

NSW MANAGEMENT STRATEGIES

Management strategies

Coles Liquor considers that mitigation of alcohol harm is most effective when collaboration occurs between the licence regulators, licensees, Police, local Government and health professionals. Operational strategies to limit the risks associated with the Proposed Premises are outlined below.

Proposed hours of operation

- The store hours of operation will reflect the approved trading hours on the liquor licence.
- Trading hours may be reduced during low trading periods.

Staffing

The store will ensure experienced personnel are available at all times of operation, comprising of full-time, part time and casual team members. Team member numbers will increase during peak trading periods such as public holidays. All personnel will have extensive product knowledge gained from formal training, information received from Coles Liquor and dealings with suppliers. All team members will be trained in responsible service of alcohol procedures.

Security

A CCTV system will be installed within the Proposed Premises. The store has been designed having regard to the Crime Prevention through Design Guidelines.

Operational practices

Coles Liquor operates over 900 outlets across Australia under the brand names of Liquorland, Vintage Cellars, First Choice Liquor Superstore, First Choice Liquor Market and Spirit Hotels. Coles Liquor has detailed management practices which draw upon experience in a variety of locations.

Coles Liquor's House Policy for responsible service of alcohol is provided in the Licensing Folder. All team members will be trained in responsible service of alcohol procedures. In addition, all team members will receive training in trading restrictions, dealing with underage customers, secondary supply to minors, and restrictions on drinking at the premises (ie. product tasting), signage and advertising policy.

The Liquor Regulations and Coles Liquor operational procedures require that:

- There is to be no sale of alcohol to people under the age of 18 years or to persons known or suspected of buying it to give to a person under the age of 18 years;
- Coles Liquor team members will ask for proof of age if the customer looks under the age of 25 years;
- Drunk or disorderly persons shall not be permitted on the premises;
- There will be no gambling on the premises;
- No liquor is to be consumed on the Proposed Premises, with the exception of authorised product tastings; and
- Coles Liquor must adhere to the provisions of relevant legislation including the Liquor Act, Liquor regulations and the Australian Consumer Law.

Implementation of the operational procedures

Management at the Proposed Premises will:

- Ensure that all team members are familiar with liquor licensing legislation, industry codes of practice and their obligations and responsibilities under them;
- Ensure that all team members are familiar with the conditions of the licence and any trading or other restrictions which may be imposed by the Liquor Regulation 2018;
- Ensure that all team members complete a certified Responsible Service of Alcohol course and the principles of responsible service of alcohol are implemented at the premises;
- Ensure all team members have read the Coles Liquor Licensing and Safe Trading Booklet and

completed the Liquor & Tobacco Acknowledgement module to ensure they are aware of their licensing responsibilities;

- Implement procedures described in Coles Liquor's House Policy; and
- Ensure appropriate and required signage is displayed at the premises.

Management will ensure that young team members are not left alone in order to minimise the potential of them being intimidated by customers.

Continual application of harm minimisation procedures

Harm minimisation is a primary object of the Liquor Act 2007 and the licensee and team members are required to hold a recognised Responsible Service of Alcohol Certificate.

Management at the Proposed Premises will aim to ensure the effectiveness of harm minimisation procedures. That is, in addition to satisfying all statutory obligations, management will use their ability to influence the impact of the Proposed Premises and adopt a proactive role in minimising the risk of harm from the sale of alcohol. In this regard, diligence in all aspects of the operation of the Proposed Premises and a commitment to determining, as far as possible, the end user of alcohol purchased at the Proposed Premises, will be a significant advantage. In addition, management will stay informed about alcohol related problems in the local community including any incidence of public drinking, places frequented by groups of young people, particularly where alcohol is involved, types of drinks most popular with young people, incidents of anti-social behaviour where alcohol is involved and actions by Government authorities and community groups in the local community to address alcohol related issues.

Record and monitor incidents

Management at the Proposed Premises will record the details of any incidents of violent, threatening or offensive behaviour. Any such incidents will be reported to the Police. Management will also record any incidents of minors attempting to purchase alcohol, suspected secondary supply to minors, refused sales to intoxicated persons, and complaints made by members of the public. Such incidents will be recorded in an "incident register" which is to be kept on the premises at all times in a location known to all team members. The incident register will be available for Police inspection upon request. Management will review entries in the incident register on a regular basis with a view to identifying any apparent trends or persons involved in incidents on a recurring basis.

Establish a close working relationship with local Police

Management will maintain relations with the local Police through their involvement in Local Liquor Accords. Management will contact local Police in the event of any incidents occurring at the Proposed Premises or in the immediate surrounds.

Establish links within the local community

Management at the Proposed Premises will work to develop links with key organisations and individuals in the local area. Such links will assist management to be kept informed about community events and issues. Support for local community groups will be made available whenever possible. Management at the Proposed Premises will contribute to community projects through its participation in the Local Liquor Accord.

Active participation in the Local Liquor Accord

Upon commencement of trading at the Proposed Premises, Management will seek out membership to the Local Liquor Accord. Management will undertake to attend meetings of the Accord on a regular basis and to actively assist the Accord implement its work program and strategies.

Display of drink driving educational material

Management will assist Council and RMS by displaying at all times, any available educational material aimed at drink driving. Management will consult with the RMS and Council to identify appropriate materials.

HOUSE POLICY FOR THE RESPONSIBLE SERVICE OF ALCOHOL

Liquorland supports the object of harm minimisation, that is, the minimisation of harm associated with the misuse and abuse of liquor (such as harm arising from violence and other anti-social behaviour).

This House Policy details responsible service of alcohol and tobacco practices that are in place, and will remain in place, at our premises. In order to provide for responsible and reasonable service of alcohol and tobacco we will:

- Refuse to sell or supply liquor or tobacco to persons who are under the age of 18 years (and in this regard, Team Members must request one of the approved forms of identification from any persons who appear to be under 25 years of age).
- Refuse to sell or supply liquor or tobacco to persons where there is reason to believe that they may supply the liquor or tobacco to an underage person.
- Refuse to serve liquor or tobacco to a person who exhibits signs of intoxication.
- Refuse to serve liquor or tobacco to a person where there is reason to believe that that person will supply liquor or tobacco to another person who is intoxicated.
- Not permit the consumption of liquor on the premises (other than tastings, complying with the provisions of the Liquor Act).
- We will educate our Team Members and customers as part of our duty to ensure that Team Members and customers understand the implications and abide by our responsible service of alcohol and tobacco policy.

We will remind our Team Members of their obligations under the law and under the requirements of the Responsible Service of Alcohol policy in regular discussions between licensees and store Team Members.

It is our intention by implementing these strategies to ensure that no harm flows to members of the public from the service of alcohol by our Team Members. To do this, we will:

- Continually apply our house policies and practices on harm minimisation and responsible service of alcohol and tobacco.
- Continually update our house policies and practices on harm minimisation and responsible service of alcohol and tobacco.
- Prevent juveniles from obtaining any liquor or tobacco by requiring production of approved identification.
- Prevent intoxication by recognising the signs of intoxication and refusing service to customers who exhibit these signs.
- Provide a range of low alcohol and non-alcoholic beverages at all times upon the premises when full strength liquor is available. The pricing structure of low alcohol beverages will reflect the lower wholesale cost of those beverages.

Prevention of Sales to Juveniles

The law requires that all Team Members ensure that they do not allow alcohol or tobacco to be supplied to persons under the age of 18 years. For this reason, if persons appear to be under the age of 25 years, they are to be asked to provide one of the following forms of photo identification:

- current driver's or rider's licence issued by the relevant road authority of a State
- current passport
- proof of age card

Team Members must check that the identification document is current and authentic. It must contain the person's date of birth and signature, show no alteration and contain a photo of the customer.

If, after following these procedures, Team Members suspect that the customer is not over 18 years of age, or are not satisfied that the identification provided is valid, then they are to refuse to serve liquor or tobacco to the person.

All incidents of service refusal are to be noted in the premises' Incident Register.

Preventing Intoxication

It is an offence to supply to any person who is intoxicated. "Intoxication" is present where the person has lost normal control of their bodily and mental faculties through the intake of intoxicating liquor.

Our Team Members will ensure that they do not serve customers who show signs of intoxication.

We will also help to prevent intoxication by providing low and non-alcoholic beverages at all times.

All incidents of service refusal are to be noted in the premises' Incident Register.

No Consumption of Liquor on Premises

We will not permit drinking of alcoholic beverages to take place on the store premises.

The only exception will be authorised tastings, conducted within the provisions of legislation.

Erection of Required Signs

At all times we will prominently display within the premises all mandatory signage.
