



Responsible Service of Alcohol refers to the service, consumption and the promotion of alcoholic products in a manner that minimises the potential harm that may be caused by alcohol consumption to individuals, their families and the community generally.

1. The C.ex Group recognises that it is against the law to allow entry or serve any person who is intoxicated or showing signs of intoxication.
2. The C.ex Group recognises that it is against the law to serve or supply alcohol to any person under the age of 18.
3. The C.ex group recognises that it is against the law to allow intoxicated, disruptive or violent behaviour to occur on, or in the immediate vicinity of the premises.
4. Additionally, the C.ex Group seeks to ensure that no harm comes to patrons as a result of our service of alcohol.

The C.ex Group of Clubs strive to foster responsible service of alcohol practices amongst patrons and staff.

This is achieved by implementing and maintaining various harm minimisation and consumer protection measures as outlined in this policy.

C.ex Group RSA Mission Statement

To properly conduct alcohol related services in a lawful and socially responsible manner, having regard to potential harm and community concerns about alcohol consumption.

Participation in a Liquor Accord

The C.ex Group is an active member of the Coffs Harbour Liquor Accord.

Responsible Service of Alcohol - Policies and Measures

The C.ex Group has adopted the following policies and measures to fulfil its stated RSA commitment:

- C.ex Group offers a range of drinks on premises. These include a range of non-alcoholic beverages.
- C.ex Group discourages excessive drinking “shots”. Straight drinks of spirits/liquors will be served at the Service Managers discretion.
- Iced water is provided on a complimentary basis on request. Free water dispensers are available near alcohol service areas
- C.ex Group seeks to create an environment that discourages drunken, disruptive, or violent behaviour. C.ex Group does not seek to encourage rapid or excessive consumption of alcohol through pricing.
- Low alcohol beers and non-alcoholic beverages are stocked and promoted. Staff have been acquainted with this House Policy and training to implement it. The Club displays all legally required RSA signs.
- The provision for monthly compliance audits to ensure all necessary RSA signage is available.
- C.ex Group actively implements the conditions as outlined in the Coffs Harbour Liquor Accord Terms.

Underage Consumption of Alcohol

C.ex Group has procedures designed to detect underage persons seeking to enter or consume alcohol on the premises.

- All persons entering the Club are required to provide proof of identity, address and age.
- If a staff member believes that a person, who is ordering or being supplied alcohol, is under 18 years of age, they will politely request proof of age (Passport, Proof of Identity Card or Photo Drivers Licence).
- If the person is less than 18 years of age, or refuses to produce identification, staff will refuse entry or service and request the Service Manager on duty to ask person to leave Club Premises.
- An incident log is maintained in a risk manager program, to record all instances of underage entry or attempted entry.
- If it is of reasonable belief that a person presents fake ID, the police will be called to attend.

Disruptive, Violent or Intoxicated Behaviour

- C.ex Group does not allow intoxicated persons to enter Club premises
- If a staff member becomes aware that a person's behaviour is becoming disruptive or violent, they will notify the Service Manager on Duty.
- If the unacceptable behaviour does not cease the Service Manager on duty will require the person(s) to leave Club premises.
- As a last resort Police will be called to remove person(s) and a fail to quit will be requested.

Driving with Illegal Blood Alcohol Concentration

C.ex Group Staff members will actively seek to discourage persons who appear to have a blood alcohol concentration higher than the legal limit from driving.

The Club offers a number of services designed to discourage drinking and driving.

These services include:

Making of alternative transport arrangements, courtesy bus facilities and the holding of car keys in a safe place.

Refusal of Service

If a staff member feels that a patron(s) has become intoxicated, they will contact the Service Manager. The Service Manager on duty will determine whether or not service should be refused. If service is refused, the Service Manager on duty will politely explain to the patron(s) that the Club cannot legally serve alcohol to the point of intoxication.

Persons Excluded or Refused Service will be Notified

- They are required by law to move more than 50 meters away from the premises.
- Excluded persons cannot be permitted entry for 24 hours.
- Excluded persons are not permitted to return to the vicinity within 6 hours.
- If an excluded person fails to comply, Police will be call and a fail to quit will be requested.

Expectation of Members, Guests and Visitors to C.ex Group of Clubs

- Treat all staff with respect. Abide by the House Policies.
- At all times obey the law and conduct themselves in an orderly and appropriate way.
- Respect the local amenity particularly when arriving and departing from the area.
- Not arrive unduly intoxicated into the area - entry and service will be refused.
- If instructed immediately leave the premise.
- Accept refusal of service and refusal of entry.
- Cooperate with the Police and the local Community to improve local outcomes.

Policy Compliance:

- All staff have been informed about Club policy on Responsible Service of Alcohol and adequately trained to support this policy.
- The C.ex Group actively seeks to publicise and promote its position on Responsible Service Practice.
- All C.ex Group workers are required to comply with all elements of the RSA Policy.

Breach of Policy:

- The Cex Group has an obligation to consistently apply and enforce this policy. Likewise, employees must comply with this policy.
- Any employee that breaches this policy shall be subject to counselling and/or disciplinary action which *may* include termination of employment and/or criminal prosecution.