

## **MAIN STREET FARMERS MARKET**

### **CODE OF CONDUCT**

Main Street Farmers Market (MSFM) vendor members and their employees, agents, volunteers, et cetera shall conduct themselves in a professional, business-like manner and cooperate with MSFM representatives at all times. Department will be an on-going factor in determinations of vendor members' good standing to continue doing business at MSFM. Professional standards that shall be applicable include, but are not limited to, the following:

#### **ACCEPTANCE OF RESPONSIBILITY**

Vendor members, as a condition of approval, shall accept responsibility for the conduct and actions of themselves and all persons working on their behalf at MSFM including, but not limited to, their employees, agents, family, and volunteers.

#### **CONTROLLED SUBSTANCES**

No illegal substances shall be consumed, kept, bought, or sold in any rental space or other MSFM location. Any type of smoking or vaping is prohibited. Alcoholic beverages sold onsite by Chattanooga Brewing are allowed for consumption. Otherwise, alcohol brought in from other sources is prohibited. Vendors accept all responsibility for their actions and do not hold the board accountable, and any unsafe circumstances created by an intoxicated member shall be dealt with immediately by on-site board members or R&R committee members and if necessary, may involve police.

#### **COMMUNICATIONS**

Verbal and non-verbal communications of vendor members, and their employees, agents, volunteers, et cetera shall be respectful and courteous. The use of discourteous, harassing, intimidating, threatening, insulting, or abusive language, gestures, et cetera, either in person or by electronic/digital means, shall be prohibited.

#### **CUSTOMER SERVICE**

Vendor members shall be responsible for responding to and reasonably addressing customer complaints. Customer complaints against a vendor shall be submitted via email only (accessible by website). A vendor compliant log will be kept in the Market Board Google Drive. Multiple customer complaints about a vendor shall be a consideration in determinations of good standing.

#### **VENDOR COMPLAINTS**

If vendor complaints are logged, the MSFM Conflict Resolution Committee (CRC) shall forward the information to the respective vendor, and start a record for that vendor via Google Docs, saved in the Board's google drive (or keep a record in the respective vendor's files if another logged complaint already exists). See Grievance Protocol for further details.

**HONEST REPRESENTATION**

Vendor members, and their employees, agents, volunteers, et cetera shall represent products and MSFM in an honest manner, whether written or verbal. Vendor members shall not disparage the market or the market vendors, merchants or their products. Fraudulent, dishonest, or deceptive practices, which may reasonably upset market operations, mislead consumers, or damage other market merchants' businesses through lost sales, shall be prohibited.

**PHYSICAL ALTERCATIONS**

Any person who engages in physically threatening behavior or violence at MSFM against employees, other merchants, visitors, or MSFM personnel, maintenance staff, and contractors shall be expelled from MSFM property and shall remain off the premises pending the outcome of an associated investigation and determination.

**REPORTING ISSUES OR PROBLEMS**

Vendor members must report any issues or problems in a timely manner. Matters that are not reported promptly may be difficult to address satisfactorily. Please reference the MSFM Grievance Protocol document for instructions.

**SITE RULES**

If there is a conflict between the code of conduct and market site rules and regulations, the code of conduct is subordinate to any site rules.