

## Personal behaviour: Code of Conduct

Stallholders are expected to behave in a professional and socially acceptable manner at all times having regard to the interests of all customers and staff as a whole. Verbal abuse or physical aggression will not be tolerated in any circumstances towards any customer, trader or employee of the library.

Any activity involving calling, shouting, playing music or any other action intended to attract shoppers' attention to a particular stall or group of stalls ('pitching') is not permitted under the terms of our Craft & Table Top Sale agreements but may be allowed at the Manager's/ or approved persons discretion. If such activity, where permitted, causes nuisance or annoyance to fellow traders or customers of the library, the concession may be withdrawn without notice at the absolute discretion of the Managers/ or approved person.

## Legal and local requirements

- Stallholders are only permitted to sell the commodities confirmed to them in writing. Applications for variations to permitted commodities can be made, initially, to the Ipswich library manager/or approved persons. No trader will be permitted to sell reproduction firearms or weapons including knives (other than domestic cutlery), any weapon that can propel an object, fireworks, flammable liquids or gasses, counterfeit goods, drugs and offensive publications or material.
- It is the responsibility of all stallholders to ensure that any electrical appliance used on a stall is tested to confirm their safety in accordance with the relevant standards and to provide appropriate evidence of compliance at the
- Manager's/approved persons request.

## Managing the stall environment

- All displays must be packed away inside the stall structure at the end of each day without exception.
- Stall extensions are not permitted under the terms agreements but may be allowed at the Manager's/or approved persons discretion
- Stallholders must not play music or display video images within the market.
- Stallholders are responsible for keeping the immediate area around their stall free of litter and rubbish, spillages or other hazards at all times.

## Infringements

Any infringements of this Code could lead to action resulting ultimately in the termination of the agreement and loss of the stall(s). In the event of serious infringement of the behaviour standards set out in this Code by stallholders or their employees, or persistent minor infringement, agreements may be terminated with immediate effect in order to protect the Health and Safety of all people within the library.