



Code of Conduct

Updated March 7, 2017

PURPOSE

Black Hills Farmers Market (BHFM) vendors and their employees, agents, volunteers, etc. shall conduct themselves in a professional, business-like manner and cooperate with BHFM management and board of directors at all times. Person's behavior and/or manners will be an on-going factor in determinations of vendors' good standing and ability to continue doing business at BHFM. Professional standards that shall be applicable include, but are not limited to, the following:

PROFESSIONAL STANDARDS

- **Acceptance of Responsibility:** Vendors, as a condition of approval, shall accept responsibility for the conduct and actions of themselves and all persons working on their behalf at BHFM including, but not limited to, their employees, agents, family, and volunteers.
- **Communications:** Verbal and non-verbal communications of vendors and their employees, agents, volunteers, etc. shall be respectful and courteous. The use of discourteous, harassing, intimidating, threatening, insulting, or abusive language, gestures, etc., either in person or by electronic/digital means shall be prohibited.
- **Customer Service:** Vendors shall be responsible for responding to and reasonably addressing customer complaints. If vendor complaints are lodged, the BHFM Communications Policies shall be put into effect.
- **Honest Representation:** Vendors and their employees, agents, volunteers, etc. shall represent products and BHFM in an honest manner, whether written or verbal. Vendors shall not disparage the market or the vendors, merchants, or their products. Fraudulent, dishonest, or deceptive practices, which may reasonably upset market operations, mislead consumers, or damage other market merchants' businesses through lost sales, shall be prohibited.
- **Physical Altercation:** Any person who engages in physically threatening behavior or violence at BHFM against employees, other merchants, visitors, BHFM management or board members, shall be expelled from BHFM until a board determination is complete.
- **Reporting Issues or Problems:** Vendors must report any issues or problems in a timely manner. Matters that are not reported promptly may be difficult to address satisfactorily. Please reference the BHFM Communications Policies for information

on submitting formal communication. Informal communication, such as minor complaints, general questions, etc. can be given to BHFM management and/or board members at any time in any format.

- **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.

FAILURE TO COMPLY

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