



## Code of Conduct for Stallholders

### Introduction

This Code of Conduct outlines the expectations for stallholders at the market to ensure a safe, respectful, and harmonious environment. It emphasises interpersonal behavior, ethical practices, and compliance with rules to foster cooperation among stallholders, customers, and market staff. This Code of Conduct applies to all Stallholders approved to undertake trading activity at the market and includes the Stallholder's employees, staff, agents or representatives.

### Interpersonal Behavior

#### 1. **Respectful Communication:**

- Stallholders must communicate respectfully with customers, other stallholders, and market staff. This includes using polite language and avoiding aggressive or confrontational behavior
- Any disputes or grievances between stallholders must be reported to the Market Manager rather than addressed directly

#### 2. **Anti-Discrimination and Harassment:**

- Discriminatory behavior based on race, gender, religion, disability, or any other characteristic is strictly prohibited
- Harassment or abusive behavior, whether verbal or physical, will not be tolerated under any circumstances
- At no time and under no circumstances may a Stallholder, their employee, agent or subcontractor, insult, harass, vilify, intimidate, assault or otherwise act toward any other person in attendance at or otherwise connected with the Markets in a manner which a reasonable person would consider threatening, abusive, or anti-social.

#### 3. **Professional Conduct:**

- Stallholders must always act professionally to uphold the reputation of the market. This includes refraining from disruptive actions such as shouting, playing loud music, or engaging in any behavior that causes discomfort to others

#### 4. **Conflict Resolution:**

- Any conflicts or complaints should be promptly reported to the Market Manager for resolution. Stallholders are encouraged to approach disputes calmly and constructively



- If a dispute cannot be resolved on-site, a formal written complaint may be submitted for further review by the market manager

**5. Collaboration and Community Spirit:**

- Stallholders are expected to foster a culture of collaboration and goodwill by supporting one another and contributing positively to the market environment

**Ethical Practices**

**1. Truthfulness:**

- Stallholders must ensure that all representations about their products are truthful and not misleading. Claims such as "organic" or "biodynamic" must be supported by appropriate certification

**2. Fair Trading:**

- Dishonest practices such as false advertising or selling unapproved items are strictly prohibited. All products must meet industry standards for labeling and advertising

**3. Integrity in Sales:**

- Stallholders must provide tax receipts upon request and ensure that all transactions comply with Australian Consumer Law

**Safety and Cleanliness**

**1. Site Maintenance:**

- Stallholders must keep their stalls clean and tidy throughout the day and leave their site clean after trading hours. Waste bins provided are for customer use only; stallholders are responsible for removing their own rubbish and recyclables

**2. Waste Management:**

- Packaging should be minimal, compostable, or recyclable wherever possible. Single-use plastics are discouraged unless they meet compostable standards
- Wastewater must only be disposed of in designated sewage points—not in gutters or stormwater drains

**3. Safety Compliance:**

- All equipment (gazebos, trestles, etc.) must be securely weighted to prevent obstruction or danger to others
- Stallholders must follow all Work Health and Safety regulations applicable in their state



## Operational Guidelines

### 1. Punctuality:

- Stalls must be set up by the designated start time with vehicles removed from pedestrian areas before trading begins

### 2. Customer Interaction:

- Stallholders should engage with customers in a friendly manner while respecting their privacy and space.
- Concerns about unruly customers should be reported immediately to the Market Manager

### 3. Compliance with Market Rules:

- Stallholders must adhere to all rules regarding stall signage, product labeling, noise levels, and parking as outlined by market management

## Consequences of Non-Compliance

Failure to adhere to this Code of Conduct may result in disciplinary actions such as:

- Verbal warnings
- Written warnings
- Temporary suspension from trading
- Permanent exclusion from the market

## Application of Code of Conduct and Acknowledgment

By participating in the market, stallholders agree to abide by this Code of Conduct. A copy of this document is included on the market website.