



Age Restricted Goods Delivery Policy (Nov '16)

The following is the practical application of age restricted goods delivery by New Zealand Post Limited, Express Couriers Limited (CourierPost) their representatives and delivery agents:

- Alcohol merchants are responsible for complying with their Off Licence Conditions pursuant to the Sale and Supply of Alcohol Act 2012 (including any Regulations) including taking reasonable steps to verify that the prospective buyer and receiver are **over the age of 18 years of age**.
- This policy currently applies to the following product groups, where the appropriate tickets/service identifiers are used:
 - Liquor
 - Tobacco

Where liquor and/or tobacco is delivered, New Zealand Post will follow the policy outlined below:

Delivery

- Delivery will only be to the named individual on the consignment (or their nominated receiver).
- All delivery agents and representatives of New Zealand Post will not deliver liquor or tobacco to anyone that they have reasonable grounds to believe is under the age of eighteen.
- All delivery agents and representatives are required to take **reasonable steps to verify** any receiver is not under the age of eighteen, and must acknowledge & record that these steps have been taken for each delivery by prefixing the POD with the letters '**R18**'. As a minimum, reasonable steps to verify age are:
 - *Visual confirmation that the receiver is, without doubt, over the age of 18*
 - *If the named receiver (or someone authorised to sign on their behalf) appears to be under the age of 25 or there is any doubt as to their age, proof of identification **must** be sighted and checked*
- Proof of identification is a valid form of ID (such as a current drivers licence, passport, or hospitality card containing a photo and date of birth)
- Delivery of liquor will not be made to intoxicated persons. See the 'Intoxication Assessment Tool' (**Appendix A**) to assist with assessing whether the prospective recipient is intoxicated.
- It is company policy that if appropriate identification is not supplied when requested, or the recipient is assessed as being intoxicated, then the consignment will not be delivered and a card to call will be left at the address.

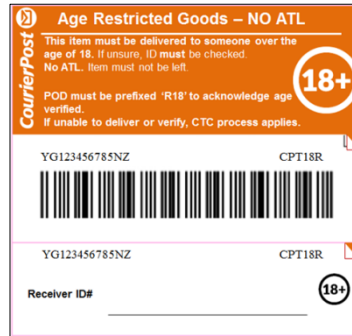
Delivery or Collection of liquor will NOT occur on or during:

- Christmas day, Easter Sunday, Good Friday or before 1pm on ANZAC day; and
- Any other day between the hours of 11pm and 6am



NO Authority to Leave

- All *Age Restricted* deliveries are to be sent as Signature-Required and are **NO ATL**. Parcel Leave and standard ATL's are not to be actioned. **ORANGE** identifier/ticket indicates **NO ATL** is to be applied to the delivery.



- ❖ **Exception:** Having signed and agreed to the merchant waiver, merchants may send consignment(s) as a standard Signature-Required item (with ATL option) using the appropriate **RED** service identifier/ticket.



By granting authority to leave (the action of applying the appropriate service indicator), the merchant accepts all responsibility for any ATL delivery meeting their off licence conditions.

- *Under this exception, all delivery agents and representatives will not knowingly leave an age restricted delivery if there is risk that the consignment will be collected by, or left in the presence of, someone under the age of eighteen.*
- *If there is any risk or doubt that the delivery will not comply with the aforementioned requirement, a card to call will be left at the address.*

ATL's are in the form of 'Digital One time ATL', or existing physical ATL at address provided there is no ORANGE label.



Appendix A

Intoxication Assessment Tool

Indicators may include but are not limited to:

	SOBER	INFLUENCED	INTOXICATED
S peech	Coherent, clear speech, normal tone/volume, may be talkative.	May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments.	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
C oordination	Coordinated, balanced, standing without help or support.	Slowed or delayed reactions; swagger or occasional staggers or sways.	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand un-aided or sit straight.
A pppearance	Tidy, clear eyes, alert.	Vacant or blank expression, smell of alcohol on breath, may look untidy.	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
B ehaviour	Behaving sensibly but may be more relaxed.	Over friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.
	Monitor & serve responsibly	Intervene	Deny & remove

Intoxication definition

INTOXICATED means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident: (a) appearance is affected; (b) behaviour is impaired; (c) coordination is impaired; (d) speech is impaired.

6/2011 | May 2013

