



## Communications Policies

*Updated March 7, 2017*

### **PURPOSE**

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The Board of Directors of the Black Hills Farmers Market (BHFMM) have developed and enacted the following policies and procedures by virtue of the bylaws of the organization. These policies and operating procedures were enacted and adopted for the effective operation of BHFMM, and are intended to be in the best interest of the organization and its stakeholders. The day-to-day functional implementation of these policies and procedures is the responsibility of BHFMM management.

The purpose of these policies and procedures is to serve as a reference tool in making decisions involving the management and operation of BHFMM; to establish guidelines to be followed by the BHFMM manager(s) in determining course-of-action; and to acquaint vendors with their general rights and responsibilities.

Organizational policies and procedures may be amended through the Board of Directors on recommendation of the BHFMM manager(s) and/or the Executive Committee. Organizational policies and procedures should be reviewed on a periodic basis by the Executive Committee to determine if any changes are necessary.

### **POLICY I. GENERAL**

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Pursuant to BHFMM Rules and Regulations 10.1 and 13.4, vendors (both member and non-member), board members, and management are expected to conduct themselves professionally and with respect to others at all times, and to follow protocol for questions, complaints, and/or suggestions per Communications Policy III.

Any communication found to be harassing, disruptive, demeaning, or otherwise unprofessional will be subject to disciplinary action per Communications Policy IV.

### **POLICY II. SOCIAL MEDIA**

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Participation in BHFMM social media is a privilege given to BHFMM stakeholders. This communication platform is provided for general information sharing and constructive discussion. Grievances, personal issues, sensitive and/or private information, topics that may be seen as offensive, and/or any other communication that may be disruptive to others or the organization should be directed to BHFMM management or the Board of Directors.

### **POLICY III. FORMAL QUESTIONS, COMPLAINTS, AND/OR SUGGESTIONS**

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Vendors (both member and non-member), board members, and management have the right to make formal communications. All communications labeled as “formal” are sent to the Executive Committee for immediate review. Upon review and discussion, the Executive

Committee is required to follow up on the communication within seven (7) business days. Formal communications must also stay on file with the Secretary for five (5) years.

1. Process for making a formal communication:
  - a. Submit your written communication marked as “formal” to any of the following parties:
    - i. Market management
    - ii. Any member of the board of directors
  - b. Within seven (7) business days, the Executive Committee will notify you of receipt of your formal communication and begin the discussion process. The Executive Committee may ask you for clarifying details.
  - c. Once the discussion process is complete, the Executive Committee will inform you of discussion outcome and/or decisions (if required).
  - d. Depending on the formal communication and subsequent discussion, the Board of Directors and/or BHFM management may make a public announcement to BHFM vendors as a whole.
2. Formal communications can be made in any of the following written formats:
  - a. Mailed or hand-delivered letter
  - b. Email
3. Phone calls will not be considered “formal” in any situation, nor will any communications made anonymously.

## **POLICY IV. FAILURE TO COMPLY**

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All persons are responsible for knowing and adhering to BHFM policies. Any person in violation of the Communications Policy is subject to disciplinary action in accordance with the BHFM Rules and Regulations.

Specifically in regards to Communications Policy II, any person found to be in violation of any Communications Policy is subject to having his/her content immediately removed from all BHFM social media platforms without warning, until further action is determined if necessary. Persons posting content in violation of the Communications Policies may also be temporarily or permanently banned from BHFM social media.