



Code of conduct – responsible service of alcohol

Trading Name: Kambalda Village
Address: 5 Durkin Rd, Kambalda East
Licensee: Compass Group Remote Hospitality Services Pty Ltd

Liquor Control Act 1988

Changes made

WHAT	WHO	WHEN	CHESS #
First Issue	N/A	7-Jul-2003	N/A
Updated Associated Documents.	C Tuite	10-Apr-2018	CHESS 102624
Updated confidentiality status of the document. Retitled the document and replaced references to liquor with alcohol.	C Tuite	7-Jul-2021	CHESS 194196
Recoded document from ESS-Services-17 to Compass-Services-017 and updated document template	C Tuite	21-Jun-2022	CHESS 243896
Updated the purpose to indicate that the standard applies to all Compass subsidiaries.	J Whitely	18-Jan-2023	CHESS 273504
Added escalation process for site or premises.	N Hicks	4-Jul-2023	CHESS 295899

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1 Purpose

Compass Group Remote Hospitality Services Pty Ltd (**Compass**) is committed to ensuring that alcohol will be sold and consumed in a responsible manner at all our sites. Compass is committed to minimising the harm or ill health caused to people or any group of people, due to the consumption of alcohol. Our standard will be delivered and maintained by our people, contractors and suppliers.

1.1 Why

This procedure describes the requirements for the responsible service of alcohol to patrons.

2 Scope

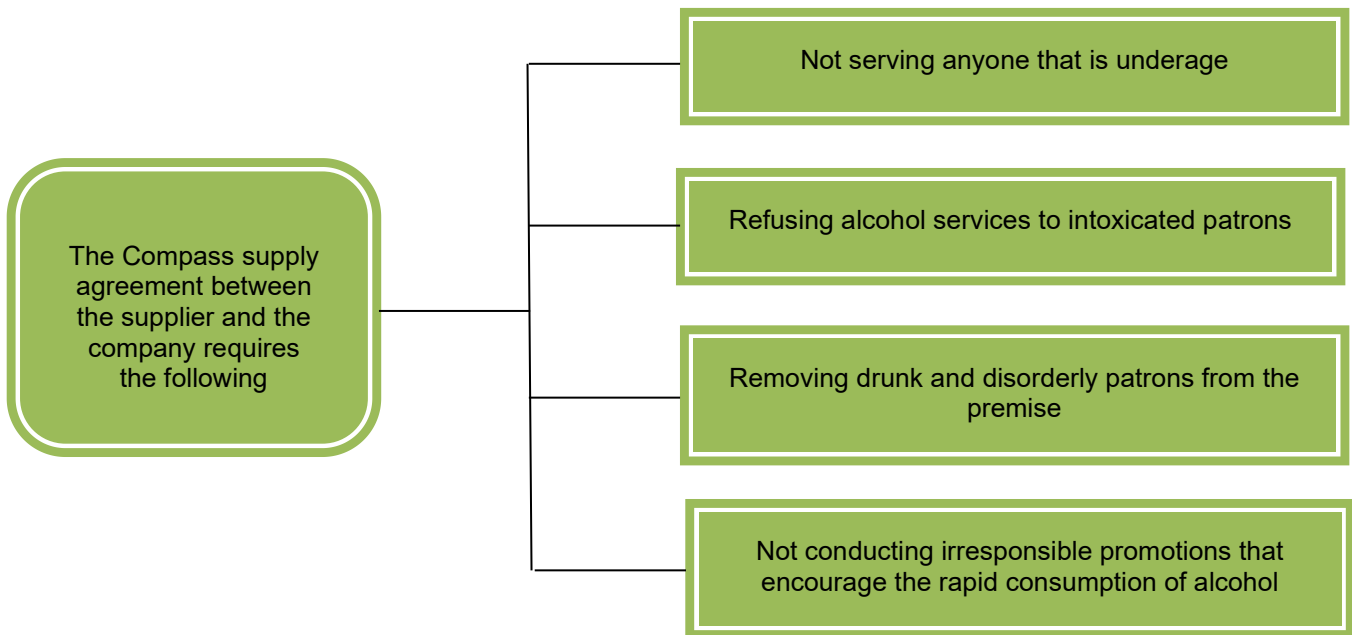
2.1 Who

Chef Supervisor, Site/Unit Manager, Tavern/Wet Mess Manager.

2.2 When

This standard applies during the selling of alcohol by Compass.

3 Responsible service practices flowchart



4 Procedure

The Code of conduct for the responsible service of alcohol (RSA) outlines Compass’s commitment to:

- Controlling intoxicated persons by implementing procedures to enable both the early identification of the signs of intoxication and to prevent intoxication
- Controlling juveniles by checking for acceptable evidence of age using driver’s licence, passport or proof of age card
- Resolving issues with customers and residents using procedures for **Customer comments** and Opportunity for improvement
- Patron care using harm minimisation strategies encouraging the availability of food, non-alcoholic drinks,

- staff training, effective transport of patrons (where appropriate) and discouraging of disorderly behaviour
- Respect the neighbours by encouraging patrons to respect the rights of neighbours and not to disturb the amenity of the local area and
- Adopting responsible server practices such as:
 - a) Not serving anyone that is underage
 - b) Refusing alcohol services to intoxicated patrons
 - c) Removing drunk and disorderly patrons from the premise and
 - d) Not conducting irresponsible promotions that encourage the rapid consumption of alcohol.

5 Responsible service of alcohol (RSA) management plan

The **Responsible service of alcohol (RSA) management plan** describes in detail how the **House management and responsible service of alcohol policy** and this code of conduct shall be implemented.

The management plan confirms that the licensee and approved manager have demonstrated their knowledge of the alcohol licensing laws. In addition, the management plan provides details on:

- How responsible server practices will be adopted
- In house training
- The display of responsible server posters on the licensed premises
- The practices adopted to control juveniles on licensed premises
- The procedures in place to respond to complaints and protect the amenity of the area
- The way in which intoxicated patrons are refused service and
- The way in which licensed security (if applicable) undertake their duties.

6 Escalation process for site or premises.

Under no circumstance should staff sell or supply alcohol outside of the trading hours stipulated on the approved liquor licence or outside of the approved red line plan. Should the premises require a licence variation (for an event) then the appropriate request must be made to the licensing authority before an event can take place on the premises.

Please be aware the consequences can be severe in terms of financial penalties, civil or criminal liability for both the licensee and staff.

The **Escalation matrix** is a guide and should be used after contacting the approved manger/site manager in the first instance.

The escalation matrix is to be used by staff for any proposed deviations.

Escalation matrix		
Contacts	Name	Contact number
Site manager:		
Security (if available)		
Area Manager		
General Manager		

7 Associated documents and resources

Policies	
Health and safety policy	Compass-QA-002
Food safety and quality policy	Compass-QA-004
House management policy - responsible service of alcohol	Compass-QA-007
Standards	
Opportunity for improvement – using CHESS	Compass-QA-021
Customer comments	Compass-Cust-004
Liquor licensing	Compass-Legal-005
State liquor licensing links	Compass-Legal-005-GDE-002
House management and responsible service of alcohol policy	Compass-QA-007
Responsible service of alcohol - management plan	Compass-Services-018
Forms and templates	
Customer comments form	Compass-Cust-004-FRM-001
Resources	
CHESS	