

RESPONSIBLE SERVICE OF ALCOHOL POLICY

POLICY – OBJECTIVES

The Hornsby RSL Club RSA policy has two clear objectives -

1. To maintain and strive for the highest standards of Responsible Service of Alcohol, ensuring patron welfare and safety are of paramount concern.
2. Operate within the guidelines and legislation imposed by the various governing bodies, such as the Office of Liquor, Gaming & Racing, NSW Police, Liquor Act & Registered Clubs Act.

POLICY – STRATEGIES

The two objectives stated above are achieved by the implementation of the following strategies -

GENERAL -

- All staff have RSA Certificates
- Free water is available at all bars.
- Shooters are not served at this Club.
- After midnight, the Club (and any other nights at Duty Managers discretion) will not serve jugs or double nips and the Club will impose a limit of four drinks per person.
- The Club encourages designated drivers and serves free soft drinks to these drivers.
- All alcohol promotions that result in customers receiving scratch cards have been limited to 3 vouchers per person per day.
- All alcohol promotions that result in customers receiving a discount have been limited to a discount of 25% of the full price.
- All alcohol promotions have been limited to a maximum duration period of 3 hours and no alcohol promotions will take place past 9pm each night.
- Major events in showroom e.g. boxing nights, two up on Anzac day, rock concerts and other major sporting events result in the club using only plastic cups in that area and no glass is allowed into that room for the duration of the event.
- All staff are trained in identifying persons nearing intoxication and have been trained that when a person has been refused service they are to notify a Manager or security to ensure that the refused person is monitored and that all care has been taken to ensure that the person leaves the Club in an appropriate and safe manner.
- A critical element of the Club's RSA policy is to ensure its continued participation in our local liquor accord and maintain regular consultation with the local community and Police regarding the safety of the Club premises.

SECURITY

- Senior Management attends regular Liquor Accord meetings and shares any relevant details with Managers.

- The Club has a security guard employed every night to ensure that patrons leave our Club in a quiet manner to ensure that our neighbours are not disturbed.
- Our neighbours have been informed that if they have any issues relating to the Club at any hour of trading they can contact the Duty Manager and they will endeavour to resolve the issue.
- On busy nights (Fri and Sat) the Club employs additional security to cater for the increase in visitors. At present the Club employs seven (7) security guards on a Friday night. (Our busiest night).
- When the Club has major events, shows or promotions security requirements are assessed and increased.
- Club's digital CCTV network covers all patron accessible areas and majority of back of house areas. This also includes behind bar areas looking out into the customer areas. Clubs cameras total 115.
- The Club maintains an electronic reporting system (Risk Manager) that allows all incidents, accidents, etc to be recorded, stored and retrieved.
- The Club follows a "One punch = Expulsion" policy as a deterrent for violent behaviour within the Club. This sends a clear message of zero-tolerance policy to violence as often no-one takes responsibility for whom took the first punch.

TRANSPORT

- The club provides a courtesy bus service from Wednesday to Saturday inclusive commencing at 17.30 and is available for all members and their guests.
- A secure taxi cab voucher system is operational from the front foyer with taxis being able to collect visitors from the front foyer of the Club.
- The Club has a multi level car park adjacent to its premises as well as numerous parking spaces at the rear of the building. A security guard monitors these areas from 21.00 to close of trade.

RIGHTS and RESPONSIBILITIES

- The Chief Executive Officer, managers, employees and security staff have a statutory responsibility to ensure that patrons do not become intoxicated on the Club premises and to prevent such patrons from entering or remaining on Club premises.
- The Chief Executive Officer, managers, employees and security staff have the right to ask an intoxicated person to leave Club premises; and have the right to refuse to serve alcohol to any person suspected of being intoxicated or becoming intoxicated; and
- Have the right to deny entry into the Club's premises, to a person who is intoxicated or becoming intoxicated.
- If asked to leave the club premises, patrons have a statutory responsibility (section 77 of the Liquor Act) to comply with such direction. Failure to leave may result in

management contacting a Police Officer for assistance which will potentially lead to a court attendance and a \$550 fine.

- If a person has been refused admission or has been asked to leave the Club premises, the person must not re-enter or attempt to re-enter the Club within twenty four (24) hours of being refused admission or being asked to leave. They must also move more than 50 meters away from Club premises and not re-enter the 50 meter vicinity of the Club premises within 6 hours. Breaching these laws may result in a \$550.00 fine.

BREACH OF POLICY

The Club has an obligation to consistently apply and enforce this policy. Likewise, staff must comply with this policy.

Any employee that breaches this policy shall be subject to counseling and/or disciplinary action which *may* include termination of employment.

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Colin Bourke – President
January 2011.

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Mario Machado – Chief Executive Officer.