



## Social Responsibility Policy

The management and staff of Twig & Bloom have a responsibility to provide an environment where alcohol is sold responsibly. Because of this, we have implemented the following Social Host Responsibility policy.

We are committed to encouraging the responsible sale and supply of alcohol.

It is against the law to serve anyone who is intoxicated. Intoxicated persons will be asked to leave the premises.

It is against the law to serve alcohol to minors. If we are in doubt about your age, we will ask for identification. We operate an ID25 programme. If you look 25 years of age or under, you will be asked to produce one of the following:

- A current New Zealand or overseas passport.
- A current New Zealand driver's licence.
- A Kiwi Access Card.
- A Hospitality NZ 18+ Card.

We cannot sell alcohol to an adult who intends to supply a minor unless they are their parent or legal guardian.

We cannot sell alcohol to people in school uniform, regardless of proof of age.

Customers buying through our website will be required to check a box to declare that the buyer and the receiver is/are 18 years or older.

We will not deliver remote sales between 11 p.m. and 7 a.m.

Our delivery driver will check the ID of the receiver of the order and also whether they are intoxicated or not. If no one is home our delivery driver will not leave the order, but will leave a 'card to call' and return the order to the store.

Staff will be trained in their responsibilities under the Sale and Supply of Alcohol Act 2012 and refresher training will be run annually by management.



Alcohol will only be promoted and sold in a responsible manner.

We will display our license details on our website along with this Social Responsible Policy.

Our policy is zero tolerance for aggressive, coercive or violent behaviour. Customers behaving in a disorderly manner will be asked to leave the premises.

We pride ourselves on being socially responsible hosts.