House Policy

RISK ASSESSED MANAGEMENT PLAN (RAMP)

SUNNYBANK RUGBY UNION CLUB LTD

Sunnybank Rugby Union Club Ltd, trading as The Sunny, is a prominent and responsible member of the Sunnybank community and seeks to provide a safe environment where liquor is served in a responsible manner.

Point A - RSA PRACTICES & TRAINING

RSA Practices

The Sunny has a policy to serve patrons in a responsible, friendly, and professional manner. Employees are to assist patrons in their decision to drink in moderation. The venue encourages responsible hospitality practices, which include the service of non-alcoholic beverages and free water. We aim to provide an environment that encourages responsible drinking decisions and reduce the risk of inappropriate and illegal service of alcohol.

The Sunny will refuse service to:

- Anyone who is under the age of 18
- Anyone who appears under the age of 18 without acceptable evidence/proof of age
- Patrons who are at risk of undue intoxication
- Disorderly patrons.
- Our responsible service of alcohol policy aims to:
- Promote and support responsible drinking practices
- Ensure a duty of care to patrons
- Protect our customers and employees and provide a healthy, safe and enjoyable environment
- Protect our business reputation and not be compromised by irresponsible drinkers
- Ensure a safe community.

We implement the responsible service of alcohol by implementing the following practices:

- Providing RSA signage in prominent areas. Management and staff consult on the types of signs that are relevant to the business and may change these at anytime.
- Providing free tap water to all patrons
- Training staff to request ID of all patrons who appear under the age of 25 years
- Training staff in what constitutes acceptable evidence of age under the Liquor Act
- Provide ID checking guides at all points of sale and ensuring that regular checks are made to ensure that an up to date copy of the guide is always available
- Arrange transport where and when required
- Training all employees, including security staff in the Sunnybank RAMP
- Completing and documenting regular weekly checks to ensure signage is displayed accordingly

Training

- All staff members involved in the sale and supply of liquor will have appropriate RSA training as per mandatory requirements
- Our House Policy dictates that we only employ individuals who have already obtained a nationally accredited RSA qualification. Copies of RSA (and other) accreditation will be held on site, and available for review when necessary.

Point B - LIQUOR ACCORD

Details of membership

- The Sunny is a proud member of the South West Brisbane Liquor Industry Action Groups.

Point C - ARRANGEMENTS AT PREMISES

i - Lighting

- Flood lights are installed all of the way around the building including car park areas
- The Sunny is adequately lit with numerous lights located within the interior and exterior of the premises. Management are responsible to ensure that safe levels of lighting are achieved and maintained at all times and have full control of lighting levels.

ii - Noise mitigation

- The Sunny has a duty of care towards patrons and neighbouring business and residential communities with regards to noise
- We abide by all imposed noise limits, and management monitor noise levels at all times
- The primary focus of the venue is to provide a casual experience with reasonable noise at all times.

iii - Security

- The venue acknowledges that safety and security is an expected service provided to patrons
- We acknowledge the assistance of the OLGR and Police in determining suitable security procedures such as numbers of security staff when required
- At any time that it is deemed necessary to employ or contract security, only licensed crowd controllers are used. Appropriate details in registers would be maintained in this event.
- Licensed security staff are required to screen patrons entering and existing the premises, and to control patron behaviour in and around the premises at a ration of 1 crowd controller per 1 - 100 patrons; 2 crowd controllers per 101-200 patrons; 3 crowd controllers per 201- 300 patrons, 4 crowd controllers per 301 - 400 patrons, 5 crowd controllers per 401 - 500 patrons, +1 minimum additional every 250 patrons over 500 patrons
- CCTV is in operation within the licenced area and building surrounds

iv - Transport services

- The majority of patrons attending the venue arrive and leave in their own vehicle or taxi
- Where patrons require transport facilities there is a complimentary taxi phone at the Club's Reception
- A bus stop is located within 150 metres of the club.

Point D – PROVISION OF MEALS

Catering services for the provision of meals to patrons

- The Sunset Bar & Grill is open for Lunch and Dinner Daily.
  - Lunch: 11.30am - 2.30pm everyday
  - Dinner: Sun to Thur 5pm - 8.30pm
    Fri to Sat 5pm - 9pm
- The Sunrise Espresso is open for light meals from 10am
- The Horizons Bar is open for light meals daily 10am - close of trade

Point E – TRAINING OF STAFF

Detail training processes for staff:

- All staff members involved in the sale and supply of liquor must have appropriate RSA certification as per mandatory requirements
- Copies of RSA (and other) accreditation will be held on site and available for review when necessary
- A checklist for new employees will identify training requirements
- A Staff Employee Handbook is available at all times, with copies given at time of induction
- Regular meetings will be held to identify and discuss:
- Training requirements (refreshers)
- OLGR updates and changes
- Statutory changes to licence i.e. special conditions
- Declared criminal organisations
- Outside regular meetings, updates will be provided by the posting of notices in the staff area

Point F - DEALING WITH MINORS ON PREMISES

Management practices with respect to preventing minors on premises where appropriate and dealing with minors found on the premises:

- Only exempt minors are permitted on licensed premises
- Minors are not permitted to purchase, possess, or consume liquor
- Visual deterrents such as management signs at the bar noting minimal age and possible penalty will be on display
- Anyone seeking entry or requesting service who appears to be under 25 years of age will be asked to provide acceptable Photo ID
- Staff will be trained in identifying acceptable proof of age
- NO ID, NO entry, and removal from the premises
- Fraudulent ID will be confiscated and provided to OLGR
- Persons under the age of 18 must vacate the Club by 10pm each evening (unless part of a function)
- Persons under the age of 18 years may remain within the confines of a private function area and under the care of a responsible adult, until the completion of a function. If any minor is observed leaving a function area unaccompanied by a responsible adult, the relevant responsible adult will be asked to remove the minors from the premises immediately.

Point G - DEALING WITH UNDULY INTOXICATED AND DISORDERLY PATRONS ON THE PREMISES

The methods employed by staff to deal with unduly intoxicated and disorderly patrons:

- Persons entering the premises who appear to be unduly intoxicated will not be allowed entry and politely turned away
- Patrons who have any indication of undue intoxication will be refused service and may be asked to leave
- If the patron becomes disorderly, then a tactful instruction to leave premises will be made, however we will:
  - Assist with arranging transportation
  - Ensure that the patron safely leaves the premises in well-lit conditions
- Any incidents or evictions will be noted in a RSA

Point H - HOW THE IMPACT OF THE BUSINESS ON THE AMENITY OF THE COMMUNITY WILL BE LIMITED

Below is detail on how the premises will mitigate noise:

- The venue will be promoted as being a venue for members and their guests, as well as bonafide visitors and tourists
- Patrons are reminded to be mindful of other residents
- There is adequate parking and transport options available
- After closing, patrons will be encouraged to leave the vicinity
- Bins are not emptied until daylight hours, and garbage pick-up is within business hours.

Point I - CONSULTATION WITH COMMUNITY AND LIQUOR INDUSTRY GROUPS

Matters on which the licensee has consulted with any community or liquor industry groups and outcomes:

- A number of suitably trained and licensed Approved Managers are employed as required
- Sunnybank will openly adopt liquor industry and regulatory body initiatives where and when required
- Sunnybank openly invites community dialogue, where the outcome is minimising the impact on local community.

Point J - ENSURING THE CONDUCT OF BUSINESS AT THE PREMISES COMPLIES WITH THE ACT AND OTHER LAWS

Designated Outdoor Smoking Area

- Sunnybank complies with all QLD laws relating to smoking, and will enforce these requirements
- Designated Outdoor Smoking Areas (DOSA) areas are clearly designated and are monitored at all times

Advertising of events

- Sunnybank will not promote events with either a liquor only theme, irresponsible consumption through cheap/inexpensive drinks, or promotion of events which may cause disturbance to the neighbourhood through excessive noise.

Number of patrons on premises

- The licensed area will hold approximately 1200 patrons.

Functions on premises

- Sunnybank holds private functions such as weddings, seminars and banquets
- ALL RSA policies remain unchanged.

Catering Off site

- Sunnybank does not have any authority to provide catering off-site