



Fremantle Markets

Rules & Regulations

Updated: May 2026

Review Date: February 2027

IMPORTANT INFORMATION

This booklet contains vital information for all traders at Fremantle Markets and is crucial to trader success and safety. All traders (new and existing) must thoroughly read and understand these Rules and Regulations. Traders must ensure their staff are also familiar with these requirements.

Traders must re-read this booklet annually to remain up to date. A copy must be retained at each stall for easy reference.

DEFINITIONS

In these Rules and Regulations, unless the context otherwise requires:

“Fremantle Markets” means the area of land and buildings set down in the Lease between the City of Fremantle and the Licensor and, where appropriate in the context, includes that part of the surrounding area which the public might reasonably take to be associated with the business of Fremantle Markets. Where the expression “in”, “within”, “on”, “of”, or “at” the Markets is used, it should be taken to mean the area covered by this definition.

“Lease” means the registered lease K572911 between the City of Fremantle as lessor and the Licensor as lessee dated 10 March 2008 for a term commencing on 10 June 2008 and expiring on 31 October 2026.

“Licence Agreement” means a licence agreement, sub-lease, or any other agreement or document made between the Licensor and a Licensee which grants a Trader a right to occupy a Stall.

“Licence Fee” means the licence fee payable pursuant to a Licence Agreement.

“Licensee” means a Trader who has entered into a Licence Agreement with the Licensor in respect to a Stall.

“Licensor” means Fremantle Markets Pty Ltd, PO Box 1837 Fremantle WA 6959.

“Market Manager” means and includes the Licensor and any person the Licensor appoints from time to time to carry out all or any specified tasks with respect to management of the Markets.

“Market Trading Days” means the days on which the Markets are open for trading.

“Outgoings” means the outgoings payable pursuant to a Licence Agreement.

“Rules and Regulations” means the rules and regulations created by this document as amended from time to time by the Licensor.

“Stall” means a part of the Fremantle Markets which is designated by the Licensor as a stall for occupation by a Trader for the purpose of sale by the Trader of food, beverages, goods, wares or merchandise or any other purpose approved by the Licensor.

“Fixed Trader” means a person who is entitled to occupy or trade from a Stall pursuant to a Sub-Lease or Licence Agreement and, where the context permits, includes any person occupying or trading from a Stall.

“Casual Trader” generally trades on a weekend or a number of weekends (by agreement) to sell general merchandise (products and/or services) or foodstuffs.

PURPOSE

These Rules and Regulations apply to all Traders and their staff and complement the terms of any Lease/Licence Agreement issued by Fremantle Markets Pty Ltd (FMPL) for stall occupancy at Fremantle Markets. Adherence to these guidelines helps ensure a safe working environment and enhances the shopping experience for customers.

COMPLIANCE WITH RULES AND REGULATIONS

Traders are required to:

1. Diligently and promptly comply with and adhere to these Rules and Regulations.
2. Promptly follow the orders and directives of the Market Manager on matters including (but not limited to) public appeal, conduct, safety, cleanliness, efficiency, and overall management of Fremantle Markets.
3. Inform their employees, agents (including suppliers), and contractors of these Rules and Regulations and ensure their compliance, including compliance with any orders or directives of the Market Manager.

These Rules and Regulations are additional to, and do not supersede, a Trader’s obligations under their Lease/Licence Agreement. Any breach of these Rules and Regulations constitutes a breach of the Lease/Licence Agreement and may lead to termination of the agreement.

These Rules and Regulations may be updated by the Licensor. Revised versions take effect from the date they are posted on the Fremantle Markets Traders App.

MARKET TRADING TIMES AND SET UP TIMES

Trading hours (as at February 2021) are:

- **The Hall:** Friday to Sunday (9:00am to 6:00pm) and Public Holiday Mondays.
- **The Yard:** Friday to Sunday (8:00am to 6:00pm) and Public Holiday Mondays.

Trading days and hours may be adjusted for statutory holidays and special events. Any changes will be communicated by the Licensor.

Licence Agreements permit trading only on designated Market Trading Days and within specified hours. Trading outside these days/hours without prior written consent from the Market Manager constitutes a breach of these Rules and Regulations.

SET UP TIMES

Traders may access the Markets for restocking, set-up, deliveries, and attendance by tradespeople during the following times (or as otherwise determined by the Market Manager):

Fixed & Casual Traders

- Wednesday: 8:30am to 3:00pm
- Thursday: 8:30am to 6:00pm

INSURANCE

Traders must comply with the following insurance requirements:

- **Public and Products Liability Insurance:** Traders must arrange and maintain valid Public and Products Liability Insurance through an insurer approved under the Insurance Act. This insurance must be in the name of the Trader and include the interest of Fremantle Markets Pty Ltd. Minimum indemnity limit: **\$10,000,000**. Evidence must be provided to the Market Manager.
- **Workers Compensation Insurance:** Traders must arrange Workers Compensation insurance as required by law. A copy must be provided to Market Management.
- **Additional Property Insurance:** Traders may arrange any other insurance they consider necessary. FMPL accepts no liability for loss or damage to Trader property, regardless of cause.

SECURITY CAMERAS

By entering into a Lease/Licence at Fremantle Markets, Traders acknowledge and accept the use of security cameras and other surveillance measures within the premises. Cameras may record Trader activities where installed.

Footage is not routinely reviewed unless there is a specific complaint (e.g., theft or misconduct). Footage may be accessed for investigation purposes.

Recorded footage is retained for a maximum of **two (2) weeks** and is then automatically deleted.

In accordance with privacy laws, and as a policy, Traders cannot be provided CCTV footage unless requested by law enforcement (e.g., Police) or otherwise required by law.

BUSINESS ACTIVITIES

Use/Purpose of Stall

Traders must comply with “Permitted Use/Purpose of Stall” in their Licence Agreement and sell only items expressly permitted. Selling non-approved items is a breach of these Rules and Regulations.

There is **no product exclusivity** within the Markets. Any proposed new items must be authorised by the Market Manager and will require an amendment to the Licence Agreement. Amendment costs are borne by the Trader.

Traders must clearly describe and label imperfect/seconds-quality goods or produce. Goods that are not of merchantable quality or are offensive must not be offered for sale.

Misrepresentation of Product

Misrepresentation of stock/merchandise, and any false or misleading advertising or promotion, is strictly prohibited. Traders must not engage in practices (in-store or via any media) that mislead customers about product quality or nature.

Webpage

Traders must keep their webpage listing on the Fremantle Markets website current. Updates must be provided in writing to the Market Manager and will be processed within two (2) working days.

Key details include contact names, phone numbers, and product lists. The website is a core public information source and is used by Management to respond to customer enquiries.

Mail

FMPL’s PO Box and street address must not be used for tenant mail. Mail addressed to FMPL intended for tenants will not be accepted and will be returned to sender (or disposed of if no return address is provided).

For Google verification/password mail, Traders may use: **74 South Terrace, Fremantle WA 6160**, and must ensure their **business name and stall number** are provided to Google to avoid delays.

INDUCTIONS

Induction Training

Induction training is essential for Market staff, Traders, and Trader staff. Inductions are delivered via training videos covering key procedures and safety requirements.

Market Staff Induction

New staff complete a personal interview and the staff induction video, covering:

1. Welcome
2. Cleaning the Markets
3. Bin Area
4. Risk Management
5. Housekeeping

Trader Induction

New Traders complete the trader induction video covering:

1. Welcome
2. Cleaning the Markets
3. Bin Area
4. Risk Management
5. Housekeeping

Traders' Staff Induction (Trader responsibility)

Traders must ensure new staff are trained in safety and housekeeping protocols. It is recommended that Trader staff view a training video covering the same content as the Trader induction. These measures support a safe, productive, and welcoming market environment.

STALL REQUIREMENTS

General

Traders are solely responsible for stall fit-out, cleanliness, and maintenance. Stalls must be kept in good condition, painted and maintained regularly, and meet established Market cleanliness standards.

Any modifications (including painting) require prior written approval from the Market Manager.

During trading hours, covers over stalls are not permitted. Stalls must be well-presented and visually appealing during Market hours.

Planning Approval

The Process

Traders must submit plans and details to the Market Manager. Market Management will complete a Landlord Consent Form and submit it to the City of Fremantle on the Trader's behalf.

City of Fremantle staff will meet with the Trader to assess the proposal and advise whether planning approval is required. Next steps will be communicated directly by the City of Fremantle.

Compliance supports a clean, well-maintained, and aesthetically consistent Market environment and ensures alignment with City requirements.

Heritage

Fremantle Markets is a recognised heritage site and is included in the Heritage Council of Western Australia's Register of Heritage Places. Development applications may be referred to the Heritage Council for approval as part of the Landlord Consent process. Traders must consider heritage requirements in all proposed works.

HEALTH PERMIT

Food Traders are subject to City of Fremantle licensing requirements and must obtain confirmation of approval prior to commencing trade. Traders must contact the Health Officer at least **10 days** before commencing.

Licensing Officer – City of Fremantle

Phone: 08 9432 9999

Email: health@fremantle.wa.gov.au

SMALL RETAIL SHOP APPLICATION FOR CERTIFICATE

All general merchandise businesses (excluding food stalls) must apply for a certificate as a Small Retail Shop in accordance with the Retail Trading Hours Act 1987.

Traders must complete the Special Retail Shop Application for Certificate form (available on the Fremantle Markets website leasing page) and submit to:

Department of Consumer and Employment Protection

Locked Bag 14 Cloisters Square

Perth WA 6850

Phone: (08) 9282 0841

Fax: (08) 9282 0862

TRADE WASTE & GREASE TRAPS

Food stalls must check with the Water Corporation before entering a lease to determine whether connection to a grease trap is required. Installation is the Trader's responsibility and cost, and requires City of Fremantle planning approval.

All food stalls must complete the Water Corporation Trade Waste Form (available on the Fremantle Markets leasing page) and return it to: tradewaste@watercorporation.com.au

EXHAUST CANOPY

Stalls with deep fryers and exhaust extraction fans must comply with the **Deep Fryer & Exhaust Extraction Fire Safety Procedure (Appendix D)**. Maintenance is critical for fire safety and insurance compliance.

Market Management will arrange cleaning of stall extraction fans, and costs will be borne by the Trader.

Traders are solely responsible for ensuring timely filter replacement in accordance with government standards. Traders must maintain systems to meet efficiency and compliance requirements.

FIRST AID

A First Aid Kit and defibrillator are located in the Market Office. A register of trained first aid personnel is maintained to support emergency response.

AIR CONDITIONERS

All air conditioner installations require prior City of Fremantle approval. Traders must arrange annual servicing by a qualified tradesperson and email proof of servicing to Market Management.

If the Lessor determines that air-conditioning plant/equipment is not functioning or has not been serviced annually with proof provided:

- (a) The Lessor will shut off conditioned air supply until inspected and faults rectified by a specialist contractor.
- (b) The Lessor is not liable for inconvenience, damage, or loss due to loss of air-conditioning.

ASBESTOS REGISTER

An Asbestos Register is maintained (City of Fremantle responsibility). A copy is available at the Markets.

Traders must request a copy before commencing works on their stall. The Register identifies asbestos risks and supports safe management and compliance.

FIRE EXTINGUISHERS

Cooking stalls must have:

- A **Wet Chemical Fire Extinguisher** (red with white band/label), and
- A **Fire Blanket** of sufficient size.

Equipment must be accessible near cooking appliances, maintained to **AS1851.1-1995**, and serviced/replaced as required.

General merchandise stalls are not required to have an extinguisher but must familiarise themselves with extinguisher locations within the Markets.

If an extinguisher is used in a tenancy (especially food stalls), affected surfaces must be cleaned with water and appropriate food-grade detergent. Food contact surfaces must be sanitised to prevent contamination.

Mounting Extinguishers & Fire Blankets (Hot food stalls only)

Extinguishers must be securely wall-mounted, visible, and accessible.

- Maximum mounting height (top): **1200mm** from floor
- Minimum clearance (bottom): **100mm** above floor

A compliant Fire Extinguisher sign must be installed directly above the extinguisher at eye level. Stickers/signage can be obtained from the Market Office.

Fire Extinguisher Servicing

Fire safety measures include:

- Extinguishers and monitoring systems serviced regularly
- Fire detection system tested monthly
- Common area and stall equipment serviced every six months

Traders pay servicing costs for equipment within their stall. Management arranges servicing and forwards costs to the Trader.

GAS COMPLIANCE

Food Traders using gas must ensure appliances are approved in accordance with legislation.

For information:

Principal Engineer Gas Utilisation, Energy Safe

Phone: 08 9422 5200

Website: energysafety.wa.gov.au

SHOP IMPROVEMENTS AND SIGNAGE

Traders must not deface, damage, or attach anything to the building (or Licensor improvements/fixtures/fittings/equipment) without prior written consent of the Market Manager.

No signage may be erected without prior written approval. All signs must comply with the **Signage & Fit-out Guide** (position, size, colour, design, and attachment method).
(Reference retained — policy/guide to be attached to final document.)

COOL ROOMS

Traders with cool rooms must empty them every **three (3) months** (or as directed by the Market Manager) for cleaning and operational purposes. Reasonable notice will be provided.

All costs for maintenance, repairs, and annual servicing of air-conditioning systems and cool rooms are the Trader's responsibility.

Objects in cool rooms must not be stacked higher than **1.2 metres**; items above this height must be placed on appropriate shelving.

DANGEROUS GOODS

Traders must not bring or allow dangerous, noxious, or inflammable substances, devices, or materials onto the premises.

GOODS, RUBBISH, AND WASTE

Traders must not leave stock, property, goods, or rubbish in passageways, entrances, or common areas. The Market Manager may remove any such items at the Trader's expense, and the Trader must not hold the Market Manager liable for removal.

Waste management requirements:

1. Trade waste and general waste must be placed in containers provided outside the premises (not public bins inside).
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2. Putrescible waste (excluding fruit and vegetables) must be sealed in plastic bags.
3. Cardboard must be flattened, free of food scraps and plastic lining, and placed in the approved cardboard crusher.
4. Traders must comply with the recycling policy and use recycling facilities provided.
5. Trader rubbish should be kept at the stall until closing time, then disposed of as follows:
 - General Waste Crusher: general waste
 - Cardboard Crusher: cardboard
 - Red Bins: fruit, vegetables, and food scraps (**no polystyrene**)
 - Pallets/crates: stack neatly at the back of the Church area

Distribution of Promotional Material

Traders wanting to distribute information to other traders must email the Market Manager. If suitable, Management will include it in Trader News (published Thursdays).

SPRUIKING, LOUDHAILERS, AND MUSIC

Public performances, spruiking, and loudhailers/loudspeakers are not permitted unless expressly permitted by a Licence Agreement or approved in writing by the Licensor/Market Manager.

Exceptions:

1. Recorded music sellers may play music from their stall if it aligns with their permitted use.
2. Fruit and vegetable traders in the designated area may spruik on the last Market Trading Day each weekend from **3:00pm until close**, using courteous and non-offensive language.

All music must comply with Management direction on volume, type, and appropriateness.

CHILDREN ON PREMISES

Children are permitted in stalls/market areas only during set-up and after hours, in line with Market Policies. Children must always be supervised. Skateboards, scooters, and similar are not permitted. *(Policy reference retained — to be attached to final document.)*

NOISE

Traders must ensure noise from their stall does not disrupt neighbouring stalls, entertainment, the public, or nearby residents. Management will address breaches on-site.

REFUNDS

Traders must visibly display their refund policy at the point of sale. For further guidance, traders may refer to WA Consumer Protection returns/refunds information.

<https://www.commerce.wa.gov.au/consumer-protection/returns-refunds-repairs-and-replacements>

FIXTURES FOR SPECIFIED PURPOSE, FIRE ESCAPES, AND SAFETY EQUIPMENT

Traders must not use the Licensor's fixtures, fittings, or equipment for any purpose other than intended. Altering or interfering with their operation or storage is prohibited.

Exits and fire escapes must remain unobstructed and accessible at all times. No stock may be stored/displayed in passageways, equipment areas, or emergency assembly points without written consent of the Market Manager, including areas reserved for firefighting equipment.

EXTREME HEAT

During extreme heat/heatwaves, traders must take precautions for their safety and secure their stall and belongings. The Markets generally remain open.

Guidance includes:

- Stay hydrated (seek medical advice if fluid-restricted)
- Use wet towels, cool water, and shade
- Open windows when breezes are available
- Avoid direct sun during peak heat
- Wear light-coloured, loose natural-fibre clothing
- Eat smaller, more frequent (preferably cold) meals
- Ensure correct storage of perishable food
- Monitor news updates for heat conditions

ELECTRICITY SUPPLY & REGULATIONS

Traders must not use electric or gas radiators or any heating appliances.

For **unmetered stalls**, permitted devices include EFTPOS, lighting, tills, phone chargers, and oscillating fans. Traders must comply with allocated power draw. If power draw exceeds allowance,

traders must install a meter at their cost and electricity will be charged by consumption plus supply charge. Where excessive draw occurs without a meter, the Market Manager may disconnect power.

Traders must obtain written approval before any work is arranged on electrical supply systems. All electrical work in the building must be carried out by the Market Electrician at the Trader's cost.

Metered stalls must also seek permission before installing additional/replacement equipment due to limited building power supply.

Only devices directly related to stall operation are permitted. Heaters, televisions, kettles, etc. are not permitted.

Air coolers/air-conditioners require prior approval of the Market Manager.

Traders must comply with the Electricity Regulations below.

ELECTRICITY REGULATIONS

1. All electrical equipment must be kept in good condition.
2. No double adaptors permitted.
3. Traders must request power upgrades by emailing info@fremantlemarkets.com.au
4. Unmetered stalls may use electrical equipment (including lights) up to a maximum consumption of **250 watts** without fitting a meter and will pay a monthly supply charge for this allowance.
5. Unmetered stalls must not exceed the maximum without approval; if additional power is required, traders must apply for approval, prepay for meter/installation, and have a meter installed.
6. Metered stalls must pay power bills and meter reading fees monthly with the Licence Fee.
7. No power may be drawn from or supplied to outside the stall area without written permission.
8. Electrical equipment must not be installed outside the stall area.
9. Power draw must not exceed **10 amps (2400 watts)** from any general power outlet.
10. Only one power board may be used per outlet. Approved multi-outlet fittings (3–4 sockets) may be used for lights/small appliances, not refrigeration or cooking/heating.
11. Electric heating appliances (e.g., kettles, jugs, heaters) are not permitted.

12. Traders requiring power for equipment exceeding 2400 watts must apply for permission and prepay for special installation.
13. Unsafe electrical equipment or interference/damage may result in disconnection.
14. Traders creating a serious fire or safety risk may be asked to leave the market.
15. FMPL requires power conservation due to costs and limited system capacity.
16. Approved electrical items must be tested and tagged by a qualified tester/electrician at the Trader's expense **prior to set-up and annually thereafter**.
17. Lighting rules:
 - Only LED lights are authorised.
 - Incandescent spotlights are not permitted.
 - Fluorescent fittings should be replaced with LED fittings.
18. Only the approved Market Electrician may work in Fremantle Markets (details in the Market App or via Market Management).

LIGHTING AND ELECTRICAL SAFETY

1. Annual thermoscan of electrical equipment is conducted by management.
2. All electrical leads must have a current test tag prior to set-up and annually thereafter. Traders must keep tags current. Expired labels may be tested and tagged by Market Management's contractor and billed to the tenant.
3. RCD inspections are conducted every six months by management with a licensed electrician.
4. Electrical rules are strictly enforced and traders must follow safe electrical practices and use approved equipment.

LITHIUM BATTERY CHARGING & STORAGE

Due to the fire risk associated with lithium-ion batteries within a heritage building environment, the following rules apply:

- Charging of e-bikes, e-scooters, mobility scooters and portable power banks is strictly prohibited within Fremantle Markets.

- Mobile phones, laptops, EFTPOS terminals and portable speakers are permitted onsite; however, charging of these devices is only permitted whilst the trader or staff member is physically present at the stall.
- Unattended or overnight charging of any lithium battery device is strictly prohibited.
- Damaged, modified, overheating or non-compliant lithium batteries or charging equipment are prohibited onsite.
- Only manufacturer-approved charging equipment may be used.
- Market Management reserves the right to disconnect or remove any device considered to pose a fire, electrical or safety risk.

Breaches of this policy may result in immediate disconnection of power and further enforcement action under the Rules & Regulations and Licence Agreement.

POWER OUTAGES

During power outages, the market remains operational. Traders unable to process transactions should await updates for at least one hour. Due to the Markets' location in a hospital catchment, restoration is typically prioritised. Updates will be provided via the WhatsApp group.

PARKING OF VEHICLES

Traders must not park or drive vehicles or trucks inside the Market building.

Norfolk Close car park:

- Thursdays: trucks have right of way until 11:00am
- Fridays, Saturdays, Sundays: unloading permitted until 9:00am; after this it must be left free for customer parking.

On trading days, traders and staff must not park in public car bays in Norfolk Close (customer parking only).

CONDUCT, ATTITUDE, AND DRESS

Code of Conduct

A Code of Conduct sets expected standards for Traders and Trader staff. A copy is in the Market Policies. Traders must comply to uphold the Markets' reputation and a respectful environment. *(Policy reference retained — to be attached to final document.)*

Professional Conduct

Traders and staff must behave professionally and respectfully, using appropriate language and maintaining a positive attitude. Presentation must be neat and clean. Staff must not be intoxicated, to protect the family-oriented reputation of Fremantle Markets.

Dress Code for Food Vendors

Food vendors must maintain high standards of appearance and cleanliness, including proper footwear. Uniforms are required.

Drugs, Dishonesty, and Violence

Illegal drugs, offensive weapons, explosives, and any substances/devices posing fire risk are prohibited.

Alcohol consumption is prohibited during trading hours except in areas with a valid Liquor Control Act licence.

Dishonesty or violence (towards public, other traders, the licensor, or property) is prohibited.

Smoking and vaping are prohibited throughout the Market grounds, facilities, and entrances. Traders must ensure staff comply.

Traders' Personal Possessions at Their Own Risk

Traders are responsible for their possessions. Valuables should not be left unattended.

OCCUPATIONAL HEALTH & SAFETY

Fremantle Markets uses a risk management approach to identify, assess, and control hazards. Compliance with relevant legislation and industry standards is required. Traders, employees, and contractors must follow policies and procedures, with an aim of **zero harm**.

Ladders: Traders must use their own ladder and conduct a risk assessment before use. If safety concerns exist, Market Management staff may be engaged to do the task at the Trader's expense. Additional caution is required due to uneven heritage floors.

RISK MANAGEMENT – WORK ORDERS

The Market Manager conducts periodic risk audits and checks. Traders must rectify breaches within required timeframes. Failure to do so is a breach and may lead to remedies under the Licence Agreement.

Appendix A contains the current audit form. Appendix B contains the Work Order form.

TRADERS RESPONSIBILITIES & INDEMNITY

By accepting a Lease/Licence Agreement, Traders indemnify FMPL against claims, liabilities, damages, costs, or expenses arising from or related to:

- Damage caused to the Trader's stall or Market property (in or near the stall).
- Injury to any person on or near the Trader's stall caused or contributed to by the Trader's acts/omissions or those of employees, agents, contractors, service suppliers, customers, or visitors.
- Risks or dangers arising from the Trader's use of the stall, whether or not the Trader was aware of them.

DELIVERIES

Delivery drivers are the responsibility of the Trader receiving delivery. Traders must use reputable distributors with appropriate Public Liability insurance and training procedures. Deliveries are permitted **only during set-up hours**.

VOUCHERS

FMPL issues gift vouchers for events and \$10 bus driver vouchers (examples are stored in the Market App). Traders must accept and honour vouchers as instructed. If uncertain, contact Management—do not reject vouchers without clarification.

MOVING OUT

Traders must remove all belongings on their last day of trade. If extra time is needed, it must be arranged in advance with Management.

Access will be provided the day following the last trading day until **12:00pm** for removal of stock.

Before vacating, Traders must sweep the floor and leave the stall in a condition suitable for re-leasing. Any damage must be rectified prior to leaving.

HOT WORKS

Hot works (welding, cutting, or any processes involving open flames or high temperatures) are prohibited inside Fremantle Markets.

MARKET FLOORS

Uneven Floor

As a heritage building, floors may be uneven. A warning sign is installed at the main entrance. Visitors are advised to take care.

Wet Floor

During heavy rain, floors may become wet and slippery. Wet floor signs will be erected as soon as possible.

All traders must promptly notify Management of wet floors or trip hazards to support immediate action and prevent incidents.

TRADESPEOPLE & ALTERATIONS

Traders must ensure tradespeople are appropriately qualified, licensed, and experienced. The Market Manager may refuse entry where requirements are not met.

All tradespeople must register at the Market Office for induction prior to commencing work.

Tradespeople must provide proof of insurance and qualifications (including working from heights certification) to Management before starting.

Alterations (including power outlet changes and signage) require prior approval from the Market Manager.

Only the following tradespeople are permitted:

- Electrician: Graham Lillis (0404 064 000)
- Refrigeration: Brett Male (0419 220 116)
- Plumber: Adam – General Plumbing Co (0403 246 162)

Traders must be on-site during works and deliveries.

Cutting, sanding, and grinding must occur outside the market. Hot works are not permitted.

ACCIDENT REPORT & INVESTIGATION

All accidents and incidents (regardless of severity) must be reported to the Market Manager immediately.

Market Manager responsibilities include:

- Documenting incident details, findings, and corrective actions

- Identifying high-risk areas and trends
- Including accident/incident reporting within the Weekend Report (Appendix G)

Accident investigation forms part of the prevention program and aims to identify root causes and contributing hazards.

Reporting to WorkSafe

Where a serious incident occurs (significant injury, death, or serious risk to health and safety), it must be reported to WorkSafe.

Required actions include:

1. Ensure medical assistance is provided immediately.
2. Secure the area to prevent further harm and preserve evidence.
3. Notify WorkSafe promptly via the relevant reporting channel.
4. Provide full incident details.
5. Cooperate with any investigation.
6. Implement corrective actions.
7. Keep detailed records of the incident and actions taken.

USE OF STALLS AND OTHER AREAS OUTSIDE MARKET TRADING HOURS

Traders do not have exclusive rights outside trading hours. The Licensor may use stalls and other areas for any purpose outside Market trading hours.

Where a stall area contains stock or fittings, the Licensor will provide reasonable notice requiring relocation unless the Licensor has provided prior written consent to store stock or leave fittings outside trading hours. Relocation is at the Trader's responsibility and cost (unless otherwise agreed in writing).

Where a Trader uses locks, the Market Manager must be provided with a clearly labelled duplicate key. If a key is not provided and access is required, Management may break locks to gain entry.

WORKING FROM HEIGHTS

Anyone required to work at heights (Traders, staff, contractors) must attend appropriate training.

Ladder safety: ladders must meet legislative requirements and be appropriate and in good condition.

Safety harnesses must be worn and attached to approved anchor points where required.

FMPL cannot provide tools or ladders to Traders, staff, or contractors.

APPENDIX A

RISK MANAGEMENT AUDIT

OCCUPATIONAL HEALTH AND SAFETY

Trading name # -

Trader name -

Stall number -

Location -

Approved products -

Public liability insurance expiry date -

HOUSEKEEPING

Boundary compliance

Adhering to rules & regulations.....

Website listing match the stall products

Hazards.....

Rubbish in stall.....

- Clean & dust free
- Exhaust fans clean.....
- Gas compliance
- Signage compliance
- Fires extinguisher & signage
- All electrical & equipment compliant and tagged
- Vermin.....
- Exhaust Canopy.....
- Unapproved products
- Food stalls (any visible risks):.....

WORK ORDER

OCCUPATIONAL HEALTH AND SAFETY

Date

Stall #

Trader Name

The following non-compliance matters have been noted and require immediate attention.

Rectification required by (date and time).....

Please return a copy of the work order confirming that the above have been rectified.

Signed.....

Compliance return

These matters set out above have been rectified.

Signed

Trader

Date

APPENDIX C

2015 - NOTICE OF INTENTION TO SELL BUSINESS

Stall number -----

Traders's name -----

Address -----

Telephone -----

Description of goods sold from the Stall:

Asking price for Business: Goodwill

Plant

Fittings

Stock

Total \$ _____

Turnover last financial year

Average per week

Range of weekly turnover

Comments on turnover, seasons etc:

In the event of a successful sale proceeding, I/we agree to pay to Fremantle Markets Pty Ltd A.C.N. 071 495 648 ("the Manager"), in accordance with my/our licence agreement, all reasonable expenses incurred by the Manager in investigating and approving the assignment of my/our rights under the licence agreement to (or the entry into of a new licence agreement in place thereof with) the proposed purchaser, including a processing fee as per the Rules and regulations. The fee is to be paid at or prior to settlement.

I/we represent and warrant that I/we are not in breach of my/our licence agreement and/or the Market Rules and that the stall complies in all respects with my/our licence agreement, the Market Rules, including the Health Act, power usage limits, requirement for electrical meter, area occupied, signs etc

Traders's signature Date

Market manager's signature Date

Actual sale price: Goodwill

Plant

Fittings

Stock

Total \$ _____

Purchaser's name -----

Address -----

Telephone -----

Finance -----

Purchaser's signature -----Date-----

NOTE TO PURCHASERS: It is strongly recommended that you seek independent advice from a financial advisor, accountant or solicitor.

APPENDIX D

DEEP FRYER & EXHAUST EXTRACTION FIRE SAFETY PROCEDURES

Deep Fryers & associated equipment if not properly maintained create a serious fire risk.

Approximately 30% of fires in commercial buildings are related to cooking equipment and build-up of fats/oils, neglect of cleaning can contribute to ignition.

We at the Fremantle Markets are committed to the safety of our traders and the public and as such require all traders who operate deep fryer equipment to comply with the following Fire Safety & Good Housekeeping procedures.

- Chemical Extinguisher & Fire Blankets to be installed and maintained in accordance with Australian Standards. A six-monthly inspection by an appropriate fire protection company will be arranged by Fremantle Markets Pty Ltd (FMPL) and equipment serviced or replaced at the traders cost.
- Housekeeping
- Frying and cooking equipment and the ducted extraction system be at least 150mm clear of any combustible materials.
- All oily or greasy waste including batter scrapes be kept in metal receptacles with metal lids whilst in the building. Removed from the building at the end of each frying session and placed in such receptacles as stipulated by local authorities.
- Grease Extraction filters
 - The grease extraction filters must be professionally changed at least monthly to meet Australian standards. For busy kitchens this should be done every two weeks – a lot of insurance companies require fortnightly cleans so to be on the safe side, we recommend sticking to a more frequent cleaning routine.
 - These hoods are closest to the food preparation area so they are first to have grease and oil build up on the surface. Generally, they are also closest to any cooking flame, causing a nasty situation if they are not cleaned regularly.
- Cooking hood ducts
 - The system behind the filters visible in a kitchen is also prone to build up, especially if the filter itself is not in great shape. The ducting takes grime out of the kitchen to keep the air safe for kitchen staff. These are to be professionally cleaned every six months by a professional contractor. This will be arranged by Market Management and cost forwarded to the trader. 3 monthly for charcoal.
 - Australian standards also dictate how far the hoods must be from ignition sources. In some cases, special flame barriers or spark arrestors are required in the ducting. It's crucial you

ensure the design of your kitchen meets all required standards to eliminate potential risks from poorly engineered systems.

- The kitchen exhaust ducting system includes the extractor fan and motor, which need to be serviced and maintained as the ducting is cleaned. If the motor fails the air quality in the kitchen will deteriorate very quickly, causing smoke hazards and breathability issues.
- The risks of not cleaning
 - Neglecting the exhaust and canopy cleaning schedule will almost certainly cause a fire in the future. Most restaurant fires in Perth start in cooking appliances and flare up into the exhaust system. When flame meets grease, the fire gets out of control fast and damage bills can be in the hundreds of thousands.
 - Sticking to a regular cleaning schedule also means staff can work in an environment free from harmful smoke and nasty odours. Commercial exhaust systems are designed to move a lot of air for very good reason. With all the activity going on in busy kitchens it is essential to keep fresh air circulating, for everyone's health.
- Cleaning
 - As a matter of safety for all tenants and for Insurance compliance, Market Management will arrange the following cleaning of all Extraction Fans at the tenants cost;

6 monthly

Canopy & roof blade cleaning

12 monthly

Flu or ducting chamber cleaning

Traders will be forwarded their compliance certificate upon completion and the amount will be added to the tenant's next invoice.

Filters

Market Management will arrange filter cleaning as per the frequency specified by the Australian Standard for the equipment they utilise and the cost forwarded onto the trader. It's the traders responsibility to regularly check and report any issues with the filters.

Coals

- Potential hazards of coals in the market include fire risks and health concerns.
- To ensure safety, coals are to be removed from the premises nightly, and stalls must have compliant ventilation for cooking activities.
- Extraction units are to be professionally cleaned every 3 months and correct filters to be installed.

PEST CONTROL PROCEDURES

A comprehensive pest management plan is crucial for safeguarding food and food contact surfaces from contamination by pests. It also demonstrates a food business's commitment to eradicating and preventing pest harbourage. When developing a pest management plan, consider the following factors:

1. Types of pests to be treated: Identify common pests such as rodents (rats, mice), insects (cockroaches, flies, ants, weevils), and birds (pigeons).
2. Areas to inspect and treat: Pests are drawn to water, food, and shelter in dark spaces. Common hiding places include areas under and behind appliances, equipment, washing facilities, inside wall cavities, cupboards, and packaging. Create a checklist for inspection purposes.
3. Treatment methods: Determine the appropriate treatments, such as baits, sprays, traps, etc. Provide safety and shelf-life information for the chemicals used, ensuring they are suitable and approved for use in food premises.
4. Placement of pest control devices and pesticide storage: Ensure that devices like rat bait stations, insect attractants, zappers, spray dispensers, and flyscreens are positioned in areas that minimize the risk of contact with food or food contact surfaces. Create a site map indicating the locations of pest control devices and storage areas.
5. Frequency of inspections and treatments: The frequency and timing of inspections and treatments depend on various factors, such as location, climate, food type, pest type, season, and signs of pest activity. Conduct regular inspections and treatments to avoid expired chemicals, replace, or reset used baits and traps, and remove killed pests to maintain a pest-free environment.

6. Hiring professional pest controllers: While not mandatory, having professionals visit the premises regularly can be beneficial as they must adhere to legislative requirements. Keeping food premises and transport vehicles clean, tidy, and well-maintained also helps prevent pest issues.

7. Preventive measures: Take proactive steps to prevent pest entry and nesting, such as keeping food and equipment elevated, storing food and waste in sealed containers, promptly disposing of rubbish, and regularly checking pest-prone hiding areas.

8. Documenting inspections and treatments: Maintain written reports of pest inspections and eradication treatments, whether conducted by the business or professional pest controllers. Include dates, observed pest activity, chemicals/controls used, and recommended actions. Address recommended actions promptly.

9. Seeking professional assistance: If the food business is unable to adequately control pests, it should engage a professional pest controller for assistance.

By implementing a well-structured pest control plan, food businesses can ensure a safe and hygienic environment, minimizing the risk of pest-related contamination.

Should I keep records?

Maintaining records of all pest inspections and treatments is highly advisable. These reports should encompass dates, details of pest activity, chemicals/controls employed, and suggested actions. Timely completion of the recommended actions is essential.

Tips

Here are some tidied tips for effective pest control in food premises:

1. Enclose food preparation areas whenever possible.
2. Limit preparation of low-risk foods to open areas (e.g. coffee).

3. Store and display food under covers, protective guards, or enclosed display cabinets/fridges.
4. Keep uncovered food away from pest control devices.
5. Ensure there are no holes, cracks, or gaps in ceilings, walls, and floors, including sealing around service pipes and wires.
6. Store food and waste in sealed containers and regularly remove rubbish.
7. Employ pest repellent and trap devices at entrances and exits.
8. Maintain cleanliness and tidiness in food premises and transport vehicles.
9. Seek professional help if your business struggles to manage pests effectively.

Additional tips for managing cockroaches:

1. Avoid laying cardboard across floors as cockroaches can live inside and feed on glue.
2. Regularly clean all surfaces, especially between appliances and counters, and scrub under refrigerators and stoves.
3. Keep all rubbish in sealed bins and empty and clean them regularly.
4. Store food items in sealed containers to prevent cockroaches from accessing them.
5. Repair holes in walls and floors and seal gaps with silicone caulk.
6. Replace wooden shelving with plastic or stainless steel or caulk gaps between pieces of wood shelving after cleaning.
7. Keep shelves elevated and away from walls for easy inspection.
8. Reduce moisture by repairing leaks, insulating pipes, and caulking gaps around sinks and tubs.
9. Inspect incoming goods for cockroach presence, especially within storage boxes.
10. Replace missing or damaged baseboards and use 1-inch Teflon tape to wrap legs of tables and benches to prevent cockroaches from climbing.
11. Clean up cockroach droppings promptly with a disposable cloth to avoid attracting more cockroaches.

Fremantle Markets Pest Control Plan

The Fremantle Markets Pest Control Plan is designed to ensure a pest-free environment for the well-being of customers, traders, and staff. The plan includes regular treatments and inspections to address various pest issues. Here is an overview of the pest control schedule:

1. Cockroach Treatment:

1. Frequency: Monthly

2. Description: The entire market is treated for cockroach infestations on a monthly basis. Cockroaches are a common pest and can be a significant health hazard. Monthly treatments help keep their populations in check and prevent potential contamination of food and food contact surfaces.

2. Spider Treatment:

3. Frequency: 6 monthly
4. Description: Spider treatments are conducted once a year to address any spider infestations. While most spiders are harmless, some species can pose a risk to individuals with allergies or venomous bites. Annual treatments help control spider populations and ensure a safe environment for everyone.

3. Rodent Treatment:

5. Frequency: Every 3 months
6. Description: Rodents, such as rats and mice, can cause damage to property, contaminate food, and transmit diseases. Treatments are conducted every six months to keep rodent populations under control and prevent potential hazards.

4. Termite Inspections/Treatments:

7. Frequency: Annually
8. Description: Termites are destructive pests that can cause extensive damage to structures and wooden components. Annual inspections are conducted to detect any termite activity early and implement necessary treatments to protect the market's infrastructure.

By adhering to this Pest Control Plan, the Fremantle Markets demonstrate their commitment to providing a clean and safe environment for all stakeholders. Regular pest control measures help prevent infestations and maintain the market's high standards of hygiene and safety.

APPENDIX F

WHAT'S APP POLICY

Fremantle Markets Community Circle WhatsApp Group is established for security purposes only.

The primary objective of this group is to encourage members to share safety and security concerns from within and around the market.

As the administrators, we aim to foster a respectful community that practices self-moderation.

Members:

To join this group, individuals must be current traders and staff, WA Police, City of Fremantle Community Safety Officers, Market Management, and other key individuals approved by Market Management.

To be added to the group, please send an email to info@fremantlemarkets.com.au

Terms of Use:

1. Keep posts concise and relevant.
2. Refrain from sharing personal information about others.
3. Show respect to fellow members.

This group is exclusively for posting security-related and life-threatening issues. Social information, cleaning matters, and general chit chat are not allowed.

Breach:

Any violation of the Terms of Use will result in a 24-hour ban from the group. A second breach will lead to permanent removal from the group.

Let us collaborate to maintain a safe market environment.

APPENDIX G

Weekend Report

Date:

<p>Fire Extinguishers</p> <ul style="list-style-type: none">- Report any issues.- Please check all food stalls have visible extinguisher with sign above and fire blanket	
<p>First Aid Kit (First Friday of the Month)</p> <ul style="list-style-type: none">- Check stocks- Check no expired products- No medication to be stocked in this cabinet. <p>Currently reviewing First Aid Procedure. To be discussed in detail at next month's Risk Management Meeting. Until then, please do offer first aid in the office. Leave the door open and secure consent before assisting.</p>	-
<p>First Weekend of the Month</p> <ul style="list-style-type: none">- Check all food stalls have Wet Chemical Fire Extinguisher and Fire Blanket	

Notes for this weekend	
<p>ATM, Photobooth & rides/games – all in working order? Any issues, please let report and let me know.</p> <p>Any issues call Kevin 0414279230 or Paula 0433811284</p>	
<p>New Stalls – Please check for compliance & welcome them!!</p> <p>Any issues report to Natasha</p>	-
Electrical Tags up to date as of June 2023	
All external lights working Friday night	

<p>Check vents open in Yard</p>															
<p>All internal lights working Friday night including all emergency exit lights</p>															
<p>Gas Bottle Inspections – Please check number on site each weekend and notify me if anyone exceeds their permitted number of bottles on site.</p>	<table border="1"> <thead> <tr> <th data-bbox="783 1227 919 1473">Stall</th> <th data-bbox="919 1227 1077 1473">How many bottles permitted in the stall</th> </tr> </thead> <tbody> <tr> <td data-bbox="783 1473 919 1554">5</td> <td data-bbox="919 1473 1077 1554">1</td> </tr> <tr> <td data-bbox="783 1554 919 1635">88</td> <td data-bbox="919 1554 1077 1635">2</td> </tr> <tr> <td data-bbox="783 1635 919 1715">Y2</td> <td data-bbox="919 1635 1077 1715">1</td> </tr> <tr> <td data-bbox="783 1715 919 1796">Y4</td> <td data-bbox="919 1715 1077 1796">2</td> </tr> <tr> <td data-bbox="783 1796 919 1877">Y5</td> <td data-bbox="919 1796 1077 1877">2</td> </tr> <tr> <td data-bbox="783 1877 919 2000">Y9 & 10</td> <td data-bbox="919 1877 1077 2000">3</td> </tr> </tbody> </table>	Stall	How many bottles permitted in the stall	5	1	88	2	Y2	1	Y4	2	Y5	2	Y9 & 10	3
Stall	How many bottles permitted in the stall														
5	1														
88	2														
Y2	1														
Y4	2														
Y5	2														
Y9 & 10	3														

	Y103	1
	Y104	1
	Y104A	2
	Y104B	1
	Y124	2
Risk Management issues/ hazards		
Water Leaks – please list any reported leaks		

IPS Panel Inspection – Check all cool room panels and ensure no damage.	
Trader issues	
Drainage issues	
Maintenance issues	
Tenants who were late/left early	

Please list all traders who "sold out"

Name & Number of potential traders

Customer complaints or feedback

RCD tripped or any electrical issues	
How many bins used	
Any broken umbrellas	
Plants Watered & cleaned around pots (Fri, Saturday, Sunday & Mon Public Hols)	
Improvement suggestions	
Has the paint room, brochure room and workshop been left tidy at the end of weekend? All bottles labelled and no unsealed bottles.	
Is the Bailer and Rubbish Compactor empty?	

<p>Check floors for any significant issues/potholes</p>	
<p>Media this weekend</p>	
<p>Upcoming Events</p>	
<p>Risk Management</p> <p>Step 1 – Identify the problem</p> <p>Step 2 – Assise the seriousness of the problem and likelihood of an incident.</p> <p>Step 3 – Control what needs to be done to fix the problem</p> <p>Step 4 – Monitor and Review</p>	

General Notes –

Appendix H

Bain Marie Procedure for end of trade Sunday Night

Weekly cleaning of your commercial Bain Marie is essential to maintain its performance and hygiene. Follow these steps to ensure proper upkeep:

1. Preparation:

- 1 hour before closing, turn off the Bain Marie to allow it to cool.

2. Draining Dirty Water:

- Depending on the model, either drain the dirty water using a drain handle or scoop it out using a plastic container into a bin.

3. External Cleaning:

- Use a clean wet cloth and warm water mixed with detergent to wipe down all external parts of the Bain Marie.
- Wipe under and around the machine, as well as nearby surfaces and equipment.

Refilling on Fridays

1. Rinse and Dry:

- Rinse the Bain Marie thoroughly with clean water and sponge dry.
- Refill with clean water to the set level.
- Ensure Bain Marie is level before refilling to the maximum water line.

6. Final Steps:

- Follow the nightly wiping process for external areas.
- Clean the top of the hood and sanitize sneeze guards.

Regular maintenance and proper cleaning procedures will keep your commercial Bain Marie in optimal condition, ensuring efficient performance and maintaining food safety standards. For more information, consult your supplier or manufacturer's guidelines.

MARKET POLICIES

ALCOHOL & DRUG POLICY

This policy is applicable to all employees of Fremantle Markets, traders, and their employees.

The consumption of alcohol, illegal drugs, or medication leading to illness can have significant implications for the market, including:

- Affecting customer service
- Increased absenteeism
- Potential accidents
- Diminished work performance, including conflicts
- Risk of workplace violence

Traders and their employees are required to report to work in a condition where:

- They do not expose themselves, co-workers, or others to unnecessary health and safety risks.
- They can perform their duties without hindrance.
- Their condition does not impede the ability of co-workers to fulfill their responsibilities.

If an individual appears unfit for duty, the Market reserves the right to remove them from the premises and consult with a medical practitioner to assess their fitness for work.

Smoking/Drugs/Vaping

Smoking is strictly prohibited within the Markets and at entrance points.

CHILDREN IN THE WORKPLACE POLICY

Policy Statement:

Children entering the workplace pose potential risks to their safety and the safety of others. The Fremantle Markets environment is not designed as a safe place for children to play. While it is preferred that children are not present in the market area, exceptions may be made for traders with specific needs, such as family business involvement or childcare limitations.

Procedures:

1. **Requesting Permission:** Traders who need to bring their children into the Market during setup or trading hours must make a prior request by contacting a member of the Management Team or via email.
2. **Evaluation:** Each request will be evaluated in line with this policy, considering the nature of the request and potential health and safety risks to the child and other traders.
3. **Management Discretion:** Management retains the right to approve or deny requests based on valid reasons, such as the child's potential interference with customers, other traders, or causing damage to property within the Market.
4. **Refusal Communication:** If a request is denied, clear reasons will be communicated to the trader by the Management Team.
5. **Supervision Responsibility:** Traders bringing children into the Market must ensure constant supervision to prevent interference or disruptions to other traders' operations.

While accommodating individual circumstances, the Fremantle Markets Management Team prioritises the safety and well-being of all individuals working within the Market.

CODE OF CONDUCT

This Code of Conduct outlines the expected standard of behaviour for Traders and Trader Staff at Fremantle Markets.

Definitions:

- FMPL: Represents Fremantle Markets Pty Ltd.
- Fremantle Markets: Denotes the Markets operated by FMPL at the corner of South Terrace and Henderson Street, Fremantle WA.
- Management Staff: Signifies the day-to-day employees engaged by FMPL to operate the markets.
- Tenants: Encompasses individuals or entities holding a Sub-Lease or License to operate at Fremantle Markets.
- Tenant Staff: Includes individuals engaged by Tenants to operate retail outlets under Sub-Lease or License Agreements.

Scope:

This Code of Conduct is an integral part of the Rules and Regulations governing all Sub-Lease/License/Casual Agreements for tenancies at Fremantle Markets. Any breach of this Code shall be considered a breach of the respective agreements. The Code establishes fundamental values that underpin the Markets' business and its relationship with customers.

Principles:

All Staff, Management Staff, Tenants, and Tenant Staff, are expected to adhere to the following values as guiding principles in their conduct and working relationships:

9. Treat everyone working or trading within the markets with respect.
10. Develop awareness of appropriate behaviour and understand the impact of actions on others.
11. Value customers and their rights, treating them as we would like to be treated.
12. Maintain confidentiality on sensitive matters to avoid adverse impacts on others.
13. Act with professionalism, honesty, and integrity in all aspects of work.
14. Uphold the meaning and intent of the Code.

Management and Diversity:

We embrace and appreciate the diversity among our employees and the public. Any form of bullying, discrimination, harassment, or victimization is strictly prohibited. We will not engage in unlawful discrimination based on the following grounds:

- Gender
- Marital status
- Sexual orientation
- Pregnancy
- Race
- Religious beliefs
- Political beliefs
- Impairment
- Family responsibilities
- Family status
- Age
- Any individual raising a concern or complaint, whether an employee or a member of the public.

By upholding this Code of Conduct, we foster a respectful and inclusive environment at Fremantle Markets for all stakeholders.

HEALTH AND SAFETY POLICY - ZERO HARM

Fremantle Markets acknowledges the utmost significance of occupational health and safety, prioritising the well-being of all individuals present at the Market. Our commitment is to create a safe and healthy environment for customers, traders, employees, contractors, and the public.

To ensure this, we undertake the following:

1. **Integration of Health and Safety:** Health and safety concerns are given high priority and integrated into the planning process.
2. **Allocation of Resources:** We provide the necessary resources to effectively implement health and safety programs.
3. **Risk Management Approach:** Adopting a risk management approach, we identify, assess, and control hazards and risks, continuously monitoring and evaluating health and safety programs.
4. **Compliance:** We strictly comply with all relevant legislative requirements and industry standards.
5. **Ensuring Compliance:** All traders, employees, and contractors are expected to adhere to our policies and procedures.
6. **Stakeholder Involvement:** We encourage active involvement of traders and employees in health and safety activities.

7. **Zero Harm Goal:** We set achievable health and safety objectives with the aim of zero harm to everyone present at the Markets.

By adopting this policy, Fremantle Markets commits to continuously enhancing health and safety standards, operating practices, and procedures to ensure the protection and well-being of all individuals within the Market, fostering a safe and healthy work environment.

Occupational Health and Safety:

FMPL is fully dedicated to safeguarding the health and safety of All Staff, contractors, and Customers of the Markets. Consequently, we strictly comply with the Health and Safety Regulations applicable within the Markets context.

Responsibility for the Environment

At FMPL, we recognize the vital importance of environmental protection in all our operations. We are dedicated to collaborating with the City of Fremantle, State Government, residents, and traditional owners to address pertinent environmental concerns.

Our commitment includes:

1. **Compliance with Environmental Legislation:** We adhere to all applicable environmental laws and regulations.
2. **Sustainable Resource Management:** We prioritise responsible usage of materials, promoting recycling practices, and striving to minimize waste.

By fulfilling our environmental responsibilities, we aim to contribute positively to the well-being of our community and the preservation of our natural surroundings.

Examples of Behaviours that Reinforce Our Values:

1. Treating everyone fairly and with sensitivity, regardless of their background or status.
2. Ensuring that our words and actions consistently reflect our core values.
3. Respecting and protecting individuals' confidentiality and privacy when handling information about them.
4. Taking responsibility for our mistakes, acknowledging them, and using them as opportunities for growth and improvement.
5. Demonstrating pride in our work, our workplace, and maintaining a professional appearance.
6. Fulfilling our commitments and doing what we say we will do.
7. Collaborating and consulting with colleagues when addressing challenges and issues.
8. Being open-minded and receptive to the ideas and contributions of others.
9. Offering assistance to colleagues instead of ignoring their needs.
10. Providing exceptional service that goes beyond customer expectations.
11. Showing courtesy and respect to everyone we interact with.
12. Acting in a manner that makes people feel valued, welcomed, safe, and at ease.
13. Ensuring a safe, clean, and professional environment for everyone's well-being.
14. Communicating in a way that builds trust and encourages open dialogue among team members.

Examples of Behaviours that Conflict with Our Values:

1. Shouting, belittling, or insulting others, displaying disrespect and lack of consideration for their feelings.
2. Ignoring people in need of help, demonstrating a lack of empathy and support.
3. Behaving offensively or embarrassing others, reflecting a disregard for their dignity and well-being.
4. Using information inappropriately or unethically, breaching trust and confidentiality.
5. Engaging in theft from the workplace, colleagues, or the public, displaying dishonesty and lack of integrity.
6. Harassing individuals, whether sexually or otherwise, or discriminating against them based on the grounds outlined in this Code, indicating a failure to respect diversity and equality.
7. Engaging in gossip and talking negatively about people behind their backs, creating a toxic and unprofessional work environment.
8. Ignoring safety hazards in the workplace, showing negligence towards the well-being of oneself and others.
9. Acting aggressively or engaging in bullying behaviour, causing harm and distress to others through intimidation and harassment.

Bullying

The Fremantle Markets takes a strong stance against workplace bullying, deeming it inappropriate and unacceptable behaviour.

Key Points:

1. **Unlawfulness:** Bullying is considered unlawful under the Occupational Safety and Health Act 1984 and the Occupational Safety and Health Regulations 1996.
2. **Commitment to a Safe Workplace:** FMPL is dedicated to providing a workplace environment that is free from bullying.
3. **Importance of Working Relationships:** The standards of behaviour and working relationships between Tenants (and Tenant Staff) and FMPL Staff are significant workplace considerations.

Responsibility of All Staff:

Individual Responsibility: Every staff member is accountable for their actions and must ensure that they do not adversely impact the business, health, well-being, or reputation of others or the Markets.

Definition of a Bully:

1. **Coercive Behaviour:** A bully is someone who uses strength or power to coerce others through fear, oppression, persecution, or threats of superior force.

2. **Misusing Authority:** It includes anyone in a position of power or with a strong personality misusing their authority against traders and management.
3. **Peer-to-Peer Bullying:** While bullying is often associated with unequal power relationships, peer-to-peer bullying is also unacceptable at Fremantle Markets.
1. **Upward Bullying:** Disrespect and attempts by a ringleader to undermine authority in front of others. Increased gossip and 'chatter' & unrealistic demands. Constant emails or requests for meetings that are manipulative in nature and dictate unrealistic demands and expectations.

Examples of Bullying Behaviours:

A range of behaviours may constitute bullying and contribute to a negative workplace environment. Examples include threats, sarcasm, verbal abuse, shouting, coercion, punitive actions, isolation, blaming, ganging up, intimidation, tampering with another person's stall, and constant unconstructive criticism.

Impact of Bullying:

Bullying can lead to humiliation or intimidation of individuals or groups of traders and managers, detrimentally affecting their health and the successful operation of their stalls or businesses.

The Fremantle Markets is committed to fostering a respectful and supportive work environment, where bullying is not tolerated, and everyone can thrive professionally.

Sexual Harassment

At Fremantle Markets, sexual harassment is strictly prohibited and will not be tolerated.

Legal Basis:

15. The Anti-Discrimination Act and the Commonwealth Sex Discrimination Act make sexual harassment unlawful.

Definition:

Sexual harassment involves intimidation, bullying, or coercion of a sexual nature. It occurs when a person feels frightened, offended, angry, or humiliated by someone else's sexual behaviour. It is important to note that sexual harassment can happen to anyone, regardless of their sex or age. Unwanted and unwelcome sexual attention constitutes sexual harassment.

Examples of Sexual Harassment:

The following behaviors may be considered sexual harassment when they are unwarranted and unwanted:

- Staring or leering at a person in a sexually suggestive manner.
- Persisting in asking a person out after they have clearly expressed disinterest.
- Telling dirty jokes or displaying offensive print material in someone's presence.
- Making unwelcome comments about a person's sex life.
- Touching or brushing against a person deliberately and inappropriately.
- Attempting to force a person into a sexual act against their will.

Exceptions:

It is crucial to understand that sexual harassment does not apply to normal friendships or consensual relationships based on mutual attraction. The unwanted nature of attention is a key element that defines harassment.

Fremantle Markets is committed to providing a safe and respectful environment for all individuals, and any form of sexual harassment will be addressed seriously and promptly. We encourage open

communication and respect for one another's boundaries to foster a positive and inclusive workplace culture.

DEALING WITH A COMPLAINT OR BREACH

This document outlines the process for addressing problems and complaints related to the well-being of all staff within the market. If any staff member, tenant, or tenant staff member believes that there has been a breach of this Code, they must promptly report the matter to FMPL. Tenants or tenant staff members should report a breach to the Market Manager.

Handling a Breach Complaint:

1. When a complaint involves types such as a customer against a tenant or tenant staff member, tenant against tenant or tenant against tenant staff member, the CEO will arrange a meeting with both parties to discuss the concern. Listening to both sides is essential to ensure fairness.
2. The CEO will also meet with the person alleged to be causing the difficulty. If they acknowledge their behaviour and the distress caused and provide an undertaking that such behaviour will not occur again, this will be recorded confidentially in the appropriate FMPL directory, with copies given to both parties. The CEO will monitor the situation to prevent any recurrence of the behaviour.
3. If during the discussion, it appears that the person accused is not at fault or that both parties share the responsibility, the CEO may attempt to resolve the issue through Mediation at this stage.
4. If the breach cannot be resolved at this level or is considered a serious or ongoing breach of the Code and the Sub-Lease/License conditions, FMPL will take necessary action to provide relief, which may include terminating the Sub-Lease/License of the offending party.
5. If a complaint is made by a customer, tenant, or tenant staff member against FMPL, an FMPL Director, or FMPL Staff Member, an impartial Director of FMPL not involved in the complaint will meet with the concerned party to resolve the breach amicably.

6. If the breach cannot be resolved informally and both parties agree, FMPL will engage an independent third party, acceptable to both FMPL and the Complainant, to address the matter in a fair and equitable manner and cost shared between the parties.

The goal of this process is to ensure a respectful and supportive work environment, where all complaints are handled professionally and with fairness to promote positive relationships within the market.

External Assistance - Formal Mediation

If the CEO determines that the complaint cannot be resolved independently or through internal mediation, seeking external and independent mediation may be beneficial, especially in cases of personality clashes or misunderstandings. The role of a mediator is not to arbitrate but to facilitate discussions between the parties and help them reach a mutually satisfactory agreement. Both parties must willingly participate in the mediation process for it to be effective.

Process for External Mediation:

1. Identifying a Mediator: The CEO will provide a list of mediators to both parties, allowing them to identify a mediator acceptable to both. This ensures that the mediator's selection is agreeable to all parties involved.
2. Mediation Sessions: The selected mediator will meet with both parties to assist them in reconciling their differences and reaching an agreement on future behaviour.
3. Agreement Documentation: The mediator will prepare a comprehensive statement detailing the agreed-upon actions, and copies will be given to both parties. The agreement will remain confidential between the parties and the mediator.

4. Outcome Report: The CEO will receive a brief statement indicating the outcome of the mediation. This report will be treated confidentially in line with FMPL policy.

5. Follow-up Discussion: The CEO will conduct follow-up discussions with both parties to ensure their satisfaction with the mediation outcome. The CEO will continue to monitor the situation to prevent any recurrence of the problematic behaviour.

6. Dispute Resolution Costs: If the landlord (FMPL) is required to arrange dispute resolution (mediation) between traders, the costs of the mediation will be shared equally between the involved traders or as determined by the designated dispute resolution authority.

External mediation offers an impartial and constructive platform for resolving conflicts in a fair and equitable manner. The aim is to foster a harmonious and respectful working environment within the market for the benefit of all stakeholders.

PRIVACY POLICY

This Privacy Policy applies to all personal information collected by Fremantle Markets Pty Ltd. In this policy we explain how and why we collect your personal information, how we use it, and what controls you have over our use of it.

Fremantle Markets Pty Ltd is committed to complying with Commonwealth legislation governing privacy of personal information by businesses and to protecting and safeguarding your privacy when you deal with us. Some information provided to us by clients, customers, contractors and other third parties might be considered private or personal. Without these details we would not be able to carry on our business and provide our services to you. We will only collect such personal information if it is necessary for one of our functions or activities.

At or before the time the personal information is collected by us we will take reasonable steps to ensure that you are made aware of who we are, the fact that you are able to gain access to the information held about you, the purpose of the collection, the type(s) of organisations to which we usually disclose the information collected about you, any laws requiring the collection of the information and the main consequences for you if all or part of the information is not collected.

We may use or disclose personal information held about an individual for the primary purpose for which it is collected (eg. provision of our services, including administration of our services, notification to you about changes to our services, record-keeping following termination of our services to you and technical maintenance). We may also use such information for a purpose related to the primary purpose of collection and where it would reasonably be expected by you that we would use the information in such a way. This information is only disclosed to persons outside our business in the circumstances set out in this policy or as otherwise notified to you at the time of collection of the information.

In addition, we are permitted to use or disclose personal information held about you:

- Where you have consented to the use or disclosure;
- Where we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious, immediate threat to someone's health or safety or the public's health or safety;
- Where we reasonably suspect that unlawful activity has been, is being or may be engaged in and the use or disclosure is a necessary part of our investigation or in reporting the matter to the relevant authorities;

- Where such use or disclosure is required under or authorised by law (for example, to comply with a subpoena, a warrant or other order of a court or legal process);
- Where we reasonably believe that the use or disclosure is reasonably necessary for prevention, investigation, prosecution and punishment of crimes or wrongdoings or the preparation for, conduct of, proceedings before any court or tribunal or the implementation of the orders of a court or tribunal by or on behalf of an enforcement body.

Fremantle Markets Pty Ltd places a great importance on the security of all information associated with our customers, clients and contractors. We have security measures in place to attempt to protect against the loss, misuse and alteration of personal information under our control. Personal information is de-identified or destroyed securely when no longer required by us. Fremantle Markets Pty Ltd is committed to maintaining accurate, timely, relevant and appropriate information about our customers, clients and web-site users. So long as your request for your personal information is in accordance with the National Privacy Principles, then we will give you access to that information. Inaccurate information will be corrected upon receiving advice to this effect from you. To ensure confidentiality, details of your personal information will be passed on to you only if we are satisfied that the information relates to you.

If we refuse to provide you with access or correct the personal information held about you by us, then we will provide reasons for such refusal.

If Fremantle Markets decides to change its Privacy Policy, it will post changes on this Privacy Policy page so that users are always aware of what information is collected, how it is used and the way in which information may be disclosed. As a result, please remember to refer back to this Privacy Policy regularly to review any amendments.

WORKPLACE VIOLENCE AND AGGRESSION POLICY

Traders must when dealing with their staff, adhere to this policy.

Introduction

Workplace violence and aggression involves incidents in which a person is abused, threatened, or physically assaulted in circumstances relating to their work. This may occur at a physical workplace, or any location or situation related to work, such as working from home, working at a client's home or on a work trip.

Workplace violence may come from external sources, such as customers, clients, patients, members of the public, other businesses or their representatives or it may come from internal sources, such as between workers, supervisors, and managers. It can include physical assault, sexual assault, harassment, or aggressive behaviour, such as stalking or verbal threats. It also includes online abuse at work or outside of work arising from workplace issues as well as violence resulting from a family or domestic relationship but may occur at the workplace, including if the worker is working from home.

Hazards associated with workplace violence and aggression may impact upon the physical and mental health and wellbeing of workers, potentially causing the worker to sustain a physical and/or psychological injury or experience an exacerbation of a pre-existing condition. However, violence can harm both the person it is directed at and anyone witnessing it and can have significant economic and social costs for workers, their family, their organisation and the wider community.

Risks associated with workplace violence and aggression will be addressed via a risk management approach to help ensure that the risk of injury to workers is eliminated or minimised, so far as is reasonably practicable. Furthermore, the Organisation will take all reasonable steps to help ensure that workers potential exposure to any workplace violence and aggression is eliminated.

The Organisation has adopted a zero tolerance to violent, threatening, or aggressive behaviours at work, including online abuse whether exhibited by clients, customers, workers or others at our place of work.

This policy should be implemented in conjunction with the Organisation's Risk Management, Mental Health and Emergency Procedures policies and the tools designed to help manage workplace mental health risks must be utilised.

Nothing in this policy, either stated or implied, is intended to mitigate the Organisation's responsibilities for the reporting of civil matters, such as physical assault, to the Police. Where workplace behaviour involves the act or threat of violence, the Organisation will adopt a mandatory Police reporting obligation.

Organisation responsibilities

The Organisation has a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all workers who may be exposed to a work related violent or aggressive situation.

In particular, it is responsible for:

- in consultation with workers, identifying, assessing and controlling the hazards and risks associated with workplace violence and aggression
- developing a documented prevention control and implementation plan where the risk of workplace violence and/or aggression has been identified
- ensuring that all workers are aware of the Organisation's zero tolerance to violence and aggression, either internally or externally generated
- ensuring that it effectively sets, models and enforces acceptable behaviour standards in the workplace and creates a respectful work culture for all workers
- ensuring that inappropriate behaviour is addressed early, causation established and control measures implemented and the reasons for those behaviours
- ensuring that management support the workers by promoting a positive and respectful culture that does not accept violence and aggression at the workplace
- providing facilities or altering the management of work that minimise risks of violence or aggression wherever possible
- for online working environment, managing privacy and security settings on technologies at work as well as developing policies on the use of social media for work purposes and how workers, clients or customers interact online encouraging workers to report any incidents relating to workplace violence and aggression and maintaining confidentiality and privacy in accordance with the relevant laws
- investigating and responding to reports and incidents of workplace violence and aggression in a timely manner
- ensuring that workers are given sufficient training and instruction to eliminate or minimise the risk of injury from violent or aggressive situations they may potentially face

- ensuring that workers who may interact directly with clients or customers receive sufficient training in dealing with violent or aggressive behaviours from clients or customers, including diffusion and communication strategies
- ensuring that procedures, protocols, work practices and communication strategies designed to assist workers in dealing with aggressive clients or customers and minimising potential exposure to violent situations or aggressive behaviours, including online, are developed, implemented and reviewed
- ensuring managers and supervisors are provided with the skills for early intervention and incident management providing support for workers who experience a violent situation or aggressive behaviour (including bullying and harassment)
- monitoring the health and safety of workers and the conditions at the workplace to ensure that work related violence and aggression are prevented and
- regularly reviewing and, if necessary, revising the control measures implemented, including training.

Identifying Workplace Violence and Aggression Hazards

Workplace violence and aggression can include a broad range of actions and behaviours, for example:

- physical assault, such as biting, scratching, hitting, kicking, pushing, grabbing or throwing objects
- intentionally coughing or spitting on a person
- sexual assault or any other form of unwelcome, indecent or unwanted physical contact
- harassment or aggressive behaviour that creates a fear of violence, such as stalking, sexual harassment, threats with weapons, verbal threats and abuse or yelling and swearing
- hazing or initiation practices for new or young workers
- gendered violence, which is any behaviour directed at any person or that affects a person because of their sex, gender or sexual orientation, or because they do not adhere to socially prescribed gender roles, that creates a risk to health and safety (this may include sexual harassment) and/or
- violence from a family or domestic relationship when it occurs at the workplace, including if the person is working from home.

Therefore, hazards associated with workplace violence and aggression will be identified by:

- inspecting the workplace (eg low visibility in service areas, long customer queues)
- observing work practices to identify risks of exposure (eg contact with the public, working alone or working after hours)
- observing the nature of relationships between workers, managers, supervisors, co-workers and clients or customers (eg workers avoiding being around certain people)
- consulting with workers about when they may be exposed to violence and aggression in all parts of their work, including when they are away from a fixed workplace
- identifying changes in staff behaviour or whether issues already identified between co-workers, clients, customers or others could escalate to violence
- observing the culture of the workplace to see whether violence or aggression is accepted as normal behaviour (eg swearing, sexual or gendered jokes, or hazing new or young workers may be seen as a workplace norm for some people)
- identifying the physical, psychological and emotional demands involved in the work
- reviewing relevant reporting systems and records, such as incident reports, workers' compensation claims (including unsuccessful claims), staff surveys, grievance records, patterns of unplanned absenteeism (eg personal (sick) leave) and staff turnover data
- using confidential surveys to gather information from clients or customers, workers, supervisors and managers
- consulting with industry or employee associations and
- ensuring regular feedback from isolated or remote workers, such as those working from home is taken into consideration.

Assessing Workplace Violence and Aggression Risks

Assessing the risks related to workplace violence and aggression will be affected by a number of factors. As such, the assessment of the risks will take into consideration:

- the nature, design and location of work, including job demands and tasks
- the systems of work, including how work is managed, organised and supported
- workplace interactions or behaviours with clients, customers, members of the public and co-workers
- the duration, frequency and severity of the exposure of workers and other persons to a harmful situation
- the design and layout of the workplace, including the provision of safe means of entering and exiting the workplace and the facilities for the welfare of workers
- the potential impact of environmental conditions on the workplace
- where authorised working from home is undertaken, the design, layout and working conditions of the workers home and the potential impact of local environmental conditions
- the plant, substances and structures at the workplace
- staffing levels and workforce skills
- the information, training, instruction and supervision provided to workers and

- how work related violence and aggression may interact or combine with other psychosocial hazards identified at the workplace.

In assessing the risks, the Organisation will consult with the workers and/or their representatives.

Controlling Workplace Violence And Aggression Risks

The Organisation will ensure, as far as reasonably practicable, that the risks associated with workplace violence and aggression in the workplace are controlled. The process of controlling these risks will be determined in consultation with the workers who may be affected by workplace violence and aggression.

The control measures will be developed in consultation with our workers and will take into consideration, the likelihood and consequence of exposure to violence by workers and others, known industry standards and specific controls that may be required. They will take into consideration:

- the physical workplace itself
- the overall workplace culture
- the type and nature of security arrangements required
- the systems of work within the Organisation and
- the information, training and instruction required to eliminate or minimise the risk of violence and aggression at the workplace.

Specific control measures will be implemented as required and will include:

- ensuring the design and layout of the workplace provides adequate separation of workers and others provide good visibility and there are adequate facilities and amenities which give privacy and security
- providing alternative methods of service delivery to eliminate or minimise face-to-face interactions (eg online or no contact delivery).
- ensuring workers have clear role clarity and have well-defined roles with clear expectations
- ensuring staffing levels, skills available and supervision are appropriate and adequate to meet demands at all times with regular reviews being undertaken

- controlling access and egress to prevent unauthorised access to the workplace. This may include third party security personnel where the risk is high, coded or key card entry, video surveillance, fixed and portable alarm systems, such as a duress/lone worker alarm
- specific controls for workers working alone or in isolated areas, such as effective communication strategies and buddy systems where a risk is identified
- ensuring the Organisation's zero tolerance policy to violence and aggression is clearly communicated to clients and customers. Where considered necessary, this will form part of related contracts or service agreements
- providing training to workers in how to respond if violence or aggression is directed at them, what they should do if they witness an incident and how to report an incident
- ensuring that processes and systems for workers to report incidents are in place (eg informally, formally, anonymously and/or confidentially) and regularly reviewed
- limiting the amount of valuable resources such as cash, valuables and drugs/medicines held on the premises and ensuring any retained on site are securely stored
- implementing cash handling procedures that are safe and secure, including petty cash
- regularly evaluating work practices to see if they contribute to violence.

Training, Information, and Instruction

Workers will undertake appropriate training specifically designed to ensure they are aware of expected behaviour standards, the specific control measures in place, how to deal with difficult persons, conflict resolution, when and how to escalate issues to senior workers, and procedures to report incidents.

Where required, the training and information will also cover:

- the nature and causes of violence in the organisation or industry sector, including potential triggers
- personal safety outside the workplace, such as not wearing a uniform or not sharing personal information
- how to use any personal safety equipment provided, such as duress alarms
- how a worker may conduct a situational risk assessment (eg when workers work off site)
- workplace policies and how violence and aggression will be managed in the workplace and
- the awareness of family and domestic violence and its potential impact on the workplace.

The Impact of Family or Domestic Violence At The Workplace

There may be some risks that are outside the control of the Organisation, such as where a worker chooses not to disclose a risk of family or domestic violence and/or they are unable to safely work at home where they would normally be required to do.

In such cases, the Organisation is committed to providing a safe working environment for all workers and will take all reasonable steps to proactively manage the risk of family and domestic violence happening at the workplace.

Where a worker discloses a risk of family or domestic violence, the Organisation will:

- ensure the workers' needs, experiences and individual circumstances are considered and information is treated as sensitive and confidential
- ensure that the worker is not alone or out of contact whilst at work
- appoint a contact person in the business that workers can talk to about any concerns that they may have with respect to their health and safety, or the impact any proposed control measures may have on them
- implement flexible working arrangements and/or contingency plans for workers experiencing family and domestic violence, such as adjustments to working hours or work locations
- develop and implement procedures for an emergency response to instances of family and domestic violence in the workplace, including when to contact Police
- provide information and access to counselling, legal, health, financial and other family and domestic violence support services
- ensure workers supporting those who are experiencing family and domestic violence are aware of the support options available to them, including employee assistance programs
- communicate the availability of leave entitlements, such as paid or unpaid family and domestic violence leave and other entitlements
- provide secure parking and access to the workplace, including when moving between work locations
- consider contact information screening (eg email, phone numbers, internet profile) and blocking calls and emails to limit unwanted contact if incidents have occurred through electronic or telephone contact
- if the worker who disclosed the risk is required to work from home, the Organisation will:
 - develop or adjust their safety plan for working from home. With the workers position, this will be done in consultation with their treating medical practitioner or health professional (if available)
 - establish and maintain regular communication with workers but avoid directly asking the worker about the violence as this may unintentionally place the worker at risk of serious harm, and implement a response plan if the worker cannot be contacted within a defined period
 - provide work phones and laptops to enhance autonomy and digital security
 - provide an alternative work environment if it is not safe for the worker to work from home
- consider and implement any other measures or changes to normal arrangements that are considered appropriate by the Organisation.

Responding to incidents

If a worker or anyone at the workplace is in immediate danger, call 000.

All workplace incidents will require an Incident Report Form to be completed.

The Organisation will provide ongoing support for workers, including debriefing, allowing time to recover and to consult health professionals as well as making arrangements to check in with workers.

Encouraging Reporting and Confidentiality

The Organisation will provide a supportive environment in which workers feel safe to discuss their concerns about violence and aggression, or to report incidents. As such, it will ensure workers understand how to report incidents or behaviours of concern and will take all reasonable steps to ensure any information disclosed by workers, including sensitive matters relating to family and domestic violence is kept confidential and secure.

In addition, the Organisation will:

- consider how personal information will be sensitively treated to protect a person's right to privacy and implement mechanisms to protect their privacy
- implement systems to prevent retaliation and victimisation of people involved in reports of violence and aggression
- ensure that all workers are made aware of any mandatory reporting obligations we have, either under jurisdictional laws or as part of the worker's employment contract, which may limit confidentiality
- discuss with the workers on how their information will be handled and how they can maintain the confidentiality of all parties involved
- ensure that any disclosure to third party (eg Police) will be on a need to know basis with the express consent of the worker and only to maintain their safety and
- ensure that confidentiality will not prevent the parties involved from seeking support or further advice, such as through an employee assistance program, employment law professional or bringing along a support person to meetings.

Worker responsibilities

- To minimise the risk of injury or illness to workers from violent situations or aggressive behaviour by clients, customers or others at work, workers are responsible for:
- ensuring that they are aware of the Organisation's zero tolerance position regarding threatening situations and aggressive behaviours at work

- ensuring that they have received the appropriate training and instruction in strategies designed to eliminate or minimise potential exposure to threatening situations and aggressive behaviours
- ensuring that they have received the appropriate training and instruction in strategies designed to address and deal with violent and/or aggressive situations they may face
- actively participating in the development and review of work practices and communication strategies designed to eliminate or minimise potential exposure to threatening situations and aggressive behaviours
- removing themselves from violent or aggressive confrontations with clients, customers or others at work
- not engaging in abusive or aggressive behaviour towards the client, customer or others at work, including online.
- informing management as soon as practical if they have been exposed to a threatening situation or aggressive behaviour, or have witnessed others at work being exposed to such behaviour. Management will provide ongoing support
- calling Police if a situation is escalating to the point where personal safety and security may be jeopardised
- participating in counselling or debriefing as recommended following exposure to an incident involving a threatening situation
- following any reasonable instruction given the Organisation, such as participating in training and following workplace policies and procedures that have been put in place to reduce the risk of workplace violence and aggression incidents occurring, including the use of social media, interactions online and the use of workplace technologies and
- following any specific security arrangements that are implemented by the Organisation.

MENTAL HEALTH POLICY

Introduction

Mental health includes the emotional, psychological and social wellbeing. The working environment can often present hazards that may impact on the mental health of workers, potentially causing the worker to sustain a psychological injury or experience an exacerbation of a pre-existing condition. This may occur at a physical workplace, or any location or situation related to work or in which work is performed.

Hazards in the workplace that may impact upon the mental health of workers include the physical workplace environment, the nature and complexity of the work itself relative to the workers' knowledge and training, work procedures, excessive or prolonged work pressures, fatigue, bullying and/or harassment (including sexual harassment), exposure to a violent or traumatic event and the introduction of work restrictions that are beyond the control of the Organisation. Any of these factors can lead to workers experiencing a stress response.

Work related stress describes the physical, mental, and emotional reactions that arise when workers perceive that their work demands exceed their ability to cope. However, if job stress is excessive or prolonged, it may lead to psychological and/or physical injury.

The Organisation is committed to supporting the mental health and wellbeing of its workers and ensuring, so far as is reasonably practicable, that associated hazards and risks are effectively and proactively identified and managed through a risk management approach and in accordance with the Organisation's Risk Management policy.

As the risks related to the mental health of our workers may also be linked to their overall wellbeing, this policy must be implemented and reviewed in conjunction with the Organisation's Workplace Violence and Aggression and Fatigue policies.

Organisation Responsibilities

In consultation with its workers or their representatives, the Organisation will support the mental health of its workers by adopting the following three-phase approach:

- preventing psychological harm by ensuring the job, task and role hazards and risks are identified, assessed, controlled and reviewed, including implementing written procedures and providing information, instruction and training to workers
- intervening early by continually reviewing existing control measures and supporting at risk workers and
- supporting the recovery of injured workers.

- In adopting this three-phased approach, the Organisation aims to:
 - promote positive mental health and wellbeing
 - improve mental health or ill-health literacy
 - support those who are experiencing mental health difficulties and
 - provide and review organisational responses that support mental health and wellbeing.

Therefore, to achieve the Organisation’s aims, it will develop and implement specific strategies designed to promote and maintain a safe physical and online workplace environment and respectful culture such as:

- developing and reviewing written policies and procedures and providing support services that supports mental health and wellbeing and prevents discrimination (including bullying and harassment)
- increasing workers’ knowledge and awareness of mental health issues and behaviours within the workplace by facilitating active participation of workers in a range of initiatives that support mental health and providing appropriate information, instruction, training or supervision to workers
- reducing stigma around depression and anxiety in the workplace by encouraging workers to seek support early if they have declining mental health, and, where appropriate, provide support and adjustments suitable to their work needs to help them to achieve their potential
- promoting a responsive community within the workplace that requires all workers to take reasonable care in view of any reasonably foreseeable circumstance that may arise, which affects the safety of themselves or others at work and
- monitoring the health and safety of workers and the conditions at the workplace to ensure that work related illnesses and injuries are prevented.

Identifying Mental Health Risks

Workplace hazards that can result in poor mental health, psychological injury, or an exacerbation of a pre-existing condition may be categorised as:

- environmental hazards such as prolonged exposure to noise, temperature, poor air quality, or unsafe machinery
- organisational hazards including issues such as long work hours, shift work and related fatigue, excessive workloads, emotionally distressing work, exposure to violent or traumatic events, work tasks that are repetitive and/or monotonous, remote/isolated work with minimal support from managers, supervisors, and/or co-workers, poor role clarity and unmanaged organisational change
- individual hazards such as workers having been afforded insufficient training, information or instruction to undertake the work required safely and correctly, poor relationships or conflict between management and workers, between co-workers, or between workers and clients/customers. The Organisation also recognises that such conflict may include bullying,

aggression, harassment (including sexual harassment), discrimination, or other unreasonable behaviour. Conflict may also arise from a perceived lack of fairness by workers in addressing organisational issues and resource allocation or where performance issues have been inappropriately or poorly managed.

Therefore, hazards that may result in poor mental health, psychological injury, or an exacerbation of a pre-existing condition will be identified by:

- having meaningful one-on-one conversations with workers, supervisors and managers about mental health hazards and risks
- inspecting the workplace for environmental hazards that could influence staff comfort and performance, which may consequently contribute to a stress response
- regularly reviewing organisational hazards, including:
 - job demand (eg the level of physical, mental and emotional effort required to do a job)
 - job control (eg the level of control a worker has over aspects of their work including how or when a job is done)
 - support available (eg the level of support from supervisors and co-workers, information, equipment, and resources available to allow the work to be done)
 - change management (eg how change in the organisation, structure or job is communicated and the extent of worker involvement in these changes) and
 - organisational justice (eg perceptions of unfairness, consistency, bias and respect for workers)
- identifying changes in staff behaviour (eg poor self-care or someone who is usually friendly becoming more withdrawn)
- regularly inspecting the workplace to help identify changes in the way work is undertaken
- identifying an increase in task errors or deteriorating work performance
- observing the nature of relationships between workers, managers, supervisors, co-workers and clients/customers
- reviewing relevant reporting systems and records such as incident reports, workers' compensation claims (including unsuccessful claims), staff surveys, grievance records, patterns of unplanned absenteeism (eg personal (sick) leave) and staff turnover data
- using confidential surveys to gather information from workers, supervisors and managers
- consulting with industry or employee associations and
- ensuring regular feedback from isolated workers such as those working from home is taken into consideration.

The Organisation recognises that individuals respond to hazards in different ways and that individual differences such as age, existing disabilities, injuries or illnesses as well as life experiences may make some workers more susceptible to harm from exposure to the same hazard.

It is also recognised that there may be more than one aspect of the working environment or workplace that is contributing to the mental health of workers and the subsequent risk of psychological injury or exacerbation of a pre-existing condition.

Assessing Mental Health Risks

Assessing the risk to the mental health of workers involves examining the identified risk factors in more detail to determine the level of risk, and to help prioritise the order in which control measures are implemented.

The level of risk can be assessed by considering:

- the capacity of the hazard to induce harm, for example exposure to low levels of conflict may be unpleasant without causing a health and safety risk whereas high levels of unmanaged conflict can escalate into workplace bullying, increased stress and cause incidents
- the extent of the exposure to the hazard (i.e. the duration, frequency and intensity of exposure), for example work related stress may increase if workers are constantly under time pressure and/or
- individual differences, for example how workers deal with exposure to a particular psychological hazard may vary.

When assessing mental health risks, the Organisation will consider:

- whether workers are exposed to hazardous or unpleasant physical work environments (eg exposure to excessive or irritating noise, hazardous chemicals, poor ventilation, lighting or workstation set up, unsafe plant, equipment or machinery)
- the way that work and systems of work are organised, such as:
 - the complexity, content and demands of the work required, including work that is cognitively or emotionally demanding, or highly repetitive, monotonous, or machine-paced
 - the workload expectations and pace of the work, including whether workers' skills and experience are underused and whether there are conflicting job roles and responsibilities
 - work schedules and working hours
 - work procedures
 - the extent of participation and control that workers have over the work, including their work hours, which can affect their ability to meet the demands at home such as family responsibilities, when they can have rest breaks and whether they are able to refuse a service to an aggressive client or customer
- the way that work and workers are managed, including:
 - the degree and quality of supervision provided to workers
 - the degree of information, instruction and training provided to workers and whether it is sufficient to enable workers to do their work safely and correctly, and allows them to meet the Organisation's expectations
 - the level of resources allocated to undertake the work (eg equipment, materials, personnel resources)

- the way in which worker effort is recognised and/or rewarded
- opportunities for skill/career development, including workers' overall status within the Organisation and remuneration levels
- the way in which underperformance is managed
- interpersonal relationships, particularly where there may be poor existing relationships resulting from:
 - a breakdown in relations between management/supervisors and workers
 - a breakdown in relationships between co-workers
 - a breakdown in relationships between workers and clients/customers
 - known or reported discrimination, harassment (including sexual harassment), bullying or other unreasonable behaviour by co-workers, supervisors or clients/customers
- the way in which organisational or structural change within the business is managed and communicated (eg restructures, potential sale of the business, or work restrictions placed upon the Organisation over which it has little or no control, the introduction of new or additional resources or processes that may change the way work is undertaken) and
- whether there is inconsistency or bias in the implementation of organisational procedures.

Controlling Mental Health Risks

The Organisation will ensure, as far as is reasonably practicable that the risk of psychological harm will be eliminated or minimised by ensuring that:

- work related factors that may impact upon the mental health of workers are identified, acknowledged, assessed, controlled, and regularly monitored and reviewed, including where such impact is not able to be controlled by the Organisation such as a change in Government policy
- a positive physical and online work environment and culture is created and promoted within the workplace to help ensure that everyone is treated fairly and with respect
- senior management and supervisors set the behaviour standards that provide a safe workplace for all workers and ensures everyone at the workplace understands what constitutes mental health risks and the Organisation's expected behaviours within the workplace, including clients/customers or members of the public. To this end, managers and supervisors will:
 - model respectful behaviours at all times
 - implement written policies which clearly identifies the expected behaviours
 - address unreasonable or unwanted behaviour as soon as they become aware of it
 - ensure that unwanted behaviours are properly investigated and appropriate actions taken (where applicable) and
 - consult with workers and develop effective communication and productive working relationships within the workplace
- the expectations of workers are clearly articulated and communicated, for example through job descriptions, relevant policies and work procedures

- all workers have sufficient training, instructions, tools and equipment to do their work safely and are provided information on the processes to enable early intervention in relation to any workplace conflict before it potentially escalates
- there is adequate and appropriate supervision of workers
- all workers understand the applicable organisational operations that may impact upon their mental wellbeing and the processes and procedures in place to eliminate, minimise and report any mental health risks
- the physical work environment is safe with appropriate and adequate plant and equipment for workers to perform their jobs properly and safely
- the systems of work are safe when properly followed and that they take into account the establishment of realistic deadlines, access to adequate breaks and leave, and include fair and equitable work scheduling and rostering
- there are appropriate processes for receiving, monitoring and reviewing information on incidents, hazards and risks related to the mental health of workers, and any information received will be responded to in a timely way
- investigations in relation to mental health issues will be completed in a timely manner, and (if substantiated) appropriate action will be taken promptly to prevent reoccurrence
- workers receive adequate and appropriate feedback on work performance and due recognition is given for positive performance and
- any worker affected by poor mental health, a psychological injury or an exacerbation of a pre-existing condition is adequately and appropriately supported in their return to work.

Bullying And Harassment

The risk of workplace bullying and harassment can be minimised, so far as is reasonably practicable, by creating and promoting a positive physical and online work environment and culture where everyone is treated fairly and with respect.

Bullying and harassment within the workplace, whether by management, co-workers, traders or customers, are two common risks to the mental health and wellbeing of workers. Regardless of whether bullying or harassment occurs via physical, verbal or non-verbal conduct, the experience can adversely affect the psychological and physical health of a worker. It may lead to short or long term anxiety and/or depression as well as suicide.

In line with its policy in relation to mental health risks, the Organisation will ensure that effective control measures are put in place to address and resolve workplace issues early, thereby minimising the risk of workplace bullying or harassment.

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Whether intentional or not, bullying creates a risk to health and safety and will not be tolerated by the Organisation. It includes, but is not limited to:

- abusive, insulting, or offensive language or comments

- physical or emotional threats
- aggressive and intimidating conduct
- belittling or humiliating comments
- victimisation
- practical jokes or initiation
- unjustified criticism or complaints
- deliberately excluding someone from work related activities
- withholding information that is vital for effective work performance
- setting unreasonable timelines or constantly changing deadlines
- setting tasks that are unreasonably below or beyond a person's skill level
- denying access to information, supervision, consultation or resources to the detriment of the worker
- spreading misinformation or malicious rumours and
- changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment. Whether intentional or not, harassment creates a risk to health and safety and will not be tolerated by the Organisation.

Sexual harassment is any unwelcome sexual advance, an unwelcome request for sexual favours or any unwelcome conduct of a sexual nature. Such conduct includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing. Harassment on the grounds of sex is any unwelcome conduct of a seriously demeaning nature and includes making a statement to a person, or in the presence of a person, whether the statement is made orally or in writing.

Harassment includes, but is not limited to:

- insensitive jokes and pranks including inappropriate comments based on sex
- lewd or abusive comments about appearance
- asking intrusive personal questions based on a person's sex
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome sexual advance, or an unwelcome request for sexual favours
- unwelcome conduct of a sexual nature
- unwelcome touching and
- abusive, threatening or insulting words or behaviour.

Any incidents of bullying or harassment will be thoroughly investigated and (if substantiated) appropriate action will be taken in line with our disciplinary policies and procedures.

If the behaviour involves violence and aggression such as physical assault or the threat of physical assault, the matter will be reported to the police.

Post injury support

The Organisation will support the recovery of injured workers in line with their duties under workers' compensation legislation. This includes:

- providing early assistance and support to access treatment and rehabilitation services, generally from the time a claim is lodged
- supporting timely and sustainable recovery at work or return to work through effective consultation, addressing any remaining work related psychological hazards and risks that may exacerbate the existing work related psychological injury or cause a new injury and
- reviewing the effectiveness of the control measures to ensure further harm or new injury does not occur.

Worker Responsibilities

The Organisation recognises that the management of work related mental health issues and the psychological health and safety of workers starts with a clear and open commitment from the Organisation. The overall success of the Organisation's risk management strategies is also dependent upon workers understanding their own responsibilities in relation to health and safety, which includes helping to minimise risks to their own mental health and the mental wellbeing of others at work.

To this end, workers are responsible for ensuring that they:

- have received an induction that includes information related to the Organisation's commitment to supporting the mental health of workers and the workers' responsibilities related to helping to ensure a healthy and safe workplace
- understand the Organisation's policies and procedures to identify, assess, control, monitor and review risks to workers' mental health
- understand their role at work, ensure that the role has been clearly articulated, and that the required duties are within the scope of their skills, knowledge and experience
- have received sufficient training, instructions, tools and equipment to do their work safely
- support co-workers in their awareness of mental health and strategies to eliminate or minimise the impact
- actively participate in the consultation mechanisms, forums or counselling designed to help ensure their health and safety at work, including those targeted at the overall mental health of workers
- understand the applicable organisational operations that may impact upon their mental wellbeing, including those beyond the control of the Organisation, and the processes and procedures in place to eliminate, minimise and report any mental health risks

- comply with all systems of work and procedures that are designed to support health and safety at the workplace, including those specifically designed to eliminate or minimise mental health risks
- utilise the applicable procedure to report any work related mental health hazard or risk to their own mental health or the mental wellbeing of others at work as soon as it is identified, including any incidence of bullying or harassment, including sexual harassment (as outlined above) affecting themselves or another worker and
- receive adequate and timely feedback on work performance.

In minimising the mental health risks to others in the workplace, workers must not act or behave in a manner that could be considered bullying or harassment. Such behaviour creates a risk to health and safety and, whether intentional or not, will not be tolerated by the Organisation. Any incidents of bullying or harassment will be addressed via a grievance and/or disciplinary process as recommended on the Fair Work Website [The process to resolve workplace bullying | Fair Work Commission \(fwc.gov.au\)](https://www.fwc.gov.au)

BUSKING POLICY

1. The management retains the right to decline entry to individuals under the influence of alcohol or drugs.
2. Buskers are prohibited from performing barefoot, using amplifiers (unless they are compact enough to be carried on their person), or playing any drums other than a single bongo drum.
3. Children under the age of 14 are not allowed to busk without a parent present within a 10-meter radius during their performance.
4. The decision of the management is final, and buskers may be asked to cease their performance if multiple complaints are received.
5. The management reserves the right to request buskers to limit their busking duration.
6. Traders situated near busking stalls should be mindful of the ambiance created by the buskers at the market. If traders prefer not to be located near a busking stall, we will relocate them, however, the buskers' designated spots will remain unchanged.

Social Media Policy

At Fremantle Markets, we recognise the powerful role that social media plays in connecting with our vibrant community and promoting our diverse offerings. This policy outlines guidelines for all individuals associated with Fremantle Markets, including employees, traders, and customers, to ensure a positive and cohesive online presence.

1. Brand Representation:

All social media activity should align with Fremantle Markets' values and brand identity. Participants are encouraged to showcase the unique character and diverse experiences offered at the Markets.

2. Respectful Communication

Maintain a respectful and positive tone in all interactions. Avoid offensive language, discriminatory remarks, or any content that may harm the reputation of Fremantle Markets.

3. Content Authenticity

Ensure that content shared accurately represents Fremantle Markets. Clearly distinguish personal opinions from official information and use disclaimers as needed.

4. Promotion Guidelines

Vendors and partners are welcome to promote their products or services, but such promotion should be done tastefully and in alignment with Fremantle Markets' overall atmosphere.

5. Customer Engagement

Responsiveness to inquiries and comments is encouraged to foster community engagement. Timely and appropriate responses help maintain a positive online environment.

By adhering to these guidelines, we can collectively contribute to the online presence of Fremantle Markets, fostering a digital community that reflects the warmth, diversity, and uniqueness of our physical space. Thank you for being ambassadors of Fremantle Markets in the digital realm.

FREMANTLE MARKETS - EMERGENCY RESPONSE PLAN

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Distribution List:

Directors, CEO & Chief Warden, Operations Supervisor, FMPL Staff, Insurance Company, Traders & Wardens.

INTRODUCTION AND OVERVIEW

The emergency response plan has been developed by Fremantle Markets. The information contained in this plan is designed to:

- Ensure the safety and wellbeing of traders and visitors during an emergency incident.
- Protect the site from theft or further damage during and after the incident.

All procedures have been developed in accordance with Australian Standard AS 3745-2010 “Planning for emergencies in facilities”. The objective of this emergency plan is to equip Fremantle Markets staff and traders with the knowledge and skills to control and coordinate an emergency until the arrival of attending emergency services. The focus is the safe evacuation of staff, traders and visitors rather than property protection or disaster mitigation.

An emergency can develop from any number of causes: fire, flood, bomb threat or explosion, just to name a few. Emergency management plays a critical role as part of the risk management process in providing a fundamental response process for all types of emergencies. To fully comply with Work Health and Safety Legislation, Fremantle Markets management has a process for identifying, assessing, controlling and reviewing hazards.

Scope:

This emergency response plan sets out guidelines to plan for and respond to internal and external emergencies. It applies to the market and its grounds and ancillary structures. This manual has been prepared in close consultation with staff members of Fremantle Markets and zone wardens.

FREMANTLE MARKET PROFILE

The markets operate from Vintage premises principally build of brick and iron construction and occupies 4000 sqm.

Approximately 150 traders operate from the markets which are open to the public Friday to Sunday and on Monday on Public Holidays.

The market is strongly supported by patrons visiting the market and at any one time approximately 2,000 people would be in the market.

There are six entry/exit doors, clearly illuminated with evacuation maps prominently displayed.

Hydrants and Fire extinguishers are installed in accordance with legal requirements and serviced regularly. Electrical testing and tagging and RCD checks are regularly carried out by a qualified electrician.

Markets stalls are inspected weekly and work orders issued for immediate attention if necessary.

A PA system CCTV and alarms operates throughout the markets.

EMERGENCY PLANNING & HEALTH AND SAFETY COMMITTEE

The Emergency Planning and Health and Safety Committee (EPC) is responsible for overseeing on an on-going basis:

- The effectiveness and accuracy of the Emergency Management Plan
- The procedures and relevant emergency documentation
- The appointment of any available personnel to coordinate an emergency response in the first instance.
- Staff training emergency preparedness.

The functions of the EPC will be performed by the following employees:

EPC MEMBER NAME	POSITION	PHONE
NATASHA ATKINSON	CEO	0401 537 447
JAMIE MURDOCH	DIRECTOR	0434 589 349
ANTHONY DASTANY	MARKET MANAGER	0416 191 428

EMERGENCY CONTROL ORGANISATION (Wardens)

Staff members and traders are designated to form the Fremantle Markets Emergency Control Organisation (ECO). These staff will initiate an appropriate response to emergency situations. Their primary role is to ensure that life safety takes precedence over asset protection.

The Chief Warden is responsible for overall emergency management, including planning and operations. Other staff as Wardens will undertake appropriate duties and responsibilities during an emergency event.

ECO ROLE	STAFF NAME	STAFF POSITION	CONTACT NUMBER
CHIEF WARDEN-Week days	NATASHA ATKINSON	CEO	0401 537 447

DEPUTY CHIEF WARDEN	ANTHONY DASTANY	Weekend Operations Supervisor	0416 191 428
AREA WARDEN	PHIL DAWSON	Market Trader	0410 788 751
AREA WARDEN	PAUL GRAYSON	Market Trader	0400 166 024
AREA WARDEN	MITCH ZEER	Market Trader	0415 873 836
AREA WARDEN	ROD BATES	Market Trader	0418 447 254
AREA WARDEN	SHAUN ARSEVEN	Market Trader	0414 959 702
FIRST AID OFFICE	MARKET MANAGEMENT		0432 244 867

The primary role of the ECO is to give top priority to the safety of the occupants and visitors of the facility during an emergency. Life safety shall take precedence over asset protection during an emergency.

PRE –EMERGENCY

The actions to be undertaken by the ECO prior to an emergency event includes the following:

Chief Warden/ Communications Officer:

- Maintain a current register of ECO members.
- Replace ECO members when a position becomes vacant
- Conduct 6 monthly evacuation training
- Ensure the emergency response procedures are kept up-to-date.
- Attend meetings of the EPC, as appropriate.
- Attend training and emergency exercises, as required by the EPC.
- Ensure personal ECO identification (hat and high vis jacket) is available.
- Ensure personal proficiency in operation of facility communication equipment.
- Confirm sufficient wardens for area of responsibility.
- Maintain records and make them available for emergency response (6 monthly exercises).
- Ensure that emergency communication contact details are up-to-date.

Area Warden:

- Report on deficiencies of emergency equipment.
- Ensure that wardens have communicated the emergency response procedures to all occupants with their nominated areas.
- Have an intimate knowledge of the area, including egress routes, the location of emergency equipment and the presence of hazardous substances.
- Ensure that occupants are aware of the identity of their wardens.
- Coordinate safety practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility.
- Complete 6 monthly Wardens Training Evacuations

Appropriate Action:

- Appoint Area Warden to manage the area.
- Chief Warden to sound evacuation alarm & evacuate building via PA announcement.
- Chief Warden to update What's App.

EMERGENCY:

The actions to be undertaken by the ECO in the event of an emergency shall include, but not be limited to the following:

Chief Warden / Communications Officer:

On becoming aware of an emergency, the chief warden shall take the following actions:

- Respond and take control, as appropriate.
- Ascertain the nature of the emergency and implement appropriate action.
- Ensure that the appropriate Emergency Service has been notified.
- Ensure that Area wardens are advised of the situation, as appropriate.
- If necessary, after evaluation of the situation and using all the information, and resources available, initiate an action plan in accordance with the emergency response procedures and control entry to the affected areas.
- Monitor the progress of the evacuation and record any action taken in an incident log.
- Brief Emergency Services personnel upon arrival on type, scope and location of the emergency, the status of the evacuation and, thereafter, act on the senior officer's instructions.
- Any other actions as considered to be necessary or as directed by Emergency Services.
- Transmit instructions and information.
- Respond to calls by Wardens using phones and runners.
- Broadcast messages using the Public-Address system.
- Manage alternative methods of communications including mobile phones and runners.

Area Warden:

- Be available for briefing police and other authorised persons during an emergency.
- Be aware of the implications of an emergency in an adjoining area or premises.
- Implement the emergency procedures for their area.
- Ensure that the appropriate emergency service has been notified.
- Check the floor or area for any abnormal situation.
- Commence evacuation if the circumstances warrant this.
- Search the floor or area to ensure all persons have evacuated.
- Ensure an orderly flow of persons into protected areas, e.g. stairwells.
- Assist persons with mobility impairments.
- Communicate with the Chief Warden using phones or whatever means available and act on instructions.
- Advise the Chief Warden as soon as possible of the situation and action taken.
- Co-opt persons as required to assist a Warden during an emergency.

Confirm that the activities of Wardens have been completed and report this to the Chief Warden.

POST-EMERGENCY

The actions to be undertaken by the Emergency Control Organisation (ECO) after an emergency should include, but not be limited to the following:

Chief Warden:

- When the emergency incident is rendered safe or the Emergency Service returns control, notify the ECO members to have occupants return to their facility, as appropriate.
- Organise a debrief with ECO members and where appropriate, with any attending Emergency Service.
- Compile a report for the EPC and management.
- Compile a report of the actions taken during the emergency for the debrief.
- If chemical extinguishers are activated in food areas, COF Health approval will be required to recommence business.

IDENTIFICATION

The members of the ECO are identifiable using either helmets/vests.

ECO POSITION	COLOUR
CHIEF WARDEN & FIRST AID OFFICER	WHITE
DEPUTY CHIEF WARDEN	WHITE
COMMUNICATIONS OFFICER	WHITE
WARDEN	YELLOW

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ECO TRAINING INCLUDING CHIEF AND DEPUTY WARDEN AND COMMUNICATION OFFICER

The training shall address the following:

- Managing and maintaining an emergency plan
- The development and implementation of training program including emergency service management & questionnaire.
- Understanding emergency mitigation, emergency preparedness and emergency prevention.
- Understanding their roles and responsibilities.
- Exercising decision-making command and control.
- Managing record keeping.
- Establishing actions for the specific emergencies.
- Coordinating communication(s) during emergencies, assist those with mobility, disability requirements
- Liaising with emergency Services.
- Coordinating evacuation activities
- Implementing post-emergency activities.

EVACUATION PROCEDURES TASKS.

The checklist below should be used by the Chief Warden during and immediately following an emergency incident.

x	EMERGENCY TASKS
	Determine nature of emergency and appropriate course of action.
	Sound evacuation alarm
	Evacuate immediately if there is danger to persons

	Call emergency services on 000 – ask for fire, ambulance or police.
	Conduct a search of the premises.
	Nominate someone to direct emergency services to building entrance.
	Brief emergency services on arrival – type, scope and location of incident.
	Prevent all persons from re-entering premises until deemed safe.
	Ensure all persons are accounted for at assembly area (where possible)
	Provide first-aid to injured persons whilst waiting for emergency help.
	Notify emergency services immediately of injuries, even minor ones.
	Organise security guards to provide 24 hour protection of premises
	Report the incident to Fremantle Council
	Contact your insurer and report the incident, including injuries to staff.
	Organise counselling for staff that are traumatised by the incident.
	Write a brief report on what happened, injuries sustained and the actions you took.
	Contact tradespersons to secure the premises to prevent theft or further damage.
	After the incident, conduct a debrief with staff on what happened and why.
	Activate Business Continuity measures.

IMPORTANT NOTES: On sounding of an alarm, the following procedures must be followed:

- Chief Warden to establish an Emergency Control Point, or if this location is not available proceed to the Alternative Emergency Control Point.
- Wardens to conduct immediate search of their area looking for signs of danger.
- Wardens to ensure that all staff commence an evacuation of the markets.
- After conducting the primary search, Wardens to report outcomes to Chief Warden.
- Chief Warden to contact emergency services and request assistance, if required.
- Wardens to assist with marshalling traders and customers to assembly area.

- Once evacuation is complete, Wardens to conduct a secondary search of the premises to confirm that there are no people left. On completion of this search each Warden is to notify the Chief Warden that their area is clear.
- Chief Warden to provide report to attending emergency services on completion of activities.

EMERGENCY CONTACT LIST

Note: Details are located Market telephone installations.

EMERGENCY	
Police, Fire Brigade and Ambulance	000
SES (Storm Damage)	132 500
MEDICAL	
Fiona Stanley Hospital	6152 2222
Ambulance (non-urgent)	9334 1222
Poisons Information Line	131 126
UTILITIES	
ATCO Gas Australia	13 13 52

Western Power	13 13 51
Water Corp	13 13 75
REPAIRS AND MAINTENANCE	
Fremantle Markets	9335 2515
Fremantle Glass	9335 2545
Fremantle lock Service	0409 086 497
Graham Lillis (Electrician)	0404 064 000
OTHER CONTACTS	
Fremantle Police Station	9430 1222
Fremantle Fire Station	9335 6262
Worksafe WA	1300 307 877
Other:	

EMERGENCY SERVICE AGENCIES

Police:

- Coordination of emergency operations where there is no designated agency.
- Control of the ground surrounding a Fire Ground (area surrounding incident) and support for the Fire Brigade by securing the area, controlling evacuations and coordinating resource support.
- Initial reconnaissance of the area affected by an emergency
- Traffic and crowd control
- Control of evacuations
- Recovery and identification of dead and injured and notification of next of kin.
- Disaster victim registration.
- Security of evacuated area and person property of the dead and injured.
- Coordination of rescue operations.
- Establishing temporary mortuaries.

Fire:

- In the event of an emergency involving fire, structural collapse, gas leak or chemical spills, the Fire Brigade will assume overall control of the incident.
- A fire ground may be declared by the senior member of the fire service.
- A fire ground is an area involved in the actual fire and any surrounding area that fire services personnel are required to work in, park or place appliances, hoses et. Or otherwise deem as necessary to enable them to combat the fire or hazard.
- Persons within the declared fire ground will act in accordance with directions issued by the senior member of the fire brigade on scene.

Ambulance:

- Provide ambulance transport and pre-hospital care for all injured persons.
- Provide and/or assume the responsibility for transport of designated medical teams and their equipment to the site of an emergency.

- Provide coordinated communications for all health systems involved in emergency responses.

EMERGENCY CONTROL ORGANISATION IDENTIFICATION:

ECO ROLE	EQUIPMENT
Chief Warden	White Helmet/Hat Mobile phone Master keys Emergency plan. First Aid Kit
Wardens	Yellow Helmet/Hat Torches Pen and paper
First Aid Officers	Chief Fire Warden

EVACUATION PROCEDURES FOR MOBILITY-IMPAIRED PERSONS

If there are mobility-impaired persons at the site, the procedure will be as follows:

- Brief mobility-impaired persons when they have their orientation on what they need to do in the event of an emergency.
- During evacuation, reassure mobility-impaired persons.
- Mobility-impaired persons are to remain where they are until their area has been evacuated.
- When the area is clear, affected mobility-impaired persons to be moved into the safest area possible – as far away from the incident as possible and so not causing hazard for others leaving – until emergency services arrive.

- Warden to alert Chief Warden immediately and advise number of persons still on site and their location. If safe, a member of the Emergency Control Organisation to remain with the person until arrival of Emergency Services.
- Chief Warden is to notify Emergency Services on their arrival as to location and number of persons still on site.
- Provide assistance to emergency services if required.

AFTER-HOURS PROCEDURES

In the event of an incident occurring after-hours when limited staff members are on duty, it will not be physically possible to follow the procedures outlined in this manual due to lack of personnel. The priority must be to assist persons in danger and alert attending emergency services as quickly as possible.

After-hours procedures are as follows:

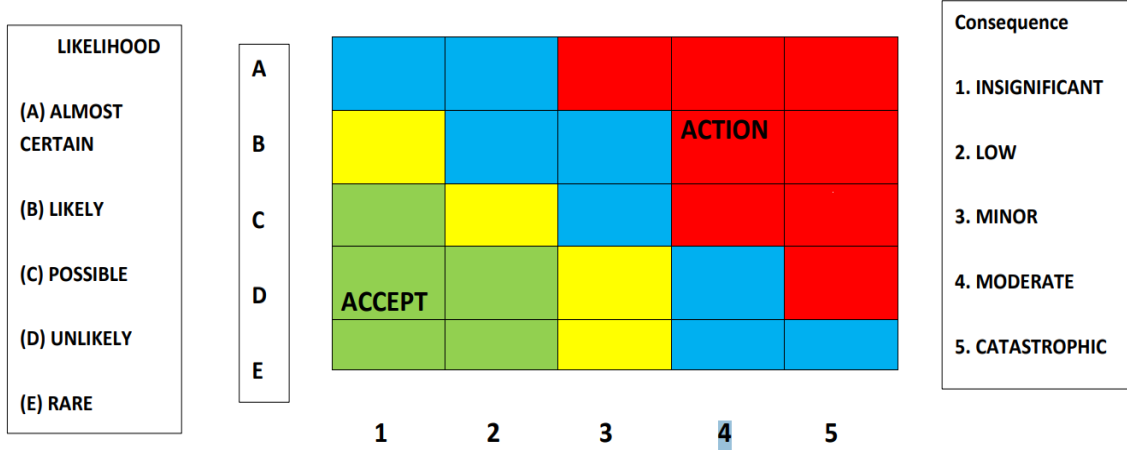
- Any Warden or Trader to immediately call 000
- Investigate the area for signs of danger.
- Immediately evacuate any persons in danger.

RISK ASSESSMENT

RISK	LIKELIHOOD	CONSEQUENCE	RATING	COLOUR CODE
Active Shooter	Unlikely	Catastrophic	5	Red
Armed Holdup	Unlikely	Moderate	4	Blue
Assault	Likely	Moderate	4	Red
Bomb threat	Unlikely	Moderate	4	Blue
Burglaries	Likely	Minor	3	Blue
Chemical hazard	Unlikely	Moderate	4	Blue

Civil disorder	Unlikely	Minor	3	Yellow
Crowd Unruly behaviour	Unlikely	Minor	3	Yellow
Deceased person	Rare	Low	2	Yellow
Electric Shock	Unlikely	Catastrophic	5	Red
Evacuation	Likely	Minor	3	Blue
Explosion	Unlikely	Moderate	4	Blue
Extortion	Unlikely	Low	2	Green
Fire	Likely	Moderate	4	Red
Food poisoning	Possible	Low	2	Green
Gas leak	Unlikely	Moderate	4	Blue
Internal Emergency	Unlikely	Moderate	4	Blue
Knife Attack	Possible	Catastrophic	5	Red
Medical emergency	Likely	Minor	3	Yellow
Mail Handling/Deliveries	Unlikely	Moderate	4	Blue
Syringes found	Unlikely	Moderate	4	Blue
Threats-written/recorded	Rare	Moderate	4	Blue
Threatening person	Likely	Minor	3	Blue
Water leak/flood	Unlikely	Moderate	4	Blue
Water supply interruption	Unlikely	Minor	3	Yellow

RISK ANALYSIS TABLE



MEDIA MANAGEMENT

Media management is a critical part of Fremantle Markets’ emergency response and communication activity. It is essential that only authorised personnel speak to the media. Authorised personnel shall be given appropriate training to ensure an adequate understanding of Fremantle Markets media objectives and compliance with procedures.

Only the following persons are authorised to speak to the media:

NAME	POSITION	CONTACT NUMBER
NATASHA ATKINSON	CEO	0401 537 447
JAMIE MURDOCH	DIRECTOR	0434 589 349

The only exception would be an incident where an employee first gained approval from an authorised spokesperson and was fully briefed before speaking on behalf of Fremantle Markets.

Media Briefing Area

The Chief Warden, if required, shall identify an appropriate media briefing area located in a safe position that will not impact on emergency response and/or emergency services operations.

Process for Unauthorised Employees and Market Traders

All other employees and market traders, when approached by the media, should politely decline to speak and gather relevant details which can then be passed on to an authorised spokesperson.

Details to gather include:

- Time and date of the call/enquiry.
- Journalist's name and publication.
- Reason for the enquiry.
- Journalist's deadline.
- Journalist's contact number, including mobile.

RESPONSE PROCEDURES

ACTIVE SHOOTER

WHAT TO DO IN AN ACTIVE SHOOTER OR ARMED OFFENDER INCIDENT.

If any person finds themselves involved in an active shooter/knife incident, the best and recommended advice offered by WA Police is to call Triple Zero (000) and Run, Hide or Act.

Australia’s current National Terrorism threat level sits at probable which indicates individuals or groups have developed both an intent and capability to conduct a terrorist attack in Australia.

Current threat assessments reaffirm the trend towards low-capability attacks conducted by lone actors or small groups which present a significant challenge for security and law-enforcement agencies, such as WA Police. These attacks are aimed at people rather than infrastructure and against relatively soft targets and they can occur with little or no planning, or intelligence forewarning.

While the term “extremist” is very topical at this time, particularly in the media, it’s important to realise not all active shooter/armed offender incidents are motivated by extremism or perpetrated by religious or ideologically focused individuals. An active shooter incident can also include an individual with a serious fixation and/or a serious mental health issue or it could be motivated by hatred, revenge, or criminal intent.

The term “active shooter” makes a direct reference to the use of a firearm or firearms, but an incident may also involve any weapon type such as bladed weapons, explosive devices and any improvised object capable of inflicting serious injury or death, including motor vehicles.

Recent attacks highlight the majority of active shooter incidents occur at places that are considered soft targets and places of mass gatherings such as public transport hubs, sporting arena, entertainment precincts, schools and shopping malls.

The main objective of WA Policy Officers when responding to an active shooter/armed offender incident is to save lives and prevent further loss of life or injuries. WA Police officers must reduce or suppress the threat posed by the active shooter/armed offender as quickly as possible. Traditional cordon contain and negotiate strategies are unlikely to be effective in reducing the time an offender has to achieve their desired outcomes, or limit their freedom of movement.

RESPONSE PROCEDURES

BUILDING FIRE	CODE RED
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Response guidelines:

- Automatic emergency alarm to FESA
- Evacuation of market by Wardens
- On arrival FESA takes control of the management of the fire.
- Chief Fire Warden to brief FESA on situation to date.

Action Plan for Evacuation of Staff, Traders & Visitors

ACTION
In case of fire



REMOVE
Persons from danger



ALARM
Call 000



CONTAIN
The fire



EVACUATE
The area



Action: Remove persons from danger, raise the alarm, try to contain the fire, evacuate.

- If you see smoke, don't panic and remain calm.
- Only fight a fire if it's small and you have been trained to use the fire fighting equipment.
- Alarm will sound automatically.
- Call 000
- Evacuate immediately to assembly areas
- Check that the evacuation route is clear of fire, smoke and other obstacles
- Leave the area and close all doors as you go. This will help prevent the spread of fire.
- Evacuate persons in an orderly manner. Evacuate those in immediate danger first.
- After all persons have evacuated, Wardens to check all rooms in affected areas.
- Assist people with mobility impairments. If they cannot self-evacuate, relocate them to a safe place and notify the Fire Brigade – don't leave them alone.
- Prevent all persons from re-entering the premises unless it is deemed safe.
- Ensure all persons are accounted for at the assembly area where possible.

Important Notes:

- Be aware that some staff will ignore the alarms and /or refuse to evacuate unless they see signs of danger.
- Any person suffering a medical condition such as asthma must be evacuated as a priority if there are signs of smoke.

General Guidelines for Fighting Fires;

- Act on instructions provided by your Chief Warden
- Obtain backup another member of staff, proceed to scene and ensure that persons are evacuated from the immediate vicinity.
- If safe to do so, coordinate local firefighting efforts.

Go to assembly
area

1616

CHEMICAL SPILL/HAZARD

CODE YELLOW

CAUTION – CONFIRM IF AREA SAFE TO APPROACH

Do not enter any confined area where there is the slightest risk of being exposed to toxic atmospheres. If in doubt – stay well clear (upwind if applicable) – inform Fire Brigade and keep persons away.

CIVIL DISORDER

CODE YELLOW

Response guidelines:

- Immediately inform Police and post on What's App Security Group.
- Attempt to monitor demonstrator/s.

If there is a risk to occupant safety or of unlawful building entry, then direct staff as follows:

- Take steps to restrict access to building or infiltration within building by the demonstrator/s.
- Secure critical records, equipment and valuable items.
- Remove any objects in accessible locations which could be used as weapons or missiles by aggressive trespassers.
- Be mindful of possible diversionary tactics by demonstrators to mask criminal activity.
- The Chief Warden should ensure that any group of demonstrators is kept under continuous discreet surveillance and attempt to ascertain size of group, composition, leader's identity, motives, intentions, mood and location.
- Removal of trespassers will usually be performed by Police.
- From the moment that the possibility of civil disorder is first suspected, the safety of the site's occupants must be of paramount consideration to the Chief Warden and all necessary action undertaken (particularly providing advanced warning to the site's occupants) to assure this.

Crowd Unruly Behaviour:

Continuous monitoring of crowd behaviour by staff provides the best opportunity for early detection of possible troublemakers and prominent placement of uniformed staff/security can serve to deter such individuals from unruly behaviour.

In the event of an incident involving unruly behaviour, the rapid intervention by Police and removal of persons involved is essential to minimise the risk to patron safety in the immediate vicinity. It is therefore important for staff observing inclinations of trouble to promptly report their observations to Security/Police.

Staff in the area of the incident should be mindful of the impact it can have on unaffected persons in the vicinity and where necessary, as a precaution, staff may need to temporarily move those not directly involved away from the scene to create a safety buffer.

DECEASED PERSON	CODE YELLOW
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Use the information below in the event of an apparently deceased person:

- Remain calm.
- Ensure that First Aider, Chief Warden, applicable management, Police and Ambulance are informed.
- Isolate the site where the incident has occurred.
- Segregate any witnesses in a private area away from incident scene.
- Segregate any friends/colleagues of the deceased in a private area away from incident scene.
- Disperse any spectators.
- Avoid contact with blood and other body fluids by using protective gloves.
- If practicable, cover the body and make sure that it cannot be disturbed.
- Do not interfere with any evidence.
- Comfort witnesses/colleagues. Counselling support to be offered.
- Collect accurate information (written and photographic-if feasible) about the incident.
- If staff member is involved, request police to advise when next of kin have been informed.
- Complete detailed incident Report.

TRAUMA MANAGEMENT	CODE BLUE
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The following information will help you assist persons that have been exposed to a traumatic incident.

- During an emergency incident, people may be traumatised by the things that they see or experience, i.e. stress, injury or death.
- Exposure to a traumatic incident will affect people in different ways.

- Reactions can vary from moodiness, anger, poor concentration and difficulty sleeping to serious long-term physical and emotional disorders.
- These reactions may be relatively minor lasting only a few days, or may be far more serious lasting months or even years.
- Persons who experience traumatic events should be encouraged to seek professional counselling before symptoms develop.
- Simply talking about their experiences with a trained professional can prevent future problems.
- Your support will be crucial in helping the individual accept the need for professional help. You may want to conduct an informal debrief session with staff to discuss the incident.
- Following are some simple ways to reduce the effects of a traumatic experience:
 - Eat well.
 - Reduce alcohol and caffeine consumption.
 - Try to maintain a normal lifestyle.
 - Talk to family and friends about how you are feeling.
 - Exercise regularly and/or keep yourself busy doing things you enjoy
- To contact a recommended professional counselling service.

MAIL HANDLING/DELIVERIES	CODE BLUE
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Use the information below to assist you if a suspicious package or envelope is received.

Mailroom Staff:

- Do not open the package.
- Advise your emergency warden and/or supervisor immediately.
- Move the item to an isolation area or clear flat surface

Chief Warden:

- Ensure that emergency services have been notified.
- Contact management and advise of the situation.
- Notify neighbours if appropriate.
- Meet and brief emergency services.
- Keep records of what you were told, what you saw and the actions you took.
- After the incident, conduct a debrief with affected staff and wardens.

Do Not:

- Wet the item.
- Place the item in a container.
- Invite others to look at the item
- Use mobile phones or two way radios in the vicinity of the item.

ELECTRIC SHOCK	CODE RED
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The following information will help you assist persons that have received an electric shock.

- Electric shock may stun a person, stop their breathing and cause severe burns to skin and internal organs. Injuries can be fatal.
- Avoid direct contact with the affected person while they are in contact with the current.
- Break the contact by switching off the current if possible, or by contacting service provider.
- For low voltage on (<1000volts): If the above action is not possible, stand on something dry, (blanket, rubber mat, newspapers) and break the contact by pushing the affected person free with a wooden pole or board, or pulling with a loop of rope around an arm or a leg.

Note: Do not use any materials that conduct electricity (e.g. metal) or anything moist.

- Only permit first aid when the situation is safe (i.e. when the current has been switched off.)
- Ensure that the following are informed – Ambulance, nearest First Aider, Chief Warden.

- If the affected person is unconscious, resuscitation is the priority.
- Always seek medical advice after an electric shock.

EXPLOSION	CODE BLUE
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- Emergency Services – ensure that emergency services are promptly informed.
- Casualties – seriously injured should be treated at the scene by first aiders.
- Persons suffering minor injuries should be treated at the Assembly Area.
- Those that are obviously deceased must not be moved.
- Appropriately trained personnel should be deployed to combat any fires.
- Persons not engaged in on-scene response efforts should be evacuated to the assembly area (or other location as determined by the Chief Warden).
- Hazards – appropriate staff should be deployed to isolate/shut down hazardous processes or equipment which could be hazardous to rescue operations.
- Search and Rescue – Emergency Services will normally perform this task.
- Media – refer media inquiries to the applicable media spokesperson.
- Building damage – action should be taken to quickly survey building for any sign of structural damage and if suspect – placed off-limits.

GAS LEAK	CODE BLUE
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The following information will help you assist persons that have been affected by a gas leak.

- **WARNING – CONFIRM AREA IS SAFE TO APPROACH.**
- Do not enter any confined area where there is the slightest risk of being overcome by gas.
- Where applicable, evacuate persons from the affected area and assemble them in a well ventilated area where they are not exposed to further risk.
- If safe to do so, isolate gas supply.
- Notify applicable facilities personnel.

- Ensure that there are no ignition sources in the affected area.
- Ventilate the affected area.
- Notify Fire Brigade and gas supplier.
- If major leak, it may become necessary to evacuate all, or a substantial part of the building.

STRUCTURAL DAMAGE TO BUILDING	CODE YELLOW
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Where there is the possibility of a total or partial structural failure or collapse of the building:

- Persons should be immediately evacuated and/or kept away from the area until it has been professionally inspected to determine structural integrity.
- Inform Chief Warden and Fire Brigade.
- A cordon around the affected area should be established at a sufficient distance so that persons cannot be exposed to falling debris.
- Where applicable, isolate gas supply to affected area from external point.
- Once the area has been evacuated, determine if it is practicable and safe to isolate power to the area from an external point.
- Inform applicable management and other appropriate facilities personnel.

Where there is no risk of structural collapse, but there is the possibility of objects falling from the structure (e.g. window failure):

- Immediately cordon off the area below, to prevent persons from being injured by falling debris.
- Inform the Chief Warden.
- Notify appropriate facilities personnel.

WATER LEAK/BURST WATER PIPE	CODE BLUE
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Subject to the extent and location of the water leak, it may be necessary to:

- Move persons away from the affected area.
- Notify the appropriate facilities personnel.
- Shut off electricity to the affected area.
- If practicable, isolate source of flooding/water leakage.
- Prevent unauthorised access to the affected area.
- Water-soaked materials should not be placed in an area where they might cause collateral water damage to other materials, e.g. rugs, carpets etc.
- Follow-up action may involve the pumping out of the affected area and the removal of undamaged material.

SEVERE STORM	CODE BLUE
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- Close all windows.
- Remove items from outdoors, which may be damaged by wind or rain.
- Monitor area of the premises which may be affected by wind and rain.
- Manage slips and falls due to rain – display wet surface signs.
- Manage electrical faults and if necessary, engage electrician.
- If damage is caused to Market buildings take appropriate action to make premises safe. Advise Fremantle Council.
- Other actions as may be necessary to protect visitors and staff
- If flooding, notify supply institution (Western Power) then notify Market Electrician (Graeme) to isolate power.

OCCUPATIONAL HEALTH AND SAFETY PLAN

The objectives of this OH & S Policy and Procedures Manual are to provide written guidelines for:

- Identifying hazards
- Assessing risks that may result because of the hazards.
- Deciding on control measures to prevent or minimize the level of the risks
- Implementing the control measures
- Monitoring and reviewing the effectiveness of the control measures identified

All efforts are to be aimed at:

- Ensuring a safe working environment for all employees, market traders, contractors, sub-contractors, and visitors to the markets.
- Maintaining a high degree of awareness of occupational health and safety.
- Providing a framework and structure for the implementation of these OH & S Management Systems.

DISSEMINATION OF THIS MANUAL

Each employee and market trader shall have access to it electronically and will be encouraged to read this manual. In addition, all reasonable steps will be taken to bring the contents of this manual to the notice of all employees at induction.

RISK MANAGEMENT PLAN

A Risk Management Plan has been undertaken, each risk has identified and assessed as to what can go wrong, how it is managed and rated in respect to likelihood and consequences. This information is detailed in the Risk Register.

EMERGENCY RESPONSE PLAN (ERP)

The Emergency Response Plan sets out the detailed guidelines and plan to respond to internal and external emergencies.

OCCUPATIONAL HEALTH & SAFETY (OH & S)

The OH& S Manual takes into account the risk exposures that have been identified and managed by the above plan.