



PIZZA HUT AUSTRALIA

ALCOHOL STANDARDS

QUEENSLAND



Contents

Introduction.....	3
Pizza Hut Australia’s commitment to the Responsible Service of Alcohol (RSA).....	3
Responsible Service of Alcohol Training.....	4
Responsible Service of Alcohol Record Keeping	4
In house training and store specific licence details	5
Key Training Concepts	5
Refusal of Service of Alcohol to Intoxicated Customers	5
Advising Customers that Liquor cannot be consumed on the Premises	6
Liquor Delivery/Sales - Responsible Service of Alcohol.....	7
Marketing and Promotion.....	8
On premise signage.....	8
Review	8
General overview and information on process	9
Telephone or instore orders	9
Online orders	9
Delivery Process for alcohol.....	10
Delivery Process (for orders made from the Pizza Hut website).....	10
Delivery Process (for orders made by over the phone or in store).....	11
Pick up process for alcohol	12
Alcohol Return process for delivery orders	13
Tips when a serving a customer would be in breach of RSA	13
How can you decide if a person is in a state of intoxication?	13
Suggested telephone scripts for taking orders with alcohol	14



Introduction

This document is set forth in two sections. The first section outlines the policy regarding the sale of alcohol to customers within Pizza Hut Australia's Queensland outlets. The second section relates to the operational procedures for conducting the sale of alcohol to customers. This policy is intended to form part of the Standards as that term is defined in the franchise agreement. Failure to abide by this policy may result in action being taken against the Franchisee including, but not limited to, issuing a Notice of Default and termination of the franchise agreement where applicable.

All store level employees including delivery drivers must make themselves familiar with the policies and procedures contained within the document prior to the sale of alcoholic beverages. Whilst Pizza Hut Australia has taken due care to ensure the information within this document or any other training material meets the minimum requirements or the local laws in the state of Queensland, it is the responsibility of the Franchisee to ensure that they comply with and adhere to all relevant policies, procedures, on premise signage and laws relating to the sale and supply of liquor. The applicable liquor laws in Queensland are the laws which govern the retail and commercial sale and provision of liquor, and liquor licences, as applicable and amended from time to time, being the *Liquor Act 1992* (Qld) and *the Liquor Regulation 2002* (Qld) (Liquor Laws). For the avoidance of doubt, this policy does not inform you of your obligations at law in respect of the sale and supply of liquor from a Pizza Hut outlet, rather, this policy sets out the expectations and requirements of Pizza Hut as a franchisor. Where any inconsistency arises between this policy and the Liquor Laws, the Liquor Laws will prevail.

Franchisees must make themselves aware of the conditions of their liquor licence and it is the sole responsibility of the franchisee to comply with and adhere to the relevant conditions set out in their liquor licence. Each licence may contain specific conditions that are not covered in this document. The governing body of liquor sales, the Office of Liquor and Gaming Regulation, Queensland, may inspect your franchised operation and licensed premises at any time.

Franchisees should also ensure that their leasing arrangements allow for the sale of liquor from the outlet.

Please note that this document relates to delivery and pick up orders under the *Commercial Other-Subsidiary Off Premise* liquor licence only and is not intended to deal with the on-premise licence or on-premise liquor consumption.

Pizza Hut Australia's commitment to the Responsible Service of Alcohol (RSA)

Pizza Hut maintains that the RSA is a responsibility shared by the franchisee of the premises, the team members (including delivery drivers) and the customer. We must mitigate any impacts on the communities that our stores operate in, including the selling of alcoholic products.



Pizza Hut is committed to the service of alcohol in a responsible manner, ensuring compliance with applicable state laws and local government by-laws and ensuring ongoing compliance with the responsible authority's endorsed guidelines or policies associated with the approved liquor licences.

We understand that the abuse of alcohol by people of any age and alcohol consumption by minors are social issues that have a negative impact on the communities that we operate in. Team members (including delivery drivers) that participate in the sale of alcohol must be trained in the RSA and must have an active and current RSA certificate, as well as having successfully completed the relevant Pizza Hut Australia training on Learning Zone, in particular, '*Alcohol Pick Up & Delivery*' (and all other training modules prescribed from time to time) in addition to actively promoting responsible alcohol consumption to and by our customers. This includes anyone selling or offering to sell alcohol on the premises, including those taking orders, the franchisee and any business partners, any shift supervisors or managers and delivery drivers.

SECTION ONE - ALCOHOL POLICY

Responsible Service of Alcohol Training

1. The Franchisee, and any associated Partners/Managers with responsibilities over liquor, will ensure that staff who engage in and sell alcoholic products are RSA trained and are rostered according to the sales demand of the store.
2. The Franchisee, Licencee, and any associated employees with responsibilities over liquor, will have undertaken an approved RSA Training course in applicable to the state in which the store is based. A copy of the certificate/s must always be available in store.

Responsible Service of Alcohol Record Keeping

1. Franchisees must ensure that each store that is selling alcohol for delivery always has a liquor licensing folder on site.
2. Franchisees must ensure that the folder contains an incident register as well as copies of any team members (including delivery drivers) current RSA certificate/s.



In house training and store specific licence details

The Franchisee/Licensee must ensure that each staff member, before commencing work within the premises, shall undergo training. This training shall comprise of, and is not limited to, the following:

1. Details of all permits, plans and licences in place at the premises.
2. How to identify and refuse service to intoxicated persons.
3. Checking of identification.
4. Customer behaviour management and customer service.
5. Identification of what is disorderly behaviour.
6. RSA practices.
7. Location of the policies and guidelines associated with the premises liquor licence.
8. Access to complete any additional training on Learning Zone (including but not limited to the 'Alcohol Pick Up and Delivery' module on Learning Zone) and access to printed material in store (posters or signs).

Key Training Concepts

Refusal of Service of Alcohol to Intoxicated Customers

Staff are to adopt the following procedure when identifying and refusing service to drunken/intoxicated customers or where RSA guidelines are breached (subject to your individual licence). The procedure should be followed in the numerical order displayed below:

Procedure

1. If you identify any intoxicated person, you must notify the manager immediately and they will handle the situation. If the manager is unavailable at that moment politely advise the customer that in your opinion, they are too intoxicated to be served alcohol. If the customer has already paid for their order in advance of arriving at the outlet, void the alcoholic beverages in their transaction and offer them a refund for the alcoholic beverages which are no longer being served to the customer (N.B - If you are delivering alcohol to a customer and come to the reasonable opinion that the customer is intoxicated, then this procedure still applies, as well as the procedures set out in section 2 of this policy. The intoxicated customer should be refused service and a refund for alcohol provided (if paid for prior to delivery), after which an incident log should be recorded.
2. Suggest alternatives such as non-alcoholic drinks and food, or suggest they leave the premises for a reasonable determined period to sober up.



3. If the customer is responsive to these suggestions, they should be afforded a compliment, if however, they become abusive or violent immediately inform security (if available) or the manager so that the customer can be evicted from the premises. Police response may be required.
4. When informing the customer that they have been refused service, point out that if they take the common-sense approach, they may return to the premises later. If they become abusive remind them that they may be subject to a banning order under the Liquor Laws.
5. Most people will accept your decision and leave however be aware that a small percentage of people will become disorderly or abusive.
6. Complete a log of the incident in the form of a note using the incident register found within the licensing folder at the store.

Advising Customers that Liquor cannot be consumed on the Premises

Staff are to adopt the following procedure when advising customers that liquor cannot be consumed on the premises (subject to your individual licence).

Procedure

- If a customer requests or proceeds to consume liquor on the premises and the premises are not licensed to allow consumption on the premises, staff must notify the manager immediately and they will handle the situation. If unavailable at that moment politely advise the customer that the consumption of liquor on the premises is not permitted. This same process should be followed if a customer agrees to take away the alcohol product but then changes their mind and wants to consume on premises.
- Advise the customer that the store is not licensed for alcohol to be consumed on the Premises, and that state legislation could lead to the Franchisee being prosecuted if they do not cease the consumption and leave the premises. Stores should also point out the signage around the RSA.
- Most people will accept your decision and leave however be aware that a small percentage of people will become disorderly or abusive.
- Complete a log of the incident in the form of a note using the incident register found within the licensing folder at the store.
- If at any time the manager or staff on duty are in any immediate danger call the police.



Liquor Delivery/Sales - Responsible Service of Alcohol

- All delivery drivers engaged to deliver liquor for or on behalf of Pizza Hut must have an RSA certification.
- Pizza Hut stores must maintain a list of all RSA trained drivers and staff and provide ongoing training related to the identification of intoxicated customers, secondary liquor supply and management of minors related to reviewing identification.
- If a customer appears under the age of 25 and are unable to present valid photo identification to our delivery driver or in store staff, part of or the whole of the order may be cancelled, and the supply of liquor will be refused.
- If anyone present at the premises at the time of delivery looks under 25 and the delivery drivers believes on reasonable grounds that the supply of liquor to minors may occur, part of or the whole of the order may be cancelled, and the supply of liquor may be refused.
- If the customer shows signs of intoxication either when placing an order at a store or at the time of delivery, part of or the whole of the order may be cancelled, and the supply of liquor may be refused.
- Alcohol cannot be left unattended for any reason at any time. We will advise customers that we reserve the right to refuse service at our sole discretion. Our refusal may be due to a concern for a customer's welfare and or our commitment to responsible service of liquor to the public.
- Make a note using the incident register found within the licensing folder at the store, ensuring the following includes:
 - Time/Date
 - Address
 - Order details
 - Why refusal of service occurred
 - Any other relevant information.

If necessary, police will be notified of any breaches and or concerns related to the welfare of customers, staff or minors.



Marketing and Promotion

All marketing and advertising materials must be pre-approved by the Pizza Hut marketing team prior to use. Stores should contact ism@pizzahutaustralia.com.au for further information and to seek pre-approval.

Franchisees must not engage directly or indirectly in the following practices:

- Promotions that may encourage customers to consume liquor irresponsibly and excessively.
- Promotion of liquor that includes incentives, which encourage consumers to consume the product in a risky or rapid manner.
- The advertising or marketing of alcohol products, which is directed to or is primarily appealing to minors or others in high risk categories.
- Alcohol advertising, close to a primary or secondary school, except on licensed premises.

On premise signage

Franchisees must ensure that they have the required signage displayed prominently in the store complying with all laws and licence conditions.

Examples of these signs are shown below:

Licensee: PIZZA SHOP PTY LTD
Premises: PIZZA HUT QLD
**Principal Activity: takeaway meals and
the delivery of meals**
Trading Hours: 10:00 AM - 12:00 AM
Monday - Sunday
'Actual trading hours may vary'

Review

This policy may be reviewed and amended from time to time and Franchisees will be required to familiarise themselves with any updates or variations to this policy.



SECTION TWO - SELLING AND DELIVERING ALCOHOL

General overview and information on process

The following is around the general process of selling alcohol in a Pizza Hut store. More detailed processes for each can be found in the following section.

Telephone or instore orders

Customers will be able to order alcohol for delivery or pick up for consumption away from the premises. If the customer is interested in ordering alcohol with their order, it is critical to confirm that the customer knows that they must comply with the following state legal requirements:

- Be at least 18 years old
- At the time of delivery or pick up, present the delivery driver or crew person with a valid Driver's Licence, Passport or valid proof of age card
- Food must be ordered in conjunction with ordering alcohol
- Know of any limits and/or licence conditions in conjunction with the licence the store has

NOTE: Suggested scripts for using with customers when taking alcohol orders over the phone can be found on **page 14 of this document**.

All customers who wish to purchase alcohol with their order on the phone or at the store must be done by a crew member with a valid RSA certification.

The call centre will not take any orders with Alcohol. The call centre will transfer calls with customers wanting alcohol to the store or they will direct these customers to order from the website.

Online orders

Customers will also have the ability to order alcohol online within the drinks section of the website. The warning below will be prominently displayed on the website, customers will agree that they comply with these conditions:

- Liquor will only be supplied with the purchase of food items
WARNING: Under the Liquor Act 1992 and Wine Industry Act 1994 (QLD), it is an offence to; - supply liquor to a person under the age of 18 years; - for a person under the age of 18 years to purchase or receive liquor. · ALCOHOL CAN ONLY BE ORDERED WITH FOOD · NO MORE THAN 2.25 LITRES OF ALCOHOL CAN BE SOLD IN ONE FOOD ORDER.
- It will be up to the store to ensure that the order contains food if a customer has chosen to order alcohol. If a customer orders alcohol and no food the store



should contact the customer and explain that alcohol can only be sold with food purchase.

- Note: Customers will only be able to purchase up to 2.25L of alcohol with food purchase (one standard six pack of beer).

Delivery Process for alcohol

Delivery Process (for orders made from the Pizza Hut website)

CHECK FIRST: To deliver alcohol, delivery drivers must have successfully completed and hold a current responsible service of alcohol certification (RSA) OR requirements in line with your licence.

Managers must confirm they have adequate staff levels of RSA qualified drivers before the shift starts. If at any time drivers with RSA are not available, all alcohol product must be taken offline by raising a ticket with the IT Helpdesk.

#	ACTION / STEP
1	Customer chooses to add alcohol to their order online with their food order.
2	Customer confirms that they are over 18 and comply with the terms and conditions.
3	Order is received by the restaurant and the food is prepared for the order as per the normal process.
4	When the order is completed and ready to leave the store the delivery driver with RSA prepares the alcohol portion of the order in a clean cooler bag.
6	Driver arrives at the customers house and greets them.
7	Driver hands the food and sides ONLY – Do not hand over alcohol products until identity is verified and other minimums met.
8	Driver informs the customer that they need to verify the customers identity and check the customers age and asks for proof of age.
9	Driver verifies that the customer does not appear to be intoxicated. Driver must follow RSA guidelines, laws and Liquor Laws at all times.
!	If the identity and age of the customer cannot be verified or if the customer is intoxicated and it would be a breach of the Responsible Service of Alcohol to serve them, the delivery driver should inform the customer that we cannot serve the alcohol and that a refund of the alcohol will be made once the driver has returned to the store.
10	Driver hands the alcoholic product to the customer who was verified only.



Delivery Process (for orders made by over the phone or in store)

CHECK FIRST: To deliver alcohol or take an alcohol order, team members must have successfully completed and hold a current responsible service of alcohol certification (RSA). Team members that do not hold an RSA certification must not complete any delivery of alcohol or take any phone orders from customers. There are large fines in place including dismissal of the Franchisee's liquor licence if this is breached.

Managers must confirm they have adequate staff levels of RSA qualified team members before the shift starts. If at any time team members with RSA are not available all alcohol product must be taken offline by raising a ticket with the IT Helpdesk.

#	ACTION / STEP
1	Customer asks to add alcohol to their order via the phone or in store with their food order.
2	Crew member first makes sure they have a valid RSA certificate before taking any orders with alcohol and that a driver is available that also has RSA certification.
!	If the crew member is not RSA certified they must ask the customer to hold and pass the call to a crew member who is certified to take the order.
3	Crew member must explain to the customer that they must be over 18 years of age to order alcohol with their order and that such orders are only accepted with an ID check. See script suggestions on page 14.
4	Crew member completes the order and the store prepares the order.
5	When the order is completed and ready to leave the store the delivery driver (with RSA) prepares the alcohol portion of the order in a clean cooler bag.
7	Driver arrives at the customers house and greets the customer.
8	Driver hands the food and sides ONLY – Do not hand over alcohol products until identity is verified and other minimums met.
9	Driver informs the customer that they need to verify the customers identity and check the customers age and asks for proof of age.
9	Driver verifies that the customer does not appear to be intoxicated. Driver must follow RSA guidelines, laws and Liquor Laws at all times.
!	If the identity and age of the customer cannot be verified or if the customer is intoxicated and it would be a breach of the Responsible Service of Alcohol to serve them, the delivery driver should inform the customer that we cannot serve the alcohol and that a refund of the alcohol will be made once the driver has returned to the store.
10	Driver hands the alcoholic product to the customer who was verified only.

NOTE: Suggested scripts for using with customers when taking alcohol orders over the phone can be found on page 14 of this document.



Pick up process for alcohol

CHECK FIRST: To sell alcohol for takeaway from a store, team members must have successfully completed and hold a current responsible service of alcohol certification (RSA). Team members that do not hold an RSA certification must not complete any sale of alcohol or take any phone orders from customers. There are large fines in place including dismissal of the Licencee's liquor licence if this is breached.

Managers must confirm they have adequate staff levels of RSA qualified team members before the shift starts. If at any time team members with RSA are not available all alcohol product must be taken offline by raising a ticket with the IT Helpdesk.

#	ACTION / STEP
1	Customer asks to add alcohol to their order in store with their food order.
2	Crew member first makes sure they have a valid RSA certificate before taking any orders with alcohol.
!	If the crew member is not RSA certified they must ask the customer to wait and pass the order to a crew member who is certified to take the order.
3	Once the order is completed and prior to taking the payment for the order the crew member should verify the customers age with a valid format and that RSA is not being breached. The crew member should also inform the customer that alcohol is not to be consumed on the premises and is for take away only.
4	Crew member completes the order payment and the store prepares the order.
5	When the order is completed and ready to be collected the crew member with RSA prepares the alcohol portion of the order and hand to the customer with food and sides.
!	If the identity and age of the customer cannot be verified or if the customer is intoxicated and it would be a breach of the Responsible Service of Alcohol to serve them, the team member should inform the customer that we cannot serve the alcohol.

Remember to comply with your licence requirements – if your licence does not permit the consumption of alcohol on premises the licencee must ensure that the stores abides by this.



Alcohol Return process for delivery orders

In the event that a driver is unable to confirm the customer's age or identity, or the customer is in breach of RSA laws and guidelines and Liquor Laws the driver should follow the below procedure.

#	ACTION / STEP
1	Driver has confirmed that they cannot confirm the customer's age or identity, or the customer is in breach of the RSA laws and guidelines and Liquor Laws.
2	Driver informs customer that they cannot provide them with the alcohol on the delivery and that a refund will be made to the customer either on the spot or once back at the store.
3	Driver returns to the vehicle with alcohol in hand.
4	Driver logs the return at the store - Make a note using the incident register found within the licensing folder at the store.
5	If a return of alcohol occurs the refund should follow the standard process for ensuring the customer is refunded for the alcohol portion of the order.

Tips when a serving a customer would be in breach of RSA

A breach of RSA may include serving a customer alcohol in the following circumstances:

- The driver cannot confirm the age or identity of the customer
- The customer is under the age of 18 years old
- The customer appears to be under the influence of alcohol and breaches the standards set by RSA laws and Liquor Laws.

Legal definition of intoxication:

"A person is in a state of intoxication if his or her speech, balance, coordination or behaviour is noticeably affected and there are reasonable grounds for believing that this is the result of the consumption of liquor."

How can you decide if a person is in a state of intoxication?

Consider whether the person is displaying one or more of the signs of intoxication outlined in the table below and; whether this is the result of the consumption of liquor, by considering information, such as:

- Does the person smell of alcohol?
- Is the customer becoming loud, boisterous?
- Using offensive language
- Difficulty walking straight
- Loss of train of thought
- Difficulty in paying attention
- Not hearing or understanding what is being said



Dealing with intoxicated customers

- Speak clearly and slowly if needed.
- Ask to speak to someone else who may be present.
- Inform the customer that Pizza Hut follows the RSA laws and Liquor Laws; and
- If the customer becomes aggressive the driver should contact the police.

Suggested telephone scripts for taking orders with alcohol

REMEMBER: Only crew with current certified RSA certificates can take orders that contain the sale of alcohol.

Example One - Call to store

Store: Thank you for calling Pizza Hut XX how can I help you?

Customer: I'd like to order a large peperoni pizza and a 6 pack of beer please.

Store: Sure, no worries, please understand that all orders containing alcohol can only be ordered by customers who are 18 years or older with valid ID. We will check ID on delivery. The ID holder must be present. Is that okay?

Customer: Yes that's fine.

Store completes order and follows process for delivery of alcohol as per pages 10-11 of this document.

Example Two - Call to store

Store: Thank you for calling Pizza Hut XX how can I help you?

Customer: I'd like to order a large peperoni pizza and a 6 pack of beer please.

Store: Sure, no worries, please understand that all orders containing alcohol can only be ordered by customers who are 18 years or older with valid ID. We will check ID on delivery the ID holder must be present. Is that okay?

Customer: Why do you need my ID for?

Store: Pizza Hut practices the responsible service of alcohol. That means we need to ensure that whoever is buying alcohol is over the legal age of 18 and is eligible to purchase alcohol. We also need to ensure that the person ordering and receiving the alcohol is not in breach of RSA laws for your state.

Customer: I am still not happy with this.

Store: Unfortunately, this is the law in this state. Did you wish to continue your order without the alcohol?

Store completes order and follows process for delivery of alcohol as per page 10-11 of this document.



Example Three – Pick up and order from store

Store: Hi there welcome to Pizza Hut – what can I get for you?

Customer: I would like a large super supreme pizza please and 1 x 6 pack of beer.

Store: Sure, no worries we can do that for you, I just need to confirm you age, can I see some ID please? Also, please note that alcohol cannot be consumed on the premises and must be taken away from the store.

Customer: No worries (Hands over ID for store to check)

Store: Thank you for that, that comes to \$32.50

Example Four – Pick up and order from store

Store: Hi there welcome to Pizza Hut – what can I get for you?

Customer: I would like a large super supreme pizza please and 1 x 6 pack of beer.

Store: Sure, no worries we can do that for you, I just need to confirm you age, can I see some ID please? Also, please note that alcohol cannot be consumed on the premises and must be taken away from the store.

Customer: I don't have my ID with me, but I am over 18 years of age.

Store: Unfortunately, we need to check ID before selling alcohol to our customers. If we can not verify your age with a valid ID card or passport we will not be able to sell you alcohol.

Customer: This is not fair I am not happy with this.

Store: Pizza Hut practices the responsible service of alcohol and we need to follow the laws when it comes to the sale of alcohol to our customers.

Customer: okay I will just take the Pizza this time.