



Responsible Service of Alcohol Policy

Overview

The Responsible Service of Alcohol (“**RSA**”) is paramount for legal, health and community reasons. The community is now far more aware and less tolerant of the serious social problems that are associated with the irresponsible consumption of alcohol and the results of this on people’s behaviour and wellbeing.

As a consequence of these reasons, the service of alcohol has become a highly regulated activity within the Club industry, and the Eastern Suburbs Leagues Club Ltd (“the **Club**”) RSA Policy details the measures that are in place to ensure that the responsible service of alcohol environment is maintained at all times across all the related companies within the Club’s corporate group.

Whilst the Club RSA policy primarily provides the framework and standards required of the Club’s staff to ensure the Club is meeting and exceeding its compliance obligations in order to provide a best practice environment with respect to the service of alcohol, the Club’s patrons must also be aware of their responsibilities that are also contained within this policy and Club By-Laws.

The Club commitment

The Club is committed to its patrons being able to enjoy the Club’s facilities whilst they are enjoying a drink. The Club is further committed to meeting its compliance obligations (governed by the legislative authorities listed within the “Legal responsibility” section) and providing an environment that:

- minimises harm associated with misuse and abuse of alcohol (including harm arising from violence and other anti-social behaviour);
- encourages responsible attitudes and practices towards the promotion, sale, supply, service and consumption of alcohol;
- ensures that the sale, supply and consumption of alcohol contributes to, and does not detract from, the amenity of community life;
- maintains legal bar trading hours;
- displays necessary signage;
- does not condone undesirable promotion of liquor;
- prevents underage (minor) drinking;

- has free drinking water available at all times to patrons and provides non-alcoholic drinks and low alcohol beer options;
- ensures food is available where alcohol is sold or served;
- discourages drunken, disruptive, violent or anti-social behaviour;
- encourages safe transport alternatives such as a courtesy bus;
- does not impact on the quiet and good order of our neighbourhoods.

The Club constantly monitors its compliance with the various authorities and legislative requirements pertaining to RSA, and regularly conducts self-audits designed by Liquor & Gaming. Further, the Club is partnered with Betsafe who provide an alcohol counselling service to the Club and our patrons. The Betsafe 24-hour hotline number which **is 1800 BETSAFE (1800 238 723)**.

Legal responsibilities

The Club acknowledges, observes and complies with the requirements of the relevant legislation and guidelines including:

- The Liquor Act 2007 and Liquor Regulations 2018;
- Liquor Promotion Guidelines;
- Alcohol Beverages Advertising Code;
- Intoxication Identification Guidelines;
- Guidelines for the Prevention of Intoxication on Licensed Premises;
- Standards and directions of the Independent Liquor and Gaming Authority;
- Local Liquor Accord;
- Local Council;
- the Club's liquor licence.

Staff responsibilities

All staff involved in the service of alcohol (and relevant Management staff) must hold a current recognised RSA certification and ensure that their Competency Card is on their person at all times whilst working in designated areas. In exceptional circumstances, staff who have misplaced their Competency Card, must instead seek permission from their supervisor to carry their phone on their person with a digital version of their license. Digital licenses can be accessed by securely signing in to the Services NSW App. In all other circumstances, phones must remain in staff lockers at all times. The only occasion when neither a Competency Card or the digital license is required to be carried on their person is when the staff member is only in possession of an Interim Certificate. In this situation, the Human Resources Department must be provided with a copy of the Interim Certificate. The Human Resources Department maintains a centralised register of all staff RSA certifications and will shortly be able to alert staff through the staff People & Performance portal when their RSA Competency Card is soon to expire. However, it is the staff members responsibility to ensure their RSA Competency Card is up to date and also their responsibility for any related fees. No staff member will be permitted to work their normal

shift (and may be subject to disciplinary action) if either their RSA Competency Card has expired or they fail to adhere to the above requirements.

Staff will undergo RSA training and refresher courses on a regular basis as appropriate. These courses will be coordinated by the Human Resources Department who will also accommodate roster changes if necessary.

Detailed staff responsibilities pertaining to the Club's RSA procedures are contained within the **Standard Operating Procedures** (updated July 2018) and all staff are required to fully read and understand these procedures as they relate to each staff members classification of employment.

It is unlawful for a licensee or staff member to sell or supply liquor to an intoxicated person on licensed premises. Therefore, it is fundamental that staff can determine if a patron is intoxicated or not. A person is defined as intoxicated if:

- (a) the person's speech, balance, co-ordination or behaviour is noticeably affected; and
- (b) it is reasonable in the circumstances to believe that the affected speech, balance co-ordination or behaviour is the result of the consumption of alcohol.

Staff must ensure that patrons do not become intoxicated and take reasonable steps to prevent intoxication on the Club premises. Intoxicated persons must be brought to the attention of the Duty Manager/Supervisor and then removed from the Club premises immediately or refused entry into the Club premises.

Also core to the RSA principles are that minors (persons under 18 years of age) are not to be sold or served alcoholic beverages or to consume alcoholic beverages. It is important to note that a minor is permitted to pass through a bar area as is reasonably necessary in order to gain access to a non-restricted area of the Club that they can lawfully enter, as long as accompanied by a responsible adult. If a staff member suspects that a person is under the age of 18 years upon entering the Club or within a bar area, the staff member must request either of the following forms of identification: Proof of Age Card, Driver's Licence, NSW Photo Card, Keypass Identity Card or Passport. Liquor & Gaming has produced the Australian ID Checking Guide to help staff in recognising fake or altered identification.

Staff must also be alert for unattended minors in carparks and around the Club premises and report any such incidents immediately to the Duty Manager/Supervisor and remain with the unattended minor.

Staff must report any suspicious activities to a Duty Manager or directly to the WHS Risk and Compliance Manager.

Patron responsibilities

Patrons are required to behave responsibly, adhere and agree to the By-Laws of the Club, and to also fully cooperate with the Club to ensure that the Club fully complies with its legal RSA requirements.

Patrons are prohibited from supplying or attempting to supply alcohol to persons under the age of 18 years.

Patrons are responsible for managing their consumption of alcohol. Patrons who are reasonably considered to be intoxicated or displaying unacceptable behaviour either on arrival at the Club or within the Club, must immediately leave (and not linger) the Club upon request of a staff member or security staff and obey the following legal requirements:

- the patron must leave the vicinity of the Club by moving more than 50 metres away from the Club premises; and
- the patron must not re-enter or attempt to re-enter the Club within 24 hours and must not re-enter the 50 metres vicinity within 6 hours of the exclusion from the Club.

Self-exclusion

Self-exclusion is available to any patron who wants to exclude from the Club due to a problem with their consumption of alcohol. Duty managers are available to assist patrons with self-exclusion and any such request by a patron to a member of staff must be immediately referred to the Duty Manager. Counselling support will be provided by the Club through the Betsafe on the 24-hour hotline number which is 1800 BETSAFE (1800 238 723).

Involuntary exclusions

The Club operates an involuntary exclusion program in the case where the Club believes a patron has a serious dependency on alcohol and fails to self-exclude, or the patron is acting in a manner which would place the Club or the patron in breach of any applicable laws or harm minimisation guidelines. In the instance where the Club becomes aware that a patron or their family is likely to suffer harm as a consequence of a patron's alcohol dependency, the Club will act in an appropriate and responsible manner.

Issue Date	November 2018
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Staff use only

Further Information	Human Resources Department
Policy Changes	To be approved by the Group CEO
Review Date	November 2020

I, _____ (print full name), acknowledge that I have read and understood the guidelines outlined in this Responsible Service of Alcohol Policy and agree to accept these guidelines as a condition of my employment at the Club and return this declaration to the Human Resources Department.

Signature

Date