

CODE OF CONDUCT

The Leederville Sporting Club is committed to the following:

1. Controlling intoxicated persons.

As stated in our House Management Policy, the consumption of alcohol, regardless of where or when it is being consumed, is monitored by staff. If, despite our efforts, a patron becomes intoxicated by means other than direct service by our staff and we are alerted to this fact. In that case, we will then take the appropriate action: which may take the form of refusing service, removing the affected patron, or calling a taxi when necessary.

2. Controlling juveniles.

We will not permit juveniles (under 18) to enter the premises unless accompanied by an adult. If a juvenile presents false documentation to substantiate their age, upon learning this fact, we will immediately take measures to remove the minor from the premises, confiscate the false documentation and report it to the police.

3. Resolving complaints from customers and residents.

Employees will be asked to observe the chain of command in reporting all complaints from customers and residents alike. Once management has been alerted, we will resolve the complaint to the complainant's satisfaction, but in accordance with the applicable regulations which apply to Liquor License or By-Laws.

4. Patron care (harm minimization strategies that encourage the availability of food, non-alcoholic products, staff training, effective transport of patrons and discourage disorderly behavior);

We stock and encourage the sale of a full range of non-alcoholic beverages.

We will provide adequate training for all staff and publicize that we serve non-alcoholic, low-alcohol and zero-alcohol beverages. We offer free water and have it readily available in multiple areas of the club.

We will advocate using public transport as an alternative, including calling a taxi.

We will not tolerate, in any way, shape, or form, disorderly behavior that could affect the comfort or safety of others.

5. Respect the neighbors and not disturb the amenity of the local area);

Our clientele are local family-oriented people. Our members respect others and always leave in an orderly manner.

6. Responsible server practices (to adopt the Director's Guideline on responsibly promoting liquor).

We have acquired the various responsible serve posters available through the Office of Liquor Licensing and display them conspicuously around the club.

HOUSE MANAGEMENT POLICY

The Leederville Sporting Club is a controlled, safe and secure environment that observes the principles of the Responsible Service of Alcohol.

- We stock a range of zero, low-alcohol and non-alcoholic products. We provide jugs of water on tables and free bottled water for groups towards the end of their night to ensure the safe departure of patrons. The bar staff will happily advise you and serve you responsibly, friendly and professionally.
- We stock a range of hot and cold food and encourage the consumption of food while drinking alcohol.
- This is a venue where you can enjoy yourself – but not at the expense of others.
- We will not serve liquor or allow the provision of liquor to any person under the age of 18 years. (We will ask you for proof of age if you appear to be under 25).
- We will recognize the signs of intoxication, and we will discourage service to the point of intoxication.
- We will discourage people from harming themselves or others.
- We will not permit drunkenness, fighting or cheating, abusive or obscene language, suggestive, unwelcome advances, or physical contact directed at customers or staff.
- Unattended drinks will be removed to prevent drink spiking.
- We do not encourage binge drinking; we do not serve double shots of straight spirits, nor straight spirits as shots, and when the last drinks are called, we will not serve any customer more than one drink at a time unless we can ascertain that the drinks are being purchased from someone other than themselves.
- Failure to observe this principle may lead to refusal of service and a request to leave the premises.
- We will actively discourage patrons from drinking and driving.
- Please respect our neighbors and leave quietly.
- Failure to leave licensed premises when requested may incur a fine.

MANAGEMENT PLAN

Licensee: Leederville Sporting Club Club Inc.

1. All Staff are required to complete industry training-compliant courses (supported by training documentation)

Meetings are held to discuss and introduce changes to House Policy and Code of Conduct to ensure compliance with the appropriate laws. It is compulsory for staff to attend.

2. We will ensure that Responsible Practices are adopted

There is conspicuous signage to remind patrons and staff alike of their obligations and responsibilities under the act.

3. Display of Responsible Server Posters on Licensed Premises

There are responsible server posters on the premises.

4. How licensed Security undertake their duties

We are a member's club, our members are family people, and we do not need security.

5. The practices to control juveniles on the licensed premises

Juveniles are only allowed on the premises with an adult or to attend a sporting event. All identification presented by juveniles shall be checked for legitimacy.

6. How intoxicated persons are refused service

They are advised by one of our supervisory staff cordially that it is a management policy that they have consumed and are exhibiting visible signs of intoxication. In accordance with the Liquor Licensing Act, we are obliged to refuse them further service of alcoholic beverages. Management will offer a complimentary tea, coffee, water or non-alcoholic beverage, or food.

7. The procedures in place to respond to complaints and protect the amenities of the area

Phone the local Police and or Town of Cambridge to report infringements and cases of vandalism in and around the area.