

## MERRYLANDS RSL CLUB RESPONSIBLE SERVICE OF ALCOHOL POLICY

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Merrylands RSL Club is committed to, and actively practices safe and Responsible Service of Alcohol [RSA] as required by the Liquor Act 2007 in the interest of not only patrons but also the broader community. To that end, the Club is an active and progressive participant of the Local Liquor Accord and is committed to working proactively and effectively with local police and other regulatory agencies in meeting its RSA obligations.

All Club staff receives training above industry standards and is committed to the tactful refusal of service to all customers who are unduly intoxicated and/or disorderly, whilst visiting the Club. Merrylands RSL has a policy to serve patrons in a responsible, friendly, and professional manner. We encourage patrons to drink alcohol in moderation and to avoid drink driving at all times.

### Merrylands RSL Club staff will:

- Not sell or supply liquor to an intoxicated person
- Assist patrons in the decision to drink responsibly and in moderation
- Not allow intoxicated persons entry to the Club
- Not permit intoxication or patrons behaving in a violent, offensive or loud and unruly manner on or around the Club premises
- Where a patron is showing noticeable signs of intoxication, refuse service to the patron, ask the patron to leave the premises and contact police if a patron fails to leave the premises.
- Not sell or supply alcohol to any person under 18 years of age
- Ensure no harm comes to patrons resulting from our service of alcohol
- Ensure customers safety upon being asked to leave the venue [taxi other transport arranged]
- Determine whether to provide non-alcoholic beverages to customers approaching unacceptable levels of intoxication and who are behaving responsibly.
- Ensure the promotions and advertising of liquor on the premises occurs in a responsible manner.

### To ensure the Responsible Service of Alcohol the Club has adopted the following policies and procedures:

- Accreditation of all senior management, supervisors, service staff, and security officers in responsible service of alcohol by qualified trainers and provision of regular refresher training to ensure high levels of competence to ensure compliance to legislation and policy.
- The Club offers on the premises a range of non-alcoholic and low alcoholic drinks, we will not serve more than two nips of spirits in one glass.
- Staff will monitor patrons to identify their impending state of intoxication to determine whether the Club continues to serve the patron alcohol, management may assist in those deliberations.
- Where Club refuses further service of alcohol, staff will politely explain to the patron/s concerned of the Clubs legislative obligations not to serve alcohol to the point of patron's intoxication.