

Committee(s): Markets Board	Dated: 13th November 2024
Subject: Wholesale Markets Zero Tolerance Policy Introduction	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	Launch the Zero Tolerance framework at the City's wholesale markets
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	n/a
What is the source of Funding?	n/a
Has this Funding Source been agreed with the Chamberlain's Department?	n/a
Report of: Ben Milligan, Markets Director	For decision
Report author: Ali Sajedi, Head of Legacy & Engagement	

Summary

This paper is to request approval from the Markets Board regarding:

- The introduction of a zero-tolerance policy aimed at ensuring compliance, improving safety and culture, and promoting appropriate, professional behaviour within the City of London Corporation's wholesale markets.

Recommendation(s)

Members are asked to:

- Approve the introduction and implementation of the zero-tolerance policy across all three City of London Corporation wholesale markets.
- Note the allocation of resources for monitoring, enforcement, and compliance training to support the policy's effective execution.
- Note the regular reviews of policy outcomes to ensure alignment with operational goals and stakeholder expectations.

Main Report

1. Rationale

The wholesale markets, operated by the City of London Corporation, serve as critical hubs in London's food distribution network. They are a thriving and lively environment full of diversity and culture. There are, however, incidences of anti-social behaviour, discrimination, or verbal/physical abuse reported from time to time. These incidents not only disrupt market operations but also pose risks to public/staff safety and the markets' reputation.

This zero-tolerance policy is necessary to address these challenges and reinforce the City of London Corporation's commitment to maintaining high standards of conduct, safety, and operational integrity across its wholesale markets. This policy will underpin a culture setting endeavour where acceptance, understanding and compassion are held up as guiding values. This policy will be the first step in articulating a strong, collaborative, inclusive and equitable culture across our markets.

2. Objectives

The overarching goal of the zero-tolerance policy is to instil a culture of compliance, respect, and safety at the City of London Corporation's wholesale markets. The key objectives include:

- **Promoting a Safe and Professional Environment:** Ensuring that all participants—whether market employees, traders, or customers—adhere to high standards of conduct, with a focus on respect, safety, and professionalism.
- **Enforcing Compliance with Regulations:** Ensuring that all health, safety, and operational regulations are strictly followed, with non-compliance resulting in immediate action.
- **Improving Public Perception:** Reinforcing the market's reputation as a leading wholesale hub by demonstrating a commitment to equality, equity, inclusion, fairness, and ethical practices.

3. Key Components

The zero-tolerance policy will apply to all market participants—traders, employees, suppliers, and customers. It will be implemented through the following steps:

- **Clear Communication of Expectations:** All stakeholders will be informed about the standards of behaviour expected and the penalties for violations. Detailed guidelines will be issued covering health and safety, trading practices, and behavioural expectations.
- **Enforcement Mechanisms:** Violations of the policy will result in immediate disciplinary action, which may include warnings, fines, suspension of market trading rights, or termination of market licenses, depending on the severity of the breach.
- **Regular Monitoring and Auditing:** The City of London Corporation will regularly monitor market activities to ensure compliance. Market wardens will be empowered to act swiftly and decisively against any infractions.
- **Support and Training for Compliance:** Training programs on market regulations, health and safety standards, and respectful conduct will be made available to traders and employees to encourage voluntary compliance.

Conclusion

The implementation of this zero-tolerance policy at the City of London Corporation's wholesale markets is crucial for setting the right market culture, addressing current challenges, and enhancing the overall market environment. By adopting this policy, the Corporation will reinforce its commitment to equality, equity and inclusion, safety, professional conduct, and the long-term success of these vital food distribution hubs. The policy is expected to have a positive impact on market operations and public perception, ensuring the continued prosperity and reputation of these historic markets.

Appendices

- Appendix A - 1. Zero Tolerance - COLc Wholesale Markets FINAL
- Appendix B - 2. Zero Tolerance - One Pager FINAL