

TOWN SQUARE 2022

**TASTING
AUSTRALIA**

PRESENTED BY



VENDOR MANUAL

**29 APRIL—
8 MAY 2022**

*** 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 stallholders by email and take precedence over this document.*

Published @01/11/2021

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IN 2022

GOING CASHLESS:

Due to the ever-changing times that we live in, Tasting Australia (TA) is once again going cashless. To make this happen we require all vendors to supply their own POS system. Your system must have the ability to add the TA Enamel plate surcharge to menu items should patrons choose to support our Event Charity; your system should also be able to process refunds (purely as a matter of course). Tasting Australia won't be requiring till reads, however information around general sales as well as the number of enamel plate sales will be requested in a daily figure throughout and at the end of event.

INTERNET ACCESS (VENDOR ONLY):

There will be no public Wi-Fi provided by Tasting Australia however a vendor only Wi-Fi/ cable access onsite may be provided by Tasting Australia at vendor locations to assist in POS systems if deemed required.

COVID PLAN:

**Below is the anticipated COVID Management and Contact Tracing planning, however as we all know too well this may change by the time the event is upon us. TA will work closely with SA Health and implement COVID plans in line with their advice and the relevant restrictions at the time.*

Events South Australia will have a COVID Management Plan in place for Town Square 2022. The plan includes the strategies we will have in place for presenting a COVID Safe event. Our strategies will include:

- Contact tracing of patrons and workers involved in Town Square.
- Managing density through having an overall capacity based on 1 person per 2m².
- Ensuring people apply safe physical distancing.
- Implementation of menu QR code and a pager system for food collection to minimise the time patrons spend queuing.
- Availability of good hygiene mechanisms and cleaning programme throughout the Town Square site.
- Public education related to the requirements for attending Town Square.
- Monitoring through our management team and COVID Marshals.
- Incident management systems in case there is a COVID incident through the event.

Should you be successful in your application, depending on SA Health COVID requirements, Tasting Australia will require you to submit a COVID Safe Plan for your stall at Town Square.

Details on how/where to do this will be provided to you by the Vendor Coordinator.

The Tasting Australia Management Team and/or Safety Officer/Head COVID Marshal will look over all plans and may request further information/adjustments to be made.

CONTACT TRACING:

It is anticipated that Town Square will use COVID SAfe Check In contact tracing through SA.GOV COVID-19 COVID Safe Check In.

When entering the Town Square site, all people (patrons and staff) will be required to provide contact tracing details by:

- Using the COVID SAfe check in through their mySA GOV app, or
- Provide details to be recorded on a hardcopy contact tracing form (per site)

Any person not providing their contact tracing details may be asked to leave the event site immediately or refused entry.

GAS:

TA has a strong safety focus in relation to LPG. There are WHS and Dangerous Substance installation and storage legal requirements that need to be in place. TA will apply to SafeWork SA for an LPG licence to cover our and your maximum quantities onsite. We will also work with you to ensure that LPG installations and appliances meet WHS and Technical Regulator legal requirements.

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

The following things may be actioned for 2022:

- Vendor to supply all 9kg bottles for outdoor use only
- TA to engage a gas fitter to install gas distribution connections for vendors to connect indoor appliances only.
- TA will book a licensed Gas fitter to connect your 9kg Gas cylinders to your stall, check and look over all vendor equipment.
- 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)
- Gas Plumber will be available to assist in discussions with the OTR (if they undertake an inspection).

Additionally, to the above listed items, you as the vendor 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 TA Site 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.

ENAMEL PLATES:

In 2022 whilst we are continuing to utilise our reusable enamel bowls and plates, we have tweaked the system so as to help both with our waste going to land fill and positively contribute to our community.

In 2022, proceeds from the sale of TA enamel plates will be donated to the Event Charity. To facilitate this system, we require all vendors to have the ability to be able to add an enamel plate donation charge of \$2 to any patron order should they choose.

It is expected that vendors will actively upsell this option to all patrons.

The enamel plate donation must be an individual item on your till/register. Vendor's must be able to provide TA with a till/ register read that itemises the number of enamel plates sold as or when requested (which may be daily).

HOW THE SYSTEM WORKS:

Pre-Event:

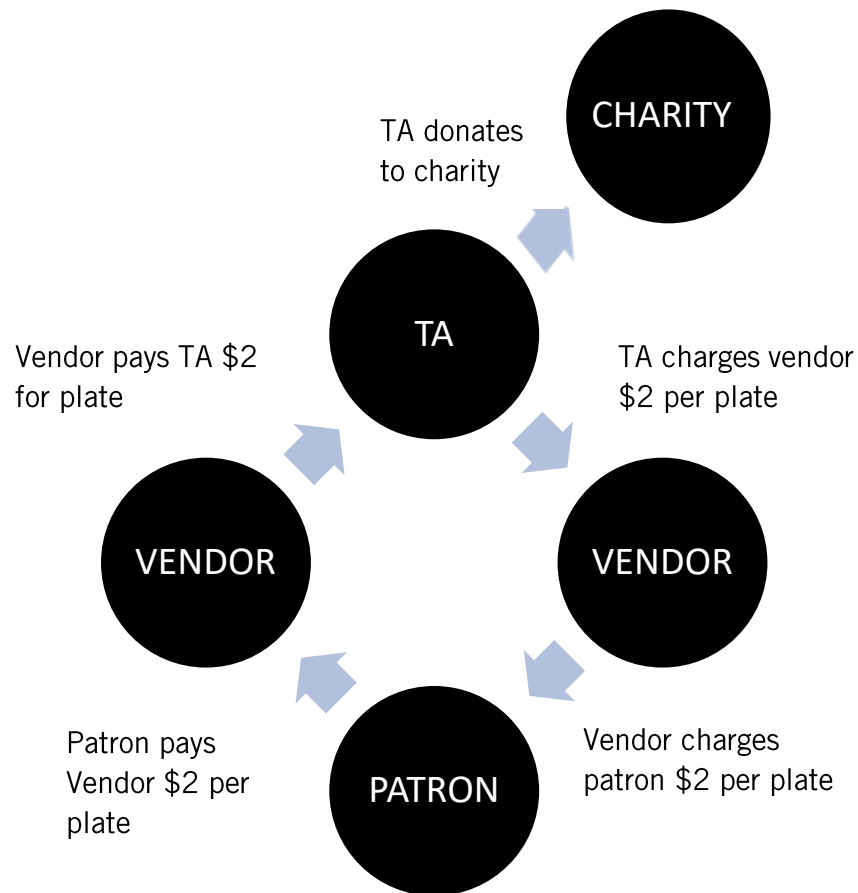
1. No less than 3 days prior to event, the Vendor Coordinator will request a "starting quantity" of plates from each Vendor.
2. Plates will be delivered to vendor stall during bump-in in labelled tubs.
3. TA will have an Order Form which outlines type, quantity and dollar amount for each vendor which will track plate usage over the event, each time plates are delivered or collected from a vendor, both parties (vendor and TA) will sign the Order Form.

During Event:

4. Patron orders meal at vendor stall
5. Vendor "upsells" by offering patron the option to have meal served on reusable enamel plate for a non-refundable donation of \$2 – "good for environment etc & proceeds going to Charity"
6. Patron agrees, vendor adds enamel plate donation to order.
7. Patron pays \$2 to Vendor and gets meal served on enamel plate.
8. Patron options post eating meal:
 - a. Keep plate
 - b. Swap plate for clean at Town Square Information Booth
 - c. Drop plate into designated bins for cleaning and re-use.
9. No refunds to be given.

Post-Event:

10. A TA representative will attend your stall post 9pm on the final Sunday and count any remaining plates as well as request a final till/ register read. Remaining plates will be collected. The Order Form will be updated and signed by both parties as per during event process.
11. TA will reconcile each vendor's enamel plate order form (orders balanced against returns) and send a vendor invoice for the number of enamel plates sold including a copy of the order form and till/register reads provided. Vendor Invoices will be payable in 14 days.
12. Payments of vendor invoices will then be collated, and proceeds donated to the event charity.



ENAMEL PLATE TYPES:

We have 2 sizes of enamel plates, being a 20cm plate and a 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



TA RUN FUNCTIONS:

Should a function be 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.

HOURS OF OPERATION		
DATE	TOWN SQUARE	VENDOR TRADING TIMES
Friday 29 April	11:00am – Midnight	11:00am – 10:00pm
Saturday 30 April	11:00am – Midnight	11:00am – 10:00pm
Sunday 1 May	11:00am – 9:00pm	11:00am – 9:00pm
Monday 2 May	11:00am – 9:00pm	11:00am – 9:00pm
Tuesday 3 May	11:00am – 9:00pm	11:00am – 9:00pm
Wednesday 4 May	11:00am – 9:00pm	11:00am – 9:00pm
Thursday 5 May	11:00am – 11:00pm	11:00am – 10:00pm
Friday 6 May	11:00am – Midnight	11:00am – 10:00pm
Saturday 7 May	11:00am – Midnight	11:00am – 10:00pm
Sunday 8 May	11:00am – 9:00pm	11:00am – 9:00pm

SET UP AND OPERATIONS

BUMP IN / RECOMMENDED SERVICE TIMES AND BUMP OUT:

The below table indicates critical timings for each day. If you need to be onsite earlier than the times given below, please talk to the Site Manager to make alternative arrangements.

RECOMMENDED 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.*

Tuesday 26 April Bump In	Bump In: 1:00pm – 6:00pm Vendors Only – Slot Times for Bump In to be communicated prior to the 30 th March
Wednesday 27 April Bump In	Bump In: 9:00am – 7:00pm Vendors Only – Slot Times for Bump In to be communicated prior to the 30 th March
Thursday 28 April Set up / Event Evening	All vendors are required on site by 1.30pm for a briefing Site Access: 9:00am – 3:00pm Fires to be lit during this time if required. Fires to be extinguished at the end of this time.
Friday 29 April Event Day	Site Access: Pre-Service: 8:00am – 10:30am Fires to be lit during this time if required. Post Service: 10:00pm – 12:30am Fires to be extinguished during this time.
Saturday 30 April Event Day	Site Access: Pre-Service: 8:00am – 10:30am Fires to be lit during this time if required. Post Service: 10:00pm – 12:30am Fires to be extinguished during this time.
Sunday 1 May Event Day	Site Access: Pre-Service: 8:00am – 10:30am Fires to be lit during this time Post Service: 9:00pm – 10:30pm Fires to be extinguished during this time
Monday 2 May Event Day	Site Access: Pre-Service: 8:00am – 10:30am Fires to be lit during this time if required. Post Service: 9:00pm – 10:30pm Fires to be extinguished during this time
Tuesday 3 May Event Day	Site Access: Pre-Service: 8:00am – 10:30am Fires to be lit during this time if required. Post Service: 9:00pm – 10:30pm Fires to be extinguished during this time
Wednesday 4 May Event Day	Site Access: Pre-Service: 8:00am – 10:30am Fires to be lit during this time if required. Post Service: 9:00pm – 10:30pm Fires to be extinguished during this time

Thursday 5 May Event Day	Site Access: Pre-Service: 8:00am – 10:30am Fires to be lit during this time if required. Post Service: 10:00pm – 12 midnight Fires to be extinguished during this time
Friday 6 May Event Day	Site Access: Pre-Service: 8:00am – 10:30am Fires to be lit during this time if required. Post Service: 10:00pm – 12:30am Fires to be extinguished during this time
Saturday 7 May Event Day	Site Access: Pre-Service: 8:00am – 10:30am Fires to be lit during this time if required. Post Service: 10:00pm – 12:30am Fires to be extinguished during this time
Sunday 8 May Event Day and Vendor Bump Out	Site Access: 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 Once given the all clear by event management you can start bumping out from 9:00pm and restricted vehicle access will be permitted as required <i>*Please note: power to containers will be switched off from 11:00pm</i>
Monday 9 May Bump Out	Bump Out: 8:00am – Midday Access will be given to Vendors when requested in writing prior to Wednesday the 5 th of May 2021 <i>*Please note: reefer power will remain on until Midday</i>

BUMP IN/OUT OF SITE:

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. However, minimal vehicles will be allowed on the grass which limits accessibility and the number of vehicles that can be unloading / loading at the same time. If you do require this access, please use your Hazards, and enter onto the site with direction from management using caution especially for cyclists and pedestrians, using the pathway closest to your stall.

Please only use this as a last resort if you have equipment that cannot be dropped from the footpath at the front of site.

We are having the footpath closed to general public for your bump in/ out period to alleviate any issues however unload your stock from to the footpath, then move your vehicle and come back to move your stock. We suggest you bring a sack truck for transporting gear to your site.

CITY OF ADELAIDE CAN (AND DO) APPLY EXPIATIONS WHERE PARKING OCCURS

A specific Bump in time will be sent to you to alleviate congestion of vehicles.

DELIVERIES:

We do not have the capacity to store deliveries on site for you before you have populated your space. If you have populated your space and do require a delivery – please ensure you use the delivery label found under **Attachment #1** and ensure your stall name is clearly identified.

All deliveries must go to the loading dock, and we will notify you of your delivery and where we can, we will bring this to you. Please try to keep all deliveries between the hours of **8am and 2.30pm daily**.

A slip lane has been created in the Northeast Corner of the site when the event is in activation where you can unload your stock from to the footpath, then move your vehicle and come back to move your stock. We suggest you bring a sack truck (that you have labelled in your stall name) for transporting gear to your site.

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 08:00 am and 10:30 am each day in preparation for Town Square being open to the general public from 11:00 am 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.

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. Simon Bryant has 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

GENERAL INFORMATION

PRE-EVENT:

Once confirmed as a 2022 Town Square Vendor, the Vendor Coordinator will make contact and be your principal point of contact for all requests, questions or concerns in the lead up to the event.

ON SITE:

Once on site, both the Vendor Coordinator and the Town Square Site Manager will be available points of contact for you. A site office is located opposite the loading dock across the road on the North-eastern Quadrant of Victoria Square, both of these individuals will often be located here, or someone will be able to contact them from there. During the actual event, event crew will also be available for assistance. On arrival to site please report to the Town Square Site Manager in the first instance before moving onto site.

Your vendor event credential will be available from the Vendor Induction held at 1.30pm on Thursday the 28th April at Vendor 10's location on the Eastern Side.

CAR PARKING:

Unfortunately, there are no free car parking facilities available. Restricted vehicle access (only those necessary) will be allowed on site for unloading during bump in and bump out times but all vehicles **must** be off site outside of these times. Please note there is no "drive through" available on site so the less vehicle movement required the better. Vehicle access to the grassed area will also be restricted.

Paid car parks are available around the area – such as at the Adelaide Central Markets.

EXTRA CHARGES:

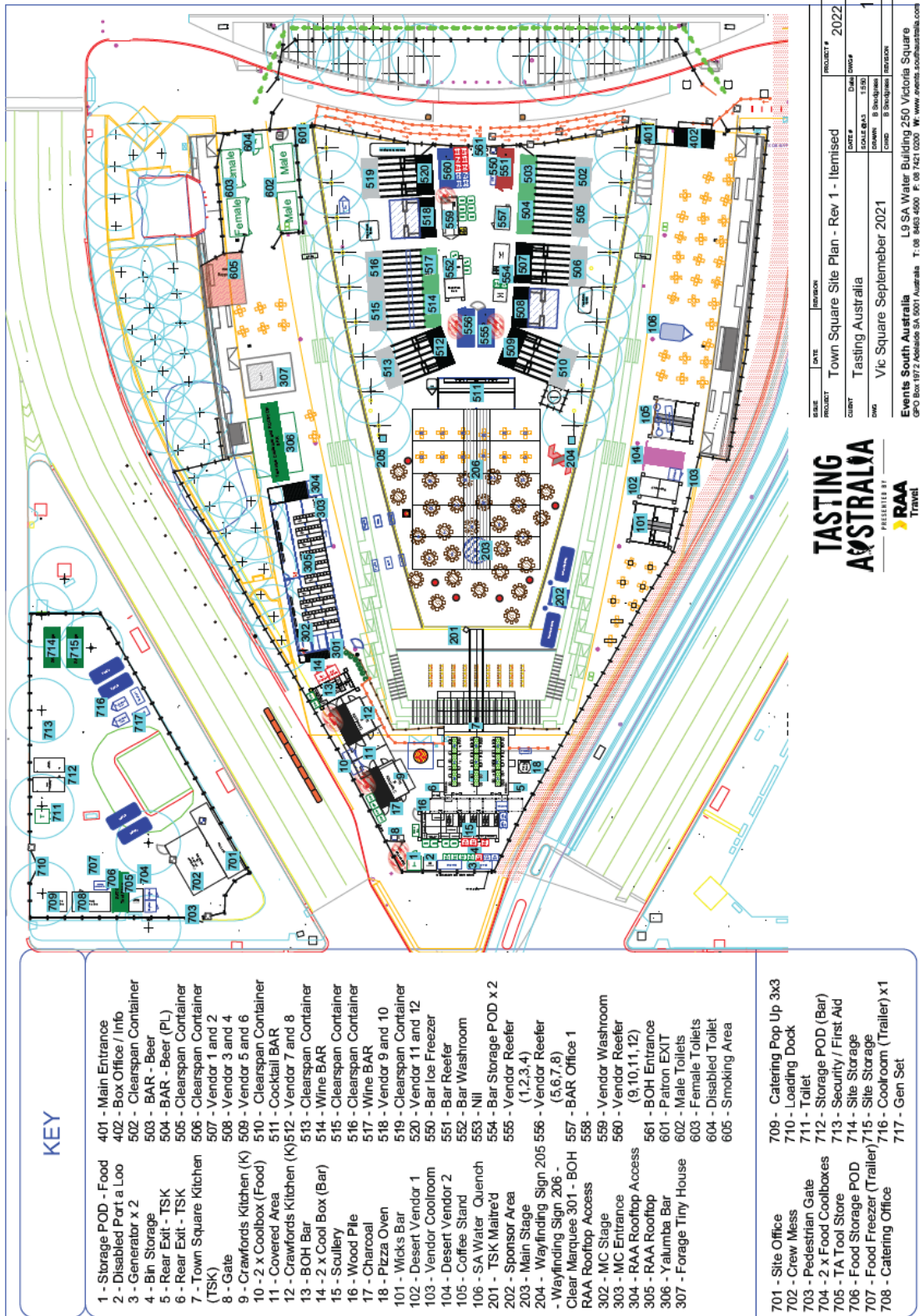
Please note that you are responsible for paying the following potential on site charges **directly to the supplier where applicable**:

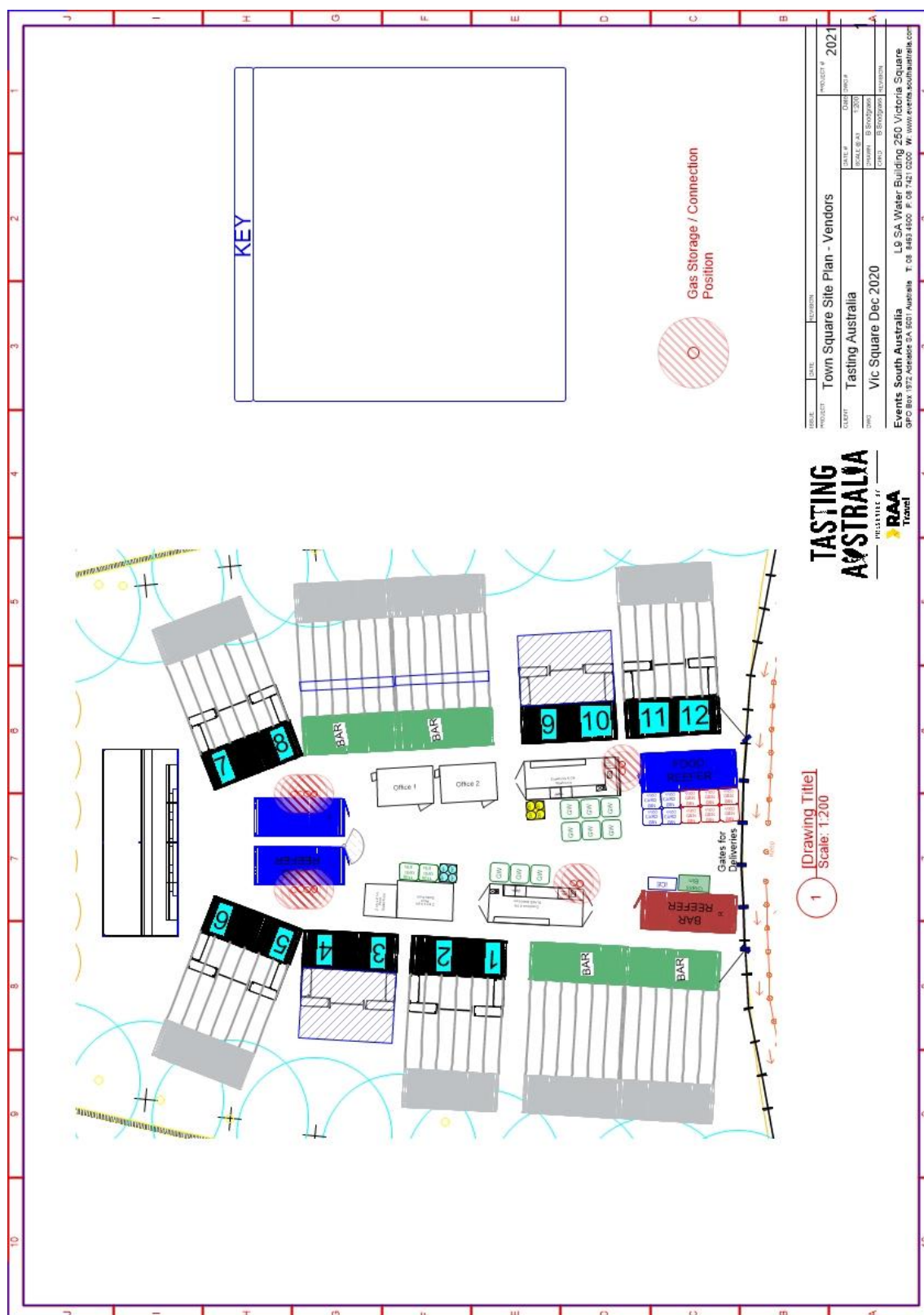
- The cost of any work done to meet obligations under the WHS Act or any other relevant regulation, standard, act, code or other requirement imposed by statutory authority.
- The cost of any replacement or repair of firefighting equipment provided by the event.
- Any additional power outlets above the supplied 2x 10amp (\$500 per additional 10-amp or 15-amp feed with a max of 5 feeds).
- Additional Area requirements (\$85 per m2).

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.

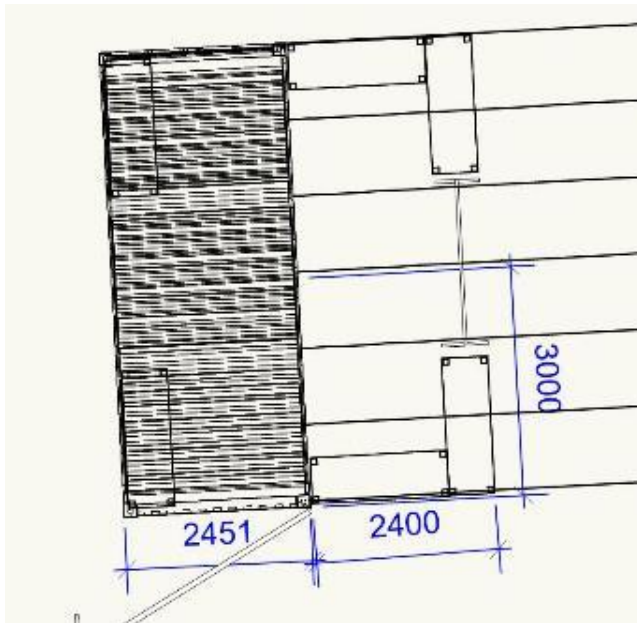
SITE MAP:

Please find below the Town Square site map and a close-up version of the Vendor section.





STALL AND SITE FACILITIES



INCLUDED IN YOUR SITE:

- Half a shipping container (10ft). One container between two vendors, unless otherwise negotiated with Tasting Australia
- Front Service/Cooking Space
- 2.4m Deep x 3m Frontage standard space in front of the container
- 2 x 10amp power outlets*
- 1 x 1.8m wooden trestle table
- Basic lighting for your container
- Generic menu board (Chalk Board)
- Pager system – 1 charging rack and 20 pagers (requires 2 power points)
- Shared cool room space
- Shared washing up facilities
- Internet Access (For POS System)

**Please note that 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:

- Toilets
- All bar services
- Liquor License
- All music and entertainment including stages, live music and sound systems.
- Public seating and shaded areas
- The ordering / set up / dismantling of shipping containers. Attached is an image of a shipping container – this is where you will conduct your prep, cook and sell from the service bench
- 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 – 3 bin systems 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

- Provide appropriate lighting inside your container (suitable for kitchen prep – Dimmer able Festoon around interior of Container)
- First aid services – there will be a first aid safety officer on site (St Johns for Event times, Management for another times)
- Fire warden on site
- Safety Officer
- Directional signage
- 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

MOVEMENT OF PEOPLE AROUND YOUR COOKING FACILITIES AND CONTAINER:

The set up and location of your pit / cooking apparatus will potentially vary for each site. As this is a pop-up site we ask vendors to be accommodating, flexible and maintain safety with their set up outside of their container to deal with people moving through shared areas and outdoor event external factors such as wind, rain and smoke movement. There are many different types and styles of cooking apparatus and cooking fuel (i.e., wood/coal etc) onsite and we appreciate your corporation with this in advance.

MERCHANDISE / PRODUCTS TO SELL:

You may wish to sell / market products that compliment your menu:

- Artisan products
- Books
- Condiments

You can bring in shelving if you wish to display products. Lugs are available within the containers. Please keep the theming in mind when designing these shelves.

Regional buddies:

Why not team up with someone from a South Australian region and sell products that compliment your menu.

MEAL VOUCHERS:

The South Australian Tourism Commission may issue vouchers to 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 voucher is valued at \$20 or \$25
- 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)
- If they spend over \$20, please collect payment directly from the person for their additional spend
- If they spend under the \$20, please note they DO NOT get a credit. (You do not provide them the difference in cash or credit, they just have not spent their allocation)
- A receipt **MUST BE ATTACHED** to the voucher for reimbursement. And you will only be reimbursed for the value used i.e., if the purchase totals \$17 and a \$20 voucher is presented, you will be reimbursed \$17.

- **Lost vouchers will not be reimbursed.** To try alleviating the potential for lost vouchers, a TA representative will collect vouchers from vendors DAILY using a similar 'Order form' reconciliation system as the enamel plates, to ensure a record is kept of how many vouchers have been collected from each vendor across the course of the event.
- You will be reimbursed for this expense at the end of the festival.

MENU:

We will be advising vendors of any obvious menu clashes and will provide recommendations. Once the successful vendors have been selected, a list will be sent out to all successful applicants along with all menus so that you may have the opportunity to refine, tweak and change your menu if you see any major issues / clashes. This gives you the opportunity to talk amongst yourselves and to be able to stay fluid during the week and provide a balanced offering.

STORAGE OF PRODUCTS:

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

REFRIGERATION / SHARED COOL ROOM:

You are not required to bring in your own cool room for storage of your menu items. 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 ROSTER:

2022 VENDOR DISHWASHING CLEANING SCHEDULE – TOWN SQUARE		
Date	Time	Vendor
Friday 29 April	8am – 9am	Vendor 1
	11pm till 12pm	Vendor 12
Saturday 30 April	8am – 9am	Vendor 2
	11pm till 12pm	Vendor 11
Sunday 1 May	8am – 9am	Vendor 3
	9:30pm till 10:30pm	Vendor 10
Monday 2 May	8am – 9am	Vendor 4
	9:30pm till 10:30pm	Vendor 9
Tuesday 3 May	8am – 9am	Vendor 5
	9.30pm till 10.30pm	Vendor 8
Wednesday 4 May	8am – 9am	Vendor 6
	9:30pm till 10:30pm	Vendor 7
Thursday 5 May	8am – 9am	Vendor 1
	11pm till 12pm	Vendor 12
Friday 6 May	8am – 9am	Vendor 2
	11pm till 12pm	Vendor 11
Saturday 7 May	8am – 9am	Vendor 3
	11pm till 12pm	Vendor 10
Sunday 8 May	8am – 9am	Vendor 4
	10pm till 11pm	Vendor 9

It is the individual Vendors responsibility to organize a schedule change and notify management

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. Above is a cleaning schedule 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 to, as a minimum;

- Give the entire area a “once over” ensuring it is clean and tidy with no food stuffs blocking drains etc.
- Check chemical levels and advise either the Vendor Coordinator or Town Square Site Manager if they require filling

Checks of the dish wash area will be made post the times allocated. We remind vendors this area relies on everyone fulfilling their obligations of the schedule but also cleaning the space as they go. This area isn't a storage area.

Management will also be doing random testing via swabs on all washed plates/bowls to help reduce chance of contamination.

BIODEGRADABLE PRODUCTS:

Should some of your menu items not work with the Enamel Plate or Bowl please notify TA Management as we are still open to using food service products in some cases but must be biodegradable and approved by TA Management. We recommend you provide biodegradable knife, fork, and serviettes etc. along with plate/bowl if required.

We prefer eco plant plastic cutlery to be used over wood cutlery (wood cutlery doesn't compost as well and eco plastic is nicer on the teeth!). Our recommended supplier is Savill Packaging - please refer to the 'key contacts' section for contact details.

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 will not be an electrician on site available for tag and testing on site. 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.

Our recommended charcoal supplier is Mibrasa Vegetable Charcoal from Ecotel.

STAFF:

It is your responsibility to provide all relevant staff for your stall. The number of staff you will have over the period will be required when applying with a max of 10. This is for pass numbers mainly. You are responsible for these passes to be handed between staff if the max amount of 10 isn't enough for all your staff over the 10 days. All staff are required to wear a credential at all times on site.

Remember:

- All staff will be required to undertake the COVID SAfe Check In when arriving onsite.
- Will need to take care of their own safety and that of others through their action/inactions
- Will need to be COVID Safe and follow instructions of our Town Square COVID Marshals

STALL DESIGN, DRESSING AND BRANDING INFORMATION

Tasting Australia is a high-profile event and 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 use of pull up banners is not part of the scope, and these will not be able to be displayed in your site.

STALL DESIGN & DRESSING:

The insides of the shipping containers will be painted black.

You may dress the back wall to include additional shelving for produce or signage. The back wall is approximately 3m wide by 2.4 in height. The back wall is painted in black, and the container walls are corrugated, approximately 200mm wide flat corrugations. There are lugs in place on the back wall for you to be able to hang your signage.

You may dress your own supplied counter, however, please keep in mind neighbouring vendors. If you are planning significant theming i.e., a full head height frontage. Please provide details and pictures to the Vendor Coordinator as soon as possible as stall locations may need to be adjusted to accommodate and ensure best presence for both vendor/s and event.



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, which will be cleared by the organisers periodically throughout the event.

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, they will be instructed to clean high touch point areas to reduce risk of COVID-19. 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.

The efficiency of their service is influenced by your cooperation. If you use the wheelie bins correctly and flatten cardboard into specified bins and keep back of house areas tidy, they will be of more able to help to keep your operation going.

All stallholders 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 stallholders.

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 stallholders 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.
- 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
- They immediately report any Accident, Incident or Near Miss to the event management team
- They follow the direction of the event management regarding safety at all times
- They 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 and their staff **do not** access restricted areas of the event site, which are identified and signed as construction zones
- Ensuring all stall employees/staff are adequately informed of Hazards and Safety Practices and have read the Safety Procedures relevant to their work

All stallholders 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 stallholders are encouraged to take out adequate insurance to cover theft and loss of cash or property while on site.

The event does not provide a cash security or a change service. Please carefully consider the security of cash handlers, especially when leaving the site late at night.

The site will have some CCTV cameras in operation throughout the site

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 stallholders must make themselves and their staff aware of evacuation procedures, the exit nearest their stall and nearest firefighting equipment. 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

See 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:

- Gas Appliances are certified
- Commercial appliances have been fitted by a Licensed Gas Fitter
- Where Licensed Gas fitters have installed or altered gas equipment a Certificate of Compliance has been issued
- Electrical installations

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

FOOD SAFETY LAWS

As the responsible stallholder, you have ultimate responsibility for the quality and safety of the food and beverages 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 may be circulating during the event to ensure compliance and provide advice.

<http://www.adelaidecitycouncil.com/city-business/business-responsibilities/health-regulations/food-drinks-safety/>

FOOD STALLS AND EQUIPMENT:

While the basic structure of your stall will be provided by the event 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). This includes drinks. 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, storage inside a display case or behind a sneeze guard.

TEMPERATURE CONTROL:

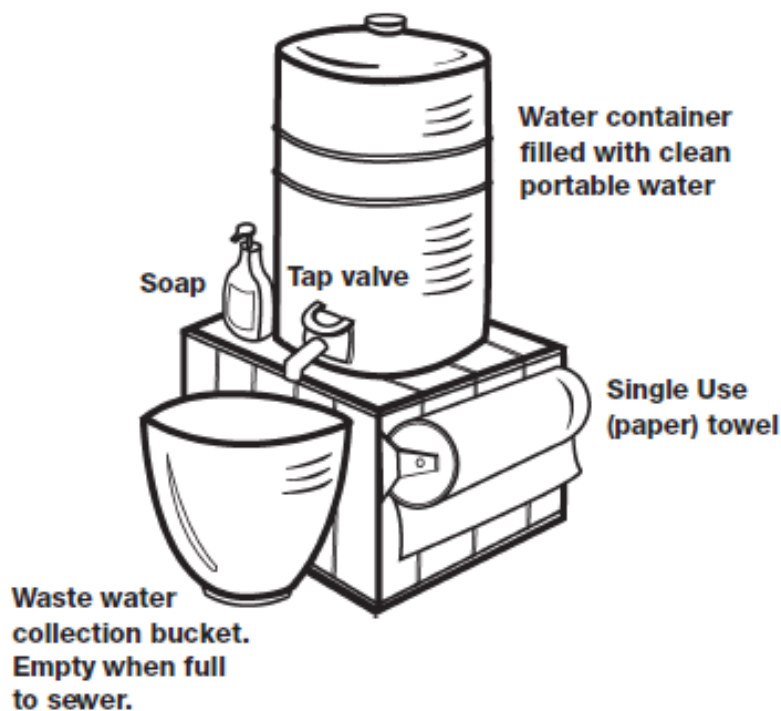
Potentially hazardous foods (raw or cooked) must be held at safe temperatures – at or above 60°C for hot food and at or below 5°C for cold food. You must have an accurate thermometer on your stall and keep a written record of your temperature checks every day. Food belonging to you that is kept in communal 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 and wash their hands under running water, provide 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.

Recently there has been an emerging trend of food stalls not being 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 for TA 2021. 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 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.

SOCIAL MEDIA

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

Tag us @tastingaustralia and #tastingaustralia

Send us photos/videos (iPhone is ok!): Breeanna.Noske@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 29 April – 8 May 2022.
- 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 region, local talent, guest chefs/winemakers and 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

It is not uncommon to be uncomfortable around people with disability, particularly if you or your staff member have had little exposure to disability through friends, family or work colleagues.

You may be unsure of what to do, how to act, what is correct and what might offend. It is important to remember that everyone is different and will have their own preferences. 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. It is good to speak with your staff about dealing with a person with a disability so they may be relaxed and confident.

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.

Relax, be willing to communicate, and listen.

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

CONTACT DETAILS

Whilst the Site Office will be your main point of contact – please refer to the board in the loading dock, which will identify the site manager on duty, and please contact them in the first instance (especially if it's an irregular hour.)

EVENT CONTACTS:

Event Office: 8463 4706

Site Office: 0427 800 205

Town Square Site Managers

AM – To be advised

PM – To be advised

Hub Operations Manager:

To be advised

Vendor Coordinator:

Naomi Misiajlo – 0410 237 865

Programming Producer:

Chantelle McIlroy – 0408 008 377

Safety Officer/Head COVID Marshal:

To be advised

SUPPLIERS:

Food Packaging

Savill packaging

8349 5355

sales@savillpackaging.com.au

orders@savillpackaging.com.au

<http://www.savillpackaging.com.au/environmental-products.php#>

Stirling Wood Yard

8339 2021

Ecotel (Coal)

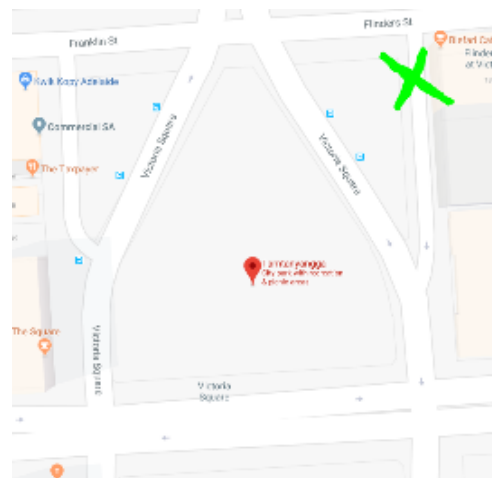
8410 3633

<http://www.ecotel.asia/search/node/charcoal%20type%3Aproduct>

ATTACHMENT 1 – DELIVERY DOCKET

DELIVERY DOCKET

Tasting Australia Site Office
Goods/ Deliveries Loading Dock
Victoria Square Northeast Quadrant
Cnr Flinders Street &
Victoria Square



Vendor/ Stall Name:

Attention (Name):

Contact Mobile:

ATTACHMENT 2 – SAFEWORK SA

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

LPG

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.
- Pastic crates are not used to store LPG cylinders as this may cause static electricity to build up.

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

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

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

TA 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 shipping container, this will be looked at as indoor use.

REVIEW YOUR APPLIANCE LOCATIONS FOR TA – USE OUTDOOR APPLIANCES OUTSIDE THE SHIPPING CONTAINER!

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.

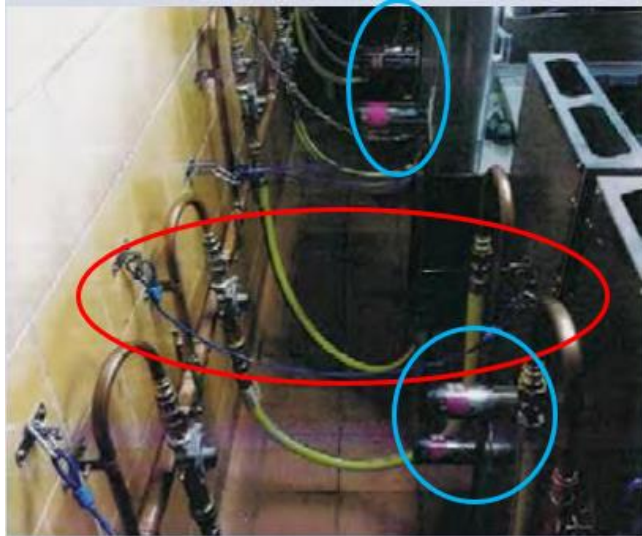


Photo 4



Stoppers



Lanyard

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

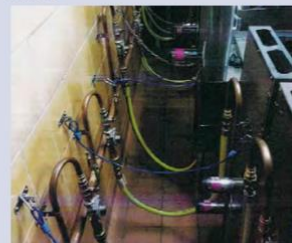
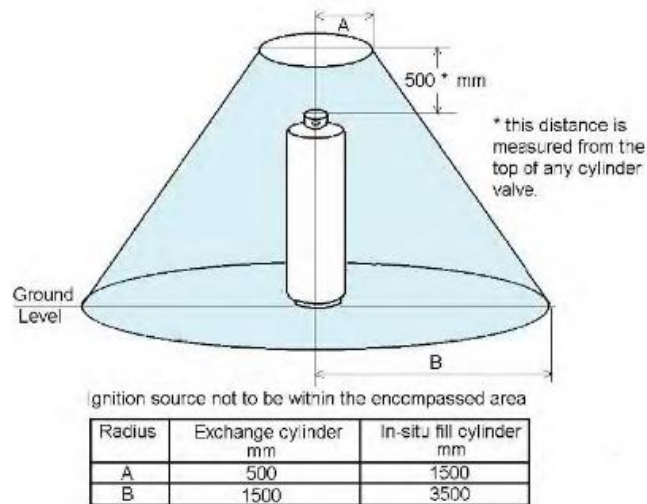


Photo 4

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.



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.

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.

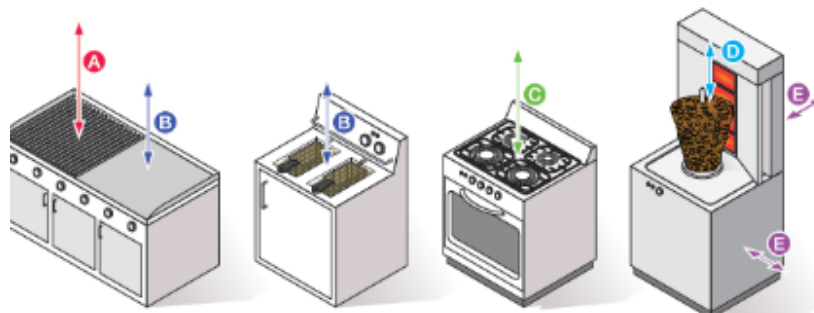


Figure 3: Minimum clearance distances for different gas appliances and combustible surfaces.

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.

TASTING AUSTRALIA

PRESENTED BY



**FOR MORE INFORMATION ON TOWN SQUARE,
PLEASE CONTACT:**

Naomi Misiajlo, Vendor Coordinator
tastingaustralia@sa.gov.au, (08) 8463 4706

TASTINGAUSTRALIA.COM.AU

    **#tastingaustralia**

