

## **Surry County Farmers Market Code of Conduct 2025**

Surry County Farmers Market (SCFM) vendor members and volunteers, et cetera shall conduct themselves in a professional, business-like manner and cooperate with SCFM Board Members, representatives, at all times. Department will be an on-going factor in determinations of vendor members' good standing to continue doing business at SCFM. Professional standards that shall be applicable include, but are not limited to, the following.

- **Acceptance of Responsibility**— Vendor members, as a condition of approval, shall accept responsibility for the conduct and actions of themselves and all persons working on their behalf at SCFM including, but not limited to, their employees, agents, family, and volunteers.
- **Controlled Substances**— No illegal substances shall be consumed, kept, bought, or sold in any rental space or other SCFM location.
- **Communications**— Verbal and non-verbal communications of vendor members, and their employees, et cetera shall be respectful and courteous. The use of discourteous, harassing, intimidating, threatening, insulting, or abusive language, gestures, et cetera, either in person or by electronic/digital means, shall be prohibited.
- **Customer Service**— Vendor members shall be responsible for responding to and reasonably addressing customer complaints. If vendor complaints are lodged, the SCFM Board shall forward the information to the respective vendor and keep a record on file.
- **Physical Altercations**— Any person who engages in physically threatening behavior or violence at SCFM against employees, other merchants, visitors, or SCFM personnel, maintenance staff, and contractors shall be expelled from SCFM property and shall remain off the premises pending the outcome of an associated investigation and determination.
- **Reporting Issues or Problems**— Vendor members must report any issues or problems in a timely manner. Matters that are not reported promptly may be difficult to address satisfactorily.
- **Site Rules**— If there is a conflict between the code of conduct and market site rules and regulations, the code of conduct is subordinate to any site rules.
- **SCFM reserves the right to approve all vendor applications.** If a vendor is approved to participate in the markets, SCFM retains the right to terminate the vendor for any reason. If a vendor is terminated the annual fee will not be refunded.

All vendors must be approved for participation into the market annually. Annual renewal is NOT guaranteed.

- All discrimination, harassment, and inappropriate conduct is prohibited in any form including verbal, non-verbal, and physical unwanted acts and not limited to e-mail, voicemail, chat rooms, Internet use or history, text messages, videos, pictures, images, writings, words or gestures.

Discrimination, harassment, and inappropriate behavior in the markets will not be tolerated. Violations of this Code of Conduct may result in disciplinary action, including permanent removal from the market. There will be no adverse action taken against anyone who report violations of this policy in good faith.