

PREPARING A HOST RESPONSIBILITY IMPLEMENTATION PLAN

A Quick Reference Guide

An initiative of the Healthy Populations Group of the Hawke's Bay District Health Board.

Introduction

This 12-step guide takes you through the components of a Host Responsibility Implementation Plan. You may be required to develop an Implementation Plan as part of your licence application. We encourage you to develop a customised Host Responsibility Implementation Plan, rather than use a standard template, as this ensures a stronger sense of ownership of the Plan.

Your Plan should outline the strategies your premises will use to create a safer drinking environment. Follow the step-by-step guide in this document.

We can offer you support to develop your Plan and are happy to meet with you to discuss how we can help (see our contact details on the third page).

The Host Responsibility Plan is in addition to the one page Host Responsibility Policy. All premises are required to display their Host Responsibility Policy for patrons to view.

Use the following headings in your Plan and include the relevant details below each.

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 when the premise is open for the sale of liquor.

Free drinking water must also be easily available.

Low alcohol drinks are considered to be no more than 2.5% alcohol.

In this section you should set out:

- a) Who is responsible for ensuring availability of low alcohol and non-alcoholic beverages
- b) Procedures to follow to ensure low alcohol and non-alcoholic beverages remain available
- c) Details of promotions, signage and display unit placement of these beverages.

2. Food

A range of snack foods needs to be available at all times alcohol is served. This must include at least three types of substantial food eg, pies, nachos, pizza, sausage rolls. The food must be reasonably priced and be ready in a reasonable amount of time. Make sure any food is prepared and handled safely.

It is not acceptable to claim that items have “run out” unless they have been replaced by a similar item.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, nuts, pretzels, and chocolate are snacks and are not considered substantial foods.

In this section you should set out:

- a) Who is responsible for ensuring availability of food
- b) Procedures to follow to ensure appropriate menu items remain available
- c) Details of how food will be promoted (eg, staff give out menus or promote when drinks are ordered).

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.*

In this section of the plan set out your procedures for:

- a) How the Duty Manager will pro-actively manage patrons, especially during busy periods ensuring they are not diverted from this in order to serve behind the bar and carry out other administrative functions
- b) Identifying and refusing entry to intoxicated persons
- c) Identifying potential problems amongst patrons
- d) Reducing the risk of patrons becoming intoxicated on the premises
- e) Appropriately and safely dealing with patrons who require intervention
- f) Identifying 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.

4. Staff training

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

This section of your plan should include:

- a) A statement of intent about 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 of ensuring attendance
- f) 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 patrons to your premise (eg, quiz nights, DJ, karaoke, pool/darts competition).

List these extra activities in your plan.

6. Minors

It is illegal to supply alcohol to someone under the age of 18 unless:

i. The person supplying the alcohol is the parent or legal guardian^[1] and the alcohol is supplied in a responsible manner,^[2] or

ii. The person supplying the alcohol has the express consent^[3] of the young person's parent or legal guardian and the alcohol is supplied in a responsible manner.

In this section the plan should:

- a) Establish the forms of identification you will accept to verify age
- b) Set out the procedures for verifying the age of any person appearing to be under 25
- c) Set out the procedures relating to the consumption of alcohol by a person under 18 years who is either accompanied or not accompanied by their parent or legal guardian
- d) Describe how you will confirm the express consent of a parent or legal guardian for a young person who is not accompanied by their parent or legal guardian, who is supplied alcohol by someone 18 years or older.

7. Signage

All licences require a premise to display the following:

i. Their licence, at the principal entrance

ii. Their trading hours

iii. The Duty Manager's name

iv. "Prohibited person signage", adjacent to points of sale

v. Signage about alternative forms of transport.

In this section your plan should specify:

- a) Where the various signage will be displayed
- b) 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 to an excessive intent.

In this section:

- a) List the type(s) of promotion your premise runs or intend to run and include the reasons for each promotion. Check they will comply against Section 154A of the Sale and Supply of Alcohol Act 2012
- b) Detail the management systems for promotions to ensure they do not lead to excessive alcohol consumption.

[1] A person is only considered a minor's legal guardian if he/she is recognised as a guardian under the Care of Children Act 2004.

[2] A person supplying alcohol to anyone under 18 must do so in a 'responsible' manner (ie, under supervision, with food, with a choice of low alcohol and non-alcoholic drinks, with safe transport options in place).

[3] 'Express consent' means a personal conversation, an email, or a text message that you have good reason to believe is genuine.

9. Security

Security staff have particular responsibilities. A lapse in these can let down the rest of the team. Apart from the steps outlined in the sections on 'intoxication' (Section 3) and 'minors' (Section 6), you will need to address the following areas appropriate to the size or type of your premise.

In this section detail who is responsible (ie, the licensee/manager/security) and the steps that will be taken to prevent or react to the following:

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

10. Safe transport

It is a requirement that you promote transport options. There should be signs prominently displayed detailing information about alternative 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 what will be done in the event of staff becoming aware of situations when patrons who have been drinking, intend to drive.

11. Incident and noting book

It is good practice to operate an incident and noting book. Often these books are used to record matters relating to patron behaviour, however they can also be used to record 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 book prior to commencing their shift.

In this section of your plan:

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

Example entry log: Date, Time, Incident, Action taken, By whom

12. Banned and/or trespassed person

Your plan should include details about the options available if you need to ban or trespass a person (eg, issuing a trespass order).
