

2024 GardenShare-Managed Farmers Market Code of Conduct

The Farmers Markets managed by GardenShare are dedicated to cultivating a collaborative and professional marketplace that not only serves as a hub for local vendors and customers but also contributes to the collective effort to bolster food security. Our vision is to champion local agriculture, crafts, and goods, fostering a sense of community engagement and economic growth. This Code of Conduct embodies our core values and principles, ensuring a positive experience for all participants while working together to advance the cause of food security in our region.

General Expectations:

Customer Service:

- Be courteous, friendly, and respectful to all customers, fellow vendors, and market staff.
- Attend to customers promptly and answer their questions to the best of your ability.

Timeliness:

- Arrive at the market on time for setup and opening hours.
- Maintain regular attendance throughout the market season.
- Make your best effort to communicate to the Farmers Market Manager if you will be arriving late.

Market Setup and Aesthetics:

- Keep your booth or stand clean, organized, and visually appealing.
- Adhere to market layout and spacing guidelines as been communicated by the Farmers Market Manager.

Compliance with Rules and Regulations:

- Follow all market rules and regulations as outlined for your specific market.
- Comply with local, state, and federal laws and regulations, including permits and licenses.

Cooperation:

- Cooperate with other vendors and market staff to resolve any conflicts or disputes in a respectful and constructive manner.
- Collaborate with market staff and board for the benefit of the market as a whole.
- Complaints are processed in the appropriate manner and are kept outside of market hours.

Professional Conduct:

- Uphold a professional image and demeanor while representing your business.

- Refrain from engaging in any behavior that may harm the reputation of the market or fellow vendors.

Compliance with Progressive Disciplinary System:

- Acknowledge and follow the progressive disciplinary system outlined in the code of conduct, including verbal and written warnings.

Progressive Disciplinary System:

1. Verbal Warning:
 - a. For the first infraction, vendors will receive a verbal warning. This warning will specify the portion of the code of conduct or market rules that have been infringed upon.
 - b. The verbal warning will be documented within the vendor's market file by the Farmers Market Manager.
2. Written Warning from Market Advisory Board:
 - a. Upon the second infraction, vendors will receive a written warning from the advisory board and staff. This written warning will outline the specific infraction in detail, referencing previous verbal warnings as well.
3. Three Strikes Policy:
 - a. After three written infractions from the advisory board and staff, the vendor will no longer be welcome to participate in the market for the remainder of the season.
 - b. Furthermore, the vendor may be at risk of not being accepted into future markets managed by GardenShare.
 - c. Vendor booth fees will not be refunded.

Notification Process:

Written warnings will be communicated to vendors through two methods:

Email: Vendors who have provided an email address will receive a written warning via email. The email notification will be sent by the Farmers Market Coordinator or designated board representative.

Physical Written Letter: Vendors who received an email will also receive a physical letter. In such cases, the 10-business day window for appeals begins from the timestamp of the email. Vendors who do not have an email address on file will receive a physical written letter only. In such cases, the 10-business day window for appeals begins from the date stamped on the envelope containing the physical letter.

This dual-notification approach ensures that vendors are promptly informed of any written warnings, regardless of their email availability, and that there is a clear timeline for their responses and appeals.

Appeal Process:

Vendors have a 10-business day window to appeal any warnings and fees directly to the advisory board of their specific vendor membership. Appeals must be submitted in writing and addressed to the Board President. The board, upon receiving the appeal, has 5 business days to respond to the vendor's appeal request. This process ensures a timely and efficient handling of appeals, promoting transparency and fairness in vendor interactions with the board and market staff.

Contact Emails:

GardenShare: farmersmarkets@gardenshare.org

Canton Farmers Market advisory board: board.cantonnyfarmersmarket@gmail.com

Gouverneur Farmers Market advisory board: executivedirector@gouverneurchamber.net

Potsdam Farmers Market advisory board: fhanss@vi.potsdam.ny.us