



# New Glasgow Farmers Market Code of Conduct

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All Market participants, including vendors, vendor representatives, volunteers, staff, students, board members and customers should work co-operatively with the Market Manager.

This Code of Conduct should be read in conjunction with the New Glasgow Farmers Market Rules & Regulations and other Market policies, which form part of the expectations for participation in the Market.

1. Vendors, vendor representatives, volunteers, staff, students, and board members are expected to conduct themselves in a respectful, safe, and courteous manner with customers, market staff, volunteers, and each other. Vendors are expected to respect each other's stall space and products during Market setup, Market hours, and teardown, and stay within the boundaries of this policy.
2. Any language or behaviour that jeopardizes the normal operations of the Market may result in disciplinary action, suspension of dates or termination of participation in the Market.
3. Market participants may not threaten, harass or use abusive language toward customers, vendors, volunteers, staff, board members, community representatives or each other during Market operations or Market-related activities.
4. Vendors should consider the comfort of other vendors and the public and avoid 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.
5. Market participants are not to publicly disparage other vendors, volunteers, staff, board members, vendor products, the New Glasgow

Farmers Market, or other markets, including through social media, online forums, or other public communications. Concerns should be raised respectfully through established Market processes.

### **Enforcement and Complaint Process**

6. Customer complaints about individual vendors will be discussed with the vendor privately by the Market Manager, with a member of the Board as witness where appropriate.
7. Complaints or concerns regarding behaviour should be submitted on a Vendor Concern Form or in writing to the Market Manager at [manager@ngfarmmarket.com](mailto:manager@ngfarmmarket.com).
8. The Cooperative Board and the Market Manager will review concerns regarding the conduct of vendors, vendor representatives, volunteers, staff, students or board members and determine appropriate action.
9. The Board reserves the right to take appropriate corrective action, including verbal warnings, written warnings, suspension of dates, or termination of participation for any individual or business that contravenes this Code of Conduct. Serious violations may result in immediate suspension or termination. An appeal process will be available in accordance with the New Glasgow Farmers Market Rules & Regulations and applicable legislation.

### **Code of Conduct Acknowledgement**

Vendors acknowledge and agree to comply with this Code of Conduct through the annual vendor application process.

This policy replaces all previous versions of the Code of Conduct.

June 2026