

C.ex Group Responsible Service of Alcohol Policy



Responsible Service of Alcohol refers to the service, consumption and promotion of alcoholic products in a manner that minimises the potential harm that may be caused by alcohol consumption to individuals, their families and the community generally.

1. The C.ex Group recognises that it is against the law to serve any person to intoxication.
2. The C.ex Group recognises that it is against the law to serve or supply alcohol to any person under the age of 18.
3. The C.ex group recognises that it is against the law to allow intoxicated, disruptive or violent behaviour to occur on the premises.
4. Additionally the C.ex Group seeks to ensure that no harm comes to patrons as a result of our service of alcohol.

The C.ex Group of Clubs strive to foster responsible service of alcohol practices amongst patrons and staff. This is achieved by implementing and maintaining various harm minimisation and consumer protection measures as outlined in this policy.

C.ex Group RSA Mission Statement

To properly conduct alcohol related services in a lawful and socially responsible manner, having regard to potential harm and community concerns about alcohol consumption.

Participation in a Liquor Accord

The C.ex Group is an active member of the Coffs Harbour Liquor Accord.

Responsible Service of Alcohol - Policies and Measures

The C.ex Group of Clubs have adopted the following policies and measures to fulfil its stated RSA commitment:

- C.ex Group offers a range of drinks on premises. These include a range of non-alcoholic beverages.
- C.ex Group discourages excessive drinking “shots”. Straight drinks of spirits/liquors will be served at the managers/supervisors discretion.
- Iced water is provided on a complimentary basis on request.
- Free water dispensers are available near alcohol service areas
- C.ex Group seeks to create an environment that discourages drunken, disruptive or violent behaviour.
- C.ex Group does not seek to encourage rapid or excessive consumption of alcohol through pricing.
- Low alcohol beers and non-alcoholic beverages are stocked and promoted.
- Staff have been acquainted with this House Policy and training to implement it.
- The Club displays all legally required RSA signs.
- The provision for monthly compliance audits to ensure all necessary RSA signage is available.
- C.ex Group actively implements the conditions as outlined in the Coffs Harbour Liquor Accord Terms.

UNDER AGE DRINKING

- C.ex Group has surveillance procedures designed to detect under age persons seeking to enter the premises.
- If a staff member believes that a person, who is ordering or being supplied alcohol, is under 18 years of age, they will politely request proof of age (Passport, RTA Photo Card or Photo Drivers Licence).
- If the person is less than 18 years of age, or refused to produce identification, staff will refuse service and request the Service Manager on duty to ask person to leave Club Premises.

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- An incident log is maintained in a risk manager program, to record all instances of under age entry or attempted entry.
- An authorized incident register is maintained for all incidents after 12 midnight where applicable.

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DISRUPTIVE, VIOLENT OR INTOXICATED BEHAVIOUR

- C.ex Group does not allow intoxicated persons to enter Club premises.
- If a staff member becomes aware that a person's behaviour is becoming disruptive or violent they will notify the Service Manager on Duty.
- If the unacceptable behaviour does not cease the Service Manager on duty will require the person(s) to leave Club premises.
- As a last resort Police will be called to remove person(s).

DRIVING WITH ILLEGAL BLOOD ALCOHOL CONCENTRATION

C.ex Group Staff members will actively seek to discourage persons who appear to have a blood alcohol concentration higher than the legal limit from driving. The Club offers a number of services designed to discourage drinking and driving. These services include: Making of alternative transport arrangements, courtesy bus facilities and the holding of car keys in a safe place.

REFUSAL OF SERVICE

- If a staff member feels that a patron has become intoxicated they will be asked to leave.
- If such patrons fail to leave the Police will be called and patrons may be fined.
- The Service Manager on duty will determine whether or not service should be refused.
- If service is refused the Service Manager on duty will politely explain to the patron(s) that the Club cannot legally serve alcohol to the point of intoxication.

Intoxicated Members or Guests will be informed that further service of alcohol is illegal, contravenes responsible service of alcohol principles, the C.ex Groups commitment to these principles and could jeopardise the Club's Liquor License.

All staff have been informed about this policy on responsible service of alcohol and adequately trained to support this policy. The C.ex Group actively seeks to publicise and promote its position on Responsible Service Practice.

EXCLUDED PERSONS

- Are required by law to move more than 50 meters away from the premises.
- Excluded persons cannot return to the venue for at least 24 hours.
- Excluded persons are not permitted to return to the vicinity within 6 hours.
- If an excluded person fails to comply they are committing an offence and police can take action.

EXPECTATION OF MEMBERS, GUESTS AND VISITORS TO THE CLUB

- Treat all staff with respect.
- Abide by the House Policies.
- At all times obey the law, and conduct themselves in an orderly and appropriate way.
- Respect the local amenity particularly when arriving and departing from the area.
- Not arrive unduly intoxicated into the area - entry and service will be refused.
- Immediately leave the premise when required.
- Accept refusal of service and refusal of entry.
- Cooperate with the Police and the local Community to improve local outcomes.

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