



Australian & New Zealand Association

ANZA – Responsible Service of Alcohol Policy

ANZA is committed to the responsible service of alcohol as means to provide events which can be safely enjoyed by all our members and their guests, in a manner that is respectful of each other, the surrounding community and the laws of Singapore. We encourage our guests to drink responsibly and have a great time at all our events.

ANZA has a number of obligations as a result of the *LIQUOR CONTROL (SUPPLY AND CONSUMPTION) ACT 2015*. This document is to provide ANZA and our partners (venue management, venue employees, ANZA employees, volunteers, members and event guests) with guidance as to how to comply with those obligations. In becoming a host venue, employee, volunteer, or by attending an ANZA event you agree to abide by this policy and understand that any breaches of the approved service of alcohol or inappropriate behaviour that results from excessive consumption of alcohol may result in refusal of service, exclusion from future ANZA events or legal consequences under the strict alcohol related laws of our host country, Singapore.

1. ANZA Obligations

In order to support our partners in responsible service and consumption of alcohol ANZA makes the following commitments:

- Provision of this policy document to our members and the public via the ANZA website and to specific external partners at time of RFP and/or contracting.
- Inclusion of a reminder of our responsible service commitments with receipt of payment for event tickets. Appendix 3)
- Provision of Responsible Service (RSA) training for any ANZA employees or volunteers, prior to them serving alcohol at our events.
- Responsible Service guidelines document (appendix 2). This will be provided to all servers of alcohol via their managers (venue employees, ANZA employees and volunteers) prior to event day.
- Event day briefing for all servers of alcohol by approved ANZA representative. This will review the guidelines set out in appendix 2 and introduction of escalation contacts, both venue management and ANZA representatives who will be available to support employees during the event.
- At least one nominated ANZA responsible service representative to partner with venue employees and support responsible service of alcohol at all events. (Responsibilities appendix 1)



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2. Venue Partners Expectations

The guidelines for serving alcohol are to ensure the enjoyment, safety and well-being of every person that attends the venue premises, not only the ANZA event guests. In order to ensure quality and responsible service of alcohol at ANZA events we require our venue partners to agree to the following:

- Alcohol will only be served and consumption limited to designated event areas and is not to be removed or taken elsewhere for consumption.
- Anyone serving alcohol will be trained in the Responsible Service of Alcohol (RSA) and / or have attended an ANZA approved briefing. (details in appendix 2)
- Alcohol will only be served in standard drink measures (included in appendix 2)
- Alcoholic beverages will be offered but not be refilled without the acknowledgement and consent of the guest (drinker)
- Drinking water will be provided and freely available throughout the event, without special request.
- Persons aged under 18 will not be served alcohol under any circumstances
- Venue employees will follow procedures set out in the ANZA provided event briefing and written guidelines (appendix 2) for dealing with and refusing alcohol to intoxicated patrons, this includes notification about any guests they believe are becoming intoxicated.
- Alcohol will not be served to any person who is intoxicated and ANZA will be informed of (or assist if requested) the refusal of service.
- Alcohol will not be served before or after the designated start and finish times of the event (to be agreed to prior to the day of the event)
- Alcohol should not be served for more than one hour without food being made available as well.
- All full and partially full bottles (wine) should be removed from tables at seated events 30 minutes before the official end of an event. These bottles can be used by service employees / approved service volunteers to serve by the glass only.
- Designated venue employee at management level to provide an update (verbal or written) of any incidents handled by them, or their employees during the event to the nominated ANZA responsible service partner for the event. The update should include the following:
 - ✓ Time
 - ✓ What happened
 - ✓ Who was involved
 - ✓ How it was dealt with
 - ✓ If any follow up action or monitoring is required from ANZA



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Appendix One

ANZA Responsible Service Representative (RSR) Guidelines

Introduction

ANZA is committed to the responsible service of alcohol as means to provide events which can be safely enjoyed by all our members and their guests, in a manner that is respectful of each other, the surrounding community and the laws of Singapore.

Serving alcohol responsibly helps us to provide a better atmosphere for all our guests to enjoy. An absence of any erratic, alcohol induced behaviour can also negatively impact on our reputation with members and in the Singapore community so it's a benefit to everyone involved for you to understand what responsible service is and partner with our venues to ensure it's practiced.

Minimum Requirements for RSR's

- ✓ Be an ANZA member
- ✓ Completed Responsible Service of Alcohol Training
- ✓ Accepted to the role by the ANZA GM or Executive

Expectations / Duties

- ✓ Remain sober for the duration of the event
- ✓ Deliver or be present at the ANZA briefing provided on event day for all servers of alcohol (employee and volunteers)
- ✓ Work with the venue contacts to understand their chain of command for the event agree in advance actions which can be taken by, general service staff, supervisors, managers etc and ensure expectations with regards to servers of alcohol reporting signs of intoxication and or refusing service are aligned to those of ANZA and our policy.
- ✓ Be available throughout the event to support venue employees and management as agreed if refusal of service is required and do not overturn any decisions made to refuse service.
- ✓ Keep a written record of any refusal of service or removal of individuals from the venue. This will be included in the next event report provided to the ANZA executive.



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Appendix Two

Responsible Service Guidelines (for anyone serving alcohol)

Introduction

ANZA is committed to the responsible service of alcohol as means to provide events which can be safely enjoyed by all our members and their guests, in a manner that is respectful of each other, the surrounding community and the laws of Singapore.

Serving alcohol responsibly helps us to provide a better atmosphere for all our guests to enjoy. Erratic, alcohol induced behaviour can also negatively impact on you and your work environment so it's a benefit to everyone involved for you to understand what responsible service is and ensure it's practiced.

The aim of this guide is to cover a basic knowledge of alcohol and its effects, allowing anyone serving alcohol at an ANZA event to meet our expectations for providing friendly, efficient service and conforming to our responsible service of alcohol policy.

Responsible service of alcohol does not mean lower standards or no service. In serving alcohol, there are several different aspects to your job that will be covered in this guide:

- ✓ Providing service is that is friendly and efficient
- ✓ Being knowledgeable about your products
- ✓ Noticing how much guests are drinking and looking out for signs of intoxication
- ✓ Taking appropriate action if someone is drinking very quickly and or becoming intoxicated

Friendly, efficient & responsible service

- ✓ Smile and make eye contact with the guests, so they know you are there to help them out
- ✓ When topping up glasses of alcoholic drinks (beer or wine) make sure the guest is aware that you're refilling their glass, never top up an alcoholic drink when the guest is not aware. It can be helpful to ask "Would you like your glass filled up?" before pouring.
- ✓ Ensure water glasses are frequently topped up and / or ensure that water bottles or jugs are available and in easy reach for guests to top up their own glass.
- ✓ Remove unused wine and beer glasses from the tables. This makes it easier for the guests and you to keep track of who is drinking what and how much. Never remove water glasses, unless specifically requested to.
- ✓ Keep track of how many bottles of wine you have served to the tables you are serving.
- ✓ Look out for guests who seem to be drinking a lot more, or faster than other guests at their table, or the group they are standing with and report this as soon as possible to your nominated supervisor or manager to your supervisor.
- ✓ Look out for guests who are showing signs of intoxication (drunken behaviour) listed below and report this as soon as possible to your nominated supervisor or manager.



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Product knowledge

Some drinks will get you intoxicated or drunk much faster than others.

You should be aware of what you are serving and how much alcohol it contains so you can inform the guests if they ask and monitor how much alcohol is being consumed by the guests you are serving.



These are only an approximate number of standard drinks.
Always read the container for the exact number of standard drinks.

Signs of intoxication

All people who serve alcohol should know, understand and be able to recognise the signs below in order to monitor and advise your supervisor as soon as they're noticed.

Unusual Conduct <ul style="list-style-type: none"> ✓ Sudden mood change or personality changes ✓ Suddenly loud and outspoken ✓ Becoming isolated from a group ✓ Showing off ✓ Obnoxious behaviour or language ✓ Being overly outgoing or friendly with strangers 	Decreased Coordination <ul style="list-style-type: none"> ✓ Difficulty in handling money ✓ Unable to judge distances, walks into furniture or people ✓ Drops or knocks over glassware on the table ✓ Falling over or stumbling ✓ Staggering, cannot walk straight
Slowed Reactions <ul style="list-style-type: none"> ✓ Glassy or unfocused eyes, dilated (big) pupils, 	Impaired Judgement <ul style="list-style-type: none"> ✓ Complaints about strength or size of drinks



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✓ Difficulty in paying attention	✓ Unsubstantiated complaints about service
✓ Slow in answering questions	✓ Aggressive behaviour, starting arguments or fights
✓ Not participating in conversations with their group	✓ Becoming overly affectionate or emotional
✓ Looking sleepy or falling asleep	

Event Information (to be provided at the ANZA briefing)

1. Event start time is: _____

2. Event finish time is: _____

3. Drinks being served at this event are:

Drink Type	Drink Name	% Alc Vol	Serving glass size
White wine	<i>Cloudy Bay Sauvignon Blanc</i>	12.5%	180mls
White wine			
Red wine			
Red wine			
Champagne / Sparkling wine			
Beer			
Beer			

4. Escalate any intoxicated behaviour or problem guests to the following people, in order of the chain of command listed below:

1st _____ or _____ (Supervisor level)

2nd _____ (Manager level)

3rd _____ (ANZA responsible service representative)



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Appendix Three

Responsible Service Reminder

The following paragraph should be provided with the receipt of payment, or confirmation of attendance for cost free events, for all ANZA events where alcohol will be served.

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