



**Host  
responsibility  
policy  
template**



Trading name

9 October 2024, Version 1.0



# Your trading name

**This policy must be specific to your business. Change the words below so that it matches how you run your business.**

**For assistance, see the Auckland Council webpage: [Write a Host Responsibility Policy](#).**

We will take the following steps to minimise the harm from alcohol and promote a safe environment.

## Preventing intoxication

- We will promote food, low or non-alcohol options, water, or slow or stop alcohol service, to anyone who appears to be approaching intoxication.
- The Duty Manager and staff will circulate throughout the premises looking for people who are intoxicated or may be approaching intoxication.
- The Duty Manager will deal with intoxicated people.

## Not serving alcohol to minors

- All new staff will be trained in what to do in dealing with minors who try to purchase or get alcohol.
- Staff will be trained that the only acceptable forms of ID are: Any passport, a New Zealand driver licence, a Kiwi Access Card or an HNZ R18+ card.
- If staff find a minor trying to buy or get alcohol, they will get the Duty Manager to deal with the situation.
- The Duty Manager will deal with asking minors to leave, if needed.

## Providing and actively promoting low and non-alcohol

- We will have our low and non-alcohol beverages **on our drinks menu and/or visible in our drinks fridge** and ensure that all staff are aware of the options available.

# Providing and actively promoting substantial food

- We will have menus prominently displayed to customers of the substantial food/meals we have available.
- We will **regularly remind staff** of the substantial food/meals available.

# Actively managing the premises and serving alcohol responsibly

- We will always have a certified, acting, or temporary manager on duty when alcohol is being sold, supplied or consumed.
- We will manage noise from our premises so that it does not unreasonably disturb the area.
- We will not empty bottles into outside rubbish bins at a time that could disturb neighbours.
- **(For bars, karaoke bars, etc.)** We will not tolerate disorderly or offensive behaviour and ask anyone who does this to leave.
- **(For bars, karaoke bars, etc.)** We will regularly check that the toilet facilities are clean, safe and free of drug-taking and intoxication.

# Arranging safe transport options

- We will provide patrons access to a phone to call a taxi if needed.
- All staff are aware of the local transport options available.
- Staff will provide information on transport options to customers.

