



COMMUNITY FARMERS MARKET

Vendor Handbook

WELCOME

To the Community Farmers Market (CFM) Handbook. Please use this as a reference tool for our vendors. The Board of Directors created the guidelines to support the mission of the CFM and to ensure the success of its vendors.

Community Farmers Market Manager
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Our Mission

Community Farmers' Market will inspire healthier communities by connecting people to individuals who grow and produce foods within our local area while also celebrating our local artisans' wares.

The information in this Handbook may change. Suggestions for updates or request for exceptions may be proposed to the Board of Directors in writing. We anticipate annual updates to our Handbook.

Hopefully our handbook makes it easy for our vendors to support our mission by clearly explaining the expectations and guidelines in order to ensure a fair and equitable marketplace for all member vendors while offering our customers a safe and enjoyable atmosphere.

CFM Manager

SECTION 1 COMMUNITY FARMERS MARKET SEASON AND FEE SCHEDULE

The exact dates of the Market season will be determined on a yearly basis.

The market will operate every Wednesday from October 16, 2019 through April 29, 2020 (except for Christmas and New Year's Day).

1.1 APPLICATION FEES

- A. Membership Fees: Annual membership fees and application deadlines will be set annually. If, for some reason, a vendor's application is denied, the CFM will refund the annual membership fee. All applications must include the annual membership fee. Applications received after the published deadlines will incur an additional \$50 fee.
- B. Applications must include all documentation outlined on the annual application. Additional documentation may be required for special sales categories such as live plants, eggs, etc. Applications will not be considered or processed without all required documentation.

1.2 STALL CANOPY, PARKING

- A. Vendors must use a 10x10 tent. These will be secured using fifteen (15) pound weights per post and shall not impede the visibility of another vendors booth.
- B. Vendors should park as far from the CFM as possible to allow for customer parking. The CFM Manager will provide directions to appropriate vendor parking.

1.3 STALL FEE SCHEDULE AND PAYMENT

- A. CFM will invoice the vendors for the month based on the number of days the vendor has registered.
- B. CFM Management / Board of Directors sets the stall fees annually. Please see the chart below for the most current rates.
- C. CFM will invoice the vendors monthly. All invoices are considered Net15 and must be paid before the first market day of that month.. Late payment will result in a fine (as defined below). Continued late payments may lead to a vendor being expelled from the market.
- D. Insufficient funds (NSF) checks will result in:
 - First offense -- \$35 fee
 - Second offense -- \$50 fee
 - Third offense -- \$75 fee and vendor will be suspended from the Market until arrangements are made with the CFM Market Director.
- E. Fee Structure Chart

10 x 10-foot booth	\$25/week
10 x 20-foot booth	\$40/week
Food Truck space	\$40/week
Canopy Rental	\$25/week
Canopy	\$10/week -- Weight Rental Fee (Weights are required to set up at the market.)

F. Market Fines

- a. This is a sample of potential market fines; this list is not exhaustive, and vendors may be subject to additional fines as market operators see fit based on the severity of the offense.

Leaving trash behind, illegal dumping or property damage	\$25 + cost of property damage
Failure to comply with market policies (after warning)	\$25
Product non-compliance (if proven non-compliant after investigation)	\$25-\$100 (missing weight on market day)
Late Payment Fee	\$25 will be charged 31 days after the date an invoice and every 30 days until full payment is received.
Failure to submit sales report (after 1 reminder)	\$25

1.4 EDUCATIONAL/NONPROFIT COMMUNITY GROUPS

- A. Only one community group space per day will be reserved. This space will be scheduled on a first-come, first-assigned basis. Additional community group space will be granted and assigned based on availability.
- B. Community groups must comply with the same rules as regular Market members.
- C. Market staff will notify community groups in advance of Market procedures, rules and hours.
- D. Community groups are not allowed to sell merchandise or event tickets but may accept donations.

1.5 ENTERTAINERS

Entertainers (buskers) are performing artists who add to the festive character of the Market and contribute to a unique shopping environment for CFM Market customers. The Market Director and staff will strive to maintain locations within the CFM Market where performing artists are encouraged to entertain CFM Market shoppers in a fashion consistent with, complementary to, and as an integral part of the CFM Market experience. See current Entertainment Guidelines for further information and instructions.

SECTION 2 MEMBERSHIP AND PRODUCT GUIDELINES

**"Don't just satisfy
your customers —
delight
them...Anybody who
has happy customers
is likely to have a
pretty good future"
— Warren Buffett**

All vendor businesses in good standing (those who have paid this year's dues, are not delinquent with fees, and who have not had their membership suspended) have voting privileges (one vote per member business). All fresh farm products must be grown or produced in within Maricopa and Pinal Counties. All products must be grown or harvested by the seller. The vendor's application for a permit to sell must state exactly what products the vendor intends to sell at the CFM Market.

2.1 FARMERS:

Farmer Vendors are those selling fresh farm products, including fresh fruits and vegetables, herbs, nuts, honey, dairy products, eggs, poultry, mushrooms, meats, and fish, and/or fresh flowers, nursery stock, wreaths, and plants. All farms are subject to inspection (See Sec. 7). Our market's priority is to provide a venue for local commerce; it is our preference to support businesses focusing on local, agricultural production, using the following tiered system of evaluation, as ordered below, for inclusion into our market.

- First and foremost, CFM supports small independent, for-profit farms from Maricopa and Pinal County.
- CFM understands that some alternative business models might benefit local agriculture. Those models will be evaluated after we give preference to for-profit farms.
- In consideration of this priority CFM will consider the following criteria when evaluating non-profit farms on a case-by-case basis:
 - CFM has the latitude to support alternative agricultural endeavors focusing on education and less on production when appropriate.
 - That no pooling of product from other farms, local or otherwise, will be allowed. Reselling product originating from farms other than the subject farm is strictly prohibited without prior approval by CFM Management.
 - That the nonprofit entity offering the support is a registered 501(c)3 organization. That the operation of nonprofit managed farms will not occur to the detriment, either through unfair competition or some other means, to the for-profit farms in the Market.
 - Duration, history and relationship with CFM and the agricultural community may be considered when considering a change to business structure.

2.2 VALUE- ADDED FARMERS

- A. **Food Products:** These Farmer Vendors wish to sell products such as preserves, jams and jellies, cider, syrups, salsas, smoked meats or fish, dried fruit, flours, and salad dressings, made from products/ingredients of which a majority are grown and produced by the seller. Value-added farm foods must be produced by the vendor from raw ingredients. Vendors in this category must have personally processed, cooked, canned, baked, preserved, or otherwise treated the product they sell. All processed foods must have the proper permits and licenses as required by the Maricopa and Pinal Counties Health Department. The vendor must be an active owner and operator of the

farming operation and may not be operating the business under a franchise agreement. All value-added product must be juried. The vendor's application for a permit to sell shall state what raw ingredients the vendor grows or produces and the final products the vendor will sell at the Farmers Market.

- B. **Other Value-Added Farm Products:** These Farmer Vendors wish to sell wreaths, baskets, soaps, lotions, oils, yarn, etc., made from locally wildcrafted, grown or processed products, of which a majority are grown or produced by the seller. These items must be juried. The CFM reserves the right to judge the suitability of any products falling in this category.

These items must be grown, foraged, and produced from raw materials by the vendor. The vendor must be an active owner and operator of the farming/business operation and may not be operating the business under a franchise agreement.

The vendor's application for a permit to sell shall state what is grown/processed or prepared by the vendor and what the vendor will sell at the Farmers Market.

2.3 PLANT GROWERS

- A. **Plant Growers:** Farmers must be in possession of plants for at least 60 days prior to sale at the Market. Plant receipts may be requested at any time by the Market Manager to verify length of possession.
- B. **Organic / Pesticide-Free Declarations:** Farmers who are certified organic should post their certification. They are the only ones who can use the term organic for their product. Vendors who make written and verbal declarations of "no" or "low-spray" or "pesticide-free" must provide notarized affidavit describing how these procedures are followed. Other third-party certifications, such as "sustainable," may be posted with approval from the CFM Market Director.

2.4 WILDCRAFTERS:

Farmer Vendors wishing to sell wildcrafted items in their raw form, such as wild mushrooms, herbs, berries, must receive authorization from the Market for each item sold. Vendors selling these items must meet all regulatory requirements.

2.5 PREPARED FOOD VENDORS:

Prepared Food Vendors are vendors offering fresh food product that they have processed themselves into the product being offered for sale at the market. Upon approval of the Board, these vendors may also offer items that they do not process. Such non-processed items are specifically limited so as not to compete with locally handmade processed items.

- A. **Concessionaires:** Concessionaires are prepared food vendors offering fresh food products that they have processed themselves into products being offered for sale at the market. These products are "ready-to-eat" and intended for consumption at the Market. Upon approval of the Board, these vendors may also offer packaged foods and items that they do not process. Such non-processed items are specifically limited so as not to compete with locally handmade processed items.
- B. Prepared Food Vendors must have the proper permits and licenses required by Arizona Regulatory Agencies, Maricopa County and City of Gilbert.

- C. All vendors using any form of heating element must always have a fully charge fire extinguisher in their stall / area.

2.6 CRAFTERS / ARTISANS

Crafters / artisans are persons who craft products with their own hands. The “hand-crafted” products must show evidence of manual skills obtainable only through a significant period of experience and dedication.

- A. Crafters / artisans must reside in Maricopa or Pinal County.
- B. All craft / artisan offerings must be juried (See Section 8). The CFM Management and Board reserves the suitability of any offerings falling into this category. Quality, uniqueness and current market mix determines the CFM Jury’s decisions. CFM wishes to ensure our vendors maximize their opportunity to sell and our customers enjoy an array of products to purchase.
- C. All products in this category must be handcrafted by the vendor or a member of the vendor’s studio or craft unit.
- D. Crafts must be the product of a home or cottage-type industry, using an intermediate type technology, rather than an industrial production mode. In other words, each item is made by hand, individually – not mass-produced.

Examples of unacceptable items may be, but are not limited to:

Tracings of paint by numbers, printed materials, ceramics or pottery from commercial (purchased) molds and patterns, embroidery or knitting machines, preprinted fabric craft panels, plans or prefabricated forms, wood carvings using duplication machines, or kits in any form.

- E. Crafters / artisans must disclose any ready-made objects that they have enhanced.

Examples:

T-shirts, towels, mass-produced items, and the like that have been embellished, decorated or painted, or beads or other jewelry parts that have been purchased and not-hand produced.

- F. All crafts /artisan products must be of excellent workmanship and design. The hand-crafted components must functionally and / or aesthetically dominate any non-crafted (commercial) components.

2.7 SERVICE PROVIDER AND ALL OTHER MISCELLANEOUS CATEGORIES

Service Providers and other miscellaneous vendors offer special services and other non-food items to customers at the Market (massage, etc.).

- A. Service Providers and Miscellaneous vendors are not eligible for seniority points and are placed at the membership committee’s discretion.

SECTION 3 COMMITTEE FUNCTIONS AND RESPONSIBILITIES

- A. Committees of the Board serve two principal purposes:
 1. To present ideas and suggest possible solutions of governing the Market to the Board of Directors
 2. To enhance the communication between the Board and the Market Director, who would implement such policies as the Board directs.

- B. Committee minutes are to be kept and turned in at the next scheduled Board Meeting for Board review.
- C. Those committees requiring funding must submit budget proposals to the Budget Committee by the first of October.
- D. Participation on Committees: Only one person per business can be eligible to serve on the Board or a Committee at a time.
- E. Seniority: A maximum of 2.5 points for serving on a committee (or committees) and attending a minimum of 80% of the meetings per year (see Section 6.2E for Seniority point information). Committee Chairs have the discretion to award full, partial or no points based on an individual's contribution to the committee.

3.1 MEMBERSHIP AND PRODUCT REVIEW COMMITTEE (1 POINT)

- A. At a minimum the Membership and Product Review Committee includes the Chairs of Processor, Farm and Craft Committee.
- B. Provides the Board with draft policies, recommendations, and actions to ensure an optimal mix of vendors offering products and services aligned with our mission.
- C. Collaborates with the Market Director and staff to delineate general stall assignments by vendor category and half-full, full and double booths with the goal of providing optimal product mix throughout the Market, ultimately offering the Board a minimum of one layout.
- D. Continually review any new products a vendor would like to offer to assure the market maintains an optimal product mix.

3.2 CRAFT (1 POINT)

- A. Advises the Board and makes recommendations relating to the Market's Craft Jury process and procedures.
- B. Recruits jurors and supervises the jury process.
- C. Makes recommendations to the Membership Committee on crafter mix, thresholds and guidelines that affect the Crafter Category.
- D. Reports directly to the Membership Committee.

3.3 PROCESSOR (1 POINT)

- A. Advises the Board and makes recommendations relating to the Market's Processor Jury process and procedures.
- B. Recruits jurors and supervises the jury process.
- C. Makes recommendations to the Membership Committee on crafter mix, thresholds and guidelines that affect the Processor Category.
- D. Reports directly to the Membership Committee.

3.4 FARM COMMITTEE (1 POINT)

- A. Reviews farmer-related issues and makes recommendations relating to the Market's Processor Jury process and procedures.
- B. Develops farmer leadership by recruiting farmers to serve on the board.
- C. Recruits farmer leadership to vend in the Market.

- D. Researches new crops that could be included in the Market mix.
- E. Recommends farm inspection guidelines and procedures to the Board for approval.
- F. Conducts annual farm inspections as necessary and reports back to the Board and Membership Committee on their findings.

3.5 FINANCE (1 POINT)

- A. Prepares Market’s annual budget prior to the end of each calendar year in conjunction with the Market Director and submits to the Board for approval.
- B. Performs analyses and projections of Market finances and makes periodic reports and recommendations to the Board.
- C. Appoints the Market Treasurer.

3.6 POLICY & BYLAWS (1 POINT)

- A. Works with the Board and other committees to annually review the Market’s Vendor Handbook of policies and procedures, Articles of Incorporation and Bylaws. Drafts proposed revisions and rationale for changes for Board and /or membership consideration and approval at the Spring General Membership meeting.
- B. Acts as “custodian” of the Vendor’s Handbook and provides the annually updated handbook to the Board for approval prior to the Spring General Membership meeting.
- C. Informs the Market Director of changes to the Vendor Handbook that need to be communicated to the membership.

3.7 EXECUTIVE COMMITTEE (½ POINT)

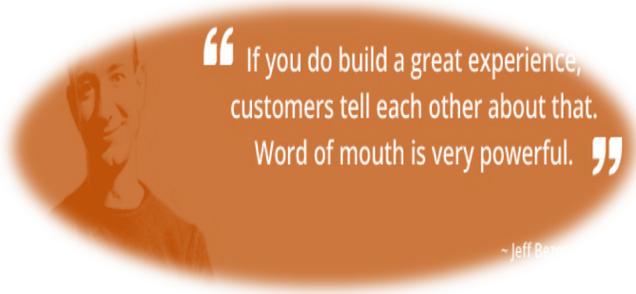
- A. Includes the President, Vice President, Secretary and Treasurer.
- B. Formulates and implements a plan for hiring a Market Director, when needed, upon approval of the Board. After submission of candidates from the committee to the Board, the final interviews and hiring will be done by the Board.
- C. Prepares the Market Director position description and evaluation criteria, to be submitted to the Board for approval.
- D. Conducts bi-annual evaluations of Market Director
- E. Assigns Ad Hoc/Single Tasks (points TBD) on an as-needed basis to be determined by the Board.
- F. Points assigned by the Board are based on the amount of work required.

SECTION 4 REGULATORY POLICIES

4.1 POLICIES

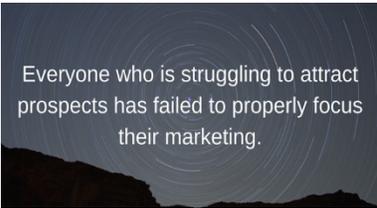
The policies outlined in this handbook apply to all markets governed by the Community Farmers Market Organization. The Policy & Bylaws Committee will draft all new policies and

revisions of current policies, with input from other appropriate committees. The committee will submit said drafts to the Board for consideration and final approval. When the Policy & Bylaws Committee



deems it appropriate, the Market Director will solicit written input from the membership to be taken into consideration by the Board before the draft policy is voted on. In all cases, the membership will be notified of new policy language within two weeks of its adoption.

4.2 VENDOR MARKETING REQUIREMENTS



A strong partnership between CFM and its vendors creates an environment for success by facilitating cross-promotion of the market.

All vendors must complete the Marketing Information Sheet that defines the social media and websites used for marketing their participation in our CFM.

- A. CFM will randomly audit websites that should include:
 - Three-high-quality, high-resolution photos each month
 - Enough content to promote the market.
- B. CFM will also randomly audit social media sites that should include:
 - Weekly promotion of the market on Instagram
 - Once monthly (at a minimum) promotion of the market on additional sites such as Facebook, Snapchat or Twitter

4.3 DISPOSABLE PRODUCTS AND PLASTIC BAGS

- A. Disposable products – CFM desires to be 100% green by the end of 2020. Consequently, all disposable dining products used at the market must be compostable. Receptacles for compostable items will be placed around the park and collected at the end of each market.
- B. Plastic bags --CFM does not allow the use of plastic bags to hold goods sold in at the market. Acceptable forms of storage include paper or reusable bags.
- C. CFM offers -- inexpensive reusable tote bags for purchase along with reusable produce bags at the information booth. Craft paper bags are available to vendors for purchase if they did not bring their own at the price of \$12.50 for 25 bags. Case prices are also available upon request.

4.4 ALCOHOL/DRUGS

No alcohol or drugs are permitted on the premises. If the Market Director believes a vendor is intoxicated or under the influence of drugs, he/she has the authority to ask the vendor to leave the Market immediately.

4.5 BEHAVIOR

All vendor members, as well as their children and staff, whether at the Market site, board meetings, committee meetings or Market functions, will behave toward Market customers, Market members, staff and volunteers in a professional manner that fosters a sense of Market community and camaraderie, and a spirit of cooperative involvement that promotes the Market as a whole to the communities it represents and serves. [Problems relating to behavior: see Section 5.1, Enforcement of Market Policies)

4.6 DISCRIMINATION

Members of the Market, Market employees and other persons selling at the Market or participating in Market functions, whether dealing with customers of the Market or with other Market members, shall not discriminate against any individual in regard to selling of products, hiring, promotion, discipline, or any other matters because of age, gender, race, creed, color, national origin, sexual orientation, or the presence of any physical, mental or sensory disability.

4.7 FIREARMS/FIREWORKS

Firearms and fireworks are not permitted on the Market premises.

4.8 HEALTH PRACTICES

All vendors must adhere to sanitary procedures as outlined by the State, County and Local regulators. Any vendor found selling contaminated foodstuffs or produce shall be suspended from selling operations until satisfactory clearance has been obtained from the Maricopa County Health Department. The Health Department makes unannounced inspections at the Market. Three Health Department violations in one Market year will result in a vendor review by the Board Executive Committee and may result in the vendor's membership being terminated or not renewed.

4.9 INSURANCE

All vendors will need to coverage for \$1,000,000 liability and add the market to the coverage.

4.10 LOGO USE

Members wishing to use the CFM logo must apply in writing to the Board of Directors.

4.11 LABELING

A. Use of the word "organic" is restricted to those who have been so certified by the Department of Agriculture. All vendors are required to advertise truthfully and to respond to customers' questions in a like manner.

4.12 PETS

Vendors pets are not permitted on the premises. Service animals are exempt from this rule.

4.13 POLITICAL/RELIGIOUS ACTIVITIES

The Market is not a forum for political or religious activities. Permits will not be issued to persons or organizations wishing to campaign or proselytize.

4.14 POULTRY/LIVESTOCK

Poultry and livestock must be kept in cages. The cages must be kept clean and clean fresh water must be made available to animals throughout the Market day. Any animals brought to the market must be approved prior to the market day, including approval of containment/cages.

4.15 PRICING

Pricing of goods sold at the Market is solely the responsibility of the individual vendor. “Dumping” is strongly discouraged. We suggest, for good community and vendor relationship, that produce not be priced below 80% of the prevailing Gilbert area retail price.

4.16 QUALITY

The Market strives to provide a place where fresh and wholesome products are sold. The Market Director has the responsibility to cooperate with regulatory agencies in order to maintain quality control at the Market.

4.17 MUSIC PLAYERS

Vendors may not play music in their stalls.

4.18 SKATEBOARDS/ROLLER BLADES/BICYCLES.

No skateboards, roller blades or bicycle riding will be allowed on the premises.

4.19 ANTI-HARASSMENT AND NON-RETALIATION POLICY

CFM works to create a safe and pleasant atmosphere for our staff, vendors and community members, and prohibits any harassment, behavior that creates a hostile environment, and retaliation for reporting such behavior, based on race, color, national origin, immigration or citizenship status, religion, sex (including but not limited to sexual orientation, gender identity, gender expression, sexual stereotypes, pregnancy, childbirth and breastfeeding), disability, age, genetic information or characteristics, military or veteran status, familial status, or any other class protected by law. Therefore:

- A. It is the policy of the Community Farmers Market to comply with federal and state equal employment opportunity and antidiscrimination laws.
- B. Vendors and staff will be provided with a work environment free from harassment.
- C. All vendors and staff shall project the necessary attitudes and behavior to ensure that harassment does not occur. Vendors are encouraged to adopt anti-harassment and non-retaliation policies and train their staff accordingly.
- D. Vendors observing or having knowledge of incidents or practices within the Market which entail harassment, as defined within this section, shall report their observations to the Market Director, the Board and/or submit an incident report form. Incident Report Forms are available upon request from any member of staff, at the info booth and on the CFM website. CFM staff are also required to report incidents of suspected harassment.
- E. The Market will not tolerate instances where a vendor or staff experiences any form of retaliation for reporting harassment. All involved parties will maintain confidentiality.
- F. Violators of this policy shall be subject to disciplinary action in accordance with CFM policy.
- G. The following acts are considered sexual harassment:
 - Promise of employment or continued employment made implicitly or explicitly predicated on sexual activity as a condition of employment.

- Implicit or explicit coercive sexual behavior to control, influence or affect any employ, contractor, customer, potential customer or vendor.
- Deliberate or unsolicited verbal comments, gestures or physical contacts of a sexual or sexist nature which are unwelcome or interfere with work performance or create an intimidating, hostile or offensive work environment. Sexual harassment exists when the behavior is repeated or unsolicited and is unwelcome.

4.20 TOBACCO

Smoking and tobacco chewing are not allowed within the vendor stalls or spaces.

4.21 HAWKING

- A. To ensure that the experience of shoppers at the Market is relaxing and enjoyable, and to ensure that all Market vendors have equal and uninhibited access to customers, hawking by vendors of their or other vendors' product is strictly prohibited. Behaviors which for the purposes of this policy fall under the description of hawking include, but are not restricted to:
 - Yelling at, or raising of the voice towards potential customers not in the vendor's booth for the purposes of soliciting a sale
 - Impeding in any way the free motion of Market customers in order to offer them samples or solicit them to buy products
 - Any type of aggressive or animated behavior conducted outside a vendor's stall that is intended to gain the attention of potential customers.
 - Any behavior conducted outside the vendor's stall that redirects or blocks customer access to the adjacent stalls of other vendors.
 - Any behavior the Market Director deems is inconsistent with the intent of this policy. The Market Director's interpretation of this policy has no appeal on the day the infraction is issued but may be appealed to the Board of Directors before the next scheduled meeting.
 - Actively soliciting Market customers with samples of product within the public areas adjacent to Market stalls or pop-up canopies.
- B. It is not the intent of this policy to limit a vendor's opportunity to offer Market customers samples of products produced by the vendor within the vendor's designated stall space, so long as this activity does not conflict with the intent of this policy.

4.22 SAMPLING.

- A. Vendors may sample within the confines of their booth and must follow the appropriate health codes.
- B. Vendors may not walk beyond the confines of their booth to offer samples.

SECTION 5 COMPLAINTS / APPEALS AND DISCIPLINARY PROCEDURES

5.1 ENFORCEMENT OF MARKET POLICIES

- A. Market Site: The Market Director and/or Site Manager will determine if any vendor is failing to adhere to policies established in the Code of Conduct and set forth herein. Such failure will result in
- 1st violation – verbal warning
 - 2nd violation – written warning
 - 3rd violation – Membership suspended and may be revoked after Board of Directors’ review
- B. Market Management will document each occurrence in which a vendor fails to adhere to established policies. If a vendor wishes to report a code of conduct violation, they may notify staff and/or complete an incident report form, available at the CFM information booth and upon request, to submit for investigation.
- C. Should a member at any time, while engaged in any market-related activity or communication, conduct themselves in a manner which causes serious and imminent risk to the health, safety, and/or well-being of the public, staff, or other vendors, the market reserves the right to take immediate disciplinary action up to and including suspension or revocation of market membership. Any member whose membership has been revoked must apply in writing to the Board for reinstatement of eligibility to become a member of the Association. Appeals can be handled as directed in 5.5
- D. When the violations which occurred are minor procedural offences the vendor will not be subject to the disciplinary process described in 5.1 A. Minor breaches of procedure will be documented through an Incident Report Form and applicable fines levied. Continual procedural offences will result in review by the Board.
- E. If a fine is levied against a vendor, the fine must be paid in full at least 24 hours before the vendor will be allowed to vend at the market again.
- **The vendor is responsible for packing their product and belongings if asked to leave the Market. If the vendor does not pack, the acting Site Manager or Market Director has the authority to appoint others to help pack the vendor’s products and belongings. The Market Association will not be held liable for any damage caused during such packing. The vendor is legally responsible for any damage that might occur while being escorted out of the Market.
- F. All Other Market Gatherings (Off-Site): The Market Director, President or Chairperson (chair of the event) will determine if any vendor or participant is failing to adhere to the policies set forth here. Such failure will result in:
- 1st violation – verbal warning
 - 2nd violation – expulsion from event, documented in writing via the minutes and written notice to offender, written by the person-in-charge
 - 3rd violation – expulsion from events for remainder of the season, documented in writing via the minutes and written notice to offender, written by the person in charge

5.2 PRODUCT CHALLENGE

CFM intends to offer customers fresh, high quality goods and farm-direct products. Products deemed inconsistent with Market guidelines may be challenged by any vendor, the Market Manager or Board Member. A challenge must be submitted writing to the Market Manager before action will be taken. The Challenge Process is as follows:

- A. Vendor will receive written notice of the challenge.
- B. Vendor will be required to respond in writing to the challenge before the following Market day.
- C. Challenge to be resolved within one week of vendor response to the satisfaction of the Market Director and two Board Members chosen by lottery.
- D. The disciplinary process will be:
 - 1st violation – written warning
 - 2nd violation – one-week suspension
 - 3rd violation – forfeiture of space(s) for remainder of the season. In order to participate in the following year's Market, suspended vendors must make application to the Market's Board of Directors prior to the following season.

5.3 FRAUDULANT BEHAVIOR

This policy applies to any fraud, or suspected fraud, involving vendors of the CFM.

- A. The Market Director is responsible for the detection and prevention of vendor fraud or other inappropriate conduct. Fraud is defined as the intentional, false representation or concealment of a material fact for the purpose of inducing another to act upon it for the offending party's benefit. The Director will be familiar with the types of improprieties that might occur within his or her area of responsibility and be alert for any indication of irregularity. Any fraud that is detected or suspected must be reported immediately to the Board of Directors.
- B. ACTION CONSTITUTING FRAUD: Actions covered by this policy include, but are not limited to:
 - Any dishonest or fraudulent act.
 - Misrepresentation of the origin of, or certification status of produce or crafts.
 - Forgery or alteration of any document belonging to or required for participation in the Market.
 - Forgery or alteration of a check, bank draft, or any other financial document.
 - Any similar or related inappropriate conduct.
- C. PENALTIES FOR FRAUDULENT BEHAVIOR: The Board of Directors will take all cases of vendor fraud very seriously. Such actions will result in being temporarily to permanently banned from the Market.

5.4 MEMBER, STAFF, AND BOARD RIGHTS

Should a vendor member, Market staff person, or a Board member feel their rights as a member of the Market have been violated, or feel that another vendor, the Market Director, market staff person or Board member acted outside of the authority of their position or in a way harmed the Market as a whole, the following steps should be taken:

- A. The appeal or complaint must be in writing and include a clear and specific description of the problem; the name(s) of the person (s) involved, including the person bringing the appeal; and a

description of the way(s) in which the aggrieved person attempted to resolve the problem, if applicable.

- B. Copies of the written appeal/complaint should be sent to the Board of Directors and to all persons involved in the matter.

5.5 APPEAL

The President of the Board will acknowledge receipt of the appeal and recommend, within 14-calendar days, a course of action. The course of action may include, but is not limited:

- Mediation between the affected parties.
- Create an Appeal Panel comprised of Board and / or Committee Chairmen to review the appeal and allow the complainant and the accused the testify before the Panel.
- Determine an alternate channel to address complaint.

5.6 UNRESOLVED MATTERS

If, after completion of the course of action, the matter remains unresolved, the President shall schedule a meeting of the Board within ten days.

5.7 FINAL AUTHORITY

The Board of Directors has final authority in deciding on the outcome of any appeal that is not resolved through mediation.

SECTION 6 STALL ASSIGNMENTS AND SENIORITY GUIDELINES

6.1 PRIORITY STALL ASSIGNMENTS

- A. Farmers: Community Farmers Market will inspire healthier communities by connecting people to individuals who grow and produce foods within our local area while also celebrating our local artisans' wares. Farmers receive 1st priority in stall assignments.
- B. Farmer Value Added receive 2nd priority in stall assignments.
- C. Crafters / Artisans receive 3rd priority in stall assignments.
- D. Prepared Food Vendors receive 4th priority in stall assignments.
- E. Service Providers: CFM may reserve booths for this category as long as they provide on-site services.
- F. Nonprofits and educational groups: CFM may reserve booths for nonprofit organizations to offer educational material and do public outreach.

6.2 STALL ASSIGNMENT CRITERIA

Seniority becomes an important factor in stall assignment. CFM awards points according the system below.

- A. At the end of each season, the CFM Market Director develops a list, separated by membership category, of each member's seniority points.

- B. Farmer members may take advantage of the limited reserve booth space available by reserving a booth based on their seniority point accumulation. All other vendor members may use a combination of seniority, market mix, and availability to reserve spaces.
- C. Active CFM members may request reserve booths. For farmers that sold goods for a minimum of fifteen (15) weeks the previous year and retains an active membership become eligible to reserve booth space. All other vendors must sell goods for a minimum of 8 weeks the previous year and retain an active membership.
- D. Farmers desiring a double booth must meet the following criteria:
 - a. Average daily gross sales over \$1000 during any period of the last season.
- E. The Membership Committee will assign double booths based on availability in the season and highest gross sales.

6.3 POINT SYSTEM / SENIORITY

Coming in 2021.