



Host Responsibility Policy

Template guidelines

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Host Responsibility Policy template guidelines

The following pages contain information to assist you to write your own Host Responsibility Policy.

Do not include this page as part of your Policy.

- The red text is questions you need to answer in your Policy. You can delete this wording from your Policy.
- The black text is a guide to the type of information we are looking for. The information you provide must be specific to your premises.
- The blue text is information particular to your own premises.

Key

* = if relevant/applicable

** = Applicable to Taverns, function centres, nightclubs and adult entertainment premises.

HOST RESPONSIBILITY POLICY

For (“Trading Name”)

The applicant/licensee advises the District Licensing Committee that the following steps will be taken to minimise the harm from alcohol and promote a safe environment:

(for assistance see the Auckland Council web page [“Write a Host Responsibility Policy”](#))

Customers (Club licenses only)

- What steps will you take to ensure that only authorised customers (as set out in section 60 of the Sale and Supply of Alcohol Act 2012) are permitted to consume alcohol?

Minors

- What type of training will you give your staff to ensure that all your staff are trained in their responsibilities under the Sale and Supply of Alcohol Act 2012 in dealing with minors.
 - Who will conduct that training?
 - What records of training will you keep?
- What instructions will you give staff to ensure they identify and proactively deal with minors?
- What strategies will you have in place to deal with minors?
 - Are all staff fully aware of what forms of identification to request from potentially underage minors entering your business?
 - Who will ask them to leave?

Training of our staff will be conducted by holders of [Managers Certificates](#). All new staff will be trained in what to do in dealing with minors who seek to buy or be supplied with alcohol. They will be trained to ask for identification as to age and will be trained that the only acceptable forms of ID are a passport, a New Zealand drivers license, a Kiwi Access Card or an HNZ R18+ card. If staff identify a minor trying to buy or access alcohol, they will call the [Duty Manager](#) to deal with the situation.

To assist staff to work out customers ages, we will have the [Te Whatu Ora/Health Promotion Agency date of birth wallet cards](#).

Staff will receive refresher training on a regular basis [as and when necessary](#) and we will keep records on the premises of the training delivered to each staff member and how staff members have been tested on their knowledge.

Intoxication

- How will you ensure all of your staff are trained in their responsibilities under the sale and supply of Alcohol Act 2012 in **preventing** intoxication?
 - What training will you provide?
 - Who will give it and what instructions will they receive?
 - What record of training will you keep?
- How will you ensure all of your staff are trained in their responsibilities under the sale and supply of Alcohol Act 2012 in **dealing** with intoxicated patrons?
 - What training will you provide?
 - Who will give it and what instructions will they receive?
- What steps will you take to check for intoxication on your premises?
- What strategies will you have in place to deal with potentially intoxicated persons?
 - Will you offer free soft drinks, tea or coffee to them?
 - How will you slow their drinking down?
 - Which staff have the authority to ask patrons to leave?

Training of our staff will be conducted by **holders of Managers Certificates**. All new staff will be trained in what to do in dealing with persons who seem to be exhibiting signs of intoxication. They will be trained to call a **Duty Manager** to deal with the situation. The **Duty Manager** will carry out an assessment of the person using the Speech, Coordination, Appearance and Behaviour criteria. If a person is assessed as intoxicated, they will be removed from the premises if it is safe to do so. **Otherwise, they will be put in a place of safety on the premises until they can safely be removed from the premises.**

Staff will receive refresher training **on a regular basis as and when necessary** and we will keep records on the premises of the training delivered to each staff member and how staff members have been tested on their knowledge.

The Duty Manager and staff will circulate throughout the premises looking for minors and those who are intoxicated or may be approaching intoxication. Our staff will use the Te Whatu Ora/Health Promotion Agency Intoxication Assessment Tool to assess intoxication.

If a person is identified as approaching intoxication, they will be **pointed out to the Duty Manager who will ensure that steps such as offering free non-alcoholic drinks, and refusing to serve any more alcohol, are taken to limit that person's consumption of alcohol.**

Low and non-alcohol options

- How will these alternatives be promoted?
 - Will they be promoted by signage?
 - Will they be featured in the beverage menu?
 - Or both?

We will list our low and non-alcohol beverages on **our drinks menu** and ensure that all staff are aware of the options available.

Food

- How will you promote the availability of food or meals on your premises?
- How will you ensure that staff are aware of the food options (menu) available at all times?

We will have **signage / menus** visible to customers of the food / meals we have available. Staff will be reminded at **the start of their shift** of the food / meals available that day.

Managers

- What will you do to ensure you have enough managers to cover the hours of business you are open?

We will always have appointed enough certificated, acting or temporary managers to cover the hours we are trading.

Safe alternative transport options

- How will you ensure that there is readily available to customers free, comprehensive and accurate information about the forms of transport from the premises that are available at any given time?
- The information should be available in a readable format, either by way of a poster, a brochure or hand-out that patrons can look at themselves and work out the information that relates to them.
- How do you ensure all staff are aware of the information on transport?

We will have a poster in an easily readable place, or we will have hand-outs available setting out the phone numbers of local taxi companies and other locally available forms of transport.

We will also provide patrons access to a telephone to call a taxi if they don't have a telephone.

All new staff are made aware of the local transport options available and we update the staff on any changes. Staff will provide that information to customers on request.

Safe drinking environment

- What will you do to maintain a safe environment in your premises? Depending on your type of business this may include:
 - ****Promptly clearing empty bottles and glasses**
 - **Not tolerating disorderly or offensive behaviour**
 - ****Regularly checking that the toilet facilities are clean and safe.**

****We will regularly clear empty bottles and glasses from patrons tables.**

We will not tolerate disorderly or offensive behaviour.

****We will regularly check that the toilet facilities are clean, safe and free of drug-taking and intoxication.**

Amenity and Good Order

- What will you do to be a good neighbour? This would include:
 - being mindful of the need to manage noise so as not to disturb neighbours
 - reminding customers using outdoor areas to be considerate of neighbours
 - making sure bottles are not emptied into outside rubbish bins at a time that could annoy neighbours.
- What will you do to ensure your business contributes to the amenity and good order of your locality?
 - For example, keeping the exterior of your premises clean and tidy and free from graffiti.

*We will have signs in our outside areas reminding customers to be considerate of our neighbours and we will manage the noise from our premises so that it does not exceed Unitary Plan levels.

We will not empty bottles into outside rubbish bins at a time that could annoy neighbours.

We will ensure that the immediate exterior of our premises is free from rubbish and graffiti.

Alcohol Promotions

- What commitment can you give the Committee if running alcohol promotions?

We will not run promotions that encourage the rapid or excessive consumption of alcohol.

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