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Hospitality

## **External Stall Holders Policy**

## **1. Introduction**

- 1.1** Over the last few years, the number of stall holders coming onto University of Kent campuses and selling their products or services has increased. These individuals or companies sell or promote food and non-food items. Their presence may be linked to a particular event or activity, or sometimes is for the purposes of simply selling their products.
- 1.2** The University of Kent and Kent Union are understandably cautious with allowing stall holders onto campus. Those selling food items present the greatest risk and it is imperative that all permitted trading is in accordance with both parties' values and health and safety standards.
- 1.3** This policy outlines Kent Union and Kent Hospitality's joint approach to food trading on campus. It provides guidance to staff and students working with stall holders and ensures risks to both organisations are kept to a minimum. It ensures that all traders who operate on campus conform to the highest standards. It also takes into consideration the competitive environment both organisations are operating within, ensuring that the presence of stall holders adds to the offer of the campus and does not negatively impact either party.
- 1.4** We appreciate that traders not meeting health and safety standards could have a significant negative impact on the University and Kent Union.
- 1.5** This Policy applies to all external stall traders seeking to trade with any type of food on campus as well as all of the staff working with them at Kent Union or Kent Union Trading Limited, or any future subsidiary entity of Kent Union.

## **2. The use of stall holders**

- 2.1** Currently stall holders engage with Kent Union and our members in a number of different ways:
- Selling food items from a market stall (most commonly on the 'Plaza' area in Canterbury)
  - Providing food for student-led events
  - Selling food for specific events i.e. WorldFest, the Summer Ball.
  - Product launching and sampling.
- 2.2** The central Plaza on the University of Kent Canterbury campus is a popular outdoor space for students and staff to meet and socialise, particularly during term time and the summer months. The area is an attractive space for stall holders to hire, due to the high guaranteed footfall and central campus location.
- 2.3** Kent Union student groups frequently run their own events, with support from our staff. Their events are most commonly run on campus, either in a University space or on the Plaza. Groups are required to complete the Risk Assessment Form when first planning their event. This form is circulated to Helen Close (Facilities Manager), Dave Jordan (Health & Safety &

Food Advisor) and Tom Aldus (Club and Societies Manager) to ensure any external trader requests go through the correct validation process.

**2.4** Outside of normal Plaza trade, Kent Union also books and manages stall holders when it comes to specific events that take place throughout the year. These are a combination of University led and Kent Union led events, such as the annual WorldFest event. Typically, these external trader bookings attract a higher premium because of their association with the event.

### **3. Booking stall holders**

**3.1** To minimise risk and ensure that all stall holders entering campus comply with all health and safety standards, the flowchart shown in Appendix 1 should be followed. This flowchart outlines the process staff should follow before permitting an external trader to work with Kent Union.

**3.2** The University of Kent External Stall Holders Form must be completed and fully checked by Kent Union. Any discrepancies must be raised with the S.H.E Unit. Assuming an external trader has passed all requirements of the stages outlined in the Appendix 1 flowchart, they can move onto the next stage of the booking process.

**3.3** In order to adhere to the highest food safety standards, all stall holder applications and contacts should only be progressed upon receipt of:

- Business Proposal – an in depth description of their intended products and set-up
- Valid Public Liability Insurance – with a minimum cover of £5,000,000
- Copies of current food hygiene certificates for anyone who will be handling food on the stall
- Environmental Health rating for their area (4 star minimum). Obtained within previous 2 years.

**3.4** The Business Development department of Kent Union manages and is responsible for the stall holders booking process. This is detailed in the flowchart in Appendix 1. Any questions at this stage should be raised with the Business Development Manager.

### **4. Working with stall holders**

**4.1** Once a stall holder has been permitted to trade on the University of Kent campus, there are strict processes and policies they must follow whilst on site. These are outlined in Appendices 2.

**4.2** The responsibility for managing stall holders once they are onsite lies with the Kent Union Facilities Manager, with support from Dave Jordan, Health & Safety & Food Advisor.

## 5. Managing Competition and Conflicts of Interest

**5.1** Permitting stall holders to sell food and produce items on the University campus could potentially have a negative financial impact on both the University and Kent Union's commercial operations. Stall holders should be used to complement the existing campus services, to add value for students and staff and improve the campus experience. They should not divert revenue from our own services or provide significant competition, particularly to the lunchtime trade.

**5.2** In order to minimise commercial risk, the following specification should be followed:

Location / Event	Frequency	Food stalls	Produce stalls
Plaza	All year (however most likely to be in place in term time)	<b>3</b> permanent lunchtime food stalls are permitted: <ul style="list-style-type: none"> <li>• 1 University</li> <li>• 1 Kent Union</li> <li>• 1 external trader</li> </ul>	<b>2</b> produce stalls are permitted, providing they are low risk and do not detract from the lunchtime trade of the other stalls and catering services on campus
Plaza – Food Markets	3 per year – one in each term (one to include WorldFest)	<b>5</b> lunchtime food stalls (including the 3 above)	<b>2</b> produce stalls  No restriction on non-produce stalls

**5.3** In relation to the table above, the following definitions should be used to determine goods fall into the 'food stalls' or 'produce stalls' category:

- **Food stalls:** higher risk, fresh foods, designed to eat immediately (lunchtime trade) for example hot dishes, readymade dishes, bakery items.
- **Produce stalls:** lower risk, pre-packaged foods, designed to be taken away for example gifts, biscuits, wrapped sweets, jams and chutneys, olives.

**5.4** WorldFest is a specific event that utilises the Plaza area. It takes place in February / March time and includes an international food market. This market offers a diverse range of multi-cultural foods to students and staff on campus, enhancing student experience and engaging more with international clubs and societies. The selection of interested food stalls requires permission and approval from the WorldFest steering group. Once the specification is confirmed, Kent Union's Business Development Department is responsible for booking the stall holders following the procedure outlined in this policy.

## **6. Policy Review**

This Policy is subject to review by KU and KH with approval by the Board of Trustees and KH every 3 years, or more frequently if circumstances require.

## **7. Policy Administration**

The Business Development Manager will administer this Policy, reporting to the Chief Marketing Officer.

## Appendix 1: Stall Holders Booking Procedure

All Kent Union staff will strictly adhere to this by following the processes outlined in the flow chart below.

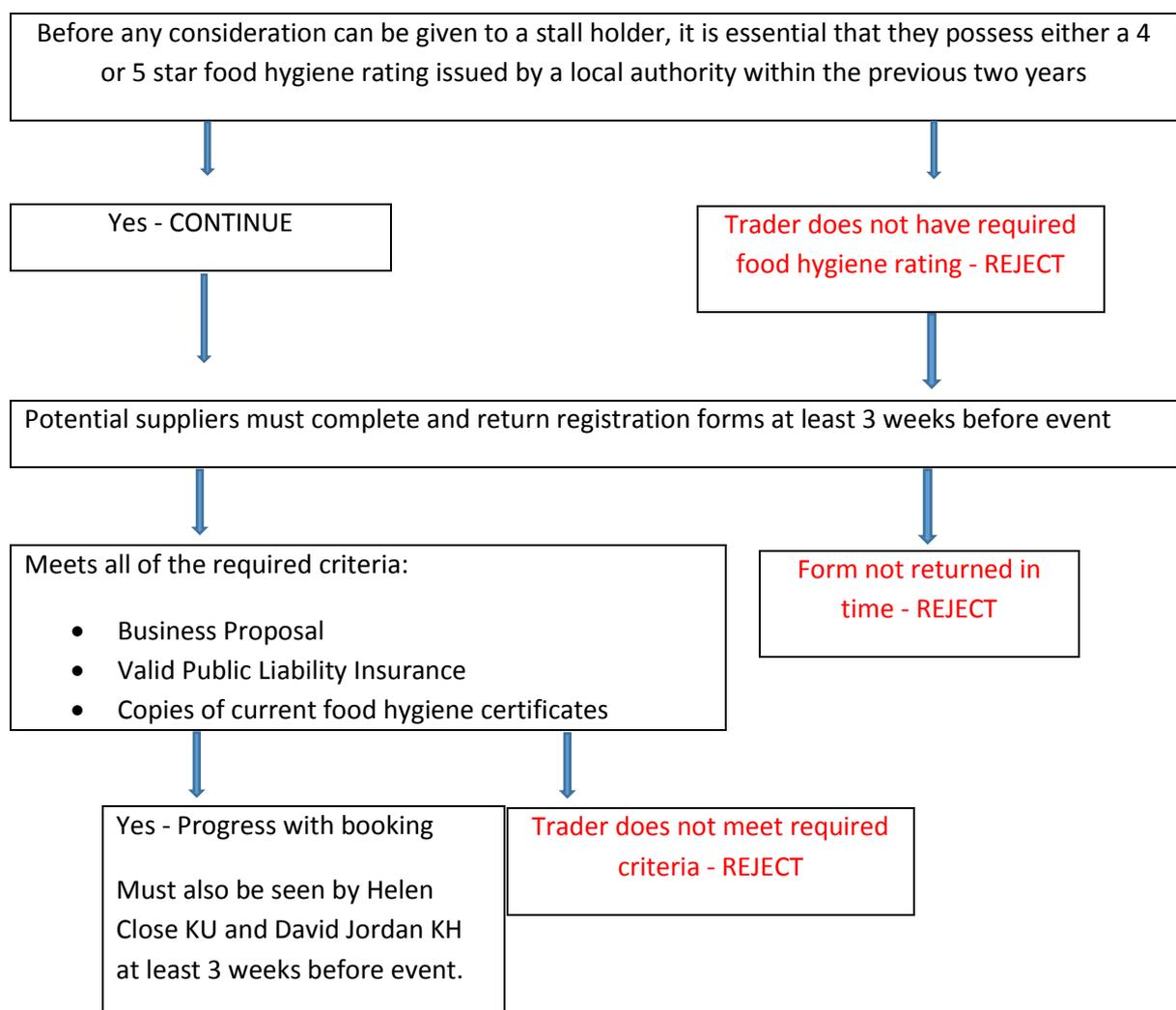
The Business Development Manager is responsible for managing the below process, from initial enquiry through to the point of booking.

### Contact Details

Chi Lau, Business Development Manager

[C.lau@kent.ac.uk](mailto:C.lau@kent.ac.uk)

DL: 01227 (82)3115



## **Appendix 2: On site policies and procedures for stall holders**

Food Safety management, food transportation and food handling and training are all essential processes and all stall holders must strictly adhere to the following the processes outlined in the flow chart below. Ensuring that stall holders comply with the following policies and procedures is the responsibility of Kent Union's Facilities Manager, with support from the University's Safety office.

The Facilities Manager is responsible for checking all stall holders are compliant with the following policies and procedures once they first arrive onto campus. Ad-hoc inspections should also be made by the Facilities Manager throughout the day, depending on the particular External Trader in question.

### Contact details

Helen Close, Facilities Manager

[H.v.close@kent.ac.uk](mailto:H.v.close@kent.ac.uk)

DL: 01227 (82)4254

### **Health and safety on campus**

- When driving on any paved area on campus, vehicles must keep to minimal speed and have their hazard lights flashing.
- Once goods have been unloaded to stalls, stall holders must relocate their vehicle to a parking space in the Pay & Display Car Park in Giles Lane.
- Stall fees are payable on the day of trading at the Mandela Building Reception along with collection of lanyards which must be worn at all times on campus.
- The 'Permit to Trade' should be displayed clearly on the stall at all times.
- Generators are permitted on campus, but must be in good working order. Should any complaints be received by stakeholders about the noise level, stall holders may be suspended from attending until this has been addressed.

### **Transportation**

- Food transported onto site must be wrapped, covered or placed in suitable containers to prevent contamination. Vehicles and containers must be kept clean and in good repair and the food should be kept separate from other items. For example, if the stall holder transports dogs, game birds or containers of diesel in the back of their vehicle they must avoid tainting or directly contaminating fruit, vegetables and other food.
- Simple cardboard boxes and paper-lined crates are fine for most agricultural produce but they will need higher-grade materials, such as metal or plastic crates, that can be easily cleaned for bakery products and meats.

- Some foods must be kept cold (below 8°C) to prevent the growth of dangerous bacteria. These include soft or semi-hard cheeses, most other dairy products, cooked meat and vegetable products, most smoked or cured meat, and fish and shellfish. Insulated containers with icepacks and a thermometer are usually sufficient and the temperature must be checked periodically (and preferably written down in a logbook). Larger volume traders should consider using refrigerated vehicles.

### **Preparation**

- The surface used to prepare food must be smooth and impervious so that it can be thoroughly cleaned. If they are using wooden tables, they must provide plastic sheeting or other suitable covering material.
- Stallholders will need to wash and dry their hands from time to time and if facilities are not provided, they must bring their own. For stallholders selling open raw and cooked foods, such as meats, or high risk unwrapped foods such as cooked meats, dairy products and seafood, there must be handwashing facilities at the stall. These should include a supply of hot water, towels, bowl and soap. For hot water, insulated flasks should be sufficient in most cases.
- If they are using knives or other serving implements, they will need washing facilities for these, which must not be the same as those used for handwashing – separate bowls or sinks must be used.
- Clean protective overclothing must be worn whilst handling unwrapped food.
- Allergen contamination - During preparation they must look critically at their controls because of the risk that any food they produce for sale could have cross contact allergen contamination. Clean hands and overclothing and use of clean and segregated utensils, equipment and surfaces are important.

### **Display and service**

- They must make sure they have sacks or containers for waste food and water, if not available on site.
- To avoid possible contamination, food must not be placed directly onto the floor. It is best to keep all unwrapped food off the ground by at least 45cm.
- High risk and low risk foods must be well separated - for example; raw foods away from cooked foods. High-risk foods should be protected from the public touching, coughing or sneezing in the display area, i.e. through the use of sneeze guards or covering foods.

- Stallholders must check the temperature of chilled foods from time to time and keep a record of this in a logbook. They must make sure they know the correct temperature for the food that they are selling and decide what they will do if the food is not at this temperature. Record decision in logbook.
- They must regularly wipe down surfaces with a clean (preferably disposable) cloth using a food safe cleaner and disinfectant (e.g. Dettol spray).

### **Cooking**

- Raw ingredients and cooked food must be adequately separated from each other to avoid cross contamination.
- Stallholders must wash their hands after handling raw meats and before touching other foods or equipment.
- Food must be thoroughly cooked to 75oC or above. A food probe thermometer with food safe disinfectant wipes should be used to confirm this.

### **Training**

- Basic Food Hygiene Level 2 training is required as a minimum requirement.

### **Food safety management systems**

All food businesses must prepare documentation that explains what food safety hazards are relevant to their operation and how these will be controlled and monitored.

The type of system they adopt will depend on their business. A very low risk business such as a stall selling vegetables would need to follow good hygiene practice whereas a food manufacturer would need full documentation.

### **Basic hygiene measures all food handlers should follow these rules**

- **To** keep themselves clean and wear clean protective clothing.
- To wash hands thoroughly before handling food, after using the toilet, handling raw food or waste and after every break.
- To not handle unwrapped food if they have a skin, nose or throat problem or an infected wound.

- To not handle food for at least 48hrs after a stomach upset.
- To ensure that cuts, spots or sores are covered with a brightly coloured waterproof plaster.
- Must **not** handle cash and food at the same time.
- To not smoke, eat or drink where open food is handled (and wash their hands before restarting work).
- To clean as they go - keep all equipment and surfaces clean and disinfected.
- To avoid unnecessary handling of food – use bags, tongs, etc instead.