

BEST BAR NONE



CRITERIA CHECKLIST

REVISED FEBRUARY 2020

Thank You

Best Bar None would like to thank the following partners and stakeholders for reviewing this Checklist and providing feedback and updated best practices:

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|---|---|
| AGLC | Lethbridge Police Service |
| Banff and Lake Louise Hospitality Association | Lethbridge Fire and Emergency Services |
| Banff Bar Watch | Government of Alberta Ministry of Status of Women |
| The City of Edmonton | University of Alberta Sexual Assault Centre |
| Edmonton Police Service | Northern Alberta Institute of Technology Hospitality Management Faculty |
| Edmonton Sexual Assault Centre | Alberta Health Services Public Health Inspections / South Zone |
| The City of Calgary | Alberta Safer Bars Council |
| Calgary Police Service | Responsible Hospitality Industry Association (RHIA) |
| Tourism Calgary | |
| Calgary Sexual Health Centre | |
| City of Grande Prairie Bylaw Enforcement | |
| Grande Prairie Fire Department | |
| The City of Lethbridge | |

And Best Bar None would also like to thank the dozens of Best Bar None-accredited bars who also provide ongoing feedback and best practices to improve the BBN Checklist.

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Using This Worksheet

This Criteria worksheet will help you plan and prepare for your assessment visit. Being prepared will help the assessment visit go quickly and smoothly. The BBN criteria covers such topics as: fire safety, staff training, internal policy, customer management, security, first aid, responsible service and transportation.

Every licensed establishment will be evaluated using the same criteria based on industry best practices and compliance regulations that focus on safety, sound management and customer service.

All **MANDATORY** criteria must be met to achieve accreditation. Meeting **BONUS** criteria will make your establishment eligible for an award.

The Worksheet is broken down into 4 Sections:

A: WRITTEN POLICIES AND PROCEDURES

- As part of your application process, you will be expected to submit a copy (electronic or hard copy) of your written policies to BBN in advance of your assessment visit.
- Your policy manual(s) should cover ALL **MANDATORY** policies included in the checklist and as many of the **BONUS** policies as you deem appropriate and helpful to your establishment.
- The policy manual(s) will be reviewed and marked before your assessment.
- A deadline date to submit the policy manual(s) will be provided after application for accreditation is received.

B: OPERATIONAL FORMS AND CHECKLISTS

- A list of **MANDATORY** and **BONUS** forms and checklists is provided in the Worksheet.
- All **MANDATORY** forms and checklists will need to be provided or shown to your BBN assessors on assessment day for review and validation.
- As well, any of the **BONUS** forms and checklists will be reviewed and validated by your assessment team on assessment day.

C: PHYSICAL VERIFICATION

- A checklist of items that will be verified and validated by the BBN assessment team is provided. Please review the list and ensure ALL **MANDATORY** items are in place and ready for assessment day. And, once again, the more **BONUS** items achieved increase consideration for awards.

D: QUESTIONNAIRE

- Please review and fill out the questionnaire in advance of your assessment visit.
- Your assessor will review your responses with you during the assessment visit – this will give you an opportunity to add more detail. The assessor will also ask follow-up questions where needed.

Section A: Written Policies and Procedures

Policies can be submitted online or hand in hard copy of policies to BBN.

Use this checklist as a guide.

A: Written Policies And Procedures

Page #
from your policy
manual

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|------------|---|------------------|--|
| A1 | Have a written glass collection policy (i.e., that bottles and glassware are removed from tables frequently and broken glass is cleaned up promptly). | MANDATORY | |
| A2 | Have a written policy that staff are to monitor departing patrons to ensure that alcohol containers (bottles or glassware – full or empty) are not removed from the premises. | MANDATORY | |
| A3 | Have a written policy on when police are to be called. The policy must include (at minimum) instructions to call police in the following situations: <ul style="list-style-type: none"> • a patron is found using or selling illegal drugs • assault/sexual assault • if illegal drugs are found or seized on the premises • suspected gang or organized crime activity | MANDATORY | |
| A4 | Have a written procedure for premises evacuation in the event of emergency (fire, power loss, etc.). The policy must include (at minimum): <ul style="list-style-type: none"> • identification of a ‘muster point’ or meeting area | MANDATORY | |
| A5 | Have a written policy that covers fire safety procedures; such as locations and use of fire extinguishers and other emergency equipment (e.g., escape ladders, fire exits, alarms, etc.). | MANDATORY | |
| A6 | Have a written policy and procedure for managing patron smoking areas. The policy must cover (at minimum) the following items: <ul style="list-style-type: none"> • designating who is responsible for monitoring the smoking area • ensuring the smoking area is clean and tidy | MANDATORY | |
| A7 | Have a written policy on prevention of illegal drug sales and use on the premises. | MANDATORY | |
| A8 | Have a written policy requiring staff to call or secure a taxi or vehicle for hire service for a customer, upon their request. | MANDATORY | |
| A9 | Have a written policy requiring staff to request proof of age from all patrons who appear to be under the age of 25 (when minors are prohibited from the establishment). | MANDATORY | |
| A10 | Have a written and posted policy for handling or cleaning up bodily fluids (e.g., vomit, blood, etc.) that includes ‘universal precautions’. | MANDATORY | |

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| A11 | Have a written zero tolerance policy for employees serving liquor to minors. | MANDATORY | |
| A12 | Have a written zero tolerance policy stating no staff consumption of liquor while on duty. | MANDATORY | |
| A13 | Have a written zero tolerance policy stating no staff consumption of recreational cannabis while on duty. | MANDATORY | |
| A14 | Have a written zero tolerance policy regarding the use, possession or sale of illegal drugs by staff. | MANDATORY | |
| A15 | Have a written “Respectful Workplace Policy” that covers (at minimum) the following items: <ul style="list-style-type: none"> • zero tolerance for sexual harassment or harassment of staff and patrons • treating others equitably and fairly | MANDATORY | |
| A16 | Have a written zero tolerance policy regarding internal theft. This can include ‘grease’ at the door. | MANDATORY | |
| A17 | Have a written policy in place to make staff aware of and prevent drug or alcohol facilitated sexual assault. This can include: <ul style="list-style-type: none"> • policies regarding unattended drinks • observation and possible intervention of patrons exiting the establishment (i.e., intoxicated patrons leaving with a stranger) | MANDATORY | |
| A18 | Have a hand-washing policy for staff that can include how to wash hands properly and when to wash hands. | MANDATORY | |
| A19 | Have a written policy and procedure for managing lineups at entrance(s) to premises. (Mandatory policy for Nightclubs) | BONUS | |
| A20 | Have a written policy regarding weapons found on the premises or removed from patrons. (Mandatory policy for Nightclubs) | BONUS | |

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| A21 | Have a policy requiring staff (e.g., management or door security) to fill out incident reports if and when the following circumstances occur (one point each): <ul style="list-style-type: none"> • patron is ejected or refuses to leave • minor in premises or refused entry • patron refuses safe transportation • fight / assault / disturbance • police are called • sexual assault or sexual harassment | BONUS | |
| A22 | Have a written policy on searching patrons. | BONUS | |
| A23 | Have a written policy listing any prohibited items (e.g., types of weapons, illegal drugs, outside food and drink, any other contraband). | BONUS | |
| A24 | Have a policy in effect for “soft closing” (i.e., lights gradually go up and music / entertainment ceases at last call). | BONUS | |
| A25 | Have a written noise control policy. | BONUS | |
| A26 | Have a written dispersal policy that outlines procedures taken to ensure patrons exit the facility in a safe and orderly fashion. | BONUS | |
| A27 | Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages to pregnant women. | BONUS | |
| A28 | Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages or food to designated drivers. | BONUS | |
| A29 | Have a written policy directing front-of-house staff (and door/ security staff, when applicable) to monitor patron intoxication levels and intervene when necessary (e.g., slow down or cease liquor service, find safe transportation, etc.). | BONUS | |
| A30 | Have a written policy requiring bar staff to “burn the well” (melt the ice well with hot water and inspect for glass shards) when glass is broken in or near the ice well. | BONUS | |

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| A31 | Have a written policy ensuring any working bar area (with cash trays or tills) is not left unattended when patrons are in the premises. | BONUS | |
| A32 | Have a written procedure for staff to follow in the event of a violent incident or assault. The procedure must include (at minimum): <ul style="list-style-type: none"> • instructions to remove patrons and staff from the area (during and after the incident) • requirements to call appropriate authority (i.e., fire, police, ambulance) | BONUS | |
| A33 | Have clear written policies and procedures for determination and preservation of crime scene and witness details until police arrive. | BONUS | |
| A34 | Have a written policy requiring surveillance camera images and data from cameras be provided to a Police Officer or AGLC Inspector immediately upon demand in order to assist in an investigation. | BONUS | |
| A35 | Have a written policy and procedure regarding the use of metal detectors, wands or pat-downs at the entrances of the premises. | BONUS | |
| A36 | Have a written policy to delegate a Fire Marshal or point person responsible in case of evacuation or emergency. The policy should also spell out the responsibilities and duties of the Fire Marshal. | BONUS | |
| A37 | Have written policies related to staff observation and intervention to prevent sexual violence in your establishment. This can include: <ul style="list-style-type: none"> • observation guidelines to identify vulnerable patrons or predatory activities • the “Four D’s” of bystander intervention (Direct, Distract, Delegate, Delay) | BONUS | |
| A38 | Have written policies related to safety for late-night staff: <ul style="list-style-type: none"> • no staff should leave the building wearing a server apron or visible uniform • any staff leaving the building after dark must be accompanied by another team member | BONUS | |
| A39 | Have written policies and procedures related to best practices in the event of an Active Shooter inside or near the premises. | BONUS | |

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| A40 | Have a written policy on when to call Emergency Medical Services (EMS) when a patron is sick or injured. This policy could include: <ul style="list-style-type: none"> • identifying which staff are responsible for calling emergency services (i.e., manager on duty, security, etc.) | BONUS | |
| A41 | Have a written policy related to use of recreational cannabis by guests. This policy can include: <ul style="list-style-type: none"> • where recreational cannabis can be consumed • awareness of local bylaws related to cannabis use • physical signs related to use of recreational cannabis for staff to observe | BONUS | |
| A42 | Have written policies related to allergy protocols. This could include: <ul style="list-style-type: none"> • staff product knowledge, especially related to common allergens • protocols to prevent cross-contamination • communication strategies (with guests, between staff and management, between front and back of house) to ensure guest confidence and prevent errors • how to handle a foodborne illness complaint | BONUS | |
| A43 | Have written policies related to social media. This could include: <ul style="list-style-type: none"> • staff social media posts • following AGLC regulations related to licensed premises advertising, which can be found in Section 7 of the Licensee Handbook • requiring promoters, entertainers and other contractors to submit advertising and social media posts for approval | BONUS | |

Section B: Operational Forms and Checklists

Have mandatory and applicable bonus forms ready for assessment day.

Use this checklist as a guide.

B: Operational Forms and Checklists

Please provide examples of the following items on assessment day. The items marked **MANDATORY must be provided** to meet the minimum BBN standard. Achieving the **BONUS** items increases your score.

MANDATORY ITEMS

- B1** Incident reporting binder or other system to document incidents
- B2** Injury / accident reporting binder or other system to document injuries (i.e., injured person's name, injury circumstance, first aid provided, staff name, others involved, date)
- B3** Binder or electronic staff training log tracking all ProServe and (if applicable) ProTect or Reel Facts expiry dates

BONUS ITEMS

- B4** Premises Checklist used for opening and closing
- B5** Cleaning and sanitation schedule
- B6** Banned or barred patron list or system to track banned patrons
- B7** "Liquor Liability" forms, in which the staff members agree to abide by principles of responsible liquor service, signed by all staff directly involved in the sale and service of liquor (i.e., servers and bartenders). This would be a stand-alone document, separate from general policies.
- B8** Patron Head Count log or binder or other system to track occupant loads
- B9** Refusal of Entry/ Ejection Log to track instances where patrons are refused entry or ejected from the premises, with reasons for refusal or ejection (i.e., intoxicated at door, unable to produce proof of age, belligerent behaviour, etc.)
- B10** A contract or list of standards and house rules for promoters, entertainers (DJs, karaoke hosts, bands etc.) or large group bookings that is reviewed, signed and kept on file.
- B11** A log of contact information for promoters, entertainers or contractors working in the establishment, kept on file for future reference.

The following items can be submitted electronically or handed in at the assessment:

- B12** Provide a list highlighting recent charitable donations or fundraisers organized or hosted over the past 12 months. This can also include community initiatives or activities to demonstrate your commitment to your neighbourhood (i.e., snow shoveling, neighbourhood cleanup, etc.)
- B13** Provide a list of all industry partnerships, crime prevention groups or associations or suitable community initiatives in which the establishment holds a membership or supports (e.g., Better Business Bureau, Chamber of Commerce, Restaurants Canada, Responsible Hospitality Industry Association, Banff and Lake Louise Hospitality Association, Banff Bar Watch, etc.)
- B14** Provide a letter(s) of endorsement or support from neighbouring businesses or residential groups, demonstrating a positive relationship with your neighbours
- B15** Provide a copy of most recent Alberta Health Inspection report. Points will be awarded based on results
- B16 FOR CURRENTLY ACCREDITED BARS ONLY; NOT APPLICABLE TO NEW APPLICANTS**
Provide samples (e.g., printouts, screenshots) of promotion of your BBN accreditation status to the public. This could include social media posts, digital ads, menus, tent cards, posters, etc. As well, please show examples of efforts to promote other AGLC Social Responsibility programs such as DrinkSense, Dry9 or GameSense (for vlt retailers and casinos).

Section C: Physical Verification

Will be validated by assessors on assessment day.

Use this checklist as a guide.

C: Physical Verification

Yes/No

| | | | |
|------------|--|------------------|--|
| C1 | Maximum Occupant Load card posted, ideally at main entrance. | MANDATORY | |
| C2 | Current liquor licence is posted. | MANDATORY | |
| C3 | Current business licence posted. | MANDATORY | |
| C4 | Current Food Handling Permit posted. | MANDATORY | |
| C5 | Have signage posted at premises entrance stating “Minors Prohibited” – if this applies to your liquor licence. | MANDATORY | |
| C6 | Have non-combustible cigarette disposal container(s) in designated smoking area(s). | MANDATORY | |
| C7 | Have an emergency phone list in view of staff (near phone behind bar or in staff area), which includes (at minimum): <ul style="list-style-type: none"> • Police • Fire • premises street address | MANDATORY | |
| C8 | Have at least one appropriately stocked first aid kit within the venue. (Must include vinyl / latex gloves). | MANDATORY | |
| C9 | A list of staff who have valid and current first aid training is posted and visible for all staff to see. | MANDATORY | |
| C10 | Broken glass is stored separately from regular garbage and away from patron areas. | MANDATORY | |
| C11 | Fire exits are free from obstruction and well-lit at all times and all fire exit signs are in working order (visible and lit). | MANDATORY | |
| C12 | Provide evidence of fire equipment being inspected / serviced annually or as required. | MANDATORY | |
| C13 | Use wet floor sign(s) to help prevent slips and falls. | MANDATORY | |
| C14 | Empty bottles are stored behind the bar or away from patron areas. | MANDATORY | |
| C15 | All bar glass washers are fully equipped and in working order. | MANDATORY | |
| C16 | Have glass washer sanitizer test strips on hand. Demonstrate a successful test for added Bonus points. | MANDATORY | |

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| C17 | Have a working hand-wash station (sink, soap dispenser and paper towels) at every working bar. | MANDATORY | |
| C18 | Have radios to allow staff, management and security to communicate effectively. (Mandatory for Nightclubs/Casinos) | BONUS | |
| C19 | At least one working flashlight is available and accessible to staff. | BONUS | |
| C20 | Signage is posted within the premises, identifying behavioural expectations for patrons. | BONUS | |
| C21 | FOR CURRENTLY ACCREDITED BARS ONLY; NOT APPLICABLE TO NEW APPLICANTS BBN accreditation plaque and door stickers are posted and visible to guests | BONUS | |
| C22 | A floor plan of the establishment with identified emergency exits, evacuation route(s) and muster point is posted prominently in a public area, in view of patrons, ideally near main entrance. | BONUS | |
| C23 | Support a Designated Driver transportation program with posters displayed in view of patrons and/or business cards available to the public. | BONUS | |
| C24 | At least two (2) responsible liquor service posters are displayed in view of patrons. Examples are: "Under 25", "It's the Law and My Job", etc. Responsible gaming posters (where vlts are present) are also applicable. | BONUS | |
| C25 | Signs/advertisements are posted that offer free, or reduced cost, non-alcoholic beverages to pregnant women. | BONUS | |
| C26 | Signs/advertisements are posted that offer free, or reduced cost, non-alcoholic beverages to designated drivers. | BONUS | |
| C27 | Have a mechanical counting device used to accurately count or spot-check the number of patrons on premises. | BONUS | |
| C28 | Have an ultraviolet light unit, to use for aiding in detection of counterfeit bills or fake identification cards. | BONUS | |
| C29 | Have a security/surveillance camera system in operation, recording the interior of the premises • Additional Bonus points if surveillance / camera system records images and data and is readily accessible for at least 15 days | BONUS | Have interior camera Records +15 days |

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| C30 | Have a security/surveillance camera system in operation, recording the exterior of the premises • Additional Bonus points if surveillance / camera system records images and data and is readily accessible for at least 15 days | BONUS | Have exterior camera Records +15 days |
| C31 | Acrylic or plastic glasses are used in place of some glassware. Additional Bonus points if all beverages are served in acrylic / plastic containers, including bottles. | BONUS | Some glass No glass used at all |
| C32 | Use a scanning system that records name, age and photo (in compliance with legislation) of patrons as they enter. | BONUS | |
| C33 | Have an automated external defibrillator (AED) on premises and at least two (2) staff with valid training in its use. Partial points will be granted if there is a neighbouring business with an accessible AED and permissions and arrangements have been made with the business to access the AED in emergency. | BONUS | |
| C34 | Have partitions installed between all urinals in men's washroom. | BONUS | |
| C35 | Post a "height strip" by main exit door(s). | BONUS | |
| C36 | Show evidence of pest control equipment and monitoring. | BONUS | |
| C37 | Have a naloxone kit on premises, and staff trained to properly use it. | BONUS | |
| C38 | Have a list of non-alcoholic drink options featured on the menu, with more options than simply pop and juices (i.e., non-alcoholic or low-alcohol beers, mocktails, etc.). | BONUS | |
| C39 | Have a probe thermometer on site for validating food temperatures, to ensure safe food handling. | BONUS | |
| C40 | Bonus points if there have been NO AGLC disciplinary actions (includes warnings) in the 24 months prior to the BBN assessor visit date. This can also include sanctions or fines from Fire, Police or local municipality. | BONUS | |

Physical Inspection Of Premises:

Assessor will evaluate condition of premises and condition of equipment

Use this checklist as a guide.

CHECKLIST

Assessor will evaluate condition of premises and condition of equipment

| | | Cleanliness Of Premises | |
|-----|---|---|-------|
| | | Section of Room (where applicable) | NOTES |
| C41 | | BATHROOMS | |
| | | BAR AREAS | |
| | | MAIN PATRON AREA | |
| | | WALLS / HALLWAYS | |
| | | KITCHEN | |
| | | SMOKING AREA | |
| | | PARKING / EXTERIOR | |
| | | Condition Of Equipment / Furniture | |
| | | Items (where applicable) | NOTES |
| C42 | | TABLES AND CHAIRS | |
| | | STAIRS, HANDRAILS | |
| | | GLASSWASHER | |
| | | TOILETS / SINKS / DISPENSERS IN BATHROOMS | |
| | | ASHTRAYS / FURNITURE IN SMOKING AREA | |
| C43 | Is exterior of building free of graffiti? | | |

Section D: Questionnaire

**ANSWERS CAN BE SUBMITTED ONLINE;
APPLICANTS WILL RECEIVE AN ELECTRONIC VERSION
OF THE QUESTIONNAIRE.**

Assessors will review your responses with you on assessment day.

Additional points are given when you provide proof or validation of claims.

Use this checklist as a guide.

D: Questionnaire

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|-----------|---|
| D1 | How do you ensure staff have read, reviewed and understood your policies and procedures? |
| D2 | How many staff members and/or management have valid First Aid and CPR training? A minimum of 2 trained staff is mandatory to meet the BBN standard. Bonus points are awarded for a higher percentage of First Aid and CPR trained staff. |
| D3 | How does your establishment ensure bathrooms are monitored for cleanliness and for safety and security? |
| D4 | How are staff members easily identified in the room? (Uniforms, aprons, distinctive clothing, badges, etc.) NOTE: If you have door / security, be sure to describe the door uniform as the visibility of security staff is a best practice. |
| D5 | Please outline the hours that hot and cold food service is available at your establishment. Bonus points awarded for: <ul style="list-style-type: none"> • Having hot and cold food available after 11:00 p.m. (if business holds a Class A – Minors Prohibited licence) • Having hot and cold food available during all hours of liquor service (if business holds a Class A – Minors Prohibited licence) |
| D6 | Does your establishment exceed AGLC policy requirements by having ProTect certified staff who are not required by policy to complete the training (e.g., servers, bartenders)? If YES, how many staff meet this criterion? |
| D7 | Do any staff members require a security clearance check prior to hiring? If YES, please list the position(s) that require a security clearance check. |

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| D8 | Does at least one front-of-house staff member have current and approved Food Safety (safe food handling) certification? If YES, how many front-of-house staff have safe food handling training? |
| D9 | How often does your establishment hold general staff meetings to review policy? When was the most recent staff meeting? |
| D10 | How do you prevent and respond to incidents of sexual assault, harassment or sexual violence in your establishment? |
| D11 | Does your establishment hold formal staff performance reviews on a regular basis with results documented? If YES, how often are they held? |
| D12 | Does your establishment hold mock evacuation training exercises? If YES, how are these exercises conducted? How often? |
| D13 | How do you ensure you have a “good neighbour policy” with nearby businesses or residential areas? How do you deal with issues that can affect your neighbours such as noise, litter, parking, etc.? Also, please provide a quick summary list of neighbours (residential and/or commercial) that could be affected by your operation. |
| D14 | What risk factors are taken into consideration when planning events or promotions (e.g., bands, entertainment, programming, drink specials, hours of operation, etc.)? |
| D15 | Does your establishment conduct any “secret shopper” or integrity testing to ensure customer service standards are met? Bonus points awarded if “secret shoppers” also evaluate responsible liquor service (e.g., proof of age under 25, overservice). |

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| D16 | Please list any specialized training or credentials held by staff members or management. These could include safety-related training (e.g., WHMIS, Verbal Judo, Bystander Intervention/sexual assault prevention, etc.), customer service or industry training (e.g., Cicerone education, product knowledge, sensitivity training) or other education or training (e.g., Hospitality Management Diploma). |
| D17 | Please list any environmental/green initiatives taken on by your establishment to address your environmental footprint. This can include elimination or cutting back single-use plastics (e.g., straws), food waste management, energy-efficient equipment, recycling programs, etc. |
| D18 | FOR ESTABLISHMENTS THAT EMPLOY DOOR / SECURITY STAFF ONLY. If your establishment uses door / security staff, please answer the following questions: <ul style="list-style-type: none"> • On which nights do you normally schedule door / security staff? • How many door / security staff are scheduled at peak / busiest nights? Do you have a target ratio of security staff to number of guests (i.e., 1 per 50, 1 per 75, etc.)? |
| D19 | FOR ESTABLISHMENTS WITH LIQUOR LICENSES THAT CAN ALLOW MINORS. If your establishment allows minors, what policies and practices are in place to prevent minors from ordering or consuming alcoholic beverages? IF MINORS ARE PROHIBITED AT ALL TIMES, PLEASE MARK AS N/A. |
| D20 | Describe your systems used for liquor inventory control and theft/loss prevention (e.g., regular liquor counts, blind cashouts, third party audits, etc.). |
| D21 | Provide one recent example of when staff went ‘above and beyond’ to ensure customer safety. If possible, show assessor sample of accompanying incident report to validate. |
| D22 | List – in point form – the strengths that make your bar safer for staff and patrons. |
| D23 | List – in point form – the challenges your bar faces to provide a safer experience for staff and patrons. If desired, give examples of how your bar works to overcome these challenges. |

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