



Responsible Host

Course booklet



Helsedirektoratet
Norwegian Directorate of Health

IS-2127E

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Preface

We want nightlife in Norway to be both safe and enjoyable. Unfortunately, many people do not feel safe when they are out in their local town or city at night. High alcohol consumption can lead to unpleasant incidents and acts of violence, many of which occur in or around licensed establishments. People who have drunk too much are often involved, either as a victim or as a perpetrator.

The purpose of the Alcohol Act is to curb to the greatest possible extent the harm to society and the individual that may result from the consumption of alcoholic beverages (Section 1-1 of the Alcohol Act). The Alcohol Act regulates the availability of alcohol through the licensing system. Licensees have a responsibility to ensure that their licensed activities are carried out responsibly.

'Responsible Host' is a key part of the work relating to responsible alcohol management.

We wish you every success in your job at your licensed establishment and hope you will benefit from the Responsible Host course.

The Norwegian Directorate of Health would like to thank everyone who has contributed to and participated in the preparation of this booklet. Special thanks go to the Norwegian Hospitality Association (NHO Reiseliv), Enterprise Federation of Norway (Virke), National Federation of Service Industries (NHO Service), National Police Directorate, the alcohol resource centres (the 'KoRus') and Bo Vivike, owner of the BAR Group.

Ole Trygve Stigen
Head of department



1. Ansvarlig vertskap (Responsible Host)

It is the responsibility of the licensee to ensure compliance with the Alcohol Act. Thus it is your responsibility to ensure that persons who are underage or are obviously under the influence of alcohol or drugs are not served alcohol. This will help make your licensed establishment a more pleasant and safer place to be, both for you and your customers. Your attitude to and handling of alcohol serving are important and can help prevent drunkenness and alcohol-related violence.

Ansvarlig vertskap (Responsible Host) is a training course for people who work at and/or run a licensed establishment. The course will teach you the requirements of the Alcohol Act and provide you with an understanding of what happens to the

body, both physically and mentally, when someone drinks alcohol. We hope this knowledge will give you a better understanding of why the licensing rules have been introduced.

This course booklet forms part of the course material. The course will provide you with firm foundations on which to take appropriate decisions and actions

The course covers topics such as:

- The role of alcohol in society
- The characteristics and effects of alcohol
- The Alcohol Act and key licensing provisions with local guidelines and enforcement
- Over-serving and definition "obviously under the influence of alcohol or drugs"
- Collaboration between municipal authorities, the police and licensed establishments
- Nightlife-related narcotics problems
- Communication - conflict management

The course concludes with a test and the participant will receive a Ansvarlig vertskap (Responsible Host) certificate on passing the test.

Surveys by the Norwegian Institute for Alcohol and Drug Research (SIRUS), the Directorate of Health and others show that in many cases minors can buy alcohol in shops and be served alcohol at licensed establishments. Many people who are obviously under the influence of alcohol or drugs are also able to buy and be served alcohol. These are some of the most serious breaches of the Alcohol Act and can result in the withdrawal of the establishment's licence. It is important for licensed establishments to ensure that this does not happen.

In 2012, SIRUS conducted a survey concerning the extent of over-serving in bars and clubs in selected areas of Oslo. The results presented in the report entitled "Fri flyt" show that test-buyers were served in 93% of cases, even though they were obviously under the influence.

These breaches could for example be due to inattentiveness, misjudgement or lack of training and awareness amongst those selling and/or serving alcohol. The breaches may also be due to a bar or club having a practice which is not in accordance with the intentions behind the Alcohol Act.

This Ansvarlig vertskap (Responsible Host) training course will also provide you with the knowledge you need to take the competency test.

21 November 2013

Half of the population believe that bartenders and waiters should be better at refusing entry to people who are drunk. A recent population survey conducted by Norstat for the Directorate of Health shows that just 14 percent of the population overall believe that the licensing provisions are too strict. The survey was conducted in connection with the "Clearly intoxicated" alcohol campaign launched by Bent Høie, Minister of Health and Care Services, on 18 November 2013.

"The rising level of alcohol consumption in Norway represents a public health challenge. We must prevent more and pursue a policy which limits the harmful effects of alcohol consumption," says Bent Høie.

In Norway, alcohol use is the second most important risk factor as regards the loss of Healthy Life Years and the ninth most important as regards death. Sales of alcohol in Norway have risen by 40% since 1995, to 6.7 litres per capita in 2011. Norwegian adolescents drink less often than adolescents elsewhere in Europe, but they continue drinking until they are drunk more frequently, so increasing the risk of harm. There should be a joint responsibility to change a drinking culture which expects and accepts a relatively high degree of intoxication.

**Fri flyt - bartenderes møte med berusede gjester,
SIRUS report 1/2012**

This report presents the results of a survey of over-serving at licensed establishments in selected parts of Oslo city centre. The most important data source is test purchases, where an actor pretends to be drunk while ordering beer at a licensed establishment. The aim is to create a situation which under the Alcohol Act should lead to a refusal to serve alcohol.

In total, 89 test purchases were carried out at 39 different licensed establishments in two areas of Oslo city centre. The licensed establishments which refused to serve customers who showed signs of clear intoxication were few and far between. Eighty three of the attempted purchases (93%) resulted in the test buyer being served - i.e. just six attempted purchases (7%) ended with refusal.

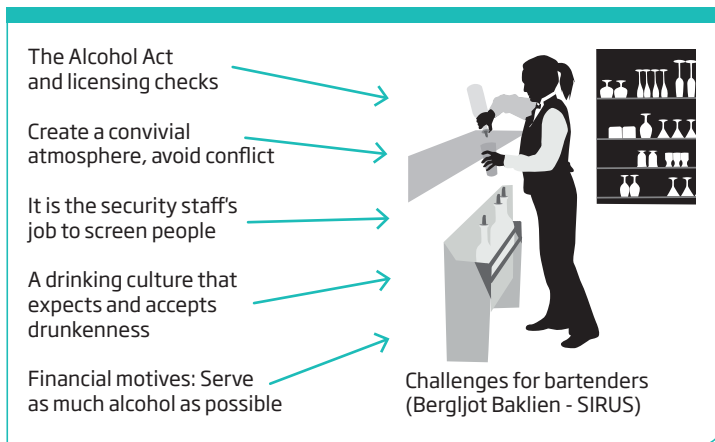
There may be a number of explanations for the high proportion of servings. Perhaps some bartenders lack sufficient awareness of the Alcohol Act and how they should deal with intoxicated customers. Working conditions do not always enable bartenders to consider the situation properly, and in a stressful situation it is perhaps easier to serve the customer a beer than deal with the confrontation that could arise if the bartender refuses to serve the customer. Sometimes, financial incentives influence the serving outcome - a refusal to serve someone could result in the bartender losing income and tips.

It may also be that bartenders are simply passing on their responsibility to control levels of drunkenness among customers to the establishment's security staff. There may also be little motivation to comply with the Alcohol Act, as there is not much chance of actually being caught. The explanation for the high proportion of over-serving probably lies in the drinking culture which results in a collective acceptance of drunkenness in bars and clubs. As long as customers, bartenders and licensees, and perhaps even inspectors and those who imposes sanctions, are characterised by the same accepting alcohol culture, it will be difficult to bring about change.

The bartender's challenge

The Alcohol Act determines how alcohol is to be served. Bartenders are also influenced by other factors, for example the desire to create a convivial atmosphere or avoid conflicts. A drinking culture with a high degree of intoxication and financial incentives may influence a bartender's decisions. This set of challenges imposes exacting demands on the employees of bars and clubs (Bergljot Baklien, SIRUS).

According to the law, alcoholic beverages are beverages which contain more than 2.5% alcohol by volume (ABV).



Internal quality assurance

The withdrawal of a licence is a major financial burden for the licensee. Ensuring that the staff of their bar or club are as well- equipped as they can be to serve alcohol within the limits imposed by the law should therefore be in their best interest.

Ansvarlig vertskap (Responsible Host) is a course where:

- managers and staff can learn about the Alcohol Act, how to deal with customers and other relevant topics
- you can get answers to any questions you may have concerning your work

Professional employees also give the bar or club:

- a good reputation
- a higher turnover
- better working conditions
- a lower risk of breaking the law
- good customer relations.

Collaboration with the local authority and the police

Many people in the industry want a close collaboration with public agencies, and some have specific problems which they need help to solve.

Surveys show that the law is being broken relatively frequently as regards the ban on selling and serving alcohol to underage persons and persons who are obviously intoxicated. Surveys also show that only a few such offences are detected by inspectors and that breaches rarely result in consequences for the licensee. (Loven, fylla og kommunene, SIRUS 2012)

By participating in this Ansvarlig Vertskap (Responsible Host) course, licensed establishments gain an opportunity to:

- establish or improve contact with the local authority and the police
- put forward their views to local authorities
- participate in local alcohol debate
- become more familiar with other stakeholders and establish networks.

Making the right decision

As an employee of a licensed establishment, every day you have to make judgements and decisions which affect your customers, the environment and you personally. In order to make the right decision every time, you should be familiar with the requirements set out in the Alcohol Act, the company's policy as regards responsible serving, how to deal with customers who are obviously under the influence of alcohol or drugs and how to prevent and manage conflicts.



2. The function of intoxication

The brain contains various neurotransmitters which play different roles in the way the brain and we work. Dopamine is a neurotransmitter which stimulates the reward centres in the brain and creates a sense of happiness and contentment. We get this feeling for example when we eat, drink and have sex. Alcohol, narcotics and tobacco also act through this system. When these substances are used, dopamine is released in the brain's reward centre, inducing a sense of well-being. People react differently when dopamine is released.

Alcohol unit (AU) / Serving unit (SU)

The table below shows the alcohol content of various drinks and the amount of pure alcohol per glass or serving unit. You can see in the bottom row that a glass of wine contains about as much

alcohol as a 330-500ml glass of beer or a 40ml glass of distilled spirits, i.e. about 12-15 grams of pure alcohol. This is called a standard alcohol unit or serving unit.

Alcohol group	1	2	2	2 / 3	3
Type of alcoholic beverage	Beer	Wine	Fortified wine	Liqueurs	Spirits
Volume %	4.5	7-15	15-22	15-60	Approx. 40%
Content per glass (serving unit)	330-500ml	120ml	75ml	40ml	40ml
Alcohol per glass (serving unit)	12.6 - 18g	6.7 - 14.4g	9 - 13.2g	4.8 - 19.2g	12.0 - 13.8g

(Source: Norwegian Institute of Public Health)

What happens when you drink alcohol?

Most people begin to feel the effects relatively soon after they start drinking alcohol. These are first and foremost consequences of the alcohol's effect on the brain. Alcohol affects our reaction patterns, motor skills and judgement. If more alcohol is consumed, more central parts become affected, including the part of the brain where the centre for emotions is situated. The more you drink and the more alcohol you get in your body, the more your ability to make rational decisions becomes impaired. The cerebellum is also affected by alcohol intake. This is where the centre for coordination and balance is located, among other things. You will be affected by what and how much you drink.

How blood alcohol concentration affects your body

Up to around 0.5 parts per thousand: You feel slightly intoxicated.

Between 0.5 and 1 parts per thousand You become less discriminating and risk-averse.

Over 1 part per thousand: Your balance is adversely affected, your speech becomes slurred and your control over your movements is impaired. You become tired and lethargic and may become nauseous.

Over 1.5 parts per thousand: Most people have difficulty remembering things. Memory problems increase with rising alcohol blood concentration.

Very high blood alcohol concentrations: Consciousness is reduced and you may even become unconscious. The breathing centre in the brain may be adversely affected. Vomiting is common.

Blood alcohol concentrations in excess of 3 parts per thousand can be fatal. The risk of death rises if you at the same time take sedatives, painkillers, sleeping pills, epilepsy medicines, or other medications which have a sedative effect on the brain.

Source: Norwegian Institute of Public Health

Your blood alcohol concentration is affected by:

■ How much and how quickly you drink

The faster you drink and the more alcohol you consume, the more intoxicated you will become.

■ How much you weigh

Your body weight will affect your blood alcohol concentration. A low weight will give a higher blood alcohol concentration than a higher body weight, assuming identical alcohol consumption.

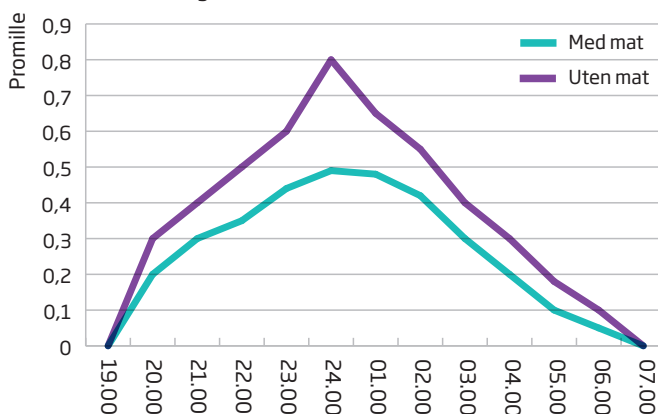
■ Whether you are a man or a woman

Alcohol is water-soluble and women's bodies contain more fat and less water than men's. Men generally have more alcohol-degrading enzymes in their stomach than women, which enables men to tolerate alcohol better. If a woman and a man who weigh the same consume the same amount of alcohol, the woman would have an approximately 30% higher blood alcohol concentration.

■ Blood alcohol concentration with and without food

It takes longer for the alcohol to get into the blood if you eat while you are consuming alcohol. The liver has more time to break down the alcohol and the blood alcohol concentration does not reach the same level as it would have done if you drank on an empty stomach. Eating a filling meal at the same time as you consume alcohol can almost halve your blood alcohol concentration.

Promillekurve med og uten mat



(Source: Swedish National Board of Forensic Medicine, 1999)

The diagram shows that there is a big difference between drinking with and without food. There is no way of increasing the breakdown of alcohol. Metabolism in the liver takes place at

Calculating blood alcohol concentration

On average, alcohol will spread through 60% of the body weight of women and 70% of the body weight of men. As a general rule, we estimate that alcohol metabolises at a rate of 0.15 parts per thousand per hour (0.10 - 0.25). To calculate blood alcohol concentration following alcohol intake approximately, we use the following formula:

For women: Alcohol in grams / (body weight in kg x 60%) - (0.15 x hours since the start of drinking) = blood alcohol concentration in parts per thousand

For men: Alcohol in grams / (body weight in kg x 70%) - (0.15 x hours since the start of drinking) = blood alcohol concentration in parts per thousand

Alcohol-related harm can occur even after consuming moderate amounts of alcohol, and the risk rises the more you drink. People who drink heavily and often, expose both themselves and others to considerable risk.



Our working memory is crucial for many activities:

- It ensures you are aware of what must be learned.
- It monitors and regulates learning.
- It ensures that what you hear and read is encoded into your long-term memory.
- It encodes information into your long-term memory.
- It retrieves information from your long-term memory.
- It ensures that information is available during problem-solving and learning.

a constant rate and neither exercise, sauna sessions nor medicines can increase the rate of metabolism.

Why young people under 18 should not drink alcohol

The brain continues to develop well beyond a person's 20th birthday. The areas of the brain that govern the desire for thrill-seeking develop earlier than the area which governs self-control and impulse control (the frontal lobe). This makes adolescents particularly vulnerable when they are intoxicated. In addition, it is also believed that there are permanent effects on learning ability and recall associated with the consumption of large quantities of alcohol. Starting to drink at an early age increases the risk of excessive alcohol consumption on reaching adulthood.

The area of the brain which determines our ability to plan and think sensibly (the frontal lobe) is not fully developed until a person reaches the age of 25, and some functions may not develop fully until the age of 30. This area also determines our working memory and our personality. Young people under 18 are therefore particularly vulnerable, both when they are actually drinking and in the long term, in that the development of important personal skills can be permanently impaired. When people are young, they do not know their own limits and there is therefore a risk of drinking too much.

Alcohol, injuries and violence

Alcohol is the most common intoxicant in our culture, and also the intoxicant that causes the most damage. Alcohol can be harmful to many organs in the body and it can cause dependency. Alcohol costs society a lot, both socially and economically, and it is often relatively young people who are affected the most.

Most injuries and accidents relating to alcohol consumption do not happen as a result of long-term consumption, but as a result of binge drinking.

Research shows a clear link between alcohol consumption and violence at both an individual and a social level. Many studies have shown that a high proportion of cases of violence occur in or just outside licensed establishments. This means that measures relating to licensed establishments are needed in order to prevent violence. Many of the problems linked to intoxicant use affect persons other than the user, often referred to as 'third party harm' and 'passive drinking' (SIRUS report 3/2010).

Aftenposten 30.11.2013

Half of all acts of violence occur at the weekend

Nightlife and violence are closely linked and half of all acts of violence occur at the weekends, according to figures from Oslo emergency medical centre.

During 2012, a total of 3334 people were treated by Oslo emergency medical centre following acts of violence. Half of these occurred at a weekend, and 663 cases of physical assault were recorded as occurring at licensed establishments. Sixty percent of cases took place inside bars and restaurants, with the remainder occurring in the queue on the way into an establishment or immediately outside on the street. "Responsible alcohol management (Ansvarlig alkohelhåndtering) is important in reducing these figures. Not all violent offences occur because of alcohol, but alcohol is involved in most cases," says Bjørn Guldvaag, Director General of the Directorate of Health. Young adults are most frequently the victim of violence, and almost three quarters of those assaulted were men. New Year's Eve was the day on which most cases of violence were recorded. The last time a similar survey of cases of violence was carried out was in 1994. The increase of 31% since then is in line with the growth in the population of Oslo over the same period. (NTB)

Pregnancy and alcohol

Alcohol is the intoxicant which can have the greatest harmful effect on the unborn child. All the alcohol that a pregnant woman drinks is shared with the unborn child. All the organs in the body can be affected and cell development can be impaired. The brain is particularly vulnerable because it develops throughout the pregnancy. At no time during a pregnancy is it therefore safe to drink alcohol. We have long known that large quantities of alcohol can harm the child, but we now also know that even small amounts of alcohol can be harmful. Alcohol consumption increases the risk of miscarriage, stillbirth, premature delivery and poor foetal growth. The damage will last the lifetime of the child, but can be avoided if the mother does not drink alcohol while pregnant. The health authorities therefore recommend total abstinence during pregnancy.



The health authorities recommend that pregnant women do not drink alcohol. Women who are planning to become pregnant should think carefully about their alcohol habits and preferably abstain from alcohol altogether.

In Norway, the number of alcohol-related deaths is estimated to be just under 400 per year. These figures do not include deaths caused by accidents, violence, murders, suicides or accidental deaths in connection with road traffic accidents caused by alcohol intoxication.





3. The Alcohol Act

The handbook on the Alcohol Act may be downloaded from:

www.helsedirektoratet.no/publikasjoner/handbok-i-alkoholloven-mv/Sider/default.aspx

The Alcohol Act contains special rules concerning the serving of alcohol. The basis for the Alcohol Act is that consuming alcohol is harmful and that increased consumption of alcohol results in increased harmful effects. The purpose of the Alcohol Act is to curb to the greatest possible extent the harm to society and the individual that may result from the consumption of alcoholic beverages. This is partly achieved through the requirement to have a special licence in order to sell and serve alcohol. The Act is intended to restrict the availability of and demand for alcohol, and contains rules which are aimed at creating safe forms of sale for alcoholic beverages. The Alcohol Act lays down specific requirements and bans, and regulates, for example, the times of the day during which alcohol may be sold or served, age limits and a ban on advertising.

Serving

The Alcohol Act defines 'serving' as the sale of alcohol to consumers for consumption at the establishment. The licensed establishment consists of the premises on which the alcohol is served and its immediate surroundings, e.g. a terrace, garden or pavement. A licence is required in order to serve and sell alcohol.

The Alcohol Regulations, Chapter 4. Specifically on serving

Section 4-1 Persons who are obviously under the influence of alcohol or drugs must not be allowed to enter licensed premises. If a person who is obviously under the influence of alcohol or drugs is present on licensed premises, the licensee is obliged to ensure that the individual leaves the premises. The licensee is obliged to ensure that persons in need of assistance receive such assistance.

Section 4-2 Alcoholic beverages must not be served to persons who are obviously under the influence of alcohol or drugs, or be served in such a manner that it must be assumed that the individual will become so influenced.

Where two or more persons are seated together and one or more of them is obviously under the influence of alcohol or drugs, no alcoholic beverages may be served to any of them before the person(s) under such influence has been removed.

Section 4-3 Care must be taken to ensure that persons who do not meet the minimum age requirements of the Alcohol Act section 1-5 do not consume alcohol that is served to other guests.

Section 4-4 Care must be taken to ensure that the guests do not consume alcoholic beverage they have brought with them, or take alcoholic beverage with them when they leave the premises.

Section 4-5 Spirits may only be served in quantities of 2 and 4 cl. This shall not apply to the serving of cocktails.

Section 4-6 Whoever holds a licence to serve alcoholic beverages shall also be obliged to stock a reasonable selection of non-alcoholic and/or low alcohol beverages which are regarded as a natural replacement for alcoholic beverages.

Non-alcoholic and low alcohol beverages shall be included in the beverage list and other price lists.

Section 4-7 When half bottles are commercially available, licensed premises shall be obliged to stock a reasonable selection thereof.

Section 4-8 An ordinary serving licence may include self-service from refrigerators in hotel rooms.

Care must be taken to ensure that alcoholic and low alcohol beverages are not available to minors

Licensing

In order to be permitted to serve alcohol, establishments must apply to the local authority for a licence. Before the application can be approved or rejected, the local authority must obtain statements from social services and the police. The local authority

The police and tax authorities have the duty to report, and shall unsolicited provide the municipality information about factors that are likely to have a significant impact on the licensing issue, such as the transgression of the Customs Act, the Road Traffic Act (drunk driving), Catering Act and Tax law.

Section 4-7 of the Alcohol Act. Utilisation of licence

The licence shall be utilised in such a way that the conditions mentioned in the licensing decision, in this Act and in provisions laid down in pursuance of this Act, are complied with at all times, and in an otherwise proper manner. The Ministry may issue regulations to supplement and clarify the content of the obligation to utilise the licence in accordance with provisions laid down in or pursuant to this Act

may also obtain statements from the tax authorities. The licence applies to a particular establishment and operating concept. If the concept is altered, the licence is automatically annulled.

Licences may be granted for a period of up to four years, but they cease to be valid no later than 30 June in the year after a new municipal council is appointed. An application must be submitted for a new licence for the next period. A licence may also be granted for a particular part of the year or for a particular occasion, and so on.

Licensee

A licensee is the person who is responsible for selling and serving alcohol. Licensees must have an unblemished criminal record in order to be granted a licence to serve alcohol. Every establishment where alcohol is sold or served must have its own license, but a licensee may hold several licences.

Manager and deputy

Each licence must have a manager and a deputy, who must be approved by the local authority. They must be over 20 years of age, employed by the licensed establishment and meet the requirement for an unblemished criminal record. They must also have passed the test referred to in the Alcohol Act. The licensee and manager are responsible for ensuring that alcohol is served in accordance with the law. This means for example that they are responsible for:

- ensuring compliance with the conditions in their licence
- ensuring that the establishment is organised in such a way that no breach of the Alcohol Act occurs
- ensuring that the employees have the necessary knowledge of and comply with the regulations.

Conditions linked to the licence

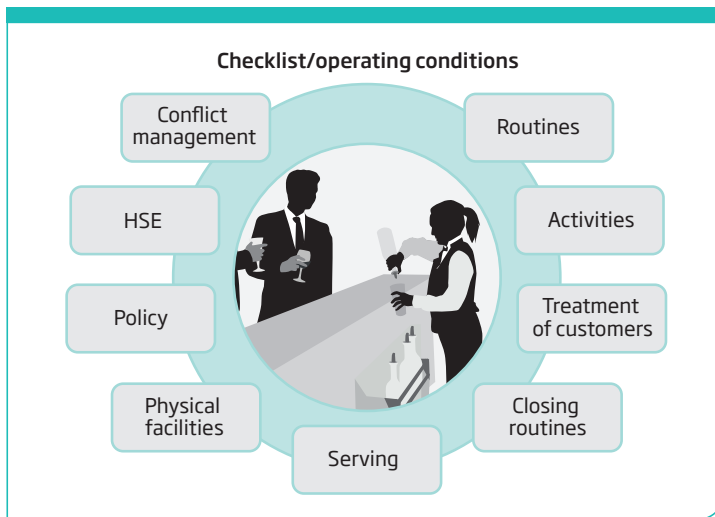
The local authority may make the licence subject to certain conditions in order to promote the purpose of the Alcohol Act. Some examples of conditions are:

- that the manager, deputy and employees must complete the Responsible Host training course
- requirements concerning age limits
- requirements concerning security staff
- requirements concerning dining obligations
- that employees must not consume alcohol or be under the influence of intoxicants during working hours.

Internal Controls (IC-Alcohol)

All sales outlets and serving establishments must have an internal control system for alcohol. An effective and updated IC-Alcohol system is a useful resource for the licensee and every employee in order to ensure diligent management and responsible serving.

In their IC-Alcohol document, licensed establishments must describe their routines for the sale and serving of alcohol, activities, dealing with customers, closing routines, physical facilities, policy/house rules, HSE and communication.



A policy is a description of the business's routines, guidelines and ethics. All licensed establishments should have a carefully worded policy setting out a limited number of basic rules with a focus on:

- complying with the Alcohol Act
- how to avoid breaches of the law and sanctions
- how to ensure occupational health and safety
- how to prevent and manage conflicts and violence
- the use of intoxicants by the establishment's own employees.

A policy

- should be known to both employees and customers
- must ensure a reliable and predictable procedure in connection with refusals to serve customers and age checks
- should be incorporated into the establishment's IC-Alcohol document
- should establish the legitimacy of decisions and assessments made by staff.

Section 2-2 of the Alcohol Regulations.

The licensee and manager are obliged to supervise the sale and serving of alcohol by their employees, and are responsible for ensuring that employees are familiar with the regulations concerning the sale and serving of alcoholic beverages, and are otherwise given the necessary guidance concerning the activity.

In the absence of the manager, the manager's responsibilities and duties shall fall to the deputy

How can we raise awareness of responsible serving?

- Draw up simple rules for responsible serving which all employees must follow.
- Write the rules on a poster which can be put up in the staffroom and in the bar

Every licensed establishment must be inspected as often as appropriate, and at least once a year. Local authorities must carry out at least three times as many inspections as they have licences. Inspections must particularly cover opening times, the age provisions and compliance with the obligation not to serve persons who are obviously under the influence of alcohol or drugs.

Other authorities also carry out checks on licensed establishments, including:

- Norwegian Food Safety Authority
- Fire Service
- Norwegian Tax Administration
- Customs
- Norwegian Labour Inspection Authority
- Police

The internal controls must be appropriate for the size, activities and risk factors of the enterprise. The requirements concerning internal controls are set out in Chapter 8 of the Alcohol Act.

Internal controls require the person/people responsible for the undertaking to:

1. maintain an overview of the requirements set out in the licence, the Alcohol Act and appurtenant regulations that apply to the undertaking,
2. ensure that employees of the establishment possess sufficient knowledge and competence to comply with the requirements concerning internal controls,
3. maintain an overview of the way in which the undertaking is organised and how tasks and responsibilities are distributed,
4. have routines in place to ensure compliance with the requirements set out in the licence, the Alcohol Act and appurtenant regulations that apply to the undertaking,
5. have routines in place to prevent, detect and correct non-conformities,
6. carry out systematic and regular reviews of the internal controls.

Checks

Local authorities must carry out inspections of all licensed establishments. Inspectors who carry out inspections for local authorities must be given access to the licensed establishments and be able to make their observations without being disturbed or hindered. The licensing authority may also demand access to accounts, internal controls and product samples in order to check whether what is being served is lawful.

The serving checks may be carried out either openly or anonymously and the inspector must always introduce himself to the person responsible and give a verbal account of his findings following the checks. If an inspector observes a breach of the Alcohol Act, the licensed establishment will receive a written report within a week.

Withdrawal of licences

Local authorities may withdraw a licence for an appropriate period of time if the licensed establishment breaches the Alcohol Act. This will of course have consequences for both the owner and the staff. A licence might, for example, be withdrawn if customers who are obviously under the influence of alcohol or drugs or underage are served. A licence may also be withdrawn if the establishment prevents checks from being carried out, fails to fulfil the duty to assist with checks, fails to meet

the applicable requirements concerning responsible management or is guilty of persistent discrimination.

Right to close establishments

The police may close any establishment if it is serving alcohol without a licence. The police may also shut down establishments for up to two days in order to prevent disturbances of the peace, protect the safety of individuals or the general public or prevent breaches of the law. In serious cases, breaches of the Working Environment Act or the provisions of the Penal Code concerning economic crime may also result in closure. The right of the police to close establishments is an emergency response measure. This means that they can close establishments without notice. Examples of other authorities that can close licensed establishments are the fire service, the food safety authority and the labour inspection authority.

Sanctions

If you, as an employee of a licensed establishment, breach the Alcohol Act by, serving alcohol to an underage person or a person who is obviously under the influence of alcohol or drugs, you may be fined or sentenced to imprisonment. You will not be excused from your responsibilities even if you are acting on the orders of a superior. There is no minimum or maximum fine that may be imposed by law. A licensed establishment may also be sanctioned if someone has contravened the law or regulations on behalf of the establishment.

Alcohol groups

'Alcoholic beverages' is the collective term for beverages containing more than 2.5% alcohol by volume. Alcohol-free beverages may contain up to 0.7% alcohol by volume, while low-alcohol beverages contain between 0.7 and 2.5% alcohol by volume.

The Alcohol Act divides alcoholic beverages into three groups.

- **Group 1:** Beverages containing more than 2.5% but not more than 4.7% alcohol by volume.
- **Group 2:** Beverages containing more than 4.7% and less than 22% alcohol by volume.
- **Group 3:** Beverages containing between 22 and 60% alcohol by volume.

If a customer is unlawfully discriminated against with regard to entry to an establishment, serving, location, level of service, etc., the establishment's licence may be withdrawn.

Section 10-1 of the Alcohol Act

Anyone who wilfully or through negligence contravenes, or is an accomplice to the contravention of, provisions laid down in or in pursuance of this Act, shall be punished by fines or by imprisonment not exceeding six months.

In the case of particularly serious breaches, the sanction will be a fine or imprisonment for up to two years. When reaching the verdict, emphasis will be placed on whether the offence was far-reaching or whether there were other aggravating circumstances.

The retailing and supply of alcoholic beverages containing a maximum of 4.7 per cent alcohol by volume may take place between 0800 hrs and 1800 hrs. Retailing shall cease at 1500 hrs on days preceding Sundays and public holidays. This shall not apply to the day preceding Ascension Day. The municipal council may restrict or extend opening hours for all or for individual retail outlet in the municipality in relation to the provision of the first paragraph. The retailing and delivery of beverages as mentioned in the first paragraph shall nonetheless be prohibited after 2000 hrs on weekdays, and after 1800 hrs on days preceding Sundays and public holidays except the day preceding Ascension Day. It may decide that retailing shall not take place at particular times of the day or on particular weekdays

Serving times

The Alcohol Act sets out normal and maximum times for the serving of alcohol. Within the limits set by the “maximum times”, local authorities may reduce or extend the “normal times” laid down in the Alcohol Act. Unless a local authority adopts its own limits for serving times, the Act’s normal time will apply.

The consumption of alcoholic beverages that have been served on the premises must stop no later than 30 minutes after the end of serving time. Licensees are responsible for ensuring that no alcohol is consumed after that time.

Section 4-4 of the Alcohol Act. Time restrictions on the serving of alcoholic beverages

The serving of alcoholic beverages containing 22 per cent or more alcohol by volume may take place between 1300hrs and 2400hrs. The serving of other alcoholic beverages may take place between 0800hrs and 0100hrs

Different rules apply to establishments that provide overnight accommodation. At such establishments, alcoholic beverages containing less than 22% alcohol by volume may be served to overnight guests, e.g. from the establishment’s reception desk or in guests’ rooms, irrespective of the restrictions on serving times.

Volume restrictions

Spirits may not be sold in volumes exceeding 40ml except in connection with the sale of cocktails. In the case of cocktails containing several types of spirit, the volume of spirit may exceed 40ml for a drink. For example, it is permissible to serve

To assess whether a cocktail is approved internationally, see the list prepared by the International Bartenders Association (IBA)
iba-world.com

a Long Island Ice Tea containing 60ml of spirits. It is not permissible for an establishment to make up its own drink and call it a cocktail until it has been approved internationally. Cocktails must also be listed in the menu.

The most important consideration is that you do not serve alcohol in such a way that the customer is likely to become obviously intoxicated.

Alcohol-free beverages

Licensed establishments are obliged to stock a reasonable selection of alcohol-free beverages as a substitute for alcoholic beverages. These must be listed in the menu and other price lists.

Advertising

It is prohibited to advertise alcoholic beverages. The ban covers advertising for alcohol via all media, including TV, radio, internet, signs and displays. The ban also applies to advertising via social media such as Twitter, Facebook, etc. Anything that could be linked to alcoholic beverages is covered by the ban.

It is permissible to put the producer's name on ordinary serving equipment such as beer taps, stirring sticks, beer glasses and beer mats. Menus, bar menus, ashtrays, cloakroom labels and staff clothing are not considered to be ordinary serving equipment and therefore fall outside the exception.

Advertisements, signs, posters, photographs, etc. which must be assumed to be intended as advertising for alcoholic beverages may be covered by the ban even if no specific products, brands or prices are referred to. For example, a poster with the text "Happy hour" or "A drink as fresh as the morning dew" would be in breach of the ban.

Discounts

It is prohibited to sell alcohol at a discount in stores, but the ban does not apply in connection with the serving of alcoholic beverages. It is for example permissible to have special offers at particular times of the day, known as "Happy hours", or to use "clip-cards". However, it is not permissible to advertise Happy hours or clip-cards (see the section on advertising).

Hints concerning alcohol-free alternatives. See for example "De gode alkoholfrie alternativene" - brochure published with the support of the Directorate of Health..

Section 14-2 of the Alcohol Regulations.

"Advertisement" shall mean any form of mass communication for the purpose of marketing, including advertisements in printed matter, films, radio, television, telephone networks, data networks, illuminated advertisements, hoardings, signboards and similar devices, depictions, exhibitions and the like, distribution of printed matter, trade samples etc.

Announcements giving information on the licensed establishment's name, address, opening hours and licence rights are not in breach of the advertising ban.

In the sense of the Alcohol Act, 'intoxicants' means not just alcohol, but also all other types of intoxicant.

Recommended ID

Some types of ID are easier to forge than others. It is difficult to forge official ID. We therefore recommend that licensed establishments only accept passports, bank cards and driving licences. Note that asylum-seekers cannot obtain this type of ID. An asylum-seeker certificate with a photograph (ID card for asylum-seekers) should therefore also be accepted as ID.

Age limits

It is prohibited to serve alcoholic beverages to anyone under the age of 18 in the case of alcohol groups 1 and 2, or under 20 years of age in the case of alcohol group 3. Breaches of these limits will be considered a serious offence and could lead to licence withdrawal and criminal liability for the person responsible for the offence. The age limit also applies to alcoholic beverages containing 0.7 - 2.5% alcohol by volume, e.g. low-alcohol beer.

Section 1-5 of the Alcohol Act. Minimum age

Alcoholic beverages containing 22 per cent or more alcohol by volume must not be retailed, served or supplied to anyone under the age of 20. Alcoholic beverages containing less than 22 per cent alcohol by volume must not be retailed, served or supplied to anyone under the age of 18

Section 4-3 of the Alcohol Regulations

Care must be taken to ensure that persons who do not meet the minimum age requirements of the Alcohol Act section 1-5 do not consume alcohol that is served to other guests.

It is not prohibited for underage people to be present on premises where alcohol is sold or served. However, you are responsible for ensuring that underage persons are not served alcohol or drink alcohol that has been served to other customers. The same applies even if an underage person is with their parents. An establishment may set a higher age limit than that required by the local authority or the law. This can make it easier to avoid serving anyone under the minimum age.

Before serving a customer alcohol, you have a **right and an obligation** to demand to see ID if you are unsure about their age. Age can be difficult to estimate. The Directorate of Health recommends that ID be checked in the case of everyone who is believed to be under 25.

Hints concerning ID checks

- Is the ID approved? Passport, bank cards and driving licences should be accepted. In the case of asylum-seekers, an asylum certificate with a photograph should be accepted as ID.
- Is the ID valid? Check the expiry date!
- Has the ID been forged? Check the card! Does it feel genuine? Does it look genuine?
- Is it the right person on the card? Does the age tally? Hints: It is easier to see whether it is the right person if you hold your thumb in front of the hair. You can also ask the person concerned to take off their glasses.

- Did you know that a person's ears are as unique as their fingerprints? Look for the relationship between the eyes and the ears.
- ID questions: When is your birthday? What is your star sign? How long have you held your driving licence?
- Are you still unsure or is the person acting nervously? It can be a good idea to ask a colleague for help. You have now done what you can in order to make a decision.
- Put up a sign saying that the use of other people's ID or forged ID will be reported to the police.

Group 1 and 2 alcoholic beverages cannot be served by anyone under 18, while group 3 alcoholic beverages cannot be served by anyone under 20. There are exceptions from the provisions concerning who can serve alcoholic beverages, e.g. an underage waitress with a certificate of apprenticeship for the profession of chef, waitress or receptionist may serve alcohol, and the same applies to underage apprentices and trainees in a work experience setting.

Obviously under the influence of alcohol or drugs

It is prohibited to sell or serve alcoholic beverages to anyone who is obviously under the influence of alcohol or drugs or to serve alcoholic beverages in such a way that the person concerned is likely to become obviously intoxicated. This establishes limits for the amount of alcohol that may be served to someone.

If several persons are sitting together and one or more of them is obviously under the influence of alcohol or drugs, alcoholic beverages must not be served to any of them until the person or persons who are intoxicated have left.

Persons who are obviously under the influence of alcohol or drugs must not be given access to a establishment. If persons who are obviously under the influence are present on licensed premises, the licensee is responsible for ensuring that they leave the premises. The licensee also has a duty to ensure that people receive any assistance they may need.

In some cases, it may be difficult to determine when a person is 'obviously under the influence of alcohol or drugs' as defined in legislation, but regardless of this, the licensed establishment, the staff and the owner have a responsibility to ensure that the law is upheld.

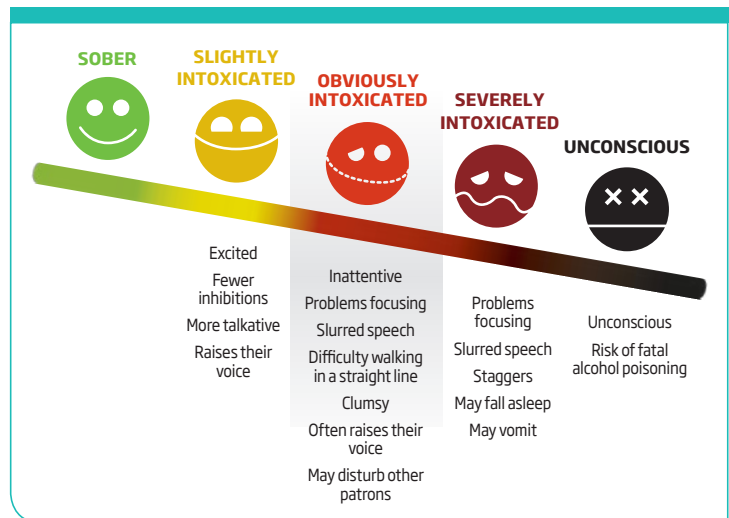
The duty to provide assistance may mean that the licensed establishment must call the police or a taxi or take other measures to ensure that the customer receives the necessary assistance. The licensed establishment may be held liable and possibly sanctioned if a customer who is unable to look after herself does not receive the necessary assistance.

Degrees of alcohol intoxication

The degree of intoxication changes with blood alcohol concentration and may give rise to various signs and symptoms. For example:

- use of raised voice and being more talkative
- inattention
- problems focusing
- reduced concentration
- impaired memory
- greater impulsiveness and aggression.

The figure below describes changes in behaviour as a result of alcohol consumption. This scale can make it easier to recognise and discuss degrees of intoxication. You must not serve people in such a way that they are likely to become obviously intoxicated.



A person who is **obviously intoxicated** has difficulty speaking and walking and/or impaired motor control. The person concerned may disturb other customers and be a nuisance, but is not so affected that he or she is unable to walk or leave the premises unaided.

A **severely intoxicated** person may have difficulty walking, understanding what is happening and making himself understood. The person may doze off/fall asleep, become ill and vomit. He or she may need assistance to leave the premises.



Photo: Shutterstock

4. Nightlife-related drug problems

Licensed establishments must ensure that no sale or use of illegal street drugs takes place. Establishments should have a policy of always reporting suspicious behaviour to the police. Dealing with narcotics-related crime is a task for the police. In addition to the fact that using narcotics is illegal, it could harm the establishment's reputation if rumours begin to spread that narcotic substances are being used or sold there.

The establishment's licence may be withdrawn if narcotics are used and/or sold on the premises.

Good lighting

Good lighting is important to enable security staff and other employees to assess the age and degree of intoxication of customers (alcohol and/or narcotics) and carry out satisfactory ID checks.

How can an establishment find out whether cocaine is being used on the premises?

- Check all smooth surfaces in the toilets, etc. for traces of cocaine.
- Turn off the lights and shine a torch on smooth surfaces.
- People who take cocaine are very energetic.
- Persons under the influence of cocaine, who pull themselves together when ordering a drink at the bar, will often reveal signs such as ticks in their face (around the nose) or the hands/fingers.
- Their pupils will enlarge noticeably and become slightly light-sensitive.
- If there is enough light in the bar, you can be able to identify signs of narcotics use.

What are intoxicants?

Substances that cause intoxication include commodities such as alcohol and solvents, medicines such as morphine, benzodiazepines and illegal narcotic substances. Intoxicating substances can be divided into three main categories according to their effects:

Sedating, stimulating and hallucinogenic

Sedating

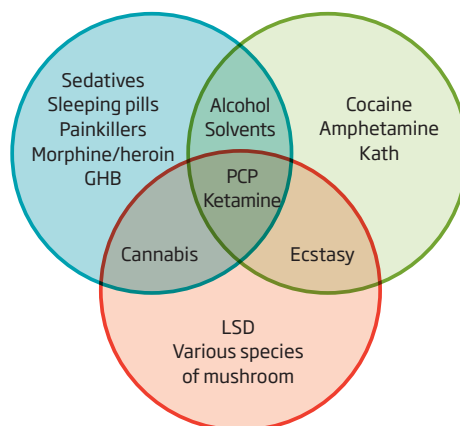
- Slower reactions
- More relaxed
- Reduced attentiveness
- Tiredness

Stimulating

- Talkative
- Increased motor activity
- Exuberant
- Euphoric
- Risk-taking
- Restless

Hallucinogenic

- Illusions
- Hallucinations
- Lack of orientation
- Delusions



The Directorate of Health's poster, *Stoff om stoff*, is available to order from helsedirektoratet.no

For more information about intoxicants, see *Fakta om narkotiske stoffer*, published by the Directorate of Health in 2010.

www.helsedirektoratet.no,
www.rustelefonen.no and
www.fhi.no

Classifying narcotics

What is internationally considered to be a narcotic substance is determined by the World Health Organization (WHO) in accordance with the recommendations of a group of experts. The substances that are considered to be narcotics in Norway are included in the Narcotics List (Regulations to the Medicines Act of 1987). New substances are included on the basis of legal and medical assessments, international treaties and national requirements. In Norway, all types of substances on the Narcotics List are termed 'narcotics' and are covered by the same legislation.

Narcotics and the law

The narcotic substances on the Norwegian Narcotics List are covered by the narcotics legislation. All use, possession, sale and other forms of illegal association with narcotic substances and medicines can lead to criminal liability in Norway. Some substances that are not on the Narcotics List are also illegal to import into Norway. Such import would then constitute a breach of the Medicines Act.

What can an establishment do to prevent the use of illegal intoxicants? Examples:

- Toilet doors should not extend right to the floor. This makes it more difficult for people to hide.
- Remove the toilet lid and avoid having smooth horizontal surfaces in the toilets.
- Install good lighting around the entrance to make it easier for security staff to detect whether someone is intoxicated.
- Check toilets and other high-risk places continually/regularly.
- Check customers who run in and out of the establishment.
- Ensure that the premises are well-lit and avoid having dark corners.

Contact the police if you discover or suspect that illegal intoxicants are being used or sold.



5. Communication

The following can happen in your body when you feel threatened:

- Your heart beats faster
- Your hands start to sweat
- Your breathing quickens

Not wanting to lose is a stronger driving force than the desire to win. It is therefore important to ensure that the other person does not feel threatened or wronged.

How should you deal with someone who is obviously under the influence of alcohol or drugs?

You are the public face of your establishment. The more competent you are in your profession, the safer you will be when dealing with your customers. The general manner in which you act and react will have an effect on your customers. The way you deal with different situations will impact on the outcome. The way we behave is linked to the way we perceive and interpret what is said and what happens.

“Does it actually matter what we say?”

Communicating in order to calm a conflict situation can be demanding. When we encounter challenging situations, it is important to be aware of what is happening inside our minds and what happens to others:

- Psychology - what we think and feel
- Biology - what happens in the body
- Situation - what happens around us

We can do a lot to control situations through what we say and do by being aware of this. What you say and do in your dealings with a customer will have an effect. Your manner will influence the customer and may help to reduce or increase the level of conflict in a difficult situation, e.g. if you refuse to serve a customer. The feeling of being wronged always increases conflicts.

The way you treat an aggressive customer can be important in determining whether he or she becomes more or less aggressive.

- Make sure you have an overview of the situation. Blaming someone unjustly is aggravating.
- Maintain a courteous dialogue by talking quietly and calmly. Bend down to the customer's level if they are sitting down.
- Use their name if you know it and talk to the customer in a personal way. Make it a conversation between the two of you.
- A friendly touch, e.g. a friendly pat on the shoulder, can help to defuse the situation.
- Be objective when you speak and use a friendly tone. Do not shout or other people will start watching you.
- Talk about the issue, not the person. Avoid making insults or statements that could be interpreted as accusations and conclusions of the type "you are drunk".
- Maintain eye contact with the person you are speaking to. Use a friendly look and avoid staring.
- Show that you are listening. Nod to show you are listening, smile and show that you are interested.
- Point out that it is not you who is being difficult, but that you have to comply with the law.
- Explain the consequences if the rules are broken.
- Reach agreement among the staff on how you will manage conflicts. Be consistent

What you say and do will affect how the customer behaves.

Body language

Approximately 70% of what we communicate, we communicate through our body language. The way we use our voice, our

Top ten hints if someone is acting threateningly

- Act calmly.
- Listen and be observant.
- Be active - take the initiative.
- Explain clearly what is possible and what is not possible.
- Use simple language and be specific.
- Be helpful.
- Do not be dominant or submissive.
- Maintain a suitable distance.
- Think about the person's self-esteem and perception of control over the situation.
- Take your time and do not do anything rash.

*Norwegian Labour
Inspection Authority
publication*

- What is aggression actually?
- Why is it important to know something about this?
- What is meant by an aggressive or violent act?
- What about the customer who obviously wants to punch you, but is restrained by his friends when he tries?
- Is it true that aggression is always linked to being angry or wanting to hurt others?

facial expressions, how we stand, how we move and position ourselves in relation to the customer is therefore very important. We can make what we say and think clearer - without appearing threatening - if we are aware of our body language.

Use body language and communication which indicates that you feel secure and have control over the situation, even if you do not feel that way.

Conflict-reducing communication

Through conflict-reducing communication, it is possible to get closer to meeting the other party's needs regardless of the feelings that are expressed. In other words, regardless of whether the other party is showing signs of aggression, anxiety or regret, you should try to understand and respect their message.

Ways of using language to reduce conflict:

- use "I" sentences
- speak calmly
- listen more than you speak
- talk in concrete terms
- focus on the present and the future.
- talk about the issue, not the person

Language which increases conflict:

- interrupting
- giving orders and imposing requirements
- giving reprimands
- talking in abstract terms
- focusing on the past
- talking about the person, not the issue
- using "you" sentences

Norwegian Labour Inspection Authority publication

A close-up photograph of the back of a dark blue police jacket. The word 'POLITI' is written in large, white, block letters across the upper back. The jacket has yellow reflective stripes on the shoulders. The background is blurred.

Photo: Scandinavian Stockphoto

6. The police

The police spend a lot of time on intoxicant-related crime linked to pubs and clubs. Such crime can be violence, narcotics trading, discrimination, black market labour, other economic crime, etc. A stronger focus on preventive measures will result in better utilisation of police resources by preventing breaches of the law before they happen. In order to reduce violence in pubs and clubs, it is vital that the police work with different stakeholders at all levels. In recent years, many measures have been implemented to prevent and combat crime linked to licensed establishments. Many of these measures have been carried out as a collaboration between the police, local authorities and businesses. The police can for example be in direct contact with security staff and work together with them to prevent or manage difficult situations.

The Police Act

The Police Act gives the police a far-reaching and general authority to carry out the following duties:

Section 2 of the Police Act

- No. 2 "The police shall prevent crime"
- No. 3 "The police shall detect and stop criminal activity"
- No. 5 "Upon request, the police shall provide assistance to other public authorities in order to protect and aid them during the performance of their duties"
- Section 7(3) "The police may intervene to prevent or stop breaches of the law"

Collaboration with local authorities

Via the local **Police Boards**, senior politicians and administrators within the local authorities work with senior local police leaders to develop a common understanding of problems and issues. Within the Police Boards, discussions take place with the aim of determining what efforts are necessary from each of the parties involved. This forms the basis for productive collaboration with the industry and other relevant parties.

A close collaboration can facilitate the work of both the local authority and the police. This collaboration may for example involve the municipality and police entering into an agreement where inspectors participate in aspects of the police's parole in order to exchange information. This could involve the inspectors providing information concerning when, where and in what form the inspections will be carried out, and the police providing information on what is happening out in the town and various considerations that should be taken into account. Good experience has also been gained where inspectors have been given a mobile telephone number in order to contact the police when they need rapid assistance or observe situations or objects which must be reported to the police quickly.

Requirements concerning security staff

The police may order licensed establishments to have officially approved security staff. Since 1 April 2011, all security staff have had to undergo special training in accordance with the Private Security Services Act (see lovdata.no - Vaktvirksomhetsloven). According to the Food Services Act (Serveringsloven), the police may close a licensed establishment if the establishment does not have approved security staff. This means that the police may enter the establishment and check that those who are actually working as security staff are approved.



Photo: iStockphoto

7. Additional material

- can be downloaded from helsedirektoratet.no or ordered from the Directorate of Health (see also the next page)

- *Kampanjemateriell om "åpenbart påvirket"* (Campaign material concerning "obviously intoxicated")
- *Veileder i salgs- og skjenkekontroll* (Guidance concerning sales and serving checks)
- *Veileder i internkontroll* (Guidance concerning internal controls)
- *Alkoholfrie alternativer* (Alcohol-free alternatives)
- *Rus og vold/Alcohol og vold* (Intoxication and violence/ Alcohol and violence)
- *Graviditet og alcohol* (Pregnancy and alcohol)
- *Narkotiske stoffer* (Narcotic substances)
- *Alkohol og legemidler* (Alcohol and medicines)

The competence test (kunnskapsprøven)

In order to be approved as a manager or deputy, you must first pass the test for the type of licence held by your establishment. It is assumed that you are familiar with the rights and obligations entailed by the licence, the requirements that the legislation imposes in order for the establishment to hold the licence, and the circumstances that could result in the licence being withdrawn.

The test is taken online at the local authority's offices. Before you can take the test, a fee must be paid to the local authority. Candidates who do not pass the test must pay another fee when they repeat the test.

- You will be given 40-60 minutes to complete the test
- For each question, there are three possible answers, one of which is the correct answer
- To pass the test, 24 out of 30 answers must be correct
- You must present valid proof of ID when you report for the test

Professional information

- www.helsedirektoratet.no
- www.kommunetorget.no
- www.sirus.no
- www.lovdatab.no
- www.saluttoslo.no
- www.rustelefonen.no
- www.fhi.no
- www.arbeidstilsynet.no
- www.politi.no
- www.forebygging.no

Regional resource centres - Intoxication

- KoRus North - www.korusnord.no
- KoRus Central Norway - www.rus-midt.no/korus
- KoRus East - www.rus-ost.no
- KoRus South - www.borgestadklinikken.no
- KoRus West Bergen - www.korusbergen.no
- KoRus West Stavanger - www.rogaland-asenter.no
- KoRus Oslo - www.velferdsetaten.oslo.kommune.no/hovedside/kompetansesenter_rus



Photo: iStockphoto

8. Test yourself

Our lifestyle habits, i.e. our smoking habits, eating habits and alcohol habits, play a major role in determining our health. On the next page, you will find a questionnaire about your alcohol habits which you can use to test yourself. Answering these questions is of course voluntary.

Base your answers on the past six months

	0 points	1 points	2 points	3 points	4 points
1 How often do you drink alcohol?	Never	Once a month or less often	2-4 times a month	2-3 times a week	4 or more times a week
2 How many alcohol units do you consume on a "typical" drinking day?	1-2	3-4	5-6	7-9	10 or more
3. How often do you drink six or more alcohol units?	Never	Rarely	A few times a month	A few times a week	Almost every day
4. How often during the past year were you unable to stop drinking after you had started?	Never	Rarely	A few times a month	A few times a week	Almost every day
5. How often during the past year did you not do something because of your drinking?	Never	Rarely	A few times a month	A few times a week	Almost every day
6. How often do you start your day with alcohol?	Never	Rarely	A few times a month	A few times a week	Almost every day
7. How often during the past year did you experience feelings of guilt because of your drinking?	Never	Rarely	A few times a month	A few times a week	Almost every day
8. How often during the past year has it been impossible to remember what happened the evening before because of your drinking?	Never	Rarely	A few times a month	A few times a week	Almost every day
9. Have you or anyone else been harmed as a result of you drinking?	No		Yes, but not during the past year		Yes, during the past year
10. Has a relative, friend or doctor been concerned about your drinking habits or suggested that you should cut down?	No		Yes, but not during the past year		Yes, during the past year

Add up all your scores by summing the results for the ten questions. Your total score can therefore be between 0 and 40 points.

Your score _____

If you are a woman and your score is more than 6 or if you are a man and your score is more than 8 points, you should think about your alcohol habits..

Notes

Brochures and publications available to order or download from www.helsedirektoratet.no

Publications available to order from: trykksak@helsedir.no

IS-0367: Checklist, serving checks

Degrees of alcohol intoxication on a plastic card



For the drinks industry

How intoxicated is the person you are serving? - Sticker or tag

Bar mat 10 x 60 cm with degrees of intoxication

IS-0312: Avoid being fooled by forged ID - A7 booklet

IS-0314: Clearly intoxicated? - A7 booklet

IS-0315: Avoid serving alcohol to underage persons - A7 booklet

For the retail sector

IS-0313: Avoid selling alcohol to underage persons - A7 booklet

Videos at www.youtube.com/user/helsedir:

Bartender: Do you stop in time?

Alcohol sales: It is your responsibility to ask for ID

Security staff: Are you unsure? Check ID carefully



Publications and brochures which can be downloaded from www.helsedirektoratet.no

IS-5/2008: Handbook concerning the Alcohol Act, etc.

IS-1337: Internal controls in accordance with the Alcohol Act
- for sales outlets and licenced establishments

IS-1362: Guidance concerning municipal intoxicant policy action plans

IS-1072: Alcohol and violence

IS-1075: Alcohol and medicines





Ansvarlig vertskap (Responsible Host) is a training course for people who work at an establishment that is licensed to serve alcohol. The course will teach you the requirements of the Alcohol Act and give you an understanding of what happens to the body, both physically and mentally, when someone drinks alcohol.