



## CODE OF CONDUCT

The New West Farmers Market (NWFM) is committed to creating a diverse, inclusive, sustainable and accessible farmers market that strengthens community and our local economy, increases food security and supports local producers. The safety and well-being of NWFM staff, customers, volunteers, vendors and invited guests is of utmost importance. Harassment, threatening behaviour, acts of violence, hate speech and discriminatory actions at the NWFM, including office or by electronic means will not be tolerated. To ensure a welcoming and positive experience at our markets, we expect the following from all parties:

- **Respectful, Professional, and Courteous Behaviour:** All vendors, shoppers, market staff, volunteers, musicians, and visitors are expected to treat one another with respect, professionalism, and courtesy at all times.
- **Zero Tolerance for Discrimination:** Discrimination of any kind will not be tolerated. This includes any discriminatory language, comments, gestures, symbols, actions or dissemination of materials. We are dedicated to maintaining an inclusive and safe space for all individuals, regardless of their gender, gender presentation, sexual orientation, race, religion, ability, age, cultural background, education, ethnicity, immigration status, language, nationality, physical appearance, or religion.
- **Compliance with Policies:** All vendors, shoppers, market staff, volunteers, musicians, and visitors are required to comply with all NWFM policies, procedures and [Vendor Guidelines](#).
- **Professional Communication:** All vendors, shoppers, market staff, volunteers, musicians, invited guests, and visitors are encouraged to communicate any concerns, feedback, or complaints in a constructive and professional manner. Disagreements or dissatisfaction should be expressed calmly and respectfully.

### UNACCEPTABLE BEHAVIOUR:

**Any physical or verbal misconduct from anyone at the market that includes but is not limited to the following examples, will be asked to leave the market immediately and banned from the NWFM premises pending the outcome of an investigation:**

- Intimidating, harassing, abusive, discriminatory, or demeaning speech, materials, or conduct.
- Physical violence, threats, or violent language or symbols.
- Sexist, racist, homophobic, transphobic, or other discriminatory jokes and language.
- Personal insults or oppressive behaviour, especially related to gender, sexual orientation, race, religion, ability, age, cultural background, education, ethnicity, immigration status, language, nationality, physical appearance, or religion.
- Taking photos, videos, or audio recordings to embarrass or harass others, or for commercial purposes without consent.
- Lewd or offensive behaviour, including sexually explicit or offensive language or materials, profanity, obscene gestures, or racial, religious, or ethnic slurs.

### **REPORTING, INVESTIGATION AND DISCIPLINARY ACTION:**

- In the event of a disagreement or dispute, vendors, shoppers, staff, volunteers, musicians, invited guests and visitors should immediately visit the Market Manager to seek resolution.
- A report of failure to comply with any component of the Code of Conduct will be assessed and reviewed by the Market Manager and, depending on the severity, the Board of Directors.
- Violations of the Code of Conduct will result in the New West Farmers' Market taking disciplinary action appropriate to the severity of the violation. Such actions may include verbal and written warnings, suspension from Market participation, and/or expulsion from the Market.
- If a vendor has a complaint about another vendor, please inform the Market Manager or submit a [Vendor Concern Form](#) to [info@newwestfarmers.ca](mailto:info@newwestfarmers.ca).

Otherwise, if you experience or witness harassment or have other concerns, **do not engage directly**. Instead, please inform the Market Manager or reach out to us at [info@newwestfarmers.ca](mailto:info@newwestfarmers.ca).

- If a vendor or customer has a concern about market staff, please contact [board@newwestfarmers.ca](mailto:board@newwestfarmers.ca)
- Procedures for responding to reports or incidents of bullying and harassment are conducted in compliance with Workplace BC's [Policy P2-21-2 – Employer Duties: Workplace Bullying and Harassment](#), [Workers Compensation Act](#) and [Occupational Health and Safety Regulation](#).

Thank you for helping us create a respectful and inclusive community at the New West Farmers Market.