



HOST RESPONSIBILITY FOR AUCKLAND BRIDGE CLUB INC

The Auckland Bridge Club Inc. advises the District Licensing Committee that the following steps are being taken to minimise the harm from alcohol and promote a safe environment

FOR MEMBERS & THEIR GUESTS

The steps we take to ensure that only authorised customers (as set out in section 60 of the Sale and Supply of Alcohol Act 2012) are permitted to consume alcohol.

MINORS

Minors are not typically present on the premises, as the average age of our members is 71.5 years. Despite this, it is essential to acknowledge our responsibility and confirm we will not to serve minors alcoholic beverages on-site.

Our Duty Managers undergo training to request identification and are well-versed in recognising acceptable forms of identification: NZ driver's licence, Hospitality New Zealand 18+ or Kiwi Access card, or passport.

If necessary Duty Managers, The Club Manager, and Officers of the Club (President, Treasurer) may ask and enforce minors leave the premises. This will be done safely as detailed within this policy document for others.

INTOXICATION

- Customers who are **visibly intoxicated will not be served alcohol**, will be asked to leave the premises, and will be encouraged to take advantage of safe transport options which our staff will help arrange.
- **Training** of our staff will be conducted by holders of Managers Certificates. All new staff are trained in what to do when dealing with persons who seem to be exhibiting signs of intoxication. They are trained to call a Duty Manager or the Club Manager to deal with the situation.
- The Duty Manager will carry out an assessment of the person using the Speech, Coordination, Appearance and Behaviour criteria. If a person is assessed as intoxicated, they will be removed from the premises if it is safe to do so. Otherwise, they will be put in a place of safety on the premises until they can be safely removed from the premises.
The area designated to keep people safe is between the bridge room and the toilets for both men's and women's.
- **Staff** will receive refresher training on a regular basis as and when necessary and we will keep records on the premises - kept in the Toolkit folder - of the training delivered to each staff member and how staff members have been tested on their knowledge. This applies to temporary Managers as no one else is permitted to open the bar. A Duty Manager will supervise the training of a Temporary Manager in the unlikely situation that none of our 3 duty managers are available.
- **The Duty Manager and staff** will circulate throughout the premises looking for minors and those who are intoxicated or may be approaching intoxication. Our staff will use the Te Whatu Ora/Health Promotion Intoxication Assessment Tool to assess intoxication
- **If a person is identified** as approaching intoxication, they will be identified to the Duty Manager who will ensure that steps such as offering free non-alcoholic drinks, and refusing to serve any more alcohol are then to limit that persons consumption of alcohol

LOW & NON ALCOHOL OPTIONS

- We provide and actively promote a range of **low-alcohol and non-alcoholic** drinks, including low-alcohol beer 2.5% and zero alcohol beer, fruit juices, soft drinks, tea, coffee and hot chocolate
- 2 chilled **water dispensers** are available self-help, free of charge, at all times with plenty of glasses
- These options are promoted on the beverage menu displayed in the bar area

FOOD

- **We provide** and actively promote the food available for sale at all times
- Payment is by charging the members account, eftpos or cash
- **Menus** are visible at the Bar and the Club Kitchen
 - We have available to purchase
 - mince & cheese, or steak & cheese pies
 - bacon & egg pies
 - toasted sandwiches, with 2 or 3 fillings
 - spaghetti with cheese of half a toasted burger bun

DUTY MANAGERS

The bar operates during specific limited hours, typically following bridge sessions or tournaments, ensuring that duty managers adhere to designated timeframes. Adequate certified, interim, or temporary managers are always available to oversee the trading hours effectively.

Usually, the bar operates on:

- Tuesday and Wednesday evenings (for one hour each)
- Friday afternoons (for one hour)
- Post-tournament until the conclusion of prizegiving (for one to two hours)

Our Duty Managers undergo training for their License Controller Qualification through the New Zealand Food & Wine organisation. This rigorous programme covers the responsibilities outlined in the Sale and Supply of Alcohol Act, focusing on interactions with minors and individuals exhibiting signs of intoxication. Verification of age is conducted by sighting NZ driver's licence, Hospitality New Zealand 18+ or Kiwi Access card, or passport.

We maintain records of Duty Managers' Qualification certificates for reference.

Additionally, we include an intoxication assessment tool within this policy, with copies available at the bar and kitchen.

The responsibility of removing a member or their guest falls upon Duty Managers, Club Officers, and the Club Manager in situations necessitating such action.

AMENITY AND GOOD ORDER

- **Maintaining AKBC's positive reputation** within the community and with neighbouring residents is paramount. Given that our club is bordered by residential areas to the south and west, we prioritise minimizing noise levels and endeavor to minimise any disruptions to our neighbours and the surrounding vicinity.
- **Background music** is selectively played at a volume conducive to comfortable conversation without the need for raised voices, typically set at a level akin to a lobby ambiance.
- **To enhance safety measures**, CityGuard security services are engaged to conduct regular visits to the club throughout the week and remain on-call for any emergent situations.
- **A professional cleaning company** is enlisted to uphold impeccable standards of restroom cleanliness, ensure timely and discreet disposal of waste including recycling, and maintain a neat and orderly environment in preparation for subsequent bridge sessions.

ALCOHOL PROMOTIONS

The Auckland Bridge Club does not promote a drinking culture, or run alcohol promotions, and we do not have alcohol suppliers sponsor the club or tournaments. The bar service we provide is only to give a social aspect for club members and is not our primary revenue driver.

SAFE ALTERNATIVE TRANSPORT OPTIONS

We promote a range of **transport** options to get you home safely. We make sure all of these services are well promoted - displayed prominently

- These include
 - **sober friend** present may be able to offer a lift home
 - **Taxi** service, we use **0800 789-789** and staff can phone for you (or use our phone)
 - **Uber** service if the person has that set in their cellphone
 - **AT Buses** (regular and right outside the gate at #273 Remuera Road)
 - **Remuera Train Station** is 12-mins walk which we can give directions for
- We encourage people to have a **designated driver**. We can phone their nominated person to come and collect them if required

SAFE DRINKING ENVIRONMENT

The Auckland Bridge Club prioritizes the provision of a secure drinking environment, adhering to regulations designed to safeguard the health and safety of all individuals, including staff and temporary bar managers.

- **Upholding** a strict zero-tolerance policy towards offensive or inappropriate behavior, irrespective of alcohol service, is paramount. A committee of three oversees the resolution of any misconduct, in alignment with the Club's Conduct & Etiquette guidelines.
- **Regular inspections** by staff ensure the cleanliness and safety of restrooms, tables free of glassware and debris, and chairs positioned to facilitate swift evacuation in case of emergencies.
- **Staff members** receive training in basic medical assistance, complemented by insights from a Hato St Johns representative on providing initial care until emergency services arrive.
- The presence of a **defibrillator on-site** and the proximity of the Remuera fire department, just a brief 2-minute walk away, further enhance safety measures.

Our Club effectively manages members and their guests through HelloClub software. This system meticulously records bridge players at the club, encompassing members, their guests, and visitors from other clubs, offering visibility into bar service utilization at any given time.

We pride ourselves on being responsible hosts.

Kim Bond

Kim Michelle Bond
Club Manager - Auckland Bridge Club Inc



Intoxication assessment tool

Indicators may include but are not limited to:

	Sober	Influenced	Intoxicated
Speech	Coherent, clear speech, normal tone/volume, may be talkative.	May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments.	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
Coordination	Coordinated, balanced, standing without help or support.	Slowed or delayed reactions, swagger or occasional staggers or sways.	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand unaided or sit straight.
Appearance	Tidy, clear eyes, alert.	Vacant or blank expression, smell of alcohol on breath, may look untidy.	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
Behaviour	Behaving sensibly but may be more relaxed.	Overly friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.
	Monitor & serve responsibly	Intervene	Deny & remove

Intoxication definition

INTOXICATED means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident: (a) appearance is affected; (b) behaviour is impaired; (c) coordination is impaired; (d) speech is impaired.

