



NATURALLY NORTH COAST & GLENS TRADERS HANDBOOK



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1. INTRODUCTION

Naturally North Coast and Glens Market has been in operation since 2012 and was formerly known as 'Ballycastle Town Market'. As a not for profit social enterprise, we deliver award-winning community artisan markets in the Causeway Coast and Glens area and beyond. The market is managed by the board of NNCG, with the assistance of an advisory committee made up of volunteers, officers, and a small team of staff (the "committee").

We aim to offer a unique platform for local people to start up and develop businesses, showcase their products and become self-sufficient. We work with trading and non-trading members and casual traders, community representatives, local authorities and more and deliver the Naturally North Coast & Glens Markets and Roe Valley Speciality Markets.

We strive to create a welcoming, wholesome atmosphere where traders and consumers can meet for mutual benefit, emphasising local, farm produce, handcrafted items and traditional skills, with educational and social opportunities for both our trading community and the local communities we work in.

We work closely with our traders aiming to ensure that our markets meet their needs. As a not for profit group we are driven not by profits, but by the desire for the market to work for the artisan traders, the local community and our stakeholders.

We are always happy to welcome talented new makers who can offer something different to enhance our popular markets. Our award-winning market has built a fantastic reputation for the type of products on offer and the welcoming atmosphere provided by our traders.

We don't just deliver great markets for visitors to enjoy, we also provide our artisan producers with support and opportunities to start and build their businesses. There's a lot to consider when you're starting up, or when joining a new market. We aim to make the process as easy as possible for you.



If you are new to trading, need support, advice or want to find out more about any of our markets please contact us - we understand how daunting some of the paperwork, rules, and laws can be, particularly when you're just starting out, but we are here to help you.

We have developed this traders' booklet which sets out our expectations to ensure a safe, organized, convivial, empowering, and non-discriminatory community and marketplace. The policies and procedures are applied to all users of the market. Trading with us implies that you accept and agree to adhere to our policies and procedures. Failure to comply may result in disciplinary action or termination of your registration.

The policies and procedures set out in this booklet indicate our usual practices, but they are not exhaustive. We reserve the right to apply enhanced criteria, restrictions or policies and procedures as required by other bodies that we may work with throughout the year or to address unforeseen problems. At times we may need to amend our policies and procedures without consultation. In these instances, traders will be notified of any amendments.

Constructive suggestions are welcomed and encouraged. We are constantly striving for improvement, if you feel there is something we could do better or more efficiently please let us know. Bear in mind that market days will be busy – any suggestions may be best made by email to the Market Manager.

2. REGISTER TO TRADE

All traders wishing to take part in any of our markets must first complete the trader registration form before they can express an interest in any markets. We advise that you allow time for your registration application to be processed.

- All traders should have access to an email account as all communication will be made via email.
- Before completing the registration form it's important that you read and understand our trading criteria and what we expect of our traders.
- It is your responsibility to ensure you show or tell us how your products meet the trading criteria in your application form. Simply writing 'art' or 'baked goods' for example, on your application form, does not provide us with enough information to make an assessment.
- No other activity may take place at your stall other than those activities listed on your registration form without prior permission from the market manager.
- You should indicate the pitch size required if larger than our standard pitch size of 6ft.
- Where supporting information is requested in the registration form it is important that this is supplied e.g. photos of your products, Public & Products Liability Insurance, EHO Registration etc)
- Your application will only be considered on receipt of ALL the appropriate documentation. Incomplete or poorly completed registration forms will NOT be processed.
- Your completed application will be processed, and you will be notified of the outcome of your application as soon as reasonably possible.
- It is possible that only certain products you make and wish to sell may be permitted. It's not unusual to find that some products may be approved on a temporary basis for some markets, but not for others. We will let you know in advance if some products are not permitted. If you sell hot food your menu may require approval for each individual event.
- You will only be permitted to trade/sell the items which we have approved from your registration form, any subsequent changes or additions MUST be approved by committee beforehand.
- Some markets require us to place restrictions on what can be sold. This may result in you being asked not to sell a particular product which was initially approved in principle on your registration form. You will be informed of any such restriction, if applicable, when you are offered a pitch for that particular market
- If at any stage you are found to be in breach of our rules, regulations or policies your registration may be suspended.
- Registration with NNC&G does not guarantee that a trading pitch will be allocated. However, registration is free, and we advise registering in plenty of time for us to process your application before any markets that you may be interested in.
- Traders are not required to commit to any markets, other than those that they have been offered a pitch at.
- If you have any questions about the registration form or whether your business/products meet the criteria, please do not hesitate to contact us. We are always happy to answer questions, and actively encourage traders to ask questions if there is anything that they are unclear about.

You can register to trade online using the following link

<https://form.jotform.com/NaturallyNCG/casual-trader-registration-form-21>

2.1 Product additions after registration

No activity may take place at your stall other than those activities listed on your registration form. Any change must receive prior permission from the Market Manager.

It's usual for a new business to develop, and occasionally traders will wish to add additional products to their range. If you wish to add additional products, please ask us for the 'additional product request form'. This additional request will be considered, and you will be updated of the outcome. You may not sell the additional products unless you have received written approval.

You can make new product requests using the following form

[HTTPS://FORM.JOTFORMEU.COM/NATURALLYNCG/NEW-PRODUCT-REQUEST](https://form.jotform.com/NaturallyNCG/new-product-request)

2.2 Revoking permission to sell items

If concerns are raised regarding any product you sell, regarding the quality, safety, legality, suitability or otherwise, we reserve the right to revoke your permission to sell these items at any time until the issue is addressed. In such an instances, these items must be removed immediately from your stall.

If the issue with the product is regarded as a serious breach of our terms and conditions your registration may be suspended.

3. PRODUCT MIX

In the interests of promoting a diverse retailing mix and ensuring an appropriate range of products on offer, we aim to manage the markets in a way that it provides our visitors with choice but does not become saturated with one type of product. This is for the benefit of both the traders and the customers.

We don't have a "no duplication" policy and as a roaming market each event is different in size, nature and expected footfall. To reflect this, we balance the products on offer and aim to host a percentage ratio of different goods, so that a larger market would support more of one particular product than a smaller one. It is important that no one trader should feel they hold the monopoly of the market.

4. TRADING CRITERIA

The onus is on the trader to provide suitable evidence when registering to state how the items they wish to sell meet the trading criteria.

- Traders must grow, rear, produce or make the products they are selling themselves in Northern Ireland.
- Commercially produced, franchise, second hand items, items not considered as artisan or high quality and items not made by the seller are not typically permitted.
- The traders must be a direct employee of the business and involved in the production process.
- No genetically modified (GM) produce or produce containing GM ingredients may be sold at the market.
- Traders' businesses must comply with all local and national laws and legislations, including (but not limited to) Trading Standards, Consumer Protection standards and Food Safety.
- Food producers should be able to show that they have used a reasonable proportion of NI produced ingredients in their products. The local ingredients used, and their provenance must be demonstrated clearly on your application. Simply using the term 'local' or naming a wholesaler/store does not give us adequate information. Preference will be shown to those producers that actively promote the use of locally produced ingredients in their products and the use of local ingredients clearly forms part of their business ethos. We are particularly keen to see collaborations between food producers and suppliers within the market. (We do recognise that not all ingredients can be sourced in NI and will consider applications from traders that cannot source ingredients produced in NI)
- Traders should hold adequate Public & Products Liability Insurance
- Traders selling foodstuff should be registered with their local EHO and hold a 3* rating or above
- There are 6 categories of producers recognised by the market. In order to participate in the market, you should fit into one of the categories (*listed on the next page*)

We reserve the right to enhance the criteria for participation without notice as required.

We prefer to work with makers and producers that specialise in their craft/product, rather than the trader that attempts to be a 'jack of all trades'.

The committee may, in their absolute discretion, deny membership with or without reason. Exceptions to the criteria for participation will be at the discretion of the committee and in the best interests of the Market.

In the event of any dispute regarding inclusion and all other matters relating to trading, the decision of the committee shall be final, and no correspondence or discussion shall be entered into.

4.1 Proof of Identity and Address

A photocopy of your driving licence, passport or Id card must be submitted along with a document proving your address if you are offered a trading pitch. Traders only have to submit this once unless there is a change of home address. If you change your address, then you must provide documentary evidence of your new address as soon as reasonably practical.

When applying to register with us, you may also be asked to provide the required documentary evidence to show that you are eligible to work in the UK.

4.2 Eco Friendly Market

We are working towards reducing the market's impact on the environment, this includes taking our traders' activities into account. This doesn't form part of our essential criteria at present, however preference will be given to traders that can show they are taking steps to reduce their environmental impact. We are moving towards an overall ban on single use plastics.

5. TRADING CATEGORIES

CATEGORY 1 – PRIMARY PRODUCE

Includes eggs, fruit, vegetables, herbs, meat, fish, seafood, cheese, milk, butter, ice cream, honey and bee products, fruit juices, flowers and plants. Plants may include planted baskets if grown and/or arranged by the producer.

CATEGORY 2 – HAND MADE CONSUMABLE PRODUCTS & STREET FOOD

Includes street food, ready-made meals, value added primary produce, hot food, condiments, confectionery, preserves, drinks, baked goods and desserts whose principal ingredients are primary farm produce from category one. Products which are not considered as 'Artisan' may not be permitted.

CATEGORY 3 – HAND MADE ITEMS

Includes high quality products hand crafted locally by the trader. Inc woodcraft, cosmetics, ceramics, sewing, knitting, perfume, candles etc.

CATEGORY 4 – HAND MADE JEWELLERY

Includes locally high-quality hand-crafted jewellery which has been hand made by the trader

CATEGORY 5 – ART

Includes art in all its forms, including paintings, photographs and art produced on other media which has been produced by the trader.

CATEGORY 6 – OTHER

Includes entrepreneur businesses that wish to sell or promote their services. This category is new and will be developed in time. At present this category will be open to those businesses which the committee feel complements the market ethos and aims.



6. EXPRESSING INTEREST TO TRADE

Traders should express interest to trade in whichever markets they may be interested in using the online form provided. There is no requirement for traders to trade at all of our markets, you may express an interest in as little or many as you wish.

- We will email traders who are registered with us approx. 2/3 months before each market with an expression of interest form for the upcoming markets for that period. The expression of interest form will include dates, location, cost, trading times, a guide to set up time and any other relevant available information that is available to us at that point.
- You should complete this form to express your interest.
- We only accept expressions of interest from those that have completed the form and after we have announced that we are accepting them for the particular market date.
- Due to demand it is usually unlikely that we could offer any trader more than one pitch.
- We reserve the right to exclude registered traders from the expression of interest process if we feel they cannot be accommodated or are not suitable for the particular market.

7. SELECTION PROCESS

- Appropriate traders will be selected from those who have expressed interest using the form provided.
- Pitches are not allocated on a first come first served basis.
- We will select traders based on a number of factors, e.g. showing a reference towards; those that help us provide a varied market, and meet the trading criteria, those that complement the event, those that don't duplicate what is already on offer, those that live/work closest to the venue, those who have traded with us successfully with us in the past, those who supported our smaller markets, those whose requirements we are able to meet, and that we can physically accommodate, those that do not already have a well-established retail premises/regular retail outlet, those that meet the requirements of our stakeholders, and those that add value to the market as a whole.
- The weight of importance of each factor above can vary from market to market.
- We may not always be able to accommodate the pitch size you have requested, and where possible, we may offer an alternative size.
- All decisions will be made in the best interests of the market. The Management team and committee reserve the right to reject applications to trade.
- If we can't source enough traders for any particular market, we may allow pitches to be hired to traders who don't typically fit the criteria as we cannot afford to allow pitches to sit empty.

7.1 Payments to confirm booking

- Once we have accepted your registration of interest, we will inform you by email and payment will then be required to confirm your booking.
- Your pitch is not secured until payment and proof of adequate insurance has been received.
- If payment is not received by the date on the invoice your pitch will be offered to the next trader on the waiting list. (Reminders may not always be sent)
- Payment will be accepted by Paypal, or BACS.
- *(we don't receive notification if you pay by BACS and don't check the bank account daily, so send us an email if you do pay by BACS to avoid receiving unnecessary reminders)*

Traders that have outstanding bills, a poor credit history or do not confirm pitches promptly may be refused permission to trade.

7.2 Waiting List

Usually our markets are oversubscribed and selecting traders can be a difficult task, but it is always completed fairly and in the best interests of the market as a whole.

Those traders that have been unsuccessful are placed on the waiting list.

Where a cancellation occurs, we will contact appropriate traders from the waiting list to offer them a pitch.

8. CANCELLATION TERMS AND CONDITIONS

8.1 Non Refundable Fees

- You will be informed of any Non refundable fees and the amount on the expression of interest form, and your invoice, they will make up a portion of the total amount due.
- These will be Non refundable in any circumstances* (even in the event of a cancellation)

*Exceptional circumstances may apply however

8.2 Cancellations by the trader

- Cancellations must be received by us via email.
- Cancellations made by the trader will be refunded minus any non refundable fee if cancelled up to and including 8 days before the event.
- Cancellations within 7 days of the event are charged at the FULL rate and are non-refundable.

8.3 Cancellations by NNCG

- In the event that the market is cancelled we will refund the pitch fee minus any non refundable fees
- In the event that a market is relocated refunds will not be made *see exceptional circumstances
- In the event that a market is postponed we will offer the trader an alternative date. If the alternative date is unsuitable, we will refund the full payment.
- We are not liable for any direct or indirect loss occurred due to a cancellation, postponement, or relocation activity.
- No compensation for travel undertaken or stock prepared for the market will be provided.
- If we cancel your pitch at any point due to a breach of our terms and policies by the trader, employees etc you will not receive a refund or compensation.

8.4 Example of non refundable fees* - you will always be made aware of these at the time of booking. *exceptional circumstances may apply

- The £5 admin fee paid at booking - this is an admin fee and won't be refundable in the event of a market cancellation. (this admin service happens even if the market does not)
- Street trading licence - these will also be non refundable in event of a cancellation. This will only apply in a very small number of venues. (for anyone that isn't aware, we pay this street trading licence where it applies, to council, on your behalf, council do not refund the cost of the licences after they are issued, even if the market is cancelled. The cost of the licence is approx. £5-£10 per trader but it can vary)
- If there are any other non refundable fees they will be made clear on the booking form.

8.5 Exceptional circumstances where a FULL refund including non refundable fees may be made

- If the market venue is changed (for example due to weather), and the new venue cannot accommodate you due to space restrictions/or if the venue doesn't permit the products you offer we will offer a full refund (note – your personal preference regarding trading at the new venue is not an exceptional circumstance)
- In the event of postponement, if the alternative date is not suitable to the trader a full refund will be made.

9. TYPICAL PITCH SIZES AND TRADING RATES

A majority of our markets are outdoors. We provide canopy hire and this is included in the price quoted. Each market is priced individually, and prices can range from approx. £25 - £60. We can provide varying pitch sizes. Our standard pitch size is 6ft. 8ft and 10ft pitches are also available on occasion. Some pitch sizes are not available at certain markets. It is your responsibility to notify us of the required pitch size when applying. The pitch depth will vary, if the depth of the pitch is critical to your set up it's important that you highlight this. Our indoor markets are usually tightly packed, and often traders will have less space behind their stall than at an outdoor event. Discount is usually offered for traders providing their own canopy/trailer and these pitches are usually priced per meter.

9.1 Sharing Pitches

Sharing a pitch with another trader is permitted on occasion, provided we have been consulted, and have agreed to the planned share beforehand, and that the associated paperwork and insurance is adequate. When sharing pitches each individual trader should be registered individually.

9.2 Subletting

Subletting of pitches is not permitted.

10. EQUIPMENT & ACCESORIES

Typically, we provide no additional stall accessories other than the opportunity to hire a canopy. Damage caused to the market canopies or market equipment will be charged to the trader responsible.

10.1 Canopies

Most of our markets are located outside.

We provide cover in the form of canopies or marquees, and this is included in the trading rate.

We can also try and accommodate traders' own canopies/trailers – see the trailer/canopy policy for more information.

If you are providing your own marquee, you are expected to provide your own sides, weights and any other accessories for your stall as specified in your risk assessments. If your anchoring equipment is not suitable you may be asked to take your stall down. -

Refunds will not be given in these instances.

10.2 Tables - *WE DON'T SUPPLY TABLES.*

If you are looking for tables, we would recommend something like this

[https://www.amazon.co.uk/Folding-Tables-UK-Rectangular-](https://www.amazon.co.uk/Folding-Tables-UK-Rectangular-Capacity/dp/B002Q95M70/ref=sr_1_1?ie=UTF8&qid=1520534627&sr=8-1&keywords=folding+tables+6ft)

[Capacity/dp/B002Q95M70/ref=sr_1_1?ie=UTF8&qid=1520534627&sr=8-1&keywords=folding+tables+6ft](https://www.amazon.co.uk/Folding-Tables-UK-Rectangular-Capacity/dp/B002Q95M70/ref=sr_1_1?ie=UTF8&qid=1520534627&sr=8-1&keywords=folding+tables+6ft)

Standard pitch sizes are 6ft, so we don't recommend any larger than that. However, some traders will adjust their layout to use more than one table within this space.

It is each 'trader's responsibility to ensure that their table meets their requirements.

If you are new to trading, we may be able to assist at your first market and lend you one of our activity tables if they are available.

You must notify us in advance if you would like to use one as we cannot always guarantee that these will be available.

10.3 Chairs - *WE DON'T SUPPLY CHAIRS*

It's really not recommended to sit down at a market stall as it can put customers off, but all of us will need a break sometimes, and some of you may have medical conditions or disabilities that need consideration. In these instances, you should bring something to sit on and look after your own personal health and safety.

If you require seating preferably bring a tall stool, or something that you can use to take the weight of your feet but remain at a reasonable level for your customers, or if that's not possible, consider sitting at the front of your stall.

The best practice is to always stand. Certainly, if there is no one around you can sit for a minute or two, but if customers are about, you need to show you are attentive and ready to serve. Whatever you bring, the more compact the better, as this must fit into your vehicle.

Just remember - you've a reasonably short time at the market to make your sales, and you're not going to make any sales if you're sitting reading a book.

10.4 Gas

If you wish to use gas this should be highlighted in the registration process, along with a list of the appliances you wish to use and a copy of your gas safety certification which should be updated annually or more frequently if required by a Gas Safe engineer. This certification should be available to view at each market.

Traders using Gas should carry suitable fire extinguishers which have been tested annually and a fire blanket.

Gas usage may not be permitted on all the market sites.

10.5 Electricity

Power availability varies from market to market and venue to venue. Power may be available on site at some locations but in a majority of locations we hire a generator. We have strict safety rules for any trader that may wish to use electricity and these must be adhered to.

Access to power is charged per day per trader at approximately £20 per day (fee may vary from market to market)

Traders are expected to provide their own extension leads where electricity is required.

Traders using electricity should carry suitable fire extinguishers which have been tested annually and a fire blanket.

Traders requiring electricity outside should provide their own heavy-duty outdoor cabling of a decent length, and 16amp or 32amp 3 pin socket adaptors. ALL electrical equipment including cabling must be PAT tested and proof of testing must be available.

When completing your registration form it's important that you list the equipment you wish to use and the total KW required.

Items not listed or power requirements over and above the kw stated cannot be accommodated. If there is any concern regarding the safety of your equipment you will not be permitted to use it.

At some venues power access is restricted, and the kw available is limited.

Where power is not provided by NNCG we may permit you to use your own generator provided you can meet the Health & Safety Regulations stipulated. This must be discussed and approved by ourselves beforehand.

11. PUBLIC AND PRODUCTS LIABILITY INSURANCE

While public & products liability cover is not a legal requirement, it is crucial, and it is a contractual requirement when trading with us. Proof of adequate insurance that meets our requirements is required if you wish to trade with us.

Public Liability insurance is required by most professionally organised markets and protects the market trader from liability if your customer or another trader, happens to get injured due to your business activities provided the trader has taken the steps necessary to reduce risks.

Product liability insurance can also protect the market trader from liability associated with the products that he or she is making and selling, provided the trader has taken the steps necessary to reduce risks.

It is a vital means of protecting your assets if you are operating their own business and dealing with the public. Without this insurance, a trader could find themselves in serious financial trouble should an accident occur.

Quite often traders send us the incorrect documents when showing proof of their public and products liability insurance, or the insurance cover provided does meet our requirements.

Proof of adequate insurance is required when registering to trade. You should also send us your renewed policy as we do not issue reminders. You should carry a copy of your insurance schedule to each market.

If your insurance has lapsed your registration will be suspended, and you will not be permitted to trade. If your pitch is cancelled due to lapsed insurance (or any other breach of terms) you will not be refunded.

Type of cover required

Public AND products liability

Providing us with proof of cover

When providing proof of cover the document/s should show the following information

- The document/s provided should show as a minimum:
- Your name or business name (this should be the same person/business operating from the market)
- The type of cover (it should specify public AND products liability)
- The level of cover provided (It should meet our level of cover required)
- The start and expiry date
- Name of insurance company or broker providing the cover along with a policy number.
- The policy should provide public and products liability cover while you are trading at markets/craft fairs etc

11.1 Level of insurance required

- Art/Craft/General Food – Minimum level required £2 Million (If supplying your own canopy/trailer etc £5m is the minimum level)
- Hot Food – Minimum level required £5 Million
- Additional levels may be requested if a heightened risk is identified.

Most of our traders have acquired public and products liability insurance for around £60 - £100 per Year.

It is the trader's responsibility to ensure the insurance they acquire is adequate for their business and their activities/products.

Below are a few providers to try, others are also available

<https://www.nmtf.co.uk/>

<http://www.cmtia.co.uk/>

Basic Public and Products Liability insurance alone is not adequate to cover your entire business insurance requirements.

We recommend that you have adequate insurance for all your employees, vehicles, stock, fixtures and fittings and any other valuables you bring onto the market. This is recommended, but we do not require proof of any additional insurance.

11.2 All traders must accept the agreement below as a condition to accepting a trade pitch

(agreement will be made at registration and pitches are only offered where this agreement has been made)

1. To indemnify NNCG from all claims, injury, damage, loss, expenses and costs howsoever caused, including those sustained through explosion, fire and theft, or the cessation, interruption or alteration of the market, unless negligence on our behalf is shown.
2. To accept responsibility for the cost of repairing or making good any damage made by you, your employees, assistants or agents to market fixtures and fittings, other market property, or any fixtures, fittings, property that belongs to NNCG or the venue owner.
3. That NNCG will not be held responsible for your losses, damages or injuries.

You can find insurance advice here. <https://www.nibusinessinfo.co.uk/content/business-insurance-basics>

12. TRAILER/CANOPY GUIDELINES

Food Trailers/Vehicles are welcome at some of the NNCG markets. Pricing for your own vehicle/canopy will usually be quoted per meter of space required. As a travelling market we do operate from some sites where trailers cannot be accommodated. We also have limitations on the number and size of trailers we can work with on sites. Large trailers/vehicles usually cannot be accommodated.

- Your trailer/vehicle/canopy design and size form an important part of the decision to give permission to trade.
- The design/style of the trailer/vehicle/canopy must be in keeping with a small artisan market and the event you are wishing to participate in.
- They must also be presentable and meet all health & safety requirements, which involves ensuring all electrics and additional appliances have been signed off by a NICEIC certified electrician or GAS Safe Engineer (proof of this should be produced if requested).
- If you are wishing to use your own canopy it is equally important that you can provide adequate anchoring weights and tie down where necessary. We expect canopies to be anchored in all conditions, even calm days. We do not supply anchoring for your own canopy.
- It must be presentable and meet all health & safety requirements.
- You are responsible for ensuring your insurance provides adequate public liability cover for the use of your trailer/canopy.
- Where a trader's own canopy is not anchored suitably you will be asked to take it down. Refunds will not be made in these instances.
- We recommend an artisan street food style design and favour this style over a standard chip cart / commercial design.
- When registering with us you'll need to provide photographs and measurements of your trailer/vehicle/canopy.
- Trailers/canopies that do not fit with the image of the market/event may not be permitted. It is also possible that a trailer may be deemed suitable for one event but not suitable for another based on the type of event and site restrictions etc.
- There has been an influx in traders trading from converted horseboxes. Occasionally these include ramps as a means of access. We strongly encourage traders to avoid the use of ramps, and do show a preference for trailers where ramps are not used. It's important ramps meet the required safety incline, are slip proof and have adequate handrails. (often this is not the case).

Each application will be assessed individually on its own merit.

13. HOT FOOD/DRINK & ICE CREAM POLICY

To ensure we are consistent in providing a market that complements the local area we operate a Hot Food/ Drinks & Ice Cream Policy which ensures we consider the products already available in the immediate market area when selecting traders. This is to ensure that we complement rather than compete with the local high street retailers and provide a synergistic environment.

Due to the success of the market, there is a greater demand for pitches than can be accommodated in the space available for hot food products, and so this sets out our priorities and considerations when selecting stalls. We receive a large number of enquiries from traders in this category each year and we will prioritise those that can demonstrate how they meet the trading criteria, and also those that are providing wholesome, nutritious food.

Tea/Coffee, novelty confectionery products for example is not high on our list of priorities for most events, but may fit with some events.

We expect you to be able to show that you have used a reasonable proportion of NI produced ingredients in your goods. We do recognise that not all ingredients can be sourced in NI. If you are selling hot food, we will request your proposed menu for each event.

It is possible that permission may be granted for one event/market but not another. Each application will be considered individually on its own merit based on the information you provide to us when registering, our own experience of your stall/products, how the product complements or adds value to the market/event and the location of your business.

We will ask for a menu proposal for each event, and an idea of how you present your food – we do expect high quality gourmet style presentation. For example, traditional Chip shop serving trays should be avoided.

Other factors may also be taken into consideration

14. NNCG TRADER CODE OF CONDUCT:

NNCG is committed to conducting all business with integrity and according to the highest ethical standards. Traders act as a representative of our market to the community and we expect them to show the same integrity when dealing with the public, other traders and market staff. We have recently introduced a 'Code of Conduct'.

The purpose of this Code of Conduct is to protect and enhance the Market's reputation as a vibrant, attractive and safe environment for the shopping public, traders and employees of the market. It clearly defines our expectations and standards and works for the benefit of everyone involved with us. You are responsible for the conduct of yourself, your employees, assistants or volunteers.

In order to become a trader and to maintain eligibility, all traders must agree to the following:

- Conduct business in an honest and truthful manner
- Comply with all applicable laws, and regulations. It is the trader's responsibility for knowing and taking all steps necessary to ensure compliance.
- Demonstrate integrity with staff, customers, other traders and the community
- Show courtesy and respect to customers, other traders and the market employees
- Work co-operatively as a team with other traders and NNCG employees
- Operate vehicles & other equipment in a responsible manner, and park in a responsible manner and in the allocated parking zones *where applicable* when attending events.
- Accept responsibility for the conduct and actions of themselves and all persons working on their behalf, including employees, volunteers and family.
- Any form of harassment, bullying, intimidation or victimisation towards other traders, public or staff will not be tolerated
- Respond to and reasonably address customer complaints
- Always read and comply with rules and guidelines and trader's info emails
- Always follow instructions from NNCG Staff and Volunteers
- Report complaints or issues directly to the organisation in a timely manner to allow us to deal with them
- Do not discriminate against any employee, NNCG staff member, member of the public, other Traders on the grounds of their colour, race, disability, sex, sexual orientation, age or religion.
- Avoid unfair social communications that may be inaccurate or might be misconstrued in a way that could damage the reputation of NNCG, other traders or events you attend with NNCG, even indirectly.
- You must report to us all accidents, disputes, thefts, disorderly conduct, goods lost or found and damage to our property as soon as practicable, and in any event before leaving the market.
- Promote the events you are attending and support NNCG
- Accept that any behaviour or general business practice which reflects poorly on NNCG, other traders or damages the market's reputation in any way, may result in suspension or refusal to offer pitches in future.



This list is not exhaustive but is indicative of the behaviour expected from the those who trade with us, including their staff, helpers or volunteers. Where it is considered trading with us could be detrimental to the aims, objectives of the group in any or breaches our code of conduct way traders should understand that the committee does have the power to refuse permission to trade.

15. ADVERSE WEATHER

In certain circumstances, such as extreme weather, it may be necessary to cancel, postpone or relocate the Market. NNC&G is not liable for loss occurred due to a cancellation, postponement, or relocation activity. No compensation for travel undertaken or stock prepared for the Market will be provided.

The following plan has been drawn up to ensure that the Market adheres to the highest levels of public safety whilst ensuring that traders have clear guidelines for the non-operation of the market:

The Market Manager will monitor the weather for the market location online with the Met Office and with Wind finder online. Monitoring will begin the weekend before the market. Traders will be notified as soon as possible if it is felt there is risk of cancellation

- If the wind speeds (gusts) are in excess of 30* miles per hour arrangements will be made to relocate. If alternative arrangements cannot be made, the market will be cancelled.
- Traders will be notified initially of the warning by email. A text and email will also be sent if the cancellation is confirmed.
- Under extreme circumstances where the Manager has to cancel a Market at the last minute all traders will be contacted via text/phone call.
- If on the day of the Market the wind speeds reach and exceed 30* miles per hour every effort will be made to ensure the safety of the Traders and members of the public. The backs and sides will be removed from the stalls. Stalls may be moved if necessary. Traders are responsible for ensuring their stock is stacked safely and they can deal with adverse conditions. NNCG is not liable for any damages due to adverse weather. It is each trader's responsibility to ensure they build their stall in a manner that can cope with changes in the weather.
- The Wind speeds will be monitored throughout the day on location. In the event of wind conditions exceeding 30 miles an hour whilst the Market is operating Traders will be asked to carefully remove their stock and stalls will be put down one at a time.
- All decisions will be made in the interests of public safety. The Market Manager will stay up to date with weather reports, in liaison with the market co-ordinators, and market committee to make a decision on whether or not to cancel a Market.
- Every effort will be made to ensure that traders are given as much notification as possible. The final decision to cancel or abort a Market on the day rests with the Manager and the Directors.
- Traders providing their own marquees are responsible for ensuring they also provide adequate anchoring materials.
- We have the right to instruct a trader to pack up their stall if they cannot adequately and safely secure their pitch. Refunds will not be issued in these instances or if traders leave the market of their own accord or if they cancel a booking as per cancellation policies.
- Ground conditions, and other weather elements which may affect public/trader/staff safety are also taken into consideration.

*30mph is a guide wind speed other items are also taken into consideration when dealing with adverse weather, including the direction of the wind and location of the market,

16. RESEARCH AND IMPROVEMENT

We regularly conduct surveys and other types of research to help us determine what we are doing well and what we need to improve. It's important that the traders that use our market understand that this research is critical to ongoing improvements, sustainability and tries their best to get involved in these initiatives when required.

17. COPYRIGHT & PHOTOGRAPHY/VIDEO

All photographs taken at our events by ourselves belong to NNC&G and the copyright is owned by NNCG, we have no problem with traders using and sharing photos 'themselves' to promote themselves. However due to copyright issues we would like to remind you that you cannot pass these photos onto any other third party for usage. If you would like to use any photos that belong to NNCG please contact us for permission.

18. DATA PROTECTION

The information you provide us will be used for dealing with you as a trader of NNCG and to allow us to provide you with our services. We cannot provide you with our services unless you agree to and accept our privacy policy.

Our privacy policy can be found at <https://www.naturallynorthcoastandglens.co.uk/privacy-policy>

Your data will be stored and used in accordance with this Policy.

19. TRADING RULES

If you've been successful in securing a pitch below are our rules and guidelines to ensure you experience a safe and enjoyable day at the market. These rules are in addition to NNCG's official Rules, the Membership Booklet and all other ancillary policies and procedures.

These are an example of usual activities, as each market is different, there may be variations or enhanced rules or H&S requirements. You will be kept informed of any alternative arrangements.

This is important information, and we do ask that all traders take the time to make themselves familiar with our rules, guidelines and policies. This list is not exhaustive and may be changed without notice. You may be asked to leave without refund if you do not comply to our rules, policies, guidelines and instructions.

19.1 Market Organisation & Guidelines

The following points outline how the market is organised and managed prior to and on the day. By your participation in the market we ask you to respect these arrangements. These have been prepared with the safety and well-being of all participants and the general public in mind, and in the interests of a smoothly operating market.

19.2 Traders info email

All traders will receive a trader's information email prior to each market. This email will provide all the necessary information relevant to the market in question., including safety information – Reading and understanding these emails is VITAL.

Traders are expected to read the Information Email which will be sent out traders before each market and should forward this email to any members of staff or volunteers that may be manning their stall.

Any potential issues or questions should be asked immediately, and not left until the day of the market.

19.3 Packing for market, Essential Items to bring

Traders MUST have the following items at their stall at all times, spot checks are completed.

- First Aid Kit for your stall
- Vital Documents - Insurance, Risk Assessment, Gas Safety Certificate & EHO star rating if applicable
- Business Cards - or some form of contact details to hand out
- Sign/Banners – to allow customers to identify your business.
- A simple float, change and a cash box
- Waterproof table cover to place over stock when/if the rain reaches your table, especially important when you have goods that can be damaged by moisture, we do provide canopies however remember we work in Northern Ireland – We get sideways rain!
- The ground can be uneven, bring items to help level your table/trailer if this is essential to your set up.

19.4 Trading Times

- Traders are usually issued with arrival times; these times will be staggered to prevent congestion. It's important that you arrive on time. Times issued allow for setting up and parking before the market start time
- All stall holders must be set up and ready to trade by opening time, walkways must be clear of stock by the market opening time
- Traders that have not arrived by their allocated arrival time may find that their pitch has been reallocated or dismantled - in this instance refunds will not be granted. If traders are running late they must get in touch.
- Traders must stop trading at the official end of the market.

19.5 Site Safety

- All Entrance/Exits must be kept clear at all times.
- All dogs should be kept on a lead at markets and leads should not cause a trip hazard. (some sites may not allow dogs, it's your responsibility to check permissions) If you are trading and wish to bring a dog you must let us know.
- Traders should ensure that all recognised safety standards and procedures are complied with.
- Naked flames are not permitted (eg candles) and incense should not be burnt.
- Smoking is not allowed in the market area.
- You must take all reasonable steps to ensure the safety of all others attending your trading and storage spaces.
- You must make sure that there is no trip or slip hazards and that all equipment and goods are secure and not at risk of falling.
- You must consider the safety of others at all times while moving goods, equipment and refuse around the market, and wherever possible restrict such movements to outside the market opening times.

19.6 Vehicles and Parking

- Traders should always follow staff instructions and should never drive into the 'market village' area unless instructed.
- Often a one-way system around market sites will be in operation.
- All Vehicles that enter the market area must be fit for purpose, insured, safe to drive, roadworthy and appropriately insured and taxed, and all drivers must be legally eligible and insured to drive the vehicle.
- You must ensure that you do not cause any obstruction at the market, and access for emergency services must always be maintained.
- The speed limit on our markets is restricted to 5 mph.
- Drivers must move safely around the market, considering the safety of others.
- Vehicles must only use the designated access ways, loading areas and parking spaces at the market.
- We accept no liability for any theft or loss of, or damage, howsoever caused, to vehicles, accessories or contents incurred while you are accessing or on the market site, or parked up.
- Vehicles must be loaded and unloaded immediately, and not left unattended. After unloading vehicles should be moved to the parking areas to avoid congestion on site.
- Parking is not provided, or permitted on market sites, however we will let you know where traders can park. If specific parking locations have been designated traders must park here.
- Vehicles MUST be off the market site by the designated time and may not re-enter the site until after the designated time.
- Traders must pay attention to parking restrictions and may not park in locations that may be deemed inconsiderate to the local community/businesses.
- It is each trader's own responsibility to check any parking restrictions and fees payable wherever they park.

19.7 Stall set up and locations

- Spaces and stalls will be allocated by the organisers – the organisers decision on allocation is final. If traders have requests to consider they should be made in advance, there is no guarantee that requests can be accommodated, however we will try to accommodate where possible.
- Traders should not arrange their stand safely in such a manner as to inconvenience or disadvantage or affect the display of another exhibitor.
- Traders should not place items outside their pitch area unless they have been granted permission.
- We reserve the right to remove goods and equipment displayed or deposited beyond the boundary of the trading and storage spaces that in our opinion is causing a nuisance, obstruction or hazard. The goods shall be either placed within the boundary of the trading or storage space or removed to storage.
- Traders should display trading names clearly on their stalls, together with a contact address and phone number.
- Contact details should be made available to all members of the public to enable them to make contact with producers between the Markets.
- Stalls should be displayed with pride, and care taken to ensure your stall display fits with the market and is up to our standards.
- The size of each pitch area allocated is typically 6ft. Additional space may be available but must be requested at booking and if available there will be an additional cost. Failure to advice of a difference in size of pitch will result in a 6ft (1.8m) pitch size being allocated. (Storage is allowed either below or behind the table within the stall. It must not create a safety hazard. It must not block access and escape routes.)
- The use or attachment of anything likely to cause damage to floors, buildings, vehicles, fixtures or fittings is strictly prohibited.
- Traders should not cause a nuisance to other traders – Such as Noise or any behaviour deemed inappropriate.

19.8 Staffing Stalls

Stalls must be staffed at all times. Traders are responsible at all times for their cash float / takings.

If a stall reaches a 'SOLD OUT' position, notification must be left on the stall stating that they are 'SOLD OUT'.

Traders may not pack up and leave before the market is officially over – in case of emergency please contact the market manager.

19.9 Assistance

If you require assistance, please ask us.

Where traders require assistance with transport of stock, or erection of marquees etc market staff may be available to assist - however market staff cannot be held responsible for any loss or damage to traders stock/canopy.

Market staff are instructed not to assist with lifting goods or assist with any other activities which may cause a risk to their own health and safety.

19.10 Toilets

Toilet facilities are not provided, and traders may use nearby public facilities.

19.11 Cleaning/Waste/Water

- You are responsible for the cleanliness of your allocated trading space and the immediate surrounding area
- You must clean up any spillages and/or items that can cause staining to the paving immediately or notify a member of the Market staff so plans can be made to deal with the issue at the earliest opportunity.
- You must keep everything within and around the trading space in a clean and tidy condition and free from refuse.
- Traders should leave stalls clean, if any spillages occur on the ground or onto the stall provided they should be cleaned immediately.
- We do not provide access to water, traders that require water should bring supplies.
- Producers must dispose of all rubbish carefully, stalls should be left rubbish free. It is the responsibility of the Stallholder to clear away their rubbish into refuse bags and remove them from the Market. It is the Stallholders responsibility to leave their Stall area and the Market tidy.
- Traders that sell products which create waste – ie fast food etc should provide bins for their customers to use.
- The stallholder is responsible for the removal of all waste from the stall and the market, this includes both rubbish and waste water.
- Waste liquids should not be poured down drains.
- Trade/commercial waste SHOULD NOT be placed in the local consumer bins that may be present near market sites – these bins are not suitable for commercial trade waste.
- You must take your commercial/trade waste home and dispose of your refuse legally and responsibly, recycling your waste where possible

19.12 Accidents/Incidents, Emergencies and your Health & Safety

- Any problems identified should be reported to the Market Manager, staff or committee members immediately.
- An accident/incidents form should be completed for all accidents, incidents and near misses.
- In case of emergencies contact emergency services.
- Traders are responsible for their own health and safety. We take all steps necessary and within our remit to manage risks to staff, traders and the general public.
- We recommend that traders let us know of medical conditions or disabilities where they feel it appropriate and provide us with an emergency contact number.
- As a roaming market our market locations can vary, accessibility, underfoot conditions and parking access for example can vary. We have no control over the condition of the market sites or accessibility.
- We will try and accommodate all users wherever possible, however in some instances some sites may prove to be unsuitable for some of our traders. If you are concerned or need to check accessibility for a particular market, please get in touch.

19.13 Damage

Traders are liable for any damage caused to Stalls, other NNCG property or property owing to the venue owner. Please treat the Stalls with respect.

If you should have any concerns about a particular piece of equipment provided by NNCG please inform a member of NNCG Staff immediately.

Damage caused to the market canopies, market equipment or venue will be charged to the trader responsible. You are not allowed to stick items to stalls, and knives should not be used to remove cable ties or string from canopies. Any cable ties used for hanging signs should be removed from the stall with nippers.

19.14 Security

It is strongly recommended that the stallholder take precautions against theft. Money should be secure, and traders should be aware of the potential for theft from stalls and take steps to prevent this.

We recommend that traders carry and use counterfeit money detectors.

19.15 Promotion

Traders are expected to take part in market promotional activities and assist us in promoting the events. We encourage traders to provide us with promotional photos, and blurb to help us promote their presence at our markets.

19.16 Complaints

In matters of disputes, the Market Manager's decision is final. However, if you feel you have been unfairly treated you may use the complaints system. Complaints or grievances should be raised with the Market Manager in the first instance.

If you are unhappy with the outcome you may contact us for a copy of the complaints policy and procedures which will guide you through the next steps which you must take. Contact us at nncg.eoin@gmail.com. to receive a full copy of our complaints policy.

20. LEGISLATION

It is your responsibility to ensure that you and your employees comply with all current legislation in respect of your business and provide any relevant documentary evidence when we request to see it. Below is some legislation to consider, it is not an exhaustive list, you may have additional legislation to consider and comply with.

20.1 Consumer protection legislations

You can find out more about consumer protection legislations here

<https://www.nibusinessinfo.co.uk/content/selling-and-law>

20.2 Fair trading, Trade descriptions and Trading Standards

When you sell your products and services, you must comply with a number of fair-trading laws - covering areas such as:

- Pricing and price marking
- weights and measures
- hallmarking of precious metals
- descriptions of products and services
- the contract between a buyer and seller
- competition between businesses
- copyright, intellectual property and counterfeiting

The penalties for breaking these laws can be severe. The Trading Standards Service (TSS), which enforces many of these regulations, can help you stay within the law.

The NI Trading Standards Service Promotes and maintains fair trading, protecting consumers and enabling reputable businesses to thrive.

You can find out more about trading standards here

<https://www.economy-ni.gov.uk/topics/consumer-affairs/trading-standards-service>

<https://www.nibusinessinfo.co.uk/content/fair-trading-trade-descriptions-and-trading-standards>

20.3 Pricing

When selling to the general public, all pricing information must be clearly legible, unambiguous, easily identifiable, in sterling, and inclusive of VAT and any additional taxes. Pricing information must be available - that is, clearly visible to consumers without them having to ask for assistance in order to see it.

Prices can be shown:

- on the goods themselves
- on a ticket or notice near to the goods
- grouped together with other prices on a list or catalogue(s) in close proximity to the goods. If counter catalogues are used there should be sufficient copies for consumers to refer to

20.4 Consumer Rights Act 2015

The products you sell must be fit for purpose, and must be of satisfactory quality, you are responsible for any fault found with your goods. Again, you'll find yourself giving out exchanges, credit notes, or full refunds if this isn't the case.

The Consumer Protection Act 1987 requires suppliers to trade safely. [The General Product Safety Regulations 2005](#) require all goods to meet a general standard of safety.

Examples of goods covered by safety regulations include Electrical equipment, Furniture, Toys, and Cosmetic products.

A product is safe if it presents no (or negligible) risk to customers if they use the product in a normal way. To make sure the products you supply are safe, you should have systems in place to check that your products:

- Comply with the law
- Have instructions for their safe assembly and use
- Have adequate markings and warnings
- Are undamaged
- Are tested to ensure they meet all safety standards that apply
- Have accessible records of any testing
- Can be recalled if they are found to be dangerous
- Are sold in line with any age restrictions that apply

You can find further advice here <https://www.nibusinessinfo.co.uk/content/consumer-rights-act>

20.5 Cosmetic Safety

A cosmetic is any substance that is intended to come into direct contact with the skin, hair, nails, lips or teeth to clean them, perfume them, protect them, change their appearance, keep them in good condition or treat body odour. If you make these products, they should comply with cosmetic products safety regulations. Your local environmental health office should be able to give further advice.

The Department of Trade and Industry has produced a guide to the Cosmetic Products (Safety) Regulations 2004. If you would like to see this guide, go to www.dti.gov.uk. The Cosmetic, Toiletry and Perfumery Association's website contains a detailed section on cosmetic regulations. To see this information, go to www.ctpa.org.uk.

20.6 CLP Compliance – for Candles/melts/home fragrances.

CLP effects the following Products:- Reed Diffusers, Wax Melts, Scented Sachets, Room Spray, Candle etc. (Including any other products that may fall in to this category) Many fragrances ingredients, are known eye/skin irritants, skin sensitizers or are environmentally hazardous substances, if present at concentrations above the cut-off values listed in section 16 on the MSDS, they trigger health or environmental warning statements and/or pictograms which should then be clearly stated on any labelling/packaging.

CLP (European Regulations (EC) No 1272/2008 on Classification, Labelling and Packaging of substances and mixtures) actually came into force in 2009 (January) in all EU Member States, which also includes the UK. It was agreed by the EUL (European Union Level) that as from the 1st June 2015 these rules would apply including the UK. EN15494 provides some standardized fire safety warnings that most manufacturers choose to include, communicating perhaps the greatest risk posed by a candle.

For detailed and current guidance see: <https://www.hseni.gov.uk/articles/candles-and-clp>

20.7 CE Marking for handmade toys (now known as UKCA)

A toy is any product that is designed or clearly intended for a child under 14 years of age to use.

The essential safety requirements for new and second-hand toys are to protect the person using the toy and anybody else from injury or damage to their health, bearing in mind children's behaviour. Toys should meet British Standard 5665 (EN71), and they must not:

- be flammable
- have small parts which can be taken off easily and which the child may choke on, for example, eyes or buttons (toys which have small parts and are not suitable for children under three must carry an age suitability and danger warning)
- have sharp edges or points or anything that children could get their fingers trapped in or
- contain poisonous substances or poisonous paint.

All new toys that you sell must be marked with: the name and address of the manufacturer and the CE mark.

These marks must be on the toy or its packaging and be permanent and easy to read.

On small toys these marks may be on:

- a label attached to the toy
- a leaflet that comes with the toy or
- the toys' display box.

Warnings or instructions

Some toys must come with warnings and instructions about precautions that need to be taken for the toy to be used safely. These include:

- statements on toys that are not suitable for children under three years old and the reason why, for example, a danger of choking
- instructions for putting the toy together correctly and using it properly.
- labels to tell the customer if children need to be supervised by an adult when they are playing with a toy, or if the toy should only be used by children over a certain age.

The Department of Trade and Industry has produced detailed guidance notes on the UK regulations for toy safety available from www.gov.uk.

You can find additional advice below.

<https://www.nibusinessinfo.co.uk/content/ce-marking>

<https://www.nibusinessinfo.co.uk/content/safety-regulations-childrens-products>

<https://www.cemarking-handmadetoys.co.uk/>

20.8 Food Safety Regulations

If you're selling food, you'll also need to be aware of and comply with food hygiene legislation, and register with your local environment health department.

You can find advice here:

<https://www.nibusinessinfo.co.uk/content/food-safety-and-hygiene>

<https://www.food.gov.uk/>

20.9 Carrier Bag Levy

If you are selling goods and providing bags, this levy will most likely apply to you. There are certain exceptions i.e. types of products sold, and sizes of bags etc which are detailed further in the guidance links below.

Our advice is to do your own research and find out if the levy applies to you. If you're unsure about anything contact the bag levy team directly for clarification

I'd also advise attending the proposed event in November, there will be a representative from the bag levy team in attendance to give further advise and information. (further details of this event will be forwarded as soon as they are available)

In what circumstances must a seller apply the 5 pence levy?

The legislation states that, unless bags retail at 20 pence or more - or are otherwise exempt* from the requirement to charge the 5 pence levy will apply to a:

"bag of any material supplied or designed for the purpose of enabling goods to be taken away or delivered."

*exemptions are varied, please see the links below for more guidance.

<https://www.nidirect.gov.uk/articles/carrier-bag-levy>

<https://www.nibusinessinfo.co.uk/content/carrier-bag-levy>

A very useful and easy reading publication

https://www.nidirect.gov.uk/sites/default/files/publications/guidance_on_carrier_bags_charging_legislation_in_ni.pdf

Below are the contact details for the carrier bag levy team if you need further advice.

Ballykelly House, 111 Ballykelly Road, Ballykelly, Limavady, BT49 9HP

Phone: 028 7744 2056 / 0300 2007879

Email: carrierbaglevy@daera-ni.gov.uk

20.10 HMRC

You'll likely have to register as self-employed with HMRC. <https://www.gov.uk/working-for-yourself/what-you-need-to-do>

<https://www.nibusinessinfo.co.uk/content/taxes>

20.11 HEALTH & SAFETY ADVICE

<https://www.nibusinessinfo.co.uk/content/health-and-safety-made-simple>

20.12 RISK ASSESSMENT ADVICE

All traders should complete a risk assessment prior to trading, in addition if you are using gas/electricity you should complete a fire risk assessment. <https://www.nibusinessinfo.co.uk/content/assess-health-and-safety-risks-your-business>

20.13 EMPLOYMENT LAW

You are responsible for ensuring you meet current employment legislations if you employ staff.

<https://www.nibusinessinfo.co.uk/content/employment-and-skills>

<https://www.nibusinessinfo.co.uk/sites/default/files/Employers-Handbook.PDF>

20.14 ADDITIONAL BUSINESS START-UP ADVICE

<https://www.nibusinessinfo.co.uk/content/starting-business>

21. Health & Safety

The guidelines below are not exhaustive, it's important that traders assess their own activities and take the steps necessary to ensure the safety of themselves, their staff and members of the public.

21.1 Risk Assessment

All traders will be required to complete a risk assessment for their pitch, we can provide a template, which you may use but must amend to suit your own activities.

Each trader is responsible for ensuring their pitch and trading activities meet the requirements stated by the market and their own risk assessments.

Traders found not to be complying with requirements will be asked to pack up and leave the market, a refund will not be given and traders will not be able to book additional pitches until they have provided proof that the issue has been rectified.

21.2 Electrical Supply

Electrical appliances must be protected from weather, physical damage and interference.

Cables must be positioned and taped where necessary so as not to cause a tripping hazard.

Stall holders are responsible for the maintenance of their own equipment, and where equipment is deemed as risky we have the right to refuse access to power.

All electrical equipment and cabling used must be PAT Tested and certification must be available for viewing and spot checks.

Traders will not be permitted to use any electrical device that has not been PAT tested and proof of testing cannot be shown.

21.3 Liquefied Petroleum Gas (LPG)

Gas appliances should be fitted and tested by a Gas Safe Engineer and a certificate produced, the certificate should be available for inspection on market days.

Cylinders should be fitted with automatic cut off valves and be protected from tampering.

All cylinders should be kept away from heat and ignition sources.

All gas appliances must be fitted with a flame failure device and adequately ventilated.

All fryers should be fitted with an automatic high temperature-limiting device (operates at a fat temperature of 250oC or lower).

Traders using Gas should carry suitable fire extinguishers and fire blankets.

21.4 Generators (where permitted)

Generators should not be used inside

Generators must meet all electrical safety requirements

Should always be used in well ventilated areas

Generator fuel should always be stored safely away from all forms of ignition

Generators should be kept in an area which is not accessible by the public – your own protective fencing should be erected if necessary.

Generators should be placed in an area that does not cause noise disruption to other traders.

Generators should be well maintained and serviced

Those using generators should carry suitable fire extinguishers

Diesel generators are preferred. Many sites will not permit the use of petrol generators.

21.5 Further Information

<https://www.nibusinessinfo.co.uk/content/health-and-safety>

<https://www.hseni.gov.uk/>

22. FOOD HYGIENE GUIDE

Your market stall may be visited by EHO and market staff to ensure that you are following the requirements set by the food standards agency. Serious breaches of health & hygiene rules may prevent you from attending future market events. It is your responsibility to ensure that your business meets requirements set by EHO. Below is some guidelines to consider, it is not an exhaustive list.

- Food and drink must be described and labelled accurately (further advice available from your local council's Environmental Health department).
- If someone asks about an allergy – be honest and do not guess about ingredients.
- You should be familiar with allergen guidelines and legislation.
- Buy from reputable suppliers and keep a record.
- Make sure food is supplied or sold in a hygienic way.
- Have in place a documented food safety management system
- Be prepared for adverse weather conditions.
- Traders working on food stalls should be presented in a manner expected of a food handler – ie protective clothing/uniform or aprons should be worn by all members of staff on the stall handling food.

22.1 Design and Structure

All stalls/vehicles should be designed and constructed to protect food from the risk of contamination. Fittings and equipment for mobile units should be of good quality materials capable of being cleaned effectively. Floors in mobile units should be of smooth, impervious and non-slip material and preferably covered to the wall fixtures. Stalls should be screened at the sides and back to prevent risk of contamination and pests. Tent/marquees should be of cleanable materials or the kitchen/preparation areas should be provided with washable wall linings. Lighting levels must be adequate.

22.2 Layout

Allow adequate space for preparation, cooking, storage and wash up. Ensure that refrigerated storage vehicles and trailers are easily accessible. Check for any tripping and safety hazards.

22.3 Water Supply

You must clean and wholesome water, we do not provide access to water. You should make arrangements to bring water as required in suitable containers. If water containers are used, they must be cleaned and sanitised on a regular basis.

22.4 Drainage

Waste water from sinks and wash hand basins should be discharged into suitable containers and not directly onto the ground.

22.5 Equipment

All equipment should be easily cleaned. Preparation surfaces and tables must have smooth, impervious surfaces. Stainless steel or laminate surfaces are suitable.

22.6 Washing Facilities

Suitable and sufficient hand wash basins must be provided and accessible for use by food handlers. Supplies of soap and means of hygienic hand drying must be available at each basin. Suitable sinks/basins must be provided for food preparation and equipment washing. A constant supply of hot water should be provided at the sink(s) and wash hand basin. Alcohol gels or similar are not suitable substitutes.

22.7 Cleaning

Stalls should be kept clean at all times, if necessary, stop trading at intervals to allow cleaning. Adequate supplies of suitable food grade cleaning products and disinfectants or sanitising agents should be used for the regular cleaning and disinfection of equipment and work surfaces. Hazardous substances such as cleaning materials must be used and stored in a safe manner. Hot and cold water (or water at a suitable temperature) must be available at sinks and basins and must be available before food preparation begins.

22.8 Transporting Food

Vehicles and storage area should be of sound construction, kept in good repair and able to be cleaned easily. Ensure appropriate containers are used. Use of refrigerated vehicles is recommended. Alternatively, high risk food must be transported in cool boxes with ice packs.

22.9 Personal Hygiene

Traders working on food stalls should be presented in a manner expected of a food handler – ie protective clothing or aprons should be worn by all members of staff on the stall handling food. Protective clothing must also be clean.

High standards of personal hygiene are essential, and the following rules must be followed:

Hand washing must be carried out frequently throughout the day: Before starting work, after handling any raw foods, after using the toilet, after a break, after sneezing, coughing, etc.

Where possible tongs should be used for handling food.

All cuts or boils should be covered with a waterproof plaster (preferably coloured).

Jewellery and nail varnish should not be worn. Hair should be tied back.

Clean, washable protective over-clothing must be worn at all times when handling food.

Any food handler who knows, or suspects, they are suffering from symptoms of food poisoning (particularly diarrhoea and vomiting) must notify their employer or manager and refrain from working with food.

22.10 Temperature Control

Effective temperature control and storage is one of the most important safeguards for controlling the growth of food poisoning organisms

You should consider the following points:

High risk products such as cooked meat and dairy products must either be kept cold (at or below 8oC) or hot (above 63oC).

Ideally food should be prepared immediately before service, if this is not possible then the food should be prepared in small batches and kept at the correct temperature.

Sufficient fridge space should be available for the storage of high-risk foods. Commercial cool boxes or eutectic freezer blocks may also be used.

Keep a check of the temperatures in your temperature recording books from your HACCP plan.

Probe thermometers should be used to check the core temperature of foods and ensure probes are disinfected after each use. Keep food covered when stored in the fridge.

Vehicles used for transporting high risk food should be refrigerated.

Protect stored food from access/contact by members of the public.

22.11 Cross-Contamination

One of the main risks facing event and mobile catering is to protect food from contamination. This is an important legal requirement:

Food preparation areas/chopping boards should be cleaned/disinfected after use.

Raw and cooked food should be kept separate at all times, raw food should always be stored below cooked food, ideally separate refrigerators should be used.

Clean and disinfect sinks after washing/preparing vegetables and raw food.

Avoid touching food – use tongs/utensils where possible. All equipment including knives and containers should be cleaned and disinfected after use.

Disinfect all cloths regularly and replace as soon as they become worn/damaged. The use of disposable cloths and paper towels is recommended.

Food must not be stored on the ground and must be kept away from any risk of contamination.

It is recommended food is kept 45 cm (18”) above the ground and protected from the weather.

Equipment/utensils/crockery should also be stored above ground, covered and kept free from contamination.

Protect food from pests (insects/birds/rodents).

22.12 Food Safety Training

Event safety catering is a high-risk activity with potential for food poisoning. Food handlers must be trained to a level appropriate to their work.

22.13 First Aid

A first aid kit including washable (preferably blue) plasters must be provided.

22.14 Refuse

There must be an adequate supply of suitable refuse containers provided.

Plastic sacks must be tied securely and stored to prevent attraction of pests.

22.15 Further Information

<https://www.food.gov.uk/>

<https://www.nibusinessinfo.co.uk/content/meet-food-safety-regulations>

23. Covid-19 Safety Guidelines

PLEASE RESPECT EACH OTHER BY RESPECTING THE GUIDELINES. WE ARE COMMITTED TO ADHERING TO THE COVID-19 GOVERNMENT GUIDELINES WITH SAFETY PROTOCOLS IN PLACE TO ENSURE WE MEET THE INDUSTRY STANDARDS SET BY TOURISM NI.

Completing a covid risk assessment is compulsory for every business opening currently. All traders must complete a Covid-19 Risk Assessment.

SANATISER: Traders must provide their own commercially produced hand sanitiser for customers and display guidance for customers on your stalls

PPE: A face mask/covering is required during trading activities by all persons behind your stall (unless you have a face height screen in place) (both is optional - but one of the two is essential)

QUES: One customer/family at a stall at a time, You will be responsible for managing your own ques and your customers. Its important that ques do not get too long, or do not form in front of another traders stall.

SAMPLING: Permitted with conditions – Samples must be provided in individual portions (To be served in little pots or picked up with cocktail sticks/or similar and avoid a customer having to put the food directly into their mouth with their hand) when a customer asks for one, or you offer a customer one, and cannot be set out in a serve yourself style.

LOGISTICS - There will be an entrance point and exit point on site and a wide but naturally flowing one way system around the site - traders should also follow the one way route while on site.

STALL SANITIZATION - Carry materials and sanitizer for keeping your frequently touched areas on your stall sanitized

TRADER CONTACT - Traders should remember to keep a safe social distance from other traders, customers/visitors should not be invited behind your table, please keep any chats in the outside areas and avoid congregating in groups (even if socially distanced) in the market area while the market is open to the public, it may disturb the flow of people around the market.

ONE WAY SYSTEM: Traders should follow the one way system around the market while it is open to the public

SIGNAGE: We will have guidance signage on site - **you should provide your own guidance for your stall**, it should cover the basics:

WE ARE HOPING THAT CUSTOMERS WILL SEE THE SAME OR SIMILAR GUIDANCE AT EACH TRADERS STALL TO AVOID CONFUSION .

- Your own covid safety statement and what you're doing to keep customers safe
- One customer/family at a stall at any one time - recommend they form a socially distanced que.
- Recommending customers don't touch items unless necessary - advise them to use sanitiser before touching, you cannot force someone to use sanitiser.
- Recommend contactless payment (it is ok to accept cash as long as you're following hand sanitization guidance)

GUIDANCE SUBJECT TO CHANGE AT SHORT NOTICE IN KEEPING WITH RELEVANT GOVERNMENT ADVICE

Traders Tips! What should I pack for market?

Unfortunately, not everything goes to plan, and if you're new to trading it's likely that you won't be fully prepared for all the eventualities and dramas you may face when you're trying to work on your market stall.

Remember a majority of our markets are outdoors and you will have to be prepared for all possible weather conditions. If you are more prepared you will be in a better position to deal with all eventualities that occur, and the more you'll enjoy your day.

We have put together a list to help you prepare for most eventualities at markets.

Items needed will vary between each trader, and check recommendations from other market's that you may attend, some may provide more/or less accessories, but you could use this as a guide to draw up your own checklist.

Basic Essentials - Items you MUST Carry to NNCG Markets

(These items are not optional & not including additional essentials required by food traders)

- Trading Table (6ft) - we don't provide tables
- First aid kit (if you aren't carrying one you should be - this isn't optional)
- Vital Documents - Insurance, Risk Assessment, Gas Safety Certificate & EHO star rating if applicable
- Business Cards - or some form of contact details to hand out
- Sign/Banners – to allow customers to identify your business.
- A simple float, change and a cash box
- Hand sanitiser for yourself and your customers
- Face Mask, an additional face shield is optional.
- A light waterproof cover to place over stock when/if the rain reaches your table, especially important when you have goods that can be damaged by moisture, we do provide canopies however remember we work outside in Northern Ireland – We get sideways rain!

Recommended Items

Stall Accessories

- Cable ties
- String
- Bungee cords
- Bulldog clips/clamps (to secure items and your display)
- Something to level your table if you're on uneven ground (it will happen everyone at some point)
- Extra ground protection to set cardboard boxes of stock on when the ground is wet
- Trolley to transport your stock (you will rarely be able to park beside your stall to unload)
- Battery operated table lighting
- Waterproof boxes for extra stock - the ground can get wet and ruin cardboard boxes.
- Something to secure light items in windy weather.

Personal Comforts

- Extra, warm clothing - ie hat, gloves, coat (a sunny morning can soon change) – Winter markets can be especially cold – layer up! A common comment is 'I didn't think it would be this cold' - we can assure you, at times you'll feel like you're in the Artic, come prepared!
- Mat/cardboard to stand on (helps keep the cold out)
- Decent footwear which cushions your feet and is waterproof (the ground will often be wet). Heels or footwear that does not protect your toes are not recommended.
- A change of footwear/socks when the weather is considerably wet
- Personal Comforts & any required medication
- Toilet Roll (in case the local public toilet isn't restocked during busy times)
- Flask/snacks/sandwiches/water – If you're lucky and have a busy day you might not get away from your stall to grab a bite to eat.
- Hand warmers
- Sun cream

Admin/trading accessories

- Notebook, Order book, Receipt book
- Pen, markers
- Sellotape, Blu-tack, Scissors, pins, stapler
- Money belt/pouch
- A bag for your rubbish
- Card reader – to allow you to accept card payments.
- Additional power source for mobile and/or card reader
- Bubble wrap, Packaging, Bags
- A fully charged mobile phone which contains 'In Case of Emergency Contact Details'
- Counterfeit Money detector pens
- Spare price tags (for those end of day reductions)

Use these tips to prepare your own check list to tick off before you leave home.

The Chair.....It's really not recommended to sit down at a market stall as it can put customers off, but we all need a break sometimes, and some of you may have medical conditions or disabilities that need consideration, in these instances you should bring something to sit on and look after your own personal Health & Safety. (please remember we don't provide seating.)

If a seat is a must for you preferably bring a tall stool, or something that you can use to take the weight of your feet but remain at a reasonable level for your customers, or if that's not possible, consider sitting at the front of your stall.

The best practice is to always stand. Sure, if there is no one around you can sit for a minute or two, but if customers are about, you need to show you are attentive and ready to interact with them and serve. Whatever you bring, the more compact the better, as this too must fit into your vehicle.

Just remember - you've a reasonably short time at the market to make your sales, this is your time to sell, you're not going to make any sales if you're sitting reading a book.

If you still have room to pack your stock after all that we hope that you have an enjoyable and safe day at the market!



