

July 8, 2014

To Class A, B, D and E Liquor Licensees and Liquor Agencies

Re: *ProServe* and *ProTect* Policy Changes

The Alberta Gaming and Liquor Commission (AGLC) has recently completed a review of the *ProServe* and *ProTect* policies. The review revealed a need to increase clarity in order to assist licensees and industry staff in better understanding AGLC policy requirements. To this end, the *ProServe* and *ProTect* policies have been amended, reorganized and reworded. Additionally, administrative and procedural information has been removed from policy. Some of these policies were effective June 9, 2014, while others will be effective October 1, 2014.

Changes to policy are briefly outlined below for your information. Note: policy numbers referenced are from the Licensee Handbook.

Policy Changes Effective June 9, 2014

- Staff positions requiring *ProServe* and *ProTect* have been clarified. In addition, *ProServe* policy has been amended to reflect that *ProServe* certification is not required for Class D Sacramental Wine Resale licensees and their staff. (see Sections 1.6.2, 1.6.3 and 1.7.2)
- Previous policy did not explicitly state that all industry positions requiring *ProTect* certification also required *ProServe* certification. For clarity, it is now stated in policy that all individuals required to complete *ProTect* are also required to complete *ProServe*. (see Section 1.7.4)
- *ProServe* and *ProTect* policy has been reworded to state the existing requirement that industry staff must maintain valid certification by successfully repeating the applicable course (including all assignments and exams) before the current certification's expiry date. (see Sections 1.6.7 and 1.7.8)
- *ProServe* and *ProTect* policy has been updated to note that in addition to the plastic cards issued by AGLC's SMART Training Administration Office, temporary cards and the workers' *ProServe* or *ProTect* personal information pages are now acceptable as proof of certification. (see Sections 1.6.8 and 1.7.9)
- *ProServe* policy requiring licensees to keep a log of *ProServe* certified employees has been amended to require that the employee's name must now match the name as it appears on the certification card. (see Section 1.6.10)
- *ProServe* policy was amended to clarify that only certifications completed on or after January 1, 2014 may be placed into conditional status when an employee is found to have violated the noted policy. (see Section 1.6.11)

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Policy Changes Effective October 1, 2014

- New policy will require licensees to have at least one certified *ProServe*, and if required *ProTect* staff member on shift at all times. This change has been made in consideration that an uncertified staff person may not be aware of the social responsibility topics covered in *ProServe* or *ProTect*, thereby leaving them and the licensee vulnerable to risks. The intent of ensuring that a certified individual is on shift will help licensees to assure that their staff are, among other things: fulfilling their duty of care, identifying minors, checking acceptable forms of identification, and refusing service as required. It will also give new staff persons the opportunity to be mentored by a certified staff person. (see Sections 1.6.9 and 1.7.10)

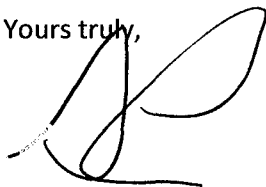
It is noteworthy that when *ProServe* certification was implemented it was done in a gradual, three-phased approach to allow all staff to become certified, and to ensure that there would be a certified staff person on shift at all times. While a 30-day grace period is provided to allow all new staff to become certified, it was not intended that during this period of time it would be acceptable for uncertified staff to work alone. This new change is in line with the original policy intent.

- New policy will require that licensees keep a log of their *ProTect*, certified employees. The log must list the worker's name as it appears on the certification card, their SMART Training registration number and the training expiry date. (see Section 1.7.11)

The changes effective June 9, 2014 to the *ProServe* and *ProTect* policies have been updated in the Licensee Handbook, and the *ProServe* policies have been updated in the Retail Liquor Store Handbook, the General Merchandise Liquor Store Handbook and the Liquor Agency Handbook. The October 1, 2014 changes will be made to the applicable Handbooks on that date. These handbooks can be viewed on the Liquor Handbooks and Guidelines page of the AGLC website at aglc.ca. The AGLC reviews its policies on a regular basis to ensure our regulatory framework continues to meet the needs of industry and Albertans. I would like to remind you that it is your responsibility as a licensee to refer to the Licensee Handbook regularly and keep up with policy updates.

Your cooperation in ensuring Alberta's liquor sales and service are conducted in a socially responsible manner is appreciated. If you should have any questions related to these policy changes, please contact the AGLC's SMART Training Administration Office toll free in Alberta at 1-877-436-6336 or by email at info@proserve.aglc.ca or info@protect.aglc.ca.

Yours truly,



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