

NEWCASTLE

RACECOURSE

• EST 1907 •

House Policy

Responsible Service of Alcohol (RSA)

- All staff are trained in The Responsible Service of Alcohol;
- An RSA Register is kept by Management;
- NR constantly reinforces RSA principles and practices in every day trade;
- NR management support staff who practice and enforce RSA; and
- A register is kept of all RSA incidents and relevant action taken.

Minors

- Minors will not be served at any alcohol dispensing point (regardless of product) and under no circumstances served alcohol at any time;
- Individuals procuring alcoholic drinks for minors will be removed from the premises;
- All patrons are required to provide acceptable evidence of age where there is any doubt they are under 18;
- Staff are trained in what constitutes acceptable evidence of age under the NSW Liquor Act;
- NR management support staff who practice and enforce ID checking; and
- A non-exempt minor must remain in the company of a parent or guardian at all times.

Unduly Intoxicated & Disorderly Patrons

- All staff are trained in identifying signs of undue intoxications;
- Unduly intoxicated patrons will not be served alcohol;
- NR management support staff who do not serve unduly intoxicated patrons;
- Unduly intoxicated patrons can be offered alternatives (e.g.: offering of water, coffee)
- Unduly intoxicated patrons refusing assistance or instruction by staff will be asked to leave the premises;
- A taxi or Uber can be called for unduly intoxicated patrons, to take them home safely;
- All staff actively monitor levels of undue intoxication of all patrons;
- NR does not support binge drinking or irresponsible consumption practices;
- NR seeks to meet its duty of care obligations to all patrons; and
- Patrons using foul language, acting in a rude, aggressive, abusive or violent manner towards staff or patrons will be removed from the premises.

Staff Training

- NR encourage staff to be trained efficiently and effectively for their job;
- NR ensure all staff are Responsible Service of Alcohol trained;
- All staff have signed off and agree to work according to this published House Policy;
- A register is kept to ensure all staff have read and understood the House Policy.

Promotions

- Free liquor and multiple quantities of liquor are not promoted off the premises;
- NR does not heavily discount or offer free alcohol to encourage its rapid consumption;
- NR does not promote or tolerate activities that encourage harassment of patrons or staff; and
- Responsible Hospitality Practices are adhered to at all times.

Newcastle Racecourse Will

- Provide water free of charge to all patrons;
- Provide information and assistance with transport options;
- Sell light and mid-strength beer options at cheaper prices than full strength;
- Promote awareness of drink spiking issues;
- Encourage patrons to monitor and control their consumption of liquor;
- Deter patrons from rapidly and excessively consuming liquor;
- Supply liquor in standardised and recognisable quantities;
- Serve half measures of spirits if requested; and
- Serve Straight nips of premium spirits only following individual case assessment.

Newcastle Racecourse Will Not

- Serve double spirit nips in any size glass;
- Serve "Shots" or "Shooters" of any type or form;
- Serve jugs of spirits;
- Serve cocktails that exceed more than 60mls of total spirits;
- Mix beers of varying strengths in the same glass;
- Serve multiple drinks in the same glass; and
- Add any product to a pre-mixed alcoholic beverage that would alter in any way its labelled alcohol volume.

Noise, Safety and Amenity

- We respect our neighbours and ask you to respect them too;
- We monitor entertainment and patron noise to comply with all prescribed noise levels;
- We scrutinise behaviour in and around the vicinity of the premises;
- We maintain an incident register recording all incidents on or around the premises;
- We can organise taxi or Uber or if you require transport;
- We have provided appropriate lighting around the venue for your comfort and safety; and
- We have a fire safety plan, which is maintained and reviewed on a regular basis.

Consultation with the Community and Key Stakeholder Groups

- We are an active member of Racing NSW, our peak industry body;
- NR regularly attend local licensee forums and meetings;
- NR actively participates in community events and forums; and
- We pride ourselves on being a responsible local community citizen.

Compliance with Laws

- We comply with all mandatory laws including NSW Liquor Act 1990
- Anti-Discrimination Act 1977
- Security Industry Act 1997;
- Work Health and Safety Act 1995;
- Industrial Relations Act 1996;
- Workers Compensation Act 1987;
- Food Act 2003;
- Local by-Laws outlined by Local Government

We comply with all laws which enable us to engage in good business practices; and we have a comprehensive risk management process, which engages with all aspects of our business.