



Innisfil Farmers' Market

Vendor Conflict Resolution Process and Code of Conduct 2018

- All vendors will be respectful to the Innisfil Farmers' Market (IFM) Committee members, the Market Manager, fellow vendors and customers.
- All vendor issues/concerns/grievances will be directed to the Farmers' Market Manager who will attempt to resolve the situation. If the Market Manager is unavailable the matter will be brought to the Chair or Co-Chair.
- If the situation cannot be resolved by the Farmers' Market Manager, Chair/Co-Chair the vendor will be requested to submit a detailed description of the incident or issue in writing within 10 days of it occurring. The letter is to be submitted to the Farmers' Market Manager with copy to the Chair or Co-Chair. All issues escalating to this point will be brought before the Farmers' Market Committee at their next meeting.
- The Committee may request a meeting with the vendor to further discuss the issue at the next IFM meeting.
- The Committee has the authority to make the final decision on the outcome of the grievance and the penalties for non-compliance.
- Vendors will respect the privacy and confidentiality of others. Personal vendor information (for example: illness, personal hardship) will only be

shared by the IFM Committee upon receipt of verbal or written consent from the affected party.

- All vendors are required to review and sign the Vendor Conflict Resolution Process and Code of Conduct document for submission with their vendor application and fees and upon request.

Penalties for Vendor Non-Compliance:

Category # 1:

- Verbal Threatening /Abuse

- First Offence: reported to the Committee, reviewed and response/warning letter from the Committee issued to the vendor and placed on file.
- Second Offence: temporary suspension from the market (4 market days)
- Third Offence: termination from the Innisfil Farmers' Market.

Category # 2:

- Physical Threatening/ Abuse

- Zero tolerance resulting in immediate termination from the Innisfil Farmers' Market. Law Enforcement will be notified.
- I have read and agree to comply with the Vendor Conflict Resolution Process and Code of Conduct for the Innisfil Farmers' Market. I understand that I am responsible for myself/my employees/volunteers and that failure to comply with these rules may result in revocation or the suspension of my membership.

Business & Vendor Name:

Vendor Signature

Date:
