

STALLHOLDER CODE OF CONDUCT

1 Overview

- 1.1 The Barossa Farmers' Market (BFM) wishes to foster a culture of support and cooperation between the stallholders, market management and stakeholders.
- 1.2 BFM welcomes stallholders input and is open to fair and direct feedback, however confrontational or aggressive behaviour towards any staff, volunteers, shoppers or other stallholders will not be tolerated. Inappropriate behaviour will result in warnings and potential removal from the market.
- 1.3 Similarly, those stallholders who ignore the rules of accreditation, labelling or agreements made regarding goods for sale will jeopardize their position at our market.
- 1.4 If stallholders have concerns on a market day about operations, their site or another stallholder, the General Manager must be informed in a reasonable manner. If this situation cannot be resolved during the market, and the stall holder wishes to pursue it further, the complaint must be formalised in writing as per the complaints procedure outlined in 4 below.
- 1.5 Stallholders must not attempt to work out their grievances between themselves or with stakeholders and instead should raise any issues of complaint with the BFM through the process outlined in 4. below.
- 1.6 If a stallholder is found to be in breach of the BFM Rules & Regulations or code of conduct, the BFM Board will review their participation at all our farmers markets and may suspend further attendance if deemed appropriate.

2 Stallholders Code of Conduct

- 2.1 It is a condition of trading at the BFM that all Stallholders and their employees are bound by this Code of Conduct.
- 2.2 Stallholders shall:
 - 2.2.1 abide by all of the stallholder terms and conditions as set out in the BFM Stallholder Rules and Regulations
 - 2.2.2 follow all reasonable directions of the General Manager implementing the BFM Rules and Regulations and to ensure the smooth running of the market.
 - 2.2.3 behave in a courteous and professional manner at all times.
 - 2.2.4 not engage in inappropriate behaviour towards the public, the General Manager or other BFM staff, BFM Board Members or other stallholders including, but not limited to:
 - 2.2.4.1 behaviour that is bullying, threatening or abusive, violent or belligerent;
 - 2.2.4.2 behaviour that is racist, sexist or otherwise discriminatory, or constitutes sexual harassment;
 - 2.2.4.3 language that is threatening, insulting, defamatory or derogatory, including shouting or swearing;
 - 2.2.4.4 is likely to cause distress, disturbance, inconvenience, damage or harm to any other person present at the market when the person so affected

is acting reasonably in their claim that they have experienced the above outcomes as a result of the unacceptable behaviour/activities.

- 2.2.4.5 smoking or consuming alcohol or drugs within the market stall area.
- 2.2.4.6 touting or aggressively soliciting sales or engaging in misleading or deceptive sales techniques.
- 2.2.4.7 shall comply with BFM's Packaging Policy to attempt to reduce single-use plastics and unnecessary packaging, therefore reducing landfill and moving towards an overall sustainable and environmentally friendly market place.
- 2.2.4.8 shall uphold the best interests, image and welfare of the BFM and shall not comment adversely about the BFM or other stallholders on the internet, media (including social media) or on a public occasion.
- 2.2.4.9 shall not engage in any behaviour that may bring the BFM into disrepute.

3 Compliance

- 3.1 Failure to comply with the BFM Stallholder Rules and Regulations or this Code of Conduct will result in a verbal warning from the General Manager.
- 3.2 Serious or repeated breaches will result in a written warning by the BFM Board.
- 3.3 The accumulation of three written warnings will result in the withdrawal of a stallholder's approval to trade at the BFM.
- 3.4 The BFM Board reserves the right to expel or exclude a stallholder from the Markets for egregious breaches of the Code of Conduct or Market Rules and Regulations, immediately and without notice.

4 Complaint Resolution Procedures

- 4.1 All complaints (save for those referred to in 4.9) by customers, stallholder applicants or stallholders ("the complainant"), must be made in the first instance to the General Manager.
- 4.2 The General Manager will investigate all complaints (except for those identified in 4.9) informally and will endeavour to resolve the complaint to the satisfaction of the complainant and the General Manager in a timely manner.
- 4.3 Should the complaints referred to in 4.2 not be resolved to the satisfaction of the complainant by the General Manager, a formal, written, complaint can be made by the complainant and addressed to:

The Chairperson
Barossa Farmers Market
PO Box 517
ANGASTON SA 5353

- 4.4 If a written complaint is received pursuant to 4.3, the BFM Chairperson will meet with the complainant concerned to discuss the matter, agree on a fair solution and a time frame within which the solution will be implemented.

- 4.5 Should the complainant not implement the solution or should a second written complaint be received in relation to the same issue, the issue will be addressed by the BFM Board.
- 4.6 The BFM Board will provide any stallholder in relation to whom a complaint is made with a written notice detailing the complaints made. The stallholder will be provided with an opportunity to respond either orally or in writing to the complaints made at a subsequent BFM Board meeting. The stallholder will be given at least 2 weeks to respond to any complaint made unless the nature of the complaint is urgent, in which case the BFM Board shall specify such lesser timeframe for response as is reasonable in the circumstances.
- 4.7 Should the stallholder elect not to respond to a complaint and should it be found by the BFM Board that the stallholder has acted in a way that is detrimental to the reputation or the interests of BFM, or otherwise not in accordance with this Code of Practice, the BFM Board retains the right to revoke or suspend the stallholder's approval to trade at the market.
- 4.8 The BFM Board will formally respond to the complainant informing them of the outcome of the BFM Board's deliberation.
- 4.9 If the complaint relates to the General Manager, a written complaint can be forwarded directly to the BFM Chairperson and the BFM Board will investigate and provide a written response to the complainant.

By signing this document, I agree to abide by the stallholder code of conduct detailed above.

Name:	
Signature	
Date Signed:	