



NEW GLASGOW FARMERS MARKET

VENDOR CODE OF CONDUCT

1. All Market participants, including vendors and customers should work co-operatively with the Market Manager.
2. Vendors and their representatives are expected to conduct themselves in a respectful, safe, courteous manner with customers, market staff and each other. All vendors are to respect each other's stall space and products during Market hours and stay within the boundaries of this policy.
3. Any language or behavior that jeopardizes the normal operations of the Market will be grounds for termination of the vendors' Permit.
4. Vendors may not threaten or use abusive language with customers, staff, community representatives or each other during Market operations.
5. Vendors should consider the comfort of other vendors and the public, and limit aggressive selling techniques, such as hawking, or calling attention to products in a loud repetitive manner. When aisles are crowded, standing in the aisles offering samples to customers should be avoided.
6. Vendors are not to publicly disparage other vendors, volunteers, staff, other vendor products, the NGFM or other markets. If there are concerns, they should be brought forward in writing privately.
7. Customer complaints about individual vendors will be discussed with the Vendor privately by the Market Manager, with a member of the Board as witness.
8. Complaints/concerns regarding behavior should be written up on a Vendor Concern Form, which will be available from the Market manager or e-mailed to manager@ngfarmmarket.com.

The Cooperative Board and the Market Manager will review a vendor's (or their representative's) conduct to determine Vendors' participation in the Market.

The NGFM has established code of conduct Rules and Regulations, for the benefit of the Market, its vendors and customers. The Board reserves the right to suspend or terminate any vendor who contravenes the Code. There will be an appeal process established to give the suspended business a chance to explain, in case of mitigating circumstances.