

## GOOD PRACTICE TIPS

To help reduce incidents within your premise you should follow these examples of good practice.

- ✓ Operate a Check 25 policy to ensure under-age customers are not allowed into premises or served at the bar.
- ✓ Make it very clear that you will not serve alcohol to customers who are drunk or those attempting to buy for a drunk friend.
- ✓ Your venue should have a written policy on how to deal with drunken persons and all staff should be fully aware of this.
- ✓ Ensure people feel looked after and supported if they do drink too much.
- ✓ Intoxicated customers should not be left alone or placed into a taxi without being in the care of a suitable person.
- ✓ Your venue should operate a zero tolerance approach to drugs
- ✓ Staff should remove unattended drinks to prevent drink spiking.
- ✓ Your venue should consider supporting local and national campaigns to reduce alcohol misuse such as displaying appropriate posters and promoting non-alcoholic or lower alcoholic drinks.
- ✓ Make yourself aware of local schemes in your area such as Community Alcohol Partnerships, Street Pastors, Ask Angela schemes and other responsible retailing accreditation schemes such as Best Bar None.
- ✓ If you are part of a Pubwatch scheme make sure you share any intelligence around vulnerability with other venues.