

HOUSE POLICY



Level 1, 88 Surf Parade
Broadbeach
On Premises (Cabaret) License
43301577

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PURPOSE

At EAST, we are dedicated to our patron's pleasure and satisfaction. However, our staff will not serve alcohol to patrons to the point of undue intoxication or to patrons that are already unduly intoxicated. Nor will we serve patrons who act in a disorderly manner or under the legal drinking age.

This House Policy is to maintain the premises obligations with respect to providing a safe environment for patrons and staff of the premises. This policy is to ensure that liquor is served, supplied and promoted in a way that is compatible with minimising harm from the use of liquor and preserving the peace and good order of the neighbourhood of the premises.

This House Policy addresses ten accountabilities, along with underlying procedures to ensure that EAST continues to provide a safe and friendly atmosphere for patrons to meet and socialise in a responsible environment.

1. RESPONSIBLE SERVICE OF ALCOHOL Policy

All staff employed by EAST will ensure that liquor is served in a responsible manner in full compliance with the Liquor Act 1992 and Liquor Regulations 2002.

Procedures

In support of achieving this policy, the licensee will ensure that:

- (i) staff have successfully completed a recognised Responsible Service of Alcohol program as required by the relevant legislation;
- (ii) a true copy of all Responsible Service of Alcohol certificates are kept in a secure location to be produced as required;
- (iii) a management plan is furnished for the information and compliance of all staff with regards to any liquor promotion that may be considered high risk.

These management plans are to be read in addition to all policies and procedures as outlined in this document. Such promotions may include:

- where it may be perceived that the promotion may encourage a male to consume 4 or more standard drinks in an hour, or encourage a female to consume 3 or more standard drinks in an hour;
 - where the promotional discount compared to the regular price on premises is 50% or higher for the equivalent drink; and
 - where there are any perceived risks to patron safety;
- (iv) a register is available for the recording of all incidents;
 - (v) Responsible Service of Alcohol signage and posters are displayed in prominent locations throughout the premises;
 - (vi) there will be appropriate numbers of staff working behind the bar when the premises is conducting promotions involving the consumption of liquor;

- (vii) the Managers receive appropriate training and guidance to fulfil their obligations to staff and patrons. This will include Managers being encouraged to complete the Responsible Management of Licensed Venues (RMLV) training.

In support of achieving this policy, the management will ensure that:

- (i) they constantly reinforce Responsible Service of Alcohol principles and practices in every day trade;
- (ii) they support staff that enforce Responsible Service of Alcohol practices;
- (iii) the incident register be kept in a secure location and made available to staff at all times;
- (iv) all staff members (especially crowd controllers) enter the details of all incidents in the incident register as required by the relevant legislation;
- (v) the incident register is checked on a daily basis to ensure that appropriate follow-up action is taken in relation to each incident and that the register includes all known incidents.

In support of achieving this policy, the staff will ensure that:

- (i) they have successfully completed a recognised Responsible Service of Alcohol program as required by the relevant legislation;
- (ii) a true copy of their Responsible Service of Alcohol certificate is on file with management;
- (iii) liquor is served in a responsible manner in full compliance with the Liquor Act 1992 and Liquor Regulations 2002;
- (iv) Responsible Service of Alcohol practices are adhered to at all times;
- (v) the incident register is fully completed by outlining the following information:
 - date and time the incident happened;
 - description of the place at the premises where the incident happened;
 - a description of each person involved in the incident, and, if known, the person's name;
 - details of the incident, including, for example, information about whether a patron was removed from the premises because of the incident;
 - details of injuries sustained by persons involved in the incident;
 - details of action taken by a crowd controller or member of staff of the premises in response to the incident.

2. MINORS Policy

All staff employed by EAST will ensure that liquor is not served or supplied to minors in full compliance with the Liquor Act 1992.

Procedures

In support of achieving this policy, the licensee will ensure that:

- (i) the entrance is sufficiently lit to allow staff/crowd controllers to easily note the details of evidence of age provided by patrons;
- (ii) all staff are trained in what constitutes acceptable evidence of age under the Liquor Act 1992;
- (iii) all copies of identification confiscation reports, along with copies of the false documents produced are retained at the premises to assist with later enquiries which may be made by the Liquor Licensing Division;
- (iv) alarms are fitted to the exit doors to ensure that minors and other excluded persons do not gain access to the premises; and
- (v) the Managers receive appropriate training and guidance to fulfil their obligations to staff and patrons.

In support of achieving this policy, the management will ensure that:

- (i) appropriate security and risk management procedures are taken to ensure that minors are prohibited from entering the licensed premises undetected;
- (ii) support is given to staff who practice and enforce patron identity checking;
- (iii) staff obligations are reinforced concerning the service and supply of liquor to minors;
- (iv) all identification documents that are confiscated are forwarded to the Liquor Licensing Division (or handed to a Liquor Investigator) with appropriate information outlining the circumstances of the confiscation.

In support of achieving this policy, the staff will ensure that:

- (i) non-exempt minors are not permitted on the premises at any time;
- (ii) all minors have left the premises by 5pm regardless;
- (iii) after 5:00pm, entry is restricted to persons 18 years and older who produce the required acceptable form of identification;
- (iv) all patrons reasonably suspected of being under the age of 18 years are required to produce acceptable evidence of age (identification);
 - if concerned that the patron does not appear to be of legal drinking age, consider asking for two pieces of photo ID;
 - examine the identification in proper lighting;

- if performing duties behind the bar, do not assume that door staff (crowd controllers) have checked the patron's identification;
 - vouching for a patron's age by another patron or by staff (including management) is never an acceptable practice. Proof of age must be verified by the patron producing an acceptable form of identification;
 - an under-age patron who attempts to purchase liquor will be refused service and asked to leave the premises;
- (v) only the following forms of identification are accepted as proof of age to allow entry into the premises
- a current Australian driver's licence or permit
 - a current Australian or foreign passport
 - a current Government issued proof of age card
 - other current identity documents approved by the Liquor Licensing Division such as
 - (a) the Victorian Key-pass
 - (b) an overseas drivers license that must contain the persons photograph, date of birth and be written in the English language. If this license is not in English it must be accompanied by a current document (an international drivers license) that converts the document into English.
- (vi) if shown identification which has been tampered with or is believed as being used by the wrong person, the identification will be confiscated and forwarded to the Liquor Licensing Division with details of the incident. A confiscation report is to be completed, the identification attached and forwarded to the Liquor Licensing Division to provide licensing officers with sufficient details to further investigate the incident.

Wherever possible, staff will;

- Make reasonable attempt to obtain the true identity of the person presenting the identification;
 - Make reasonable inquiries to identify the person supplying the false identification to the minor (if applicable) noting all appropriate details in a legible manner.
- (vii) Managers will be advised of individuals found to be procuring drinks for minors so that they can be removed from the premises immediately.

3. UNDULY INTOXICATED & DISORDERLY PATRONS Policy

All staff employed by EAST will ensure that liquor is not served or supplied to unduly intoxicated or disorderly patrons in full compliance with the Liquor Act 1992.

Procedures

In support of achieving this policy, the licensee will ensure that:

- (i) sufficient lighting is provided to allow staff to observe the behaviour of patrons in all areas, including the dance floor and liquor service areas;

- (ii) all staff are trained in identifying signs of undue intoxication and/or disorderly behaviour;
- (iii) a full dining menu and late night dining menu is available at all times;
- (iv) competitively priced non-alcohol and low alcohol beverages are on offer;
- (v) free non-alcohol drinks are offered to all patrons that identify themselves as the designated driver;
- (iv) the Managers receive appropriate training and guidance to fulfil their obligations to staff and patrons.

In support of achieving this policy, the management will ensure that:

- (i) they discourage all drinking practices which foster a culture of binge drinking, that may lead to the rapid or excessive consumption of liquor;
- (ii) staff do not serve or supply liquor to unduly intoxicated or disorderly patrons;
- (iii) they support staff who do not serve unduly intoxicated or disorderly patrons;
- (iv) all relevant staff members are advised of incidences of refusal of service to ensure that refused patrons do not:
 - obtain liquor from a different bar attendant;
 - obtain liquor in a different bar area; or
 - obtain liquor from a friend.
- (v) they monitor levels of undue intoxication and the conduct of all patrons;
- (vi) they consider imposing indefinite bans on patrons that have committed serious acts of a disorderly nature whilst on premises and/or whether police should be advised;
- (vii) consideration is given to resolving any disturbance in a passive manner, for instance;
 - consider increasing lighting in areas where patrons are becoming unruly;
 - consider the placement of security personnel to monitor and effect patron behaviour through security presence alone; and
 - consider a change in music tempo to impact on patron behavior
- (viii) they supervise all removals of patrons from the premises;
- (ix) the incident register is checked on a daily basis to ensure that appropriate follow-up action is taken in relation to each incident and to check that the register includes all known incidents and appropriate details.

In support of achieving this policy, the staff will ensure that:

- (i) intoxicated and/or disorderly persons be refused entry;
- (ii) patrons involved in disorderly behaviour will be brought to the attention of the manager who may ask the patron to leave the premises. (Disorderly behaviour can include dancing on the top of tables, vandalism, fighting, selling/using drugs, sexual harassment, racial statements, physical or verbal abuse, belligerence or other similar behaviours);
- (iii) prior to entering the premises the details of the patron is checked against a list of barred patrons (including those patrons with a history of being riotous, quarrelsome, violent or disorderly on the premises or who have consumed or sold illegal substances on the premises). Where a patron has been recorded, the patron is to be refused entry and the management advised;
- (iv) when denying entry, they use appropriate tact and be polite at all times;
- (v) if the situation escalates, that is, the patron denied entry becomes belligerent or aggressive, they contact the manager immediately;
- (vi) patrons are actively monitored for their levels of undue intoxication and behaviour;
- (vii) patrons are not served or supplied liquor who are unduly intoxicated or disorderly. Staff should:
 - speak with the patron and watch for and observe signs of intoxication;
 - be polite, and avoid any value judgement about the patron;
 - if necessary, ask the manager on duty for back up and support;
- (viii) they politely require any patron that becomes unduly intoxicated that is a disruption to other patrons to leave the premises. The manager is to be advised immediately.
- (ix) they will politely require any patron that becomes disorderly to leave the premises;
- (x) where an unduly intoxicated patron is not being a disruption to other patrons, the unduly intoxicated patron can remain on premises and is to be offered specially labelled bottles of water free until the safety of the patron is appropriately addressed. The following is recommended:
 - make suitable arrangements if appropriate for the patron to get home safely (for example offer the patron access to a telephone to call a taxi or ring for someone responsible to come and get the patron);

- seat the patron in clear view of security personnel;
 - issue the patron a bottle of complimentary water that is labelled as complimentary and advise the patron that this bottle once empty can be exchanged for another at the bar;
 - ensure the patron is aware that they will not be served or supplied liquor again during their visit and if found in possession of liquor they will be required to leave the premises immediately; and
- (xi) although it is legal to use physical force to eject a patron that has refused to leave the premises as required, such force must not be excessive. Force that exceeds what is minimally necessary to quell a disturbance or remove a patron is strictly prohibited. In fact, force is a last resort after every reasonable effort has been made in the first instance to use polite words when intervening or removing a patron;
- (xii) a patron is not removed from the premises if doing so violates their civil and human rights. These rights protect the patron from discrimination associated with a patron's age, gender, sexual orientation, disability, religion and racial background;
- (xiii) in all cases where an unduly intoxicated patron is required to leave the premises or where the service of alcohol has been discontinued due to intoxication, the following will occur:
- staff will make appropriate inquiries to locate a responsible person known to the patron to take charge of the patrons safety;
 - if a responsible person can not be located, staff are to offer the patron access to a telephone to call a taxi or friend to come and get the patron;
 - the patron is to be accompanied to the taxi ranks located directly opposite the premises where appropriate, enquiring firstly that the patron has sufficient funds for the taxi fare to arrive at their intended destination;
 - consider the possibility of drink spiking, and if identified comply with the procedures for drink spiking outlined in this document: and
 - finally, staff will seek to meet its duty of care obligations to all patrons and endeavour to comply with all reasonable requests from the patron with regards to that patron's safety.
- (xiv) they record the events of the removal in the incident register;
- (xv) where a patron approaches staff and identifies themselves as being the designated driver for that evening the following is recommended:
- staff can issue the patron a skipper wrist band and advise the patron that this band once worn entitles them to free non-alcohol drinks from the bar; and
 - advise the patron that this wrist band must be removed on leaving the premises, or on the request of any staff member.
- (xvi) when serving behind the bar, staff will serve complimentary non-alcoholic drinks to patrons wearing a skipper wrist band;
- (xvii) they walk through the premises to observe patrons to ensure compliance and provide an opportunity for patrons to raise any safety concerns with

them;

- (xviii) they report all potential problems to the manager or crowd controllers;
- (xix) they do not allow patrons behind the bar at any time.

4. SECURITY Policy

All staff employed by EAST will ensure that the security of the premises is maintained in full compliance with the Liquor Act 1992 and the Security Providers Act 1993 in order to provide a safe venue for patrons and staff.

Procedures

In support of achieving this policy, the licensee will ensure that:

- (i) they only employ crowd controllers appropriately licensed under the Security Providers Act 1993;
- (ii) they maintain a register that contains copies of all current licences of crowd controllers employed on the premises;
- (iii) designated crowd controllers will be stationed at the entry to check patron identifications, deny access to minors, disorderly or intoxicated persons and prevent overcrowding;
- (iv) an incident register is available on the premises and kept in a secure location whilst in use and once full it is kept for seven (7) years after the last entry;
- (v) all crowd controllers before being employed are trained in the Responsible Service of Alcohol, with copies of all respective certificates entered into the training register;
- (vi) closed-circuit television is operational at all entries and exits of the premises;
- (vii) all recorded images from the surveillance system are:
 - kept for a minimum of 28 days (the retention period); or
 - where an incident was recorded kept for a minimum of 1 year after the 28 day retention period has elapsed; and
 - stored in a manner that will allow immediate access to the images by police and Liquor Licensing Division compliance officers.
- (viii) signage at the premises is displayed in a way that is likely to make the patrons aware that closed-circuit television equipment is in use;
- (ix) protocols (eg. dress code) on who will be refused entry to the premises is advertised at the entrance;
- (x) the appropriate number of crowd controllers are employed to the

following ratios;

- a minimum of 2 for the first 80 patrons;
 - a minimum of 3 for between 81 and 140 patrons;
 - a minimum of 4 for between 141 and 200 patrons and one crowd controller for each additional 100 patrons or part thereof;
 - At least one crowd controller mention above must be stationed at the entrance of the license premises;
 - A minimum of one crowd controller licensed under the Security Providers Act 1993 must maintain surveillance outside the premises for at least 1 hour after the designated closing time of the premises (which includes the 30 minute "grace period" that commences at closing time).
- (xi) a communication system is in place with the capacity to immediately alert all crowd controllers and managers of problems (developing or in progress) inside and outside the premises;
- (xii) metal detectors are available for use by crowd controllers to screen patrons entering the premises for restricted items, which include offensive weapons;
- (xiii) there will be appropriate numbers of staff working to clear empty cans, bottles, cups etc. to ensure a safe environment is maintained for all patrons;
- (xiv) the Managers receive appropriate training and guidance to fulfil their obligations to staff and patrons.

In support of achieving this policy, the management will ensure that:

- (i) appropriate action is taken to restrict access to closed-circuit television equipment to:
- the licensee/nominee of the premises; and
 - any person that maybe responsible for the day-to-day management of the premises. It should be noted however that access to closed-circuit television equipment is strictly prohibited to any staff or security personnel involved in a particular incident to maintain the integrity of the recording.
- (ii) appropriate information is recorded in the incident register on all incidents where a person was injured or where a person was required to be removed from the premises. Notes should include, but not limited to the following:
- the location where the incident occurred;

- all action taken in the lead up to and immediately following the incident; and
 - if medical attention was required, outline the type of attention received, where, when and by whom (if known), along with the full extent of the injuries.
- (iii) the incident register remain in a secure location on the premises so to maintain the confidential nature of the register and its contents;
- (iv) staff performing a crowd control function are dressed in such a way that will identify those staff members as crowd controllers, including the display of the required identification number as prescribed by the Security Providers Act 1993;

In support of achieving this policy, the staff will ensure that:

- (i) if performing crowd controller duties, that they are currently licensed prior to commencing any form of crowd control duties on the premises;
- (ii) true copies of their crowd controllers licence is on file with the premises before commencing any form of crowd control duties on the premises;
- (iii) all crowd controllers wear identification numbers on their chests as required by the Security Providers Act 1993, which shows the identification number allocated to them in the incident register;
- (v) prior to commencing duties, all crowd controllers dress in a way that distinguishes the crowd controller from patrons of the premises;
- (vi) all crowd controllers are able to show their licence to authorised investigators on request;
- (vii) when performing crowd controller duties, the incident register is appropriately completed by the crowd controller. The register must contain:
- the crowd controllers name, residential address and licence number; and
 - if the crowd controller is employed by a security firm - the security firm's name and address; and
 - details of the crowd controller's identification prescribed under section 20 of the Security Providers Act 1993; and
 - the date and time when the crowd controller starts and finishes each period of duty on the premises; and
 - details of each incident on the premises in which a person is injured; or required a person to be removed from the premises by the crowd controller.

- (vii) where a patron is required to be asked to leave the premises as outlined in this House Policy, it will be the responsibility of the licensed crowd controllers to ensure the safety of all persons involved in the incident, wherever possible;
- (viii) wherever possible, 'use of force' is to be avoided or minimised with the safety of the crowd controller, the public and the patrons being paramount. The objectives in all use of force' applications is to defend the crowd controller and/or other person(s) involved in the incident and control of the patron/subject using reasonable, proportionate and appropriate use of force which is authorised, justified and will be legally defensible;
- (ix) a patron is never struck by any member of staff (except in self defence);
- (x) persons deemed to be inappropriately dressed (including having bare feet) will be denied entry or asked to leave the premises. Clothing that displays gang colours or clothing that contains racially inflammatory or sexually explicit messages are considered inappropriate and therefore prohibited;
- (xi) where considered appropriate, at least every tenth patron who enters the premises is screened by a crowd controller using metal detectors in search of restricted items. In conducting this screening, crowd controllers should note that:
 - they do not touch patrons or their clothing with the metal detectors; and
 - persons are to be refused admittance if the metal detectors and/or visual detection reveal a likelihood that the person may be in possession of a restricted item, including an offensive weapon.
- (xii) patrons do not enter or leave the premises with opened beverage containers (including soft drink or water bottles) to reduce risks associated with littering, drink spiking and the adulteration/substitution of harmless fluids (e.g. a water bottle being filled with a clear spirit such as vodka);
- (xiii) all patrons be refused admittance after 3am (otherwise known as a lockout);
- (xiv) they report to Management any situation that they consider could pose a threat to the safety of the patrons or staff.

5. STAFF TRAINING Policy

All staff employed by EAST will have the necessary qualifications (as required by law) and receive the necessary training in order to undertake their duties and fulfil their obligations to the best of their abilities.

In support of achieving this policy, the licensee will ensure that:

- (i) staff are Responsible Service of Alcohol trained;

- (ii) crowd controllers employed at the premises have specialist training in order to maintain and certify required standards of competency;
- (iii) a training register is supplied for use by staff and management;
- (iv) Managers receive appropriate training and guidance to fulfil their obligations to staff and patrons.

In support of achieving this policy, the management will ensure that:

- (i) the licence document and House Policy of the premises be shown to and read by all staff, ensuring that staff sign an acknowledgement in the register as required;
- (ii) staff are informed of their responsibilities, obligations and penalties under the Liquor Act 1992;
- (iii) the policies and procedures contained in this House Policy Document are reinforced on a day to day basis and at staff meetings;
- (iv) the training register is properly maintained and contains:
 - copies of all Responsible Service of Alcohol certificates for staff currently employed;
 - a log of those certificates and respective expiry dates;
 - information to show whether each member of staff has read the House Policy for the premises; and
 - matters relating to the training of persons involved in the service or supply of liquor.
- (v) staff meetings will be conducted as necessary (but at least once a month) to ensure that:
 - incidents that have occurred can be discussed so that staff have an opportunity to raise any concerns they have;
 - responsible Service practices are reinforced; and
 - staff are kept informed of changes in the industry;
- (vi) records are kept of all staff attending and the topics discussed at all staff meetings and this information is appropriately recorded in the training register;
- (vii) they encourage staff to be trained efficiently and effectively for their job;
- (viii) appropriate fact sheets are made available to staff from the Liquor Licensing Division website.

In support of achieving this policy, the staff will ensure that:

- (i) if involved in the service or supply of liquor on the premises, staff (including bartenders, glass collectors, and floor hostesses) complete the Responsible Service of Alcohol program within 30 days from commencement of employment;
- (ii) if a crowd controller, they complete the Responsible Service of Alcohol program prior to being employed as a crowd controller;
- (iii) prior to the commencement of duties, they have signed to acknowledge that they agree with the licensee/nominee to work according to this House Policy;
- (iv) they sign an acknowledgement that they have been shown and read the licence document and have been provided with a notice which lists the permitted trading hours and conditions on the licence document;
- (v) they comply with all of the conditions stated on the licence document;
- (vi) where an incident occurs that may have caused concern to any staff member or patron on the premises, the events are to be noted and raised for discussion at the next staff meeting;
- (vii) they attend regular staff meetings to ensure they are kept informed of changes in the industry and other important matters raised.

6. PROMOTIONS Policy

All staff employed by EAST will ensure that liquor is promoted in a way that is compatible with minimising harm and in full compliance with the Liquor Act 1992 and Liquor Regulations 2002.

In support of achieving this policy, the licensee will ensure that:

- (i) free liquor and multiple quantities of liquor are not promoted off the premises;
- (ii) non-alcohol or low alcoholic drinks are promoted throughout the premises for patrons on premises;
- (iii) liquor is not heavily discounted or offered free so as to encourage excessive consumption;
- (iv) promotions are focused on the amenities of the premises;
- (v) advertising to encourage the responsible consumption of liquor (e.g. the promotion of low alcohol drinks at reduced prices and the designated driver program);
- (vi) promotions are conducted with regards to drink driving issues and community expectations in this regard;
- (vii) competitions or contests that involve persons drinking liquor are prohibited;

- (viii) promotions with regards to the responsible service and supply of liquor are placed throughout the premises;
- (ix) the Managers receive appropriate training and guidance to fulfil their obligations to staff and patrons.

In support of achieving this policy, the management will ensure that:

- (i) staff do not engage in a practice or promotion that may encourage the rapid or excessive consumption of liquor;
- (ii) they prohibit any competition or game in which:

- contestants or players consume liquor on the premises; or
 - free or discounted liquor is given as a prize for consumption on the premises.
- (iii) the following unacceptable practices and promotions do not occur:
- promoting drinks such as laybacks where a patron cannot monitor or control their consumption; and
 - conducting free or discounted drink promotions without appropriate levels of staff or security to monitor consumption levels.
- (viii) that the following general guidelines for promotions are followed;
- take appropriate care with any drink promotions;
 - think ahead about big nights or special functions, developing a complete management plan wherever a high risk has been identified;
 - ensure that water is available at the bar at all times;
 - promote non-alcoholic drinks to all patrons;
 - ensure staff are assessing patrons each time they are served;
 - promote food, especially substantial meals;
 - ensure that all staff are observing patrons and informing bar staff of any concerns;
 - remember that glassies are in prime position for early detection of any patron or situation that may be of concern;
 - encourage staff not to just observe the patron, become familiar with the group, particularly if a different patron comes to the bar each time in a shout;
 - if you have concerns about a patron, refuse service, deal with the situation at hand before it becomes a bigger issue.
- (v) promote activities to discourage harassment of patrons and/or staff.

In support of achieving this policy, the staff will ensure that:

- (i) they strive to provide patrons with a relaxing, entertaining and enjoyable evening which encourages their patronage;
- (ii) liquor is not dispensed in containers such as water pistols which do not allow a patron to monitor their consumption;
- (iii) they promote non-alcoholic drinks to all patrons;

- (iv) they assess patrons each time they are served and if concerns exist about a patron, refuse service, and advise the manager.

7. RESPONSIBLE HOSPITALITY PRACTICES Policy

All staff employed by EAST will behave responsibly in the service, supply and promotion of liquor. Staff will not engage in any practice or promotion that may encourage rapid or excessive consumption of liquor and ensure a safe environment in and around the premises.

In support of achieving this policy, the licensee will ensure that:

- (i) a safe environment in and around the licensed premises is provided and maintained;
- (ii) a conveniently positioned public telephone is provided for use of patrons, ensuring that taxi and emergency telephone numbers are prominently displayed;
- (iii) lighting outside the external doors of the establishment is provided;
- (iv) systems are implemented to ensure that cheap drink promotions do not encourage the rapid or excessive consumption of liquor (e.g. one drink per patron, no stockpiling, limited bar staff, free bar snacks)
- (v) light and mid strength options are offered at a cheaper price than full strength;
- (vi) the use of test tubes and laybacks to consume liquor are banned;
- (vii) shooters are not promoted on or off the premises;
- (viii) the House Policy, cover charge and other entrance criteria (i.e. dress regulations) are prominently displayed on signs visible to patrons entering the premises;
- (ix) a full dining menu and late night menu are available at all times;
- (x) posters (supplied by the Liquor Licensing Division) are displayed in public areas advising patrons of how to reduce the likelihood of their drinks being spiked;
- (xi) provide designated drivers with free non-alcoholic beverages.
- (xii) the Managers receive appropriate training and guidance to fulfil their obligations to staff and patrons.
- (xiii) NO READY TO DRINK (RTD) PRODUCTS WILL BE SOLD IN THE VENUE.

In support of achieving this policy, the management will ensure that:

- (i) toilet facilities are inspected every 30 minutes during the peak trading period between 10pm and closure.
- (ii) a register is maintained indicating the times the toilet facilities were inspected during this peak trading period between 10pm and closure.
- (iii) patrons are encouraged to monitor and control their consumption of liquor;
- (iv) they deter patrons from consuming liquor from dispensers such as water pistols which do not allow a patron to monitor their consumption;
- (v) the following acceptable practices and promotions occur:
 - deterring the rapid or excessive consumption of liquor, for example by stopping patrons from taking part in skolling games (sculling competitions);
 - having non-alcoholic and low alcohol beverages available;
 - supplying liquor in standardised quantities that can be recognised by patrons such as serving spirits in nips, using glasses or jugs with measured quantities, supplying liquor in labelled pre-packaged containers; and
 - staff serve patrons half measures of spirits on request.
- (vi) water is available at the bar at all times;
- (vii) liquor is not served from jugs under any circumstances;
- (viii) all staff behave responsibly in the service, supply and promotion of liquor;
- (ix) any offer of staff drinks after hours only occurs under the following circumstances:
 - it is gratuitously supplied (complimentary);
 - the supply of liquor is in the course of social contact with the person being supplied;
 - it is held in a part of the premises not ordinarily used for the purpose of the business conducted on the premises.

In support of achieving this policy, the staff will ensure that:

- (i) glassies are to ensure that they comply with the "Glassies Duty List" during their hours on duty. This will include
 - checking and cleaning (if necessary) all bathroom facilities every 30 minutes during peak trading periods between 10pm and closure;
 - performing continuous sweeps of main bar areas every 15 minutes; and
 - ensure any broken glass or any fluid on the floor is cleaned up immediately, asking for assistance from other staff members when required to ensure the safety of all persons within the venue.

- (iii) crowd controllers monitor the taxi/limo waiting area in Main Place adjacent to the main entrance during busy periods to ensure orderly queuing and acceptable patron behaviour is maintained;
- (iii) they do not engage in a practice or promotion that may encourage the rapid or excessive consumption of liquor. For example
 - promote or conduct skolling games (skolling competitions);
 - promoting the consumption of drinks known as 'laybacks';
 - promoting the consumption of liquor from water pistols;
 - serving liquor in a yard glass;
 - serving liquor in a test tube shaped glass without providing a stand on which the glass can be placed;
- (iv) they supply liquor in standardised quantities that can be recognised by patrons such as serving spirits in nips, using glasses or jugs with measured quantities, supplying liquor in labelled pre-packaged containers;
- (v) spirits are offered in half measures on the request of patrons;
- (vi) liquor is not served or supplied to any patron whilst holding the patron's financial institution access card or other property pending payment for the liquor, in a way that discourages the patron from monitoring or controlling the patron's purchase of liquor;
- (vii) all reasonable steps are taken to keep date rape type drugs out of the premises. If a patron is at risk (i.e. drugged and/or is experiencing any of the symptoms described below), staff will take reasonable steps to protect the patron from harm;
- (viii) they consider the increasing frequency women are reportedly being drugged (without their consent), and then sexually assaulted. Other than alcohol to spike drinks, the two drugs that most often associated with drug-facilitated rape are Rohypnol and GHB. Simply stated, the drugs are put into a patron's drink without her knowledge or consent. These drugs come in liquid, tablet or powder form;
- (ix) if a patron appears "normal" one moment and then without apparent cause is experiencing any of these signs:
 - dizziness and disorientation
 - weakness and staggering
 - simultaneously too hot and too cold
 - nausea
 - difficulty speaking and
 - even passing out,

the patron may have been drugged. Staff should proceed as follows:

- speak with the manager on duty immediately;
- consider contacting police or ambulance;

do not let someone take the patron from the bar unless you know the person escorting the patron and you are completely confident that they will act in the patron's best interest (examples include a spouse/partner or a close friend you know to be a close friend of the patron);

if you cannot vouch for the escorting person, with the managers assistance, keep the patron in the bar, have a staff member stay with the patron;

- if the patron loses consciousness, put the patron in the recovery position by placing the person on their side, making sure no food or vomit is in their mouth and extending the person's chin away from their chest and call the ambulance immediately;
 - never put water in the mouth of an unconscious person;
 - examine the area where the patron in question had been. Collect any container, usually a small one that might have held the alleged drug and if possible, the patron's last drink. Pass these items to the police as soon as possible.
- (x) they not consume alcohol on the premises during their shift. Once their shift is over, staff are welcome to consume liquor ensuring that they have changed out of uniform and comply with the same standards of behaviour as expected from our patrons.

8. NOISE AND AMENITY Policy

All staff employed by EAST will ensure that the peace, good order and amenity of the neighbourhood of the premises is preserved.

In support of achieving this policy, the licensee will ensure that:

- (i) respect is afforded to our neighbours;
- (ii) bottles and other refuse are emptied into exterior bins at appropriate times;
- (iii) management and staff are aware of any noise conditions of the licence;
- (iv) all exterior parts of the premises are well lit for the comfort and safety of patrons and staff;
- (v) the volume of entertainment noise is regularly monitored through the use of an installed noise limiting device to ensure that it does not exceed predetermined limits and a record of this monitoring is being kept;
- (vi) the Managers receive appropriate training and guidance to fulfil their obligations to staff and patrons.

In support of achieving this policy, the management will ensure that:

- (i) the premises lights are kept on until all patrons have left the immediate vicinity;
- (ii) regular patrols of the exterior of the premises are conducted and maintain a log of the patrols to ensure that unreasonable noise from patrons,

entertainment or other sources is not disturbing neighbouring residents. As a guide the following may indicate a noise nuisance and therefore if heard from outside the premises, appropriate action should be taken;

- the words of the song can be clearly heard; and/or
 - the base (beat) of music can be clearly heard;
- (iii) they respond in an appropriate manner to any noise nuisance complaint received. The details of this complaint are to be recorded in the duty manager's log and raised with the nominee and at the next staff training meeting.

In support of achieving this policy, the staff will ensure that:

- (i) crowd controllers regularly patrol the exterior during evening hours to deter adverse patron behaviour and to scrutinise behaviour in and around the vicinity of the premises;
- (ii) they monitor entertainment and patron noise to comply with all prescribed noise levels;
- (iii) advise the manager immediately on receiving a noise nuisance complaint of the circumstance of the complaint and the details (if known) of the caller.

9. CONSULTATION WITH THE COMMUNITY AND KEY STAKEHOLDER GROUPS

Policy

All staff employed by EAST will strive to be apart of a professional organisation by functioning in a collaborative approach with local community and key stakeholder groups.

In support of achieving this policy, the licensee will ensure that:

- (i) management regularly meet with other licensees, police, liquor licensing, local council and other business owners in the locality to discuss current issues;
- (ii) management participate where possible in local forums with the view to addressing a number of possible issues in the locality, for example:
 - sharing security arrangements and costs to patrol the whole area;
 - improved communication by radio/phone;
 - improved liaison and communication with police;
 - licensee agreements not to allow "pass outs" after a certain time;
 - licensee agreement to `ban' a patron as a result of poor behaviour;
 - negotiation of additional or better located taxi ranks/bus stops;
 - conducting joint safety audits of local areas. Better forward planning for significant events such as Christmas and New Year's Eve - learning from

past years;

- (iii) management attend regular meeting with the owners of neighbouring businesses and residences to ensure that systems are implemented to eliminate potential or already existing causes for concern such as patron noise, music noise and vandalism caused by patrons;

In support of achieving this policy, the management will ensure that:

- (i) they attend meetings with other licensees, police, liquor licensing, local council and other business owners in the locality to discuss current issues;
- (ii) they participate where possible in local forums with the view to addressing a number of possible issues in the locality;
- (iii) they attend regular meetings with the owners of neighbouring businesses and residences to ensure that systems are implemented to eliminate potential or already existing causes for concern such as patron noise, music noise and vandalism caused by patrons.
- (iv) they hand out a courtesy card to all key stakeholders and nearby community representatives, encouraging the use of the card to contact the duty manager during trading hours whenever the need may arise.
- (iv) they carry the duty manager's mobile telephone supplied at all times during their hours of duty; and
 - on receiving any information, take all appropriate action to rectify any concerns or address any issues raised by the caller; and
 - complete the incident register outlining the details of the call and the action taken in response to the information received.

In support of achieving this policy, the staff will ensure that:

- (i) they pride themselves on being a responsible community citizen in the local business community.
- (ii) advise management of any information or circumstance that may come to their attention that need to be addressed.

10. COMPLIANCE WITH LAWS Policy

All staff employed by EAST will comply with all mandatory laws which enable us to engage in good business practices.

In support of achieving this policy, the licensee will ensure that:

- (i) compliance with all mandatory laws involved with the running of our business including:
 - Liquor Act 1992;
 - Security Providers Act 1993;

- Workplace Health and Safety Act 1995;
 - Industrial Relations Act 1999;
 - Workers Compensation and Rehabilitation Act 2003;
 - Food Act 1981;
 - Anti-Discrimination Act 1991;
 - Business Names Act 1962;
 - Trade Measurement Act 1990;
 - Tobacco and Other Smoking Products Act 1998;
 - Fire and Rescue Service Act 1990; and
 - Local by-laws outlined by Local Government.
- (ii) the Liquor Licensing Division website be checked regularly for updates;
- (iii) a comprehensive and ongoing risk management process which includes an independent audit process continues to assess all aspects of our business.

In support of achieving this policy, the management will ensure that:

- (i) a first aid kit is accessible to all staff;
- (ii) accredited first aid personnel are present at all times the premises are open for trade;
- (iii) patrons observe non-smoking areas, ensuring that offenders are;
- directed to stop smoking if they are in a non-smoking area.
 - tell them that it is an offence to not comply with the direction.
- (v) the premises does not become overcrowded by supervising the count of patrons and informing door staff when to deny entry to more patrons. It should be noted that this responsibility includes:
- Ensuring the total number of persons inside the premises does not exceed **540** persons (including staff)
- (vi) appropriate steps are taken to:
- identify hazards;
 - assess risks that may result because of the hazards;
 - decide on control measures to prevent, or minimize the level of the risks;

- implement control measures;
 - monitor and review the effectiveness of the measures.
- (vii) all exit travel paths (from the final fire exits) are kept clear of obstructions at all times;
- (viii) fire exits are not locked at any time during trading hours.

In support of achieving this policy, the staff will ensure that:

- (i) crowd controllers performing duties at the patron entrance and exit points between 8pm and closure will use patron counters to record the number of patrons entering and exiting the premises;
- (ii) they comply with all reasonable instruction of management to ensure compliance with all mandatory laws governing the premises.

OTHER ISSUES

- (i) This policy must be available at all times and be produced on demand for the public and liquor licensing investigators (liquor licensing and police);
- (ii) The licensee / nominee will ensure that all staff are aware of and work according to the House Policy.

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Paul Andrew Eyschen

Nominee
 EAST

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Dining,

Entertainment,

Music