



**CORK
CITY CARES**

better things happen

**Code of Practice for Off-Licence Trade and Late-night
Retailing in Cork City Centre**



**Heineken
Ireland**

A RESPONSIBLE SERVING OF ALCOHOL

Alcohol retailers will take all reasonable steps to promote the RESPONSIBLE SERVING OF ALCOHOL and will:

1. Ensure adequate entry procedures are in place, allowing inspection and evaluation prior to purchase
2. Serve alcohol in normal and reasonable quantities and avoid irresponsible promotions
3. Train staff on issues pertaining to the responsible service of alcohol, and also encourage all staff, management and ideally licence holders to participate in the Smart Serve Training Programme or other suitable training
4. Ensure that take away sales are not made after normal closing time.

B UNDERAGE DRINKING

Alcohol retailers will take all possible steps to ensure that alcohol is not served to any person under the age of 18 years:

1. Where a patron is suspected of being under 18 years of age, request appropriate identification, such as a Driving Licence, Garda ID or Passport. If they refuse to provide this, you must refuse to serve them.
2. You are within your rights to ask for identification. Ask firmly and authoritatively, but always calmly and politely.
3. They can be advised it is an offence to persist in their request without identification, and you will be obliged to notify the Gardaí if they persist.

C SECURITY / PEOPLE SAFETY

Late-night retailers will take all reasonable steps to ensure that a safe environment is created for people within their premises, which includes entering and leaving the premises, and will:

1. Observe the demeanour of patrons entering the premises and ensure that no intoxicated person who would present a danger to patrons or staff is allowed to enter the premises. Services Act 2004. Suggested practice: intoxicated persons seeking food might be refused admission to the premises but food could be brought to them at the door.
2. Ensure that door and service staff will act in a friendly and non-aggressive manner and will be properly and effectively trained to comply with Private Security
3. Ensure that door staff and service staff are trained in measures which deal effectively with situations which may arise, so as to, minimise the possibility of an incident.

4. Ensure that door staff marshal the exiting of patrons in particular at peak times and maintain a presence until the crowd has dispersed. Where possible, the exiting strategy for the premises should include the monitoring of patrons outside of the premises to discourage public disorder and excessive noise levels.

5. Monitor premises for, and ensure there is, no overcrowding.

6. Ensure that the use of late night transport will be facilitated and promoted.

7. Full co-operation will be encouraged with liaison Gardaí.

D DRUGS

1. All premises will adhere to a drug free policy.

2. Security staff should observe the demeanour of patrons entering the premises for signs of drug usage.

3. Gardaí will be informed of any substance activity involving the taking or dealing of drugs.

4. Management will provide ongoing training to staff on drugs, such as Smart Serve Training Programme.

E ADDITIONAL RECOMMENDATIONS

1. CCTV cameras should be in operation and tested regularly. A code of operation will be in place to ensure the integrity and security of information gathered.

2. External lighting should be left on late to enhance the perception of safety.

3. Security personnel will remain at exits or outside premises until all patrons

have dispersed. Such security personnel will wear luminous jackets, and will be pro-active in monitoring and ensuring the safety of patrons exiting and around their premises.

4. Security register to be kept by all premises.

F EXTERNAL ENVIRONMENT: STREET AND PAVEMENT

1. Pavements should be swept. Premises should take responsibility to sweep the pavement adjoining the premises at the close of business.

2. It is also recommended that hot soapy water should be used to wash down the pavement outside the premises. Please be careful not to pour water on the pavement on very cold

nights, the water will freeze and someone could slip and fall.

3. Where the capacity of public bins cannot accommodate the high levels of waste generated in the evenings it is recommended that premises supply temporary bins that can be secured for the time they remain on the street.

Business Premises

Date

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