



Liquor and Tobacco Policy

As a responsible corporate citizen Progressive has many obligations within the community - one of these is for the responsible and legal sale of liquor and tobacco.

The Company takes this responsibility seriously and is constantly reviewing the policies and procedures surrounding the selling of liquor and tobacco.

Responsibilities include:

- Sale of liquor and tobacco must meet all legislative requirements
- Duty of care to our staff
- Duty of care to our customers

Heavy fines can be issued for selling to:

- A minor
- A person buying liquor/tobacco for a minor (secondary supply)
- Intoxicated persons

As a Company we must be aware of and be responsible for every sale of liquor and/or tobacco before authorising it – by being alert and following the correct policy, processes and procedures, thereby complying with the legislation and ensuring we are doing our job.

At times we may need to refuse customers (liquor/tobacco) in order to comply with the law and our policy/procedures. Such situations can be challenging and customers may not always be happy when a sale of liquor/tobacco is refused.

By abiding by the law and the Company's policy and procedures it may result in losing a sale but it is better to refuse an irresponsible sale and comply with the law than run the risk of incurring:

- A large personal fine – up to \$2000
- Criminal record
- Possible disciplinary action that may result in termination of employment
- Large fine for the Company
- The possibility of loss of liquor license

We are under no obligation to sell liquor or tobacco if it is irresponsible to do so. The Company supports your role in making the right decisions to ensure we are responsible and abiding with The Sale of Liquor & Tobacco Act.



Our Policy

- You must not knowingly sell liquor or tobacco to anyone under the age of 18. It is a criminal offence to allow the sale or supply of liquor or tobacco to a minor (anyone under the age of 18).
- You are required to assess if a customer is under the age of 25 years. If they appear to be then you must ask for proof of identification before the purchase of liquor and tobacco. Whenever proof of age has been requested the date of birth that is on the identification is to be entered into the Point of Sale as evidence of ID checking.
- It is Company policy that if appropriate identification is not supplied when requested then the attempt to purchase liquor or tobacco will be declined.

No proof of age = no sale.

- If a staff member knowingly accepts incorrect identification for the purchase of liquor or tobacco, this will be treated as serious misconduct, subject to disciplinary procedures which may include termination of employment, and possible personal and Company fines.
- If a staff member knowingly / deliberately fails to ask for proof of age from any person who is purchasing liquor or tobacco and who appears under the age of 25 years, it will be treated as serious misconduct, subject to disciplinary procedures which may include termination of employment, and possible personal and Company fines.
- If a staff member knowingly sells/supplies liquor or tobacco to a person under the age of 18 years, this will be treated as serious misconduct, subject to disciplinary procedures and possible personal and Company fines. This includes supply via a third party.
Note: Adults are not allowed to supply liquor to anyone underage (under 18) unless they are the parent of the minor.
- You may not knowingly sell liquor to an intoxicated person.

Acceptable Forms of ID are:

Photo identification is the only acceptable form of identification when purchasing tobacco and liquor – the only acceptable forms of photo identification are:

- New Zealand photo drivers licence
- Passport (NZ or International) passports must be valid & original
- HANZ photo identification card

Note: In the event of foreign identification being presented e.g. British Drivers Licence, Australian Drivers Licence etc- the transaction must be referred to the **On Duty Liquor General Manager (i.e. our Liquor License holder on shift)**. That Liquor License holder may then choose to authorise the transaction if they are satisfied that the person is over the age of 18 years and the identification presented includes a date of birth and a photo identification.