



BRUNSWICK HEADS MARKETS

28th September, 2020

Retailers and Community Groups-Returning to Business

Northern Rivers Market Collective was formed by the Regions Market Managers, members of the Management Committees and Local Council Representatives in response to Covid-19 restrictions and returning to business as regional markets.

Together we believed we could work better as a collective, sharing our knowledge, resources and supporting our retailers and community groups during restrictions.

As a collective we are implementing a number of measures, including extra cleaning and training to help safeguard the community against the spread of COVID-19 and to meet the recommendations of NSW Government and NSW Health. We have no choice but to comply as organisations if we wish to trade again, we must agree to protect our community and ourselves and we must work together to meet the requirements.

This document is to support the best practise on moving forward sharing the market as organisations and businesses and reopening with consideration to the requirements by NSW Government to hold an event. We request that retailers and community groups support the endeavors of the market and follow the directions of our staff and manager.

For some retailers this may be too hard to comply or they do not believe in the restrictions, as an organisation we believe we must follow the requirements to protect our community, once the restrictions are lifted you may consider returning, please keep in touch.

The following guidelines are **compulsory** to trade at **BRUNSWICK HEADS MARKETS** and you must agree to the terms of this document.

All stallholders will need to understand their responsibilities to start trading again.

General Stallholders, art, craft, merchandise, clothing etc. are not required by law to have a safety plan; however it is a great tool to use and to evaluate if you are able to meet the NSW Government's Requirements to start trading again. <https://www.nsw.gov.au/covid-19>

Food Stalls are required and it is compulsory to have a safety plan in place that must be registered and on site with them at all markets. <https://www.nsw.gov.au/covid-19>

Local Councils request that Food Stalls should complete the free NSW Food Stall Training [COVID-19 awareness for food service training](#)

Massage, therapy, hands on services are compulsory to have a safety plan in place that must be registered and on site with them at all markets. [COVID-19 Safety Plan: beauty, nail, waxing, tanning and hairdressing salons](#)

COVID-19 – BRUNSWICK HEADS MARKETS STALLHOLDERS REQUIREMENTS

General Guidelines - North Coast Market Collective (**Mandatory**)

1. Agree to abide by covid-safe requirements for markets and covid-safe directions by market management, Council, Police or NSW Health Officer
2. If you or your staff are unwell (fever, cough or sore throat), do not come to the market, or return home immediately
3. Have hand sanitiser openly available on your stand for customer and staff use.
4. Have disinfectant and disinfectant wipes to clean your product and surfaces
5. Must limit the number of people (customers and staff) in their business area, ensuring everyone is 1.5m apart (unless they are family members who can be together). The business area includes – the front of the stall (in effect the walkway directly in front of their stall) where customers can stand to examine the business and products (stallholder responsible), their stall/marquee area (standard 3x3m) and behind their stall, if this is usable space (standing, sitting, storage, change room, product display)
6. Wherever patrons have to queue, especially in food areas, there must be ground markers to indicate queuing distances at 1.5m apart. Stallholders are responsible for monitoring this practice. Stallholders must provide a safe zone for customers waiting on orders, where possible.
7. Signage must be displayed on your stall for customers to see:
 - a. 1.5m distancing rule
 - b. sanitise your hands
 - c. limit on total number of people (customers and staff) allowed in stall area
 - d. please queue 1.5 apart (if required)
 - e. do not handle goods, please ask for assistance
8. All stalls are to remove:
 - a. help yourself product samples
 - b. taste testing
 - c. DIY condiments/milks/sweeteners
 - d. help yourself - cutlery, sachets, stirring spoons, napkins
 - e. refills for honey, oils, cream etc.
9. Food/drink or produce stallholders are required to:
 - a. complete the Covid-19 Awareness for Food Service Training and display their certificate of completion in their stall.
 - b. complete their own Covid-19 Safety Plan and keep a copy in their stall.
 - c. have a splash guard for food that is not covered
 - d. have takeaway containers only
 - e. have menus that are laminated and cleaned between use, or displayed, or single use.
10. These stallholders must complete a covid safety plan in relation to their particular business where they come in direct contact with customers, and a list of customers and their contact must be kept:
 - a. Beauticians
 - b. Therapists

- c. Massage
- d. Tattoo (henna)
- e. Hairdresser
- f. Facepainting
- g. Workshops/entertainment (tiedye, candlemaking, clayplay, drumming, pony riding)

A LIST OF BEST PRACTICE RECOMMENDATIONS FOR STALLHOLDERS:

11. Staff must sanitise their hands regularly
12. If possible create separate entry and exit points in your stall, with signage to indicate directions
13. Consider using side walls or product placement to distance staff and customers from the stalls next to you (1.5m rule)
14. Stallholders are encouraged to utilise barriers to distance their staff and customers during interactions. This may be by incorporating an extra table, rope or clear floor marking indicating where patrons are to stand.
15. Remove or replace difficult to clean surfaces or product (e.g. replace fabric table cloths with wipeable ones)
16. Stallholders must clean regularly any surfaces or product frequently touched by staff or customers using detergent, disinfectant solution or wipes.
17. Stallholders are encouraged to promote customer visual inspection of product where practical. Stallholders will be required to have hand sanitiser available on their stand for customers to use before and after handling objects. Disinfectant and wipes must be available for staff to clean handled objects regularly, where practical.
18. Change-rooms must be disinfected after each customer use (or don't use them)
19. Prefer cashless payment options like Shop&Go / Tap&Go / eftpos systems, to limit cash transactions with customers.
20. Prefer contactless transactions with customers (do not handle goods, please ask for assistance)
21. Stallholders paying any fees in cash will be required to supply the exact amount in a plastic bag with no change given.
22. Stallholders are encouraged to maintain their social distancing and limit their interactions with their staff and other stallholders, where reasonably practical
23. Food vendors are not to provide seating or tables for customers
24. All stallholders and their staff are to be trained in sanitising, social distancing and cross contamination
 - a. Symptoms of infection - fever, cough, sore throat, shortness of breath
 - b. when to get tested
 - c. social distancing of 1.5m
 - d. cleaning & disinfecting work areas
 - e. correct hand washing & sanitising
 - f. proper use of PPE (personal protective equipment) - gloves & mask, if required
25. Consider downloading the COVIDSafe App recommended by the Australian Health Dept.

Specific Guidelines – BRUNSWICK HEADS MARKETS.

- 26. Food courts will not be permitted
- 27. Performers will not be permitted
- 28. Food Stalls are required to register their COVID Safe Plan with Byron Council.
- 29. Please ensure that your insurance is up to date.

REGISTRATION FORM TO BE COMPLETED AND EMAILED

I/We agree to abide by the NSW Government Requirements and Market Policies and Procedures and will take action on behalf of my business with the above guidelines.

I/We agree to register my safety plan as required by NSW Government if applicable and have a copy of it on me at the markets at all times.

I/We understand that markets in the Northern Rivers will share information about retailers who attend each market that breach requirements and/or refuse to comply with our market terms and conditions to trade, this information will be shared in order for NSW Police and Local Government Councils to take action if deemed necessary by market organisers.

REGISTRATION FORM: Completing and returning this registration form by email to bhwoodchop@outlook.com will confirm that you have read and will abide by the Brunswick Markets guidelines for operation:

Name of stall: _____

Name of owner: _____

Type of stall: _____

I have registered a Covid-19 Safety Plan for a business with the NSW Government Yes/No

A copy of my plan is attached Yes/No (necessary to confirm that it fits into Market Covid Plan)

FOOD STALL: Copy of plan attached and copy to Byron Shire Council.

I have completed the ½ hour on line training and attach a copy of the certificate
Yes/No

ALL STALLS: I will provide my own Personal Protective Equipment (none will be available at the market site)

I will require a single or double site (please circle)

Signature of stallholder _____ / / 2021

Email address: _____ Telephone contact number

AS THE SIZE AND POSITIONING OF SITES ARE DETERMINED BY THE COVID -19 REGULATIONS, PLEASE REPORT TO THE WHITE VAN BEFORE SETTING UP AS YOU MAY NOT BE ON THE SAME SITE AS BEFORE.

THIS REGISTRATION FORM MUST BE RECEIVED AT THE ABOVE EMAIL ADDRESS ONE WEEK BEFORE YOUR FIRST MARKET.

The above guidelines are compulsory, if you do not agree and abide by the guidelines the market organisers will refuse entry to trade.