



As at August 2018

## **Kiama Seaside Markets - Code of Conduct**

Kiama Seaside Markets showcase the best of what the South Coast has to offer. We wish to maintain an authentic market experience where friendly stallholders work alongside retailers to create an unforgettable day out for residents and visitors. Our markets are renowned for great quality and a high level of customer service. All stall holders must strive to achieve best customer service results at all time.

The Kiama Seaside Markets management team will protect the integrity and authenticity of the Kiama Seaside Markets by implementing and overseeing the market's Rules and Regulations and the accompanying Code of Conduct.

This Code of Conduct and the accompanying Terms and Conditions apply to all Kiama Seaside Markets stallholders current and future. The Kiama Seaside Markets management team will revise this document regularly as need dictates. Upon signing the acknowledgement and acceptance of this Code of Conduct and the Rules and Regulations, every stallholder agrees that they are bound by them as at the date they sign and any subsequent modifications and updates to these documents. This document also forms an integral part of our online stallholder registration process.

The most current Code of Conduct and Rules and Regulations documents are always available to read and download at the Kiama Seaside Markets website ([www.kiamaseasidemarkets.com.au](http://www.kiamaseasidemarkets.com.au)). Stallholders will be notified of any changes to these documents.

### **Code of Conduct:**

As a stallholder I/we agree that,

- We will act with respect, courtesy and dignity at all times.
- We will interact with the public, members of the Kiama Seaside Markets management team, fellow stallholders and retailers in a courteous manner.
- We will work safely and ensure the safety of others.
- We will strive to contribute to an honest, unbiased and unprejudiced market environment.
- We will refrain from any form of harassment, intimidation or unwanted physical contact of others
- We will refrain from rude, violent, aggressive, uncooperative or belligerent behaviour toward others.
- We will refrain from verbal criticism of other stallholders or their products.
- We will reject profanity or vulgarity towards any other person, either by actions or in any language



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- We will conduct ourselves and our businesses with honesty, transparency and in the spirit of cooperation.

The Kiama Seaside Markets wishes to foster a culture of support and cooperation between the stallholders, market management and retailers. As such, stallholders must not attempt to work out their grievances between themselves or with retailers and instead should raise any issues of complaint with the **Kiama Seaside Markets** management through the process outlined below.

### **Unacceptable Behaviour**

Unreasonable and negative behaviour including bullying, threatening and abuse, directed at an individual or group resulting in the individual feeling unsafe, offended, humiliated, intimidated, abused or at risk is not in keeping with the ethos of the Kiama Seaside Markets and cannot be tolerated.

Single incidents of unreasonable behaviour can also create a risk to health and safety. They can include any of the following:

- Bullying of any nature
- Verbal or physical abuse
- Sexism and sexual harassment – unwanted or uninvited sexual behaviour
- Racism and racist behaviour
- Offensive, insulting or derogatory language including shouting or yelling
- Acting in a discriminatory manner
- Offensive, insulting or inappropriate communications (including emails, social media, correspondence etc)
- Unwarranted, unjustified or unsubstantiated criticism or comments
- Intimidating behaviour
- Victimization
- Stealing of intellectual properties and copyright infringements

All reports will be treated seriously and investigated promptly, confidentially and impartially.

The Market Managers are the first point of contact for any issues- 0457 773 063.

### **Breaking the Code of Conduct**



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- A report of failure to comply with any component of the Code of Conduct will be assessed and investigated by Market Management.
- Consideration of complaints will be guided by the principles of fairness, impartiality and ethical behaviour.
- If the Code of Conduct has been broken, the **Kiama Seaside Markets** management will take disciplinary action appropriate to the severity of the violation.
- Such actions may include verbal and written warnings, suspension from market participation
- and/or expulsion from the market.

### **Market Management Rights**

The Market Manager has the right to withhold or cancel an approval to a stallholder to trade at the Market; or to remove or have removed from the Market a stallholder who is in breach of the rules and code of conduct. This is including but not limited to, where a stallholder:

- fails to pay their stall fee in accordance with the markets terms and conditions;
- fails to comply with its obligation relating to vehicle and traffic control
- fails to abide by the market's set up or pack up conditions;
- fails to abide by the market's trading hours;
- commits a criminal act at the market;
- behaves in a manner that the Market Manager considers is inappropriate or may bring the market into disrepute

The Market Manager has the right to undertake any of the following actions without notice:

- re-locate a stallholder to another site within the market;
- require the stallholder to remove from sale any good or service offered by the stallholder which are not Approved Products;
- request that the stallholder undertake any reasonable measure which in the opinion of the manager will improve the safety or appearance of the stall.

### **Reporting grievances**

If you experience or witness negative behaviour, please report it immediately to the Market Manager by



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phone and follow up in writing at: [managers@kiamaseasidemarkets.com.au](mailto:managers@kiamaseasidemarkets.com.au)

All reports must clearly describe the complaint or grievance in as much detail as possible. Please refrain from using ill-chosen or derogatory language to describe fellow stallholders, market staff or retailers.

Verbal complaints or discussion of potential breaches of this Code of Conduct will not be entered into on site at the market.

Complaints not made in good faith or anonymous reports will not be accepted.

### **Disputes procedure**

If a dispute arises between stallholders/between stallholders and retailers/between stallholders and market management, it is expected that all parties will act in good faith to resolve it as soon as possible.

If a complaint is made about a stallholder, the market manager will provide the stallholder with written notice detailing the claim. The stallholder will be given an opportunity to respond in writing.

Should the stallholder not respond, and market management decide the stallholder has acted outside the market rules and code of conduct, then market management has the right to ask the stallholder to leave the market family.

If the stallholder wishes to appeal the decision, he/she can do so by writing to the President of the Kiama and District Business Chamber whose decision will be final.

Complaints about the Market Management can be made in writing to the Kiama and District Business Chamber.