

Trader Information

Including Health & Safety information

Reviewed 2011



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Health and Safety Policy - Statement of Intent

MPEL recognizes that the Health, Safety and Welfare of its' personnel, trader's and all members of the general public who are involved in the carrying out the Company business is primarily the responsibility of the Company. This responsibility extends to all other persons while they are on premises managed by the Company.

The Health and Safety objectives of Market Place (Europe) Limited is to prevent, so far as is reasonably practicable, loss or damage to its assets. The most valuable of these assets are our personnel, traders and general public but property, plant or equipment comes within the scope of the policy.

The Directors place great importance on and are committed to ensuring the Health and Safety of all its personnel and any persons who could be affected by the Company's activities. Market Place (Europe) Limited considers that Health and Safety involves accountable responsibilities that rank equally with service, costs and quality.

The effective management of Health and Safety requires close co-operation and understanding between MPEL personnel and the enforcement and regulatory authorities. This policy seeks to take account of the needs of personnel and of the organisations and individuals who have a legitimate interest in the way we undertake our activities.

The management of Health and Safety must be effectively integrated with the general aims and aspirations of Market Place (Europe) Limited and we expect this to be done with the same expertise and no less commitment than we apply to any other aspect of our activities.

The aims of Market Place (Europe) Limited on matters of Health and safety are:

1. Comply, as an absolute minimum with all relevant Health and Safety legislation and associated Codes of Practice and improve on the performance standards they specify where it is reasonably practicable and cost effective to do so.
2. Endeavor to improve continually its Health and Safety management systems so that work related ill health and accidents are reduced.
3. Co-operate fully with relevant enforcement agencies.
4. To foster among all personnel involved in the activities of the Company an attitude of mind that safe working is an integral part of the Company's activities.
5. To organise, maintain and encourage, where appropriate, discussions with relevant personnel to ensure compliance with all relevant legislation including the Management of Health and Safety at Work Regulations 1999.
6. To set and maintain high standards of safety through the identification of hazards and establishing procedures and safe systems of work to control them
7. To ensure that all persons are adequately instructed in their duties, suitably trained and supervised.
8. To ensure that protective equipment and devices are available, provided, maintained and used where appropriate.
9. To regularly monitor and measure the MPEL state of Health and Safety and to review this policy annually or more frequently should the need arise.

This Policy requires that all personnel recognize their responsibilities under the Health and Safety at Work Act 1974 to carry out their specific duties in a careful and reasonable manner to ensure the prevention of injury to either them or any other person and to co-operate in the implementation of this Policy.

Market Place (Europe) Limited will take all necessary steps, including auditing compliance, to ensure that the Policy is understood and is being implemented and maintained at all levels and will make available appropriate resources to implement the Policy.

This Policy will be annually reviewed, updated and be brought to the attention of all company personnel.

Ian Hill
Director

Information for All Traders Attending Markets Organised by Market Place (Europe) Limited

General

All traders are required to complete the Online Trader Registration (or paper based version) and having done so notify MPEL online/in writing of any changes to the information contained therein.

Traders are required to comply at all times with all the rules and regulations established by MPEL for the management of the market and with any requests of the Market Manager.

You are required by law to provide to customers your name and address and this should be displayed in a conspicuous position on the stall.

The overall appearance of your stall and display is of significant importance to our events. You must ensure at all times that your stall especially the sides and canopy are clean and in good order and that your display is of the highest standard.

We expect your conduct to be of the highest professional standard and respectful of the reputation of the town or city where we trade and of MPEL. The conduct of your employees is your responsibility but we expect that you will ensure they are polite and courteous and conduct themselves in a professional manner.

When dealing with customer complaints you should in the first instance adopt the philosophy that “the customer is always right” and deal with such complaints in a quiet professional manner. If the issue is not easily solved and you feel you have a genuine point you should immediately involve the market manager to mediate. At no point must you argue with the customer. Remember if your staff are responsible enough to take money they are responsible enough to deal with customer complaints in your absence.

Health & Safety

Each trader operates as an integral part of a wider event albeit as an individual business. In that respect you have a responsibility to ensure as far as possible the Health and Safety of everyone affected by the operation of your business. We expect you to do so as part of any of the events operated by MPEL.

Whilst you are required to carry out risk assessments associated with your own business MPEL as part of its own Event Risk Assessments have identified the main areas of Risk associated with the operation of a market traders business as follows:-

- **Stall/Trading Structure** – This must be erected and dismantled in accordance with the manufacturers’ instructions and secured with the appropriate fixings or weighting mechanism. Please note you must apply fixings or weights before opening the canopy to ensure that the trading unit is stable at all times. A copy of the company safe system of work for the erection and dismantling of demountable stall equipment will be issued to you.
- **Display of Goods in a safe manner** – You are required to ensure at all times (including setting up and closing down) that you do not create any trip hazards with your display or products by placing them outside of the confines of your stall.

- **Electrical equipment** – You must only use electrical equipment suitable for external use and IP rated accordingly. No domestic electrical equipment is to be used on your stall. All portable electrical equipment must also be inspected annually by a qualified electrician (currently) that is to the standards of the 17th edition of the Institution of Electrical Engineers. MPEL will arrange at the first event of each year to have all your electrical equipment PATested after which you must ensure you carry with you copies of the test certificates for all your electrical equipment. All electrical cables must be connected to the generators and/or distribution boards provided and any cable lengths must be laid as requested by the Market Manager. In most circumstances no cable will be allowed to trail at ground level or cross any public walkway unless carried at a suitable height.
- **Safe use of LPG** - Traders using LPG in the course of their business must ensure that they have the equipment checked annually and carry the relevant test certificates with them to each event.
All LPG cylinders must be properly secured in an upright position.
Any reserve LPG cylinders should ideally be connected by means of an automatic change over device.
Suitable signs indicating "Caution - LPG" and "Highly Inflammable" should be displayed on the access door to the LPG compartment.
- **Vehicular movement in confined spaces** – Movement of your vehicle within the approaches and confines of the market site are to be restricted to 5mph. No reversing manoeuvres should be undertaken without the involvement of a banks man.
Before driving into a site you should park your vehicle and advise the manager that you have arrived and are ready to set up. You will be given clear instructions which must be followed. In some towns and City's there may be weight restrictions on the pedestrian walkways due to cellars etc which may collapse if driven on by overweight vehicles it is imperative therefore that you follow the instructions of the managers.
Usually we will endeavour to organise set up and clear out times out of normal trading hours to reduce the potential conflict with members of the public. However in all cases you must take care when driving in any areas where there is pedestrian movement. No vehicles will be allowed on the approaches to or in the event area during trading hours as stipulated on each event confirmation letter.

Insurance

You **must** have £5m Public Liability Insurance cover in respect of any one claim. It is your responsibility to ensure you maintain this insurance policy and to notify MPEL when it is renewed. A copy of your insurance details must be provided to MPEL via the website or paperbased..

We advise that you maintain all other insurances such as Employee, product and vehicle in respect of your business.

Food Hygiene and Food Safety

Food Traders

All food traders must be registered as a food business with their home Local Authority in whichever country they reside or with a "home authority" if the business is registered in the UK. If you change address you must notify the authority in writing where your business is registered.

You are required to maintain a food management system for all aspects of your business and you should either be using the Safer Food Better Business available from the government's web

site or MPEL's in House HACCP Food Safety Management System. If you need any guidance on this please speak to the Manager who will guide you accordingly.

- All open food is to be suitably covered and screened to prevent any risk of contamination.
- All traders selling food which requires refrigeration must have the necessary refrigerated display and storage facilities and ensure they maintain temperature controls and monitoring at all times.
- All water used on the vehicle/stall should be clean and wholesome.
- All persons engaged in the handling of food must:-
 - wear clean and protective over-clothing.
 - refrain from smoking at all times.
 - be trained in basic food hygiene.
- If you or any of your staff smoke or take a toilet break or leave the stall for any reason they should wash their hands and if necessary put on new disposable gloves before re-commencing handling food.
- Stallholders must have a suitable first aid kit maintained in an accessible position at all times to include a supply of high visible waterproof plasters.
- All internal surface finishes to the side and roof to be smooth, impervious and suited to effective cleaning.
- You will be required to have a suitable wash hand basin and a separate equipment wash basin maintained in a conveniently accessible position and with an adequate supply of hot water at a suitably controlled temperature
- Soap or other suitable detergent, disinfectant wipes and suitable drying facilities should be provided and maintained at the wash hand basin/sink unit(s).
- Suitable and sufficient waste bins with close fitting lids are required for waste disposal inside the stall.

Pollution Control

You are required to provide suitable containers for the collection and storage of all waste water discharged from sinks and wash hand basins. Containers should be readily accessible and collected waste water disposed of at a **proper foul drainage access point**.

Refuse receptacles must be provided for the disposal of waste arising from the operation of, and sales from, your stall and must be removed to the waste receptacles provided by MPEL each day as directed.