

# **The Bradford Farmers' Market**

## **Code of Conduct and Vendor Conflict Resolution Process**

1. All vendors will be respectful to the Bradford Farmers' Market Vendors Group (BFMVG) Board of Directors, the Bradford Farmers' Market Vendors Group, fellow vendors, volunteers and customers.
2. All vendors will follow the rules and regulations of the Bradford Farmers' Market as outlined in the official Rules and Regulations Document.
3. All vendor issues, concerns and grievances will be:
  - a. Directed to the Market Manager who will attempt to resolve the issue if it is within his/her power.
  - b. If the issue cannot be resolved by the Market Manager, the vendor will be asked to bring the issue to a member of the BFMVG Board of Directors.
  - c. If the issue cannot be resolved with an on-the-spot gathering of the Board of Directors, the issue will be brought to the next Board of Directors meeting.
  - d. The BFMVG Board of Directors might request a meeting with the vendor to further discuss the issue at the next Board of Directors meeting.
4. Where there is a need expressed by a member of the BFMVG to convene a meeting of the group as a whole to deal with an issue, a 2/3 majority of the membership must be in favour of having a meeting of the membership.
5. The BFMVG Board of Directors has the final decision-making authority on the outcome of grievances and the penalties for non-compliance.
6. All vendors and volunteers will respect the privacy and confidentiality of others.
7. All vendors will review and sign the Code of Conduct and Vendor Conflict Resolution Process document with their vendor application form and fees.

### **Penalties for Non-Compliance**

#### **Category #1 – Verbal Threats or Verbal Abuse**

*First Offence:* The first offence will be reported to the BFMVG Board of Directors and a letter will be sent to the offender from the Board of Directors.

*Second Offence:* The second offence will result in a suspension from the Bradford Farmers' Market for 2 weeks.

*Third Offence:* Termination from the Bradford Farmers' Market.

#### **Category #2 – Physical Threats or Physical Abuse**

There will be zero tolerance of any kinds of physical threats or abuse and this type of action will result in immediate termination from the Bradford Farmers' Market. Law Enforcement will be notified.

Upon signing of this document, you will assume responsibility for all members of your staff representing your business at the Bradford Farmers' Market.

Business name: \_\_\_\_\_

Owner's signature: \_\_\_\_\_ Date: \_\_\_\_\_