

OPERATIONAL MANAGEMENT PLAN Pittwater Markets at Pittwater RSL

January 2019

This plan incorporates our Safe Work Method Statements

This operational management plan is arranged in process steps – tasks. Where there are associated hazards they are listed, then the hazard control measures are specified.

The current senior manager on site is Michael Choularton (0422 716 353) assisted by Stephen Choularton.

The current Complaints contact is Stephen Choularton (0413 545 182)

The Complaints Register is located at www.organicfoodmarkets.com.au/complaints.php and accessible via a link on the Homepage on the right hand side.

YOU MUST NEVER LEAVE THE MARKET UNATTENDED FOR PERIODS EXCEEDING A FEW MINUTES WITHOUT CONSENT FROM THE OFFICE

NON-COMPLIANCE WITH OUR PLANS OF MANAGEMENT AND OTHER PROCEDURES IS GROUNDS FOR DISMISSAL

Mona Vale Markets is to take place only 42 days in a twelve month period, are limited to 100 stalls. This must not be exceed.

Please ask your trainer or refer to your Manager's Handbook and venue specific Risk Assessment if you have any question about this document.

Please note you are not employed to move heavy weights, handle electric leads or climb ladders. Do not pick up weights in excess of 15 kilos, do not string electric wires for traders and do not climb step ladders or otherwise adopt positions that can lead to you falling and hurting yourself.

Remember to wear your high-vis equipment at all times.

Any comments received regarding misuse of the term 'Organic" by a trader operating on a market MUST be reported to a director.

Traders are not to be present on site before the 7:00am. Managers are to record the license plate and trader ID of any offending traders and instruct them to leave the site and return at the correct bump-in time.

REPEAT OFFENDERS ARE TO BE REFERRED TO THE OFFICE AND WILL HAVE THEIR TRADING SUSPENDED.

Each trading day:

1. The normal management team consists of two or three managers depending on the number of stalls.
2. Target to arrive for 6:15 am so you are NEVER later than 6:30 am.
3. Wear your high vis vest, waistcoat or rainproof jacket dependent on the weather.
4. Check site for hazards. The major hazards on site at this time are trip and cut hazards in the form of rubbish and broken glass. Remove any hazard you find. Use your pick-up stick to clear these items. If you see needles dispose of them in the sharps container whilst employing appropriate personal protection procedures. Contact the office or a director (if on the weekend) for instruction if you are unable to remove the hazard.
5. From 7:00 am allow traders to start setting up. The major hazards here are vehicle movements. We have published a traffic code asking all traders to drive at under 5 kilometers per hour, keep the front windows down, radio off and use hazard lights. Remind any drivers who are not complying to do so. Traders who cannot comply must be reported to the office, stopped from driving on to the site and made to unload and walk their stall in.

Guide the traders vehicle to their position and ask them to unload. Most traders will park behind their stall but those who will require to move their vehicle should be advised to let a manager know when they are ready to remove the vehicle so they can be assisted out.
6. Concentrate on the traffic movement until half an hour before opening time. When this point in time is reached close the entrance to vehicles and:
 - a. Put out bunting and market signs. The only hazards here are strain. Don't carry too much at once and share the carrying of any heavy signs with another person.
 - b. Check over our Emergency Station which includes our first aid kit.
 - c. Deploy the Emergency Station in its designated position.

Keep an eye on the entrance to ensure that late arrivals can be dealt with in a timely fashion. Be sure to remind those that have not called to warn of their lateness that they should do so in future.

7. Trading begins at 8:30 am.
8. Once set up, do you first patrol – check for:
 - a. Trip hazards – this includes stallholder rubbish and electric wires. Electric wires can be a particular hazard. Make sure they are either strung overhead or covered with a mat/carpet (which does not itself create a trip hazard).
 - b. Hygiene – read and learn the NSW Food Rules. Food hygiene is a clear potential hazard. Be particularly aware of stalls that cook or process foods. Check for sneeze guards and gloves and remind any stallholders to comply. Check hand washing facilities available in any high risk food stall. Check physical setup complies with the NSW Food Authority Guide for Temporary Food Stalls. Make sure all hot food stalls have a tarp on the floor and hot appliances are placed safely.
 - c. Waste - make sure stallholders dispose of waste water into the toilets and that garbage is kept in a separate area by their tent and taken home by them for disposal. (Where our bins are of the wheelie-bin type-**Make sure that bins are kept locked with the slack in the chain only allowing the disposal of small items.**
 - d. Fire hazards– those who use gas/charcoal to cook present a clear hazard. Ensure that they have no more than two gas bottles, one in use and one in reserve at their stall. Also ensure that the cooking arrangement are such that members of the public cannot come into contact with the heat source, for example a bbq should be at the rear of a stall away from the public or be protected by other measure such as a barrier. Check that any food stalls that are cooking have a fire extinguisher and blanket.

- e. Weights – Check that gazebos have weights attached securely and that they are of the appropriate size. Stallholders are not to commence trading until they have suitable weights are attached. Check that they are secured.
 - f. Untidiness – loose boxes cause a clear trip and isle blocking hazard. Tell stallholders to be neat and to remove their own rubbish and store all other items out of sight, under the tablecloths.
 - g. Blocked corridors – the blocking of corridors can impede emergency vehicle access. Make sure you advise traders to set up in a manner that leaves them clear and no to leave rubbish in them.
 - h. Dogs. Loose dogs are an obvious hazard. Ask the owner to keep them on a leash. DOGS ARE NEVER ALLOWED ON FOOD STALLS. IT IS ILLEGAL.
9. At around 10:30 am start to call at each stall and collect the rents. Give a receipt to everyone who pays you. NO EXCEPTIONS. Where your records indicate it check for insurance renewal, a copy of our signed traders agreement and the trader is registered with the Council. Check that our own 'organic' signage is displayed if applicable. If there are not displaying this sign for ANY reason, warn them they must to so. If they don't have it with them, sell them a new one. \$5 per sign, the first one only is free. Make this clear when you first supply these signs to new stall holders. Check that any food stalls that are cooking have a fire extinguisher and blanket. Note any breaches in compliance in your receipt book and report them to the office.

The recommended procedure is to:

- Start at some logical point in the market close to the prescribed time.
- Write the invoice while standing at the stall, adding the trader id and ticking the check boxes where appropriate, note any stalls you are not invoicing such as monthly accounts on the preceding copy invoice in the book.
- DO NOT remove invoice until paid.
- Do a final check of the book to ensure all paid.

10. At 12:30 pm cease tradings and commence packing up. Traders are only to get their vehicle when they have packed down and are ready to load. Guide the traders vehicles to their position and ask them to load and instruct them to get a manager to guide them when they are ready to leave. Once the majority of traders have packed up and left and the public have left the site, replace the bins in their pick up location and check for rubbish around the site and on its perimeter and place it in bins. Use pick up sticks.

11. Clear site by 2:00 pm.

12. Off site:

- Complete your managers report and fax/email to office.
- Fax/email in your market checklist.

IN THE EVENT OF AN EMERGENCY DIAL 000

and phone the office 9999 2226, or Stephen 0413 545 182, Elizabeth 0413 545 182, or Michael 0422 716 353

{Put these numbers in your mobile phone}

COMPLAINTS

You should listen to customer complaints and endeavor to deal with them if you can. If the complaint is beyond your ability to deal with refer them to the office giving them our phone number (9999 2226) and email address.

MANAGEMENT OF STALLHOLDERS BEHAVIOR AND CONDUCT

Stallholders are bound by our standard terms and conditions that regulate their behavior. Those who are selling food are obliged to comply with NSW Food Regulations and should have read our Safe Food Manual and comply with it. All stallholders are obliged to read our WHS Induction at our website and cooperate in creating a safe working environment.

Stallholders are expected to deal with the public in a polite and courteous manner. If a manager observes this not taking place they should intervene and endeavor to calm the

situation. An incident report should be lodged and the member of the public should be invited to contact the office.

Stallholders are expected to minimise noise including playing radios, using horns, shouting greetings and the like.

MANAGEMENT OF CUSTOMER BEHAVIOR AND CONDUCT

Customers are invited to view our emergency procedures when they visit a market page at our website. Customers should act with consideration to other visitors to the market. Those who have dogs must keep them on leads and managers should remind them of this in the event of any dogs roaming free. Please be polite at all times to customers even when provoked and phone the police for assistance if customer behavior appears threatening.

CO-ORDINATION OF ARRIVALS AND DEPARTURES FROM THE MARKET

Permanent trader are advised to come in the first half hour of set up. They know where they are located and normally create minimal management problems.

Casual traders are advised to come in the next half hour. They require to be shown to their trading spot.

Departures tend to be staggered by the different times it takes stalls to pack down.

NOISE MANAGEMENT MEASURES

We do not allow the production of noise. Any vehicles coming in in the morning are instructed to turn their radio off and not shout or use their horns. Managers should advise musicians to moderate their volume if it causes difficult in ordinary conversation within 5 meters.

SECURITY MEASURES

Experience indicates that the presents of 2/3 managers on site is sufficient to deal with problems that arise. However, we do employ a Security Company to remove cash from the market site. If any event occurs that leads a manager to feel threatened they are instructed to phone the police.

TOILETS

There are multiple toilet available inside the buildings on this site. Familiarise yourself with their locations and direct people to them.

Emergency Scenarios:

Please ensure you read the Risk Assessment in its entirety. The below is only a summary.

We can envisage the following types of emergencies. Read and understand the responses required.

1. Bomb threat

No matter how ridiculous the threat sounds, phone the emergency services and let them know the market site, address and cross street. Then ask everyone to leave the site owing to a bomb threat. Only re-enter when allowed by the emergency services.

2. Lost Children

You should keep a lost child with you or leave him/her with a suitable stallholder. Walk around the market shouting the name of the child, etc. if you cannot find a carer take the child to the police station.

3. Collapse of a Gazebo

While these structures are not heavy (under 30 kilo's) they may cause concern if they collapse. Go to the gazebo and offer any assistance that the people there may require.

4. Crowd Panic

In the unlikely event of crowd panic do not try and retain people. The site is without any confining barriers so the crowd should rapidly run out of the area. Go and help anyone who may have been hurt in the heat of the moment.

5. Assault

In the event that an assault occurs at the market, try and calm the parties down. Do not try to restrain any person or join in the matter. Phone the police immediately. Take down any details you can obtain in writing: names, addresses, brief detail of the incident, etc. If video or image can be captured then do but this is only if practical and not at the risk of injury of yourself or the public.

6. Theft

In the event of any theft at the market you should phone the police if the person stolen from asks you to. You should ask the offending party to remain until the police come, but do not try to restrain them. Take down any details you can obtain in writing: names, addresses, brief detail of the incident, etc

7. Evacuation

This is an open site. We do not have useful lists of the persons on site at any particular time. However, you can see the entire site almost at one glance and there are no restraining boundaries. Therefore ask (shout) for people to leave the site owing to an emergency and simply remind anyone still on site to go.

8. Cooking Fire

If the fire is contained use the fire blanket to smother it. If it is larger use the fire extinguisher at the stall and send for the second one from the store room. Even if the fire appears to be extinguished throw the fire blanket over it and leave it for an extended period to cool down.

If the fire is large simply call the fire brigade, and begin the evacuation procedure for the market.

3. Storms

The major risk here is high winds. Gazebos should be weighed down with 20 kilos of weight on each corner. In the event that the wind goes over 40KM per hour you should ask traders to take their tent roofs down. Over 60KM per hour and the market is to be abandoned for that trading day.

4. Medical Emergency

Call the nearest trained person (Stephen, Elizabeth, Michael are all First responder trained as are the all of the management staff) and let them handle the matter.