

THE BIG ISSUE

Code of Conduct

This code outlines our responsibility to you and your responsibilities to yourself, other vendors and The Big Issue. Please read through all points below, and sign to confirm that you understand them.

The Big Issue will:

- Treat all vendors with consistency and respect and provide a safe and welcoming environment;
- Help you to maximise your sales by providing a quality magazine and an effective sales strategy;
- Protect the interests of all vendors and the public by enforcing the code of conduct;
- Whenever possible, help you to access support services relevant to your needs.

I agree to:

- Only sell the current copy of The Big Issue magazine for the stated cover price.
- Accept and co-operate with staff decisions as to my capability to sell.
- Clearly display valid Big Issue identification/uniform at all times whilst selling.
- Only sell on an authorised Big Issue pitch.
- Adhere to the Big Issue pitch system which will be sales related.
- Always supply customers with the correct change and hand over the magazine.
- Adhere to all local byelaws whilst selling.

I agree not to:

- Obstruct the general public. This includes sitting on the pavement, being part of a gathering on the pitch or having a dog that is not under control.
- Argue or fight over pitches with other vendors or those who earn a living on the street – e.g. beggars, buskers, charity collectors and street traders.
- Use threatening, or aggressive behaviour.
- Use offensive language, including racist, sexist or homophobic comments.
- Supply magazines to:
Suspended or de-badged vendors;
Non vendors for re-sale to the public;
Any vendor who appears to be under the influence of alcohol or controlled substances;
Any vendor who has been refused magazines from the distribution outlet.
- Beg or busk whilst wearing The Big Issue badge/uniform or holding a copy of The Big Issue magazine.
- Sell in any way associated with begging, including sitting or lying down, or using a cup or bowl to collect money.
- Sell on private property, including rail stations and trains, supermarkets, cafes, pubs, bars and restaurants.
- Sell old editions of the magazine without prior arrangement with The Big Issue.
- Sell whilst looking after children under the age of 16.
- Appear to be under the influence of alcohol or controlled substances whilst selling or buying The Big Issue.
- Sell, buy or consume illegal substances on Big Issue property or registered pitches or give advice, directions or information that will in any way help someone else to obtain them.
- Commit a crime whilst acting as a Big Issue vendor or wearing Big Issue identification or uniform.
- Behave in any manner likely to bring The Big Issue into disrepute.

I understand that:

- By breaking any of the rules in this Code of Conduct I could face temporary or permanent suspension from selling The Big Issue magazine.
- The Big Issue staff reserve the right to refuse to supply me with magazines if I break any of the rules listed above, or appear to present a risk to myself or others.
- If I stop selling for more than 6 months I will have to submit and sign all relevant paperwork again and undertake further training as necessary.

Signed _____

Date _____