



# BAR CODE OF CONDUCT

The West Australian Bridge Club Inc pledges itself to Responsible Server Practices and to avoid disturbing the amenity of the local area by respecting the right of neighbours and by encouraging customers to do the same.

Under Clause 23 of the Club Constitution the Management Committee shall have full power to suspend or expel any member of the club in the event of that member behaving in a manner likely to impair or affect the enjoyment of the club by other members. The mode of suspension or expulsion and the right of the member to appeal is contained in Clause 23 of the club constitution.

The constitution of the club requires all visitors to abide by the same rules as applies to members.

To maintain the standards as required under the terms of the constitution the club would adopt a firm stance in identifying and removing unruly behaviour and drunkenness.

- Once a member or visitor has been identified as becoming intoxicated, under the terms of the licensing requirements the club staff will limit then stop service to that person. Members or visitors entering the club in an intoxicated state will not be served.
- **No person under 18 years of age shall be able to serve alcohol, be served alcohol or be permitted to bring alcohol onto club premises. These conditions are non negotiable, non exception practices of the club.**
- The West Australian Bridge Club's constitution is very clear in terms of how it handles complaints in relation to members conduct toward each other, to facilities and the general ambience of the club environment. Management Committee supports bar staff with the empowerment to immediately cease service of alcohol to members and visitors whose behaviour is likely to cause discredit to the reputation of the club and its objectives.

The West Australian Bridge Club Inc has identified four areas of its patron care:

1. The club facility – we have worked with local, health and licensing authorities to build and maintain the bar and kitchen area to meet the standards whilst being able to develop core operational functions. The club facilities will be upgraded and changed as the needs of its members change, but with full knowledge of the various licensing authorities.
2. Drink Driving and our members – stricter policing of road rules has impacted on the businesses of clubs. We will continually look to identify ways so that each member can happily utilize the club facilities without risking their safety and livelihood with excess alcohol consumption. Responsible drinking initiatives will be highlighted in club services.
3. Local Community – the club must first look after it's members and make sure we are providing the services they require. The club is conscious that it is seen as a true community player, we need to be seen by our members as active in the community as a way of them being supportive of our efforts with returned business. The club will work with and support other local businesses and it's neighbours to ensure a harmonious relationship.
4. The club stocks, and prominently displays, non-alcoholic drinks for sale.

The club maintains an Approved Licensed Bar Manager amongst its ranks and that person is responsible for training all bar staff. The club provides resources to easily allow staff to undertake the necessary training. The responsible server practices as set out by the Director are discussed and interpreted by the Approved Manager with participation of all staff members on a regular basis.

Revised 2017