



## SECTION 3

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# Onsite Operations & Regulations

# Early Market Closure

## **INCLEMENT WEATHER AND CANCELLATION OF SCHEDULED MARKET**

Market will operate until the site is deemed unsafe for public, stallholders and staff.

### Operations Team Responsibilities

- Maintain contact with BOM
- Keep public & stallholders informed through megaphone, word of mouth, media & Facebook
- Secure site and identify potential hazards
- Evacuate site as required

### Stallholder Responsibilities

- Utilise wet weather equipment as required e.g. tarps, torches etc
- Ensure all electrical is undercover or in water proof casing
- Ensure stall is safe and prepared for all weather conditions e.g. rain
- Evacuate staff members as per evacuation plan as required



# General guidelines

### Insurances, licences and registration

- Stallholders are responsible for keeping insurances current at all times
- Failure to hold current insurance is considered to be a material breach of your membership conditions which will lead to immediate termination of your MBSMA membership
- Members/Stallholders are required to ensure their business practices and goods and services comply with the relevant product, safety, business and trade legislation
- Members/Stallholders must obtain any licences and registrations required for the sale of their goods, provide a copy for the office and display them as required
- Registration and licence certificates must be available for inspection by the General Manager, Operation Staff, governing body or nominees at all times. If these certificated cannot be produced upon demand the Member/Stallholder will be suspended from trading until the necessary documentation is produced
- Members/Stallholders applying to sell produce, food or food products must meet the requirements of the City of Darwin and the Department of Northern Territory Health before their application will be considered. The food certificates must be displayed on every food stall, every market
- All vehicles entering the Market area must be registered and insured. All drivers must hold a current Australian Drivers Licence or International Drivers Licence (permitted for driving in Australia)



## WORK, HEALTH & SAFETY

# General guidelines

### Incident reporting

An incident is an event, accidental or deliberate, which results in or may result in damage to property or injury to people. The safe and effective operation of the MBSA relies on stallholders reporting any incidents that they see.

- Stallholders **MUST** report any incident that involves:
  - Members of the public
  - Damage to MBSMA or City of Darwin infrastructure
  - Injury to public, stallholder or staff
- To report an incident, stallholders should contact the nearest member of the Market Staff or approach the Information Booth and complete an Incident Form

### Safety Management Procedures

- To ensure a safe environment for the public and stallholders, MBSMA staff conduct regular stall audits including checks of electrical and gas applications used at the market
- Stall found to be using non-compliant equipment will be required to disconnect the equipment until such time as it has been certified compliant and documented with the MBSMA Office



## WORK, HEALTH & SAFETY

# General guidelines

All market stalls must comply with the minimum **WHS standards** as outlined below

### Market area

- Stallholders must drive within the market area at a walking speed that is no greater than 5km.
- Vehicles are not permitted to move within the market area half hour prior to opening time
  - Market will be closed to vehicles from 3.30pm on both Thursday & Sunday
- Due to City of Darwin regulations, stallholder animals are not permitted to enter the market area with the exception of service dogs
- Within market area, smoking is not permitted at any stall site
  - Smoking is permitted in authorised areas



# Stall safety

## Stall structures

- All stalls must be of a safe construction
- All stalls must comply with the MBSMA Stall policy

## Stall stabilization

- All stallholders must ensure that all infrastructure including structures, umbrellas, clothes racks, tables and stock is adequately secured to prevent injury to members of the public and fellow stallholders regardless of weather
- As MBSMA operates on Larrakia land, **under no circumstance may any stallholder peg anything into the ground**
- It is the stallholders responsibility to ensure that stall structures are secured at all times in all weather conditions using ropes, sand bags or water weights

## WORK, HEALTH & SAFETY

# Stall safety

### Stall set up and dismantling

- Particular care, courtesy and consideration are expected of each stallholder while setting up and packing down
- Stallholders must unload their vehicles/trailers as quickly as possible and remove their vehicle to the Stallholder's carpark as soon as unloading has been completed
- Stallholders must adhere to stall trading hours and ensure pack up is not commenced prior to market closing time
- Stall lights and signage must remain on and in position until market closing time
- Packing up is considered removing any stall lighting, turning off lights, dismantling or removing of any stall infrastructure
- If a food stall has sold out of any dishes, a **"Sold Out"** sign must be displayed

### Confinement to site

- Stallholders must confine their activities within the approved boundaries of their sites as detailed on the Licence to trade
- No merchandise shall protrude into the walkways or public areas
- Stallholders must remain within their stalls and their actions must not interfere with or obstruct market patrons



## WORK, HEALTH & SAFETY

# Stall safety

To ensure the navigation of stallholder cars navigating the market site on market day the MBSMA traffic management plan has been developed. As part of this certain obligations are imposed on stallholders. Stallholders must comply with the following **traffic management requirements**

### Traffic management

**Stallholders must not bring vehicles into the market area or use vehicles in the market area after 3.30pm Thursdays & Sundays**

Stall holders must abide by the instructions of the market staff and security staff regarding the movement and parking of vehicles at the market

Whenever vehicles are within the market area the following rules must be adhered to:

- Vehicle speed is limited to 5km/hour in the market area at any time of the day or night. Due care must be taken in all areas of the market including the public and stallholder car park
- Hazard lights must be activated once the vehicle enters the market area and must remain on until well outside the market area
- Pedestrians have absolute right of way in the market area
- Vehicles must not re-enter the market area at the end of the night until it is deemed safe and clear of pedestrians by the Security Staff and access is given. There may be delays on busy nights moving pedestrians on, so it is expected that stallholders remain patient while waiting for clearance to enter





## WORK, HEALTH & SAFETY

# Stall safety

### Traffic management - continued

Whenever vehicles are within the market area the following rules must be adhered to:

- During Market trading hours, for the safety of visitors and stallholders, there is to be no vehicle movement, including trailers
- During set up and dismantling of stalls, stallholders' vehicles must not be parked in such a manner as to impede the flow of traffic. Through traffic has right of way at all times
- Stallholders must park in the Stallholder car park at the Casino end of the Market. Arts and Crafts stallholders with stall adjacent to the main car park fence line may park along the market fence line behind stall. All other stallholders must refrain from parking in the public area.
- Stallholders are to display a current Parking Permit on the windscreens at all times. Parking Permits can be obtained from the Mindil office or Information Booth on site
- Stallholders wanting to park anywhere other than the Member Carpark must have written permission



# WORK, HEALTH & SAFETY

## Electrical / gas

All market stalls must comply with the minimum **electrical standards** as outlined below

### Electrical leads

- Stallholders must ensure that all electrical equipment and leads are tested and tagged by an authorised person in accordance with AS/NZ 3760
- All appliances, leads, plugs, cables, sockets and switches must be maintained in good and safe operating condition at all times
- Leads and appliance cords must not obstruct persons walking in the vicinity
- Leads and appliance cords must be set above head height or if on the ground away from walkways so as not to be a trip hazard
- All lead connections that are not undercover are required to have a lead cover



### Poor electrical standards



Safety hazard due to exposed electrical cords

## WORK, HEALTH & SAFETY

# Electrical / gas

All market stalls must comply with the minimum **electrical/gas standards** as outlined below

### Electrical / gas appliances

- Stallholders must ensure that all gas appliances are approved and in date
- Stallholders using gas/electrical appliances must have a suitable fire extinguisher and fire blanket on site at all times
- All Liquid Petroleum Gas (LPG) storage and installation must be in accordance with the manufacturer's instructions.
- All gas appliances, regulators, connectors and hoses must be of an approved design that complies with Australian standards
- Stallholders must ensure that all gas appliances are approved and in date
- Gas cylinders must be located away from excessive heat and must be restrained from falling over such as a vented crate placed on a level surface



### Correct storage standards



Photo: NT Worksafe

## WORK, HEALTH & SAFETY

# Fire safety and emergency procedures

All market stalls must comply with the minimum [fires safety and emergency procedures](#) as outlined below

### Fire safety

- It is required that all food stall have a minimum of the following onsite at all times
  - ✓ 1 X 2kg 20B(E) dry chemical powder fire extinguisher
  - ✓ 1 X 1200mm x 1800mm fire blanket
- It is the stallholder's responsibility to ensure that their staff are properly trained in the use of fire safety equipment
- Any exceptions to this will be provided in writing to individual stallholders by MBSMA



### Use approved safety equipment



### Emergency and evacuation procedures

- [New evacuation plan to be added prior to markets](#)
- Each stallholder is responsible for being aware of these procedures and ensuring their staff are informed and aware
- In the event of an emergency please obey the directions of the MBSM security staff and wardens as well as emergency services

## WORK, HEALTH & SAFETY

# Waste management

### Rubbish removal and waste

The MBSM requires all stallholders to remove all waste from the site upon closure of the markets.

Should you wish us to collect rubbish or waste water then we can do so. All applicable fees will be charged as per the schedule of fees.

- The waste bins provided at the markets are for the general public use only
  - Utilisation of these bins with stall rubbish will incur a bin hire fee as per the schedule of fees
- Stallholder bins and waste drums are to be collected from the compound
- Stallholder waste water bulkies will be set up by Mindil operations team
- All stallholder boxes & cartons must be placed in the cardboard bins. Please do not put any other rubbish in these bins
- All waste Oil is to be removed from site. MBSM does not remove waste oil
- Oil is not to go in the waste water
- Stallholder sites must be left clean, tidy and undamaged.
  
- Penalties
  - Any fees incurred by the MBSM will be passed onto responsible stallholders
  - Cleaning fees may apply from MBSMA and Darwin City Council for any spills



## WORK, HEALTH & SAFETY

# Food Standards

All food market stall holders must comply with the minimum **food compliance standards** as outlined below

### Government Compliance

- Stallholders applying to sell produce, food or food products must meet the requirements of the City of Darwin and the Department of Northern Territory Health before their application will be considered
- Failure to comply with health department standards and regulations will result in immediate closure of stall and future stalls may only be reinstated once Management are satisfied all standards and regulations have been adhered to
- It is the Stallholders responsibility to obtain all licences and registration and to keep them current at all times
- Registration and licence certificates must be available for inspection by the Operations team at all times.
- Food certificates must be displayed on every food stall, every market



# WORK, HEALTH & SAFETY

## Food Safety

All food market stall holders must comply with the minimum **food compliance standards** as outlined below

### Cleanliness

- All equipment and fitting must be clean and in a good state of repair and working order
- Benches, tables, bain-maries, condiment containers etc. must be kept clean at all times, with no visible dirt, dust or food particles
- All food serving equipment must be kept clean and sanitised at all times
- There is no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter
- All food/drink samplings offered to patrons must be covered and protected from dirt/dust/insects
- Chipped, cracked or broken utensils are not used

### Handwashing

- Stallholders and their team members are to wash their hands whenever hands are likely to contaminate food, including immediately before working with ready-to-eat food and after handling raw food
- Hands are to be washed using soap or other effective sanitisers
- Hands are to be dried using paper towels



# WORK, HEALTH & SAFETY

## Food Display

All food market stall holders must comply with the minimum **food standards** as outlined below

### Storage, display and transport

It is the stallholders responsibility to:

- Store, display and transport food at the right temperature
- Ensure all food adheres to the NT Food Act 2004
- Monitor and comply with food temperatures as per the NT Food Act 2004
- Ensure adequate cooking, cooling and storage facilities
- Protect food from contamination
- Ensure food is not stored on the ground
- Ensure that food is not defrosted in the sun
- Ensure staff drinks are not stored within serving, working and display areas

It is the stallholders responsibility to:

- Keep displays full and enticing for customers
- Ensure food displays are colourful, abundant and appetising
- Use closed bottles and containers for condiments
- Keep display cabinets clean at all times
- Keep supplies full such as straws, napkins and condiments
- Ensure product labels face the customer when used in display
- Standardise the display ware used to deliver a professional display
- Ensure all equipment is undamaged and clean





## WORK, HEALTH & SAFETY

# Food Signage

All food market stall holders must comply with the minimum [food ticketing and signage guidelines](#) as outlined below

### **Ticketing and signage**

- Ensure food tickets do not hide the food on display
- Ticketing and signage to be consistent throughout stall
- Ticketing and signage to be clean, undamaged and easy to read
- Professionally printed signboards and menu boards are preferred
- Menu boards should be easy to read and clearly communicates the stall offer



WORK, HEALTH & SAFETY

# First Principles of Stall Presentation

## FRONT HOUSE PRESENTATION



Menu Board



Storage



Non-Bain Marie Display



Uniform

## VISUAL MERCHANDISE



Cakes



Juices



Kebab / Rotisserie



Soup

## FOOD THEATRE



Grill



Crepes / Desserts



Satay



Wok

## SALES TECHNIQUES



Ticketing



Kids Menu / Promotions



Specials



Signage

