

NEWSLINK PTY LTD – KARRATHA AIRPORT

Management Plan for Karratha Airport Cafe and Bar

1. Our Objective

Newslink Pty Ltd's aim is to provide food and beverage services in an enjoyable, safe atmosphere for patrons. Patrons can expect outstanding customer service with all areas adequately staffed and safety being maintained.

All patrons of our venue will be served in a friendly, responsible and professional manner.

Staff will assist patrons in their decision to drink in moderation and where appropriate arrange transport home. Access to a phone will be provided.

Staff meetings and training sessions are conducted on a regular basis, which also allows staff to discuss any concerns and to share information. Management and Directors guarantee full support for any staff member who has to refuse service.

Management accepts that the minimising of harm not only applies to our patrons but also to their neighbouring tenancies located in the vicinity of the Premises and to others who are also members of our local community which in this case encompasses the Terminal at Karratha Airport.

2. Responsible Service of Alcohol

At Newslink Pty Ltd we acknowledge that our business operates within a broader community and that community is not obliged to tolerate inconvenience or disturbance as a result of the way our business is conducted.

The Responsible Service of Alcohol is important to our premises for legal, health and social reasons. We must ensure patrons do not become unduly intoxicated and present a problem for management, staff and the community, or a safety risk to themselves. This also means alcohol cannot be sold or supplied to unduly intoxicated or disorderly persons, or to anyone who is under the age of 18.

Strategies that Newslink Pty Ltd will undertake to ensure the Responsible Service of Alcohol are:

- Develop and display this Management Plan
- Provide a wide range of meals
- Provide a wide range of low alcohol and non-alcoholic beverages at a generally cheaper price than full strength alcohol
- Provide a safe environment for staff and patrons
- Prohibit competitions where part of the contest involves the consumption of alcohol
- Provide access to a telephone
- Conduct both formal and informal staff training with respect to responsible hospitality practices
- Refuse service to unduly intoxicated and disorderly persons and give staff autonomous authority with respect to such refusal
- Assist persons believed to be approaching an unduly intoxicated or disorderly state in their departure from the premises, and call taxis if required
- Make water freely available to patrons at any time
- Prohibit alcohol promotions that may encourage excessive consumption of alcohol

3. Staff training

The management of Newslink Pty Ltd acknowledge that the Liquor Control Act 1988 expressly requires all staff involved in the service and supply of alcohol to hold a current training course certificate (Provide Responsible Service of Alcohol), issued by a Department of Racing, Gaming and Liquor (DRGL) approved trainer. All relevant staff who do not hold a current certificate must complete training in the responsible service of alcohol within 30 days of commencing duties.

The principles of the RSA training course are reinforced by management at staff meetings and in-house training sessions. Induction training is also provided to new staff. Staff meetings include an opportunity for situational analysis of how to refuse service.

Newslink Pty Ltd employs Managers approved by DRGL. The completion of the Course in Management of Licensed Premises manager's licence is intended to ensure that managers of licensed venues are responsible for ensuring compliance with the Act and the conditions of the licence. An Approved Manager must be present on the licensed premises at all times.. It is an obligation of the licensee to ensure the business is personally supervised at all times by a person holding a valid approval of manager ID card.

The Unrestricted Approved Manager must have completed the Course in Management of Licensed Premises and RSA courses and must be of good character.

4. Customer Service

There is a firm commitment by management to ensure to provide well-run and friendly licensed premises. Patrons may be expected to feel confident that the sale of alcohol and the provision of other services at the Premises will be provided by staff who are professional in their manner and who understand their responsibilities under the law as it applies to the sale of alcohol.

The Liquor Control Act 1988 allows staff to sell alcohol on the licensed premises at any time that the premises are open for trade unless they have reasonable cause to refuse to sell to a particular person. Further information on the refusal of service is detailed later in this document.

In order to identify and emphasise the professionalism and commitment of staff, the following staff dress code and conduct will be adopted:

Dress Code

- Staff will wear a distinctive uniform while on duty
- Staff will wear name badges while on duty

Conduct

- All staff will carry out their duties at all times in a friendly and professional manner
- Staff will not drink alcohol while on duty
- Staff will discourage any activity by patrons that may lead to the irresponsible consumption of alcohol
- Staff will not perform any act or engage in any activity that is immodest or lewd.

5. Refusal of Service

Refusal of service to a patron in appropriate circumstances is a fundamental aspect of the responsible service of alcohol. The refusal in circumstances where the law requires it can be

difficult. Individual patrons and some sections of the community do not readily accept that such refusals are obligatory and that failure by the Licensee to apply the law could place the licence in jeopardy or result in charges being laid against the Licensee or employees.

To minimise the any potential hostility or anti-social behaviour on the part of a patron who has been refused service, the refusal should always be done in a professional, polite and discreet but firm manner. Where possible the reasons for refusal of service should be explained to the patron.

Intoxicated patrons

The Liquor Control Act 1988 defines “drunk” as:

“A person is ‘drunk’ for the purposes of the Act if:

- a) The person is on licensed premises or regulated premises; and*
- b) The person’s speech, balance, co-ordination or behaviour appears to be noticeably impaired; and*
- c) It is reasonable in the circumstances to believe the impairment results from the consumption of alcohol*

“If an authorised officer or a person on whom a duty is imposed ... that a person is drunk at a particular time, then, in the absence of proof to the contrary, that person is to be taken to be drunk at that time.”

A simpler method of determining whether a person is unduly intoxicated is by observing changes in that person’s behaviour due to the effects of alcohol. Certain behavioural signs and indicia are described in Appendix 1. If a person displays a combination of these signs, and they are caused by the consumption of alcohol, it should be assumed that the person is unduly intoxicated or approaching undue intoxication and therefore must be refused service.

The Role of Staff in Refusal of Service

Staff must screen patrons who appear to be unduly intoxicated or disorderly. Any patron who displays signs of undue intoxication should be stopped at the front door. Staff should then take the time to assess whether the patron is unduly intoxicated.

Staff must also closely monitor patron behaviour within the venue. Whilst it is easy to identify intoxicated persons who are being disorderly, equal attention must be paid to the “quiet drunk”. Communication is essential between bar, wait staff and management.

Bar / Wait Staff

All staff involved in the service and supply of alcohol should contribute to the goal of responsible service of alcohol. If staff need to refuse service to an unduly intoxicated or disorderly patron, the following is recommended:

- Early intervention
- Remain calm when making the customer aware of their condition
- Speak to the customer away from others to avoid them being embarrassed
- If they raise their voice, you lower yours
- Be polite but firm when informing them of their condition using scripts such as:
 - “I’m sorry but if I serve you another drink I’d be breaking the law”
 - “I’m sorry but if I served you another drink I could lose my job”
 - “I don’t want you to put yourself in any danger or a dangerous situation when you leave”

- “It is worthwhile knowing the airline may refuse to carry you today if they consider you have had too much alcohol”
- Point to posters, such as “No more It’s The Law” in the service area if applicable to reinforce your decision, or refer to this Risk-Assessed Management Plan
- Don’t be persuaded to give them “one last drink” after you have stated they have had enough
- Try and clarify why you are refusing them service
- Advise the Unrestricted Approved Manager and all staff of what happened to ensure they are not served by another person
- A “pacer” or non alcoholic drink may be recommended to a person who seems to be rapidly consuming alcohol
- Make an entry in the incident log book of what occurred

If a patron is required to be evicted, ask them to leave politely. If they are uncooperative in leaving, call for assistance from the Duty Manager or staff to remove the patron.

If a patron is asked to leave the premises, there should be two staff members involved. “The Premises” refers to the total licensed area which is described on the Liquor Licence document. However, all staff must also be aware that we have a duty of care to our patrons and our neighbours which extends to the area surrounding the licensed premises. If requested we will arrange a taxi for any person who has been asked to leave the premises.

Management

Management has the important role of supporting staff in their decision to refuse service. Management may be called on to assist staff in the removal of unduly intoxicated or disorderly patrons, and should justify why the patron has been refused further service.

Management must ensure that a person who has been refused service in one area of the premises does not subsequently move into another area and attempt service. Note that the obligations include ensuring the person is not permitted to consume alcohol, which could occur if the person is supplied with alcohol by another patron.

There are substantial fines and potentially other serious consequences associated with serving alcohol to juveniles, unduly intoxicated and disorderly patrons.

6. Harm Minimisation Measures

In addition to all requirements of the Liquor Act, The Karratha Airport Café & Bar undertakes to adopt the following measures to minimize the risk of harm caused by the service of Alcohol:

- No shots will be served
- No “overproof” (alcohol content of 50% ABV or above) spirits will be served
- No mixed drink will contain more than 30mls of spirits (no doubles, no cocktails.)
- No more than 4 drinks to be served per customer per purchase
- No full strength alcohol RTD’s will be served (greater than 5% ABV.)

7. Juveniles

Dealing with juveniles on the premises is part of the in-house and official RSA training. All staff know that any juvenile should be supervised and accompanied by an adult who is a parent or responsible adult. Juveniles are not permitted to request drinks or service at any bar.

Furthermore staff are trained to request proof of ID whenever they suspect the person may be under the age of 25. Policies dealing with fake ID issues are in place, and staff know to advise their manager of any issue.

These are the only forms of photographic ID which are acceptable proof of age:

- A proof of age card issued by relevant authorities in each State or Territory;
- A current WA photo card;
- An Australian or foreign drivers licence (note that to be acceptable, a foreign drivers licence must include a photograph);
- An Australian or foreign passport with photo;
- A Keypass (issued by the Victorian Government)

If a person is suspected to be a non-exempt juvenile, staff will check for ID at the bar and throughout the premises if necessary. If the suspected person has no ID, it is safe to assume they are underage and staff should refuse service of alcohol.

8. Advertising and Drink Promotions

Any advertising and drink promotions will be conducted to encourage patrons to consume alcohol irresponsibly.

Drinking promotions such as happy hours and two for one offers are not banned, provided they are conducted responsibly and do not lead to rapid or excessive consumption of alcohol.

A maximum of two “traditional” happy hours to a maximum of 60 minutes duration each, is allowed each day provided there is four hours separation between each happy hour and any happy hour has ceased by 7:00pm.

In order to ensure compliance with these requirements, all decisions regarding advertising and promotions will be made at management level. It is the policy of management that all venue advertising will be carried out responsibly and with due regard for the proper, controlled and moderate use of alcohol.

9. Unacceptable Drinking Practices

Management and staff will ensure that the following drinking practices are not conducted on the licensed premises:

- A competition or game in which -
 - contestants or players consume alcohol on the premises
 - free or discounted alcohol is given as a prize for consumption on the premises
 - promote or sell drinks that offer alcohol in non-standard measures unless a lesser amount
 - use emotive titles such as laybacks, shooters, slammers, test tubes
- Drink cards that provide a multiple of free drinks, extreme discounts such as two for one or discounts of limited duration on a given day and have the capacity to be readily stockpiled by patrons or transferred to other patrons.
- Any labelling or titling of promotions that may encourage patrons to consume alcohol irresponsibly or excessively to an intoxicated state
- Refusal to provide reasonably priced non-alcoholic drinks

- Any promotion that encourages a patron to consume alcohol excessively such as all you can drink, free drinks for women, free drinks for women all night, two for one – and to consume alcohol in an unreasonable time period.
- Other activities that may encourage the rapid or excessive consumption of alcohol or promote intoxication.

10. Provision of meals

The licensee believes that the availability of a quality food service is consistent with managing levels of intoxication, and is a key element of Newslink's food and beverage service and its business strategy.

Meals are available at all times throughout our trading hours and the service style ensures quick service to our customers.

The store provide hot and cold snacks, sandwiches, cakes, espresso coffee, cold drinks and confectionary for both eat in or take away.

11. Creating a Safe Environment

The creation of a safe environment within the Premises is a commitment of management. Within the Premises patrons are entitled to feel safe and relaxed. Patrons should not be made to feel uncomfortable, embarrassed or threatened by the behaviour of other patrons. It is one of the aims of management in adopting responsible service practices at the Premises to create an environment where the safety and enjoyment of patrons at the Premises can be maximised as far as may be possible.

To facilitate these objectives:

- Management is committed to maintaining acceptable levels of noise. The stores operate within the airport terminal and do not have any amplified music.
- The conduct of amplified music/entertainment on the premises is prohibited with the exception of low level background music.
- Staff actively encourage patrons to keep noise down.
- Management is committed to maintaining a good working relationship with any person or group who may be affected by trading activities.
- Management will meet with any person requesting such in order to identify and address any issue or concern which may arise. It is the expectation of management that duty managers and staff are courteous and understanding in their dealings with neighbours regardless of the circumstances.

12. Behaviour Code

It is our responsibility to provide a safe and enjoyable venue for both our staff and patrons alike. Any of the following behaviour will result in the offender/s being asked to leave.

- Failure to follow any directive of any staff member of the Premises

- Loud or unruly behaviour
- Drunken or intoxicated behaviour
- Fighting or acting aggressively to any staff member or patron
- Use of excessive foul language or swearing
- Lewd or inappropriate behaviour
- Any illegal act
- Any other act deemed to be anti-social or outside the bounds of reasonable within this type of environment

Failure to leave the Premises when directed by management or staff may result in the police being called and charges pressed.

APPENDICES

Appendix 1

Recognising the signs of Intoxication

LS travel retail believes it is better to prevent problems before they start and this is achieved through effective monitoring of the licensed premises. Simple practices such as clearing tables of glasses and plates or wiping tables is a low key method and allows you to keep an eye on all patrons. Staff can watch for potential troublemakers and early warning signs in patrons' behaviour and take early intervention to slow alcohol intake before refusing service.

Intoxication

As part of the LS travel retail Responsible Service of Alcohol plan, staff need to be able to recognise the early stages and signs of intoxication. By recognising these early stages you may be able to prevent a situation or behaviour deteriorating to an unacceptable level.

The following signs could indicate a person is intoxicated or is becoming intoxicated:

- Using bad language or crude behaviour including inappropriate sexual advances
- Becoming loud or disorderly
- Annoying other customers
- Bumping into or knocking over furniture, difficulty moving around objects
- Suddenly becoming agitated, argumentative or bad tempered
- Altered speech patterns such as slurring their speech
- Spilling their drinks
- Being careless with their money
- Smelling of alcohol
- Red eyes, glassy eyes, lack of focus, loss of eye contact
- Unsteady on their feet or falling over
- Drowsiness or sleeping

You need to make a thorough evaluation of a person prior to making a decision to refuse service or ask a person to leave the premises. A strong smell of alcohol is a useful sign that a person is intoxicated. There are many factors to consider when assessing a person such as lack of coordination or slurred speech however the person could also have a disability (refer to section 7 for further details).

If these signs are combined with a strong smell of alcohol it is reasonable to assume the person is intoxicated. This is why your observation skills and paying close attention to patrons are important when making these decisions.