



HARVEST *Launceston*

Risk Management Strategy & Emergency Evacuation Plan

Last updated July 2021

Harvest Launceston | PO Box 862, Launceston

The Harvest Launceston Community Farmers' Market is committed to providing a safe environment for the public, stallholders, volunteers.

Everyone involved in the market and associated events (stallholders, market volunteers, guests and entertainers, and the Harvest Market Managers) has a responsibility to ensure a safe place. This strategy will help those working at the market and associated events to identify risks and provide procedures to eliminate or reduce those risks from occurring.

Strict adherence and commitment to the Risk Management Strategy and Emergency Evacuation Plan during the hours of market and events operation will ensure that any risks identified are immediately eliminated or reduced so that the market is a safe environment for all attendees.

For Risk Management Strategy regarding Covid-19 please see separate document.

Emergency Contacts and Emergency Response Team

Police, Ambulance, Fire:	000	Harvest Market Duty Manager	0417 352 780
City of Launceston Council:	6323 3000	Caroline Williamson (COO)	0457 106 104
Launceston Police Station:	6320 2111	Kim Hewitt (Ops Manager)	0418 517 056
Launceston Fire Brigade:	1300 008 337	Claire Holloway (President)	0401 919 954

Objective of Risk Management Strategy

- All incidents/accidents are identified, reported, assessed, eliminated or reduced and then monitored
- All reports are retained and the information is analysed for monitoring purposes
- Reports are used to prevent recurrence of future risks

Procedure

The Market Duty Manager/s, Stallholders and Market Volunteers are all required to follow the simple risk management procedure below:

- **Identify the risk**
- **Assess the risk**
- **Control the risk**
- **Monitor and review**

Identify the risk — when at the Harvest Launceston Inc. market and community event, it is the responsibility of all staff, Harvest members, and volunteers to be aware of risks / hazards. If you see something that you consider to be a risk (or have been alerted to a risk by a customer) you need to assess the risk and inform the market manager.

Assess the risk — when a risk is identified, you need to determine how likely it is that the risk will harm someone and how serious the harm could be. Assessing the level of harm will determine how you control the risk. Inform the market managers as soon as possible.

Extreme / High Risk — imminent / serious danger. Immediate action required to isolate the risk from harming others. Identify and implement controls (temporary or permanent) to reduce risk to as low as reasonably practical and inform the Market Manager.

Medium Risk — moderate danger. Action as soon as possible to implement controls (long & short term) to reduce the risk to as low as reasonably practical and inform the market manager.

Low Risk — minor to negligible danger. Assess if further action can be taken. Take steps to monitor the controls so the hazard is maintained as low if the hazard cannot be eliminated completely and inform the market manager.

Control the risk — it is your responsibility to fix risks / hazards (unless it is unsafe to do so). Simple hazards, for example you should be able to fix simple hazards yourself, marquee is flapping or moving in the wind as long as you do not put yourself or others at risk.

The best way to fix a risk is to get rid of it altogether. If you are not able to eliminate the risk, then try to reduce the risk. For example, electrical cable is exposed and could cause a trip hazard. You are not able to eliminate the electrical cable as you require this for stall operation, so you need to cover the cable entirely with appropriate rubber matting to avoid customers tripping over it.

Monitor and review — All Harvest members are required to complete a Harvest Launceston Risk Assessment at the annual risk audit. Incident / Accident Report forms must be completed for each incident and will be routinely monitored by the Market Duty Manager to prevent a recurrence.

To ensure that the risk does not pose harm to anyone, everyone should monitor all risks that have been controlled.

First Aid

A first aid kit will be kept at the Harvest Launceston Inc. Market stall. All Harvest Market Managers have attained a Senior First Aid Certificate. At least one Market Manager will be on site for the duration of all markets and associated events (Market Duty Manager). In addition, all stallholders that use electricity or open flames are required keep a first aid kit at their own stall.

Minor injuries will be treated on site (e.g. sprains, minor cuts) but other injuries / illnesses will require emergency personnel to be called. The closest defibrillator is located across Cameron Street at the Hotel Grand Chancellor.

Incident / Accident Report Form

A logbook of all incidents/injuries that occur at the market will be kept and reviewed regularly to ensure that risk management strategies are current and risks are controlled.

Everyone is required to complete the Harvest Launceston Inc. incident / accident report form as soon as possible after the incident / accident is addressed. These must be submitted to the Market Duty Manager or emailed to info@harvestmarket.org.au as soon as is practicable.

Emergency Evacuation Procedure

The emergency evacuation assembly point is:

- Cimitiere Street, west of the exit as indicated on the evacuation map on page 4.

Only the Market Duty Manager is authorised to call for an evacuation, which will be conducted in a calm and ordered manner. There is a megaphone located onsite which can be utilised to inform patrons of the need for an evacuation.

The Market Duty Manager and market volunteers will inform stallholders and the general public that an evacuation is required without causing alarm and ring the market bell. The Market Duty Manager and volunteers will be clearly identifiable and emergency services will be called to attend.

Chain of Command (until Emergency Services arrive)

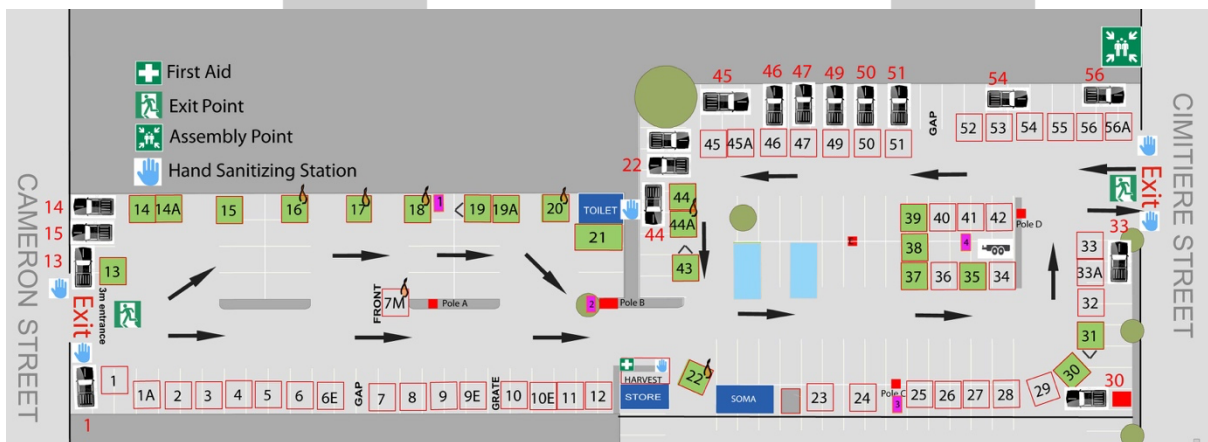
Duty Market Manager/s to Trained Market Volunteers to Stallholders.

Procedure

Except in a violent situation with an armed person/s (Ring 000 and get instructions), the following takes place:

1. Market Duty Manager identifies that an evacuation is necessary.
2. Market Duty Manager informs volunteers of emergency situation and communicates that all patrons will be asked to assemble at the assembly points, west of Cimitiere Street gate and in the Grand Chancellor parking lot
3. Market Duty Manager asks the Harvest Launceston Inc. Stall Volunteer to call 000, if indicated.
4. Market Duty Manager uses the bell to ring the alarm and will inform everybody else of emergency and evacuation assembly point, as per the evacuation map. There is a megaphone available for use if needed
5. Volunteers and stallholders assist in enacting Emergency Evacuation Plan.

In the event of the above-mentioned violent situation, Market Manager would ring 000, notify volunteers and stallholders of the situation and enact a quiet evacuation, if safe and appropriate, to the nominated assembly points.



Market and Event Workplace & Health Safety:

Harvest Launceston Inc. is aiming to create a zero-harm workplace to ensure that no person is exposed to unsafe work practices or situations. All staff and volunteers are put through a WH&S induction prior to their first shift to ensure that **correct and safe procedures are followed** when performing tasks and **hazards are identified and corrected**.

Under the *Work Health & Safety Act 2012* (<http://worksafe.tas.gov.au/laws>) every person has a responsibility to ensure their own safety and that of others. Managers and Supervisors have a particular legal responsibility to do whatever is reasonably practicable to ensure the workplace, methods of work and equipment are safe and do not affect the health and safety of employees, volunteers, stallholders and/or market patrons.

All stallholders are members of the Harvest Launceston Inc. and undertake to meet all requirements set out in the Harvest Launceston Inc. Charter with regard to legislative and other food safety requirements:

Stallholders are required to comply with all local council, State and Federal statutory obligations specifically:

- Workplace Health and Safety (WH&S)
- Food Standards Australia & New Zealand (FSANZ)
- Tasmanian Food Act 2003

Stallholders must possess all appropriate licences and certification to undertake their business:

- Statewide Mobile Food Business Registration and/or
- City of Launceston Food Business Notification
- Completion of food safety training program
- Relevant industry permits for diary, egg, organic, vegetable producers
- Demonstrate food labelling and handling procedures in compliance with legislation, including a food recall plan
- Hold current public liability and product liability insurance for the operation of a market stall.

Stallholders must comply with Harvest Launceston Inc. reporting mechanisms set out in the Harvest Charter during the term of their participation at the Market or event.

Stallholders shall ensure that they:

- a) report any market related incident immediately or at least within 24 hours of it occurring
- b) this includes any injury, hazard, near miss or food contamination event
- c) complete a Harvest Launceston Inc. incident/accident report form
- d) assist in any incident/accident investigation and offer suggestions on actions taken to prevent a recurrence.

When a stallholder identifies a hazard or near miss event they shall:

- a) immediately isolate the hazard to protect others from injury.
- b) report the hazard or near miss to the Market Duty Manager, either in person OR by emailing info@harvestmarket.org.au OR calling the Harvest Market Managers' phone on 0417 352 780.
- c) complete the appropriate documentation within 24 hours of the event occurring.
- d) assist in any investigation.

When an employee or stallholder is involved in an incident:

- a) a first aid person shall be contacted to assist the ill or injured person as required.
- b) the incident/accident shall be verbally reported to the Market Manager as soon as possible after the event occurring.

c) the incident/accident documentation shall be completed within 24 hours of the event occurring, or as soon as practicable after the event, if time is lost. If a stallholder is unable to complete the form due to injury.

The Market Managers, stallholders and market volunteers are all equally responsible to identify and eliminate or reduce the risk immediately.

Below are a few risks that might occur at the market (but this list is not exhaustive) and guidelines to reduce these risks.

The Site/Stalls

- Surface conditions are potential trip and fall hazards (potholes, uneven surfaces, wet slippery conditions).
- Untidy/overloaded stalls and the surrounding area can pose a risk to stallholders and the general public.
- Use of umbrellas and signage outside of stallholders allocated site, for example in public walk ways.
- Unsafe stall equipment.

Only sturdy and substantial tables/marquees can be used. Untidy/overloaded stalls must be remedied and surface conditions must be made safe and Market Manager informed. Temporary structures such as umbrellas, marquees and shade canopies must be properly anchored and weighted to withstand all weather conditions.

Traffic management

- Moving vehicles can cause a great risk to the general public, particularly small children.
- For Saturday Markets, stallholders will be required to bump in between 6am and 7:45am, unpack their vehicles and remove them from the site, or park them in their allocated parking space by 8:00am. No vehicle movement will be allowed after 8am to avoid contact with the general public.
- For Saturday Markets, vehicles will not be permitted to return to the site, or be moved on-site until after 12:45pm.
- For associated afternoon and evening community events, stallholders will be required to bump in and bump out during the time/s communicated to them in the event email. No vehicle movement will be allowed onsite while there are members of the general public present.
- All volunteers participating in setup and pack down will be provided with high-vis vests which are required to be worn for the duration of the shift.
- Parking by stallholders is only permissible in designated, pre-arranged spaces.

Weather

- Harvest Launceston Inc. market and associated community events will operate in all weather conditions (rain, sun, wind).
- Stallholders are required to construct their stalls to withstand all weather conditions and ensure that stalls meet all regulatory requirements.
- If strong wind is forecast (including gusts of up to 50 km/h) ensure stallholders have adequate weights of 20 kg on each marquee leg. Be aware that wind gusts of any speed are a potential threat even when there is little or no wind.
- Ensure stallholders pack away umbrellas and signage and remind stallholders to watch marquee overhangs.
- Ask stallholders to pack away produce in glass and remain vigilant about the potential for bottles to blow over break and cause injury. Suggest that stallholders do not display all their products but only show samples.
- Where strong winds and rain is being experienced stallholders may pack away displays that would be damaged by rain and wind.
- Any decision to close/postpone the market or event *will be* made on the morning of the market or event and be dependent on the current weather conditions and information available to market managers at the time.

- The market and associated community events will be closed if sustained winds of and up to 50 km/h are experienced *and/or if the weather event is deemed to be a danger to stallholders, volunteers, public and staff.*

Electrical and Fire Hazards

- Electricity and cooking equipment can pose a serious risk to stallholders and customers.
- Electrical cabling must be covered and protected from wet conditions and to ensure that it does not pose a trip hazard for stallholders and customers.
- All power cords must have current testing and tagging certification.
- Stallholders who use electricity/gas/open flames are required to have their own fire extinguisher and fire blanket which must be routinely inspected, maintained and be accessible at all times.

Security

- Markets generate cash and the opportunity for theft is real.
- Safe handling of money must be ensured to avoid theft. It is advised that stallholders keep limited amounts of money and out of the public eye.
- Care must be taken to limit public access inside marquees and to keep personal possessions safe and out of public view.

Lost/Found Child

- If a parent/guardian reports a lost child, gate volunteers will be informed immediately and asked to stop all patrons from exiting the market until the child is located.
- If a child has lost their parents, the Market Duty Manager will remain with the child until the child's parents can be located.
- There is usually a microphone and Amplifier/PA available on the SOMA Community Stage as well as a megaphone available which can be used to help to locate the child or parents, if necessary.

Access

Access to the market must remain clear at all times to ensure clear access to emergency vehicles and personnel.

Appendix 1:

HARVEST LAUNCESTON INC. ON-SITE CHECKLIST

Date checklist completed: _____

Name of person who completed checklist: _____

Set up:

1. Check and turn on electrical switchboards and equipment.
2. Ensure power loads are spread evenly across main power board.
3. Ensure all leads and power boards are free from obvious defects.
4. Check leads and power boards for mechanical or trip hazard.
5. Ensure 1.8 metre gap around all stalls using gas is maintained.
6. All stallholder marquees have weights attached appropriate to predicted weather conditions.
7. Ensure first aid kit is checked and at Harvest stall.

Pack down:

1. Ensure all market equipment been safely packed away.
2. Ensure the site is clean and free of debris.
3. Ensure the toilet container is secured.

Harvest Market, Community Event Infrastructure & Volunteers:

1. Ensure all mechanical aids – trolleys etc are in working order and used.
2. All equipment be lifted and carried easily.
3. Ensure volunteers are:
 - (a) Signed in
 - (b) Adequately briefed regarding WH&S
 - (c) Wearing suitable footwear, clothing and high vis vests

Emergency:

High winds:

1. If winds reach sustained gusts of over 50 km/h close market
2. Glassware umbrellas and signage must be packed away
3. Adequate weights (20 kg/leg) attached to marquees

Injury Incident report:

Ensure any incident or injury is logged and incident report form completed.

Emergency Evacuation:

1. Assembly point is to the West of the Cimitiere Street (exit via Cimitiere Street gate and turn left)

Only the Market Duty Manager is authorised to call for an evacuation. The Market Duty Manager and market volunteers will inform stallholders and the general public that an evacuation is required without causing alarm.

Emergency services will be called to attend, at which time authority will be handed over to relevant emergency services.

Appendix 2: Electrical Checklist

Electricity has the potential to seriously injure and kill. As electricity is invisible, it is even more dangerous. This checklist should be reviewed regularly to ensure the safety of all Harvest Launceston Inc's Staff, Volunteers, Stallholders and Patrons.

If you mark any NO box on the checklist, we need to take action to make our workplace safer.

Date checklist completed:
Date checklist to be reviewed:
(annually or when there is a change in the electrical equipment or an electrical incident)

Name of person who completed checklist:

Position title: **Company/workplace: Harvest Launceston**

Electrical switchboards and equipment

- Are switchboards and electrical equipment in a safe condition?*
- Yes No
- Is everything on the switchboard clearly labelled?
- Yes No
- Have safety switches (residual current devices) been fitted to all circuits?*
- Yes No

Power points, light fittings and switches

- Are all power points, light fittings and switches in a safe place and free from obvious defects (eg loose covers or wires, broken or damaged fittings, signs of overheating)?*
- Yes No
- Are isolating switches clearly labelled and accessible?
- Yes No

Power tools, flexible leads and power boards

- Is portable electrical equipment protected by safety switches?
- Yes No
- Are all power tools, extension leads and power boards maintained in a safe operating condition (check for damaged insulation, water leaks, burn marks, bent or loose pins or fittings)?
- Yes No
- Are extension leads and power boards located in a safe position to prevent mechanical or other damage (including trips)?
- Yes No

Inspecting and maintaining electrical equipment

- Are all electrical fittings and electrical equipment, including portable power tools, regularly inspected and maintained?
- Yes No
- Have all power leads and portable power tools been tested and tagged?
- Yes No

*For specialised advice about electrical safety, contact a licensed electrical contractor.

Appendix 3: Emergency Procedures Checklist

Harvest Launceston Inc. is commitment to ensuring the safety of people in the workplace, this document should be reviewed at least annually to ensure there are adequate arrangements in place for a safe and rapid evacuation in case of an emergency.

If you mark any NO box on the checklist, we need to take action to make our workplace safer.

Date checklist completed:		
Date checklist to be reviewed: <i>(annually or when there is a change to the workplace)</i>		
Name of person who completed checklist:		
Position title:	Company/workplace: Harvest Launceston Inc.	
Identifying emergencies		
Have you identified emergencies that may require an evacuation (eg fire, explosion, chemical spills, bomb threat)?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Responsibility		
Have you nominated someone to be responsible for managing an evacuation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Signals to evacuate		
Do you have a process in place for signalling an emergency evacuation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Evacuation procedure		
Have you identified how people should evacuate the workplace, including how and where to?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you have an assembly place after evacuation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you identified how people should be accounted for?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you established an "all-clear" signal and re-entry procedures?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Your emergency procedures		
Are emergency procedures prominently displayed in your workplace?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are all workers aware of and trained in emergency procedures?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are regular evacuation drills carried out?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are emergency exits marked and clear of obstructions?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Emergency and first aid equipment		
Are fire extinguishers clearly marked and regularly checked and maintained?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are first aid provisions (including appropriately-trained first aid staff) available?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are workers aware of where first aid provisions are kept and who first aid staff are?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

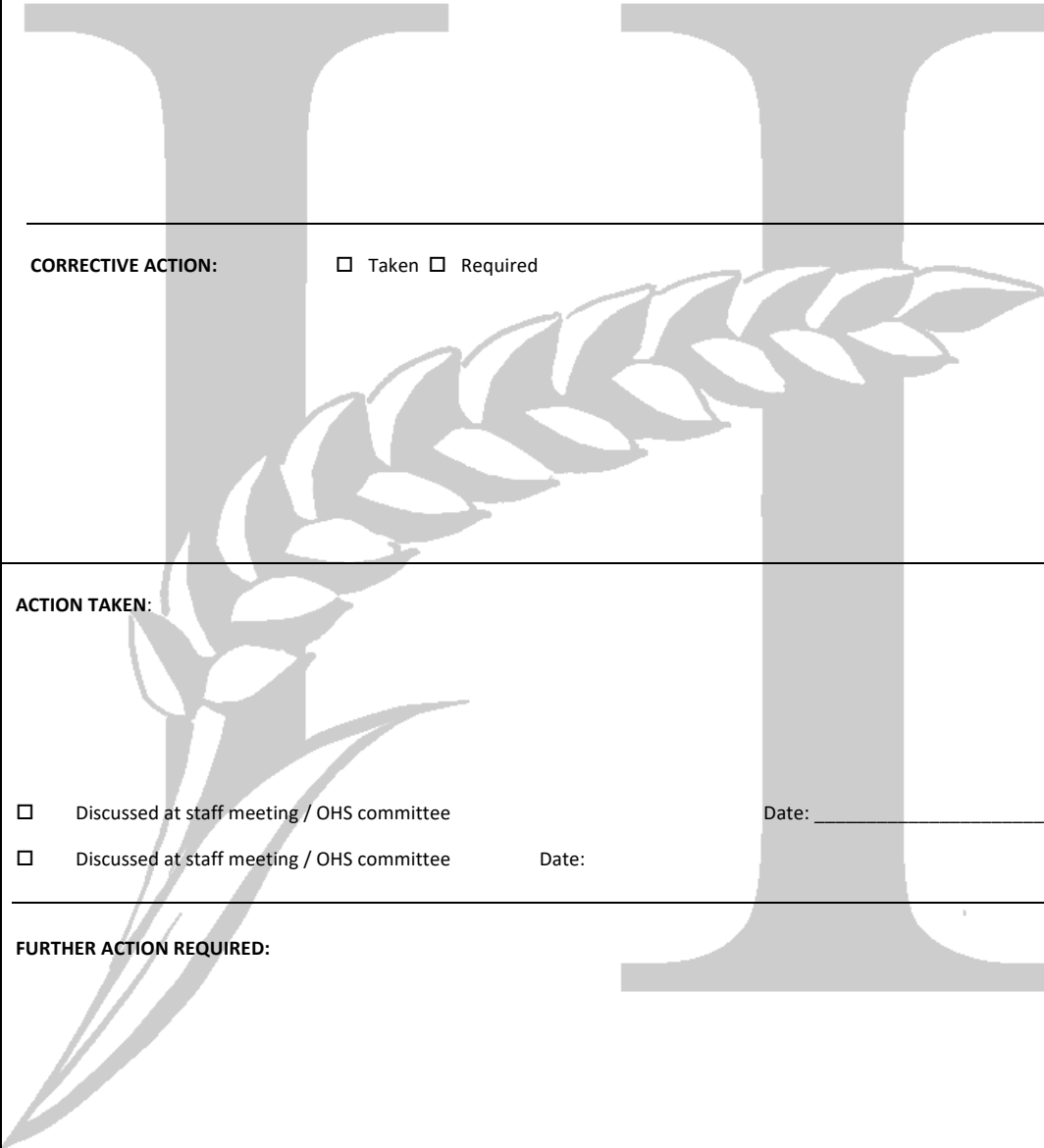
Appendix 4: Manual Tasks Checklist

Manual tasks are part of almost everything we do, and they play a role in everyone’s job. Manual tasks cover any activity that involves lifting, pushing, pulling, carrying or moving, holding or restraining. It also includes sustained and awkward postures and repetitive movements. This checklist will help address the manual tasks at Harvest Launceston Inc. and reduce the risk of injuries caused by them.

If you mark any NO box on the checklist, we need to take action to make our workplace safer.

Date checklist completed:		
Date checklist to be reviewed: <i>(annually or when there is a change to the workplace)</i>		
Name of person who completed checklist:		
Position title:	Company/workplace: Harvest Launceston Inc.	
Work tasks		
Can all materials be lifted and carried easily?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are mechanical aids (such as trolleys and hoists) available and used?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are workers trained in manual handling techniques and the use of mechanical aids?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Work equipment		
Are work benches a comfortable height?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are chair backs and seat heights adjustable?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is office equipment (such as computer keyboards and screens) adjusted to avoid body strain?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are storage shelves organised to minimise bending and stretching?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Work organisation		
Are tasks rotated to avoid repetitive work?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is work planned to balance out periods of high and low demand?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are workers able to take adequate breaks?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Work area		
Do workers have adequate space to enable ease of movement?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are items that are regularly-used within easy reach?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is there sufficient area around machines or equipment to enable access for maintenance and repair?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Please print clearly

Worker to complete	Location: _____ Date: _____
	Name: _____ Reported to: _____
Employer to complete	DESCRIPTION OF HAZARD:
	<div style="position: relative; width: 100%; height: 100%;">  </div>
	CORRECTIVE ACTION: <input type="checkbox"/> Taken <input type="checkbox"/> Required
	ACTION TAKEN:
	<input type="checkbox"/> Discussed at staff meeting / OHS committee Date: _____ <input type="checkbox"/> Discussed at staff meeting / OHS committee Date: _____
	FURTHER ACTION REQUIRED:
	Employer Date..... Stallholder/volunteer Date.....