

Eno River Farmers' Market Code of Conduct

Eno River Farmers' Market (ERFM) requires all new and renewing members to agree to this Code of Conduct as a condition of membership.

Purpose

This Code of Conduct policy governs the interactions between ERFM Members, Guest Vendors, ERFM Management, Staff, Volunteers, & the ERFM Board of Directors, collectively referred to as "Market Participants". It also extends to any Representatives of Members/Guest Vendors and it is the responsibility of the Member/Vendor to ensure that Representatives are informed of this policy. This Code of Conduct also extends secondarily to our interactions with our customers, but its primary role is to govern our internal interactions.

This policy provides guidance for successful interactions between the ERFM Market Participants, and a structure to address and resolve any incidents of discrimination, harassment, bullying, or unprofessional behavior. Such behavior will not be tolerated in any interactions connected to the Eno River Farmers' Market, and where such conduct is found to have occurred, the ERFM Board may take disciplinary action, up to and including termination of the Market participant's participation in the market.

Market Participants are required to abide by this Code of Conduct policy as a condition of their participation in Eno River Farmers' Market activities. This document is a living document and will be reviewed by the Board on an annual basis with the goal of continual improvement.

Consequences for violating the Code of Conduct

Each violation will be reviewed by the Board of Directors and handled on a case by case basis. Consequences for violating the code of conduct may include, but are not limited to the following:

- Written warning
- Suspension of vending privileges for a specified term
- Loss of space for balance of season

- Termination of membership
- Termination

ERFM Code of Conduct:

ERFM is committed to providing an environment that is welcoming to all. We all deserve to work and meet in an environment where we are treated with dignity and respect, that is free of discrimination and abusive, offensive, or harassing behavior. Therefore, ERFM Market Participants must do the following:

01 Treat all individuals and groups respectfully, recognizing their human dignity.

02 Contribute to a positive environment that is free of hostile and offensive behaviors; i.e., free from harassment. Harassment means any unwelcome and inappropriate verbal or physical conduct, or coercive behavior, where the behavior is known or reasonably ought to be recognized as unwanted or unwelcome.

03 Treat other Market Participants professionally, and respect their personal property. All vendors shall respect each other's stall space and products during setup and breakdown, and for the duration of the Market hours.

04 Respect the perspectives of others and address conflicts in a positive and constructive manner, without disruption to the Market, its customers, or others.

05 Be able to speak out without fear of retaliation when the actions of others violate the rights of any individual.

06 Refrain from the use of offensive language, gestures, or the display or distribution of offensive pictures, memes, or other communications by any means in connection with ERFM.

07 Respect the privacy of information shared during closed virtual or in person ERFM meetings.

Incident Reporting Process

All Market Participants are encouraged to first attempt to resolve difficulties in private on a one-on-one basis, ideally at the time of the incident, provided it is not disruptive to the Market itself.

In the event that a one-on-one immediate resolution cannot be achieved, Market Participants may utilize the Incident Report Form to submit incidents of violation of the Code of Conduct.

Violations of the Code of Conduct must be made in writing, within one week (7 days) of the incident, using the Incident Report Form. Written complaints about Code of Conduct violations will be reviewed and acted upon by the Board of Directors. The Board seeks to resolve member complaints and concerns in a fair and equitable manner.

The Board cannot act on hearsay or anonymous, vague, or untimely (that are not reported within 7 days of incident) complaints.

Resolution of complaints by the Board of Directors is binding upon all parties in the complaint action and not subject to further appeal.

Submit the completed Incident Report Form through one of the following means:

1. Return to the Market Manager during normal market hours in a sealed envelope with "Incident Report" printed on the front
2. Return to the President (or Vice President) of the Board during normal market hours in a sealed envelope with "Incident Report" printed on the front (if the incident involves the Market Manager)
3. Email to the Market Manager (enoriverfarmersmarket@gmail.com) or Board President or Vice President email
4. Mail to: Eno River Farmers' Market, P.O. Box 487, Hillsborough, NC 27278

Incident Report Resolution Process

Upon receipt of the complete Incident Report Form, the ERFM Board will take the following steps, depending on the nature of the allegation:

1. For allegations that are operational in nature, including but not limited to market operations, parking, set-up, or break-down, the following steps will be taken:

- The Incident Form will be presented at the next scheduled Board meeting.

- The Board will decide whether or not to take action; if an action is required, the Board will develop and implement a plan.
- Following the Board's resolution of the Incident Form, the Market Manager and/or the Board President/Vice President will compose a written response comprising the Board decision, to the complainant and any involved parties.
- The Board's decision is final and cannot be appealed.

2. For allegations that raise safety concerns, it is recommended that those concerned immediately involve the Market Manager or Assistant Market Manager so that the safety issue can be immediately addressed. Safety concerns require more immediate resolution, which may include but are not limited to, the following steps:

- For immediate safety concerns or if the allegation breaks the law, the police or an appropriate intermediary may be called.
- For safety concerns that do not require immediate action, step 1 or step 3 will apply, based on the nature of the incident.

3. For allegations of violations of the Code of Conduct that are not operational in nature, the following steps will be taken:

- The Market Manager (or Board President or Vice President) will notify all Board members via email within 48 hours of receiving the Incident Report.
- The President will decide if a special board meeting is needed to handle the issue; if so, the meeting must take place within 14 days of the Incident Report; if not, the board will review the allegation no later than the next regular Board meeting.
- Following the Board's resolution of the Incident Form, the Market Manager and/or the Board President/Vice President will compose a written response comprising the Board decision, to the complainant and any involved parties.
- Board's decision is considered final.

Eno River Farmers' Market Incident Report Form

Please submit this form on the market day or within a week (7 days) of the market during which the alleged violation occurred.

1. Reporting Complainant Name & Contact info:

2. Incident Description and other involved Member Participant(s):

3. What steps have you taken to resolve this issue prior to filing this incident report?

4. What is your best-case scenario resolution?

5. Market date and approx. time at which the violation occurred:

Signed _____ **Date** _____

By signing your name, you hereby state that the complaint is truthful. You also agree to keep the complaint confidential while the Market Manager and/or the ERFM Board works to address the matter.

For ERFM Board use only: Date received:

By:

Notes: