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# Responsible alcohol service

Training material for student pubs





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# Welcome to the course on Responsible alcohol service

This course caters for those who want to, or already work in one of the country's student pubs. You can contribute to creating a good environment and alcohol service which takes place with responsibility and awareness. The course will equip you with knowledge of requirements of the Swedish Alcohol Act and basic knowledge of what happens in the body when you drink alcohol, both physically and mentally. By increasing your awareness of the risks of alcohol, you will become more professional in your role and more observant of the alcohol consumption and behaviour of your guests.

Student pubs are unique in the sense that most of those who work there do this on a voluntary basis, and it may be the case that you serve alcoholic drinks to your fellow students without previous professional experience or knowledge of the requirements of the Alcohol Act. Consequently, the course is particularly important for you so that you can acquire good knowledge of the Alcohol Act, what applies in the country's student pubs and in order to strengthen your role as a bartender.

You are an important part of the collaboration between the municipality and the Police for reducing intoxication, violence and injuries in and around student pubs. By refraining from serving alcohol to guests who are highly intoxicated or under age, you will contribute to reducing the risks of alcohol-related injuries and violence. In this manner we will attain a securer, safer and nicer environment in and around student pubs.

## **POLICY AND ACTION PLANS**

A policy represents a statement of intent and guidelines for governing decisions and attaining desired targets.

Every service location should have a well-planned alcohol policy so that members of nations and student unions are aware of how they should work with and approach alcohol. Along with an action plan, these documents comprise important support and security for those who work in student pubs in the event of an alcohol-related problem.





# Medical effects of alcohol

**For many of us alcohol represents something positive. In small doses alcohol is stimulating, but in large doses it is a poison which can be life-threatening.**

The brain is the part of the body that is most rapidly and prominently affected by alcohol. The brain learns to appreciate drinking alcohol, which may result in addiction and the brain is also where our sense of time and judgement is located. It is the brain which decides between taking risks and seeking safety. After drinking a small amount of alcohol most people become more relaxed and sociable, find it easier to make contact and become more daring. When the blood alcohol concentration increases, our behaviour changes as our inhibitions disappear. Many people become subdued and tired, others become loud and rowdy. Some people may become violent and aggressive. The aggressive behaviour may be expressed as quarrelsomeness and sometimes also physical violence. One reason for this may be lower muscle control as you tend to walk crooked, push people and drop things – behaviour which many people find irritating. Lower inhibitions may also result in that mental problems, for example, suspiciousness are expressed and strengthen the aggressive behaviour. As alcohol affects the reaction ability, motor skills and judgement, the risk of accidents and violence increases when we drink alcohol. At the emergency wards of hospitals, a large part of the injured people are under the influence of alcohol. Mainly youngsters and middle aged men are injured when they are under the influence of alcohol.

## Alcohol-related injuries

Some injuries can arise even when a moderate amount of alcohol is consumed, and the risk increases the more you drink. Those who drink often and a lot expose both themselves and others to great risks. Most of us know someone – a friend, colleague or relative – who has problems with alcohol. Many tragedies in the form of social maladjustment, violence, accidents and illnesses are caused by alcohol. The number of alcohol-related deaths in Sweden is estimated at approximately 6,000 per year and after tobacco, alcohol is the drug which kills the largest number of people. Alcohol entails significant costs for society, both socially and financially, and most often relatively young people are affected.

## DOPAMINE, THE BRAIN'S MOLECULE OF HAPPINESS

Our brain is very complex. Different signal substances in the brain play a key role for the brain's function. Signal substances are the brain's chemical messengers. The signal substance dopamine is related to pleasurable experiences and motivates us to eat, drink and have sex. Dopamine is released in the brain's reward system. We feel pleasure and want to repeat activities. Alcohol, drugs and tobacco also work through this system. The dopamine is released and arouses a pleasurable feeling.

### An influenced reward system

Some people get strong positive rewards while others experience a weak reward. Due to these differences, human beings have a highly personal relationship with alcohol. It also seems as though the reward of alcohol creates a positive visual picture. That we remember the fun moments with alcohol, but have an ability to forget the negative ones – such as silly behaviour, injuries and a hangover.

Continuous consumption of alcohol gradually reshapes the brain's reward system. The brain becomes less sensitive to alcohol – you need to drink more than before to reach the same level of intoxication (tolerance). Then the risk of developing alcohol dependence also increases.

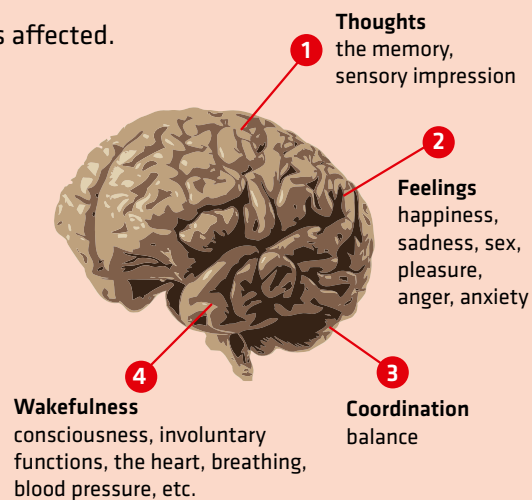
## HOW ARE YOU AFFECTED BY ALCOHOL?

When you drink alcohol the areas of the brain where your thoughts are located are affected first. Your sensory impression is processed and your memory is stored in this area.

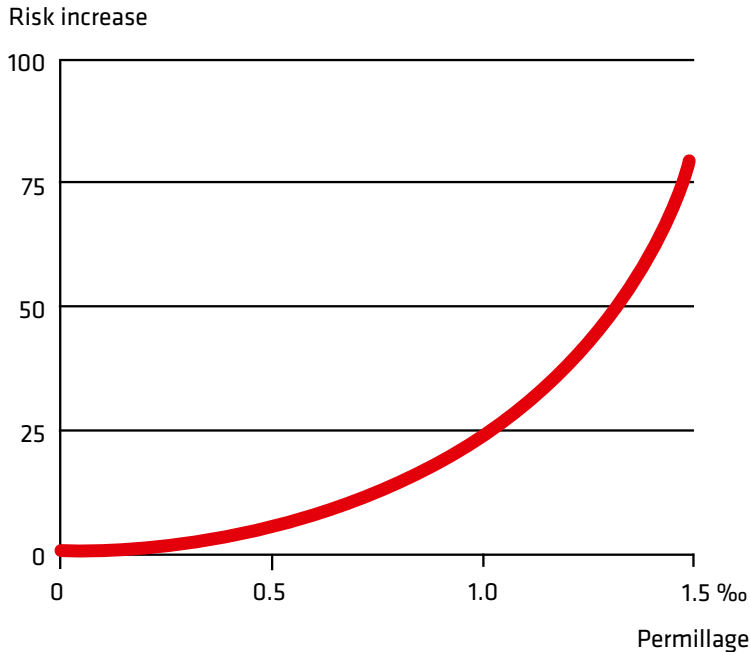
Then the more central areas of the brain are affected, where the centre of feelings is located. The more you drink and increase the blood alcohol concentration in the body, the more your ability to make rational assessments deteriorates.

The next stage is that the cerebellum is affected. The cerebellum contains the centre for coordination and balance.

As a last step, the part of the brain referred to as the brainstem is affected. The brainstem contains the centre for wakefulness. If you have had so much to drink that this part of the brain is affected, you will first become unconscious and thereafter this system can shut off completely. It is a life-threatening condition which requires medical treatment. It is then a case of acute alcoholic poisoning.



## THE CONNECTION BETWEEN THE BLOOD ALCOHOL CONCENTRATION LEVEL AND RISK OF ACCIDENT



**Diagram 1.** The diagram shows the accident risk increase on the road for a higher blood alcohol concentration level. For 1 permillage, the risk of having an accident is approximately 25 times greater than if you are sober. For 1.5 permillage, the risk is 80 times higher.

SOURCE: THE NATIONAL BOARD OF FORENSIC MEDICINE RMV-REPORT 1999:2

## The connection between intoxication and violence

There is a clear connection between intoxication and violence. Increased drinking leads to more violence. We are aware that much of the violent acts which those under the influence of alcohol perform and are subjected to take place in connection with pub visits. Among the acts of violence which are reported to the Police, many people, both perpetrators and victims, are under the influence of alcohol. The higher the level of intoxication and number of intoxicated guests, the greater the risk of minor irritation developing to violent fights. “Drunken fights” often start due to a minor issue. Naturally no pub would like to have drunk guests, but avoiding this requires both good leadership and competent personnel. Professional staff must be able to decide when to refrain from serving alcohol to a guest. One way of minimising the risk of violence and injuries is to ensure that guests do not become too intoxicated. The risk of suffering from injuries and being exposed to violence is minor up to 0.6 permillage blood alcohol concentration, thereafter the risk increases significantly with rising intoxication.

*“As a student you sometimes think that you are living in another world, where the normal rules don’t apply to you. Then you stand there with an alcohol licence, a policeman at the entrance and a choleric alcohol inspector, and then you realise that there is actually only one world.”*

QUOTE FROM A PROCESS EVALUATION OF ALCOHOL PREVENTION WORK  
WITHIN STUDENT ASSOCIATIONS, MARTIN STAFSTRÖM, LUND UNIVERSITY

## **Why should youths below the age of 18 not drink alcohol?**

Many youths start to drink at a young age. It is worrying. The earlier you start drinking, the greater the risk of alcohol problems. Alcohol can also injure the brain’s development in youngsters as the brain is not completely developed until roughly the age of 20. The slow development primarily refers to the ability to predict the consequences of your actions. Thus, youths cannot assess the consequences of their drinking in the same manner as adults. They find it more difficult to notice when they become intoxicated and often become too drunk too quickly. Many youngsters say that when they were intoxicated they ended up in unnecessary arguments with friends, had sex even though they did not want to or had sex without using protection. Almost everyone who has tried drugs has been under the influence of alcohol.



A Swedish standard drink contains 12 g of pure alcohol, which corresponds to approximately 4 cl of a spirit with 40 percent alcohol by volume.

## Standard glass

### Risky drinking

Women should not drink more than a total of 9 standard glasses during a week and never more than 3 glasses on the same occasion. At least one or two days in the week should be alcohol-free. Men should not drink more than a total of 14 standard glasses during a week and never more than 4 glasses on the same occasion. At least one to two days in the week should be alcohol-free. For some people even these amounts may be excessive, and addiction may develop earlier.

### The breakdown takes approximately two hours for each glass.

It takes approximately two hours to metabolize one standard glass. The metabolization is not affected by which type of alcohol you consumed and neither by exercise, a sauna bath or by eating a heavy meal. All these things can make you feel better, but they will not make the alcohol disappear faster from the body.

## **The effects of what and how you drink**

The blood alcohol concentration is determined by several factors:

### **How much and how fast you drink**

The faster and the more alcohol you drink, the more intoxicated you will get. If a person drinks six 33 cl bottles of strong beer in one hour, the liver is not able to metabolize the first beer until you drink the second, which is why you reach a high blood alcohol concentration level quickly. See diagram 2.

### **How strong drinks you drink**

The stronger drinks you drink, the faster you will get intoxicated.

### **How much you weigh**

Your body weight affects the blood alcohol concentration level. Low weight provides a high blood alcohol concentration.

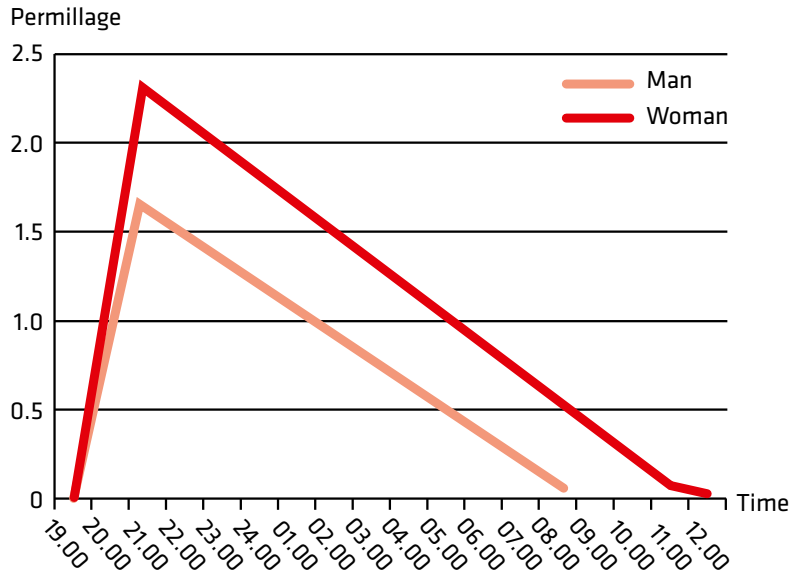
### **Whether you are a man or woman**

The alcohol tolerance of women is less than that of men. See diagrams 2 and 3. If a woman drinks two-thirds of the amount a man drinks, then they will reach roughly the same blood alcohol concentration level. This is because women often weigh less and have less fluid in the body to dilute the alcohol with.

### **If you eat while drinking**

It takes longer for alcohol to be released in the blood if you eat while drinking alcohol. The liver then has more time to metabolize the alcohol and the blood alcohol concentration does not reach the same high level, as if you were to drink on a fasting stomach. Eating a heavy meal while drinking will greatly reduce the blood alcohol concentration. See diagram 4.

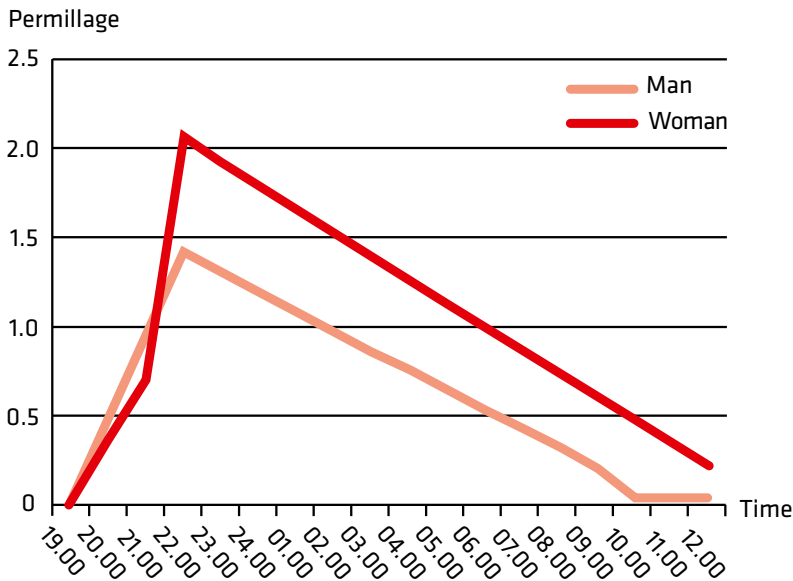
### If you drink fast



**Diagram 2.** If a man who weighs 75 kg and a woman who weighs 65 kg drink six 33 cl strong beers in one hour, the liver does not have time to metabolize the first beer until the person drinks the second one. The blood alcohol concentration level increases rapidly and the intoxication level increases quickly to over 1.5 permillage for the man and approximately 2.5 permillage for the woman.

SOURCE: ANNA SÖDERPALM-GORDH, PHD ALCOHOL RESEARCHER

### If you drink slower

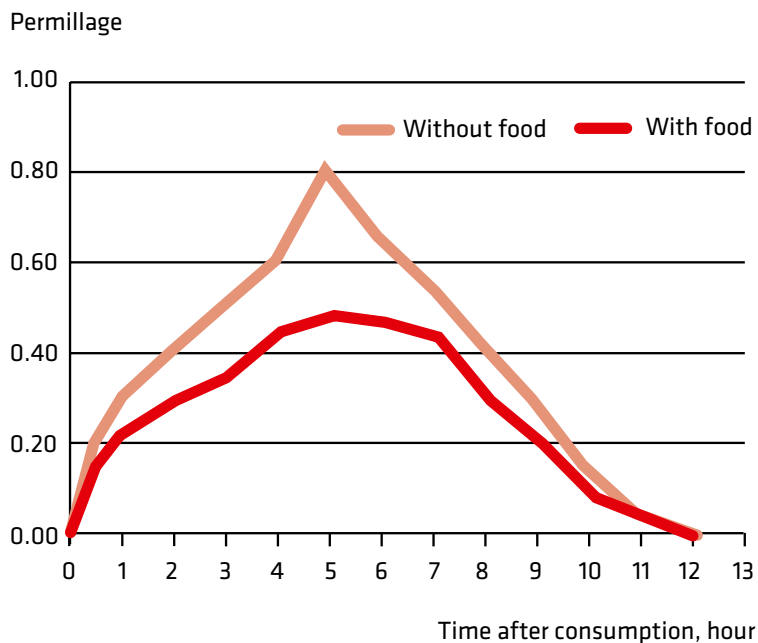


**Diagram 3.** If a man who weighs 75 kg and a woman who weighs 65 kg drink six 33 cl strong beers in three hours, the man will reach approximately 1.5 permillage while the woman will reach approximately 2.0 permillage.

SOURCE: ANNA SÖDERPALM-GORDH, PHD ALCOHOL RESEARCHER



## PERMILLAGE CURVE WITH AND WITHOUT FOOD



**Diagram 4.** Calculating the exact blood alcohol concentration of a person is not possible. This depends on many factors – which drink you have consumed, how fast and how much you have drunk, how much and which type of food you have eaten, gender, age and body weight etc. are important. The diagram shows the large difference between drinking on an empty stomach and together with food.

SOURCE: THE NATIONAL BOARD OF FORENSIC MEDICINE RMV-REPORT 1999:2, NEW PRINT



## Blood alcohol concentration and behaviour

It is not possible to tell exactly what effect different blood alcohol concentrations have on a particular individual, as those who have drunk a lot and for a long time have developed a tolerance to alcohol and are not affected as much. Bear in mind that the risk of alcohol-related injuries and health problems does not decrease just because you have a higher tolerance level.

For the great majority of average drinkers, the following effects occur at different blood alcohol concentrations.

- 4.0 permillage** You are unconscious.  
You breathe slowly and risk dying due to alcohol poisoning.
- 3.0 permillage** You do not understand what is happening and are on the verge of unconsciousness.
- 2.0 permillage** You find it hard to talk and walk upright.  
You see double.
- 1.5 permillage** It starts to become difficult to keep your balance and perhaps you fall over. The risk of gushes of emotion increases, as well as of nausea.
- 1.0 permillage** You slur and your ability to control both your muscles and feelings is lower.
- 0.8 permillage** You start getting loud and have sweeping gestures.  
Your vision deteriorates.  
You are too confident and smell of alcohol.
- 0.5 permillage** You feel exhilarated and inhibitions disappear.  
Your reflexes become slower and you have lower precision in your movements.  
Judgement starts to become blurred and your ability to comprehend information is lowered.
- 0.2 permillage** The initial alcohol effect is noticeable.  
You feel hot, relaxed and comfortable. Your self-criticism decreases.



## AUDIT – some questions about your alcohol habits

Our living habits, for example, smoking habits, food habits and alcohol habits all greatly impact our health. Here are some questions about your alcohol habits. Answering these questions is of course voluntary. Fill in the form as truthfully as possible and use your alcohol habits over the last 12 months as a basis. Then you can see how your alcohol habits appear compared to other students at the country's universities and colleges.



1. How often do you have a drink containing alcohol?	Never <input type="checkbox"/>	Monthly or less <input type="checkbox"/>	2 to 4 times a MONTH <input type="checkbox"/>	2 to 3 times a WEEK <input type="checkbox"/>	4 or more times a week <input type="checkbox"/>
2. How many units of alcohol do you drink on a typical day when you are drinking?	1 or 2 drinks <input type="checkbox"/>	3 or 4 drinks <input type="checkbox"/>	5 or 6 drinks <input type="checkbox"/>	7 or 8 or 9 drinks <input type="checkbox"/>	10 or more drinks <input type="checkbox"/>
3. How often have you had 6 or more units if female, or 8 or more if male, on a single occasion in the last year?	Never <input type="checkbox"/>	Less than monthly <input type="checkbox"/>	Monthly <input type="checkbox"/>	Weekly <input type="checkbox"/>	Daily or almost daily <input type="checkbox"/>
4. How often during the last year have you found that you were not able to stop drinking once you had started?	Never <input type="checkbox"/>	Less than monthly <input type="checkbox"/>	Monthly <input type="checkbox"/>	Weekly <input type="checkbox"/>	Daily or almost daily <input type="checkbox"/>
5. How often during the last year have you failed to do what was normally expected from you because of drinking?	Never <input type="checkbox"/>	Less than monthly <input type="checkbox"/>	Monthly <input type="checkbox"/>	Weekly <input type="checkbox"/>	Daily or almost daily <input type="checkbox"/>
6. How often during the last year have you needed an alcoholic drink in the morning to get yourself going after a heavy drinking session?	Never <input type="checkbox"/>	Less than monthly <input type="checkbox"/>	Monthly <input type="checkbox"/>	Weekly <input type="checkbox"/>	Daily or almost daily <input type="checkbox"/>
7. How often during the last year have you had a feeling of guilt or remorse after drinking?	Never <input type="checkbox"/>	Less than monthly <input type="checkbox"/>	Monthly <input type="checkbox"/>	Weekly <input type="checkbox"/>	Daily or almost daily <input type="checkbox"/>
8. How often during the last year have you been unable to remember what happened the night before because you had been drinking?	Never <input type="checkbox"/>	Less than monthly <input type="checkbox"/>	Monthly <input type="checkbox"/>	Weekly <input type="checkbox"/>	Daily or almost daily <input type="checkbox"/>
9. Have you or someone else been injured as a result of your drinking?	No, never <input type="checkbox"/>		Yes, but not in the last year <input type="checkbox"/>		Yes, during the last year <input type="checkbox"/>
10. Has a relative or friend or a doctor or another health worker been concerned about your drinking or suggested you cut down?	No, never <input type="checkbox"/>		Yes, but not in the last year <input type="checkbox"/>		Yes, during the last year <input type="checkbox"/>
	0 points	1 point	2 points	3 points	4 points

You can total your points by adding the results of the 10 questions. The total can then be between 0-40 points

Your AUDIT result: .....

## What is the situation for the country's students?

If as a woman you have an AUDIT result of 6 points or higher and as a man 8 points or higher, this entails a risky level of alcohol consumption. You also belong to the third of students in Sweden who have the highest level of alcohol consumption. You should perhaps review your alcohol consumption and change your alcohol habits. When you work in a bar, you must also take into account whether the majority of students have a lower level of consumption than you, does this then affect your ability to set the limit of excess serving? Swedish research shows that students who are active within student union activities have a higher level of alcohol consumption than other students (the Swedish National Institute of Public Health, student survey unpublished, 2009, Kent O Johnsson, Alcohol Intervention Studies in University Students 2006, Claes Andersson, Alcohol and Stress in University Freshman 2009).

It is not only the total amount of alcohol which is decisive for the effect of alcohol. Even the method of drinking plays a significant role. If you choose to drink a large amount of alcohol on the same occasion, the risk of negative consequences increases. The risk of tolerance development (you need more and more alcohol to attain the same effect) and risk of alcohol dependence has stronger links to this specific binge drinking than to the total consumption over a certain period. Physical and mental injuries occur more often in connection with intoxication compared to you drinking less amounts of alcohol.

Specifically this, drinking relatively large amounts on the same occasion, between the age of 18 to 25 is perhaps the most decisive factor for how any negative consequences

### WHO YOU CAN CONTACT

- Studenthälsan  
(the Student Health Centre)
- The county council in your county
- [www.alkoholhjalpen.se](http://www.alkoholhjalpen.se)
- The Swedish National Alcohol Helpline 020-84 44 48

of alcohol may affect you. Drinking 4 standard glasses or more if you are a man, or 3 standard glasses or more if you are a woman, is referred to as binge drinking. Naturally the negative consequences decline, both in the short and long term, the less you drink.

If you have any queries or would like to receive assistance, please contact your student health centre or your district health centre.



## HANGOVER

The strength of the hangover is always in proportion to how intoxicated you were on the previous night. It is also a sign of that you have had more to drink than you can tolerate. The symptoms of a hangover vary from a slight headache to strong nausea, sensitivity to sound and light and anxiety. Other typical symptoms are trembling, sweating, weak muscles, paleness, thirst and a general feeling of queasiness. At this stage there is no desire for more alcohol (compare abstinence).

There is no cure against a hangover, but it may feel slightly better if you drink a lot of water. The easiest way to prevent a hangover is to refrain from excessive drinking. You will not get drunk if you drink so slowly and moderately that the liver has time to metabolize the alcohol.

## HERE ARE SOME EXAMPLES OF COMMON DISEASES AND SYMPTOMS WHICH CAN BE CAUSED BY ALCOHOL

### **Stomach and intestine**

Gastritis and intestine problems are common injuries.

### **Cancer**

There is a connection between alcohol and cancer in the mouth, throat, gullet and larynx. This primarily applies to those who both drink and smoke a lot. The risk of breast cancer increases already for a moderate amount of alcohol consumption.

### **Pregnancy**

We know that even a moderate amount of alcohol consumption during pregnancy increases the risk of injuries to the fetus. Alcohol reduces fertility of both men and women.

### **Muscles**

Large amounts of alcohol result in muscle degeneration.

### **Brain injury**

A high level of alcohol consumption may result in attention disorders, weaker memory and different forms of dementia.

### **Infections**

Those who drink a lot of alcohol suffer from infections more often.

### **Liver**

The function of the liver deteriorates in the event of long term and a high level of alcohol consumption, which may result in liver cirrhosis and cancer.

### **Cardiovascular diseases**

A high level of alcohol consumption may result in high blood pressure, arrhythmia and heart failure.

### **Mental disturbances**

Anxiety, depression and sleep disorders are the most common. The risk of suicide also increases significantly.

# The Swedish Alcohol Act

**The Alcohol Act should prevent and reduce the risk of social and medical injuries. Restricting drinking and counteracting alcohol injuries is an overall target of Sweden's alcohol policy. The rules of the Act for service aim to primarily protect youths. An important part of alcohol policy is to reduce excessive drinking. If we manage to do this, injuries and violence related to an excessive level of alcohol consumption can be restricted.**

## Requirements for food

For over a century, food service has been required for a licence for serving alcohol. Serving spirits, wine and strong beer should only be permitted at restaurants which provide food as their main service. The drinks should supplement the food, not the contrary. A varied and complete range of food should be served throughout the opening hours. Late at night it is sufficient for the restaurant to offer a couple of basic meals, for example, cold dishes or dishes which can be heated in a microwave. One of the reasons for the requirement for food is that the guests simply get less intoxicated if they eat food while drinking alcohol. A good meal can almost halve the blood alcohol concentration.

## The licence is linked to the service premises

An alcohol licence always applies to specific premises (or an open-air restaurant). The serving premises should be designed so that it is possible for the personnel to maintain control. Those with a licence and bartenders are responsible for ensuring that nobody who is highly intoxicated or below the age of 18 drinks alcohol. Alcohol may only be served in the serving premises and possibly an open-air restaurant if the municipality has granted a licence for this. Serving or allowing guests to take alcoholic drinks outside the service area is against the law. Guests may not bring their own alcoholic drinks inside the service premises. For premises to be approved for serving, it is also necessary that the premises are registered as a food facility. There should be a private kitchen adjacent to the serving premises and there should also be an adequate number of seats.



Serving alcohol in an open-air restaurant requires a licence by the Police for the open-air restaurant itself and a licence by the municipality for alcohol service. The licence for an open-air restaurant must often be renewed every year. It is important that the open-air restaurant is clearly demarcated in order to, among other things, prevent alcohol being peddled to persons below the age of 18.

Very severe fire accidents in serving premises have raised the requirements for fire prevention. The serving premises must have good fire prevention means with adequate and well-labelled emergency exits and fire prevention tools which function. It is important that all personnel are aware of what to do if there is a fire and that emergency exits are never blocked. If the rules of fire prevention are not complied with the premises may be closed and the licence holder may lose its licence.



## Requirements for those applying for a licence

A business proprietor (company/private business/non-profit association) must have a licence by the municipality to serve alcoholic drinks. In order to attain a licence, stringent requirements are imposed on that all persons who are active in the company are both personally and financially steady. Those who apply for a licence for alcohol service or tasting should take a knowledge test on the Alcohol Act legislation. Applicants should not be convicted or suspected of a crime and should not have any tax or fee debts. The municipality conducts an investigation in order to assess whether the applicant is suitable.

### Personal suitability entails:

- possessing knowledge of the Alcohol Act
- being financially stable
- not being convicted or suspected of criminal activity
- be at least 20 years of age
- be able to finance their activities in an acceptable manner.

You can apply to the municipality for an alcohol licence for alcoholic drinks. The requirement for suitability also applies in order to retain the licence.

## The municipality may have more rules for the licence

A municipality may have municipal guidelines on the application of the Alcohol Act legislation. The guidelines take local conditions into account. A municipality may, for example, choose to prevent opening restaurants which serve alcohol close to schools, youth centres or in areas where many suffer from alcohol-related problems. In accordance with the Alcohol Act, there is no general entitlement to receive an alcohol licence. The municipality always makes an individual assessment in order to evaluate the risk of nuisances in terms of orderliness and sobriety or a particular risk to human health. In this assessment the municipality attaches great significance to the Police's opinion on the state of orderliness in the area and the Environment Department's assessment of the risk of disturbance to neighbours.

## Licensing and supervisory authorities

The municipality examines applications of alcohol licences and grants licences. The application for a licence should be made in writing. Thereafter the municipality conducts an investigation and examines the applicant's suitability and whether the premises are suitable. The municipality asks the Police and the Environment Department before it makes a decision. The municipality is also the supervisory authority and has responsibility for checking the restaurant by, among other things, supervision visits. The municipality's supervision can be divided into preventative, internal and external supervision.

**The preventative supervision** covers advice, support and training.

**Internal supervision** covers checking various information, such as, for example, criminality, financial stability (that tax has been paid) and sales reports.

**The external supervision** entails visits to the restaurant to check that alcohol service is managed in a responsible manner. Orderliness and sobriety are primarily checked and that alcohol is not served to guests who are below the age of 18.

**The Police and municipality** are responsible for supervision of the restaurants. The Police also provides its viewpoints before the municipality's assessment of applications of alcohol licences.

**The County Administrative Board** is the supervisory authority of the entire county and should support the municipalities in their activities.

**The Public Health Agency of Sweden** is the supervisory authority of the entire country and monitors how the Alcohol Act functions in practice. The Agency exercises supervision on a national level and contributes with knowledge and support on the Alcohol Act legislation, for example, in a handbook on supervision.

## Service only in the restaurant

The concept service entails that the restaurant serves alcoholic drinks to its guests against payment. Only the drinks served in the restaurant may be consumed there. Nobody may drink other spirits, wine or strong beer than that which is served. This also applies when the restaurant is closed.

Spirits, wine or strong beer may not be taken out from the restaurant, neither by guests nor personnel. Together with its personnel, the licence holder may actively prevent any guest from taking such drinks to or from the restaurant.

## Service manager

The restaurant may not be left unsupervised. Therefore the licence holder or a service manager should always be on site when alcohol service is ongoing. The licence holder appoints the personnel responsible for service at the restaurant. Those responsible for service should be 20 years of age or older, be suitable and have adequate knowledge of the Alcohol Act. A written list of the personnel responsible for service should be sent to the municipality's licensing department. All personnel at the restaurant should be aware of who is responsible for service at the workplace.

### **Bartender sentenced. Served too much**

A bartender was sentenced to 30 day-fines for illegal drinks handling as he served a drink to a guest who was highly intoxicated. The bartender had served the guest 3–5 drinks earlier during the evening. According to the examination of a witness with the Police and an alcohol inspector, the guest was very highly intoxicated and had an unstable walk, slurred speech and sweeping gestures. The bartender was fined SEK 4,500.

Source: The Court of Appeal 2007, Judgment B 2053-2006

## Service hours and evacuation of the premises

Unless the municipality decides otherwise, alcoholic drinks may be served at 11.00 at the earliest. Serving should end at 01.00 at the latest. For the examination of service hours, particular consideration should be given to the risk of problems in terms of orderliness and sobriety as well as human health. All guests should leave the student pub/restaurant at the latest 30 minutes after the end of service hours. Serving hours are stated in the licence of the student pub/restaurant. In order to retain a good atmosphere and avoid conflicts, it is advisable to ask the guests whether they would like something more in a timely manner before the end of serving hours.

## Orderliness and sobriety

There are clear requirements on orderliness, sobriety and restrained service in the Alcohol Act. Everyone who serves alcohol has a personal responsibility for how they manage the service. If a waiter or waitress serves a guest who is highly intoxicated (by alcohol or any other intoxicant), he or she may personally be held responsible for this. The punishment may be fines or imprisonment of up to six months. In addition, the licence holder may lose his/her alcohol licence. Guests who are under the influence of any other intoxicant than alcohol may not enter or be in the student pub/restaurant.

A guest who is highly intoxicated (see the Alcohol ladder p. 32) or is troublesome should not be served more alcohol. In addition, a guest who is highly intoxicated should leave the premises. The Alcohol Act's requirements for restrained service of alcoholic drinks entails that service should be terminated before the guest becomes so intoxicated that he or she must be forced to leave. If a guest has been served so much alcohol that he or she must be forced to leave, there is always a risk of violence. Taking care of the guests so well that they never need to be forced to leave is good service!

The licence holder and personnel must discuss and agree on how the service should proceed in order to be responsible. This prevents any orderliness problems and creates a good atmosphere in the restaurant. Even disorder which is the result of other things than alcohol and drugs must be rectified. This can take place by bringing guests to reason, guests being forced to leave, and if there is no other option the premises should be evacuated. The requirement for orderliness also applies in the vicinity of the student pub/restaurant, such as, for example, on the pavement outside the entrance.

The orderliness requirement also includes combating crime, for example, drug crimes in the premises. The personnel should therefore be attentive and learn to identify typical signs of being under the influence of drugs, peddling, etc. Furthermore, personnel should be attentive of anyone attempting to slip drugs into other guests's drinks.

## Light drinks

Pursuant to the Alcohol Act, restaurants with an alcohol licence should offer their guests a satisfactory selection of light drinks. This is also a part of good service. Unfortunately, many restaurants have a too small selection of light drink options. There are many people who do not wish to or are unable to drink alcohol for various reasons. Only offering juice, low-alcohol beer or water does not conform to the Alcohol Act or to good service, so it is advisable to ensure that there are some non-alcoholic drinks to choose from on the menu.

**Tip!**

It is advisable to have some non-alcoholic drinks as options on the menu.





## Minors – guests below the age of 18

Minors, that is guests below the age of 18, may visit the restaurant, but not be served alcohol. Not even if their parents agree to it. This is so important that the legislator has even added a personal responsibility on those who serve. This means that those who serve alcoholic drinks to someone who has not turned 18 may be punished with fines or imprisonment for up to six months. In addition, the restaurateur may lose his/her alcohol licence. Consequently, the bartenders who serve an alcoholic drink are always liable for finding out whether the guest has turned 18. If there is the slightest doubt about the age, bartenders should always request to see an identity card. In order to be on the safe side, it is advisable to request the identity card of all guests who appear to be below the age of 25. It is also prohibited to serve alcohol to a guest, if you suspect that he or she will sell (peddle) the drinks to someone who is younger than 18. Bartenders must therefore be particularly attentive if someone orders alcoholic drinks for others besides themselves – particularly in the company of younger guests.

## Prices and selling methods

Pursuant to the Alcohol Act, a restaurant may not sell alcohol as cheaply as it prefers. In accordance with the Alcohol Act, drinks with a higher alcohol content should be more expensive than drinks with a lower alcohol content. This also applies for offers on combinations of food and drinks. If, for example, pyttipanna (Swedish hash) with a large strong beer costs SEK 80, the pyttipanna with a large low-alcohol beer should be significantly less. The price of light drinks should always be lower. Restaurateurs who want to sell alcoholic drinks at a lower price during a specific time of the day, can offer a “happy hour” but such an offer should apply to the entire range. In other words, light drinks and food should be discounted to the same extent as alcoholic drinks. A certain level of moderation is required for all marketing of alcoholic drinks. This means that advertising may not be pushy and encourage guests to drink alcohol. Consequently, you cannot freely discount alcohol, such as for example, by offering “buy two strong beers, get the third free.” It is important to distinguish between good service and pushy selling methods (so-called animation). Animation entails that you actively attempt to influence guests to drink alcohol or to drink more than they had intended. Thus, it is not permitted to encourage a guest who orders a glass of wine to instead buy an entire bottle. However, recommending a good wine for food based on the guest’s preferences constitutes good service.

## Prohibited to give away alcohol

The Alcohol Act contains a general prohibition on giving away alcohol. This means that a pub may not treat its guests to alcoholic drinks. It is thus not permitted to compensate a guest for a problem by treating the guest to an alcoholic drink. However, it is not wrong to compensate a guest by treating them to a cup of coffee or a dessert.

## Receipt and cash registration

Every sale of goods and services should be registered in the cash register and the guest should always be offered a cash register receipt in accordance with the Alcohol Act on cash registers.

## Withdrawal of licences

If the holder of an alcohol licence no longer fulfils the requirements which applied to receive the licence or does not comply with the provisions which apply for service in accordance with the Alcohol Act, the licensing authority in the municipality may communicate a caution or in more serious cases a warning.

The municipality's licensing authority should withdraw an alcohol licence if there are reasons for this.

### **The alcohol licence should be withdrawn if:**

- the licence is no longer used
- there have been criminal activities at the service location which the licence holder was aware of, but failed to intervene
- the licence holder has breached the Alcohol Act or what otherwise applies for the licence in a manner which entails that a warning is not enough
- unsatisfactory conditions have not changed despite one or several warnings.

If there are special reasons, the municipality may issue a warning to the licence holder, instead of withdrawing the licence. Such reasons may be that the licence holder has made a drastic change in order to prevent recurrence of the problems. A warning may also be issued if the error was temporary or was the result of a misunderstanding. Whether the municipality decides to withdraw the licence or is satisfied with a warning largely depends on what the licence holder has done to rectify the problem before the municipality intervened.

## Conditions for the licence

The municipality's licensing authority may also decide on conditions in connection with the decision on the licence. Such conditions may be which service premises may be used and how they may be used. Another condition may be that there should be security guards.



## AID FOR IDENTITY CHECKS

### 1. Is the identity card approved?

Approved identity cards are:  
SIS-marked ID cards, Swedish driving licences, Swedish EU passports with a dark red cover.

### 2. Is the identity card valid?

Check the validity period!

### 3. Is the identity card fake?

Inspect the card! Does it feel real?  
Is it blurred, has ruffled edges or in any other way appears home-made?

### 4. Is it the right person on the card?

Is the age correct? It is easier to see whether it is the right person if you hold the hair on the card with the thumb.

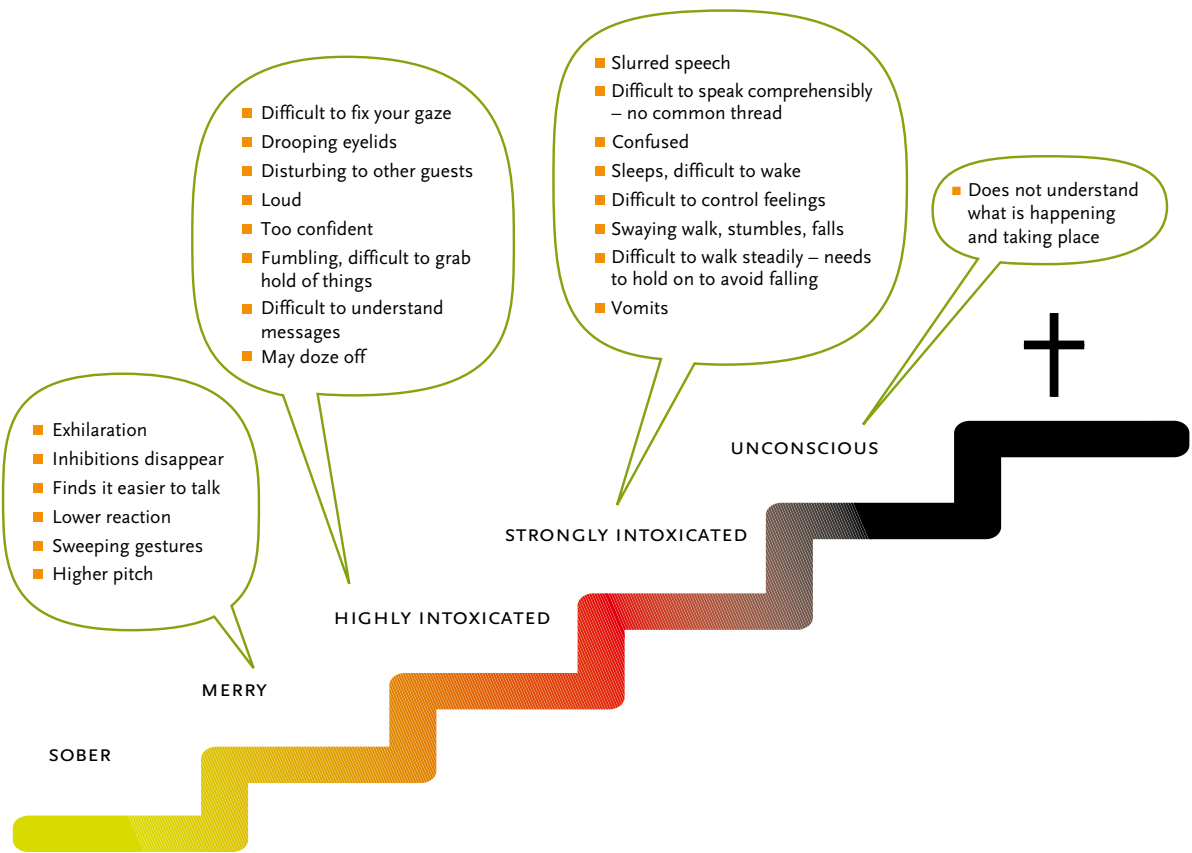
### 5. Good questions to ask

When is your birthday? What is your star sign? When did you take the driving licence?

### 6. Are you still unsure or is the person behaving in a nervous manner?

Then ask a colleague for help. Now you have done what you can to make a decision.





### THE ALCOHOL LADDER

**Where is the limit for being highly intoxicated?** It may sometimes be difficult to define where the limit is for a person being perceived as “highly intoxicated.” The alcohol ladder and afore-mentioned description of changes in behaviour makes it easier to recognise and discuss different degrees of intoxication.

# Prevent drug problems at the student pub

**Many young people try drugs when they attend parties and several people have come across party drugs in the pub. As there is a strong connection between drugs and other serious crime, it is important that you work in a preventative manner against drugs at the student pub.**

## What does the Swedish Alcohol Act say?

### **The Alcohol Act**

According to the Alcohol Act, you may not serve alcoholic drinks to those who are highly intoxicated by alcohol or some other intoxicant (for example, drugs). Those who serve alcohol to someone who is highly intoxicated are guilty of illegal drinks handling.

### **What happens if a person is convicted of drug crimes?**

The Act on Penal Law on Narcotics is very restrictive and entails strict sentences. Gross crime can result in imprisonment of up to ten years. A judgment is a public document which everyone can access, even an employer, which makes it difficult for those who have been convicted to secure future employment. The social services, hunting and weapons registry and county administrative board are informed, which may entail that driving and weapons licences are withdrawn.

### **The Act on Penal Law on Narcotics**

The first paragraph of the Act on Penal Law on Narcotics regulates which acts constitute drug crimes. The provision is very comprehensive and in principle covers all handling of drugs. All dealing with illicit drugs is prohibited, except for that which is intended for medical use. It is thus illegal to use, buy, sell, give away, manufacture, cultivate, transport or store drugs. You may neither mediate contact between buyers and sellers, nor help to transfer payment between buyers and sellers.

### **What is the responsibility of student pubs?**

The licence holder is responsible for ensuring that the service location is free of illicit drugs and that no guests under the influence of illicit drugs are allowed to enter the student pub. It is also prohibited to serve alcohol to someone who is under the influence of illicit drugs. If the licence holder does not take any measures to prevent and rectify drug problems, the student pub may lose its alcohol licence. If the student pub has security guards and they detect that a guest is using or is under the influence of illicit drugs, the security guards must report this to the Police.

### **What can the student pub do to prevent illicit drug use?**

- Develop collaboration with the Police.
- Devise simple rules for what the personnel should do if they suspect that staff or guests are using illicit drugs.
- Have good lighting at the entrance, so that the guards can detect if someone is under the influence.
- Install CCTV cameras.
- Have good lighting in the premises and avoid having any dark corners.
- Check guests who run in and out of the student pub.
- Check toilets and other risky areas continuously.

### **Why should we have a pub free of illicit drugs?**

Guests who are under the influence of illicit drugs at the student pub constitute a danger to both other guests and personnel. A person who is under the influence is undependable and may behave aggressively and uncontrollably.

If anyone at your workplace uses drugs it will almost always entail that people in the surrounding environment will be affected. This may result in concern and a negative atmosphere and drugs impair the ability to react. With persons under the influence of illicit drugs in the team, the risk of accidents increases. Personnel who use illicit drugs also make it easier for guests to use such.

## **Common signs of being under the influence of illicit drugs**

**Cannabis** is an umbrella term for marijuana, hash and hash oil that are produced from hemp plants including Cannabis Sativa and Cannabis Indica. Hash is resin which is mixed with binding agents and pressed to cookies which are often brown or black. Hash smells sweet, like incense or burned grass. Marijuana is certain dried parts of the cannabis plant. Hash oil can be used by heating it up and inhaling the vapour, etc. The

most common way of using hash and marijuana is by smoking and generally the high lasts for 2–3 hours. Cannabis preparations can also be mixed into food or drink and taken orally. All cannabis products contain a narcotic substance which is abbreviated as THC. This substance is fat-soluble and stays in the body's fatty tissues for a long time after use.

**Synthetic cannabinoids** are a growing number of synthetically produced drugs, made to give an intoxicating effect similar to that obtained by cannabis. These substances are called synthetic cannabinoids and are often mixed with herbs and/or tobacco. The mixes are intended for smoking. Examples of product names are Spice, Black Mamba, K2 and Lava Red. The smoke mixtures often contain higher concentrations of active ingredients than cannabis, which increases the risk involved with use.

Another reason for why synthetic cannabinoids are more dangerous is that they lack the ingredient cannabidiol that is found in the hemp plant and which to some extent lessens the damaging effects. Synthetic cannabinoids have caused acute psychoses, panic attacks, palpitations, increased blood pressure, vomiting, cramps, etc. There have also been cases of deaths in connection with the use of synthetic cannabinoids. The long term damaging effects of these synthetic substances are so far unknown.

Signs of those who use cannabis preparations include red eyes, large pupils and an intense craving for sweet food. Reflexes become slower and movements are uncertain. The pulse increases and the mouth becomes dry. Headaches, dizziness and nauseousness are common. The perception of time and space becomes distorted. The most common negative intoxication effects of cannabis are anxiety, uneasiness, panic and persecution mania. In addition to addiction, long term daily use may damage the respiratory organ, result in gloominess or depression, but also have effects on the ability to think. Memory deteriorates as well as the ability to concentrate and learn. For example, working memory is affected negatively and a person's thought processes, perception, reasoning and language comprehension become slower.

**Amphetamine and cocaine** affect the central nervous system. Amphetamine can be injected, sniffed or diluted with water for drinking. The drug cocaine is often sniffed, but can also be smoked. Amphetamine and cocaine generate a high which makes you feel greater energy, self-confidence and stronger sensory awareness. The cocaine high lasts for approximately 40 minutes, the amphetamine high for several hours. Signs of being under the influence of amphetamine or cocaine may be tense jaws, large pupils, extreme talkativeness or "speeded" behaviour. The person may behave forcedly, confidently and arrogantly. Other signs may be that he or she can tolerate a lot of alcohol without becoming intoxicated. In chronic drug users the high is gradually replaced by restlessness, extreme irritability, sleeplessness, suspicion and delusion.

**Ecstasy (MDMA 3,4-Metylendioximethamphetamine)** stimulates the central nervous system and has hallucinogenic properties. It is generally available as tablets stamped with symbols, for example, a dollar sign or a make of a car.

It is difficult to determine if a person has taken ecstasy based on behavior. Hallucinations may occur for higher doses. Signs of being under the influence of ecstasy may be large pulsating pupils, redness, sweating, tense jaws and crooked chewing. Other common signs may be that the body temperature rises and the person drinks more. Ecstasy does not tend to be combined with alcohol.

Repeated use over a long time may result in sleeping problems, depression, anxiety and temporary psychosis. Ecstasy disturbs the brain's signal substance system, primarily of the serotonin which plays a decisive role for regulation of the state of mind, aggression, anxiety, appetite and sexual desire.

**(GHB) Gamma hydroxybutyrate** is a clear and slightly viscous fluid which is often stored in PET bottles. A normal dose can fit into the screw cap of a PET bottle. The GHB high lasts for 3–4 hours and resembles a mild alcohol high. You may feel happy, relaxed and sensual. Even for doses which can lead to deep sleep or unconsciousness, the user may feel alert after waking up. The preparation is difficult to dose. A dose which has a minor effect on one occasion may be lethal on another occasion. Someone who suddenly wakes up from a deep GHB high may panic and then become aggressive and dangerous for their surrounding. Later the person may find it difficult to remember what happened.

It is difficult to detect use of GHB simply by observing the person's appearance and behaviour. Some youngsters take GHB instead of or as a supplement to alcohol. Even Butanediol and Gamma-butyrolactone (GBL) can be used as intoxicants and can result in lethal poisoning. Later it may be difficult to see which preparation caused the poisoning as GBL and Butanediol in the body are converted to GHB. It is difficult to distinguish the substances without thorough chemical analysis.

**Benzodiazepines (Flunitrazepam etc.)** are drugs which are used for treatment of anxiety and sleeping problems. Mixed substance users often combine alcohol and benzodiazepines to strengthen the effect of alcohol. Rohypnol is used most often. People who will commit brutal crimes, for example robbery or murder, take Rohypnol to be able to commit the crime. Rohypnol shuts off the ability to feel empathy and causes memory disorders. A person who is under the influence of Rohypnol may be easily irritable and may easily become very violent.



This training material on Responsible alcohol service caters for those who want to, or already work in one of the country's student pubs. It will equip you with good knowledge of the Swedish Alcohol Act that applies not only to student pubs, but to all establishments serving alcohol, and what happens in the body when you drink alcohol, both physically and mentally. The objective of the course is for you to become securer in your role and more observant of your guests' alcohol consumption and behaviour. In this manner we will attain a more confident, safer and nicer environment in and around student pubs.

Responsible alcohol service is a scientifically evaluated work method which prevents and reduces alcohol-related violence and injuries in student pubs. The method entails structured and purposeful work to prevent and reduce alcohol service to youths below the age of 18 and to highly intoxicated guests in the pub. The method is based on local mobilisation, training on responsible alcohol service, policy changes and efficient supervision.



Folkhälsomyndigheten  
PUBLIC HEALTH AGENCY OF SWEDEN