

Vendor Conflict Resolution Process and Code of Conduct

- 1) All vendors will be respectful to the Carleton Place Farmers' Market (CPFM) Executive members, fellow vendors and customers.
- 2) All vendor issues/concerns/grievances will be directed to the CPFM Manager who will attempt to resolve the situation.
- 3) If the situation cannot be resolved by the Market Manager the vendor will be requested to submit a detailed letter of complaint to the CPFM Executive.
- 4) The Executive may request a meeting with the vendor to further discuss the issue at the next CPFM meeting.
- 5) The Executive has the authority to make the final decision on the outcome of the grievance and the penalties for non-compliance.
- 6) Vendors will respect the privacy and confidentiality of others. Personal vendor information (for example: illness, personal hardship) will only be shared by the CPFM Executive upon receipt of verbal or written consent from the affected party.
- 7) 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 (*persons displaying or using intimidation, bullying, withholding and/or aggression towards fellow vendors, customers, staff and/or the Executive*).

First Offence: reported and reviewed by the Executive, and response given personally by 2 Executive Members in a warning letter to the vendor and placed on file.

Second Offence: temporary suspension from the market (4 market days)

Third Offence: termination from the Carleton Place Farmers' Market.

Category # 2: - Physical Threatening/ Abuse

Zero tolerance resulting in immediate termination from the Carleton Place 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 Carleton Place 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 suspension of my membership.

Business & Vendor Name: _____

Vendor Signature: _____ Date: _____