

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.
- **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. If vendor complaints are lodged, the MSFM conflict resolution committee shall forward the information to the respective vendor and keep a record in the respective vendors files. Multiple customer complaints about a vendor shall be a consideration in determinations of good standing.
- **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.