

TOWN SQUARE 2024

**TASTING
AUSTRALIA**

PRESENTED BY



RAA

Travel



ADELAIDE
SOUTH AUSTRALIA

VENDOR MANUAL

**03—12
MAY 2024**

CONTENTS PAGE

2024 TASTING AUSTRALIA PRESENTED BY RAA TRAVEL—TOWN SQUARE	4
YOUR SITE CONTACTS	4
HOURS OF OPERATION	4
TOWN SQUARE SITE OFFICE	5
STAFF CAR PARKING.....	5
NEW TOWN SQUARE SITE PLAN	5
STAFF.....	6
SITE INDUCTIONS & STAFF ACCREDITATION	6
SALES + POS	6
SALES + POS	6
SALES REPORTING	6
ENAMEL PLATES	7
TA RUN FUNCTIONS	7
ENAMEL PLATES.....	7
ENAMEL PLATE TYPES.....	7
BUILD AND DELIVERIES	8
BUMP IN / BUMP OUT	8
PERSONAL PROTECTIVE EQUIPMENT DURING BUILD	8
DELIVERIES	10
MENU, PRODUCTS & SERVICE TIME	10
VENDOR MENU	10
MERCHANDISE / PRODUCTS TO SELL	11
BIODEGRADABLE PRODUCTS.....	11
STAFF & VIP MEAL VOUCHERS.....	11
STAFF & VIP MEAL VOUCHER REIMBURSEMENT	11
EXPECTED SERVICE TIME	11
STALL DESIGN, DRESSING AND BRANDING INFORMATION	13
STALL DESIGN & DRESSING	13
VENDOR FUEL	14
GAS.....	14
FIRE PIT AND COAL MANAGEMENT	15
LIGHTING AND PUTTING OUT FIRES	15
DEALING WITH WIND AND RAIN	15
VENDOR STALL AND SITE UTILITIES	15
INCLUDED IN YOUR SITE	15
NOT INCLUDED IN YOUR SITE (TO BE PROVIDED BY TRADER)	15
SITE FACILITIES PROVIDED BY EVENTS SOUTH AUSTRALIA	16
YOUR COOKING FACILITIES AND SITE	16
STORAGE OF PRODUCTS AND DRY GOODS	16
REFRIGERATION / SHARED COOL ROOM.....	16
DISH WASH AREA / SCULLERY.....	17
ELECTRICITY.....	17
COAL / WOOD.....	17
WASTE MANAGEMENT	18
GENERAL WASTE.....	18
CLEANING SERVICES.....	18
EVENT SAFETY	19

WORK HEALTH AND SAFETY (WHS) REQUIREMENTS ON SITE	19
SECURITY	19
INSURANCE	19
FIRE FIGHTING EQUIPMENT AND FIRST AID	19
SAFEWORK SA	20
OFFICE OF THE TECHNICAL REGULATOR (OTR)	20
FOOD SAFETY LAWS	21
FOOD STALLS AND EQUIPMENT	21
FOOD HANDLING STAFF.....	21
PROTECTING FOOD	21
TEMPERATURE CONTROL	21
HAND WASHING FACILITIES.....	21
OFF SITE FOOD PREPARATION.....	22
PEST CONTROL.....	22
STALLHOLDER RESPONSIBILITIES.....	23
EMPLOYMENT RESPONSIBILITIES	23
DAMAGES TO PROPERTY	23
EXTRA CHARGES.....	23
SOCIAL MEDIA	23
COMMUNICATING RESPECTFULLY WITH PEOPLE WITH A DISABILITY.....	24
COMMUNICATION TIPS	24
ATTACHMENT #1—DELIVERY DOCKET – SITE OFFICE	25
ATTACHMENT #1—DELIVERY DOCKET – BUMP IN / OUT	26
ATTACHMENT #2—SAFEWORK SA	27
ATTACHMENT #3—OFFICE OF THE TECHNICAL REGULATOR (OTR).....	30

2024 TASTING AUSTRALIA PRESENTED BY RAA TRAVEL—TOWN SQUARE

Welcome to the Tasting Australia (TA)—Town Square. We are looking forward to working with you and your team!

YOUR SITE CONTACTS

Prior to the event, the Site Office and Food Vendor Manager will be your point of contact for all request and enquires.

During the Live event, the AM Site Office Manager and the PM Site Officer and Food Vendor Manager will be your point of contact for all requests, questions, or concerns.

Town Square Manager	Anita Decoster	anita.decoster@sa.gov.au	0499 771 983
Operations Coordinator	Rhys Smelt	Rhys.Smelt@sa.gov.au	0404 240 448
Site Office Manager (AM)	TBC	TBC	SATC 24hr Site Event Phone 0427 800 205
Site Office / Food Vendor Manager (PM)	TBC	TBC	
WHS Manager	Josh Russell	Josh.Russell@sa.gov.au	0407 775 399

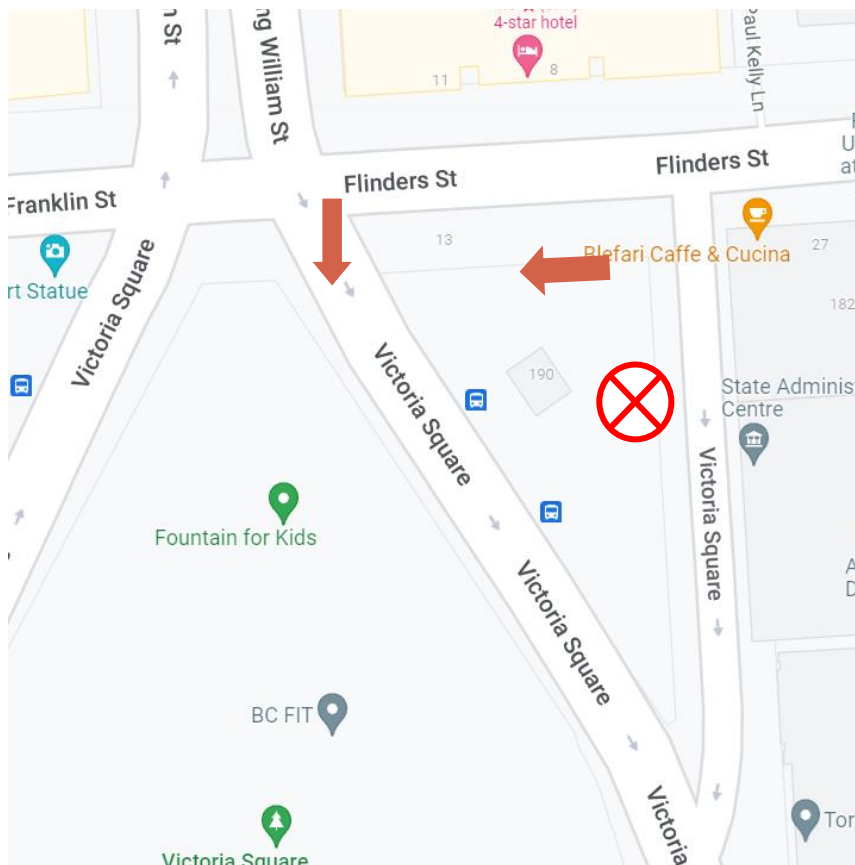
HOURS OF OPERATION

DATE	TOWN SQUARE	VENDOR TRADING TIMES
Friday 3 May	11am—Midnight	11am—10pm
Saturday 4 May	11am—Midnight	11am—10pm
Sunday 5 May	11am—9pm	11am—9pm
Monday 6 May	11am—9pm	11am—9pm
Tuesday 7 May	11am—9pm	11am—9pm
Wednesday 8 May	11am—9pm	11am—9pm
Thursday 9 May	11am—11pm	11am—10pm
Friday 10 May	11am—Midnight	11am—10pm
Saturday 11 May	11am—Midnight	11am—10pm
Sunday 12 May	11am—9pm	11am—9pm

TOWN SQUARE SITE OFFICE

The Town Square Manager or an TA Team Member will be located in site office on the North-East Quadrant off the Corner of Flinders Street & King William Street. Below is a map to the location with two entry points to the space.

This location is where you will be able to complete your site induction and pick up your staff accreditation.



STAFF CAR PARKING

Unfortunately, there are no car parking facilities available on site for staff during the build or event.

Restricted vehicle access will be allowed on site for bump in and bump out.

All vehicles entering onsite for bump in and out will need to display vehicle permits. All vehicles **must** be off site during the live event.

We recommend the following car parks close to the event site:

<https://www.upark.com.au/car-parks/grote/> (6am—12am)

<https://www.upark.com.au/car-parks/central-market/> (24 Hours)

NEW TOWN SQUARE SITE PLAN

It is very exciting to let you know that the design for the 2024 Tasting Australia Town Square has been re-designed and is currently confidential.

Vendors will be notified of the new site plan after they have been deemed successful in their application for a site.

STAFF

You will need to provide the number of staff working at your site to the Town Square Manager to arrange for your site entry.

It is your responsibility to provide adequate staffing for your stall and appropriate for your service style / menu / experience.

All staff are required to wear accreditation onsite. You are required to provide the names and number of staff that you have rostered for the festival.

Remember:

- All staff are required to undertake a site safety induction when arriving onsite.
- All staff are required to wear their accreditation when accessing BOH areas.
- All staff are required to take care of their own safety and that of others through their action/inactions.

SITE INDUCTIONS & STAFF ACCREDITATION

An online induction is required to be undertaken by all Vendor managers and workers prior to being provided with their site accreditation.

Event Management will send out a request for a list of expected workers for each vendor. It is the responsibility of the primary exhibitor to ensure the information in this list is accurate and all workers have completed the induction to prevent delays in the exhibitor workers gaining access to the site. Information on how to complete the induction will be sent out in advance of bump-in.

Each staff member is responsible for their accreditation passes. If a pass gets lost, please contact the Town Square Manager as soon as possible.

SALES + POS

SALES + POS

Tasting Australia is a cashless event and vendors will need to supply their own POS system. Your system should also be able to process refunds (only if needed).

You will be provided with a Catering WIFI password which is installed as a separate channel to ensure you have good strong connectivity to process your sales onsite.

It is expected that you have a backup connection for wifi connectivity should it go down during service. This could be your phone or a wifi dongle.

SALES REPORTING

After the event is complete, Tasting Australia requests information about your total sales for the festival.

We are interested in peak times for sales and information on total units sold. This helps us assess the design, programming, and impacts on vendor sales. With this data we can then continue to shape the Town Square design and programming to better support our vendors profitability in the space.

ENAMEL PLATES

TA RUN FUNCTIONS

Should a function be run using a vendor/s to cater for it, TA will supply the plates required to the vendor for this. Once plates are finished with at the function, the Plates are collected by cleaning staff & washed by TA Staff.

ENAMEL PLATES

Tasting Australia aims to be as sustainable as possible in its design. Part of that initiative is the use of enamel plates. **The Plates are now FREE each and can be kept by patrons.**

HOW TO ORDER PLATES

- Please place an order with the Food Vendor Manager prior to arriving onsite
- TA will supply plates in Warrick Tubs at Stall
- **TO RE-ORDER DURING CALL THE SITE PHONE - 0427 800 205**
- Before service for the next day, please ensure you check your stock levels and make additional orders prior to opening the site at 11am

ENAMEL PLATE TYPES

There are 2 sizes of enamel plates, 20cm plate and 24cm flat bowl. Please indicate what one you will be using with each menu item when filling out an application. Samples can be made available to successful applicants to assist in menu portion size.

20cm Small Plate



24cm Flat Bowl



BUILD AND DELIVERIES

BUMP IN / BUMP OUT

You will be allocated a time for the build of your Vendor stall. Your specific bump in time will be sent to you to alleviate congestion of vehicles as Victoria Square has one access point and very little room for multiple vehicles. The Southern footpath will be closed to general public for your bump in/ out period to alleviate any risks.

During the specified bump in and bump out times (or at the discretion of management) you will be permitted to bring a vehicle to UNLOAD / LOAD (no parking) near your site.

We suggest you bring a sack truck for transporting gear to your site.

All vehicles arriving onsite must:

- Display the vehicle permit on the passenger side of the vehicle with mobile phone number clearly visible to Village Logistics Staff
- Have hazard lights on
- Drive no more than 5km
- Be escorted by a staff member to the site location / allocated parking bay

When entering the site please follow the direction from site management and watch for cyclists and pedestrians, using footpaths near the entry points to the site.

PERSONAL PROTECTIVE EQUIPMENT DURING BUILD

AT A MINIMUM, A SAFETY VEST AND CLOSED TOE SHOES MUST BE WORN DURING BUMP-IN AND BUMP-OUT AT ALL TIMES.

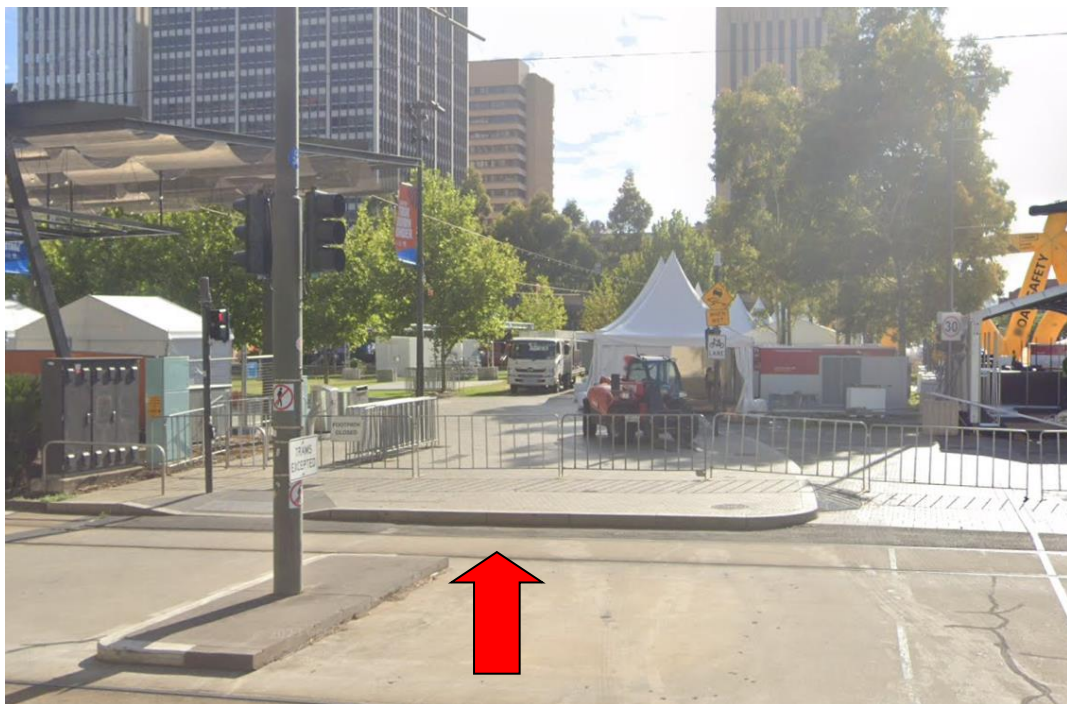
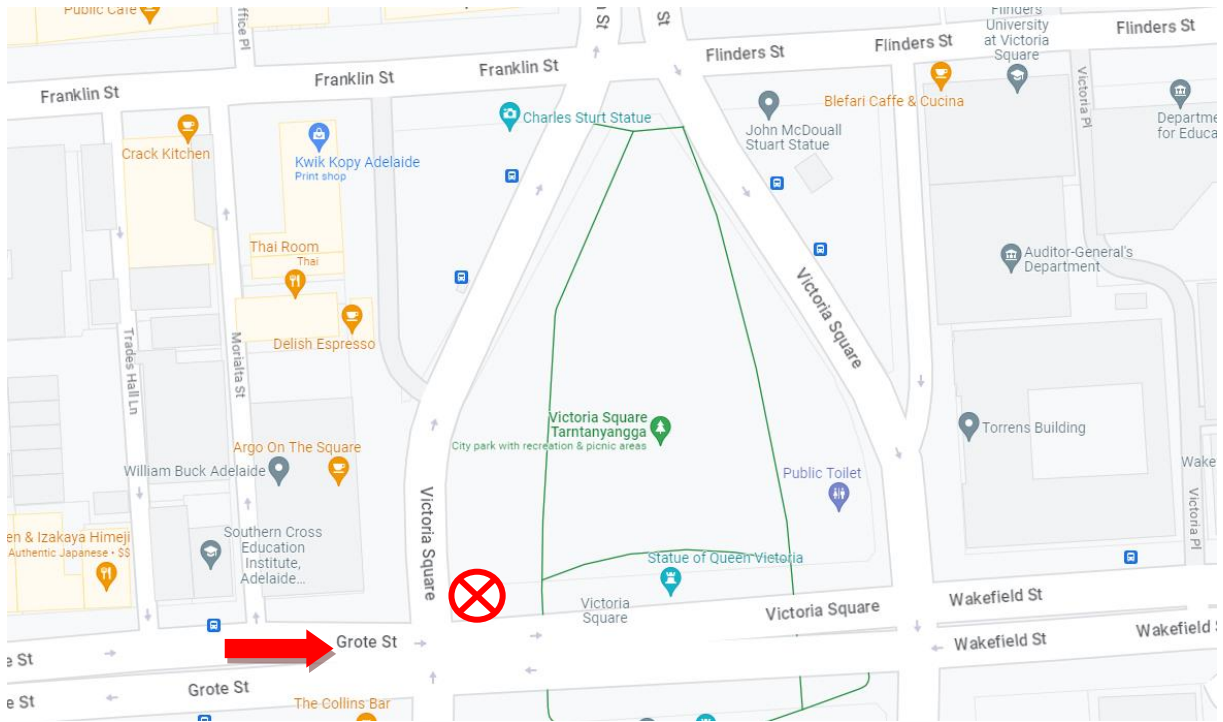
As your safety is of our highest concern, we ask that you follow our direction on PPE onsite. Should vendors not arrive with PPE, you may be asked to leave and return with the correct requirements. This is part of our legal requirement and for your safety.

Please be aware that you will need to supply or source your own:

- Highly visible vests. Anyone not wearing a highly visible vest will be asked to leave the site until properly attired.
- Any other PPE required.
- Sack truck or trolley for transporting stock.
- Weights for securing displays and marquee (if supplying your own approved structure, min 25kg per leg).
- Water and sun protection.
- Any items required for fit-out.

Bump In / Out Entrance

Enter the site via "Grote Street" and you will need to drive over the curb onto the square's footpath



DELIVERIES

Please note: We do not have the capacity to store deliveries on site for you. All deliveries will need to be strictly received by the Vendor.

For all deliveries – please ensure you use the delivery label found under **Attachment #1 & #2** and ensure your stall name is clearly identified.

Please try to keep all deliveries between the hours of **8am and 10:30am daily**.

A slip lane has been created in the Northeast Corner of the site where you can unload your stock during Bump in / Out as illustrated below:



MENU, PRODUCTS & SERVICE TIME

VENDOR MENU

Tasting Australia festival goers come to the festival specifically for a food and beverage experience. Our food vendors are a huge part of delivering this special part of this offering.

The Tasting Australia Team will be assessing the Vendor's menu to ensure that it aligns with the festival ethos. Namely, a unique South Australian food experience.

We're looking for Vendors to propose a menu that is unique to other festivals in the State. Something you cannot experience elsewhere. Should a vendor work on other festivals in the State, we ask them to create a menu that is different to their other offerings.

The quality should reflect the standard of the Tasting Australia's flagship fine dining experience but in fast, accessible, great value propositions. The public food offering must celebrate the festival's key themes of people, produce and place. Dishes must be easy to eat, stand up, portable and fast to serve.

Please note, many of the festival goers love sharing food! They often buy items from multiple stores so they can try as many items as possible. Keep this in mind when you design your menus.

Each Vendor menu will be assessed by the TA Team, and we will advise of obvious menu clashes. You will have the opportunity to refine, tweak and change your menu after our assessment.

Vendors are required to email high resolution and horizontal photos of each menu item to the Food Vendor Manager. These photo's need to be taken on a clear background and will be displayed on our website. Make sure your food photos look delicious to help drive your sales!

MERCHANDISE / PRODUCTS TO SELL

You may wish to sell / market products that compliment your menu – however, the TA brand cannot be on the items and will need to be submitted for approval to ensure that there are no conflicts of interest with our Commercial Partners:

- Artisan products
- Books
- Condiments

BIODEGRADABLE PRODUCTS

The South Australian new standards for single use plastics require only biodegradable food vessels and utensils to be served with your catering. Please refer to this link for further information:

<https://www.replacethewaste.sa.gov.au/>

In addition to the enamel plates, we prefer eco plant plastic cutlery to be used over wood cutlery (wood cutlery breaks easy and doesn't compost as well).

STAFF & VIP MEAL VOUCHERS

The South Australian Tourism Commission issue meal vouchers to staff and key partners to be used at the vendor stalls.

This voucher is to be used in lieu of cash/card and to be used ONLY at Town Square Vendors.

- The vouchers are valued at \$20 or \$25.
- Vouchers can only be redeemed once and cannot be split over multiple sales or vendors.
- If they spend over the allocated amount, the difference will need to be paid to you by card.
- The voucher can only be spent at one outlet (i.e., if they only spend \$12 at your venue, they are not able to spend the remainder at another vendor).

Please process all vouchers using a Tab on your POS called "TA Food Vouchers" for these types of orders.

STAFF & VIP MEAL VOUCHER REIMBURSEMENT

You have two options for reimbursement:

1. Each morning, please send invoice for the vouchers to the Food Vendor Manager to be reimbursed for these expenses; or
2. You can send us a final invoice after the festival.

EXPECTED SERVICE TIME

We recommend that you serve up until at least 1 hour before closing. You are of course welcome to trade up until close if you wish. Please seek Site Managers approval before ceasing trade for the evening.

**Please note: We require the site to be ready 30 minutes prior to gates opening. No vehicle movement is allowed on site (including the footpath/bike path) after this time.*

<p>THURSDAY 2 MAY Set up / VIP Preview Evening / Media</p>	<p>Site Access: 5am—1030pm (TBC) Fires to be lit during this time if required. Fires to be extinguished at the end of this time.</p>
<p>FRIDAY 3 MAY Launch Day</p>	<p>Site Access:</p> <ul style="list-style-type: none"> – Pre-Service: 8am—10:30am Fires to be lit during this time if required. – Post Service: 10pm—12:30am Fires to be extinguished during this time.
<p>SATURDAY 4 MAY Event Day</p>	<p>Site Access:</p> <ul style="list-style-type: none"> – Pre-Service: 8am—10:30am Fires to be lit during this time if required. – Post Service: 10pm—12:30am Fires to be extinguished during this time.
<p>SUNDAY 5 MAY Event Day</p>	<p>Site Access:</p> <ul style="list-style-type: none"> – Pre-Service: 8am—10:30am Fires to be lit during this time. – Post Service: 9pm—10:30pm Fires to be extinguished during this time.
<p>MONDAY 6 MAY Event Day</p>	<p>Site Access:</p> <ul style="list-style-type: none"> – Pre-Service: 8am—10:30am Fires to be lit during this time. – Post Service: 9pm—10:30pm Fires to be extinguished during this time.
<p>TUESDAY 7 MAY Event Day</p>	<p>Site Access:</p> <ul style="list-style-type: none"> – Pre-Service: 8am—10:30am Fires to be lit during this time. – Post Service: 9pm—10:30pm Fires to be extinguished during this time.
<p>WEDNESDAY 8 MAY Event Day</p>	<p>Site Access:</p> <ul style="list-style-type: none"> – Pre-Service: 8am—10:30am Fires to be lit during this time. – Post Service: 9pm—10:30pm Fires to be extinguished during this time.
<p>THURSDAY 9 MAY Event Day</p>	<p>Site Access:</p> <ul style="list-style-type: none"> – Pre-Service: 8am—10:30am Fires to be lit during this time if required. – Post Service: 10pm—12 midnight Fires to be extinguished during this time.

FRIDAY 10 MAY Event Day	Site Access: <ul style="list-style-type: none"> – Pre-Service: 8am—10:30am Fires to be lit during this time if required. – Post Service: 10pm—12:30am Fires to be extinguished during this time.
SATURDAY 11 MAY Event Day	Site Access: <ul style="list-style-type: none"> – Pre-Service: 8am—10:30am Fires to be lit during this time if required. – Post Service: 10pm—12:30am Fires to be extinguished during this time.
SUNDAY 12 MAY Event Day and Vendor Bump Out	Site Access: <ul style="list-style-type: none"> – Pre-Service: 8:00am—10:30am Fires to be lit during this time if required. – Bump Out: 9:00pm—12 midnight Fires to be extinguished during this time. <p>Once given the all clear by event management you can start bumping out from 9pm and restricted vehicle access will be permitted as required.</p> <p><i>PLEASE NOTE: Power to containers will be switched off from 11pm.</i></p>
MONDAY 13 MAY Bump Out	Bump Out: 8am—6pm Vendors Only—Slot Times for bump out to be communicated closer to the event date. <p><i>PLEASE NOTE: Reefer power will remain on until Midday. All Vendors must complete their full bump out.</i></p>

STALL DESIGN, DRESSING AND BRANDING INFORMATION

Tasting Australia is a world class food and beverage festival with international recognition. As such protocols around signage and branding have been put in place, to protect the image of Tasting Australia and to create a consistent theme / look and feel throughout the event site.

The theming should look bespoke and creative. Items out of brand would include corporate style promotional material like pull-up banners or tear flags.

STALL DESIGN & DRESSING

Tasting Australia have redesigned the food vendor sites for 2024. We are currently finalising the design and will confirm with successful vendors when completed. Final dimensions and imagery will be provided so each brand can plan their dressing.

There are two stalls configuration available for Vendors:

1. Vendor 1: 3m (wide) and 6m (Deep)
2. Vendor 2 with Fire Cooking: 6m (wide) and 3m (Deep) with fire / coal fire space

Behind each façade will be a 1.5m dividing wall between each vendor to delineate your space allocated for you to set up your kitchen / catered space.

The frontage of each stall will be a façade that will feature a servery and ability for you to brand the space.

All Vendor Sites will be fully covered by a large overhead shelter structure to ensure as much cover from the weather as possible.

VENDOR FUEL

GAS

To use LPG / Gas onsite with your catering, there are WHS and Dangerous Substance installation and storage legal requirements that need to be in place.

Tasting Australia will apply to SafeWork SA for an LPG licence to cover our and your maximum quantities onsite.

The Vendor is responsible for providing safe, certified, and serviceable gas equipment in their own stall.

- Vendor to supply all 9kg bottles for outdoor use only.
- **ALL VENDORS MUST USE THE CONTRACTED TASTING AUSTRALIA GAS FITTER TO INSTALL GAS DISTRIBUTION CONNECTIONS FOR VENDORS TO CONNECT INDOOR APPLIANCES ONLY.** This contractor will need to inspect all installations to ensure that they are compliant to standards for the regulator.
- A Gas Plumber to be available at your cost (direct between yourself and the plumber) to certify equipment by way of Certificate of Compliance (COC's).

You are required to ensure the following:

- All gas users must provide an accurate list of all gas equipment within their site layouts including:
 - Commercial appliances (indoor use) – Need to be fitted by a licensed gas fitter with an electrical certificate of compliance (ECOC) to be provided to Office of the Technical Regulator (OTR) as well as the Town Square Manager.
 - Outdoor appliances i.e., Barbeque.
 - Size and maximum quantity of gas cylinders (Full and Empty) that you will have onsite at any one time.
 - A plan of how your stall is going to be set out, notating which appliances are electric and gas (template attached below).

Tasting Australia will carry out inspections that include gas safety. Any equipment that fails inspection for any reason must be repaired or removed.

All vendors using gas will need to comply with OTR's and SafeWork SA's LPG safety regulations. Please refer to Attachment #2 and #3 for guidance and information.

FIRE PIT AND COAL MANAGEMENT

LIGHTING AND PUTTING OUT FIRES

It is the responsibility of each vendor to light their own fires / coal. We ask that this process be done between 8am and 10:30am each day in preparation for Village being open to the general public from 11am each day. This will help control safety hazards and smoke management on site.

Vendors are also responsible for putting out their own fire / coal at the end of the night.

Flying embers have been identified by the MFS as a potential hazard at the event.

Try to manage your pit in a way that minimises flying embers and remember you **MUST** have a fire blanket and extinguisher at your site.

A dedicated ash bin will be located back of House for all ash to be disposed into.

PLEASE DO NOT PUT HOT ASH/COAL IN THIS BIN!

DEALING WITH WIND AND RAIN

We recommend having your fire / coals on a moveable apparatus as opposed to on a structure that is difficult to move if wind, smoke and rain become an issue. We recommended the following equipment as good cooking sources, and we believe these places stock the following:

- 44-Gallon Drum—Paramount Brown (8260 6333)
- V BBQ Pit—Gaganis Brothers (8346 5766)
- Steel Bowl—Bunnings Mile End (8405 0700)
- Mibrasa Vegetable Charcoal—Available at Ecotel (8410 3633)

VENDOR STALL AND SITE UTILITIES

INCLUDED IN YOUR SITE

- 6m x 3m Site with front service/cooking space
 - 1.5m diving wall between food vendors to delineate BOH areas.
- 2 x 10amp power outlets*
- Pager system – 1 charging rack and 20 pagers (requires 2 power points)
- Shared cool room space
- Shared washing up facilities
- Mains water access
- Internet Access (For POS System)

**PLEASE NOTE: Any additional power and space will be at an additional cost to you.*

NOT INCLUDED IN YOUR SITE (TO BE PROVIDED BY TRADER)

- EFTPOS facilities & POS System
- Fire blankets and fire extinguishers* (you must provide both)
- Hand washing facilities*
- All cooking apparatus, kitchen smalls and serving dishes
- Waste bins will be located in the back of house area and in general public areas

**Compulsory items to comply with food safety laws*

SITE FACILITIES PROVIDED BY EVENTS SOUTH AUSTRALIA

- Public Toilets
- All bar services and Liquor License
- All music and entertainment including stages, live music and sound systems.
- Public seating and shaded areas
- The ordering / set up / dismantling of Food Vendor Sites.
- Back of house area
 - Shared sullage - Vendors will have access to a shared scullery for washing up, located in the back of house area.
 - General waste and recycling—5 bin systems 10c Deposit, Cardboard, Compostable, recyclable, and general waste. General site cleaning will be provided; however, it is the responsibility of the vendor to keep your space and container clean and tidy
 - Liquid Waste removal
- First aid services – there will be a first aid safety officer on site (St Johns for Event times, Management for another times)
- WHS and Safety Officer, Fire warden on site and site inductions
- Security – general event security will be provided. Security will be provided during opening hours in line with the liquor license requirements. Reduced security will be provided during closed hours to the public. The organisers will not accept responsibility for any theft or damage to exhibitor property

YOUR COOKING FACILITIES AND SITE

Vendors are expected to design their set up of their kitchen in a safe way to ensure that the space is kept clean and tidy as the space will be in public view. Any waste from the kitchen must be cleaned during and after service each day. Please do not pile cardboard, containers or any rubbish behind your designated areas during service. This will affect egress, be in public view and will create risks to your neighbouring vendors. Be kind and remove waste during your service.

STORAGE OF PRODUCTS AND DRY GOODS

Storage of dry goods and retail products needs to be kept within your allocated sites. Storage must be undertaken safely ensuring that combustible materials are protected from ignition sources.

REFRIGERATION / SHARED COOL ROOM

Your site does not allow space for a cool room (this excludes room for a small display fridge for selling of cold merchandise within your container).

Each stallholder is supplied with a quarter of a refrigerated storage container which is a shared reefer / cool room as part of their site fee.

In the shared cool room, goods must be securely sealed and labelled in line with food standards and stored in your allocated space which will be identified within the cool room. Any goods found to be in another's assigned space, or posing a risk of cross-contamination, leakage or spilling will be removed immediately without compensation.

The City of Adelaide's Council Environmental Health Officers will be on site monitoring the use of the cold stores.

DISH WASH AREA / SCULLERY

There is a dish wash area in the vendor back of house area that is available for use by food vendors.

Please note this is a shared facility. We will allocate a cleaning roster for this area.

Prior to the event start all vendors will be shown what the cleaning process is, the facility has 2 machines within it plus sinks, there will be a dedicated area for plate/bowl washing and another area for all other items.

During your allocated cleaning shift vendors are expected as a minimum:

- Mop the floor, wipe the benches, and clean drains with no food stuffs blocking sink holes, etc.
- Check chemical levels and advise the Town Square Site Manager if they require filling.

We remind vendors this area relies on everyone fulfilling their obligations of the roster but also cleaning the space as they go. Be kind to your fellow vendor neighbours, we're in this together!

Management will check the dishwashing area to ensure that all vendors are contributing to a clean and contamination free space.

ELECTRICITY

Please advise us if you have made any changes to your electrical equipment that you are bringing on site. It is important that you are provided with the correct amount of power to support your equipment.

We require all electrical equipment to be inspected and tested by a competent person (tagged and tested) prior to being brought on site to assist in an efficient stall set-up. The inspection and testing of plug-in electrical equipment is a WHS legal requirement.

There is not an electrician on site dedicated to be able to tag and test your equipment. Please ensure that this is undertaken before you arrive.

COAL / WOOD

You are required to provide your own coal / wood to cook with.

Our recommended red gum wood supplier is Stirling Wood Yard, please refer to contact section of this document to get in touch with them directly to order your wood if needed. Please place your order with them as soon as you can as they have indicated that there is a wood shortage this year.

WASTE MANAGEMENT

Tasting Australia uses best practice waste management procedures with the aim of minimising waste and maximising recycling and composting. Vendors are required to comply with these procedures.

It is the responsibility of the vendor to keep their site and immediate surrounding clean. There will be bins allocated to the general public area and back of house area.

All vendors are required to use packaging that is biodegradable if not using the enamel plates. Please see the contacts section for our recommended supplier.

Liquid (Oil and Water) waste must be disposed of correctly and disposal is available in the back of house area.

Cardboard can be recycled using the cardboard recycling bins. Please ensure that the cardboard for recycling is clean and flattened (no tape or staples). **DO NOT** use the General Waste wheelie bins for cardboard disposal.

GENERAL WASTE

The majority of waste at the event will be recycled, reused or composted. Materials such as silver foil, wax paper, plastic bags, plastic wraps, packing tape and shellfish waste cannot be recycled. These should be disposed in the General Waste wheelie bins at the rear of the stalls. Most other materials can be recycled or composted.

Please notify management or the cleaners direct if you have or are planning to have a large amount seafood waste or liquid waste such as curries. As these items can become rancid quickly and/or overload the weight of a bin which means it can't be lifted.

CLEANING SERVICES

Cleaners will be responsible for cleaning public areas, tables, benches, toilets and accidental spills caused by event patrons.

Cleaners will remove full cardboard bins and wheelie bins regularly throughout the event and replace them with empty bins. Cleaners provide a full site clean-up before opening each day and can help with emergencies such as major spills and breakages.

All Vendors share back-of-house areas, and it is imperative to keep these areas clean at all times. You are responsible for cleaning up your spills or waste ups. Cleaning teams will not provide spill pads, oil mats, brooms, chemicals or equipment to Vendors.

City of Adelaide's Environmental Health Officers and event management will undertake regular checks on site to ensure that Health Regulations and Fire Safety Regulations are being upheld and that appropriate waste disposal procedures are being followed.

EVENT SAFETY

WORK HEALTH AND SAFETY (WHS) REQUIREMENTS ON SITE

All Vendors are responsible for ensuring that:

- All staff and contractors/sub-contractors adhere to the Work Health and Safety Act 2012 (SA), Work Health and Safety Regulations 2012 (SA) and SA Approved codes of practice and where practicable align to relevant WHS guidance.
- Vendors must follow the direction of the event management regarding safety at all times.
- Vendors must wear all required Personal Protective Equipment, including Closed Toe Footwear and Hi visibility clothing during set up and pack down. Access to site without these items during set-up and pack-down may result in refusal from entering site.
- They immediately report any Accident, Incident or Near Miss to the event management team.
- Vendors and their staff **do not access** restricted areas of the event site, which are identified and signed as construction zones.
- All vendor workers are adequately informed of Hazards and Safety Practices and have read the Safety Procedures relevant to their work.

Children under the age of 16 are not permitted on site during bump in and bump out without specific permission granted by the event management team. This will only be granted if they are under adult supervision at all times.

All Vendors must report to the Town Square Site Manager at the event office located in the loading dock when arriving on site for the first time.

Event management reserves the right to expel anyone from site for any breach of health or safety standards at their discretion.

SECURITY

Security will be on site at all times. Event organisers will not be responsible for damaged, lost or stolen property. All Vendors are encouraged to take out adequate insurance to cover theft and loss of cash or property while on site.

The site will have some CCTV cameras in operation throughout the site, but these will not cover all areas.

INSURANCE

All vendors are required to have public and product liability insurance for \$20,000,000.

FIRE FIGHTING EQUIPMENT AND FIRST AID

All stalls need to provide adequate fire extinguishers and fire blankets.

- 1 x dry chem
- 1 x 1200mm x 1800mm fire blanket

All fire equipment must have been maintained as required by the relevant Australian Standard (i.e., have a tag detailing when the appliance was last inspected/serviced- must be within the last 6 months).

All Vendors must know where their nearest firefighting equipment is. Clear unobstructed access must be maintained to all firefighting equipment and exits at all times.

Vendors will also need to supply their own first aid kits with adequate equipment based on their risks (i.e., burns kit if hot material is a risk). Fire equipment and first aid may be inspected to ensure it is accessible and adequate.

SAFEWORK SA

SafeWork SA may have inspectors on site during the event setup to ensure that all infrastructure is safe for both event staff and the general public. The kind of issues they will be checking for may include but are not limited to:

- Access and egress including tripping hazards
- Inspection and testing of electrical plug-in equipment
- Fire and first aid equipment
- The correct storage and use of LPG containers

Please refer to attachment #2 for SafeWork SA guidance and information.

OFFICE OF THE TECHNICAL REGULATOR (OTR)

The OTR regulate Gas and Electrical installation safety. OTR may inspect gas and electrical installations. They will be looking at various matters including:

- Certification of Gas Appliances
- Commercial appliances that have been fitted by a Licensed Gas Fitter
- A Certificate of Compliance when Licensed Gas fitters have installed or altered gas equipment
- Electrical installations

Please refer to attachment #3 for more OTR guidance and information for compliance.

FOOD SAFETY LAWS

Vendors have the responsibility for the quality and safety of the food you serve at the event. You must take adequate precautions to ensure that you meet the requirements of the Food Act 2001 and Food Safety Standards enforced by the City of Adelaide's Environmental Health Department.

City of Adelaide's Environmental Health Officers will be circulating during the event to ensure compliance and provide advice.

Please ensure that you refer to the Council's guidelines here: <http://www.adelaidecitycouncil.com/city-business/business-responsibilities/health-regulations/food-drinks-safety/>

FOOD STALLS AND EQUIPMENT

You are expected to provide any additional food preparation benches, cooking equipment and utensils. You must use compliant materials and keep this equipment clean and sanitary at all times. You must bring and use food grade sanitiser throughout the event.

FOOD HANDLING STAFF

You must ensure that all food handlers working with you (including family members, minors and volunteers) have received adequate training in safe food handling. Your staff must be suitably dressed, in good health and able to explain and practice the principle of safe food handling.

PROTECTING FOOD

Food includes any substance or thing of a kind used, or represented as being for use, for human consumption (whether it is live, raw, prepared or partly prepared). You must protect food from cross-contamination, you must store it in appropriate conditions, keep it at a safe temperature and prepare and serve it with clean and sturdy food handling implements and packaging. Food on display to the public must be protected by wrapping, storing inside a display case or behind a sneeze guard.

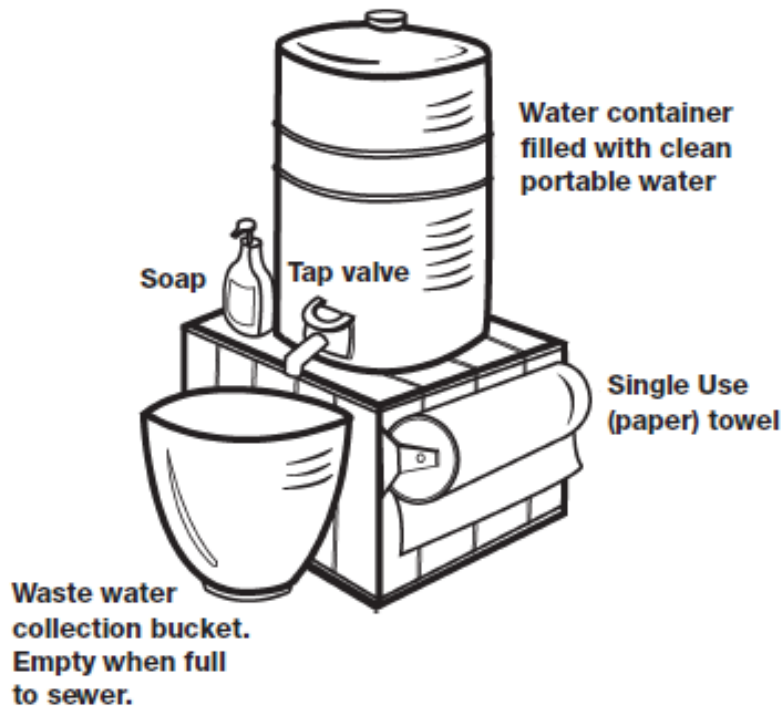
TEMPERATURE CONTROL

Potentially hazardous foods (raw or cooked) must be held at safe temperatures – at or above 60°C for hot food and at or below 5°C for cold food. You must have an accurate thermometer on your stall and keep a written record of your temperature checks every day. Food belonging to you that is kept in communal storage areas (walk-in fridges, dry stores, loading dock) remains your responsibility. You must ensure that it is covered, clearly marked with your stall name and the date, kept at a safe temperature and stored in your allocated area.

HAND WASHING FACILITIES

You are required to provide hand washing facilities that are easy for your staff to access. This includes providing running water, liquid soap and disposable paper towels. An electric urn set to 40°C with a catch basin underneath may be sufficient. You may not use a food preparation sink or a pot-washing sink as your hand washing facility. You will have access to a scullery in the back of house area where you may wash equipment, and then use a sanitising spray.

Your stall must be equipped with proper hand wash, food grade sanitizer, detergent or temperature probe thermometers. These are essential aspects of food safety and will be required on site on the day of the event. Your hand wash set up must look like this,



SA Health have a guide that can be used: [SA Health hand washing guide](#)

OFF SITE FOOD PREPARATION

If possible, all your food should be cooked on site, from fresh ingredients. If you are planning to cook or prepare any food off site, it must be prepared in a registered food premises (commercial kitchen) and transported in such a way as to prevent contamination and maintain correct (hot or cold) temperatures during transit. Environmental Health Officers may inspect any vehicle or off-site premises that you intend to use for event food, without warning.

PEST CONTROL

Under Standard 3.2.2—Food Safety Practices and General Requirements, we must do everything reasonable to prevent pest problems.

TA will develop a pest management plan. If you are using any pest control, it is important to advise TA management of the pests being controlled and the method used. These will be added to the plan. The plan will be available at the site office.

Good principles that can be employed by Vendors include:

- Keep food and waste in sealed containers and regularly remove rubbish.
- Store and display food under covers, behind protective guards or enclosed display cabinets/fridges.
- Keep uncovered food away from pest control devices.
- Use pest repellent and trap devices (e.g. at entrances and exits).
- Keep food premises and transport vehicles clean and tidy.

STALLHOLDER RESPONSIBILITIES

EMPLOYMENT RESPONSIBILITIES

Stallholder employers must ensure that employees are paid the correct wage rates/ award for all hours worked, including weekend and penalty rates (if they are in the applicable workplace instrument). They must also keep time and wage records and issue pay slips to each employee within one working day of payday. For further information visit <http://www.fairwork.gov.au/>

The staff of the Fair Work Ombudsman conduct regular audits of the event.

DAMAGES TO PROPERTY

You will be responsible for charges for damage that you cause to any event equipment, contractor or third-party property including excess cleaning fees if cleaning is required after you leave.

EXTRA CHARGES

Please note that you are responsible for paying the following potential onsite charges **directly to Tasting Australia where applicable:**

- The cost of any work done to meet obligations under the WHS Act or any other relevant regulation, standard, act, code or other requirement imposed by statutory authority.
- The cost of any replacement or repair of firefighting equipment provided by the event.
- Any additional power outlets above the supplied 2x 10amp (\$250 per additional 10-amp or 15-amp feed with a max of 5 feeds).

SOCIAL MEDIA

Spread the word on social media – show us behind the scenes of what you’re planning, and we’ll endeavor to share your content on Tasting Australia’s profiles too.

Tag us @tastingaustralia and #tastingaustralia

Send us photos/videos (iPhone is ok!): tastingaustralia@sa.gov.au

Some content suggestions for your social media pages:

- Tasting Australia presented by RAA Travel is South Australia’s premier eating and drinking festival.
- Immerse yourself in some of South Australia’s best food and beverage experiences over 10 days from 3 –7 May 2024.
- The heart of the festival is Town Square, situated in Victoria Square – where you will find us serving lunch and dinner throughout the festival!
- Town Square is FREE entry and provides a range of exciting eating experiences while highlighting and celebrating regional produce.
- Town Square is the perfect spot to enjoy a bite to eat with friends or after work drinks with your colleagues.
- Town Square showcases regions, local talent, guest chefs/winemakers and provides the chance to be satisfied by the flavors of South Australia.
- Get up close and personal with food and beverages...see, touch, smell, taste and enjoy in good company.

COMMUNICATING RESPECTFULLY WITH PEOPLE WITH A DISABILITY

You may be unsure of what to do, how to act, what is correct and not wanting to offend. When communicating with a person with disability, you should ask the person what works for them, and respect their wishes. The most effective strategy is to be sensitive, flexible and honest.

COMMUNICATION TIPS

- Speak to a person with a disability as you would speak to anyone else.
- Use a normal tone of voice when welcoming a person with disability. Do not raise your voice unless you are asked to.
- Speak in an age-appropriate tone and treat adults as adults.
- Put the person first, not their disability. For example, use the term 'a person with disability' rather than 'a disabled person'.
- If a person with a disability is accompanied by another person, such as a carer, you should still speak directly to the person with a disability.
- Avoid asking personal questions about someone's disability.
- Be considerate of the extra time it might take for a person to do or say something.
- Be polite and patient when offering assistance and wait until your offer is accepted. Listen or ask for specific instructions. Be prepared for your offer to be refused.
- Never pretend to understand what a person is saying if you don't. Ask the person to repeat or rephrase or offer them a pen and paper.
- The following terms should be avoided because they can have negative meanings: invalid, able-bodied, wheelchair-bound, victim, crippled, defect, suffers from, handicap, a patient.
- Avoid terms that imply that people with disability are overly courageous, brave, special, such as "inspirational".
- Relax. Anyone can make mistakes. Offer an apology if you feel you've caused embarrassment. Keep a sense of humour and be willing to communicate.

The most important thing to remember is to simply focus on the person, rather than the disability. Don't be so afraid of saying the wrong thing that you don't say anything at all.

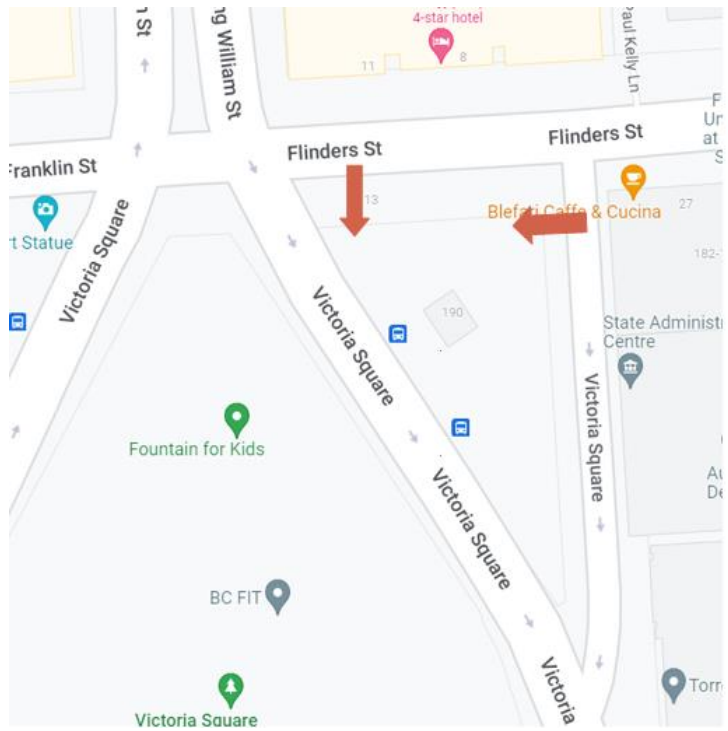
The following link provides further guidance to assist you and your staff, [Australian Network on Disability](#)

ATTACHMENT #1—DELIVERY DOCKET – Site Office

Tasting Australia Site Office
Goods / Deliveries Loading Dock

Victoria Square Northeast Quadrant
Cnr Flinders Street & Victoria Square

Site Office Phone: 0427 800 205

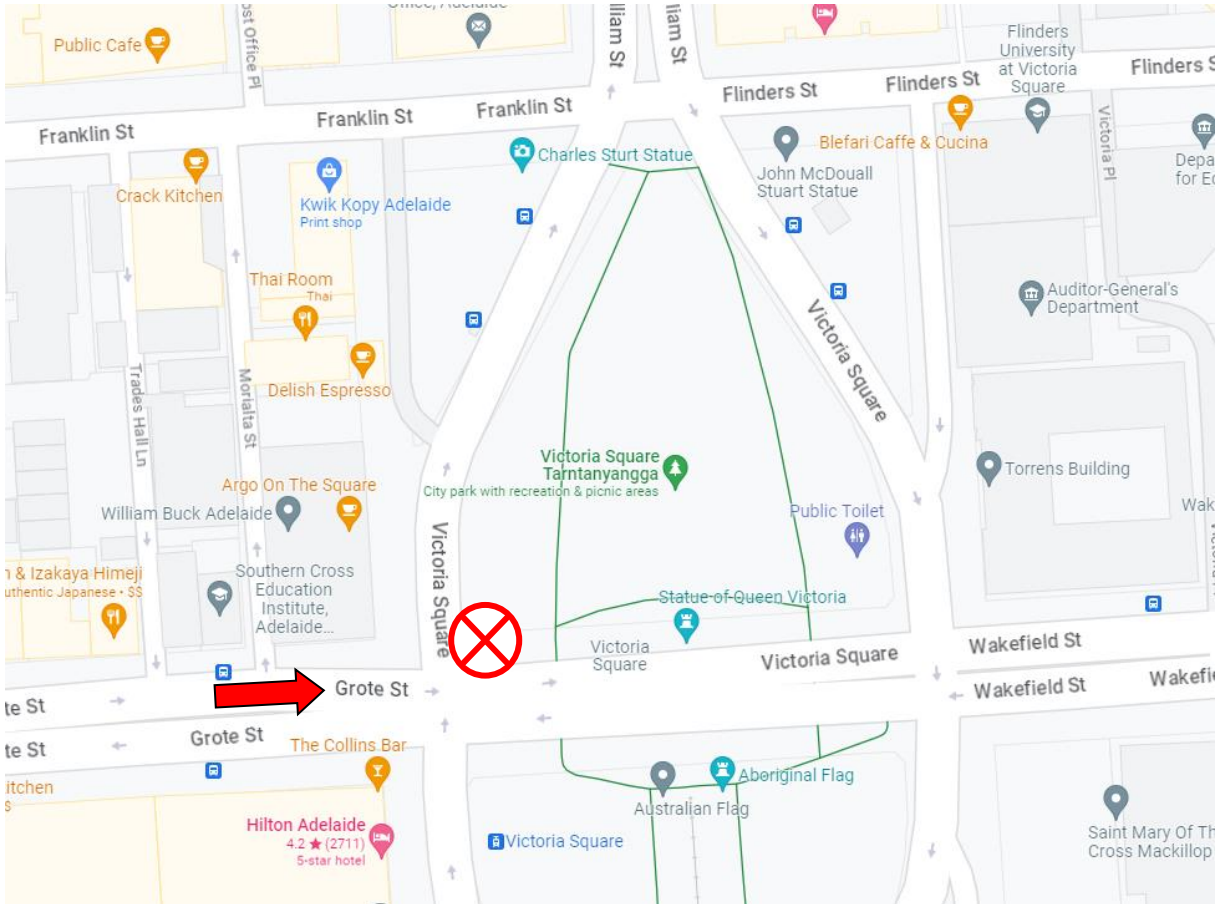


<u>Vendor Name:</u>	<u>Site Number:</u>
<u>Contact Number:</u>	<u>Item Description:</u>
<u>Delivery Notes:</u>	

ATTACHMENT #1—DELIVERY DOCKET – Bump In / Out

Tasting Australia
GATE 4
Victoria Square, Northeast Quadrant
VIA Grote Street

Site Office Phone: 0427 800 205



<u>FROM</u>	<u>ATTN:</u>
<u>Contact Number:</u>	<u>Item Description:</u>
<u>Delivery Notes:</u>	

ATTACHMENT #2—SAFEWORK SA

The following safety information is extracted and adapted from SafeWork SA guidance:

Further details on the regulations for food catering at events can be found here:

<https://www.safework.sa.gov.au/industries/hospitality/food-catering-events>

LPG

Events which use more than a total of 250kg of LPG cylinders require a licence.

Consequently, we need to collate a full record of any LPG stored onsite.

You will be required to report the size and how many bottles you will be using during service for the permit application.

Please note that empty bottles are to be removed as soon as possible as they count towards the total stored onsite.

For LPG safety ensure that:

- All gas appliances are fit-for-purpose
- Any connections from LPG cylinders to appliances are in good working order

LPG cylinders, including spares, are:

- Correctly stored outside in well ventilated areas.
- Kept on a firm stable base and secured from falling, such as by chain restraints.
- Positioned so that pressure relief valves are facing away from catering vans, tents or other combustible materials.
- Kept clear of ignition sources, such as naked flames and electrical sockets.
- Plastic crates are not used to store LPG cylinders as this may cause static electricity to build up.

COLD STORAGE FACILITIES

It is important to keep you and your staff safe when using the allocated space in the walk-in cold-room/reefer available to you. The following safety information is extracted and adapted from SafeWork SA guidance:

- Consider the time a worker needs to work in a cold-room and reducing worker exposure to the cold, where possible.
- Having reliable communications systems in place that you test regularly for when you or your staff enter a cold-room.
- Ensuring you and your staff are aware of the operation of the walk-in cold-rooms' internal door opening mechanisms.
- Ensuring you and your staff are aware of the operation of the walk-in cold-rooms emergency alarm button operation so that anyone trapped inside can send for help.
- Ensuring you and your staff know the sound of the emergency alarm sound in case someone is using the alarm when needing assistance inside a cold-room.
- Note: Mobile phones may not work within cold-rooms. Test them if you are using these to communicate and check staff safety!

[SafeWork SA cold-storage-facilities](#)

BURNS AND SCALDS

Burns and scalds are serious risks in the hospitality industry and accounts for many serious injuries.

Burns can be caused by:

- Electricity
- Fire or hot surfaces
- Chemicals
- Light/sun
- Radiation
- Friction

Each burn has a different severity and is measured in degrees 1-3.

1) First-Degree Burns

A first-degree burn is a superficial burn which only affects the outer layer of skin, such as a mild sunburn. In this scenario, your burn site may be:

- Red
- Painful
- Dry
- Blisters generally are not present with first-degree burns

2) Second-Degree Burns

Second-degree burns are often caused by scalds from hot liquids (such as boiling water, steam, or oil heated for cooking), flames or when you touch hot objects. The burn site will appear:

- Red
- Blistered
- Wet and shiny
- Swollen and painful

These burns will often be at risk of infection.

3) Third-Degree Burns

Third-degree burns are the most serious burns, as your outer and inner layers of skin are destroyed. They may also damage your underlying bones, muscles and tendons. Third-degree burns are usually caused by:

- Scalding liquid
- Prolonged contact with a hot object
- Corrosive chemicals
- Contact with fire or electricity

In this situation, the burned skin will appear:

- Stiff and white
- Black
- Yellow or brown
- Dry and leathery
- Painless because the nerve endings are burned

In order to prevent infection, skin grafts, surgery and intensive care may be required.

It is recommended that both 2) second and 3) third-degree burns be assessed by a doctor or a qualified health practitioner.

You can minimise the risk of burns and scalding by:

- Ensuring floor surfaces are kept clean and proper enclosed slip resistant footwear is worn.
- Slippery floors increase the risk of a worker making contact with hot food, hot oil or hot objects like cooking pots.
- Placing and taking note of warning signs or stickers near hot equipment or surfaces.
- Making sure cooking oil or coals are cooled to a safe handling temperature before being emptied or drained from a deep fryer.
- Incorporating a gravity-feed chute from the deep fryer to an external receptacle to eliminate the need to handle hot cooking oil waste.
- Using long-handled baskets and automatic food-lowering devices for deep fryers.
- Covering equipment which contains hot fat or fluids, when not in use.
- Training workers in the use of espresso machines or deep-frying food and following safe working practices.
- Implementing routine safety checks such as checking deep fryers and grills are turned off before closing time.
- Wearing appropriate personal protective equipment (PPE) such as heat resistant gloves and aprons.
- Training workers in preferred techniques for handling hot items such as:
 - Opening doors and lids of steam heated equipment away from the body.
 - Keeping saucepan or pot handles pointing away from the edge of a stove and making sure the handles are not over hotplates.
 - Using a waiter's cloth to protect arms while carrying hot plates or trays.
 - Removing all utensils from pans.
 - Warning serving staff or customers if plates are hot.

[SafeWork SA burns-and-scalds](#)

ATTACHMENT #3—OFFICE OF THE TECHNICAL REGULATOR (OTR)

The following safety information is extracted and adapted from OTR guidance:

The OTR has guidance and a safety checklist for gas at events. We recommend that you use the checklist to assist you in checking your equipment and set up.

https://www.sa.gov.au/_data/assets/pdf_file/0007/470752/181003-Gas-safety-event-catering-checklist.pdf

CERTIFIED GAS APPLIANCES—WHAT TO CHECK FOR?

Each appliance should have an indicator – please see below some photos of examples of certification indicators



Figure 1: Examples of common appliance certification hallmark badges.

Extract from OTR Gas safety at festivals and events guide

TASTING AUSTRALIA ASK THAT YOU DO NOT BRING EQUIPMENT UNLESS IT HAS A CERTIFIED APPLIANCE INDICATOR.

INDOOR VERSUS OUTDOOR

Check the details of the manufacturer to confirm if an appliance should be used indoors or outdoors.



If the appliance is located within the Food Vendor Site, this will be looked at as indoor use.

REVIEW YOUR APPLIANCE LOCATIONS FOR TA – USE OUTDOOR APPLIANCES OUTSIDE THE FOOD VENDOR SITE!

INDOOR COMMERCIAL COOKERS SECURED AND FLEXIBLE CONNECTIONS

It is a requirement for commercial gas cookers to be restrained effectively, it is also beneficial to have stoppers to reduce the risk of appliances being pushed against gas components.

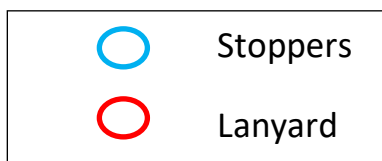
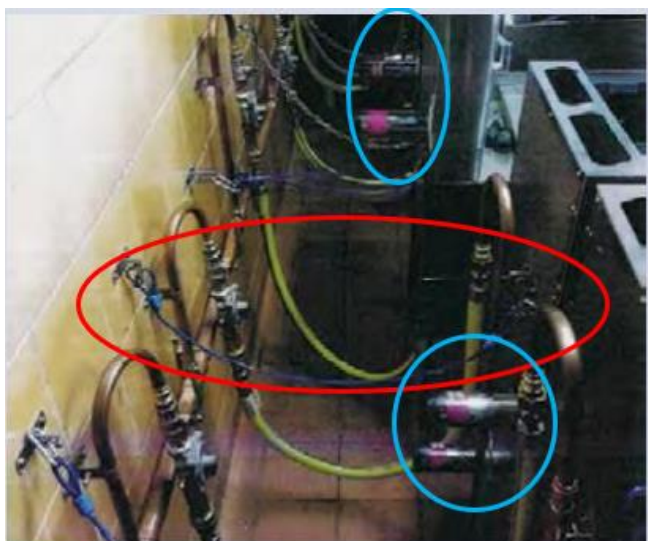


Photo 4

Commercial appliance flexible connection

There is increased complacency (regarding the use and installation) as to how flexible hoses are used and installed in commercial applications. The Standard clearly states that hoses are **not** to be subjected to:

- temperatures greater than they are rated for: Class A up to 65°C, Class B up to 125°C.
- strain, abrasion, kinking or permanent deformation.

- damage by vermin.

Here are three examples that show flexible hoses inappropriately installed (photos 1, 2, 3). The final photo (4) shows an acceptable installation using high level vertical connections and restraining chains. The additional use of stoppers prevents the appliances from being pushed up against gas components and hoses.



Photo 1



Photo 2



Photo 3

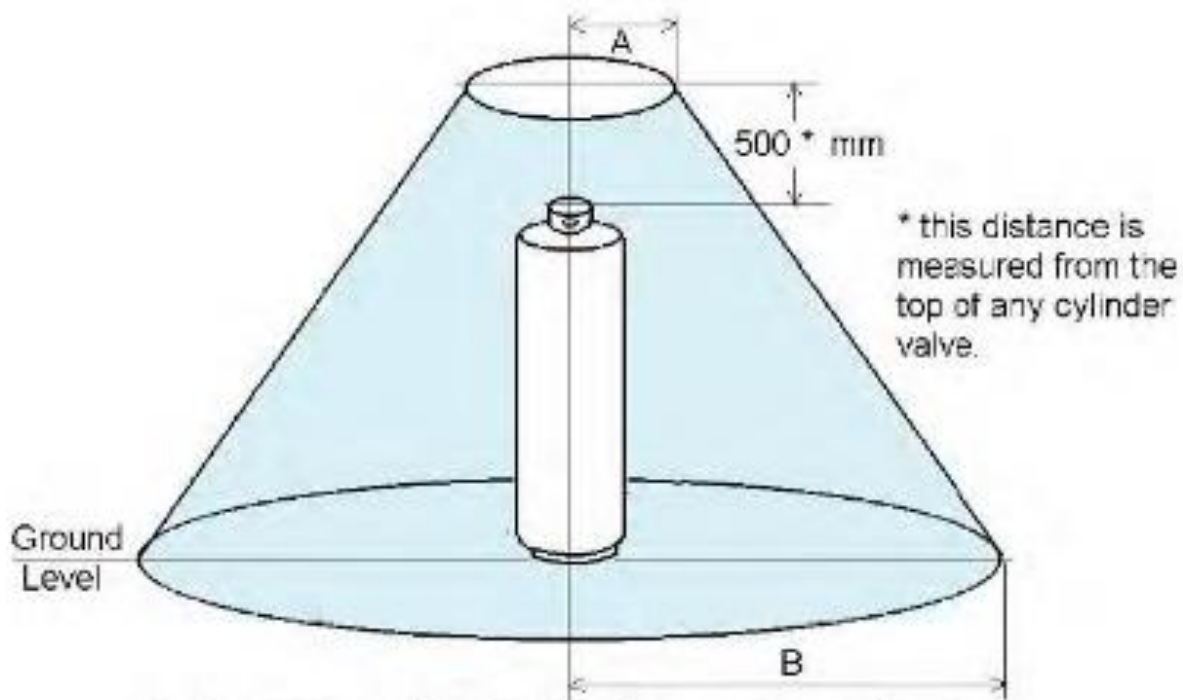


Photo 4

Extract taken from https://www.sa.gov.au/_data/assets/pdf_file/0010/354385/Regulation-Roundup-issue-40-September-2017.pdf

IGNITION SOURCES

For gas cylinders there is a hazardous zone where ignition sources must not be located.



Ignition source not to be within the encompassed area

Radius	Exchange cylinder mm	In-situ fill cylinder mm
A	500	1500
B	1500	3500

CONSIDER THE LOCATION OF EACH APPLIANCE IN RELATION TO ELECTRICAL OUTLETS (IGNITION SOURCES).

COMBUSTIBLE MATERIALS

To reduce any risk of fire combustible materials should be located away from the heat source of an appliance.

IMPORTANT NOTE: IF YOU HAVE ANY CONCERNS RELATED TO YOUR GAS EQUIPMENT, THEN PLEASE CONTACT THE TA OPERATIONS MANAGER OR SAFETY OFFICER AS EARLY AS POSSIBLE PRIOR TO GETTING ONSITE.

Gas appliances must be installed and used so that they avoid damage to nearby combustible surfaces. For marquees with plastic walls, fibre cement sheets with air gap spacings of no less than 25 mm can be used in addition to the side measurements listed below to provide enhanced safety.

The following clearances to combustible surfaces will ensure that ignition of combustibles does not occur. Nearby surfaces should still be periodically monitored to ensure that no hazards occur.

Clearances of appliances

Gas appliance	Minimum clearance
A Target top cooking table, griddle, barbecue, char griller/broiler or open top flare griller/broiler	1350 mm
B Solid grill plate, deep fryer (top of pan)	600 mm
C Open flame gas appliance (i.e. hotplate burner)	1050 mm
D Kebab cooker	200 mm
E Rear and sides of all appliances	250 mm

Where multiple appliances are serviced by a single extraction system, the distance from the cooking surface of each gas appliance to the grease filter must be such that the minimum clearance in this table is applied to each respective appliance.

For other commercial catering equipment, refer to the manufacturer's instructions.

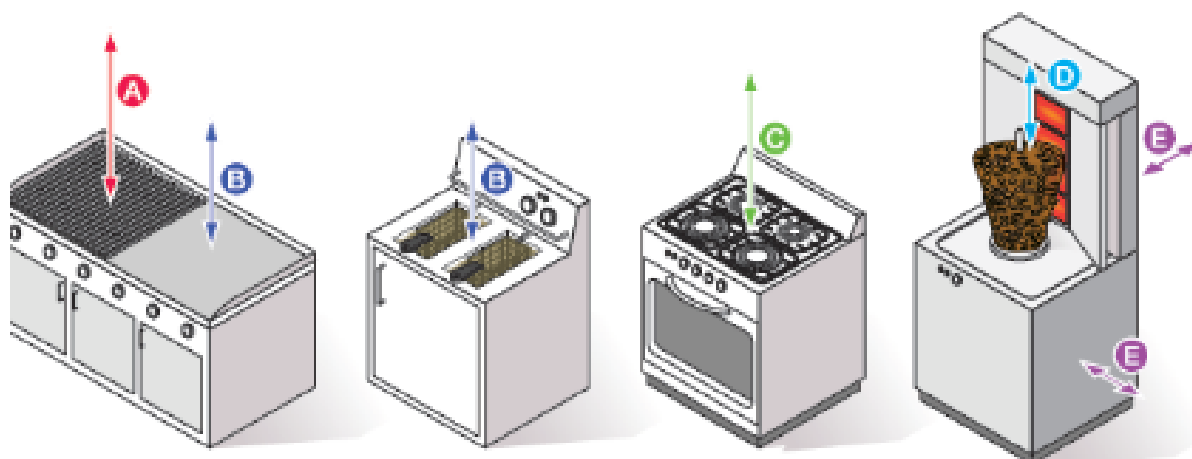


Figure 3: Minimum clearance distances for different gas appliances and combustible surfaces.

Although this manual is correct at the time of distribution there may be some changes beyond our control that may affect the running of the event. Update notices may be issued to Vendors by email and take precedence over this document.

Published 29/09/2023