

VENDOR HANDBOOK

JUNE 2020

Welcome
Goodwill Projects
Vendors!

To vendors new and returning, Welcome. Whether you've been with us for 15 years or are joining us for the first time, we look forward to working with you.

Twice a year we spend a few weeks editing and updating this handbook, making sure we are not only clear on important policies and procedures, but provide information on our culture, our vision, our community. As SE QLD grows and evolves, the needs of our market vendors and customers also change.

While many aspects of our handbook remain largely the same regarding gazebo weights, stall fees, sourcing requirements, you'll notice a few updates and clarifications. We want to stay current with what our vendors need to thrive in a quickly changing economic landscape and maintain our values around quality at all times.

This handbook outlines and supports a safe, enjoyable, and sustainable market focusing on policies that deliver results for our vendors. **Please share it with your staff** and encourage them to refer to it as questions arise. Goodwill Projects team members are always happy to help and clarify any questions that you might have.

Thank you and welcome to our 2020 Vendor Handbook.

Yours Sincerely,

The Goodwill Projects Team

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About Goodwill Projects

Goodwill Projects (GWP) is Southeast Queensland's largest stallholder management company. Our markets are a truly diverse, dynamic and exciting offer affording thousands of customers the chance to enjoy weekly outings unlike any other in South East Queensland.

GWP operates world-class farmers and community markets that contribute to the success of local artisans, food producers, entertainers and many more that help create vibrant community meeting places. Success for our vendors, and enjoyment for customers is our primary objective whilst ensuring quality and variety is maintained. Listening and learning from vendors and shoppers produces outstanding markets where vendors prosper and communities thrive.

It all starts with a strong foundation. GWP is a sustainable organisation that invests in its vendors and team-members. Offering a superb mix of products and services - we attract shoppers to thriving marketplaces through our detailed and well executed Marketing and Events programs. We are also committed to providing business development and support, educational workshops, a diversified shopper base and expanded selling opportunities.

To learn more, please visit our website at: www.goodwillprojects.com.au

Market Schedule

Surfers Paradise Beachfront Markets

Every Wednesday, Friday and Sunday

4pm to 9pm during June and July
5pm to 10pm from August to May

Location: The Esplanade, Surfers Paradise

Website: https://www.goldcoast.qld.gov.au/thegoldcoast/surfers-paradise-beachfront-markets-53160.html

Brisbane City Farmers, Food and Lifestyle Markets

Every Wednesday from 8am to 6pm

Location: Reddacliff Place, 266 George Street, Brisbane

Website: http://www.brisbanecitymarkets.com.au/

Every Thursday from 8am to 2.30pm

Location: Cathedral Square, 410 Ann Street, Brisbane

Website: http://www.brisbanecitymarkets.com.au/

Carseldine Farmers and Artisans Markets

Every Saturday from 6am to 12noon

Location: 532 Beams Road, Carseldine

Website: http://carseldinemarkets.com.au/

Milton Food, Farmers and Lifestyle Markets

Every Sunday from 6am to 12noon

Location: Corner of Cribb Street and Little Cribb Street, Milton

Website: http://miltonmarkets.com.au/

Milton Mini Markets

Every Thursday from 10am to 2pm

Location: Corner of Cribb Street and Little Cribb Street, Milton

Website: http://miltonmarkets.com.au/

Nundah Farmers and Artisan Markets

Every Sunday from 6am to 12noon

Location: Station Street, Nundah

Website: http://nundahmarkets.com.au/

Redcliffe Farmers and Artisan Markets

Every Sunday from 8am to 2pm

Location: Redcliffe Parade, Redcliffe

Website: http://redcliffemarkets.com.au/

GWP Policies for all Vendors

As a valued GWP vendor, you and your staff are responsible for reading, understanding and following all applicable market rules, policies and regulations pertaining to your business category. This includes but not limited to regulations and policies set by applicable local and state agencies.

Following the rules ensures Goodwill Projects deliver a vibrant and viable community asset with the highest degree of integrity.

Complying with market rules and regulations makes you a *"vendor in good standing."* Actions and behaviour that result in non-compliance with market rules will result in warnings, fines, probation and suspension. We appreciate your cooperation and regard for your neighbours!

If you have questions about any of the information in this handbook, please contact us on mail@goodwillprojects.com.au.

The following are requirements for all vendors who participate with GWP. GWP reserves the right to deny a vendor application, prohibit anyone from selling at the market, and/or prohibit any product from being sold at the market. All vendors and at-market employees are responsible for reading and understanding GWP's rules regarding safety and licensing requirements. This includes federal, state, and local health regulations and licensing requirements governing the production, display, distribution, sampling, and sale of products.

1. Application and agreement

- All prospective vendors must complete a GWP vendor application and agreement.
- All prospective vendors must read and agree with the Terms and Conditions and Vendor Handbook before the start of their attendance at GWP markets to ensure a full understanding of GWP's policies and updated information.

2. Payment of Stall fee

The stall fee is payable for each market by each stallholder.

The stall fees are reviewed annually.

Outstanding payments/arrears must be paid in full prior to trade at any GWP markets or trade will not be granted.

Permanent stallholders who enjoy the permanent discounted rate must make payments on a monthly basis to secure their site on the 20th of the previous month for the month ahead. Ie. 20th June is the due date for July's bookings.

A limited number of positions are available for casual stallholders. Casual stallholders must make payment for their booking three (3) days prior to their booking or as soon as the booking is made (whichever comes earlier) to secure their site.

All payments are to be made via direct deposit or via GWP's online payment portal.

Cash payment on the day may incur an extra charge. Receipt will be provided to you.

Product declarations and jurying

- Vendors are required to submit a complete list of all products they wish to sell at the time of application to GWP.
- The following specific information must be included on packaged, processed foods: product name, net weight, ingredients in descending order by weight, name and address of the producer or distributor plus any additional requirements set by government legislation.
- Pre-packaged and food/drink vendors must comply with the appropriate regulations at all times. All appropriate licenses/certifications/approvals must be submitted to GWp prior to the commencement of trading at the markets.
- Before selling any products, vendors must have pre-approval from GWP management.
- Modifications to an existing product/s or the introduction of a new product/s must be approved by GWP in writing. Requested product additions must be submitted a minimum of one week before vendor wishes to sell the product(s) at market.
- All processed products must be submitted for evaluation by GWP as part of the application process before being sold at market. This applies to all vendor business categories. Samples of products submitted must appear as they would be sold at the market. This includes labels and packaging. Products may not be sold prior to approval (either during annual product jury process or as needed).
- Live animal Stallholders must comply with the appropriate Regulations at all times and provide GWP with a copy of any required Licences / approvals before taking up occupation of the stall, and provide GWP with any subsequent renewals of same.
- Introduction of offensive, illegal, counterfeit, hazardous, indecent or obscene products, including wording, symbols or pictures are prohibited.

Documentation and insurance requirements

- All vendors must provide GWP with copies of all relevant licensing and certification documents upon acceptance (i.e. liability Insurance, organic certification, Council food licenses, etc.). Documents may be submitted by mail, email, hand-delivery.
- All appropriate documentation must be available in the vendor’s booth at market.
- GWP is not responsible for any loss or damage incurred by vendors.
- Liability insurance is required for all vendors ($20,000,000 minimum for Surfers Paradise Beachfront markets and $10,000,000 minimum for all other markets).

- Upon notification of acceptance and prior to market attendance, a copy of the certificate of insurance must be provided. Again, documents may be submitted by mail, email, hand-delivery.

- All documentation must be kept current and vendors must provide all current documentation to GWP prior to trading.

Vendor and Product Identification

- Each booth space must prominently display a sign clearly identifying the business name/location.

- All items for sale must be clearly marked with the retail price. Prices may be posted on the product with an individual sign or posted as a list of prices on a large sign or board.

- GWP does not allow declarations regarding pesticide or chemical use that cannot be certified (e.g. “unsprayed,” “no spray”, “sustainably grown” and “pesticide-free”). This includes written and verbal declarations

- Vendors are required to produce the written statement about production methods for any consumer who requests it and should have copies of the statement available in his/her stall

- All meat and dairy products must be labelled in accordance with food labelling requirements.

- Signage must not be hand written and must be in English.

- Stallholders must have a Refund Policy on display at all times during Trading hours. It is recommended that Stallholders comply with Queensland law with respect to Refund Policy signage. Please refer to the Office of Fair Trading website - http://www.fairtrading.qld.gov.au/business-refund-policy.htm

- Vendors are not permitted to use the following techniques while at the market: hawking, calling attention to products in a loud, repetitive public manner, and selling products in an aggressive way. Reasonable and or ‘well versed’ verbal spruiking is permitted. *This is at the discretion of the Market Manager.

Cancellations

Once a vendor is approved for market dates they are obligated to attend and pay for all scheduled market days. Exceptions may be made on a case by case basis for seasonal delays for farmers or extenuating circumstances.

Attendance tracking begins with the first scheduled market day.

Vendors who must cancel a market date are asked to provide 3 days notice. Notice must be given by calling or emailing the GWP office/relevant market manager to ensure that a suitable replacement can be found. Any cancellations within 3 days prior to the markets stall holders will still be required to make payment.

Vendor cancellations of market dates due to health, business failure, or other extraordinary circumstances will certainly be taken into consideration regarding any fees due, with the view to assist.

GWP reserves the right to change cancellation policy when required.

Inclement Weather

GWP's markets are open-air events and our policy is not to close markets due to weather unless we determine that it will be unsafe for attendees. Stallholders must be prepared to trade in outdoor weather conditions.

We rely on BOM (Bureau of Meteorology) as well as other weather predictors to make the best decision for the safety of vendors and shoppers.

Because weather forecasts change regularly, GWP is unlikely to close a market in advance. If extreme weather is predicted and a vendor chooses to cancel their market with less than 72 hours' notice, GWP will determine on a case-by-case basis whether to require payment for that market or not.

GWP reserves the right, in its absolute discretion to cancel a Market. If a Market is cancelled by GWP, a credit will apply to those Stallholders trading on the day/night. This credit does not apply to Stallholders that have already requested an absent day.

If the Market is cancelled, GWP will notify all Stallholders by SMS, call or email with as much notice as possible.

It is the responsibility of Stallholders to provide GWP with current contact information so that Stallholders receive regular market updates.

Limits on market participation

- Multiple businesses

A vendor who may be involved in more than one business entity is limited to selling at the market as only one of those business entities. Exceptions may be made on a case-by-case basis.

- Approval of selling privileges

GWP's approval of selling privileges is always for the specified applicant in the applied form. If the business is on sale to another entity, GWP cannot guarantee the position.

- Product Overlap

Vendors whose products or practices place them in more than one category are subject to all requirements for both product categories.

- Exclusivity

GWP does not extend exclusive rights to any one vendor to sell any one product. However, if GWP believes the number of vendors offering the same of similar products is excessive, duplicate products may be denied entry.

- Selling of business or Transfer of booth GWPce

Vendors may not sublet or loan stall GWPce to others. If a vendor sells his or her business, stall GWPce does not transfer to the new business owner. The new owner must submit an application for approval. GWP does not guarantee acceptance.

Shopping bag restrictions and sales

In the State of Queensland from 1 July 2018, retailers are no longer able to supply single-use lightweight plastic shopping bags less than 35 microns in thickness to customers, for free or at a charge. This includes compostable, degradable and biodegradable bags as they break down in the environment in the same way as conventional plastic shopping bags and can still harm the environment and wildlife.

To maximise the environmental benefit of any reusable shopping bag, it is important that they are reused as many times as possible and recycled at their end-of-life, where possible.



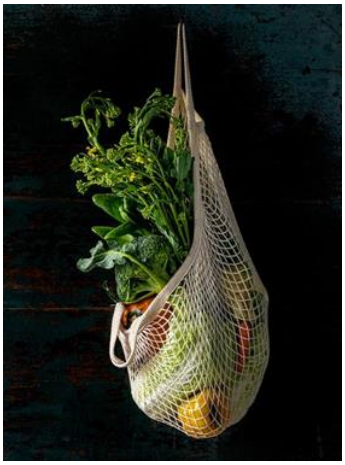
REUSABLE 'GREEN' BAGS



REUSABLE HESSIAN BAGS



REUSABLE FREEZER OR ‘COLD’ BAGS



STRING BAGS



COTTON BAGS



HEAVY-DUTY PLASTIC BAGS DESIGNED FOR REUSE OR MULTIPLE USES

More information about the State's ban on plastic bags can be found at https://www.qld.gov.au/environment/pollution/management/waste/plastic-bags/retailers

GWP offers inexpensive reusable tote bags for purchase by vendors to resell to customers at some of our markets. Please check in with the Market Management Team if you are interested.

Stall assignments

- Stallholders shall not occupy any stall site or area in the Market, unless such stall site has been allocated to them by Markets staff.
- The Stallholder acknowledges that to operate the Market effectively it is the absolute discretion of GWP to determine the position of each stall site. This may change on each Market or during the trading hours of the Market.
- The Stallholder acknowledges that GWP's consent to the Stallholder to occupy a stall site at a Market cannot be assigned by the stallholder to any other person or parties and does not convey any ongoing right to any particular location for a stall site.
- The standard dimension of an individual stall site is 3m x 3m. Stallholders can apply for multiple stall sites with additional fees payable.
- Trading Activity must be confined within the boundaries of the stall site. No items shall protrude into the footways or public areas, including signage, trollies and storage tubs.
- Booth disassembly is not permitted until the market closes, without exception.

- Vendors are responsible for keeping their space clean and attractive during market hours.
- Signage including product prices, vendor identification, and organic certification must be clear and visible.
- GWP reserve the right to change the location of the Market at any time.

Trading Hours

The Trading Hours for each GWP markets/events are advertised on their website and/or in their Terms and Conditions.

All Stallholders must be ready to commence trade in time for the start of the nominated Trading Hours, unless prior arrangements have been made with the Markets Manager/Coordinator.

Stallholders must not commence any pack down or bump out activity before the advertised closing time. Pack down must promptly commence at the advertised closing time.

To maintain high levels of visitor/customer satisfaction and avoid service level complaints, Stallholders are permitted to complete any “service related activity” already in progress at the end of trading hours for up to 10 minutes beyond the advertised closing time.

For clarity of application and enforcement “service related activity” is defined as:

- Customers asking questions or offering to buy product whilst the Stallholder is in partial pack down and within 10 minutes of the advertised closing time.
- Customers who have ordered product or services prior to the advertised closing time and who are receiving service, picking up or paying for the product or service within 10 minutes of the advertised closing time.
- No transactions for payment, delivery of product or services are permitted beyond 10 minutes of the advertised closing time without the approval of the Markets onsite coordinator and/or Management.

In the event of inclement weather or safety requirements, Markets staff may require Stallholders to pack up their stalls prior to the close of trade.

GWP reserves the right to alter the trading hours of any markets with written notice to stallholders at least a day prior to implementation.

3. Vendor Communication

GWP circulates regular vendor updates by email to communicate market news, policy changes, sponsor news and other information relevant to our market community. Vendors are expected to read these communications thoroughly as they contain important and time-sensitive information. A paper copy is available upon request.

Food Safety Sampling

All vendors that require a food license from the relevant Council must comply with that requirement and produce copies of the certification to the GWP's team and have an original copy available on site at all times of operation in view of customers and food licensors.

Specific conditions of that food license must be complied with.

GWP will not take any responsibility for stall holders that are not working within the specific conditions on their licence.

Food sampling is permitted at the markets in accordance with the Local Government where the market is located regulations that cut fruit and unpackaged food for taste testing requires a valid food license.

Vendors who sell or sample a product that produces trash must have a trash receptacle accessible to customers.

GWP encourages sampling practices that minimise and eliminate waste whenever possible. Examples of this include sampling on an edible "vehicle" (using pretzel sticks to sample cheese).

Audits

Scheduled inspections of all stalls will be conducted by GWP Management, Markets staff and an appointed Work Health and Safety Advisor to monitor compliance with the Vendor Handbook and Terms and Conditions.

Extreme weather readiness – Code Black training drills may be conducted bi-annually to ensure stallholder readiness to enact Code Black procedures.

A 'Site Inspection Checklist' is used as a standard template to facilitate and record compliance / non-compliance and a register of these audits is maintained.

Should a non-compliance or issue be found, the Stallholder will be required to rectify the situation within the timeframe agreed by the Markets Manager. Note that if a hazard is present that poses a significant risk that cannot be rectified immediately then the Stallholder may be required to cease trading, and may be suspended for a period.

A written 'breach notice' will be issued for all significant hazards or non-compliance identified.

Bi-annually inspections may be conducted by an external WHS Professional appointed by GWP to monitor overall safety compliance and practice. A report will be provided to GWP detailing the findings of the inspection along with recommendations and stallholders will be kept informed of the results of all external audit reports.

Safety and Market Logistics

All vendors and at-market employees are responsible for reading and understanding GWP's rules regarding safety requirements. This includes federal, state, and local health regulations and licensing requirements governing the production, display, distribution, sampling, and sale of products.

1. Basic booth safety and set up

a) Marquee Design, booth canopies and tables

Vendors must supply their own gazebo and tables. Vendors must ensure their gazebo's have a minimum frame thickness of 32mm at Surfers Paradise Beachfront Markets. *Regular gazebos are permitted throughout other GWP markets.

Booths and tables must not be a hazard to the public or other vendors. The gazebo must have operatable walls that prevent customers from seeing what is behind their stall as well as provide protection from weather.

Vendors with on premise prepared foods and baked goods are required to have three closed sides.

Marquee design must be fit for the purpose of it being on an exposed outdoor/beach foreshore environment.

Minimum performance standards for marquees in this environment include:

- Ability to withstand wind gusts of 50km/hr
- Ability for the canopy to be lowered without removing the weighting system

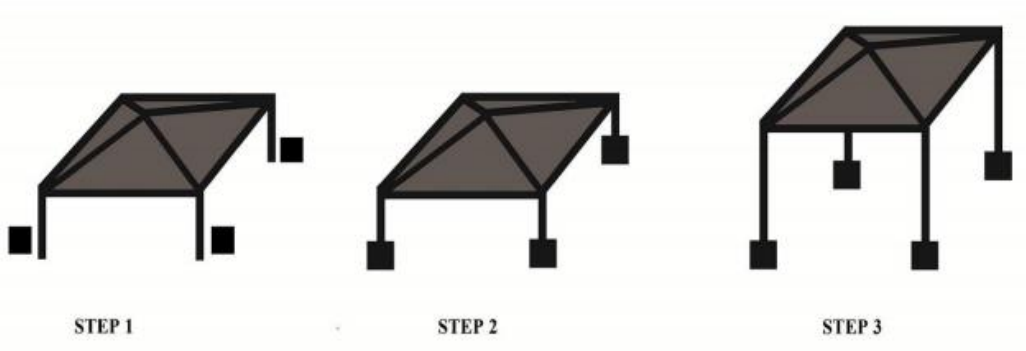
Note that this information can be provided by the manufacturer / supplier of the marquee

- Some designs that have been shown to meet the minimum performance standards for this environment. These include: OzTrail (Deluxe range only), InstaCo Mountain Shade and Extreme Marquees (Medium and Heavy range).
- All other marquee types must have prior approval from the Markets Manager and preferably have design information on maximum wind speed and required hold down weights when tested in accordance with Australian Standard AS 1170 Part 0 and AS 1170 Part 2.

b) Marquee Erection

Erection of the marquees should be aligned with the manufacturers instructions. When these instructions are insufficient, the following guidelines should be followed:

Option 1:



Step 3 - Marquee legs are to be fully extended. A video demonstration of this procedure can be found at https://www.youtube.com/watch?v=u-9RrVr6sMo

Option 2: To be used in windier conditions



Step 1 – The marquee is to be expanded (with legs not being extended to full height) with Person 1 securely holding onto the middle of the upwind side of the structure (red 'x' in above diagram) until steps 2 and 3 are completed.

Step 2 – Person 2 is to extend one of the legs on the downwind side of the marquee and securely attach the ballast. This procedure is to be repeated for the second leg on the downwind side.

Step 3 – Person 2 is to extend one of the legs on the upwind side of the marquee and securely attach the ballast. This procedure is to be repeated for the second leg on the upwind side. NOTE: Marquees are never to be left unweighted and unattended. This will result in a safety breach notice and suspension or termination of a Licence to Occupy.

c) Ballast

Marquees – performance criteria:

- Ballast (weights) shall be fitted to each leg of a marquee or other structure to provide down-force to reduce the risk of uplift by wind gusts.
- The minimum amount of weight per leg of a marquee is 30kg but may be more depending on the design, size and other factors:

- Ballast systems must be able to be fastened to the leg of the marquee in such a way that they will not become detached if the marquee is moved or lifted and dropped as may happen with strong wind gusts

The following types of ballast have been shown to meet the above performance criteria: Note - other types of ballast may be used provided they meet all safety criteria identified in this Handbook and are approved in writing by the Markets Manager.

Steel one-piece style 1 – this is the preferred type of weighting system as it is highly visible (to reduce trip hazard), is a one-piece construction with dimples to stop weights sliding and can be readily placed in opposing directions to further reduce risk of weight detaching.



Steel Jig Saw style 2 – While this is a suitable system, care must be taken to ensure each side is a matched pair, they are placed on flat concrete with no bumps beneath them and they are placed in opposing directions to further reduce risk of weight detaching (for some designs, this may require them to be placed in opposite vertical orientation)



Important notes:

- To prevent rust staining of the concrete and reduce sliding, all weights must be placed on a rubber-back carpet tile or as approved by Markets Management.

- Plastic weights and bag type weights are not permitted on marquees due to durability problems and becoming unserviceable over a relatively short time as well as not

allowing most marquees to be lowered without removing them (but may be used on tables and some other structures as approved by Markets Management).

d) Tables and other equipment

Tables and other equipment performance criteria:

- Within a marquee or other structure, each table must be securely attached to the Marquee leg (refer to picture below)



- Any signage such as feather banners must be securely attached to a marquee or if freestanding attached to a minimum of 7.5kg ballast (steel or concrete weights only)

For table stalls, the minimum weight of the ballast to be securely attached to the table and umbrella is 30kg (refer to the pictures below)

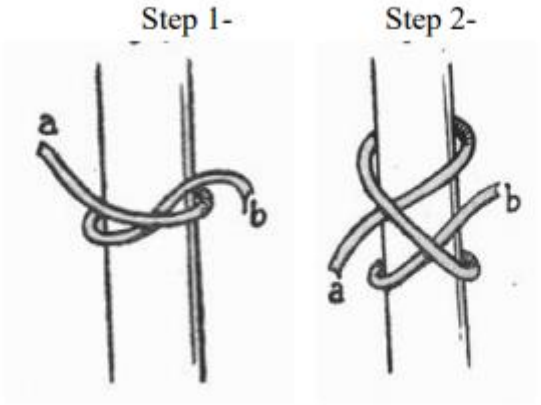




- For Table Stalls, where more than one table is used all tables must be secured together using a suitable rope or ratchet strap binding the tables together with at least 1 x 30kg ballast securely attached (refer to picture below)



- Ballast shall be durable in nature and securely attached to each leg such that if uplift of the leg occurred or movement of the marquee or structure, the ballast would not come off. For fastening ballast to the legs, or a rope tied on with a hitch knot could be used to prevent the rope from slipping off the pole (refer to the diagram below which shows Steps 1 and 2 of a 'clove hitch' knot). Chains or straps are also suitable



- Bungee cords are not permitted as a means to secure weights to marquee legs or tables.

- All plastic or bag weight containers used for tables or other equipment (other than the marquee) must be filled with concrete (sand not permitted) to the standard 30kg per item.

- Non-compliant ballast systems include (but not limited to the following):

  i. Shopping bags, open containers and similar filled with sand Plastic weights filled with sand, or in poor condition, or unable to be secured correctly and tightly with the supplied plastic bolt.

  ii. Pegging into grass or gardens

  iii. Attaching/tying off to any infrastructure along the foreshore (i.e. seating, handrails, trees, gardens etc)

e) Marquee Bracing

Cross Bracing is recommended as an additional step in securing and reinforcing marquee structures. It is at the individual Stallholder's discretion to what form of additional bracing is implemented, however "bungee straps" are not to be used for bracing of marquees. Steel braces are the recommended method as this gives the structure a higher wind rating according to Manufacturer's Data Sheets.

f) Marquee Dismantling

- Dismantling of marquees must be in accordance with the manufacturer's instructions.

- Where manufacturer's instructions are insufficient, in particular to giving guidance on reducing risk of wind gusts picking up the marquee, the following should be followed:

Option A:

Step 1 - Marquee legs are to be lowered.

Step 2 - Canopy is to be removed from the marquee.

Step 3 – Ballast is to be removed from each marquee leg.

Step 4 - The marquee is to be collapsed and packed away.

Option B:

Step 1 – Person 1 is to securely hold onto the middle of the upwind side of the structure (canopy attached) until steps 2, 3 and 4 are completed.

Step 2 - Person 2 is to lower one of the legs on the upwind side of the marquee and remove the ballast. This procedure is to be repeated for the second leg on the upwind side.

Step 3 – Person 2 is to lower one of the legs on the downwind side of the marquee and remove the ballast. This procedure is to be repeated for the second leg on the downwind side.

Step 4 –The marquee is to be collapsed and packed away

g) Operation of stall

Vendors are responsible for ensuring that booth set-up, equipment, back-stock and all products do not pose safety hazards to anyone on premises. This includes the general public, other vendors, market staff etc.

Stalls and all associated equipment and stock must be kept in a tidy state.

All marquees and equipment associated with stalls must be maintained in a functional state. This would include ensuring that ropes and ballast used for Marquees, Tables, Umbrellas and other structures are not damaged or perished. It is suggested that all guy ropes and tie downs be inspected during the Market to ensure that they are still securely attached.

Marquees must have three sides available for use on site. Sides must be erected in inclement weather or upon request by Markets staff.

2. Trash disposal

All trash generated by vendors must be removed at the end of the day for off-site disposal.

On-site trash receptacles are for customer use only.

Before leaving the market, all vendors must sweep their stall GWPces ensure that all litter, produce, and other product debris is removed.

Levy and/or on-charges may incur is stallholders' area is found with litter/rubbish at the end of market day.

3. Electricity

- Each stallholder shall provide their own power source and electrical equipment unless approved otherwise. Power sources are via a battery and inverter plant, which must be in compliance with AS/NZS 3002: 2008.

- Any and all generators must be fully fuelled before arriving on site so that no petrol is required to be on site during market operations.

- All equipment used for power must be contained within the confinement of the stall. Due to health and safety considerations, generators are exempt from confinement only with consideration of the stall site allowing the safe locale of the generator as designated by GWP, such as away from gardens and pedestrian traffic flow.

- All batteries, power boards and any connectors are required to be in a contained weather resistant box.

- All leads running outside of the stall must be taped down if within any pedestrian access area.

- Any electrical equipment must be pre-approved by GWP onsite electrician (where appropriate). Access to electricity is not guaranteed and provided at GWP's discretion. Vendors approved to use electrical power are responsible for providing their own outdoor extension cords and mats to cover all portions of the cord – the markets are responsible for ensuring that the public walkways are covered with compliant cable trays.

- All cords, electrical equipment, power leads and power boards must be tested and tagged by registered electrician in accordance with AS/NZS 3002:2008. Any untested, damaged, or untagged electrical equipment will not be permitted to be used at the market.

- Double adaptors and piggyback plugs are not allowed at the Markets. Stallholders must use power boards fitted with a safety switch.

- Frayed or damaged electrical equipment is not permitted to be used in the Markets and will be removed during stall inspections.

4. Weather monitoring

- Monitoring of weather conditions shall be conducted each Market day to allow management and stallholders to make an informed decision on whether the Markets can operate safely.

- This monitoring will be conducted primarily through:

    - The official Bureau of Meteorology website citing forecasts and warnings for Surfers Paradise issued by the Federal government's official weather monitoring body: www.bom.gov.au AND secondly on site utilising

    - The on-site 'Weather Station', where appropriate, that records weather conditions continuously on the foreshore.

- A hand held anemometer (wind monitoring device) will also be used supplementary to the above at each markets to provide specific site monitoring.

5. Weather status alerts

If a sudden change in conditions dictates, this will be followed by an updated Status Alert via SMS between bump in and commencement of trading to confirm or modify the weather status taking into account the most recent BOM weather patterns and predictions for the market location.

If a sudden change in conditions occurs after trading commences, additional status updates will be made to stallholders directly by onsite GWP staff.

Status Alerts:

A system of colour coded alerts to indicate the status of any Market will be used to indicate expected weather and operating conditions as per below:

GREEN Status – Markets are going ahead with no reasonable expectation of weather events that will exceed our established weather parameters for operation.

YELLOW Status – Markets are expected to proceed however continuous weather monitoring will be undertaken by Markets Management to assess the ongoing operational status of the markets.

NOTE: On yellow status stallholders are expected to be in the vicinity of the Markets area ready for bump in. Bump in may proceed or may be delayed dependent on continuous weather monitoring and in consultation with available stallholder committee members in order to:

- Assess weather conditions for safe and immediate set up
- Or to assess the need for postponement to allow a weather system to pass.
- Or assess the need for cancellation.

NOTE:

- BOM **forecasts** 3 hours prior to markets commencement with the potential for consistent winds or gusts to exceed 50km/h will result in a YELLOW status being issued by the Markets Management.
- BOM **readings** 3 hours prior to markets commencement on Market days with a temperature measuring 39 degrees Celsius or above will result in a YELLOW status being issued by the Markets Management.
- A YELLOW status will **not be issued** for forecasts containing only the words ‘rain’ or ‘thunderstorm’ or winds and gusts predicted not to exceed 50Kmh.
- On-site Markets Management continuously monitor the weather throughout the Market day as a standard operating procedure.

- If the Status Alert is YELLOW – Stallholders as the PCBU's (Person Conducting a Business Undertaking) are given the choice to trade, or not, based on their own assessment of the weather impacts on their ability to trade.

RED Status – Markets Management will cancel the Markets if the BOM predicts impending extreme weather for that location at any time during Markets operational hours. Extreme weather will include but is not be limited to:

- Consistent gusts or expected wind speeds in the range 51–62 km/h (Beaufort Scale 7) or above.

- Credit will be given to all stalls who have booked in and paid for that market day should Markets Management cancels the markets when it is deemed unsafe to proceed.

[redacted] – see Appendix A for the Code Black Procedure. **Note** it is a requirement to read over this procedure and acknowledge you have read and understood this.

6. Procedure for Emergency Weather Events

During the operation of all Markets, Management will continuously monitor weather conditions and may issue a code black alert to stallholders at which time stallholders are obliged to take immediate action as per below:

- If Markets staff alert stallholders of a pending and immediate severe weather event trade must cease immediately and stallholders must lockdown to secure marquees, furniture, stock and other items.

- Immediately lower all legs on the marquee to reduce the amount of wind that can get under the roof.

- Remove any walls that may be up on their marquee. Keeping the walls on creates a parachute-effect in high winds which can lead to the marquee becoming an airborne missile. We recognise that removing walls may result in water damage to your stock so ensure you have covers available to protect your goods should this be necessary

- GWP strongly recommends that stallholders remove the roof to reduce the possibility of any parachute-effect entirely.

- Stallholders should seek shelter within permanent structures as soon as practicable post the lockdown of their marquees.

After a severe weather event it is recommended that stallholders inspect and repair or service their marquees to ensure ongoing safe operation

Lightning strikes will be one of the weather events being monitored. While the risk of lightning strike is low, and strikes are far more likely to hit one of the tall buildings, it is acknowledged that risk of strike is increased when in the open and near a metal structure such as a marquee or light / power pole.

In the case of severe and consistent close lightning strikes, GWP team onsite will provide continuous monitoring, and if deemed necessary will instruct onsite stallholders to secure their marquees, leave in situ and locate themselves under a nearby evacuation area until the system passes.

At any time, a stallholder feels endangered by lightning, they should leave their marquee and seek shelter, advising the onsite coordinator, verbally or by text message, until the system passes.

Please Note that standard terms and conditions apply should the Markets be cancelled, and GWP takes no responsibility for broken or damaged stock as a result of weather or the implementation of this weather action.

7. First Aid

A First Aid Kit is always available on site during the operation of the Markets.

At least one qualified first aider will be provided by GWP and will be on site at all times during the operation of the Markets.

Should an injury occur that requires first aid, including for stallholders, members of the public or contractors, Markets staff should be contacted, who will then arrange treatment from the first aider.

Records of all first aid treatment are to be made in the 'First Aid Register'.

In the case of any severe injury witnessed by a stallholder requiring urgent medical treatment, 000 should be called and an ambulance requested prior to then notifying the markets coordinator.

8. Hazard and Incident Reporting

If a hazard is identified at any time, it must be reported as soon as reasonably practicable to Markets staff.

All hazards that cannot be rectified immediately must be recorded on the 'Hazard Report Form', including actions to be undertaken, by who and by when.

If an incident occurs, regardless of whether there is an injury or equipment damage, it must be reported to Markets staff

All incidents are to be recorded as per GWP procedure.

If a 'Notifiable Incident' occurs, GWP will notify the appropriate regulator.

9. Occupational Violence

All staff and stallholders are committed to a 'hands off' policy in all circumstances, including:

- Managing unruly and anti-social behaviours
- Theft identification

- Retaliation to verbal or physical provocation
- Reactions to threats or abuse
- Managing workplace, interpersonal and visitor relationships

If anyone's personal safety is at immediate risk, all staff and stallholders have an obligation to call the police. In an emergency, dial '000'. Please contact our team member for the local Police phone number.

In the case of theft, non-violent anti-social or nuisance behaviours, or any other non-urgent matter, call the Markets onsite phone number which is included on the markets' website and the staff will follow internal procedures to assist. This might include contacting the surveillance camera room, local police, available security or other suitable actions available, dependent on the situation.

If anyone's personal safety is in immediate danger for any reason, including violence or by accident, dial '000' before reporting to markets staff.

If stallholder's witness any matters that should involve the police, they are obligated to report their account to markets staff and / or police, dependent on the severity of the incident witnessed.

How GWP monitors and enforces compliance with market rules

Vendors share responsibility for keeping GWP viable and ensuring public safety. By following the rules described in the previous section, vendors will remain a "vendor in good standing" and help create a safe, fun and profitable market environment. Violation of the rules will put the vendor "out of compliance" and result in a range of consequences.

This section covers the range of consequences of becoming out of compliance with GWP rules, both on-site during market days ("At-market") and off-site ("Non-market").

1. How GWP enforces the rules

All rules of the market are enforced by the Market Manager or his or her designee, who has ultimate on-site authority. Complaints or problems should be directed to the Market Manager in a timely manner.

Market Management or designee will regularly evaluate vendors using the on-site vendor compliance checklist. GWP will contact the business owner to address the non-complying behaviour and corresponding consequence.

GWP reserves the right to visit and inspect the farm or business of any vendor and to request any documents verifying business, gross receipts for percentage fee vendors or employee status.

Customer complaints will be forwarded to vendors and kept on file. Complaints may result in disciplinary action including removal from the market.

If a vendor does not abide by any of the rules of GWP or comply with federal, state, and local regulations applicable to market participation, the Market Management or designee may take any action deemed appropriate, including assessing fines or barring the vendor from selling at the market for that day and any future market days.

GWP reserves the right to make exception to these rules and enforcement policies at its discretion.

2. Consequences of failing to remedy non-compliance

Disciplinary action may take the form of a verbal warning or a written notice of non-compliance that may include a fine, probation or suspension.

Multiple fines can lead to probation. Probation puts a vendor on notice that any further violations will lead to suspension.

Suspension and eviction from the market may be the result of multiple fines and numerous occasions of suspension.

The application of fines, probation and suspension can occur simultaneously while the vendor works to cure a specific or combination of non-compliance actions.

3. How vendors should remedy a notice of non-compliance

The vendor must correct the verbal warning or notice of non-compliance **immediately or by the following week,** whichever GWP determines to be appropriate. If the situation has not been remedied by the following week, the following disciplinary actions may be taken:

Vendor may **lose reserved GWPce** privilege.

Vendor may **be suspended** from the market for a week and forfeit their stall fee.

Vendor may be **issued a fine**. If a vendor is issued a fine due to non-compliance, the vendor must pay the fine on the day issued or 24 hours before setting up on their next market day.

Community Engagement

1. The Sow What Project

GWP works with not-for-profit Oz Harvest to encourage donations from stall holders of perishable food at the end of each market day.

Oz Harvest efficiently distributes unsold produce and other products to the local community through emergency food relief agencies and food to schools' programs.

Oz Harvest generally arrive at the market during the last hour and check in with vendors to find out if there are any donations for the day. Alternatively, vendors are welcome to leave donations at the market information booth for pick-up by Oz Harvest. *Dependant on Oz Harvest securing driver for the weekend trade.

2. Grow Grant

GWP works with a number of principal sponsors to deliver the annual Grow Grant initiative which gives the markets the opportunity to foster future vendors that are just starting their markets stall. Submissions will open every February for all new market stall holders to pitch their market stall and business idea. The submissions will be judged by a panel with the following prizes awarded:

First place

$2,000 to first place to be used on market infrastructure, branding, marketing and operational requirements.

GWP pays the stall holders rent for the first month of the market.

Guaranteed position at the markets for 12 months.

Additional marketing and exposure as the winner of the grant

Second place

Two runners up will receive $1,000 to be used on market infrastructure, branding, marketing and operational requirements.

Additional marketing and exposure

Third Place

Three runners up will receive $500 to be used on market infrastructure, branding, marketing and operational requirements.

Additional marketing and exposure within GWP publications.

Marketing and Advertising

1. Programs and Special Events to Support Vendors and Vibrant Markets

Market programs and special events are the vehicles for enacting GWP's promotion and increased foot traffic in addition to enhancing why customers should shop at the GWP's.

GWP's believes if the markets are to continue to grow and flourish it is critical to educate consumers on the value of supporting regional agriculture and small businesses. Programs are reviewed annually in terms of costs and benefits, deleting and adding programs as appropriate. Funding for these activities is raised through the market organiser. Small donations of product may be required to ensure the success of the activation.

2. Product education & celebration events

GWP celebrates the value of farmers, makers, artisans, producers markets and seasonal foods with our seasonal flavours pop up events which offer tastings, workshops, cooking demonstrations, children's activities, preservation lessons, recipes, flower arrangement, ceramic workshops and other educational activities at the market. They serve as both

promotional and educational opportunities, drawing people to the market to learn firsthand the benefits of supporting regional agriculture and eating local.

Cooking Demonstrations a series of open-air hosted cooking demonstrations are hosted at some of GWP Markets will happen throughout the calendar year and in conjunction with themed market days. Market-goers watch chefs, market vendors and other cooking pros turn the market's seasonal bounty into simple, delectable dishes.

Taste the Place is a regular educational series held at some GWP markets with the goal of boosting vendor sales by introducing shoppers to under-appreciated produce and new recipe ideas. Periodic tastings educate shoppers about the diversity of local agriculture and seasonal eating through recipe sampling and tips on simple preparations, storage, and preservation.

Workshops is a series of artisanal workshops to showcase the talents of our stallholders, makers, producers, micro-business owners. This offers incredible opportunities for stallholders to be featured, promoted and to tell their stories in front of a large audience.

3. Marketing Services (social media, websites)

Each GWP market/event has their own channels to help promote the markets and our vendors, including a website, blog, direct email marketing and social media accounts (Facebook and Instagram). These powerful marketing tools promote our markets and vendors by alerting customers about new crops, seasonal items and special deals, and showcase the farmers, food producers, ranchers and growers who bring their products to our markets.

GWP's website garners an average of 20,000 visits per month and showcases market dates and locations, vendor profiles and vendor contact information.

GWP's Facebook and Instagram feeds reach a combined audience of more than 100,000 people. If your business is listed on Facebook or Instagram, please let us know so we can "Like" and follow you.

GWP's also has a direct email marketing campaign that gets send off to our customer database once a week. It lets our customers know any upcoming specials, feature stall holders, patron chef recipes and what's on this week. This avenue of promote is highly effective with a highly engaged audience that currently attends the market on a regular basis.

All of these channels have proven effective in reaching potential customers and can work in concert with your own marketing efforts or provide helpful support while you are building your own web presence. As a GWP vendor, we invite you to take advantage of these tools, though it is up to you to inform us of the news and information you would like us to share with our readers.

Social media accounts/links/handles are included in the welcome email to each vendor.

Current stall holders are encouraged to recommend this grant to stalls that they know are looking to participate in a Farmers Markets that have a fantastic idea but don’t know where to start or don’t have the financials to make their idea a reality.

Appendix A: A Checklist for a Sane and Successful First Day

Careful planning for market is essential to your success. Be on time and ready to sell by the opening bell. Make a checklist! Examples of items to include:

ITEM	MARK IF COMPLETE
Do you have the on-site coordinator or market managers cell phone number? See your bump in information for details.	☐
A canopy and A TOTAL of 120kg (30kg for each gazebo leg at Surfers Paradise Beachfront Markets and 15kg for each gazebo leg at all other markets)?	☐
Does your gazebo have a MINIMUM 32mm frame?	☐
Do you and all of your team understand the Code Black procedure in relation to the weather?	☐
The following items for your stall structure: tables, table covering, racks, shelves and other display infrastructure?	☐
Display containers for your product?	☐
Bags (paper or reusable are best, plastic for meats). See Queensland bag policy for specific requirements	☐
A cash box and bank? Be prepared to make change for $20 notes. Find out the location of the nearest bank or other options for getting change throughout the day if needed.	☐
Licensed scale, as appropriate for your products?	☐
Check out items i.e. pencils, pens, calculator, sales record/receipt book, notepad, bags, boxes, flats?	☐
Bin, broom, dustpan?	☐
Signage? The more personal, the better. Consider using pictures.	☐
Large sign or banner hung at eye level or above with your farm or business name and location?	☐
Individual product names and prices alongside of the items – how the item is sold (i.e. by	☐

weight, piece, quantity). Highlight different varieties, heirlooms, product qualities (sweet, spicy, bitter) storage and usage tips etc.	
Educational flair – handouts with how-to's, new items, product information?	☐
Information about your business, promo materials, business cards etc?	☐
Miscellaneous display items such as back up sign making materials including chalk, paper, cardboard, markers, scissors, tape, pens, bags, price tags, pocketknife, duct tape?	☐
Personal comfort items such as weather gear, gloves, hats, rainwear, water bottle, a rubber mat on which to stand, heater for winter evenings?	☐

Don't forget your customer service personality – your smile is your best asset!! ☺

Appendix B: Site Vendor Compliance Checklist

While vendors are responsible at all times to adhere to GWP's rules and policies, on-going inspections will occur to ensure that all vendors are conducting business in manner that creates a safe and fair environment for shoppers, staff and vendors. The following is a checklist GWP may utilize to monitor vendor compliance:

Clean and Safe

ITEM	MARK IF COMPLETE
A minimum of 30kg canopy weights securely attached to each leg (120kg)? All seaside markets require 30kg on each leg. Weights must not pose a trip hazard	☐
Have you read and understood the Code Black procedure in of this document?	☐
A gazebo frame which is a minimum of 32mm in thickness?	☐
Carpet or rubber tiles to be put under each leg of the gazebo?	☐
Booth is set up with regard to public safety?	☐
If using your own power, any outdoor extension cords are completely covered and set up with regard for public safety?	☐
Are your electrical leads tested and tagged?	☐
If your booth is generating any waste, a trash receptacle must be available for customers to use. Vendors are expected to take waste with them.	☐
Any vendor with a product that may stain the ground must use a ground cover.	☐
If you have food it must be: prepared off site, pre packaged and sold in bulk?	☐
Any food is stored/displayed off the ground or in impervious plastic tubs?	☐
Non produce products must be wrapped or covered	☐

Signage

ITEM	MARK IF COMPLETE

If vendor claims products are organic, certification must be provided	☐
Signage with name and location of business is clearly visible?	☐
All product prices are posted?	☐
All packaged food is labelled with the name of the product, net weight, ingredients in descending order by weight, and name and address of producer (bulk foods must post a sign with this information or a sign indicating that it is available upon request.	☐

Compliance

Complying with all requirements of the Standard Operating Procedures included in your bump in details.

ITEM	MARK IF COMPLETE
Complying with all reasonable instructions from Markets staff and Security staff with respect to compliance with the SOP and Terms and Conditions for operating within the Market?	☐
Erecting and dismantling marquees, tables, umbrellas, and other structures in accordance with this SOP and compliance with all other relevant Markets documentation, policies and procedures?	☐
Ensuring all equipment and structures are maintained in a safe condition?	☐
Using caution when pushing equipment through the Market zone?	☐
Use and operation of all equipment and marquees, tables, umbrellas and other structures in accordance with the manufacturer's instructions and this SOP	☐
Immediately reporting to Markets staff any identified hazards and alerting fellow Stallholders to potential risk	☐
Reporting to markets staff immediately all incidents or near misses regardless of whether or not it results in injury or damage	☐
Being aware who markets staff are, where first aid is and relevant emergency numbers?	☐

Conducting their business and performing all activities in a manner that does not place themselves or others at risk	☐
Ensure they hold the appropriate and current licences and qualifications for the work they perform?	☐
Ensuring that the area of work, which he/she is engaged in, is maintained in a safe and tidy condition?	☐

Appendix C: Tag us on Social Media



Appendix D: Car Pass

