



## Horton Farmers' Market

Vendor Code of Conduct V1.0

### **Introduction**

This Code of Conduct outlines the fundamental principles and standards that vendors are expected to adhere to while conducting business, interacting with community members, interacting with other vendors, and interacting with market staff. It reflects our commitment to ethical business practices, sustainability, and mutual respect.

At The Horton Farmers' Market, we value integrity, transparency, fairness, and accountability in all aspects of our operations. We take immense pride in supporting local growers, artisans, and small businesses. We believe that our market is not just a place to buy and sell goods but a vibrant hub where connections are forged, stories are shared, and relationships are nurtured. We believe in fostering strong partnerships with and between our vendors, based on shared values and a commitment to excellence.

Our Code of Conduct is a testament to the values that define our market, according to our mission:

*The St. Thomas Horton Farmers' Market is a best-in-class market destination that promotes civic pride, shapes local culture, and supports the regional economy by providing access to high quality food producers, craftspeople, and artisans.*

Thank you for being a part of our community and for upholding the spirit of this Code of Conduct. Together, we can ensure that our market remains a cherished gathering place for years to come.

### **Standards of Conduct**

Horton Farmers' Market vendors (vendors) agree to hold themselves to these standards of conduct as an ongoing requirement to participate as a vendor at the Horton Farmers' Market.

1. Vendors are expected to ensure that fellow vendors, customers, staff, and the public in general enjoy an environment free of harassment, either physical or verbal; i.e. abusive or inappropriate language, abusive or inappropriate physical actions, directed from one to another vendor, from a vendor to staff, or from a vendor to a member of the public.
2. Vendors are expected to act with honesty, integrity, and professionalism when interacting with other vendors, staff, and members of the public.
3. Vendors are expected to conduct themselves in a manner that reflects positively on the public image of the Horton Farmers' Market, and which supports the Horton Farmers' Market mission.

### **Conflict Resolution**

Step 1: We encourage vendors and/or individuals involved in a conflict to first attempt to resolve the issue directly with the other party/parties involved.

Step 2: If the conflict persists and/or if any party feels uneasy or unable to proceed with Step 1, vendors and/or individuals involved are encouraged follow the protocol laid out in the *Reporting of Concerns* section of this Code of Conduct.

Step 3: If necessary, Horton Market management may proceed to disciplinary action as laid out in the *Enforcement of Code of Conduct* section of this Code of Conduct.

Discussion of problems about the market in front of customers is prohibited and is grounds for removal without recourse to Steps 1 and 2 of Disciplinary Action.

## **Reporting of Concerns**

Vendors are strongly encouraged to bring concerns, suggestions, complaints, or other input to the Horton Market management team as they arise without delay. Horton Market management can only address issues of which we are aware.

During market hours, to allow an expedient resolution, please report issues directly to the Horton Farmers' Market staff member present, including:

1. Maintenance issues such as full garbage cans, spills or messes, bathroom malfunctions, electrical and lighting issues, or issues with appliances.
2. Damage of property which you have either noticed or which you witnessed occur. *You may be asked to provide a written account by the staff member present depending on the scope of the damage.*
3. Instances of inappropriate conduct from a vendor or member of the public. *You may be asked to provide a written account by the staff member present depending on the severity of the allegation.*

To report concerns, suggestions, or complaints of a strategic, directional, or sensitive nature, please submit your input by email to [hfmmanagement@stthomas.ca](mailto:hfmmanagement@stthomas.ca). This includes, but is not limited to, input such as:

1. Input on product categories which are underrepresented at the Horton Farmers' Market.
2. Input on product categories which are overrepresented at the Horton Farmers' Market.
3. Input on amenities that could be provided to improve the market operations or atmosphere.
4. Input on the operational days and hours of the Market.
5. Input on the conduct or practices of vendors.
6. Input on future direction of the Market.

Depending on the issue, management may respond and try to set up a meeting. Once a request for a meeting has been received, the vendor has two weeks to respond with a date that works for them. *If the vendor fails to accommodate a meeting, the Horton Market management team may implement a solution to the reported concern/issue without further consultation.*

To report concerns about the conduct of Horton Farmers' Market staff, please submit your concerns in writing to Mike Kerkvliet ([mkerkvliet@stthomas.ca](mailto:mkerkvliet@stthomas.ca)) or Sean Dyke ([sdyke@stthomas.ca](mailto:sdyke@stthomas.ca)). The same process for setting up a meeting as described above will apply to concerns reported through these channels.

## **Enforcement of Code of Conduct**

To ensure adherence to the Vendor Code of Conduct as presented by the above principles, the Horton Market management team shall have the power to impose disciplinary and corrective actions.

The first time a vendor breaks the Code of Conduct, a written warning will be provided by email to the vendor in question.

The second time a vendor breaks the Code of Conduct, at its discretion, the Horton Market management team may remove the vendor from the Horton Farmers' Market. If this happens, the vendor will be given two weeks to arrange a time to remove any personal or business items from the market. Any future market dates paid in advance will be refunded to the vendor.

## **Agreement**

I, the undersigned, agree to abide by this code of conduct and I acknowledge that adhering to this code of conduct is a condition of my participation in the Horton Farmers' Market as a vendor.

Vendor Signature	Vendor Name	Date
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