



# House Policy

*The Cowboys Leagues Club (CLC) is committed to providing its patrons a responsible, friendly and safe entertainment environment, and to ensuring a safe and enjoyable place in which to work for all team members.*

*The club utilises the following principles and practices to support this commitment.*

## a) Responsible Service of Alcohol

- All staff are trained in RSA within 3 months of commencing employment;
- A copy of Statements of Attainments by staff are kept on file;
- CLC constantly reinforces RSA principals and practices in every day trade;
- CLC support staff who practice and enforce RSA
- A register is kept of all RSA incidents and action taken

## b) Minors

- Minors will not be served at any alcohol dispensing point (regardless of product) and under no circumstances served alcohol at any time;
- Individuals procuring alcoholic drinks for minors will be removed from the premises;
- All patrons are required to provide acceptable evidence of age where there is any doubt they are under 18;
- All staff are trained in what constitutes acceptable evidence of age under the Liquor Act 1992;
- CLC support staff who practice and enforce ID checking;
- Minors must remain in the company of a parent or guardian at all times.
- Minors are not permitted in the Gaming or sports bar areas of the club

## c) Unduly Intoxicated & Disorderly Patrons

- All staff are trained in identifying signs of undue intoxications;
- Unduly intoxicated patrons will not be served alcohol;
- CLC support staff who do not serve unduly intoxicated patrons;
- Unduly intoxicated patrons can be offered alternatives (e.g.: offering of water, coffee)
- Unduly intoxicated patrons refusing assistance or instruction by staff will be asked to leave the premises;
- A taxi can be called for unduly intoxicated patrons, to take them home safely;
- All staff actively monitor levels of undue intoxication of all patrons;
- CLC does not support drinking practices which
  - Foster a culture of binge drinking; and
  - Encourage irresponsible consumption practices.
- CLC seeks to meet its duty of care obligations to all patrons.
- Patrons using foul language, acting in a rude, aggressive, abusive or violent manner towards staff or patrons will be removed from the club

## d) Security

- CLC only employs crowd controllers licensed under the Security Providers Act 1993;
- A register and copy of current licenses of crowd controllers are kept on file;
- All crowd controllers are trained in RSA;
- A copy of Statements of Attainments for RSA are kept on file;
- Crowd controllers will ask unduly intoxicated

- patrons to leave the premises if required;
- Crowd controllers will organise taxis for unduly intoxicated patrons to go home safely;
- All crowd controllers act respectfully towards patrons at all times;
- Crowd controllers will support decisions and work in conjunction with all staff;
- Crowd controllers do not use excessive force in removing patrons;
- Entry dress codes and trading hours are advertised at the entrance;
- CCTV is operational at entries, exits and throughout the club;
- CCTV recordings are held for a minimum of 28 days; and
- There will be a minimum of 1 crowd controller on duty at all times. This will increase to a maximum of 8 depending on capacity and trade activity.

## e) Staff Training

- CLC encourage staff to be trained efficiently and effectively for their job;
- CLC ensure all staff are Responsible Service of Alcohol trained;
- All staff have signed off and agree to work according to this published House Policy;
- A register is kept to ensure all staff have read and understood the House Policy; regular staff meetings are held to ensure staff are kept informed of changes in the industry; and
- Records are kept of all staff meetings attended by staff
- There will be up to 12 staff working behind the bar, depending on capacity and trading activity, to ensure responsible service of alcohol is adequately monitored.
- There will be up to 4 staff working to clear empty cans, bottles, cups etc, depending on capacity and trading activity, to ensure a safe environment is maintained for all patrons

## f) Promotions

- Free liquor and multiple quantities of liquor are not promoted off the premise;
- CLC does not heavily discount or offer free alcohol to encourage drinking for drinking's sake;
- CLC does not promote activities that encourage harassment of patrons or staff;
- CLC chooses to promote the amenity of the venue;

## g) Responsible Hospitality Practices

We will

- Provide water free of charge to all patrons;
- Provide information and assistance with transport options
- Sell light and mid-strength options at cheaper prices than full strength;
- Promote awareness of drink spiking issues;
- Encourage you to monitor and control your consumption of liquor;
- Deter you from rapidly and excessively consuming liquor;
- Supply liquor in standardised quantities that can be recognised by you;
- Serve half measures of spirits if requested
- Serve Straight nips of premium spirits only following individual case assessment

We will not

- Serve double spirit nips in any size glass
- Serve "Shots" or "Shooters" of any type or form
- Serve jugs of spirits
- Serve cocktails that exceed more than 60mls of total spirits
- Mix beers of varying strengths in the same glass;
- Serve multiple drinks in the same glass,
- Add any product to a pre-mixed alcoholic beverage that would alter in any way its labeled alcohol volume.
- Serve take away liquor prior to 10am, or sell cask wine for take away at any time

## h) Noise and Amenity

- We respect our neighbors and ask you to respect them too;
- We monitor entertainment and patron noise to comply with all prescribed noise levels;
- We scrutinise behavior in and around the vicinity of the premises;
- We maintain an incident register recording all incidents on or around the premises;
- We can organise taxis or if you require transport;
- We have provided appropriate lighting around the venue for your comfort and safety;
- We have a fire safety plan, which is maintained and reviewed on a regular basis.

## i) Consultation with the Community and Key Stakeholder Groups

- We are an active member of Clubs Queensland, our peak industry body;
- CLC regularly attend local licensee forums and meetings;
- CLC actively participates in community events and forums;
- We pride ourselves on being a responsible community citizen in the local community

## j) Compliance with Laws

- We comply with all mandatory laws including
  - Liquor Act 1992;
  - Gaming Machine Act 1991;
  - Anti Discrimination Act 1991
  - Tobacco and Other Smoking Products Act 1998 Trade Measurements Act 1990;
  - Security Providers Act 1993;
  - Workplace Health and Safety Act 1995;
  - Industrial Relations Act 1999;
  - Workers Compensation and Rehabilitation Act 2003;
  - Food Act 1981;
  - Fire and Rescue Service Act 1990; and
  - Local by-Laws outlined by Local Government
- We comply with all laws which enable us to engage in good business practices; and
- We have a comprehensive risk management process, which engages with all aspects of our business.



COWBOYS LEAGUES CLUB LTD.

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