



CHRISTCHURCH

CASINO

RESPONSIBLE SERVICE OF ALCOHOL POLICY
CHRISTCHURCH CASINOS LIMITED

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Introduction

Approval

Effective date: 1 November 2007

Revised Date: May 2014

Brett Anderson
Chief Executive Officer

Introduction

The Christchurch Casino Responsible Service of Alcohol Policy is developed as our response to the requirements of the Sale and Supply of Alcohol Act 2012 and is guided by the six key principals of Host Responsibility (Health Promotion Agency, 2014) in licensed premises. Our policy is designed to ensure customers and employees enjoy an environment that is safe, responsible and regulated.

Sale and Supply of Alcohol Act 2012 requirements

The Sale and Supply of Alcohol Act, sections 237, 244, 245, 248, 249 and 253 requires the holder of a liquor licence to:

- Promote alcohol responsibly
 - Prohibit access to minors¹
 - Prohibit the sale or supply of liquor to an intoxicated person
 - Serve responsibly by not allowing customers to become intoxicated
 - Prohibit an intoxicated person from entering our premises
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Objectives

The objective of the Sale and Supply of Alcohol Act is that:

The sale, supply and consumption of alcohol should be undertaken safely and responsibly; and the harm caused by the excessive or inappropriate consumption of alcohol should be minimised.

Our objectives are:

- To prevent intoxication
 - To serve and manage alcohol responsibly
 - To provide and actively promote substantial food options as well as low and non-alcoholic beverage alternatives
 - To promote and market in a way that doesn't encourage excessive alcohol consumption
 - To prevent minors from entering our premises
 - To prevent intoxicated persons from entering or remaining on our premises
 - To promote and arrange safe transport options
 - To provide Responsible Service of Alcohol training for all employees
 - To work with the community, regulators, industry and other external agencies to contribute to a reduction in alcohol related harm
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Definitions

Alcohol

Means a substance that is, or contains, a fermented, distilled, or spirituous liquor; and at 20°C is found on analysis to contain 1.15% or more ethanol by volume; or that is a frozen liquid, or a mixture of a frozen liquid and another substance or substances; and is alcohol (within the meaning of paragraph (a)) when completely thawed to 20°C; or that, whatever its form, is found on analysis to contain 1.15% or more ethanol by weight in a form that can be assimilated by people.

Intoxication

The Sale and Supply of Alcohol Act defines 'intoxication' as follows; intoxicated means observably affected by alcohol, other drugs, or other substances (or a combination of 2 or all of those things) to such a degree that 2 or more of the following are evident:

- (a) appearance is affected:
- (b) behaviour is impaired:
- (c) co-ordination is impaired:
- (d) speech is impaired

¹ The Sale and Supply of Alcohol Act deems a minor as under the age of 18 years for our purposes minors are under the age of 20 years in line with the Gambling Act 2003

Six Key Concepts of Host Responsibility

1. Intoxication

Preventing intoxication is one of the most important responsibilities as a licensee. Identifying problems early will help to prevent the onset of intoxication.

Signs of Intoxication

The following behaviours are indicators that a person may be under the influence of alcohol or drugs:

- A noticeable change in behaviour
- Becoming loud and boisterous, using offensive language suddenly, slurring or tripping over words, sudden mood switch to bad-tempered or aggressive
- Lack of judgement
- Being careless with money, buying drinks for strangers, complaining about the strength of drinks, and annoying other customers
- Clumsiness
- Spilling drinks, having difficulty picking up change or trouble removing articles from purse or wallet
- Loss of coordination
- Swaying and staggering, having difficulty in walking straight, bumping into furniture and other customers
- Decreased alertness
- Delays in responding to questions, drowsiness, not hearing or understanding others, tired or asleep in the bar

Policy

- 1.1. It will ensure intoxicated customers do not enter or remain on the premises
 - 1.2. It will ensure employees intervene appropriately to prevent possible problems arising from excessive alcohol consumption
 - 1.3. No person who appears intoxicated will be served or sold alcohol, allowed to gamble or be allowed to remain on the premises. The decision by any employee to withhold service for a specific time cannot be revoked or overruled by another
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2. Responsible Service

Christchurch Casino is committed to serving and managing alcohol responsibly.

Policy

- 2.1. It will provide the sale of alcoholic beverages in a responsible manner, including monitoring and control of alcohol consumption
 - 2.2. At all times, when alcohol is being sold or supplied to members of the public, there will be a manager or managers on duty who hold current Managers Certificates under the Sale and Supply of Alcohol Act 2012
 - 2.3. Customers may not bring alcoholic beverages onto the premises where beverage service is provided, unless prior approval has been given
 - 2.4. Customers contracting to use any meeting room, banquet or out-catering facilities must agree to abide by the Christchurch Casino Responsible Service of Alcohol policy and procedures
 - 2.5. When appropriate, Christchurch Casino will control the hours of service and locations from which beverages are sold
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3. Food & Beverage Alternatives

Food and low alcoholic beverages add to a great experience. It encourages customers to stay longer, provides extra revenue and helps avoid problems.

Policy

- 3.1. It will actively display and promote substantial food options and encourage customers to eat while consuming alcohol, menus will be made available during operational hours
 - 3.2. Low and non alcoholic beverages will be made available and actively promoted during all operational hours
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Six Key Concepts of Host Responsibility, continued

4. *Promotions*

Christchurch Casino is committed to promoting and marketing alcohol responsibly.

Policy

- 4.1. It will promote responsibly and in a way that doesn't encourage excessive alcohol consumption
 - 4.2. All alcohol related marketing and promotions need to be communicated and discussed with the Host Responsibility Manager
 - 4.3. Where concerns are raised by third parties Christchurch Casino will investigate and where appropriate take immediate action
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5. *Minors and Intoxicated Persons*

Minors and intoxicated persons trying to enter our premises put themselves and those around them at risk.

Policy

- 5.1. Minors and intoxicated persons will not be allowed to enter Christchurch Casino premises
 - 5.2. When appropriate, any customer at any time may be asked for verification of identity and proof of age. If such identification cannot be produced, that customer may be asked to leave the premises. The following types of current identification are acceptable:
 - New Zealand passport
 - Overseas passport
 - New Zealand driver's licence
 - HANZ 18+ photo ID card
 - 5.3. If a minor or intoxicated person is found on the premises, they will be asked to leave immediately, (subject to any required processes for dealing with minors under the Gambling Act 2003, if applicable) and notification needs to be forwarded to the Host Responsibility Manager
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6. *Transport*

As a responsible host you are required to help customers with access to transport alternatives and minimise the risk of them consuming alcohol and then driving.

Policy

- 6.1. It will promote the use of alternative transport including buses, taxis and hire-a-driver schemes
 - 6.2. It will ensure signs with taxi and dial-a-driver numbers are clearly visible
 - 6.3. It will make available to customers a phone to contact alternative transport
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Learning and Development

7. *Responsible Service of Alcohol Training*

Christchurch Casino is committed to providing all employees with the tools necessary to create a safe environment and serve alcohol responsibly.

Policy

- 7.1. All employees, temporary and contract staff will receive an overview of the Responsible Service of Alcohol policy during induction as part of the Host Responsibility training programme, including recognition of excessive alcohol consumption behaviours
 - 7.2. It will maintain an effective Responsible Service of Alcohol training programme to train and inform relevant employees on the responsible sale and supply of alcohol which must be completed within one month of commencing employment
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Drinking & Drugs

8. Drink spiking

Introduction

Customers who combine alcohol with other drugs can become intoxicated much faster than they would otherwise. It can also magnify the effects, making them more unpredictable than if they had just drunk alcohol.

Drink spiking is generally seen as having occurred when a substance has been covertly placed in a person's drink in order to sedate or incapacitate a person's inhibitions.

Christchurch Casino does not tolerate this behaviour under any circumstances.

Signs of drink spiking

Customers who:

- Appear intoxicated in a short amount of time
- Complain of dizziness or queasiness/nausea
- Appear drowsy, confused, disoriented or lose consciousness
- Demonstrate wild behaviour, lack of self-control or increased confidence
- Have problems with co-ordination or partial paralysis

Policy

- 8.1. Customer care is paramount; Christchurch Casino will take all steps to ensure customer safety and provide appropriate care including; transport home, contacting emergency services and or family or friends
 - 8.2. Any customer making a drink spiking claim will be taken seriously and will be thoroughly investigated by Christchurch Casino
 - 8.3. Police will be notified of every case as soon as practicable
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Emergencies

9. Customer Care

Policy

- 9.1 If anyone collapses and is unconscious, from alcohol, drugs or a combination – or for any other reason, Christchurch Casino will call an ambulance immediately (Ring 111).
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