



Social Responsibility Policy

Template guidelines

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Social Responsibility Policy template guidelines

The following pages contain information to assist you to write your own Social Responsibility Policy.

Do not include this page as part of your Policy.

- The red text is questions you need to answer in your Policy. You can delete this wording from your Policy.
- The black text is a guide to the type of information we are looking for. The information you provide must be specific to your premises.
- The blue text is information particular to your own premises.

Key

* = if relevant/applicable

SOCIAL RESPONSIBILITY POLICY

For (“Trading Name”)

The applicant/licensee advises the District Licensing Committee that the following steps will be taken to minimise the harm from alcohol:

(for assistance see the Auckland Council web page [“Write a Social Responsibility Policy”](#))

Minors

- What type of training will you give your staff to ensure that all your staff are trained in their responsibilities under the Sale and Supply of Alcohol Act 2012 in dealing with minors.
 - Who will conduct that training?
 - How often will you give them refresher training?
 - What records of training will you keep?
- What instructions will you give staff to ensure they identify and proactively deal with minors?
- What strategies will you have in place to deal with minors?
 - Are all staff fully aware of what forms of identification to request from potentially underage minors entering your business?
 - Who will ask them to leave?

Training our staff will be conducted by holders of [Managers Certificates](#). All new staff will be trained in what to do in dealing with minors who seek to buy or be supplied with alcohol. They will be trained to ask for identification as to age and will be trained that the only acceptable forms of ID are a passport, a New Zealand driver's license, a Kiwi Access Card or an HNZ R18+ card. If staff identify a minor trying to buy or access alcohol, they will call the [Duty Manager](#) to deal with the situation.

To assist staff to work out customers ages, we will have the [Te Whatu Ora/Health Promotion Agency date of birth wallet cards](#).

[We will not sell to anyone in school uniform or to anyone who is part of a group including minors.](#)

Staff will receive refresher training on a regular basis [as and when necessary](#) and we will keep records on the premises of the training delivered to each staff member and how staff members have been tested on their knowledge.

Intoxication

- How will you ensure all of your staff are trained in their responsibilities under the sale and supply of Alcohol Act 2012 in identifying and dealing with intoxicated patrons.
 - What training will you provide?
 - Who will give it and what instructions will they receive?

Training of our staff will be conducted by [holders of Managers Certificates](#). All new staff will be trained in what to do in dealing with persons who seem to exhibiting signs of intoxication. They will be trained to call a [Duty 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. Our staff will use the [Te Whatu Ora/Health Promotion Agency](#), Intoxication Assessment Tool to assess intoxication. If a person is assessed as intoxicated, they will be removed from the premises if it is safe to do so.

Staff will receive refresher training [on a regular basis as and when necessary](#) and we will keep records on the premises of the training delivered to each staff member and how staff members have been tested on their knowledge.

Managers

- What will you do to ensure you have enough managers to cover the hours of business you are open?

We will always have appointed enough certificated, acting or temporary managers to cover the hours we are trading.

Amenity and Good Order

- What will you do to ensure your business contributes to the amenity and good order of your locality? For example, keeping the exterior of your premises clean and tidy and free from graffiti.
- *What will you do to ensure that customers do not drink in your carpark?
- *What will you do to remind customers that the area surrounding your store is in an alcohol ban area?

We will ensure that the immediate exterior of our premises is free from rubbish and graffiti.

*We will not allow customers to drink in our carpark.

*We will have a sign visible to customers exiting our store reminding them that we are in an alcohol ban area.

***Remote Sales**

- What reasonable steps will you take to ensure that the buyer and receiver of remotely bought alcohol are both 18 years and older?

In the case of internet sales or sales via social media, we will have a tick box to enter the site and one at the checkout to declare that the buyer and the receiver is/are 18 years or over. The wording will be “Please confirm that you are aged 18 years or over and that the receiver of the alcohol purchased is also aged 18 years or over”.

Alcohol Promotions

- What commitment can you give the Committee if running alcohol promotions?

We will not run promotions anywhere, apart from inside our premises or on our own website, that:

- Lead people to believe (or likely to lead people to believe) that alcohol will be sold at a discount of 25 per cent or more, or
- Offers any goods or services or the opportunity to win a prize, on the condition that alcohol is purchased – this includes offering free delivery.

We will not run promotions that encourage the rapid or excessive consumption of alcohol.

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