

THE SUNDAY ARTISAN MARKET SAFETY MANUAL

According to OSHA, 96% of accidents are caused by unsafe practices by people, or by unsafe conditions. That means that **most accidents could be avoided**.

The Sunday Artisan Market is committed to notice and correct unsafe conditions and practices at the market. We expect you to use safe practices and common sense in your behavior, and in your display setup. As renters, we do not have control over the property or the market building, but it is nonetheless in our best interest to make the city aware of unsafe conditions so that corrections can be made.

These are our guidelines for safety at the market. Good safety procedures will protect the public and the market vendors alike. It is understood that it is impossible to attempt to write guidelines for every workplace scenario; therefore, we count on everyone to be observant and to take action when needed.

FACILITY INFO

We rent part of the Farmers Market pavilion from the City of Ann Arbor. Our contact is the Department of Parks and Recreation. There is no one in their office on Sunday, but we have emergency contact phone numbers on site. Please see the market manager, the president, or a board member if there is a problem with the facility that must be taken care of immediately. This includes the office not being open during the hours of our contract (9 a.m. to 4:30 p.m.). Other problems with the facility itself can usually be dealt with by the office attendant during market hours.

FIRE CODE

- a) Requires that walkways and sidewalks be kept clear.
- b) Requires that parking lot entrances and exits be kept clear.

DISCERN THE SERIOUSNESS OF AN EMERGENCY

If you as a vendor observe any unsafe situation or practice, please notify the market manager. **If the issue is serious** and warrants police or fire response, do not waste time finding the manager; call 9-1-1 immediately.

- a) **SERIOUS INJURY or DANGER:** Call 9-1-1 immediately.
- b) **MINOR INJURY or PROBLEM:** Get help; identify others on site who could be helpful. Utilize first aid supplies in the office.

NOTES:

- A fire extinguisher is in the office, on the east wall.
- A first aid kit is on a shelf, above the microwave.
- A defibrillator is in the office corridor, on the wall.
- A volunteer vendor “safety monitor” is usually present at the market. This person will briefly inspect the market in the morning, and will bring to the attention of the market manager any unsafe conditions that are observed.
- If any vendors have medical experience, they will be identified and a list will be kept on site. Injuries must be documented. Forms are available in the office.

SOME TYPES OF UNSAFE SITUATIONS INCLUDE:

1. FALLS

a) LADDERS

- There are ladders on site, and many vendors have their own ladders.
- When using a ladder over 3 feet tall, please have a second person hold the ladder.
- Always place ladder on level ground, and not within 5 inches of the curbs.
- Use both hands when ascending and descending ladders, and always face the ladder.
- Do not climb higher than the second step from the top of a stepladder.
- Standing on chairs is always risky. Do not use chairs, boxes, etc. in lieu of ladders.

b) FALLS, SLIPS, TRIPS

- Please report unsafe curbs and unlevel sidewalks to the office attendant and to the market manager.
- Vendor must keep personal and business property out of the aisles and sidewalks, and in a place where they are not a hazard.
- Falls and injuries at the market should be reported to the City's Department of Parks and Recreation. See the office attendant.

2. UNSAFE DISPLAYS

Vendors' displays must be safe. There are two common types of unsafe display practices:

a) Displays (grid walls, display boards, tents, etc.) that are not secured. These items can and should be secured to the pavilion structure, or to the underside of the roof, with rope or bungee cords. Some displays can be tied to the vendor's vehicle.

b) Displays on tables can be unstable if they are too high or if tables are on an unlevel surface, etc. Wind is an unexpected and frequent factor. Everything should be anchored in anticipation of gusts of wind.

Vendors with unsafe displays will be asked to reconfigure their displays.

3. CHEMICALS AND SMOKE

a) Many people in the public are sensitive to chemicals, including fragrances, cleaning agents, smoke, etc. Please do not use chemicals, fragrances, cleaning agents, spray paint or lacquer, incense, or other chemicals or allergenic agents at the market.

b) There is no smoking in the market area. This is a posted city ordinance.

4. OPEN FLAME

Open flames are prohibited. This is a fire department rule.

(This includes blowtorches. Demonstrations by glass blowers are therefore not allowed.)

5. SPEED LIMITS, PARKING AND DRIVING

a) Please observe 5-mph speed limit in the parking lots.

b) When backing into a parking space, have a spotter (a second person to watch). People and children walk through our parking lots. Backing up a vehicle is always risky.

6. EXTENSION CORDS

Heavy-duty extension cords should be used for space heaters, etc. Please check the limitations of your extension cord.

7. TOOLS

a) Some vendors use tools at the market. Tools, especially power tools, should be operated away from public walkways. Noise levels of tools must be considered.

b) Eye protection may be needed with the use of certain tools.

8. ANIMALS/PETS

If an unruly dog is running through the market or barking madly and creates havoc, the owner should be persuaded to remove the dog from the area. The risk to visitors and to our vendors' displays is obvious. Sometimes two dogs threaten to fight. The manager can sometimes handle this by talking to the owners, but generally the police should be called, especially if the owners are uncooperative. The possibility of a dog bite, personal injury, or property destruction (resulting from running or fighting dogs) should not to be taken lightly.

9. FIRES, STORMS

a) FIRE PLAN: Call 9-1-1. There is a fire extinguisher in the office. From May through October, there are several water spigots available on various posts in the market.

b) STORMS, TORNADOES: Any vendor should report approaching bad weather (info gathered on phone or other devices) to the market manager and/or the office attendant immediately. Announcements can be made on the P.A. system. Vendors may decide to pack up early. Early pack up is permissible when bad weather is approaching. In some cases, tables can be covered and adequately protected. In case of high winds or tornadoes, please take shelter in the building(s) or your vehicle. Depending on the severity of a storm, it is always better to abandon your property than to risk your life. In 26 years at the market, we have never had a life-threatening storm. But we have had storms that caused damage and necessitated early pack up.

10. DANGEROUS or SUSPICIOUS PERSONAL BEHAVIOR

In the case of violence, threats of violence, or display of a weapon, the police should be called immediately. We may also call the police in the case of a "suspicious character" hanging around. The simple presence of police is often enough to encourage a person to "move along" and can also prevent a criminal act. If you sense a threat, you can also call out for help and other vendors will come to your assistance. In compliance with city policy, drinking alcohol is not permitted on the premises. Threats and violence are prohibited, and are covered by city ordinances.

11. PREVENTING THEFT

We have had very few incidents of theft, but when it happens to you, it's devastating.

To date, the only incidents have been rare occurrences of shoplifting: a close call in 2016 when a stranger started to walk away with a vendor's bin of merchandise (saying, "Oh, I thought you needed help"), and a vendor's cash box that was grabbed from his table in June of 2018.

There are some steps you can take to make your booth and your cash safer:

- a)** If you have a cash box, keep it enclosed in a crate, cover it up, or keep it under the table. Don't leave it on the table where everyone can see it. Once a thief knows where your money is, he only needs to wait until you are distracted for a second to make his move. The same is true for valuable merchandise.
- b)** Consider keeping your money in a bag that you wear across your body or around your waist.
- c)** **Throughout the day, remove most of the money from your cash box or purse and place it in a secure location. (If your cash box is stolen, the thief should not get all your money.)
- d)** Be aware of an individual who is hanging around for no apparent reason.
- e)** Watch your neighbors; take care of each other. Ask a neighbor to watch if you have to leave your booth.
- f)** Put some things behind you - a tarp, your boxes - something that will protect your back side.
- g)** Shoplifting in any marketplace is very easy for a thief. As long as he keeps moving, he does not arouse suspicion. Many thieves work with a partner who acts as a lookout and signals when to move.
- h)** If you feel at risk, call for help. "Get the manager for me, please" is a reasonable request to make of a neighbor.

THE SUNDAY ARTISAN MARKET MANAGEMENT HAS THE RIGHT, AND THE OBLIGATION, TO:

- a) Distribute this safety manual to all vendors; furnish a digital or printed copy when requested.
- b) Conduct a regular safety inspection of the market area and vendors' displays.
- c) Take prompt, corrective action when unsafe conditions or actions are observed. This includes booth displays, driving and parking, use of ladders, etc.
- d) Inform a vendor if a report has been made against him/her.
- e) Investigate reports from vendors or visitors regarding unsafe conditions, accidents, and near misses.
- f) Document incidents and keep the reports in an "incident file."
- g) Ask a vendor to leave the market if there is repeated non-compliance with safety guidelines
- h) Report unsafe conditions on site to the Department of Parks and Recreation. Unsafe conditions include the building, stalls, parking lots, and sidewalks. Furnish the city with a report of any injury, through office staff.
- i) Maintain a list of vendors who are physicians, nurses, or have first aid and/or EMS training.
- j) Know the location of fire extinguisher(s), defibrillator, and first aid kit.
- k) Deal with vagrants and suspicious people in the market area.
- l) Understand how to use the P.A. system and ensure the office staff knows how to use the P.A. system.
- m) Have on hand the phone number for the market office, and our contact person in the Department of Parks and Recreation.

THE SUNDAY ARTISAN MARKET VENDORS HAVE THE OBLIGATION TO:

- a) Follow safe practices
- b) Report unsafe conditions and practices
- c) Report accidents and injuries
- d) Report questionable people in the market area

SAFETY IS EVERYONE'S RESPONSIBILITY

If you have a suggestion that could reduce the potential for accidents at the market, please talk to the market manager, the safety monitor, or a board member.

Thank you for your help and cooperation!