

# Greensboro Farmers Market, Inc. Vendor Participation Guidelines

## Greensboro Farmers Market, Inc. Mission

Greensboro Farmers Market, Inc. provides citizens of Greater Greensboro with opportunities to purchase and learn about local foods and crafts while interacting with producers and each other in a friendly and diverse social setting. In so doing, GFM encourages and supports growth of local foods and artisan goods businesses to improve Greater Greensboro's economy, support better health through healthy eating and build social and community connections.

## Preamble

This is an agreement between the Vendor, including their agents, employees, and representatives (Vendor) and Greensboro Farmers Market, Inc. (GFM) to provide selling space in the Greensboro Farmers Curb Market. These Guidelines are binding on all parties including Vendor's employees, agents, and representatives.

These guidelines cannot cover every situation that may arise in the market. Market Management, the Executive Director or their designee acting on behalf of the Board of Directors, will make determinations based on our mission and maintaining the integrity of the market.

The Vendor agrees to follow all terms and conditions of these guidelines and instructions of Market Management.

## 1. Market Policies and Operating Guidelines

### a. Who May Sell:

- i. Farmers, food artisans, craft artisans and their representatives as defined in Schedule One of these Guidelines
- ii. Guest Vendors as defined and approved under these Guidelines in Schedule One
- iii. Nonprofit and educational entities approved by Market Management

### b. What May be Sold

Items produced by Vendors, specified on their applications and listed and described on Schedule Three

### c. Operating Times: Market Management sets operating days and hours. Current hours are detailed on Schedule Two

## 2. Applications to Sell

- a. Applications to sell are available from the Market Manager and at [gsfarmersmarket.org](http://gsfarmersmarket.org)
- b. All new applications are considered for daily status rather than annual status
- c. New applications will be accepted and reviewed two times each year:
  1. During February and August
  2. A non-refundable application fee of \$25 must accompany each new application

Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

3. Applications are valid for one year from receipt of payment for future review and possible action. Management may review and approve applications throughout the year to fill the needs of the market.
  - d. Annual Vendors with current table assignments must notify Market Management of their intent to renew by December 1 and submit renewal applications by December 15.
  - e. Application approval for daily Vendor status does not guarantee table space. Market Management assigns table space for daily Vendors with farmers having first priority, prepared food second priority and craft artisans as space permits
  - f. Craft artisan applications must include descriptions and photos of products with their applications. The Vendor Advisory Committee will recommend craft Vendors to the board based on available space and appropriateness of items offered. GFM encourages craft items using locally produced materials and that are farm and garden related. All crafts must be original and handmade by the Vendor rather than assembled from kits.
  - g. A Vendor wishing to sell an item not otherwise listed may apply in writing to Market Management for consideration by the Vendor Advisory Council (VAC) and GFM Board
  - h. Vendors approved to sell produce, food or crafts may only sell items listed on their application and approved by Market Management. Vendors wishing to add new categories of items must submit an amendment to their Vendor application and be approved by VAC and Market Management before selling new items
  - i. GFM will visit Vendor sites and tables randomly. GFM may conduct additional visits in response to customer, Vendor or Management concerns. GFM is not obligated to share the source of a challenge or product question with the Vendor. Vendors shall provide documentation of production such as receipts, photos, etc. within a three days after requested by market management. Failure to provide opportunity for a satisfactory inspection will result in suspension of selling privileges.
  - j. All new Vendors must be inspected before selling in the market.
  - k. For farm Vendors, a Producer Certification must be submitted annually.
3. Attendance Requirements and Table Assignments
- a. Vendors with annual tables must attend a minimum of seventeen Saturdays to retain annual status and reserved tables.
  - b. Currently authorized daily Vendors must attend Market at least four times year. A Vendor not attending at least four times must reapply including payment of application fee as detailed on Schedule Four
  - c. Vendors shall request a change in tables or status in writing. Market Management maintains a waiting list of those requesting changes. We strive to grant requests in order received. However Market Management will take into account factors such as products offered and attendance in filling requests.
  - d. Annual Vendors employing representatives as defined in Schedule One must personally participate in Market at least four times per calendar year to maintain annual tables
  - e. Fees are due on January 1<sup>st</sup> and must be paid in full no later than January 31<sup>st</sup> or on GFM's deferred payment plan to retain annual tables. Vendors wishing to defer full payment must submit a written request to do so. Under the deferred payment plan Vendors pay half of their total rent owed by January 31<sup>st</sup> and the remainder by June

Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

30. Any other arrangement requested must be approved by the Board based on financial hardship

- f. Annual tables are limited. Annual Vendors may rent a maximum of four annual tables. Vendors holding more than four tables continuously since yearend 2012 may continue to rent that same number of tables as long as the appropriate fees are paid, tables are efficiently utilized, and the Vendor meets all other guidelines
- g. Table rental is non-transferable and non-refundable. Table space may not be subleased
- h. Annual Vendors shall inform Market Management of anticipated Saturday absences no later than noon on Friday. Market Management will then make table assignments for daily Vendors. Failure to inform manager of Saturday absences will be excused only for extenuating circumstances
- i. Annual Vendors who do not provide timely notice of absence to Market Management shall be disciplined per Schedule Seven.
- j. Market Manager or designee will assign daily Vendors table space as soon as possible. Daily Vendors may rent up to two tables based on availability and Market Manager's discretion
- k. Annual Vendors wishing to rent additional daily space must request such from Market Manager in advance of Market day. Farmers receive first priority for daily rentals. Daily rental payment is due upon assignment

4. Vendor Allocation:

The proportion of Vendor types selling in the Market will vary with time of year, availability of produce and demand from customers and Vendors. The proportions below are annual goals for types of Vendors:

- a. 1st: farmers - 75% of annual permit holders
- b. 2nd: value-added producers or food artisans - up to 20% of approved Vendors
- c. 3rd: crafts Vendors up to 20% of approved Vendors

5. Certifications

- a. All Vendors selling produce must provide a Producers Certificate annually. Any changes in items grown, raised, or foraged must be referenced on an updated Producers Certificate.
- b. Vendors advertising and selling organic products must also submit a copy of their current USDA organic certification
- c. Vendors selling meat must submit a copy of their meat handler's registration from the North Carolina Department of Agriculture and Consumer Services (NCDACS)
- d. Vendors selling dairy products for human consumption must submit a dairy license from NCDACS
- e. Any food item sold as not for human consumption must be clearly labeled as such
- f. Prepared food items, meat, cheese and fish sold must meet state and local health regulations. Vendors must provide Market Management with a copy of the appropriate inspection and certification required for the product they wish to sell
- g. Vendors producing and selling acidified foods such as pickles must submit NCDACS Certification to produce such foods

6. Vendor Responsibility

- a. GFM provides selling space, market promotion and other services to Vendors in the Market. Vendors are independent businesses who abide by the Market Guidelines

## Greensboro Farmers Market, Inc. Vendor Participation Guidelines

- in order to sell in our common facility. All sales are between the Vendor and customer. No representations otherwise will be made by Vendors or GFM.
- b. Annual Vendors are responsible for making sure they have checked in with Market Manager by opening time as specified in Schedule Two. Market Management will record Vendor attendance at Market.
  - c. All Vendors must arrive no later than 15 minutes prior to opening time as specified in Schedule Two. Tables may be released at the discretion of Market Management. Vendors arriving late without prior notification may be denied admittance per schedule Seven
  - d. Each Vendor must stay until Market closing unless Market Manager grants approval to leave earlier. Vendors who leave early with permission because they have sold out must place a sign so stating on their table(s.) Carts should not be used when leaving early
  - e. Vendors must leave the Market within 90 minutes of closing times
  - f. Each Vendor is responsible for keeping tables and surrounding space clean, aisles and walkways clear at all times during Market hours. Place trash in trash cans. Clean spills immediately with provided mops and brooms
  - g. At Market closing, Vendors must clean their table and area completely, including removing all discarded produce, food or plant material to the dumpster located behind the building. Failure to do so will result in a fine per Schedule Seven. Management will take a photo of the table or Vendor area that has not been properly cleaned
  - h. Market Management provides carts for Vendor convenience. Vendors may not store items on carts before, during or after Market. Carts should not be left in a way that inhibits movement or blocks exits
  - i. Vendors must provide their own scales and measures. Scales must be certified by Division of Weights and Measures annually
  - j. Vendors set prices for their products and must display prices for all products at all times
  - k. Management may direct Vendors to remove products that are not properly labeled
  - l. Products processed by someone other than the Vendor must be labeled with the processor's name and location. These items shall be produced from the Vendors personally produced goods as much as practical.
  - m. All items sold are to be of top quality unless clearly labeled as seconds.
  - n. Vendors must post signs identifying their businesses including location, products and any other information they deem helpful to customers. Market Management encourages signs and creative displays as long as they do not obstruct customers' view or access to other Vendors. If a Vendor is selling from multiple locations each one must have proper signage.
  - o. No water or ice that has come into contact with meat or fish may be deposited or allowed to drain on Market premises including parking lots
  - p. Vendors cannot keep their displays in place unless they are present every Saturday. Displays must be easily moved so that Market Management can remove them if necessary. If the Vendor is not at the Saturday Market and has left his or her display up, GFM may assess an additional charge. Vendors must remove displays for special events as required by Market Management. If Market Management has to remove a display, the Manager may assess a charge per Schedule Seven. Vendors may not leave perishing goods at tables or perishable goods in other storage areas when the Market is closed. Market is not responsible for any loss of any product (due to power outage or theft, etc.)

Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

- q. Common amenities such as sinks, refrigerator and storage space are available to all Vendors. Vendors must leave such amenities clean after each use. Common courtesy and respect of the property of others should be observed
- r. Vendor shall keep aisles and common areas clear. Selling from the front of your table beyond normal customer assistance is not allowed.
- s. CSA distribution is encouraged in the market. All products in CSA bags should be consistent with the Producers Certificate and what may be for sale on the Vendors table.

7. Conduct

Vendors determined to be using methods that are detrimental to sound Market operations, including the violation of Market Guidelines may lose their selling privileges.

These include, but are not limited to the following:

- a. Offering for sale produce that is unsound, unwholesome or which fails to meet the requirements of federal, state or local laws
- b. All Vendors must represent their products in an honest manner. Intentional misrepresentation of product; e.g., labeling products as organic without proper certification, failure to indicate source of products, use of improper labeling, etc.
- c. Disruptive behavior, abusive or offensive language or behavior directed toward other Vendors, Market customers or Market Management
- d. Use of or being under the influence of alcohol or illegal substances while at the Market
- e. Possession of firearms or other weapons while at the Market
- f. Other conduct which endangers the public or creates a nuisance.
- g. Any of the above will be documented by Market Manager and may be cause for dismissal

Vendors will foster goodwill and cooperation in all dealings with customers and Market Management.

8. Animals

Except for authorized service animals, no animals are permitted in the Market

9. Selling Outside the Market

- a. No one shall sell from parking lots unless authorized to do so by Market Management. Designated outdoor selling spaces are determined and assigned by Market Manager
- b. Market Manager may fill inside space before outside spaces are assigned. Priority will be given to annual Vendors and to Vendors with items which present better in bulk quantities such as peaches, corn, melons or pumpkins as determined by Market Manager
- c. No Vendor will sell within one half mile of the market for a period of two hours before and after market hours.

10. Compliance With Laws and Regulations

Vendors are responsible for complying with all applicable laws and regulations including payment of sales tax on products subject to sale tax. GFM assumes no liability for a

Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

Vendor's failure to comply with such laws and regulations.

11. Other Uses of the Market

GFM may choose to open the Market facilities for other activities when the Market is closed.

12. Notice

The Board of Directors may change these guidelines with thirty days notice to Vendors and City of Greensboro.

13. General Provisions

- a) Revocable License. VENDOR acknowledges and agrees that GFM is providing VENDOR with a license to sell VENDOR'S products at such location on GFM's premises as GFM determines, that such license is terminable at any time by GFM, with or without cause, and that GFM is not providing VENDOR a lease or other right to possess all or any part of GFM's premises.
- b) Indemnification. In consideration of GFM's execution of this Agreement, VENDOR hereby agrees to indemnify, defend, and hold harmless each GFM Indemnified Party for, from, and against all claims, liabilities, losses, and expense (including without limitation the fees and expenses of counsel) suffered or incurred by such GFM Indemnified Party arising out of any action or omission of any VENDOR Party relating to the VENDOR'S GFM, including but not limited to any injury to person or property caused by any food or other matter sold or otherwise provided by any VENDOR Party at or otherwise through the Farmers Market. For this purpose, "GFM Indemnified Parties" means GFM and its present or future directors, officer, employees, agents, and contractors, and the successors and assigns of each of the foregoing, and "VENDOR Party" means VENDOR and VENDOR's past, present, or future employees, agents, and contractors, and any other person on or about the GFM's premises at the invitation of VENDOR or involved in the preparation of any food or other matter sold or otherwise provided by VENDOR.
- c) Severability. If one or more provisions of this Agreement shall be deemed or held to be invalid, illegal or unenforceable in any respect under any applicable Law, this Agreement shall be construed with the invalid, illegal or unenforceable provision deleted, and the validity, legality and enforceability of the remaining provisions of this Agreement shall not be affected or impaired thereby.
- d) Entire Agreement. This Agreement embodies the entire agreement and understanding of the parties to this Agreement with respect to the subject matters of this Agreement and supersedes any and all prior agreements, arrangements and understandings relating to such subject matters.

Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

Schedule One - Definitions

1. Vendor: Farmers, food artisans and craft artisans as defined below
2. Farmers: growers/producers who personally produce
  - i. vegetables, fruits, mushrooms, herbs, grains and nuts
  - ii. dairy products including milk, cheese, ice cream, and yogurt
  - iii. eggs
  - iv. meat and meat products allowed by law
  - v. flowers by the stem or bunch and plants
  - vi. honey
3. Food artisans: producers of
  - a. baked goods
  - b. ground grain products
  - c. jams, jellies, pickles, preserves
  - d. regional or ethnic foods
4. Craft artisans: Original producers of arts & craft items; e.g., pottery, jewelry, apparel, wood & metal crafts, paintings, photography, personal care products and flower arrangements (fresh or silk)
5. Representatives: Vendor employees or assistants listed on the Vendor's application who sell goods produced by the Vendor on the Vendor's behalf at the Vendors table
6. Guest Vendors: Vendors providing seasonal or unusual products who sell for a limited time
7. Customer Advisory Board: a standing GFM committee comprised of Market customers who give guidance to Market Management
8. Local: Products produced or made within 100 miles of the Market and seafood whose point of origin is NC, SC, and Virginia.
9. Market Management: The Greensboro Farmers Curb Market is a facility of the City of Greensboro managed under contract by Greensboro Farmers Market, Inc. GFM's Executive Director or their designee manages day to day Market activities. The board of GFM sets Market policy and strategy
10. Vendor Advisory Board: A standing GFM committee comprised of Vendors who review and recommend applications to sell and give Vendor related guidance to Market Management

Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

Schedule Two – Operating Times

1. Year round on Saturdays, except when Christmas Day and New Year's Day fall on a Saturday. In that instance, the Market will open on the Friday before Christmas or New Year's Day
2. Wednesdays from May through December except when Christmas Day falls on a Wednesday. In that instance, the Market will open the Tuesday before Christmas Day
  - a) Wednesdays
    - i. May through December , 7:00 until Noon
  - b) Saturdays,
    - i. January- December 7:00AM until noon
  - c) Other times as determined by Market Management
3. Market Management may close the Market at any time conditions justify closing for the good of the Market and public safety. No refunds or pro-rations of rent are made because of closures.



Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

Schedule Three – Vendor Produced Products Allowed for Sale

1. Any vegetable grown from seeds, sets or seedlings by the Vendor
2. Fruits, nuts or berries grown from trees, bushes or vines owned by the Vendor
3. Any plant grown by the Vendor from seed, seedling, transplant, division or cutting
4. Bulbs propagated by Vendor
5. Honey produced by Vendor's bees
6. Fresh baked goods prepared by Vendor
7. Eggs produced by Vendors hens
8. Preserves, pickles, jams and jellies produced by Vendor
9. Fresh cut or dried flowers grown by the Vendor.
10. Meat or cheese from animals raised by the Vendor
11. Seafood from Vendor's premises or regional coasts, NC, SC and VA
12. Firewood cut by the Vendor
13. Worm castings produced and bagged by the Vendor
14. Nonfarm crafts produced by the Vendor
15. Other local food products by special approval only
16. Regional and ethnic foods produced by Vendor
17. Mushrooms raised by the Vendor
18. Wild foraged plant products harvested by the Vendor

Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

Schedule Four – Fees and Rental Rates

Fee Schedule

Annual or Daily Vendor Administrative Fee   \$35  
New Vendor App Fee                               \$25

Annual Table Rates

Tables	First	Second	Third	Four	Five +
Wall 2013	\$250	\$265	\$275	\$285	\$285
Center 2013	\$215	\$230	\$240	\$250	\$250

Daily Vendor Table Rates

Saturday

\$20 per day for each table  
\$10 per day for each table after 10 rentals  
\$10 per day, January -March

Wednesday

\$10 per day for each table  
\$5 per day for each table after 10 Wednesday rentals

Outdoor Rental

\$20 per day per quarter carport  
\$40 per day per half carport  
\$20 pop up tent, Vendor provides  
\$25 pop up tent, market provides

Note: Carport space accommodates four full table Vendors (10' x 10' space) under each carport. If a Vendor wishes to pull a truck into ½ of a carport space, they will be charged for a 10' x 20' space. Yearly Vendors have priority for outdoor bulk space.

Facility Rental

Use of building for up to 24 hours                               \$750.00  
Additional day use, per day                                       \$500.00  
Use of outdoor space during Saturday Market   \$250.00  
(100' x 100' space in field and/or Homeland Avenue parking lot)  
Other rates and uses as determined by Market Management

Other rental rates and fees-

Annual

- A. reserved parking space                               \$100
- B. refrigerator/freezer on site.                       \$25 per unit
- C. Other   as determined by Market Management

Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

Schedule Five - Parking and Pedestrian Management Plan

Parking at the Market is at a premium as attendance continues to grow. We have many families and older customers who need extra space and time to get in and out of the area. Our parking is spread out and difficult to manage. We are working with the City on various improvements and need Vendor cooperation in order to better manage our parking for the benefit of Customers and Vendors.

This policy may mean Vendors must unload then move their vehicle away from the building. Please arrive in time in order to move your vehicle prior to Market opening. You should have no problem moving your vehicle back to the building to load up at the end of market. This policy applies all during the year with exceptions from January - March.

1. Vendor parking during the market is first available and not reserved:
  - a. Grass lot on Homeland
  - b. Stadium lots
  - c. Homeland/Yanceyville gravel corner lot
  - d. Far west end of Lindsay St. lot
  - e. Handicapped spaces with proper tag
2. Vendors shall obey all parking signage and management instructions.
3. Customer parking areas are:
  - a. Homeland lots, Stadium lot, and Lindsay lot
  - b. Spaces along the Homeland creek lot and Lindsay St. building are reserved as signed for handicapped, seniors, and families
  - c. Along both sides of Homeland Avenue
4. Customer and limited Vendor Loading and Unloading  
Designated area by the carports is for short term loading and unloading with a limit of 15 minutes
5. Inventory in Vehicles and Delivery  
Designated spaces in the Lindsay St. and Homeland lots may be reserved by Vendors who have significant quantities to restock or need to come and go for a fee of \$100 per year. These spaces are allotted at the discretion of the Market Manager

Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

Schedule Six. Appeals Process

1. If a Vendor is suspended or fined as result of violation(s), the Vendor may appeal any suspension to the GFM Board. At least 6 members of the Board, two being Vendors, will hear an appeal. Fines are appealed to the Board Chair or his or her designee.

Such appeal must be made in writing within five days of suspension or fine and will be considered within seven days of a written appeal.

2. Market Management may conduct a farm visit at any time and for any reason with 24 hour notice. Failure to provide for or allow an inspection at a reasonable time will result in suspension of selling privileges until inspection is made.
3. Vendor and Market Management will have reasonable time to present facts and witnesses as part of the appeal. The Board will render a decision within 24 hours of hearing an appeal. All decisions are final.
4. Appeal requires \$100 cash to be submitted with the written appeal. The fee is refundable if Vendor is successful in appeal. If the appeal is not successful the \$100 is forfeited.
5. Vendor may not bring product(s) in question in market until inspection and appeal is heard.
6. Vendor agrees that any disagreement after the appeals process will be handled according to the rules of the American Arbitration Association and is the sole remedy available to the Vendor.

Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

Schedule Seven- Fines and Penalties

Market Management may fine, penalize, and/or deny the privilege of selling at the Market to any person who violates these guidelines and rules, or who otherwise takes actions, which Market Management determines to be detrimental to the Market.

GFM supports the use of progressive corrective action whenever possible and expects management to use the process on a fair and consistent basis. However, in some cases, because of the circumstances surrounding the behavior and/or action, the immediate suspension or dismissal of a Vendor may be appropriate

Market Management specifically reserves the right to request additional information or documentation from the Vendor. Vendor will cooperate and comply with all requests from market management.

Penalties-

- Verbal warning-documented
- Written warning and/or fine
- Loss of Annual Vendor Status
- Suspension from the market, duration at the discretion of market management

Fines-

- |  |               |       |
|--|---------------|-------|
| • Failure to notify of market absence by annual Vendor-    |               | \$25  |
| • Late Arrival, that is, not ready to sell by opening time | _____         | \$25  |
| • Leaving an area for others to clean up                   |               | \$50  |
| • Failure to remove items for special event                |               | \$100 |
| • Failure to follow Market Management instructions-        | Not to exceed | \$100 |
| • Other violation of market rules-                         | Not to exceed | \$100 |

Market Management has the right to levy any fine and/or penalty based on the severity and/or repetition of the infraction(s).

Vendor may not return to the market until a fine is paid.

Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

Schedule Eight  
Solicitation and Conduct Policy

The Greensboro Farmers Curb Market is a facility of the City of Greensboro, Division of Parks and Recreation, managed by Greensboro Farmers Market, Inc (GFM.) We are governed by our guidelines as approved by the City Council and subsequently amended. Because we are a joint use facility City and Parks Recreation Department rules and regulations may also apply.

Solicitation is permitted only at the Yanceyville St. entrance to the Market building, no closer than 20 feet from the door. Solicitations shall not disrupt the operations of the market, impede foot or vehicular traffic, nor create a safety hazard.

Additionally GFM Guidelines are as follows:

1. Vendors may have information pertaining to their products or operations, but may not have petitions or other materials on their tables.
2. GFM may, from time to time, provide space to non-profit groups whose activities in the market are aligned with a the mission and goals of GFM. Similarly, such groups may not display materials unrelated to their missions, their products, or the Market.
3. We expect all Vendors, customers, and visitors to conduct themselves in a polite and courteous manner and consistent with our Mission.

Greensboro Farmers Market, Inc.  
Vendor Participation Guidelines

Schedule Nine-Compliance and Inspections

Standard Operating Procedures for Table, Routine and Compliance Inspections

To assure compliance with GFM Guidelines, GFM management will conduct table, routine and compliance inspections. A minimum of two persons will be on each inspection team; preferably each team will include the Market Executive Director/manager and at least one Board member Vendor. It is the responsibility of each Vendor to keep his/her Production Certification updated so all inspections are relevant to the current situation of the Vendor. It is the responsibility of the Market Management to maintain records of all Vendor Inspections and to assure that proper procedures are followed for each inspection.

Three Inspection Protocols:

1. Table inspections are examinations of products sold in the market. Each Vendor will be so inspected at least one time each season (spring, summer, fall and winter) they sell at market.
2. Routine inspections of the Vendor's farm will be done before a new Vendor is allowed to sell at the market and at least once every three years thereafter.
3. Compliance inspections will be done any time in response to written complaints from consumers or Vendors or when market management has concerns about the compliance of one or more products a Vendor is selling at the market. Identity of those who file written complaints will be held in strict confidence.

General Guidelines for Inspectors

Inspectors will:

1. Be familiar with GFM guidelines and inspect to that standard as the representative of GFM and the consumer.
2. Gather all information relevant to the guidelines, objectively report what is seen and heard.
3. Report areas of compliance and non-compliance substantiated by evidence and observations.
4. Observe, ask questions to be certain to absorb all information necessary.
5. Act professional, thorough, respectful, unbiased, sensitive to confidentiality.
6. GFM will maintain an Inspection Kit in the office which will contain measurement tools, a flashlight, camera (still and video), and Compliance Forms

# Greensboro Farmers Market, Inc. Vendor Participation Guidelines

## Code of conduct

Inspectors will:

1. Maintain confidentiality
2. Foster goodwill and cooperation
3. Report suspected guidelines violations
4. Avoid conflicts of interest
5. Inspect to guidelines, offer insight to the producer regarding guidelines and compliance but not consult or give advice.

## Table Inspections

Table inspections will be done each season the Vendor sells at the market and at any other time determined to be necessary by market management or their designee.

Procedure:

1. Confirm that Vendor information (name & location) and all pricing is displayed.
2. Take inventory of table including lower shelves and take pictures.
3. Compare inventory to items approved to sell on application.
4. Make list of any questionable items.
5. Completely fill out inspection form
6. Consult with Vendor regarding questionable items in a discrete manner.
7. Schedule farm visit if necessary for no later than Monday a.m.(if at a Saturday market) if it is necessary to follow up with a Compliance Inspection

## Routine Inspections

Routine inspections will be done before a new Vendor may sell at the market and every 3 years thereafter, or upon Vendor request. Routine inspections will be conducted by market manager or designee.

Procedure:

1. Meet Vendor (no representative) at farm or designated location.
2. Ask Vendor what crops, livestock, or other products are in production at that time and list on inspection form.
3. Visit production areas of all listed items.
4. If possible, record by measuring device, camera, or other means number of row feet, number of trees/bushes, size of field or greenhouse or number of animals.
5. Visit and photograph storage areas.
6. Visit and photograph all production facilities.
7. Inquire about food safety procedures.
8. Does the Vendor make claims about production methods (organic, free range, etc), and are claims consistent with what is observed?
9. Ask about fertilization, weed control, pest management, and methods of animal husbandry.



## Greensboro Farmers Market, Inc. Vendor Participation Guidelines

10. Ask about other methods of distribution (other farmers markets, restaurants, CSA, etc.) and are they producing enough to supply all.
11. Exit interview
12. Write up and prepare report for Vendor file.
13. If inspection is done to confirm status of a new Vendor, they must be notified within 24 hours of inspection of decision from the inspection.

### Compliance Inspections

Compliance inspections will be done following a written complaint from consumers and Vendors or any time market management has concerns about the compliance of one or more products a Vendor is selling at the market. The identity of any consumer or Vendor filing a written complaint with market management will be held in strict confidence.

Compliance inspections will be done by market manager and at least one other designee who will be a GFM INC. board member, a Vendor at the market, or an expert on the product(s) in question.

#### Procedure

1. Meet Vendor (no representative) at farm or designated location.
2. Confirm with Vendor what crops/products/items that you are there to inspect.
3. Take photos of crops/products/items and record approximate amount in production or storage (if both keep data separate).
4. If possible, record by measuring device, camera or other means, number of row feet, size of field or greenhouse, number of trees, bushes, and animals.
5. If appropriate inspect and photograph storage and production facilities.
6. Exit interview.
7. Write up and prepare report for Vendor file.
8. Report results of inspection to Vendor and GFM board members within 24 hours of inspection.