



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.

