

## ACTION SHEET – RENEW MANAGERS CERTIFICATE

NCS number	<b>MC0047</b>
NAX number	<b>012699</b>
Excel number	<b>1800</b>

Application date	8/03/18
Invoice number	00050315
Receipt number	775039

Certificate Details	
Certificate #	GM 03/CERT/039/2015
Expiry date	28 February 2021

Payment Details	
Debtor number	<b>MC0047</b>
Fee amount	<b>\$316.25</b>

Applicant Details			
Applicant name	Frank David Nola		
Postal address	PO Box 462, Dargaville 0340		
Residential address	10 Rockwall Place, Maunu, Whangarei		
Email address	frank@nolawines.co.nz		
Date of birth	11 March 1957		
LCQ	27 February 2006	LCQBT	6 March 2014
Business phone		Mobile phone:	021 843 221

	Date sent	Due date	Date received
Inspector Report	11 January 2021	2 February 2021	
Police Report	11 January 2021	2 February 2021	

Premises Details	
Valuation number	0095036400
Premises name	Nola`s Wines and Spirits
Premises address	126-128 Victoria Street, Dargaville

NOTES:

Final NCS checking completed	(tick to confirm)	Checking completed by	(insert initials)
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## Notice of Renewal of Manager's Certificate

Sale and Supply of Alcohol Act 2012

ARLA ref: **GM 03/CERT/039/2015**

DLC ref: **MC0047-2021**



To:

**Frank David Nola**

Your manager's certificate is renewed.

Subject to the requirements of the Act relating to payment of fees, and to the provisions of the Act relating to the suspension and cancellation of manager's certificates, this certificate shall expire on the **28th day of February 2024** unless again renewed.

**DATED** at Mangawhai on this 15th day of January 2021.



Mark Farnsworth MNZM  
Chair  
**Kaipara District Licensing Committee**

**Note:**

- The certificate may be issued immediately.
- This certificate is valid only if it has an original signature and seal.

Decision No. **MC0047-2021****IN THE MATTER**of the Sale and Supply of Alcohol Act 2012  
(the Act)**AND****IN THE MATTER**of an application by **Frank David Nola**  
pursuant to s.224 of the Act for the renewal  
of a manager's certificate**Before the Kaipara District Licensing Committee**

Chair: Mr Mark Farnsworth

On call: Licensing Inspector- Fiona Poyner

**DECISION (ON THE PAPERS)**



This is an application pursuant to section 224 of the Sale and Supply of Alcohol Act 2012 by Frank David Nola for the renewal of a manager's certificate.

There being no matters raised in opposition to this application I shall deal with the matter on the papers.

I am satisfied that the applicant meets the criteria as set out in s.227 of the Act and I renew the manager's certificate GM 03/CERT/039/2015 for a full three year period until the 28th day of February 2024.

The attached notice of renewal may issue immediately.

**DATED** at Mangawhai this 15<sup>th</sup> day of January 2021.



Mark Farnsworth MNZM

Chair

Kaipara District Licensing Committee



Kaipara te Whangarei

**KAIPARA  
DISTRICT**

Two Oceans Two Harbours

18 January 2021

Frank David Nola  
PO Box 462  
Dargaville 0340

42 Hokianga Road,  
Private Bag 1001,  
Dargaville 0340, Northland,  
New Zealand  
p 09 439 3123  
p 0800 727 059  
f 09 439 6756  
e [council@kaipara.govt.nz](mailto:council@kaipara.govt.nz)  
[www.kaipara.govt.nz](http://www.kaipara.govt.nz)

Dear Sir / Madam.

**Application for renewal of managers certificate – Frank David Nola**

Please find attached copies of all documents required to be forwarded to an applicant in the matter of an application made pursuant to the Sale and Supply of Alcohol Act 2012 (the Act).

Yours faithfully

Gina Aylett

**Monitoring and Compliance Technical Support Officer**

**Attached:**        *A copy of the renewed licence or manager's certificate.*  
                      *A copy of all Agency reports received.*  
                      *A copy of the Kaipara DLC's Decision.*

18 January 2021

Alcohol Regulatory & Licensing Agency  
Department of Justice  
DX SX11159  
**Wellington**

42 Hokianga Road,  
Private Bag 1001,  
Dargaville, Northland,  
New Zealand  
p +09 439 7059  
f +09 439 6756  
e [council@kaipara.govt.nz](mailto:council@kaipara.govt.nz)  
[www.kaipara.govt.nz](http://www.kaipara.govt.nz)

Dear Sir / Madam.

**Application for renewal of managers certificate – Frank David Nola**

Please find attached copies of all documents required to be forwarded to the Alcohol Regulatory and Licensing Authority (the Authority) pursuant to s.66 (3) of the Sale and Supply of Alcohol Act 2012 (the Act) and the Authority's first practice direction dated 26 November 2013.

Yours faithfully



Gina Aylett

**Monitoring and Compliance Technical Support Officer**

**Attached:**        *A copy of the renewed licence or manager's certificate.*  
                      *A copy of the application form.*  
                      *A copy of the Kaipara DLC's Decision.*

## **Application for Renewal of Managers Certificate:**

**MC0047– Frank David Nola.**

**Meeting:** Kaipara District Licensing Committee.

**Date of meeting:** 15 January 2021.

**Reporting officer:** Fiona Poyner, Licensing Inspector.

## **Purpose/Ngā whāinga**

In the matter of the Sale and Supply of Alcohol Act 2012 and an application pursuant to s.224 of the Act for the granting of the renewal of a manager's certificate to Frank David Nola who is currently working at the premises known as "Nola's Wines and Spirits" situated at 126-128 Victoria Street, Dargaville, Kaipara District. The application was received on 08 January 2021 and forwarded for reporting on 11 January 2021. All agency reports were received by 14 January 2021 enabling the application to progress to the District Licensing Committee hearing scheduled for 15 January 2021.

## **Context/Horopaki**

The applicant was first granted a manager's certificate on 27 November 1990. In order to continue his current employment within the Kaipara District, Mr Nola seeks the granting of the renewal of his manager's certificate. No issues or concerns have come to the attention of the Territorial Authority with regard to the suitability of the applicant to continue to hold a manager's certificate.

## **Discussion/Ngā kōrerorero**

Section 216 of the Act requires that if an applicant wishes to work as a duty manager to sell and supply alcohol from a licensed premise, they must be the holder of a current manager's certificate, or they would be deemed to be in breach of the Act.

Section 225 of the Act provides for the application for the renewal of a Manager's Certificate to be lodged with the territorial authority for reporting on by the Police and the Licensing Inspector. On receipt of those reports s.226 of the Act provides for the District Licensing Committee to grant or decline such application. The reports from the Inspector and Police do not offer any objection to the application for the renewal of the certificate.

The Sale and Supply of Alcohol Act 2012 provides for all decisions on applications to be made by Council's District Licensing Committee. For unopposed applications the Chairperson alone can determine the application based on information provided in the papers.

The District Licensing Committee has two options:

Option A: Grant the application with conditions.

Option B: Decline the application.

**Assessment of Options:**

There are no grounds that officers are aware of that will substantiate a declining of the application. Based on the reports received from the Police and Licensing Inspector, there is no good reason to impose further conditions on the certificate, other than those required under the Act. The applicant has provided all information thus satisfying the reporting agencies who have responded with no opposition being raised to the issuing of the renewal of a manager's certificate.

Option A is considered the preferred option as it satisfies all requirements of s.227 of the Sale and Supply of Alcohol Act 2012 allowing the unopposed application to issue once determined by the District Licensing Committee.

**Recommendation:**

That the District Licensing Committee grants the application made by Frank David Nola for the renewal of a Managers Certificate.

**Next steps/E whaiake nei**

The decision by the District Licensing Committee will be published on Council's website.

**Attachments/Ngā tapiritanga**

A	Reports for renewal of manager's certificate by Frank David Nola.
B	Draft Decision by District Licensing Committee.
C	Draft Certificate by District Licensing Committee.

Fiona Poyner, 14 January 2021.

MC0047

14 January 2021

The Secretary  
Kaipara District Licensing Committee  
Private Bag 1001  
Dargaville 0340

## Inspector's Report

Sale and Supply of Alcohol Act 2012 (the Act)

### 1. Introduction

This is an Inspector's report for the purpose of section 225 (2) of the Act, in the matter of an application by Frank David Nola (the applicant) under section 224 of the Act for renewal of a manager's certificate.

### 2. Applicant Details

- |                          |                                             |
|--------------------------|---------------------------------------------|
| 2.1 Full name:           | Frank David Nola.                           |
| 2.2 Gender:              | Male.                                       |
| 2.3 Address:             | 10 Rockwall Place, Maunu, Kaipara District. |
| 2.4 Date of Birth:       | 11 March 1957.                              |
| 2.5 Address for service: | PO Box 462, Dargaville 0340.                |

### 3. Certificate Details

- |                            |                                       |
|----------------------------|---------------------------------------|
| 3.1 Certificate number:    | GM 03/CERT/039/2015.                  |
| 3.2 Last renewed by:       | Kaipara District Licensing Committee. |
| 3.3 Expiry date:           | 28 February 2021.                     |
| 3.4 Date renewal received: | 08 January 2021.                      |
| 3.5 New expiry date:       | 28 February 2024.                     |

### 4. Use of the Certificate

- |                       |                                      |
|-----------------------|--------------------------------------|
| 4.1 Premises name:    | Nola's Wines and Spirits.            |
| 4.2 Premises address: | 126-128 Victoria Street, Dargaville. |

### 5. LCQ

The applicant has completed NZQA unit standards 4646 and 16705 and has provided a Licence Controller Qualification (LCQ) certificate issued in respect of the Sale of Liquor Act 1989. That certificate is dated 27 February 2006. A copy of the certificate is attached to the complete file.

### 6. LCQ Bridging Certificate



The applicant is the holder of an LCQ certificate issued in respect of the Sale of Liquor Act 1989. The applicant is therefore required to hold a completion certificate issued in respect of the LCQ Bridging Test.

The applicant has successfully completed the LCQ Bridging Test and has provided a completion certificate issued by ServicelQ. That certificate is dated 6 March 2014. A copy of that certificate is attached to the file.

## 7. Notice of Renewal

The applicant's current certificate was last renewed under the Sale and Supply of Alcohol Act 2012. That certificate was prepared in accordance with the Alcohol Regulatory and Licensing Authority's practice statement dated 26 November 2013. A replacement certificate number is therefore not required to be issued with the attached notice of renewal.

## 8. Criteria for renewal

Pursuant to section 227 of the Act, when considering an application for renewal of a manager's certificate, the Kaipara District Licensing Committee is required to have regard to all of the matters specified at section 227 of the Act. Section 227 of the Act provides the following:

### *227 Criteria for renewal*

*In considering an application for the renewal of a manager's certificate, the licensing authority or licensing committee concerned must have regard to the following matters:*

- (a) The applicant's suitability to be a manager:*
- (b) Any convictions recorded against the applicant since the certificate was issued or last renewed:*
- (c) The manner in which the manager has managed the sale and supply of alcohol pursuant to the licence with the aim of contributing to the reduction of alcohol-related harm:*
- (d) Any matters dealt with in any report made under section 225.*

Section 227, Sale and Supply of Alcohol Act 2012.

## 9. Summary

### **The application is complete.**

In terms of the criteria specified at section 227 of the Act, I offer the following comment:

#### **(a) The applicant's suitability to be a manager:**

I am not aware of any unfavourable matters in terms of the applicant's continued suitability to hold a manager's certificate.

#### **(b) Any convictions recorded against the applicant since the certificate was issued or last renewed:**

A search of the Alcohol Regulatory and Licensing Authority's decisions database does not reveal any convictions or holdings recorded against the applicant in the three year period since the certificate was most recently renewed.

#### **(c) The manner in which the manager has managed the sale and supply of alcohol pursuant to the licence with the aim of contributing to the reduction of alcohol-related harm:**

I am not aware of any unfavourable matters in terms of the manner in which the applicant has managed the sale and supply of alcohol pursuant to the licence with the aim of contributing to the reduction of alcohol-related harm.

(d) **Any matters dealt with in any report made under section 225.**

There are no additional matters raised in this report.

10. Section 227 criteria - assessment

Having regard to all of the criteria specified at section 227 of the Act, I do not believe that the granting of the application and the issue of a replacement manager's certificate would be contrary to the object of the Act.

11. Recommendation

That the application by Frank David Nola for renewal of a manager's certificate should be considered, determined and granted by the Kaipara District Licensing Committee on the papers.

Prepared by



Fiona Poyner  
**Kaipara District Licensing Inspector**

**Gina Aylett**

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**From:** Tai.Patrick@police.govt.nz on behalf of AHRO.WhangareiKaipara@police.govt.nz  
**Sent:** Wednesday, 13 January 2021 1:26 pm  
**To:** KDC Licensing; Northland.FMC@police.govt.nz  
**Cc:** Fiona Poyner  
**Subject:** Re: [EXTERNAL] MC0047 Renewal of Manager's Certificate Application  
**Attachments:** MC0047 Renewal of Manager's Certificate Application.pdf

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CAUTION: This email originated from outside Kaipara District Council. Do not click links or open attachments unless you recognise the sender and know the content is safe.

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No objection.

Regards

Tai

T. Patrick  
Sgt TPC213  
Alcohol Harm Prevention Officer (AHPO) Whangarei / Kaipara Liquor Licensing | Northland District |  
New Zealand Police  
Phone: +64 9 430 4500 | Email: tpc213@police.govt.nz  
88 Cameron Street, Whangarei Central, Whangarei [www.police.govt.nz](http://www.police.govt.nz)

-----"KDC Licensing" <kdclicensing@kaipara.govt.nz> wrote: -----

To: "AHRO.WhangareiKaipara@police.govt.nz" <AHRO.WhangareiKaipara@police.govt.nz>, "Fiona Poyner" <fpoyner@kaipara.govt.nz>  
From: "KDC Licensing" <kdclicensing@kaipara.govt.nz>  
Date: 11/01/2021 9:49  
Subject: [EXTERNAL] MC0047 Renewal of Manager's Certificate Application

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

11 January 2021

**New Zealand Police**

Alcohol Harm Reduction Officer (by email)

AHRO.WhangareiKaipara@police.govt.nz

**Kaipara District Licensing Inspector** (by email)

**Gina Aylett**

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**From:** KDC Licensing  
**Sent:** Monday, 11 January 2021 9:48 am  
**To:** AHRO.WhangareiKaipara@police.govt.nz; Fiona Poyner  
**Subject:** MC0047 Renewal of Manager's Certificate Application  
**Attachments:** MC0047 Renewal of Manager's Certificate Application.pdf

11 January 2021

**New Zealand Police**

Alcohol Harm Reduction Officer (by email)

AHRO.WhangareiKaipara@police.govt.nz

**Kaipara District Licensing Inspector (by email)**

Dear Agencies,

**MC0047, Manager - renewal**

In accordance with section 225 (1) of the Sale and Supply of Alcohol Act 2012 (the Act), please find attached an application by **Frank David Nola** for renewal of a managers certificate.

In accordance with section 225 (3) of the Act, any matters of opposition must be confirmed in a report filed within 15 working days. This means any report must be filed by Tuesday 2 February 2021, (inclusive).

Yours faithfully



Gina Aylett

**Monitoring & Compliance Technical Support Officer**



Gina Aylett | Compliance and Monitoring Services Technical Support  
Kaipara District Council, Private Bag 1001, Dargaville 0340  
Direct Dial 09 439 1248  
[gaylett@kaipara.govt.nz](mailto:gaylett@kaipara.govt.nz) | [council@kaipara.govt.nz](mailto:council@kaipara.govt.nz) | [www.kaipara.govt.nz](http://www.kaipara.govt.nz)

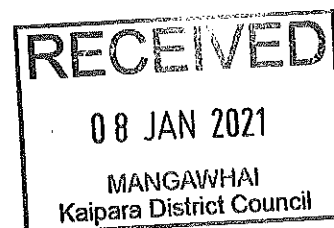


MC0047



## Renewal of a Manager's Certificate Application

Sections 224 of the Sale and Supply of Alcohol Act 2012



### What to include with your application

- ☒ The prescribed fee of \$316.25 (including GST). This fee is not refundable.
- ☒ The original of the completed application form (not a photocopy).
- ☒ A copy of proof of eligibility to work in New Zealand (if applicable).
- ☒ A copy of your current Manager's Certificate.
- ☒ A copy of your LCQ (Licence Controller Qualification certificate) and Bridging Test if applicable.
- ☒ New Zealand Police Supplement Form to be completed with a copy of photograph identification e.g. New Zealand driver's licence or New Zealand passport.

### Payment Options

By mail: Send your cheque and this form to:

Kaipara District Council  
Alcohol and Licensing Department  
Unit 6, The Hub  
6 Molesworth Drive  
Mangawhai 0505

In person: Pay by cash, cheque or Eftpos at either Council Offices:

Unit 13, 6 Molesworth Drive, Mangawhai Village; or  
42 Hokianga Road, Dargaville

By direct credit: Kaipara District Council 02 0308 0090743 07

Reference as: Renew Manager/ Applicants name

Office Use only	Cashier Name	Comments
Receipt Number:	775039	
Receipt Amount: \$	316.25	
NAX Customer Number	012699	

To complete the application you will need to answer all the questions that follow and supply all the documents.

### Note:

- Failure to supply all the required documents may result in this application being returned.
- For renewal, this application must be filed with the Secretary of the Kaipara District Licensing Committee before the certificate expires. Please note a lapsed certificate cannot be renewed.
- Where the applicant is presently employed as a Manager, the application should be filed with the District Licensing Committee for the district in which the applicant is employed.

Excl # 1800

**Section 224 of the Sale and Supply of Alcohol Act 2012 Form 19**

All questions in this application must be filled out completely.

**To the Secretary**
**Kaipara District Licensing Committee**
**1 Details of the Applicant**

Full legal name to be on Certificate: <b>FRANK DAVID NOLA</b>		
Any aliases (known by any other name):		
Address: <b>10 Rockwell Place MAUNU WITANGARI</b>		
		Postcode:
Postal address for service of documents: <b>P.O. BOX 462.</b>		
<b>DARGAVILLE</b>		Postcode: <b>0840</b>
Email address (required): <b>FRANK@NOLAS.CO.NZ</b>		
Occupation: <b>DIRECTOR</b>	Male <input checked="" type="checkbox"/>	Female <input type="checkbox"/>
Date of birth: <b>11.03.57</b>	Place of birth: <b>IEKOPURU</b>	
Daytime contact name and telephone number: <b>021 843 221</b>		
Preferred mode of contact: <b>021 843 221 FRANK@NOLAS.CO.NZ</b>		

Has the applicant been convicted of any offence? State all criminal convictions other than convictions for offences against provisions of the Land Transport Act 1998 not contained in Part 6 and offences to which the Criminal Records (Clean Slate) Act 2004 applies.

 Yes ☐ No ☒

If Yes, what are the details of each offence?

Nature of offence:
Date of conviction:
Penalty suffered:

Please tick appropriate boxes below

**Does the applicant hold the Licence Controller Qualification?**

 Yes ☒ No ☐ If Yes, please supply a copy.

Yes ☒ No ☐ If Yes, please supply a copy.

Current place of employment (trading name of licensed premises):  
NOLAN'S WINES & SPIRITS LTD.  
Address of above-mentioned premises: 126-130 Victoria St.  
DARGAVILLE.

[illegible]

1) ~~Pinetall~~

2) ~~Pinetall~~

Annals

Active

Signed at (place): <u>DARGAVILLE</u>	Date: <u>5/9/2021</u>
Applicant's signature: <u>[Signature]</u>	
Applicant's name (printed): <u>FRANK DAVID NOLA</u>	

Please remember to sign and date the application and complete New Zealand Police Supplement Form before lodging with Council.





New Zealand  
**POLICE**  
Nga Pirihimana o Aotearoa

## NEW ZEALAND POLICE SUPPLEMENT FORM

The District Licensing Committee must send the application to a member of Police in charge of the Police Station nearest to the premises in respect of which the licence is sought for them to report on. You are entitled to receive a copy of that report. The Police cannot report unless you consent to them releasing relevant information to the District Licensing Committee, which may include details of previous convictions.

Please complete below (Applicant):

I, FRANK DAVID NOLA

of (address)

10 ROCKWELL PHARMACY  
MAUNU WILKINSON

consent to the New Zealand Police releasing those details.

Signature of applicant: [Signature] Date: 8/01/2021

Please provide the following information for identification purposes:

Date of birth: 11/03/1957 Male ☒ Female ☐

Please provide a copy of your Driver's Licence or Passport for ID:

Safer Communities Together

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## Host Responsibility

### What is Host Responsibility?

Host Responsibility is being responsible with the serving of alcohol at any venue, licensed premises, special occasion or special event to reduce the problems that can be caused from excessive drinking.

To follow is a set of guidelines that supports this aim.

As a responsible supplier of alcoholic drinks, you are legally required to ensure that Host Responsibility is followed at all times while alcohol is being served or consumed.

- 1 Provide and promote substantial food as long as alcohol is being served.
- 2 Provide and promote non-alcoholic and low alcohol beverages.
- 3 Offer free non-alcoholic drinks to designated drivers.
- 4 Do not encourage promotions e.g. happy hours, specials, give-aways.
- 5 Have a telephone accessible for your patrons to use to arrange transport options.
- 6 Have a system in place for checking the age of patrons and for refusing service to underage patrons.
- 7 Ensure staff are trained to watch for and be able to recognise patrons that have had too much to drink and prevent driving under the influence of alcohol.
- 8 Ensure that alcohol is not supplied to intoxicated persons.

Licensing Inspectors together with the Police conduct routine inspections of licensed premises and venues where Special Licences have been granted to ensure compliance with the requirements of the Sale and Supply of Alcohol Act 2012 and licence conditions.

If you are applying for a licence for a special occasion or a special event you will need to supply adequate information for the application to be processed speedily. Application forms, Host Responsibility and Special Licence information sheet guidelines are available from the Council offices at Mangawhai and Dargaville for your assistance.

## Notice of Renewal of Manager's Certificate

Sale and Supply of Alcohol Act 2012

ARLA ref: GM 03/CERT/039/2015

DLC ref: MC0047-2018

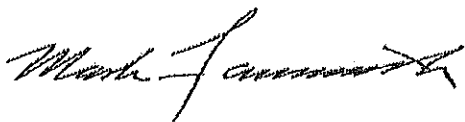
To:

**Frank David Nola**

Your manager's certificate is renewed.

Subject to the requirements of the Act relating to payment of fees, and to the provisions of the Act relating to the suspension and cancellation of manager's certificates, this certificate shall expire on the 28th day of February 2021 unless again renewed.

Dated at Mangawhai on this 2nd day of March 2018.



Mark Farnsworth MNZM  
Chair  
Kaipara District Licensing Committee



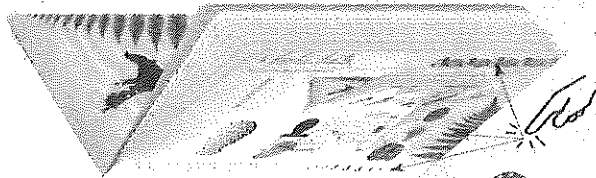
### Notes:

- The certificate may be issued immediately.
- This certificate is valid only if it has an original signature and seal.

*Ala*



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The document contains 43 pages and is valid up to a maximum of 10 years (48 months) following the date of issue up to 10 years (60 months).

NEW ZEALAND / AOTEAROA

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THIS IS TO CERTIFY THAT

**Frank David Nola**

has gained the

**Licence Controller Qualification**

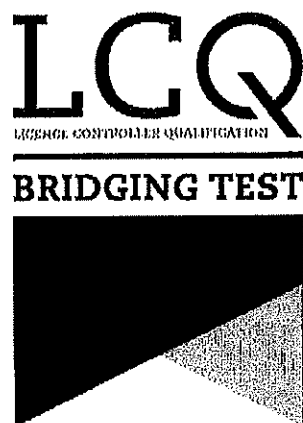
via the HSI Transition Process

A handwritten signature in black ink, appearing to read 'S. M. [unintelligible]', is positioned above the title 'Chief Executive'.

Chief Executive

HOSPITALITY STANDARDS INSTITUTE, NEW ZEALAND

Date of issue:  
Monday, 27 February 2006



## Completion Certificate

This is to certify that

**Frank David Nola**

has successfully completed the

**Licence Controller Qualification  
Bridging Test**

on

**06 March 2014**

*This certificate is awarded in recognition of the recipient completing the LCQ Bridging Test, which covers the Sale and Supply of Alcohol Act (2012) for holders of an LCQ Certificate awarded under the repealed Sale of Liquor Act (1989). This certificate does not replace the Licence Controller Qualification (LCQ) or verify the completion of NZQA unit standards. The Completion Certificate should be presented along with a corresponding LCQ Certificate for the application of the Manager's Certificate.*

Certificate No: 100000019

A handwritten signature in black ink, appearing to read 'Dean Minchington'.

Dean Minchington  
Chief Executive Officer  
ServiceIQ (Service Skills Institute)

**Service IQ**  
SMARTER PEOPLE FOR  
SMARTER BUSINESSES



# Nola's Wines and Spirits Limited

## Host Responsibility policy

Our Host responsibility policies are designed and specifically written to reduce the abuse of alcohol by creating and promoting the safe and Healthy use of Alcohol on all sales from our off premises for staff to follow, Staff are aware of the policies, and are suitably trained and receive obvious support from management, including the ongoing discussion of issues that may arise, with staff input

### A statement of intent regarding staff training

- a) Staff a regularly keep up to date with on-going training
- b) Weekly meetings are held refer to **(Duty Managers Policies and Procedures Audit Log)**
- c) Management Responsibility for organising and conducting training
- d) Participation and training recorded via staff **Training manual**
- e) Alcohol Promotions are conducted under section **(H) Sampling Guidelines within Company Policy and Procedures Manual**

Also refer to the "National Guidance on Alcohol Promotions for **Off Licences**" available from HPA)

### Host Responsibility House Policy

**OFF Licence** on 4 key concepts a responsible host:

1. **Objective** aim is to promote the Sale and Supply of Alcohol in a responsible manner and encourage responsible drinking practices by our customers.
  - a) The safe and healthy use and sale of alcohol consumption is encouraged
  - b) As well as canned and bottled brands, we actively promote low and non-alcoholic alternatives
2. Intoxicated persons are not permitted on the premise. **(Signage displayed)**
3. Those under 18 years old will not be served alcoholic beverage. **(Signage displayed)**
  - a) all our staff are required to ask for evidence of age. **(Signage displayed)**
4. Manage the premises, with the aim of ensuring the safe and responsible sale and supply of alcohol and minimising alcohol-related harm, and to follow good host responsibility practices including security

### Host Responsibility is based

**ON Licence** on six key concepts and including the above a responsible host:

1. prevents intoxication
2. have a system in place for checking the age of patrons and for refusing service to
3. provides and actively promotes low alcohol and non-alcoholic alternatives
4. provides and actively promotes substantial food
5. serves alcohol responsibly or not at all
6. arranges safe transport options (have a telephone accessible for patrons)

### Manager's Checklist

1. Your Host responsibility policy is written specifically for the premises, ideally with staff input.
2. The policy is clearly visible to patrons and staff.

3. Staff are aware of the policy, are suitably trained and receive obvious support from management, including the ongoing discussion of issues that may arise.
4. The safe and healthy use of alcohol is encouraged:
  - (a) Various food promotions and specials are available cheaply and quickly;
  - (b) Low-alcohol and non-alcoholic drinks are promoted and readily available and staff have a positive attitude towards these drinks;
  - (c) Offer free non-alcoholic drinks to designated drivers
5. Clear and obvious notices about the laws relating to serving minors and intoxicated persons are displayed.
6. Staff are trained to recognise and understand intoxication and practical interventions. They are encouraged to intervene early, either directly or through friends, and instructed not to continue serving alcohol to any customer who appears to be getting intoxicated.
7. There are no promotions that encourage intoxication *Under section 166, it is an offence for anyone (licensee, manager or staff member) to serve a person who is already intoxicated.*

**Manage the premises, with the aim of ensuring the safe and responsible sale and supply of alcohol and minimising alcohol-related harm.**

*Intoxication is defined in the Sale and Supply of Alcohol Act 2012 as being observably affected by alcohol, other drugs or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident:*

1. Speech is impaired.
2. Coordination is impaired.
3. Appearance is affected.
4. Behaviour is impaired.

- a) Indicators of intoxication may include but are not limited to:
- b) Speech: slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
- c) Coordination: spills drinks, trips, weaves, walks into objects, unable to stand
- d) unaided or sit straight.
- e) Appearance: bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
- f) Behaviour: seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.

*Certain medical conditions and disabilities may share some of these indicators of intoxication, so it is important to carefully and respectfully investigate a customer's apparent intoxication before making any assumptions.*

### **Guide to checking ID**

1. Ask to see the customer's ID if they look 25 or under.
2. The customer must remove the ID from their wallet.
3. Check the date of birth (know the cut-off birth date at which you must deny
4. customers access to your premises).
5. DO NOT look at the picture first; look at the picture last.
6. Feel the surface and edges of the card with your thumb, checking for blemishes or tampering.
7. FIRST, while talking to the customer, look for distinguishing features on their face, nose, chin and jaw.
8. SECOND, look at the picture on the card and ensure this has the same features as the face.
9. Shine a torch from behind the photo and the date of birth.
10. If further validation is required, check their signature against the card (get them to sign).
11. Can you PROVE to police you have ID-ed them? (Cameras/Notebook/Stamp) The biggest mistake staff make is to calculate the age incorrectly from the date of birth provided. You should know today's



date and subtract 18 years. Anyone born after this date is under age and should be removed from the premises. A sign on the till showing today's date and 18 years earlier will help staff make this call efficiently and effectively.

**The Above policies are based on the LCQ Licence Controller Qualifications Service IQ Standard units below**

- Demonstrated knowledge of the sale of liquor act 1989 and implications for the operation of licensed premises (unit 4646) LCQ v9 LCQ Service IQ Level4 Learning Material

This licensee's takes steps relating to ensuring compliance with the provisions of the

Act relating to the sale and supply of alcohol to minors and intoxicated persons and the conditions of sale under the off licence and any other matter aimed at promoting the reasonable consumption of alcohol

- Demonstrated knowledge of Host Responsibility requirements as a Duty Manager of a licensed premises (unit 16705) LCQ v6 LCQ Service IQ Learning Material

Staff a trained in host responsibility practices and at all times we have operated under the guidelines of the Sale & Supply of Alcohol Act 2012.

And the conditions of sale under the off licence

# **NOLA'S WINES AND SPIRITS LIMITED**

## **DUTY MANAGERS POLICIES AND PROCEDURES AUDIT**

*(To be completed at the beginning of each week)*

### **Check that**

- Name of Manager on Duty is displayed.
- Notice of Open Days and Hours are displayed outside Principle entrance.
- Copy of appropriate licence is displayed inside principle entrance.
- Notice for prohibited persons is displayed: - (i.e. minors – intoxicated persons)
- Duty Manager to update all staff of any issued or pending trespassed notices
- Exit signs are above each means of egress.
- All egress passage ways are clear and unobstructed.
- No 'Smoking' signs are displayed. Hospitality 18+ card
- Accepted forms of Identification are displayed: -  
**ID Forms include: - NZ Drivers Licence – NZ & Overseas Passport – 'Hospitality 18+ Card'**

### **Remind and Inform All Service staff of Company Policies and: Their Responsibilities under the Sale and Supply of Alcohol Act (SSAA) 2012 And Licence' requirements.**

- Prohibited persons means: - minors – intoxicated persons.
- Company Policy 'ID' required for any persons appearing to be **Under 25** years of age.
- Groups of two or more people *(If a group of people enter the store and one or more of the group attempt to buy alcohol – any member of the group that appears under the age of 25 will be asked for identification. If they cannot supply ID, we will NOT supply anyone in the group with alcohol)*
- Remind staff to continue to contribute to a system of control over the sale and supply of alcohol, with the characteristics stated in subsection (2); and to assist in implementing the law relating to the sale, supply, and consumption of alcohol so that it's effect and administration help to achieve the object of this Act.
- Remind staff of the consequences to the company of failure to carry out the above requirements and the likelihood of their employment being terminated should they make an error in judgment as to a person's age.
- Remind all staff that **We Must Look After the Interest of Our Young**

### **INCIDENT LOG**

- Remind all Staff to notify Duty Manager on duty of any incidences.
- Remind and have all staff acknowledge that they must make the appropriate entries in the Incident Report Log on any incidences occurring.
- Remind all Staff to complete an audit form and file.

Report to be completed by Manager on Duty where applicable as a separate report daily.

### **At End of Shift**

- Remind all Duty managers to remove name as Duty Manager at end of shift

**REMEMBER OUR POLICY NO 'ID' - NO SERVICE - NO EXCEPTIONS!!!**

\_\_\_\_\_  
Print Full Name

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date

# Nola's Wines and Spirits Limited

## Our Host Responsibility Reference Policy

- Demonstrate knowledge of the sale of liquor act 1989 and implications for the operation of licensed premises (unit 4646) v9 LCQ Service IQ Level4 Learning Material

This licensee's takes steps relating to ensuring compliance with the provisions of the Act relating to the sale and supply of alcohol to minors and intoxicated persons and the conditions of sale under the **OFF licence** and any other matter aimed at promoting the reasonable consumption of alcohol

- Demonstrate knowledge of Host Responsibility requirements as a Duty Manager of a licensed premises (unit 16705) v6 LCQ Service IQ Learning Material

Staff a trained in host responsibility practices and at all times we have operated under the guidelines of the Sale & Supply of Alcohol Act 2012.

**And the conditions of sale under the OFF Licence**

- 1, Objective** The objective of the Act is to establish a reasonable system of control over the sale and supply of liquor to the public, with the aim of contributing to the reduction of liquor abuse, so far as can be achieved by legislative means.

*Under section 166, it is an offence for anyone (licensee, manager or staff member) to serve a person who is already intoxicated.*

- 2, Clear and obvious notices about the laws relating to serving minors and intoxicated persons are displayed, and are clearly visible to all patrons and staff**

It is against the law to serve minors. If we are in doubt as to your age, we will ask for ID.  
Acceptable forms of proof of age are,

New Zealand photo driver's license  
Passport (NZ or International)  
HANZ photo identification card

- (a) NO ID NO SERVICE NO EXCEPTIONS**
- (b) We will not serve intoxicated persons.**
- (c) We operate within the requirements of the Sale & Supply of Alcohol Act 2012.**
- (d) Our Policy is to serve you in a friendly, responsible & professional manner.**

*Under Section 168, it is an offence for any manger or Licensee to allow an intoxicated person to be or remain on a licensed premise*

- **Restricted:** No one under 18 years may be on that part of the premises unless they are employed to prepare or serve a meal, clean or repair etc, remove or replace equipment, stocktake, check or remove cash.
- **Supervised:** No one under 18 years may be on that part of the premises unless they are accompanied by their parent or legal guardian, or are employed to sell or supply alcohol, or to

prepare or serve a meal, clean or repair etc, remove or replace equipment, stocktake, check or remove cash. Someone under 18 can only be employed to provide entertainment when accompanied by the individual's parent or legal guardian. Most bars are designated as supervised.

- **Undesignated:** Anyone of any age can be on that part of the premises. Minors (under-18s) can be employed to sell or supply alcohol, provide entertainment, or to prepare or serve a meal, clean or repair etc, remove or replace equipment, stocktake, check or remove cash. Most restaurants and club premises are undesignated.

Alcohol cannot be sold to a person under 18 under any circumstance.

### ***The policy and signage is clearly visible to patrons and staff***

#### **3, Manage the premises, with the aim of ensuring the safe and responsible sale and supply of alcohol and minimising alcohol-related harm. And to follow good host responsibility practices including security**

*Intoxication is defined in the Sale and Supply of Alcohol Act 2012 as being observably affected by alcohol, other drugs or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident:*

**Speech is impaired.**

**b) Coordination is impaired.**

**c) Appearance is affected.**

**d) Behaviour is impaired.**

#### **4, The safe and healthy use and sale of alcohol consumption is encouraged**

**(a)** Low-alcohol wine, beer and non-alcoholic drinks are promoted and readily available and staff have a positive attitude towards these drinks;

**(b)** The premises supports safe drinking and this is actively encouraged;

**(c)** There are no promotions that encourage intoxication. In any way that may increase alcohol-related harm directly or indirectly and that may contribute to, the excessive or inappropriate sale and consumption of alcohol

**(d) Sampling Refer to** Section H Sampling Guidelines for Alcohol Manufactures within Nola's Policy and Procedures Manual

*It is an offence for a licensee or manager to do anything that is intended or likely to encourage people to consume alcohol to an excessive intent. The maximum penalty for any breach is \$10,000 plus the possibility of licence variation, suspension or cancellation – ref S237.*

**This licensee's takes steps relating to ensuring compliance with the provisions of the Act relating to the sale and supply of alcohol to minors and intoxicated persons and the conditions of sale under the OFF Licence and any other matter aimed at promoting the reasonable consumption of alcohol**

## 5, Staff Training

All staff receive regular training on our policies, procedures and host responsibility. Management ensure that any new employees, whether voluntary or paid, and regardless of their previous experience, receive training, especially covering the conditions of the licence and the contents of the implementation plan. Where possible all staff are required to hold a current LCQ Licence Controllers Qualification Certification

# Duty Managers Renewal Application Form Requirements

## Question 3

### Reduction of Alcohol abuse

What steps has the applicant taken to manage the sale and supply of alcohol with the aim of contributing to the reduction of alcohol abuse? State four of the host responsibilities guidelines and how you have applied these in the management of your premises

**Objective** The objective of the Act is to establish a reasonable system of control over the sale and supply of liquor to the public, with the aim of contributing to the reduction of liquor abuse, so far as can be achieved by legislative means.

**Responsible Service** You are required to ensure alcohol is served in a responsible manner with regard to providing a safe and comfortable drinking environment.

**Prevention of Sales to** You are required to ensure the prevention of underage drinking, liquor Prohibited People abuse, drink driving and intoxication for the safety of the customer and the community as well as yourselves and the premise.

**Minors** To ensure you do not sell or supply liquor to any person under the age of 18 years, you are advised to ask to see ID. It is not safe to rely on guessing someone's age. The approved forms of ID are the New Zealand driver's licence, a passport or a HANZ 18+ card. These all have the owner's date of birth, photo and other details you can use to verify that the person in front of you is over 18 years of age. Other forms of ID cannot be used as a form of defence should you make an error and are facing an offence. Be sure you compare the photo with the person carefully and that the ID form appears legitimate. It is recommended that you ask for ID all the time as a form of habit, even if you have seen ID from an individual before. This provides a good example to staff, shows the customer you are serious and prevents forgetting to ask when you should. ID should be shown upon entry to the premises if possible as it is much easier to prevent entry than to remove someone. However, bar staff should not rely on door staff having checked ID as they have no legal obligation to do so, but to allow a minor to remain on the premises or to serve them has heavy penalties for the server and the Duty Manager.

**Unauthorised Persons** For most premises, unauthorised persons are those found on the premise after hours or in the wrong designated area. Club licences specifically only authorise sale and supply of liquor to members, their accompanied guests and visiting members from affiliated clubs. Managers need to be aware at all times who is on the premises and have a solid familiarity with the conditions of the premise licence.

**Intoxicated Persons** Determining whether a person is intoxicated is probably one of the most difficult parts of operating or managing a licensed premise. Everybody has a different definition of what is intoxication and it can be different for each person or even the same person at different times. For this reason, a whole section of the book is devoted to explaining intoxication.

**Speech:** Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible

**Coordination:** Sways, staggers, stumbles, trips, weaves, walks into objects

**Appearance:** Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled

**Behaviour:** Inappropriate actions or language, aggressive, rude, over friendly, argumentative

Communicate with team and manager

Remove audience effect

Remove customer from premises Consider customer safety