naturally observed within and around licensed premises.

CCTV can act as a deterrent to bad behaviour, particularly where members of the public are aware that they are being monitored and that action may be taken against them. If the purpose of installing a CCTV is to deter, then it should be highly visible; if the purpose is to provide intelligence for identification purposes, it should be more discreet.

Staff must understand how to operate the equipment and how to view and download footage. CCTV and other forms of visual recording, including Go Pro cameras and other recording devices, capture images of people, which can be used, stored, manipulated and disseminated. Those who operate the systems need to be aware of how to manage privacy issues. For further information, go to the website of the Privacy Commissioner www.privacy.org.nz and search 'CCTV and privacy'.

Management of serious incidents

NZ Police have provided the following information as a guide on how to manage serious incidents. All staff should be familiar with the process outlined below.

1. Preventing a potentially serious incident by early removal of potential problems is always the preferred course of action. Remember that as a licensee you can close your premises at any stage.
2. In the event of a serious incident you must designate someone to call the Police immediately. Emergency services need to be on the way as soon as possible to prevent any possible escalation.
3. If injury or serious harm has occurred, the injured party should receive medical attention. Preferably in the first instance this will be from a staff member. If it is unsafe to give assistance at the immediate scene, remove the injured person to a safer area.
4. If a weapon is identified (glass, bottle, knife or other implement), this should be secured in the location it was discovered. However, if it is not safe to do so, or there is a chance it might go missing, carefully store it in an area that is safe.
5. Where possible, customers should be separated into those who saw something, and those who say they did not. It is not imperative that staff get this exactly right. The following investigation will determine the accuracy of the statements made by either group.
6. If someone wants to leave, try and dissuade them from doing so. If you cannot persuade people to stay, attempt to get the name and details of the people leaving and verify them where possible. Be aware there is NO legal requirement for bar staff or the licensee to do this. In these circumstances, if possible, try to obtain their facial images on a camera without them knowing. They can be identified during the following investigation.

7. If the scene can be kept clear, you should then apply the following steps to that scene: FREEZE – CONTROL – PRESERVE. It is probable that the scene will be heavily contaminated; in this case, witnesses are possibly far more important evidentially.
8. Once the incident is over, the licensee should be able to provide the full details of the staff present, and what they have been doing in relation to the incident, to the attending Police on their arrival.
9. Finally, as the licensee, it is your responsibility to secure and preserve the video footage of ALL cameras in and around the premises. It will be collected at a later time by the Police.

Banned or trespassed persons

There will be many different reasons why you might want to have someone trespassed from your premises. This may be due to people committing offences on your property, being disorderly, violent or intoxicated, or simply having no right to be there. As the licensee and occupier, you have the right to control access and deny entry to anyone at any time.

How to serve a trespass notice

There is no legal requirement to give a trespass notice in writing. Section 5 of the Trespass Act 1980 says that trespass notices “shall be given to the individual person concerned either orally, or by notice in writing delivered to [the individual concerned] or sent to [the individual concerned] by post in a registered letter at [that person’s] usual place of abode in New Zealand”.

A written document reinforces the situation for the person given the trespass notice, so that they cannot say they did not know of the notice and the requirement to leave and not return. The completed trespass notice can be served by the occupier (licensee) or an agent of the occupier with the occupier’s authority. Once issued, a TRESPASS NOTICE remains in force for 24 months.

Written trespass

If you give a written notice, duplicate the notice and provide one copy to the trespasser and keep one for your records. To serve a notice, you simply hand it to the person concerned. If they refuse to accept it and drop it on the floor, it is still considered served. Keep that copy and note down that the person refused to accept the notice.

Verbal trespass

Taking time to provide a written notice can sometimes aggravate an incident, requiring the person to wait while the written notice is completed. A verbal trespass notice is just as valid as a written notice. If you deliver a trespass notice verbally, record the matter on a trespass notice and record that it was given verbally.

In either case, the person issuing the trespass notice must record their own full personal details, including a contact phone number, on the back of the copy kept with the premises. This is so that at a later date that person can be contacted by the Police if it is necessary to validate the trespass notice.

Action after serving a trespass notice

You are required to give reasonable time for the trespasser to leave. If the person remains in or outside your venue, or is taking unreasonable time to comply, call the Police.

If a person previously trespassed returns at any time after having been given a trespass notice, either written or verbally, they will have committed an offence. Call the Police.

It is advisable that no one representing the licensee (including security staff) should physically attempt to remove the trespasser. Instead the Police should be called.

Keep a TRESPASS REGISTER of the people you have served a trespass notice to, along with a copy of the notices. Try to get the person’s date of birth. This is important for the Police to identify the correct person.

If the person to be trespassed cannot be identified, enquiries should be made in an attempt to identify the person. Record the incident in the INCIDENT LOG. The person may be identified later and still be trespassed.



*Insert the following under **BANNED OR TRESPASSED PERSONS REGISTER** tab:*

- Banned or trespassed persons register*
- Copies of issued trespass notices*

*Template available

Emergency management

As a licensee, under the Health and Safety at Work Act 2015 you are required to have procedures in place to manage emergencies effectively. Staff must be trained in these procedures. Ensure that all staff know about your emergency procedures, including where you keep this information and where emergency equipment is stored.

Licences can be suspended on an application by Fire and Emergency NZ for non-compliance with fire precaution requirements, or the Medical Officer of Health for public health non-compliance.

For further information and a set of simple forms to help identify and manage your emergency procedures, see www.business.govt.nz/worksafe/information-guidance

Fire safety

Fire safety legislation makes it the responsibility of building owners to take fire safety precautions, including having evacuation procedures or schemes.



A registered evacuation scheme is required when:

- the building can hold more than 100 people
- there are more than 10 employees in the entire building
- overnight accommodation is provided for more than five people.

For further information about fire safety requirements and evacuation schemes, contact Fire and Emergency NZ or visit their website www.fireandemergency.nz

Ensure fire wardens and all other staff are trained in fire safety procedures. This training should be recorded in the STAFF TRAINING REGISTER.

- Check daily that all exits are clear and unlocked.
- Make sure staff know how to use the fire extinguishers.
- Make sure staff know how to get people out of the building.



*Insert the following under **EMERGENCY MANAGEMENT** tab:*

- Copy of your emergency procedures
- Staff emergency contact list*
- Copy of evacuation scheme
- Copy of venue floor plan showing all exits, fire equipment, etc.

*Template available



PART C: Templates and forms

1. Memberships
2. Licence and official documents
3. Manager's Certificates
 - Certified Manager's Register
 - Temporary and Acting Manager's Register
4. Authorised customers
 - List of Affiliated Clubs
 - Reciprocal Rights Agreement
5. Host Responsibility
 - Sample Host Responsibility Policy for Clubs
 - Host Responsibility Implementation Plan
 - Duty Manager Start of Shift Checklist
6. Staff training
 - Staff Training Register
7. Incident reporting
 - Incident Log
8. Amenity and good order
 - Alcohol Management Plan
 - Alcohol Policy
 - CPTED Checklist for Clubs
 - Noise Management Plan
9. Banned and trespassed persons
 - Banned or Trespassed Persons Register
 - Trespass Notice
10. Emergency management
 - Staff Emergency Contacts
 - Useful Contacts

Certified managers register

Full legal name	DOB	Sex	Managers Certificate No.	Expiry date	Appointment date	Cancellation/ Termination date	Date DLC & police notified of appointment*

*Specify whether cancellation or termination of appointment

List of Affiliated Clubs

Date	Name of Club	Address	Contact person	Contact number

Reciprocal Rights Agreement (insert club letterhead)

Reciprocal Rights Agreement

This document formalises the reciprocal visiting rights agreement between (insert club name) and (insert partnering club name).

This agreement enables both clubs to abide by the conditions of the Sale and Supply of Alcohol Act 2012 in respect of the conditions of their club licence pertaining to reciprocal visiting rights.

Both parties agree to offer their membership the ability to visit and enjoy the facilities of the partnering club, until such time as this agreement is rescinded.

By signing the agreement, it is acknowledged that members of each club will abide by the rules and constitution of the other club while visiting their facilities.

Club 1.....

Signature.....

Office held.....

Club 2.....

Signature.....

Office held.....

Date

Sample Host Responsibility Policy for Clubs

The management and bar staff of (club name) believe that we have a responsibility to provide an environment that is not only comfortable and welcoming but where alcohol is served responsibly. Because of this the following Host Responsibility Policy has been implemented.

- We encourage water as the first drink post-game.
- We provide and actively promote a good range of food that is 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, low-sugar drinks, soft drinks, tea and coffee).
- Iced water is available free of charge at all times.
- Members and their guests 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.
- 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 passport, NZ driver's licence, Kiwi Access card, or Hospitality NZ 18+ card.
- Our policy is zero tolerance for aggressive, coercive or violent behaviour.
- Alcohol will not be consumed in any area other than the bar, or the area defined in our licence.
- Only alcohol purchased from the bar may be consumed on the premises. No BYO is to be consumed anywhere on this property.
- We promote a range of transport options to get you home safely.
- We encourage people to have a designated driver. We will make the driver's job more attractive by providing a range of alcohol-free drinks free of charge.
- We maintain a training and management policy to give our bar 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.

President.....

Bar manager.....

Secretary.....

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 11 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 members and guests, 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 members and their guests.
4. Reducing the risk of members and their guests becoming intoxicated on the premises.
5. Appropriately and safely dealing with those who require intervention.
6. Identifying a safe place that can be used for the care and protection of an intoxicated person until they can be safely removed from the premises.

4. Staff training

All committee members and bar staff training should receive regular training on your policies and procedures, including your Host Responsibility Implementation Plan. Management should ensure that any new bar staff, 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 committee and bar 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 members and their guests 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. Persons 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 peoples' 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. Members and their guests drinking outside the barriers of the smoking section
8. The regular monitoring of security cameras for incidents and action
9. An injured or unwell member or guest 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 members and their guests.
3. Detail what will be done in the event of staff becoming aware of situations when persons who have been drinking, intend to drive.

11. Incident log

Your incident log can be used to record matters relating to 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).

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? | |

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.

Staff training register

Date	Full name	Training type	Provided by	Staff signature	Licensee signature	Refresher due date

Incident log

Date and time of incident					
Nature of incident (Choose from list)	Inappropriate behaviour		Refusal of member or guest (state reason)	Damage to premises or personal property	
	Assault/fight			Theft of property	
	Accident requiring first aid treatment		Drug use (state drug if known)	Other (state reason)	
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:

Alcohol Management Plan

Licensee name	Trading name – Sporting code	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 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 Whaiti 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

(Name of club) Club Alcohol Policy

Your club alcohol policy outlines club rules around alcohol consumption. The policy sets expectations for behaviour and expresses the club's intolerance to intoxication. The committee needs to work collaboratively to develop the club alcohol policy to ensure it meets the best interests of members and represents the values of the club. (Delete italic print once policy written)

Vision

Insert your club vision

Mission

(Club Name) is committed to **(the mission of your club)**.

Members of this community and this club recognise that the misuse of alcohol constitutes a threat to our mission.

This policy applies to club members, their guests and members of clubs with reciprocal visiting rights, and any affiliated team (whether or not the member is an authorised customer) on club property and facilities, and while engaged in a club activity.

Our rules

Outline your expectations around alcohol purchase, consumption and tolerance.

Things to consider:

- Where alcohol can be purchased
- Where alcohol can and can't be consumed
- The process for authorised customers to purchase and consume alcohol
- The process for those found disregarding the rules
- How alcohol sponsorship will be minimised
- No drugs on premises

- BYO alcohol not permitted
- No disorderly behaviour or intoxication permitted on the premises or when representing the club
- Expectations when representing the club offsite or on tour
- Alcohol vouchers, rewards, awards and prizes not allowed.

Our process

Outline how the club will develop and communicate the policy to members and guests. Things to consider:

- Build messages into general club marketing and advertising
- Post the alcohol policy at the entrance to the club and on the club's website
- State the club's alcohol policy in contracts and newsletters
- Install prominent signage at entry points, in carparks, in change rooms, etc.
- Outline regular review dates for the policy.

President.....

Bar manager.....

Secretary.....

Date

CPTED checklist for Clubs

		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 members and their guests			
	Safe is out of public view			
Internal layout	Premises is laid out so staff can monitor all members and their guests 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 members			
	Sufficient seating is provided			
	Members and guests 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 persons for the premises is displayed and complied with			
Lighting	Internal lighting is suitable			
	Lighting allows bar staff to check IDs etc.			
	Lighting allows staff to monitor members and their guests 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 Clubs 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 members and their guests			
	Outdoor drinking areas are well defined from surrounding external environment			
	Outdoor drinking areas are not overcrowded			
CCTV	CCTV is installed			
	CCTV is positioned to monitor vulnerable areas			
	Members 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			
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 members and their guests			
	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.
- Members 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 members to leave the premises in a quiet and orderly fashion and to respect neighbours. Staff will assist with this as appropriate.
- 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.

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		
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.			
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	1.			
	2.			
	1.			
	2.			
	1.			
	2.			

Useful contacts

Position	Name	DDI	Mobile	email
Licensing Inspectors				
Police, Alcohol Harm Reduction Officers				
Delegates of the Medical Officer of Health				
District Licensing Committee Secretary				
Te Whatu Ora - Health New Zealand, Health Promotion, Regional Manager				

Certified managers register

Full legal name	DOB	Sex	Managers Certificate No.	Expiry date	Appointment date	Cancellation/ Termination date	Date DLC & police notified of appointment*

*Specify whether cancellation or termination of appointment

List of Affiliated Clubs

Date	Name of Club	Address	Contact person	Contact number

Reciprocal Rights Agreement (insert club letterhead)

Reciprocal Rights Agreement

This document formalises the reciprocal visiting rights agreement between (insert club name) and (insert partnering club name).

This agreement enables both clubs to abide by the conditions of the Sale and Supply of Alcohol Act 2012 in respect of the conditions of their club licence pertaining to reciprocal visiting rights.

Both parties agree to offer their membership the ability to visit and enjoy the facilities of the partnering club, until such time as this agreement is rescinded.

By signing the agreement, it is acknowledged that members of each club will abide by the rules and constitution of the other club while visiting their facilities.

Club 1.....

Signature.....

Office held.....

Club 2.....

Signature.....

Office held.....

Date

Incident log

Date and time of incident					
Nature of incident (Choose from list)	Inappropriate behaviour		Refusal of member or guest (state reason)	Damage to premises or personal property	
	Assault/fight			Theft of property	
	Accident requiring first aid treatment		Drug use (state drug if known)	Other (state reason)	
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:

Sample Host Responsibility Policy for Clubs

The management and bar staff of (club name) believe that we have a responsibility to provide an environment that is not only comfortable and welcoming but where alcohol is served responsibly. Because of this the following Host Responsibility Policy has been implemented.

- We encourage water as the first drink post-game.
- We provide and actively promote a good range of food that is 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, low-sugar drinks, soft drinks, tea and coffee).
- Iced water is available free of charge at all times.
- Members and their guests 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.
- 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 passport, NZ driver's licence, Kiwi Access card, or Hospitality NZ 18+ card.
- Our policy is zero tolerance for aggressive, coercive or violent behaviour.
- Alcohol will not be consumed in any area other than the bar, or the area defined in our licence.
- Only alcohol purchased from the bar may be consumed on the premises. No BYO is to be consumed anywhere on this property.
- We promote a range of transport options to get you home safely.
- We encourage people to have a designated driver. We will make the driver's job more attractive by providing a range of alcohol-free drinks free of charge.
- We maintain a training and management policy to give our bar 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.

President.....

Bar manager.....

Secretary.....

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 11 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 members and guests, 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 members and their guests.
4. Reducing the risk of members and their guests becoming intoxicated on the premises.
5. Appropriately and safely dealing with those who require intervention.
6. Identifying a safe place that can be used for the care and protection of an intoxicated person until they can be safely removed from the premises.

4. Staff training

All committee members and bar staff training should receive regular training on your policies and procedures, including your Host Responsibility Implementation Plan. Management should ensure that any new bar staff, 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 committee and bar 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 members and their guests 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. Persons 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 peoples' 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. Members and their guests drinking outside the barriers of the smoking section
8. The regular monitoring of security cameras for incidents and action
9. An injured or unwell member or guest 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 members and their guests.
3. Detail what will be done in the event of staff becoming aware of situations when persons who have been drinking, intend to drive.

11. Incident log

Your incident log can be used to record matters relating to 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).

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? | |

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.

Staff training register

Date	Full name	Training type	Provided by	Staff signature	Licensee signature	Refresher due date

Alcohol Management Plan

Licensee name	Trading name – Sporting code	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 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 Whaiti 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

(Name of club) Club Alcohol Policy

Your club alcohol policy outlines club rules around alcohol consumption. The policy sets expectations for behaviour and expresses the club's intolerance to intoxication. The committee needs to work collaboratively to develop the club alcohol policy to ensure it meets the best interests of members and represents the values of the club. (Delete italic print once policy written)

Vision

Insert your club vision

Mission

(Club Name) is committed to **(the mission of your club)**.

Members of this community and this club recognise that the misuse of alcohol constitutes a threat to our mission.

This policy applies to club members, their guests and members of clubs with reciprocal visiting rights, and any affiliated team (whether or not the member is an authorised customer) on club property and facilities, and while engaged in a club activity.

Our rules

Outline your expectations around alcohol purchase, consumption and tolerance.

Things to consider:

- Where alcohol can be purchased
- Where alcohol can and can't be consumed
- The process for authorised customers to purchase and consume alcohol
- The process for those found disregarding the rules
- How alcohol sponsorship will be minimised
- No drugs on premises

- BYO alcohol not permitted
- No disorderly behaviour or intoxication permitted on the premises or when representing the club
- Expectations when representing the club offsite or on tour
- Alcohol vouchers, rewards, awards and prizes not allowed.

Our process

Outline how the club will develop and communicate the policy to members and guests. Things to consider:

- Build messages into general club marketing and advertising
- Post the alcohol policy at the entrance to the club and on the club's website
- State the club's alcohol policy in contracts and newsletters
- Install prominent signage at entry points, in carparks, in change rooms, etc.
- Outline regular review dates for the policy.

President.....

Bar manager.....

Secretary.....

Date

CPTED checklist for Clubs

		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 members and their guests			
	Safe is out of public view			
Internal layout	Premises is laid out so staff can monitor all members and their guests 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 members			
	Sufficient seating is provided			
	Members and guests 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 persons for the premises is displayed and complied with			
Lighting	Internal lighting is suitable			
	Lighting allows bar staff to check IDs etc.			
	Lighting allows staff to monitor members and their guests 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 Clubs 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 members and their guests			
	Outdoor drinking areas are well defined from surrounding external environment			
	Outdoor drinking areas are not overcrowded			
CCTV	CCTV is installed			
	CCTV is positioned to monitor vulnerable areas			
	Members 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			
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 members and their guests			
	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.
- Members 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 members to leave the premises in a quiet and orderly fashion and to respect neighbours. Staff will assist with this as appropriate.
- 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.

Noise management plan

Possible risk	Level of current risk	Actions to be taken to mitigate the risk (if and when applicable)

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		
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.			
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	1.			
	2.			
	1.			
	2.			
	1.			
	2.			

Useful contacts

[illegible]

Te Whatu Ora/ Health New Zealand

Call: 04 917 0060

Email: enquiries@hpa.org.nz

For help contact the Alcohol Drug Helpline
on **0800 787 797**

To order resources visit **resources.alcohol.org.nz**