

November 15, 2013

To Class A, B, D (excluding sacramental wine), E Licensees, including duty free stores:

Re: New ProServe Re-Certification Requirement for Violations

Effective January 1, 2014, the Alberta Gaming and Liquor Commission (AGLC) will require that liquor industry workers found in violation of certain liquor legislation and related policies re-take their *ProServe* Training.

Industry workers required to have *ProServe* Liquor Staff Training that have violated Section 75, *Gaming and Liquor Act* (GLA) – Supplying liquor to a minor, or Section 75(1) GLA – Duty to an intoxicated person, or the AGLC Under 25 Liquor Policy – Failing to request proof of age from a person who appears to be under 25 years of age will be required to re-take *ProServe*.

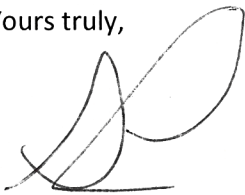
Those found in violation of the identified legislation and/or AGLC Policy will be required to re-take and successfully complete *ProServe* within 30 days of the date of notification of the violation or their current *ProServe* certification will be terminated. Individuals who incur three violations within a five-year period will be ineligible for further certification, and therefore unable to work in any role requiring *ProServe* certification. In order to re-take *ProServe*, these individuals will be required to re-purchase the course and pay an administrative fee. AGLC policy will be updated online prior to January 1, 2014 to include this new initiative and additional information. (See “Handbooks and Guidelines” at aglc.ca.)

ProServe is an integral part of the AGLC’s ongoing efforts to reduce underage drinking, over-consumption, impaired driving and the risk of violence in and around licensed premises. When it comes to liquor sales and service, the AGLC expects industry workers to take their responsibilities seriously. This effort will bolster accountability of the industry to ensure that the program is effectively meeting its purpose.

Enclosed is an information sheet that can be shared with your employees to clarify how the upcoming changes relate to their roles.

This requirement is one of the ways that the AGLC is strengthening its compliance and social responsibility programs and is part of our commitment to the responsible sale, service and consumption of liquor. The commitment of industry to responsible liquor sales and service will contribute to ensuring Alberta’s liquor industry continues to be successful and that, together, we continue to provide choices Albertans can trust.

Yours truly,



Shane Loxterkamp
Vice President, Compliance and Social Responsibility