

2021 RULES AND REGULATIONS MANUAL



A Program of Rogers Park Business Alliance
1448 W. Morse Ave.
Chicago, IL 60626
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773-255-6269 (mobile)
www.glenwoodsundaymarket.org
www.rpba.org

2021 Season Information

Dates: Sundays, June 6 – October 24 (closed July 4)

Hours: 9 a.m. – 2 p.m.

Site: 1233 – 1241 W. Pratt Blvd.

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WELCOME TO GLENWOOD SUNDAY MARKET

Glenwood Sunday Market (GSM) is a program of Rogers Park Business Alliance, a 501(c) 3 charitable non-profit organization located in the Rogers Park neighborhood of Chicago, IL. GSM is a farmers market that connects farmers and food artisans who grow and produce sustainable foods and products within a 200-mile radius of zip code 60626 with the residents, visitors and guests of our richly diverse community.

Vision, Mission, Values

GSM envisions an equitable, ethical and secure local food system. The mission of GSM is to make sustainable, regionally produced foods accessible to our whole community. Our values are:

- *Engagement* – we believe that by enhancing engagement between market shoppers, guests, vendors and the community at large, we will enhance knowledge and understanding of the importance of the local food system.
- *Secure, Local Food System* – we sustain our local food system through supporting the efforts of local farmers and food producers whose operational models maintain or improve the quality of our natural resources and assure long term accessibility to farmland.
- *Social Justice* – we believe that it is important to be community supported, community serving and community reflecting which we achieve by providing a welcoming environment for all and food access programming for those in need.
- *Sustainability* – we are committed to economic, environmental and social sustainability and to making GSM a self-sustaining entity through ongoing, active planning focused on achieving operational longevity.

History

GSM was founded in 2010 by a grassroots volunteer initiative in conjunction with leadership, guidance and support provided by Rogers Park Business Alliance, Special Service Area #24, former Ald. Joe Moore and the 49th Ward Service Office. Opening Day was Sunday, June 6, 2010. Rogers Park Business Alliance (RPBA) served as the fiscal agent for GSM from 2009 – 2011. In 2011, the GSM Board of Directors accepted RPBA's invitation to become one of its programs. The GSM Board transitioned to become GSM's Leadership Council which continues to provide guidance, expertise and leadership to the market.

Staff

GSM's Director, Sheree Moratto, is a full-time employee of RPBA and serves in the position of Sustainability Director for the organization. The Director is responsible for overall market direction including funding, public relations, finances, compliance, risk management, strategic planning, and special programs including food access programming.

GSM's Manager, Rachel Bowen, is a full-time employee of RPBA. The Manager is responsible for managing many administrative and operational aspects of GSM including market set up, site assignments, volunteer outreach and coordination, vendor management, marketing, customer service, bookkeeping and security personnel supervision.

RPBA's Maintenance Director, Brandon Harding, provides logistical coordination and manages RPBA's Maintenance Crew to prepare and maintain the market site, helps vendors set up, load in, load out and break down the market.

GSM will have three interns in 2021, thanks to our collaborating partner, Loyola University Chicago's School of Environmental Sustainability:

- Customer Service, Experience and Fundraising: Jack Brannon
- Logistics and Operations: Radhika Patel
- Marketing and Social Media: Samantha Daulton

. GSM also provides weekly security staff on an hourly, contracted basis. Security staff is onsite from 9 a.m. – 2 p.m. each market day.

APPLICATION PROCESS AND ADMISSION CRITERIA

Prospective Vendors must submit a complete application, upload all required supporting documents and pay a \$75 application fee at our online market management website, www.managemymarket.com. Priority acceptance consideration deadline was March 15, 2021. Applications received after the deadline are considered on a case by case basis.

Please note: GSM reserves the right to seek out and accept Growers and Producers whose products will be beneficial to the market at any time throughout the season.

To be considered for admission, vendors must complete GSM's annual comprehensive application including the affidavit page indicating that the vendor will abide by market rules and provide all permits, certifications and licenses required for the retail sale of the vendor's products at the market. Required documents may include certifications from the health department of the city, county and state where products originate, sustainability statement, images of their farm, kitchen and/or production site.

In addition, the following information will be reviewed during the consideration process:

- The vendor's positive history (if a returning vendor) with the market including adherence to market rules and regulations, seniority, market attendance, deportment and timely payment of fees.
- Space available at the market.
- The vendor's product knowledge and ability to communicate it.
- The vendor's product(s) assist GSM in maintaining its ideal balance of approximately 60% unprocessed farm/agricultural products grown by local farmers and approximately 40% value added products prepared by small-scale food artisans.
- Priority is given to vendors whose products are:
 - Locally, sustainably grown or sourced.
 - Of high quality.
 - Contain seasonal and regional ingredients purchased or sourced from GSM farmers and other local farmers.
 - Use of sustainable packaging materials.
 - Grown and/or produced within a 200-mile radius of zip code 60626.
 - Preference will be given to local producers who are certified organic.

Application Decision-Making Process

Once the application, supporting documents and application fee are received, GSM Director and Manager will review the materials and agree upon a recommendation as to acceptance, guest list or denial. Their recommendation is presented to the GSM Leadership Council for a final decision.

Acceptance

Applicants who are accepted to GSM will be informed within 5 business days of the Council's decision by email from the Market Manager.

Wait List

GSM occasionally has Vendor space available on an invitation-only basis. Wait Listed applicants may be offered guest appearances at GSM depending on space availability and GSM's preferred product mix. GSM Guest Vendors are charged a fee-per-session based on the GSM fee structure, payable in advance of their appearance.

If an applicant is put on GSM's Wait List, their application will be considered active until the end of the calendar year. Applicants who are accepted to GSM's Wait List will be informed by email from the GSM Manager. GSM's Wait List Vendor Program is managed by the GSM Director.

Denial

Applicants who are denied admission to GSM will be informed within 5 business days of the Council's decision by email from the GSM Manager. Denied applicants are welcome to re-apply to GSM in future years.

DOCUMENTATION REQUIRED FOR APPLICATION CONSIDERATION

Insurance

All applicants to GSM must carry commercial general liability insurance listing GSM/Rogers Park Business Alliance as additional co-insured. A minimum coverage of \$1 million per occurrence and aggregate for protection in the event an injury occurs at GSM or an injury is caused by the product(s) sold at GSM. Rogers Park Business Alliance reserves the right to require additional insurance at its discretion.

Business Licensing, Permits

It is the responsibility of the vendor to obtain and provide copies of all licenses and permits required to sell their products in the City of Chicago.

Health Code, Safety and Sanitation Certifications

It is the vendor's responsibility to obtain and provide copies of all licenses and permits required to sell their products at GSM, a farmers market located within the borders of the City of Chicago. These documents must be submitted in order for the vendor's application to be considered.

APPROVED MARKET PRODUCT LINES – GENERAL INFORMATION

GSM is a food and agriculture product-only market. GSM does not allow the sale of arts, crafts or other non-food or non-agricultural products. All items must be sold at retail value.

GSM reserves the right to prohibit a vendor from selling a product not previously approved in the application process. All products must:

- Be of the highest and freshest quality possible.
- Not be produced using any substance on the National Alliance's List of Prohibited substances.
- Be from the local, Midwest region and reflect Midwest seasonality whenever possible.
- Be from a small farm or small-scale artisanal food producer.
- Follow USDA's organic labeling requirements if the vendor and the product are certified organic.

Product Validity

GSM reserves the right to question the validity of any product sold at the market. GSM also reserves the right to request proof of any product's origin and the right to inspect any vendor's stated location of farm, kitchen, production facility, etc., at any reasonable time. If requested, vendors will be required to submit proof of a product's validity or site of production. Failure to provide the necessary information will be deemed as a violation of market rules which may result in the vendor's suspension or removal from GSM.

Farm/Business Visits and Inspections

GSM designated representatives may visit and/or inspect farms and facilities used by its farmers and producers by appointment during the normal business hours (9:00 a.m. – 5:00 p.m.). A map to the farm or facility with clearly written directions must be submitted upon request. A visit and/or inspection may include requests for ownership information and any other relevant information. Failure to allow an inspection constitutes a violation of market rules.

LOCAL FOOD AND LOCAL FOOD SHED SOURCING

GSM intends to showcase locally grown and seasonally available farm and value-added food products. The food our shoppers procure from GSM vendors should provide them with an education about what is in season in our region now as well as ideas of what they might cook at home after shopping at the market.

In 2021, GSM will continue to implement best practices as prescribed by the City of Chicago, State of Illinois and the Center for Disease Control in our ongoing commitment to a secure environment during the COVID-19 pandemic. Vendors will be allowed to sell fresh produce, frozen or otherwise processed, preserved and packaged foods. Ready to eat foods will be allowed but may not be consumed within the market's borders. Vendors should source as many ingredients as possible from farmers at GSM or from other local farmers. It is preferred that distinctive ingredients in prepared and processed foods be sourced from our local food shed, i.e., produced within 200 miles of zip code 60626 and/or from states surrounding Lake Michigan. Secondary ingredients should also be sourced locally whenever possible.

All vendors should be familiar with seasonal ingredients available at GSM and produced locally. It is preferred that no ingredient sourced outside the region should be the prominent and/or defining flavor. When it is not possible to source ingredients from our local food shed, it is preferred that the ingredients are sourced from small, local certified organic producers from other regions.

Vendor Category: GROWERS **Agricultural Products**

This section is for Growers who produce raw, unprocessed agricultural products and Growers who produce a value-added product from raw ingredients processed or prepared from their own recipe to create a value-added product:

- Each Grower or Grower representative must be well-versed on the business' product line and be able to answer questions on growing methods, sustainability practices, certifications, operations, etc.
- Growers must use sustainable farming practices paying particular attention to implementing practices that enhance the life of their soils.
- Growers selling cider or any value-added product based on ingredients sourced from their farm must have their product(s) processed by a method that creates an audit trail from ingredients to finished product.
- Hydroponic production is prohibited unless all hydroponic nutrients are OMRI (Organic Materials Review Institute) approved for organic production. Growers growing hydroponically must apply for organic certification and be certified organic by a USDA approved third party certifier.

- No Grower may use the term “organic” at the GSM unless their farm is certified organic by a USDA approved third party certifier and the farmer has submitted the farm’s most recent and current certification.
- The term “transitional organic” is prohibited.
- All items must be clearly priced and identified.
- **Due to the COVID-19 pandemic**, GSM is limiting the space available for all vendors. In the past, growers could request a maximum of two 10x10 stall spaces at GSM. However, that option is no longer available until further notice. GSM will inform vendors of the amount and location of space within the market parameters.
- **Due to the COVID-19 pandemic**, accepted GSM Vendors may select to develop collaborative relationships to maximize the number of products available to GSM shoppers while limiting the number of vendors physically present at the market.
- Agricultural products not grown by the Grower is prohibited without the GSM Director’s approval. Please see “*Growers Only – Adding another Grower’s Products to Line – Permanently or One Time Exception*” below.

Frozen, Dried, Canned and Jarred Foods

While farmers markets are primarily perceived as places to purchase fresh foods, GSM is very interested in extending the “season” by encouraging Growers to preserve foods via freezing, canning and drying. In addition to meat products which are required to be frozen, GSM allows other frozen products that are locally sourced and processed in a licensed facility.

A Grower may sell prepared or processed goods if the distinctive ingredient comes from their farm. Secondary ingredients will preferably be sourced locally. Examples include jams, cider, sausage, cheese, pickled vegetables, salsas, syrup, pies or baked goods. Growers may have a third party produce their goods, however, the Grower must:

- Be involved in the development of the recipe.
- Be responsible for the quality of the end-product.
- Provide all required licenses from the third-party facility or processor.

Please note that if the more than 80% of inventory being sold by a Grower is value added, processed foods, the market will reassess the business’ category, require the vendor’s involvement in the production of the product and may result in fees being re-calculated.

Growers Only – Adding Another Grower’s Products to Line – Permanently or One Time Exception (*approved GSM Leadership Council, 2016*)

Growers may request to sell a product from another Grower provided that:

- The producing Grower completes the GSM application in its entirety including signing the Affidavit, providing insurance documentation, naming GSM and RPBA as co-insured and paying all related application fees.
- A “farm of origin” label is displayed with the product.
- The GSM Grower submits a request for the exception in writing to the GSM Director no later than two weeks before the intended sale date.

GSM Staff will inform the applicants of the market’s decision within 10 (ten) business days of the request.

Vendor Category: FOOD ARTISANS

FOOD INTENDED FOR IMMEDIATE CONSUMPTION WILL BE ALLOWED AT GSM IN 2021 but may not be consumed within the market's borders until further notice.

Value-Added Products

This section is for food artisans making value added products using raw ingredients produced by others and not intended for immediate consumption at the market. GSM prefers that products sold at the market should showcase what is possible with locally grown or raised food products. General guidelines include:

- Vendors should be local, small-scale, artisanal food businesses that sell products that they, themselves produce, helped to produce or for which they provided the recipe.
- Vendors should source their distinctive ingredients from GSM farmers whenever possible.
- Ingredients used in products sold at GSM and the source for those ingredients must be available for customer review at market at all times. This includes common ingredients like flour and distinctive ingredients like fruit or herbs. Vendors are responsible for knowing where the ingredients they use are grown and produced, not just from where they are distributed.
- Prepared products must comply with all applicable federal, state, and local regulations.
- Each Food Artisan Vendor and/or their representative must be well-versed on their product line and be able to answer questions on production methods, sourcing of ingredients and how their products support agricultural sustainability.
- Prepared food vendors should be ready to provide receipts for ingredients purchased should a random audit be made regarding the source of specific products.
- Food Artisans must prepare and/or process their product(s) in such a way that an audit trail from ingredients to finished product is created.
- **Due to the COVID-19 pandemic**, GSM is limiting the space available for all vendors. In the past, Food Artisans could request a maximum of one 10x10 stall spaces at GSM. However, that option is no longer available until further notice. GSM will inform vendors of the amount and location of space within the market parameters.

Ready-To-Eat Foods prepared onsite allowed in 2021, but the food may not be consumed onsite

This section is for vendors who produce food products prepared onsite intended for immediate consumption. While GSM will consider applications in this vendor category, the food may not be consumed onsite at the market.

Please note GSM prefers that products sold at the market should showcase what is possible with locally grown or raised food products and sourced from GSM farms whenever possible. General guidelines include:

- Vendors are local, small-scale, food artisans. They may only sell products that they, themselves produced, helped to produce or for which they provided the recipe.
- Vendors must source their product's distinctive ingredients from GSM farmers whenever possible.

- The sources for ingredients must always be available for customer review at market. This includes common ingredients like flour and distinctive ingredients like fruit or herbs. Vendors are responsible for knowing where the ingredients they use are grown and produced, not just where they are distributed from.
- Processed products must comply with all applicable federal, state, and local regulations.
- Each vendor and/or their representative must be well-versed on their product line and be able to answer questions on production methods, sourcing of ingredients and how their products support agricultural sustainability.
- Processed food vendors should be ready to provide receipts for ingredients purchased, should a random audit regarding the source of specific products occur.

All Vendors

Representing Another Business Policy (*approved, GSM Leadership Council 2016*)

The Representing Another Business (RAB) Policy provides a process for accepted GSM vendors in good-standing to represent another business for an extended period of time.

- The accepted GSM vendor is considered the “Lead Vendor” and must be a vendor in good standing who is actively selling their product line at GSM.
- The RAB Partner is considered the “Partner Vendor” who must complete all GSM application requirements and pay the required application fee.
- Acceptance, denial or Guest Listing of the RAB Partner will be made by the GSM Leadership Council based on a recommendation of GSM’s Director and Manager.
- If the RAB Partner is accepted, full GSM fees will be assessed and all financial arrangements are made between the partners.
- The Lead Vendor and RAB Partner must have their own branding onsite at GSM, both at the stall and on the products.
- The Lead Vendor and RAB Partner will be included in all GSM marketing, communication and branding materials.
- No more than two 10x10 stalls can be requested by any Lead Vendor.

Cottage Food Industry Business

Cottage Food Industry Businesses are subject to the laws, rules and regulations imposed by the city, town, county and state in which the business is licensed to operate. Please contact the GSM Director if you own a Cottage Food Industry Business for details.

Non-food items: Must be a by-product of agricultural business

Non-food items may be allowed at the Market when they are a by-product of a primarily agricultural business or practice. For example, soap made with goat milk is allowed when sold by a goat farmer, or wool may be sold by a lamb meat vendor. The market reserves the right to limit non-food products. Non-food items must be included on the GSM Vendor Application or a written request to add non-food items must be made to Market Management if the item(s) are being added after acceptance.

Products Prohibited at GSM

- Live birds or animals for human consumption.
- Fresh, unfrozen meat and poultry.
- Products that have not been approved by GSM.

- Unauthorized agricultural products.
- Hobby ware, art objects, and all types of crafts and clothing.
- Substandard products.

GENERAL INFORMATION FOR ACCEPTED VENDORS

Season Dates, Market Hours, Location, Arrival, Departure

GSM's opening date is Sunday, June 6, 2021. The market will operate every Sunday through Sunday, October 24, 2021, barring unforeseen emergencies or withdrawal of City of Chicago approval. Hours of operation are 9:00 a.m. – 2:00 p.m.

GSM will be closed on Sunday, July 4, 2021.

Due to the COVID-19 pandemic and social distancing requirements, GSM's long-time home on Glenwood Avenue is not conducive to market operations. So, GSM is returning to 1233-1241 W. Pratt Blvd. for the 2021 season.

Vendors may arrive at GSM to setup beginning at 8:00 a.m. All vendors must be ready for customer order pick up by 9 a.m.

All vendor vehicles will be incorporated into the GSM set up plan for 2021. Shopping hours begin promptly at 9 a.m.

Vendors may leave after the market has closes at 2:00 p.m. GSM management will coordinate vendor departures for safe and swift closure of the market site.

In case of weather-related or other emergencies, GSM will close early. If a vendor has an emergency, please let GSM management know. GSM's team will arrange a quick and secure departure.

Attendance

Vendors must commit to the entire market season unless they have a unique agreement with GSM. **Full season vendors will be charged for the entire season, regardless of actual or planned attendance.**

- Repeat instances of non-attendance will result in the review of the vendor's eligibility to participate in the market.
- Unplanned cancellations due to vacations, holidays or holiday weekends are not permitted.
- If a National holiday (Fourth of July, Labor Day) falls on a market day, the market may be switched to another day at the discretion of the Market Director.
- Emergency cancellations due to unique situations will be dealt with on an individual basis.

Late Arrival

Vendors who arrive after 8:45 a.m. may not be allowed into the market site due to the complex logistics of site set up. **Please contact us at 773-255-6269 if you think you will be late.** We will try to accommodate you but cannot guarantee we will be able to do so.

Placement Within GSM Site

The GSM Director determines the location of the market itself. GSM's Manager determines the placement of the vendors' stalls within the market. Placements are not permanent and may be changed at the discretion of market management for any market session.

Set Up Protocol

Vendors will be assigned to a site that provides at least a six-foot distance between them and the neighboring vendor(s).

Vendors are required to use impermeable barriers (i.e., tables, vehicles, tents, weights, etc.) between themselves and customers to maintain at least a six-foot distance between them, other vendors and customers.

GSM will:

- clearly mark any area where guests queue with appropriate physical distancing guidance and will post signage to facilitate social distancing.
- state the total number of shoppers allowed into the market footprint at one time and continually track the number of shoppers entering, picking up orders and exiting to avoid overcrowding and keep the customers moving through the market
- provide practical visual guidance so customers may easily follow directional passageways for foot traffic

Operational Protocol

Protective gear must be worn by staff, vendors, volunteers and customers until further notice.

- Face coverings must be worn over nose and mouth, unless a person has a medical condition or disability that prevents safely wearing a face covering or is a child under the age of two.
- Personal Protective Equipment will be required to be worn in the market site by staff, vendors, volunteers and customers. GSM will provide disposable masks and gloves to those who don't have this gear.

Sanitation Protocol

- GSM will provide staff and volunteer training on cleaning procedures to ensure safe and correct application of disinfectants.
- GSM's tables, tents, barricades, chairs, and other high-touch surfaces will be thoroughly cleaned and sanitized prior to opening and throughout the day.
- GSM will ensure hand sanitizer is readily available for both customer, staff and volunteer use.
- GSM will clean high-touch surfaces used by staff and volunteers at least every 30 minutes.
- Vendors are responsible to clean high-touch surfaces at their market stall prior to opening and throughout the day.
- Vendors and staff are required to wear gloves following standard food handling guidelines.

CDPH and CDC Testing and Tracing Protocols for Staff, Vendors, Volunteers, Shoppers

GSM requires its staff and volunteers to self-screen* to ensure that no symptoms of COVID-19 are present. Any staff member or volunteer reporting any COVID-19 related symptoms will be prohibited from working at the market and will be required to self-quarantine according to CDC guidelines.

**Self-screening sample questionnaire*

1. Have you had a body temperature over 100 degrees Fahrenheit or have you used a fever reducer in the previous 24 hours to treat a body temperature over 100 degrees Fahrenheit?
2. Do you have a new cough that you cannot attribute to another health condition?
3. Do you have a new or worsening sore throat that you cannot attribute to another health condition?
4. Do you have new shortness of breath that you cannot attribute to another health condition?
5. Have you recently developed a complete loss of smell or taste?

Electricity

GSM does not provide nor have access to electricity.

Generators

Generators are not allowed.

Tables, Tarps, Tents and Weights

Vendors must supply their own tables, chairs, canopies or tents, displays, signage, weather protection, etc.

All vendors who wish to erect canopies or tents on the market site during normal periods of market operations including the set-up and break-down of periods, are required to have their canopies or tents sufficiently and securely weighted with a minimum of 50 lbs. at each corner to withstand weather conditions or be subject to immediate removal from the market.

- Unsecured tents are subject to immediate removal.
- Tables must be sturdy and stable with tops covered.
- Tables shall not be filled beyond load capacity and the products on the display table must be secured.

Trash Management

Vendors are responsible to keep their stall area clean and clutter free. Vendors must collect all matter and debris in their area without regard to whether or not the litter originated in their area. Refuse collected is to be disposed of off-site by each vendor. Repeat offenders face possible suspension or eviction from the market.

Weights and Measures

Vendors scales must be legal-for-trade commercial scales and may be certified annually. The face of the scale must be visible to the buyer. The use of a non-legal-for-trade scale at the market is prohibited.

Special Events

GSM is not planning to offer any special events onsite during the 2021 season. If that changes, we will inform all Vendors.

Vendor Benefits

GSM believes that enhancing engagement between market shoppers, guests, vendors and the community at large enhances knowledge and understanding of the importance of the local food system. Further, GSM is committed to sustaining our local food system through supporting the efforts of local farmers and food producers whose operational models maintain or improve the quality of our natural resources and assure long term accessibility to farmland. GSM provides our farmers and food artisans with the following benefits:

- Listed and linked on our website, www.glenwoodsundaymarket.org.
- Marketing via GSM's social media campaigns on Facebook and Instagram.

- For businesses on Facebook or Instagram: GSM will follow you and share your posts as appropriate.
- Volunteer support: GSM's Volunteers donate their personal time to support the market by serving on GSM's Leadership Council, on one of GSM's working groups, helping vendors load in and out, managing the market entrance and exit, staffing the Guest Services and Payment Table, covering vendor stalls during vendor breaks, working at our festivals, organizing market events and more.
- GSM Staff: GSM Vendors have easy access to GSM's Staff via email, phone and in-person, whether your business needs help accessing capital, navigating City of Chicago requirements, marketing, entrepreneurial training and more, contact us and we'll help in any way we can.

VENDOR FEES

As we all continue to recover from the impact of COVID-19, GSM is using its sliding scale fee structure, but lowering fees by 25%. Therefore, weekly fees will range from \$18.75 - \$45.00 rather than \$25.00 - \$60.00. We expect to return to our regular fees in 2022.

When GSM opened in 2010, vendor fees were based on a two-tiered, flat fee structure. Fees were set intentionally low primarily to make a new, untested market an easily affordable expense for vendors. The market developed a strong customer base and has continued to be a profitable market for its vendors. In 2012, market management was charged with developing a fee structure that would keep the market affordable for our vendors while covering 25% of GSM's annual expenses. The remaining 75% of operating expenses are covered by charitable donations, sponsorships, grants and special programs.

After much research and consideration, GSM staff developed and implemented a sliding scale, point-based system. The goal of the system is to make the mission, vision and priorities of the market transparent while also taking into account the size, complexity and earning power of our vendors resulting in what the market perceives to be an equitable per space fee.

The table below is a list of all of the components we are taking into consideration in arriving at the stall fee for your business. The basic concept is: *The lower the score, the lower the fee.* In 2019, weekly stall fees ranged from \$25.00 - \$70.00 per week per 10x10 stall.

Due to COVID-19, GSM is using the same fee structure, but lowering fees by 25%.

Vendor fees are assessed by GSM Staff who enter data from the vendor application into a score grid. Points are added up and the number of points indicates the vendor fee as per the above key. Vendors will be informed by GSM Director of their weekly fee and invoiced on a per scheduled appearance basis.

<u>GSM Point System Score Key 2021</u>	<u>Point Value</u>	<u>Your Score</u>
<u>Category 1 – Type of Vendor</u>		
<u>Grower</u>	<u>0</u>	<u>0</u>
<u>Non-Grower</u>	<u>2</u>	<u>0</u>
<u>Category 2 – Location of Business</u>		<u>0</u>
<u>Rogers Park Based Business</u>	<u>0</u>	<u>0</u>

<u>GSM Point System Score Key 2021</u>	<u>Point Value</u>	<u>Your Score</u>
<u>Non-Rogers Park Based Business</u>	<u>1</u>	<u>a</u>
<u>Category 3 – Active Participation in GSM</u>		<u>a</u>
<u>Active Participation in GSM Activities, Events, Initiatives in the past year</u>	<u>0</u>	<u>a</u>
<u>Not active in GSM Activities, Events, Initiatives in the past year</u>	<u>5</u>	<u>a</u>
<u>New Vendor in 2020</u>	<u>1</u>	<u>a</u>
<u>Category 4 – Employees, Staff</u>		<u>a</u>
<u>Workers are family, CSA members, volunteers</u>	<u>0</u>	<u>a</u>
<u>1-5 paid employees</u>	<u>1</u>	<u>a</u>
<u>6-10 paid employees</u>	<u>2</u>	<u>a</u>
<u>11-15 paid employees</u>	<u>3</u>	<u>a</u>
<u>16+ paid employees</u>	<u>4</u>	<u>a</u>
<u>Category 5 – Market Representative – Deleted in 2021 calculation</u>	<u>n/a</u>	<u>a</u>
<u>Category 6 – Organic, Biodynamic, Third Party Certifications</u>		<u>a</u>
<u>Certified Organic and/or Biodynamic</u>	<u>0</u>	<u>a</u>
<u>Transitioning to Organic (proof required), Certified Naturally Grown, Third Party Certification</u>	<u>1</u>	<u>a</u>
<u>Partially Organic (value added products min. of 50% by weight, food artisans only)</u>	<u>2</u>	
<u>Non-Organic</u>	<u>5</u>	
<u>Not enough information provided</u>	<u>5</u>	
<u>Category 8 – Sourcing</u>		<u>a</u>
<u>Farm or Food Artisan sourcing produce ingredients from GSM Grower</u>	<u>0</u>	<u>a</u>
<u>Non-GSM Grower-Sourced</u>	<u>1</u>	<u>a</u>
<u>No Agricultural Sourcing</u>	<u>5</u>	<u>a</u>
<u>Not enough information provided</u>	<u>5</u>	
<u>Category 9 – Product Line</u>		<u>a</u>

<u>GSM Point System Score Key 2021</u>	<u>Point Value</u>	<u>Your Score</u>
<u>No prepared or processed products</u>	<u>0</u>	
<u>Prepared & processed agriculture products made by Grower</u>	<u>0</u>	<u>a</u>
<u>Prepared, processed and/or pre-packaged goods by non-Grower</u>	<u>1</u>	<u>a</u>
<u>More than 25% of product line is prepared food to be consumed onsite NOT ALLOWED IN 2020</u>		<u>a</u>
<u>Category 10 – Packaging – Deleted in 2021 calculation</u>	<u>n/a</u>	
<u>Category 11 – Founding Vendor: Vending at GSM since 2010 opening</u>	<u>-5</u>	
<u>TOTAL POINTS – add up your points to arrive at total 2020</u>		
<u>0 or fewer points (2019 = \$25.00)</u>	<u>\$18.75</u>	<u>a</u>
<u>1 - 3 points (2019 = \$30.00)</u>	<u>\$25.50</u>	<u>a</u>
<u>4 – 7 points (2019 = \$35.00)</u>	<u>\$26.25</u>	
<u>8 - 11 points (2019 = \$40.00)</u>	<u>\$30.00</u>	<u>a</u>
<u>12 - 15 points (2019 = \$45.00)</u>	<u>\$33.75</u>	<u>a</u>
<u>16 - 19 points (2019 = \$50.00)</u>	<u>\$37.50</u>	<u>a</u>
<u>20 - 23 points (2019 = \$55.00)</u>	<u>\$41.25</u>	<u>a</u>
<u>23 - 26 points (2019 = \$60.00)</u>	<u>\$45.00</u>	<u>a</u>
<u>27 – 30 points (2019 = \$65.00)</u>	<u>\$48.75</u>	<u>a</u>
<u>30+ points (2019 = \$70.00)</u>	<u>\$52.50</u>	

One measure GSM considers in determining vendor fees is if the vendor is an “active participant” by contributing in some way to help maintain GSM’s vibrant atmosphere, robust programs and GSM itself. A vendor is considered an “active participant” by contributing in one or more of the following ways:

- Annual donor of charitable contributions to GSM.
- Owner of the business is present at GSM more than 50% of the time.
- Vendor contributes products or services valued at \$50 or more to GSM events or activities.
- Vendor serves on GSM’s Council.
- Vendor participates in GSM special event or fundraiser.
- Vendor’s business follows, shares and actively interacts with GSM on social media channels.
- Vendor’s business promotes their attendance at GSM.
- Vendor’s business is a member of Rogers Park Business Alliance.

Vendor Fee Payment

Vendors will be invoiced via email by GSM Manager through www.managemymarket.com. Payments will be due within 30 days of invoice and no later than May 30, 2021. GSM accepts American Express, Discover, MasterCard, Visa, PayPal. Payment by check can be arranged. Contact gsmmanager@rpba.org with any questions.

Selling at GSM in 2021

GSM will operate weekly using a walk-through model. Vendors have the option of participating in the WhatsGood App for pre-order pick up at market customers. Vendors may put products out for customer selection but are not required to do so. Vendors who have CSAs or use other online selling platforms are welcome to have customers pick up their orders at GSM.

Shopping at GSM in 2021

GSM will provide SNAP/EBT/Link shoppers with the opportunity to use their cards to purchase GSM wooden tokens and grant-provided paper vouchers to shop at GSM. Vendors will be responsible to provide credit, debit and cash paying customers with options to shop directly from the vendor.

Food Access at GSM

GSM is committed to providing multiple ways for individuals who would like to shop at the market to do so. GSM intends to provide dollar for dollar matching grants to SNAP/Link shoppers in 2021 for the purchase of produce while funds last.

GSM encourages all produce farmers who qualify to accept WIC (Women, Infant, Children) and SFMNP (Senior Farmers Market Nutrition Program) vouchers to do so. If you have questions or ideas about these programs, please contact the GSM Director at smoratto@rpba.org.

SAFETY, SANITATION

Potentially Hazardous Foods

Vendors are responsible for complying with the Chicago Department of Public Health guidelines concerning the vending of potentially hazardous products. These include but are not limited to: meats, poultry, fresh eggs, dairy products and cheese. If any vendor is deemed to be in violation of health codes pertaining to such products, the following measures will be taken by GSM:

- The vendor and the vendor's products will be immediately removed from the market for that day.
- The proper regulatory agency will be notified as soon as possible.
- Repeat occurrences will result in the removal of the vendor from GSM.

Product Temperature

Vendors are responsible for monitoring and maintaining proper temperatures in accordance with health codes. Vendors who sell foods that must be kept refrigerated or frozen must have an accurate thermometer at the market and keep a temperature log.

- Meats, Poultry and Fish: must be held at 0 degrees Fahrenheit or lower.
- Eggs: must be held at 40 degrees Fahrenheit or lower.
- Dairy and Cheese: must be held at 40 degrees Fahrenheit or lower.

Vendors are responsible for proper transportation and storage of potentially hazardous foods to, at and from the market (i.e. refrigerated cold storage containers, refrigerated vehicle capable of maintaining proper temperatures as outlined above).

If a vendor is deemed to be in violation of this section pertaining to product temperature, the following measures will be taken by GSM:

- First violation: \$50.00 fine and product(s) in question will be immediately removed from the market for that day.
- Second violation: \$100.00 fine and the vendor and the vendor's products will be immediately removed from the market for that day.
- Third violation: \$250.00 fine and the vendors selling privileges will be revoked and the vendor will no longer be eligible to participate in the market.

Vendor Responsibilities

- Vendors must keep stall area clean, tidy, and clear of produce trimmings, produce discards and piles of boxes.
- Smoking (including vaping, e-cigarettes and the like) is not allowed in market stalls or on the market site.
- Vendors may not bring live animals or pets to the market although service animals are allowed.
- Vendors must comply with GSM Director, Manager and/or Assistant's directions in all matters relating to safety and sanitation.
- Vendors are responsible for leaving their vending area and the common walkway around it "broom clean". Trash must be completely removed by the vendor without regard to whether the litter originated in the vendor's area.
- No dumping, use of city trash containers or dumpsters is allowed. Vendors who fail to clean up properly face fines of up to \$1,000.00 from the City of Chicago Department of Sanitation. Repeat offenders face possible suspension or eviction from the market.
- Vendors may not dump water at the market site

SAMPLING IS NOT ALLOWED AT GSM UNTIL FURTHER NOTICE.

SIGNAGE

All vendors must display a sign, with lettering at least 3 inches high, clearly identifying the name of their establishment, phone number and the city or town, county and state where their growing or food production occurs.

DISCLOSURE OF GROWING PRACTICES

Farming practices must be fully and truthfully disclosed when customers inquire. Failure to do so may result in the revocation of selling privileges.

STANDARDS OF CONDUCT FOR VENDORS AND REPRESENTATIVES

- Be knowledgeable about how products are used, grown, or produced. Be able to communicate this information clearly to our customers.
- Be courteous, professional and presentable at all times.
- Display products in a sanitary, presentable and attractive manner.

- Behave in a polite manner and practice clean personal hygiene.
- Do not drink alcohol, use tobacco products (including e-cigarettes), yell, hawk items, throw objects, use profane language, name-call, use slanderous remarks, play music and/or other amplified sounds.
- Treat other vendors, customers, market staff and volunteers with respect.
- Refer difficulties with customers, other vendors, volunteers or staff to GSM Staff member(s) onsite during operations and/or to the Market Director at any time. Please note GSM management reserves the right to require that such complaints be made in writing.
- Do not advertise items not related to market products.
- Vendors may not display printed material other than vendors' and GSM's promotional brochures and literature. This includes petitions, political advertisements, issue appeals, etc.
- Outside fundraising of any sort is not allowed.
- Do not solicit tips.
- Feel free to cross-promote with other market vendors, but do not engage in monetary transactions with other vendors for cross-promotional purposes.
- Committing a criminal act at the market will cause immediate expulsion from the market and will result in the permanent termination of vending privileges.
- The use, sale or possession of controlled substances at the market is absolutely prohibited and will result in immediate expulsion from the market and will result in the permanent termination of vending privileges.

GROUND FOR DISCIPLINE OR REMOVAL OF A VENDOR OR REPRESENTATIVE FROM GSM

Vendors and their representatives may be removed or suspended from GSM or may have their selling privileges at the market conditioned, modified, limited, or revoked by the Market Director and/or Market Leadership Council. Some reasons that may prompt a disciplinary action include:

- Failure to obey and conform to the State of Illinois or City of Chicago regulations and laws.
- Failure to follow GSM Rules and Regulations.
- Failure to follow the GSM's Standards of Conduct.
- Causing or maintaining an unsafe or unsanitary condition at GSM.
- Failure to attend a scheduled market without warning.
- Behavior that obstructs a vendor or other vendors' ability to transact business at the market.
- Any violation of Cook County Weights and Measures Regulations.
- A verifiable complaint about the validity of any product sold at the market.

VENDOR WITHDRAWAL

Vendors who choose to withdraw from GSM are asked to state their intention and their reasons for withdrawal in writing to the Market Director no later than 4 weeks prior to their proposed last date at GSM. A vendor who withdraws from the market forfeits all monies paid to the GSM for application and stall fees.

COMPLAINTS

Vendors are required to satisfy any customer complaint that pertains to their product line under any circumstance. They must accept returned product(s) and dispose of it (them) off-site. Failure to accept product returns from customers will be considered a violation of the Rules and Regulations of the market.

A vendor or a consumer may file a complaint in person, in writing, by email, snail mail or voice mail message with the Market Director if they suspect another vendor is violating GSM Rules and Regulations or if they suspect a vendor is selling, or offering for sale, items at the market that are not grown or produced by the vendor or are otherwise prohibited.

Complaints should be directed to GSM Director, c/o Rogers Park Business Alliance, 1448 W. Morse Ave., Chicago, IL 60626 or to the e-mail address: smoratto@rpba.org or to the telephone number 773-508-5885.

Complaint Process

When the GSM Director receives a complaint pertaining to quality, conduct, or unfair practices of a vendor, the Director will immediately contact the vendor via telephone call, email or personal visit, describe the complaint and request a response from the vendor.

- If the complaint is found to be warranted, the Director will request that the complaint be remedied and the Director will follow up with a visit to the market booth and/or to the place of production to ensure compliance.
- If it is not remedied immediately to the satisfaction of the Director then a written warning will be mailed and e-mailed to the vendor, including the date, time and nature of complaint, with the expectation that the offense will be remedied.
- A second complaint will result in the Director recommending disciplinary action to be determined by the GSM Leadership Council, the severity of which will be directly related to the gravity or repetition of the offense.
- A third complaint will result in the Director recommending to the GSM Leadership Council that the vendor be permanently removed from GSM.

A Vendor who is removed from GSM forfeits all monies paid to the GSM for application and stall fees.

GRIEVANCES AND DUE PROCESS

GSM has adopted a grievance/due process procedure that intends to provide a fair and reasonable procedure for aggrieved vendors or vendor representatives. This procedure is as follows:

- The vendor who is the owner of the business that is the GSM vendor may file a grievance with GSM Director and/or RPBA Executive Director if they believe GSM Staff Member, GSM Leadership Council member or RPBA Board member acted arbitrarily or violated the Market's Standards of Conduct or other Rules and Regulations.
- A vendor may file a grievance with the Executive Director of Rogers Park Business Alliance if they believe the GSM Director is acting arbitrarily or violating the market's Standards of Conduct or other GSM Rules and Regulations.
- Any grievance by a vendor must be submitted in writing and mailed directly to GSM, c/o Rogers Park Business Alliance, 1448 W. Morse Ave., Chicago, IL 60626.

- Grievances may also be emailed to GSM Director at smoratto@rpba.org and RPBA Executive Director at sprice@rpba.org.
- The GSM Director, in consultation with the Executive Director of the Rogers Park Business Alliance and the Chair of the GSM Council will immediately address the grievance.
- The disposition of the grievance will be provided in writing to the vendor by the GSM Market Director or RPBA Executive Director (as appropriate) within 10 business days of the filing of the grievance.

SEXUAL AND OTHER UNLAWFUL HARASSMENT

GSM is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of unacceptable behaviors:

- Unwanted sexual advances.
- Offering employment or other benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment or participation in an activity; (2) submission or rejection of the conduct is used as a basis for making employment and/or other significant decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive environment.

If you experience or witness sexual or other unlawful harassment, please report it immediately to the Director or Manager. If they are both unavailable or you believe it would be inappropriate to contact that person, you should immediately contact a member of the Executive Director of the Rogers Park Business Alliance. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any member of the Leadership Council of the GSM or the Board of Directors of the Rogers Park Business Alliance who becomes aware of possible sexual or other unlawful harassment must immediately advise the GSM Director so it can be investigated in a timely and confidential manner. Upon completion of the investigation, if necessary, corrective measures will be taken. These measures may include, but are not limited to: training, counseling, warning, suspension, or immediate dismissal as a volunteer, consultant or board member. Anyone, regardless of position or title, found through investigation to have engaged in improper harassment will be subject to immediate dismissal.

GSM prohibits any form of discipline or retaliation for reporting in good faith the incidents of harassment in violation of this policy, pursuing any such claim or cooperating in the investigation of such reports.

Any volunteer, consultant, board member or employee accused of sexual impropriety by another employee, volunteer, consultant, board member or any other member of the public and who will or is standing trial for sexual impropriety for any reason will be placed on immediate leave of absence. Employees will be placed on leave of absence without pay.

If there is reasonable evidence given against the accused individual or if there is a conviction in a court case, the individual will be dismissed from their volunteer activities, consulting activities or employment by the GSM Director in writing sent by regular U.S. Mail.

EMERGENCY INFORMATION

GSM is committed to providing a safe, secure and enjoyable market environment. One aspect of achieving these goals is to be ready to provide appropriate emergency care for our vendors, volunteers, vendor representatives, guests and customers at a moment's notice. Please provide GSM with appropriate emergency contact information for yourself and your colleagues on the forms provided. They will be maintained in a secure location.

SPONSORSHIP POLICY

GSM gratefully accepts tax-deductible corporate sponsorships to support its mission relevant activities. GSM will not solicit or accept sponsorships from corporate entities whose practices, policies, or operations are deemed unacceptable and contrary to the values implicit in its **mission to make sustainable, regionally produced foods accessible to our whole community and its vision of an equitable, ethical and secure local food system.**

GSM encourages the business community, service clubs, elected officials and other organizations to become sponsors of GSM events, programs, and services. A sponsorship is defined as a mutually beneficial exchange arranged in advance whereby GSM enters into sponsorship agreements with sponsors it deems appropriate. Sponsorship agreements may vary by sponsor. This policy is designed to be mindful of GSM's parent organization's status as a nonprofit organization under the law. GSM reserves the right to refuse or decline any offer of sponsorship at its absolute discretion or to negotiate with the sponsor concerning any aspect of a proposed sponsorship.

- GSM obtains support for a specified activity.
- Sponsor receives acknowledgement in return for cash and/or products and services-in-kind to GSM.
- GSM welcomes corporate sponsorship support of its efforts subject to the following guidelines:
- GSM will not accept corporate sponsorship that reflects in a negative manner on the organization, does not align with its mission, vision or values, or is not in the best interest of the health and safety of the organization.
- GSM does not accept corporate sponsorships for certain categories of products and services, including products or practices that have a deleterious effect on public and/or environmental health, illegal drugs and drug paraphernalia, weapons, tobacco products or establishments.
- GSM does not endorse, directly or by implication, any products, services, or ideas promoted except those sponsored directly by the organization.
- Individual staff should not receive any substantial benefit from association with sponsors. Any commissions, substantial gifts, or other financial benefits should be brought to the attention of a supervisor.

- GSM must retain control over any sponsored program and sponsors should not have any input into operational matters relating to a project they have sponsored.

This policy is not applicable to philanthropic contributions, grants, or unsolicited donations in which no benefits are granted to the sponsor and where no business relationship exists.

GSM, a program of Rogers Park Business Alliance, reserves the right to revise these Rules and Regulations at any time and users are deemed to be apprised of and bound by any changes to these Rules and Regulations.