

# Knutsford Town Council

**Town Clerk: Adam Keppel-Green**

Council Offices, Toft Road, Knutsford, Cheshire, WA16 6TA

01565 653929      [www.knutsfordtowncouncil.gov.uk](http://www.knutsfordtowncouncil.gov.uk)

[townclerk@knutsfordtowncouncil.gov.uk](mailto:townclerk@knutsfordtowncouncil.gov.uk)



## Market Hall Trader Code of Conduct

This Code is issued pursuant to regulation 4.1 of the Knutsford Market Hall Regulations. Compliance with this Code is a requirement of a licence to trade at Knutsford Market Hall and accordingly a breach of this Code is a breach of the aforementioned licence.

This Code applies to market traders, their employees and anyone else who a licence holder places in charge of, or permits to work from, their stall.

Complaints about Market Traders should be made to the Markets Officer (Town Centre Manager).

## General Expectations

1. Traders must treat all customers, other market traders, council representatives and other visitors to the market, with respect, courtesy, patience and honesty at all times.
2. Traders should not act in a manner which is abusive or aggressive or which makes anyone feel uncomfortable to be in the market
3. Discrimination or any form of intolerance based on age, race, gender, disability, marital status, maternity/pregnancy, religion/belief or sexual orientation will not be tolerated.
4. Traders must present themselves in a suitably professional manner at all times.
5. The market is a retail environment, and traders are expected to present a welcoming and friendly appearance to visitors:
  - a. Traders should refrain from leaving stalls unoccupied and gathering with other traders in shared areas during working hours (except when attending an official meeting with the Markets Officer)
  - b. Traders should not engage in activity which is unwelcoming to potential customers, for example watching TV, sleeping or sitting out of sight
6. Traders should dress in a manner appropriate for their trade
7. Traders should refrain from offensive or unduly noisy behaviour.
8. Traders should keep noise from their stalls (including music) to a reasonable level such that it does not disturb other traders or customers



9. Traders should not use any public address equipment or similar apparatus within the market.
10. Traders should not hawk or carry about any article for sale
11. Traders should not display or access obscene material in the market
12. Traders should not commit any crime within the market
13. Traders should not do anything which interferes with a display/stall of any other trader.
14. Traders should not access any other stall or service areas without permission from the licensee or council.

## Bullying and Harassment

15. Bullying or harassment will not be tolerated, whether such conduct is a one-off act or repeated and whether harm was intended or not. Nor will retaliation against or victimisation of any person involved in bringing a complaint of harassment or bullying.
16. Allegations of bullying and harassment will be treated seriously, and investigations will be carried out promptly, sensitively and, as far as possible, confidentially. False accusations of harassment or bullying can have a serious effect on innocent individuals. Traders have a responsibility not to make false allegations. The council will assume that all complaints of bullying and harassment are made in good faith, in the event that allegations are found to be malicious or vexatious the person raising the complaint may be subject to action in accordance with their licence agreement.
17. Harassment is where a person is subject to uninvited conduct that violates their dignity, in connection with a protected characteristic and behaviour which creates a hostile, humiliating, degrading or similarly offensive environment in relation to a protected characteristic.
18. Bullying is behaviour that leaves the victim feeling threatened, intimidated, humiliated, vulnerable or otherwise upset. It does not need to be connected to a protected characteristic.
19. Examples of bullying and harassment include:
  - Physical conduct ranging from unwelcome touching to serious assault
  - Sexual advances
  - The offer of rewards for going along with sexual advances e.g. promotion, access to training
  - Threats for rejecting sexual advances
  - Demeaning comments about a person's appearance



- Verbal abuse or offensive comments, including jokes or pranks related to protected characteristics
- Unwanted nicknames, especially related to protected characteristics
- Threats in relation to taking or not taking a particular course of action
- Spreading malicious rumours or insulting someone
- Lewd or suggestive comments or gestures
- Deliberate exclusion from conversations, work activities or social activities
- Withholding information a person needs in order to do their job
- Practical jokes, initiation ceremonies or inappropriate birthday rituals
- Physical abuse such as hitting, pushing or jostling
- Rifling through, hiding or damaging personal property
- Display of pictures or objects with sexual or racial overtones, even if not directed at any particular person
- Isolation or non-cooperation at work
- Subjecting a person to humiliation or ridicule, belittling their efforts, whether directly and / or in front of others
- The use of obscene gestures
- Abusing a position of power

20. Sexual harassment is any unwanted conduct of a sexual nature, examples of this are:

- sexual comments/jokes
- displaying graphic pictures
- suggestive looks, staring or leering
- commenting on someone's looks, dress, gender, or sexual orientation in a derogatory or objectifying manner that makes them feel uncomfortable
- propositions and sexual advances
- making promises in return for sexual favours
- sexual gestures
- intrusive questions about a person's private/sex life or a person discussing their own sex life
- sexual posts or contact in online communications (including social media)
- spreading sexual rumours
- stalking, intimidating, coercing or threatening another person to get them to engage in sexual acts
- sending sexually explicit emails, text/instant messages
- pursuing or flirting with another person without the other person's willing participation or at an inappropriate time
- unwelcome touching, hugging, massaging or kissing

The most extreme form of sexual harassment is sexual assault. This is a serious crime and the council will support those who want to press charges against offenders.