

# A Guide to Preparing a Host Responsibility Implementation Plan for Taverns, Hotels, and Bars

## ON LICENCED PREMISES

While the concept of host responsibility is not new, the 1999 amendments to the Sale of Liquor Act incorporated some elements of host responsibility into legislation making them legal requirements.

Host Responsibility Policies are designed to reduce the abuse of alcohol by creating and promoting a safe drinking environment. The key focus is to prevent intoxication and its associated problems. They are a useful tool for the Medical Officer of Health and Police Liquor Licensing Officer when assessing the suitability of applicants to hold a liquor licence.

It is the policy of the Regulatory Agencies (District Licensing Agency, Levin or Foxton Police, MidCentral Health, and Fire Service), that all new on licence applicants and all current licence holders are required to formulate and submit with their application a written Host Responsibility Implementation Plan based on the principles of Host Responsibility, which will be actively used as a standard operating procedure by management and staff.

The Host Responsibility Implementation Plan is in addition to the one page Host Responsibility Policy that is required to be displayed for patrons.

In addition, to the Host Responsibility Implementation Plan the District Licensing Agency can impose conditions relating to:

- the provision and promotion of food
- the sale and supply of low-alcoholic beverages
- the provision of assistance with or information about alternate transport from the premises
- the licensee's steps relating to ensuring compliance with the provisions of the Act relating to minors and intoxicated persons
- any other matter aimed at promoting the reasonable consumption of liquor

Applicants are encouraged to develop an individual Host Responsibility Implementation Plan, rather than adopting a standard format, as this has been found to be more helpful in ensuring a strong sense of ownership of the plan.

Your plan should outline a range of strategies to create a safer drinking environment following the guidelines within this document.

You should address the following 10 headings in your plan adding the steps you will expect your staff to follow (using the guidelines below to assist):

### 1. Intoxication

*A person should be considered to be intoxicated if at the time the person is **observably affected** by alcohol and or other drugs to a sufficient degree that Speech, Coordination, Appearance or Behaviour is clearly impaired. (Note: Speech and Coordination are the most "reliable" indicators. Appearance and Behaviour should "support" the assessment).*

In this section, the plan should set procedures to:

- a) Ensure that the Duty Manager is able to pro-actively manage the patrons, especially during busy periods and is not diverted from this in order to serve behind the bar and carry out other administrative functions.
- b) Identify and refuse entry to intoxicated persons
- c) Identify potential problems amongst patrons
- d) Reduce the risk of patrons becoming intoxicated on the premises
- e) Appropriately and safely deal with patrons who require intervention
- f) Identify a "safe place" that can be used for the care and protection of an intoxicated patron until they can be safely removed from the premises.

### 2. Minors

*It is against the law to serve alcohol on licensed to anyone under 18 years of age unless you are their parent or legal guardian. Depending on your designation it may be illegal for minors to be on all or part of your premise.*

In this section the plan should:

- a) Identify the designation of the premises or parts thereof
- b) Establish the forms of identification to be accepted for verification of age
- c) Set procedures to verify the age of any person appearing to be under 25 years of age
- d) Set procedures relating to the consumption of liquor by a person under 18 years who is accompanied by their parent or lawful guardian.

### 3. Signage

*All licences require:*

- i. *Licence to be displayed at principal entrance*
- ii. *Trading hours to be displayed*
- iii. *Duty Manager's name to be prominently displayed*
- iv. *"Prohibited person signage" to be displayed adjacent to points of sale.*
- v. *Signage about alternative forms of transport*

In this section the manual should specify:

- a) Where signage will be displayed
- b) Who is responsible for ensuring that signage is maintained

#### 4. Food

*It is a standard requirement of all On licences that food must be available for consumption on the premise at all times when the premises are open for the sale of liquor in accordance with the menu submitted with the application for licence or variations of that menu of a similar range and standard.*

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

*Failure to make or have food available renders any sale of liquor "unauthorised" (S.165 - \$20,000)*

In this section you should set out:

- a) Who is responsible to ensure availability of food
- b) Procedures to be followed to ensure appropriate menu items remain available

#### 5. Low and Non-Alcohol Beverages

*It is a condition of all On licences that a reasonable range of non alcohol and low alcohol beverages be available at all times when the premise is open for the sale of liquor.*

*Failure to do so renders any sale of liquor "unauthorised" (S.165 - \$20,000)*

In this section you should set out:

- a) Who is responsible to ensure availability of low alcohol and non-alcohol beverages
- b) Procedures to be followed to ensure low alcohol and non-alcohol beverages remain available

#### 6. Safe Transport

*It is a requirement of all On licences that signs are prominently displayed detailing information regarding alternate forms of transport from the premise.*

In this section, you should:

- a) List the safe transport options available from your premise
- b) Describe how safe transport options will be promoted to patrons
- c) Detail the approach to be taken when staff become aware of situations when patrons who have been drinking and intend to drive.

## 7. Liquor Promotions

*S 154A, Sale of Liquor Act 1989 makes it an offence for a licensee or manager to do anything that is intended or likely to encourage people to consume alcohol to an excessive intent. The maximum penalty for any breach is \$5,000 plus the possibility of licence variation, suspension or cancellation.*

In this section:

- a) Give recognition to and acceptance of the "***National Protocol on Alcohol Promotions***"(available from ALAC)
- b) List the type of promotion your premise run or intend to run and include the reasons for each promotion
- c) Detail the management systems for promotions that will ensure that they do not lead to excessive consumption.

## 8. Security

*Security staff have particular responsibilities and if they lapse in those they can let down the rest of the team. Apart from the steps outlined under the sections 'intoxication' and 'minors', you will need to address the following areas as they are appropriate to the size or type of premises.*

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

- a) Patrons leaving the premises with alcohol in breach of the liquor ban and the on-licence.
- b) The presentation of fraudulent identification.
- c) Spiking of drinks, using or dealing of illegal drugs.
- d) The control of patrons behaviour around the outside of the premises, particularly at closing time
- e) The environment around the premises contains empty bottles (can be used as weapons), vomit, urine etc.
- f) Patrons drinking outside the barriered smoking section.
- g) The regular monitoring of security cameras for incidents and action.
- h) An injured/unwell patron requiring first aid or emergency services.
- i) Excessive noise.
- j) Overcrowding of the premises beyond fire limit numbers.
- k) Fire safety regulations, fire warden duties, and evacuation procedure.

## 9. Safety of Patrons/OSH Requirements

*Some activities on licensed premises - particularly when alcohol is a factor - have the potential for injury to patrons.*

You will need to address the following areas if they are appropriate to the size or type of your premises or activities that are likely to occur.

- a) Detail the steps to be taken to limit risk of injury to patrons or staff during activities, promotions, or events. Relate this to the types of activities that might occur in your premises, e.g., foam parties, slippery dance floor, fall from elevated flooring, patron-initiated spontaneous activities etc.
- b) Detail the steps to be taken in the event of harm to a patron from an activity or another patron.

## 10. Staff Training

*All staff should receive regular training on your policies, procedures and host responsibility. Management should ensure that any new employees or contractors, regardless of their previous experience should receive training, especially covering the conditions of the licence and the contents of the procedure manual before commencing their first shift.*

This section should include:

- a) A statement of intent regarding staff training
- b) Content of initial and on-going training
- c) Frequency and duration of training
- d) Responsibility for organising and conducting training
- e) Methods to ensure attendance
- f) Reference to location and updating of the staff training manual

## 11. Incident and Noting Book

*It is recognised good practice to operate an incident and noting book. While often these books are used to record matter relating to patron behaviour, they may also be used to record monitoring visits from regulatory agencies. These records can be helpful in identifying matters and trends that require further action such as staff training. Duty Manager's prior to commencing their shift should review all entries since their last shift.*

In this section:

- a) List the types of incidents and notings to be recorded
- b) Define who is responsible for recording entries
- c) Define who is responsible for acting upon information recorded

## 12. Fire loading and Fire Safety

In this section you should:

- a) Define who is responsible for ensuring the evacuation scheme is current and operable.
- b) Describe the process and whose responsibility it is for ensuring fire exits remain clear and operable at all times.

In this section you must:

- a) State what the fire loading is for the premises (contact Fire Service to arrange a calculation based on the premises)
- b) Describe how the fire loading number will be displayed in the premises.
- c) The methods that staff will use to control the numbers of patrons exceeding the fire limit.