



CODE OF CONDUCT

Stallholders

Sutton Village Country Markets

ABN: 89 391 157 870

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Introduction

Sutton Village Country Markets (SVCМ) management is committed to providing a safe and healthy work environment for stallholders and staff. This Code of Conduct has been written to ensure that we all feel safe and cared for in our place of work and trade. We need to support and look after each other in this environment. It is important to respect the lives and the workplace of each and every one of our stallholders and staff to ensure that we can work together and create a productive and happy marketplace.

Purpose - why do we need a Code of Conduct?

A Code of Conduct is necessary to create a safe work environment that protects stallholders and SVCМ staff from harassment, aggression and other unacceptable behaviour.

The Market Management are committed to ensuring stallholders and staff are able to operate in an environment free of harassment by creating a Code of Conduct outlining acceptable behaviour and defining unacceptable practices which will not be tolerated under any circumstances.

For the purposes of this policy:

- 'SVCМ' refers to Sutton Village Country Markets
- 'Workplace' refers to either the market site or any other activity undertaken in relation to trading at the market;
- 'Stallholder/s' refers to any person/s trading at the SVCМ, or persons acting on their behalf (including friends and family members assisting at stalls).
- 'Staff' refers to the people who volunteer for and are employed by the Sutton Village Country Markets to manage and run the markets.

Harassment and unacceptable behaviour at the market may result in:

- the loss of stallholders and SVCМ staff
- reduced morale of existing stallholders and SVCМ staff
- reduced appeal of the market to new stallholders and customers
- negative effects to the reputation of the market
- negative effects to the overall viability of the market
- legal consequences

This Code of Conduct therefore exists to limit the occurrences of these outcomes.

What is the market code of conduct?

The SVCM Code of Conduct is outlined below and applies to all parties when engaged in market activity on market day and all other times, and both on and off the market site.

- All stallholders and SVCM staff are to be treated with respect, courtesy and dignity at all times
- All stallholders and SVCM staff must strive to contribute to an honest, unbiased and unprejudiced workplace
- All stallholders and SVCM staff must report any behaviour which breaches this policy as outlined in the following paragraph.

Definition of Workplace Harassment

Workplace harassment is unreasonable and negative behaviour (including bullying, threatening and abuse) directed at an individual or group and resulting in the targeted party feeling unsafe, offended, undermined, humiliated, intimidated, abused or at risk.

Workplace harassment is usually, but not exclusively, repeated and persistent behaviour. Single incidents of unreasonable behaviour can also create a risk to health and safety. It can include any of the following:

- Bullying of any nature
- Verbal or physical abuse
- Sexism and sexual harassment such as- unwanted or uninvited sexual behaviour
- Offensive, insulting or derogatory language including shouting or yelling
- Racism and racist behaviour
- Acting in a discriminatory manner
- Offensive, insulting or inappropriate communications (including emails, phone calls or texting, social media, correspondence etc.)
- Unwarranted, unjustified or unsubstantiated criticism or comments
- Intimidating behaviour
- Victimisation

Preventing Workplace Harassment

All stallholders and SVCM staff must be informed of this policy.

Compliance with this policy is nonnegotiable. Stallholders who do not wish to be subject to this Code must notify the Market Manager in writing. Trading permission will be revoked immediately, and outstanding monies refunded.

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

Anyone submitting a complaint or report, and anyone else who may be involved, is not to be victimised. Victimisation is also prohibited by this Code of Conduct and offenders will be dismissed from the market.

Resolving Workplace Harassment

All complaints submitted under this Code will be considered by SVCM staff. Consideration of complaints will be guided by the principles of fairness, impartiality, integrity and ethical behaviour.

Decisions will be based only on the information in the written submissions provided by all parties. Personal appearances or other verbal representations will not be accepted.

a) Complaints between stallholders

For Code of Conduct complaints regarding conflicts between stallholders, SVCM staff will consider the matter and make a decision.

In some instances, a stallholder may be subject to suspension while an investigation is underway.

The outcome of the complaint will be advised to both parties in writing.

For complaints that are upheld, trading rights may be immediately revoked, and outstanding monies refunded. Otherwise, a first and final warning may be issued.

Apart from refunding money, no other compensation will be provided to the stallholder for dismissal under this policy.

b) Complaints between SVCM staff and stallholders

For Code of Conduct complaints between a stallholder and a member of the SVCM staff, the complaint will be considered by Sutton Village Country Markets Management.

In some instances, a stallholder may be subject to suspension while an investigation is underway.

The outcome of the complaint will be advised to both parties in writing.

For complaints that are upheld against a stallholder, trading rights may be immediately revoked, and outstanding monies refunded, or a first and final warning may be issued.

Apart from refunding money, no other compensation will be provided to the stallholder for dismissal under this policy.

If complaints against SVCM staff are upheld, standard action will occur in line with the Code of Conduct, as governed by the Sutton Village Country Markets.

Appeals

Appeals against a decision regarding a breach of this Code of Conduct may be lodged in writing within 5 days.

Any revocation or suspension of trading rights still applies while appeals are being considered.

Stallholders will not be compensated for trading days that are lost while appeals are being considered.

Appeals will be considered by members of SVCM management.

Reporting and Reviewing the Code of Conduct

Reports of any action taken to uphold this Code will be noted.

Review of the Code of Conduct will occur annually within the management of the Market to ensure current practices and procedures are in place.

BREACHES OF THIS CODE OF CONDUCT MAY BE GROUNDS FOR IMMEDIATE DISMISSAL FROM TRADING AT THE MARKET.