



# Market Regulations

These regulations govern the operation, administration, and management of Green City Market (GCM). These regulations are in place to ensure a successful and safe market experience for all. Regulations also ensure vendor compliance with Green City Market, City of Chicago, Chicago Park District, and Department of Cultural Affairs and Special Events permits, as well as federal and state laws and food safety standards. GCM will implement and enforce all regulations pertaining to the operation of the Market. Vendors who violate any regulations will be subject to an immediate review of eligibility to participate in the market program as violations have the potential to put the entire market program at risk. GCM may modify these Market regulations at any time, and take any reasonable action to enforce them up to and including removal from the market. GCM requires all participants in the Market to be members in good standing as set forth in these regulations.

*Updated March 15, 2024*



## ABOUT GREEN CITY MARKET

Green City Market is securing the future of food by deepening support for sustainable farmers, educating our community, and expanding access to locally-grown food. We operate nine distinct yet interconnected programs to accomplish a deep impact across the city of Chicago.

## COMMUNITY COMMITMENT

In addition to the market regulations outlined in this document, all community members – including vendors and any representatives of vendors – agree to read, understand, and abide by the market’s [Community Commitment](#).

## EMERGENCY PREPAREDNESS

All vendors agree to read, understand, and abide by the market’s [Emergency Action Plan](#).

## GENERAL GUIDELINES FOR FARMERS

- A farm may be a sole proprietorship, partnership, or corporation.
- Farmers must have one of our approved third-party sustainability certifications of their growing or animal husbandry practices to reflect their commitment to the Market’s mission. [A list of approved certifications can be found on Green City Market’s website, here](#). Farmers who are in pursuit of third-party certification or have extenuating circumstances that prevent a third-party certification should contact [farmersupport@greencitymarket.org](mailto:farmersupport@greencitymarket.org) to discuss your farm’s unique situation.
- Farmers may not use the term “organic” at GCM unless their farm is certified organic by a USDA accredited third-party certifier and the farmer has submitted the current certification documentation with their GCM application.
- While we do not accept farmers who use hydroponic farming exclusively; vendors may use hydroponic farming to supplement their product. Hydroponic production

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must utilize nutrients that are OMRI approved for organic production. Farmers/vendors utilizing hydroponic growing techniques will be subject to approval on a case-by-case basis.

- The resale of agricultural products is strictly prohibited, unless the product(s) are approved by GCM as an associate vendor.

## FARMERS SELLING READY-TO-EAT AND PREPARED FOODS

A farmer may sell ready-to-eat, prepared or processed goods if the ingredients are sourced from their farm. The farmer may have a third party produce the goods (jams, cider, sausages, cheese, pickled vegetables, salsas, etc.) only if the farmer is: involved in the development of the recipe and responsible for the quality and safety of the end product.

Farmers selling ready-to-eat and prepared foods must meet the following guidelines:

- Farmers must provide Green City Market all required licenses and certificates from the third-party facility/processor, and include ingredient lists for every processed product in their application. Farmers selling ready-to-eat foods, prepared foods, or value-added products must follow the [Cottage Food Laws](#), county, state, FDA and [USDA requirements](#). Vendors are solely responsible for knowing and acquiring all necessary licenses (see "Required Licenses, Certifications & Supporting Documents" section).
- If the majority of the product being sold by a farmer throughout the entire season is a ready-to-eat/prepared/processed food, rather than fresh product or frozen meat, the Applications Committee may require them to be involved in the production.
- Farmers selling cider or any other value-added product based on a product from their farm must have their farm product processed by a batch processing method or other method that creates a clearly traceable audit trail from farm product to finished "value added" product. Documentation of this process must be submitted with the application.

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# GENERAL GUIDELINES FOR READY-TO-EAT AND PREPARED FOOD VENDORS

## ROLE OF READY-TO-EAT & PREPARED FOOD AT GCM

The primary purpose of ready-to-eat and prepared food vendors at GCM is to showcase the locally-grown, seasonal bounty of our Midwestern farmers. These vendors should provide shoppers with creative ideas, and highlight that locally-grown fruits, vegetables, and locally-made food products can be used as the base of a wide range of multicultural dishes. The offerings at prepared food vendor stands should be curated, limited, and change with the seasons.

- Ready-to-eat and prepared food vendors must:
  - Source ingredients directly from GCM producers whenever the product is available
    - *This includes vegetables, fruits, cheese, eggs, herbs, proteins, grains, bread, buns for sandwiches, sauces, jams, preserves, pickles, etc.*
    - [Here is a list of GCM vendors + their products](#)
  - Source ingredients directly from non-GCM producers whenever the product is not available through a GCM producer; non-GCM producer sources must:
    - be located within the four-state region of Illinois, Indiana, Wisconsin, and Michigan
    - Possess a GCM-approved sustainability certification.
  - Flour must be sourced from grain that is grown and milled locally and sustainably. As stated above, flour should be sourced from GCM producers whenever possible. Additionally, producers and millers who are members of the [Artisan Grain Collaborative](#) are deemed accessible sources.
  - Dairy, including milk, cream, butter, cheese and yogurt, must be sourced from farms located in Illinois, Indiana, Michigan, or Wisconsin that raise animals with demonstrated and documented sustainable farming + production practices. As stated above, dairy should be sourced from GCM producers whenever possible.

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- Ingredients that are not available locally or not available from GCM vendors shall be credibly sourced ethically and sustainably.
  - For example, sugar must be sourced from a sustainable source as it is not a locally-grown product.
- Sourcing from wholesalers or other retailers is not acceptable
- Non-local oils, spices, vinegars, and other pantry staples are allowable as ingredients in prepared food but will not necessarily be approved for sale as stand-alone products.
- Ready-to-eat and prepared food vendors must produce their products within the four-state region of Illinois, Indiana, Wisconsin, and Michigan.
- GCM requires that all ready-to-eat food vendors be involved in the production of the products they intend to sell. Vendors must create the recipe for the product; oversee and guide the production of the product in the processing facility or kitchen; and ensure the safety and quality of the product.
- All ready-to-eat and prepared food vendors must understand and comply with all cottage food, county, and state and health department regulations.

Vendors and/or anyone representing a vendor's business at GCM are responsible for knowing where their ingredients are grown and/or sourced, production methods, how their products support local agriculture and sustainability, and common allergen information.

## GENERAL PRODUCT REQUIREMENTS

As a reminder, all vendor products must be approved by GCM via Manage My Market and must:

- Be grown or produced in Illinois, Indiana, Michigan, or Wisconsin
- Reference Midwest seasonality and/or reflect season extension practices.
- Green City Market is a “producer only” market. This means that farmers may only sell products they have grown on their own land or land that they control, and ready-to-eat and prepared food vendors may sell only food that they have personally created. GCM allows extremely limited exceptions, through the Associate Vendor policies (see below for explanation of these policies).

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- GCM reserves the right to prohibit a vendor from selling product(s) whether or not it has been previously approved.
- Upon application process, Individual recipes must be submitted via the [Ingredients List Form](#) and submitted to Manage my Market.

## PRODUCT VALIDITY

GCM reserves the right to request proof of any product's origin and has the right to inspect any vendor's stated location of product production, at any reasonable time, without prior notice. A vendor must submit proof of a product's site of production upon request. Failure to provide the necessary information will constitute a violation of GCM regulations.

## PRODUCT QUALITY

GCM reserves the right to undertake a quality review of any product sold at the market at any time. Vendors will be notified in writing if GCM decides to further review a product(s). GCM will review/sample the product within a two-week period and do one of the following:

- o Allow the vendor to continue selling the product in its current state.
- o Recommend a specific change to the product to improve the quality, or the source/sourcing of the product or ingredient.

## PROHIBITED PRODUCTS

- Any product that is illegal and/or not approved for sale in the market location
- Live animals
- Fresh meat and poultry
- Raw milk
- Hobby ware, art objects, crafts and clothing
- Alcoholic beverages

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## PREPARED AND READY-TO-EAT FOODS

During the application process, all ready-to-eat and prepared foods will be evaluated by their individual recipes. Recipes must be submitted via the [Ingredients List Form](#) and submitted to Manage my Market.

Recipes will be evaluated as follows:

- Individual recipes must feature seasonal ingredients sourced from GCM producers, and these ingredients shall be highlighted or used in a substantial way.
  - *For example, blueberries should be used during blueberry season; apples should be used during apple season. etc. Garnishes, such as a single blueberry or basil flower placed on top of a pastry does not fulfill this requirement.*
- Individual recipes may not feature non-local, or non-seasonal ingredients
  - *For example, while a pineapple-upside-down cake may feature a majority of local flour by volume in its recipe; however, because the feature ingredient that is recognizable to a customer is the pineapple, a non-local ingredient, the product would not be an approved item.*
- Seasonally-shifted items (jarred, pickled, canned, frozen) are acceptable in ready-to-eat foods when there is no available fresh product.
  - *Frozen blueberries can be used in blueberry muffins outside of blueberry season, jarred tomatoes outside of tomato season, etc.*
  - *All seasonally-shifted items are required to be sourced from GCM growers and producers.*

## PRESERVED FOODS

### **Frozen**

Seasonally shifted frozen products are only allowed to be sold by a GCM grower or producer as a way to extend their season and economic sustainability. Seasonally shifted frozen items must be grown by the farmer and processed in a licensed facility. E.g., Frozen chestnuts may be sold by a chestnut farmer, and frozen fruit may be sold by a fruit grower.

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## **Dried**

Dried fruit and herbs are acceptable if they are sourced from GCM vendors. Vendors are encouraged to use fresh, seasonal ingredients. No ready-to-eat food vendor is allowed to sell dried fruit mixes or dried herbs "as is." This may only be done by the farmer who produced the original fresh product.

## **Jarred/Canned**

Jarred or canned products must feature ingredients solely sourced from GCM growers and producers.

## PET PRODUCTS

Pet products are only allowed at GCM when they are the direct by-product of the primary agricultural product or practice. GCM reserves the right to limit the sale of pet products.

## AGRICULTURAL BY-PRODUCTS

Non-food items are only allowed at GCM when they are the direct by-product of the primary agricultural product or practice. For example, soap made from goat milk is allowed if sold by a goat milk producer, or when the goat is utilized in the production of other food products that are also sold at market (E.G.: manure for crops; milk for feed). GCM reserves the right to limit the sale of non-food products.

## NEW PRODUCTION SUBMISSIONS

After acceptance into the market program, if a vendor would like to add additional products and/or change an approved product's recipe, vendors must submit a [New Product Application Form](#). Vendors must receive approval for new products prior to offering them for sale.

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## REQUIRED DOCUMENTS

The following required documentation must be submitted at the time of application and must be kept current at all times when participating as a vendor with GCM.

### CERTIFICATE OF GENERAL LIABILITY INSURANCE

- Required for all vendors
- Must include Green City Market as additionally insured with both GCM's administrative office address and the address of markets for which you are approved
  - Administrative Office Info: Green City Market (3057 N Rockwell St, Chicago, IL 60618)
  - Lincoln Park market: Green City Market Lincoln Park (1817 N Clark St, Chicago, IL, 60614)
  - West Loop market: Green City Market West Loop (115 S. Sangamon St, Chicago, IL, 60607)

### STATE SALES TAX LICENSE

- Required for all vendors

### THIRD-PARTY SUSTAINABILITY CERTIFICATE

- Required for all farmers

### SUMMER SANITATION COURSE CERTIFICATE

- Required for:
  - All prepared food vendors
  - Any vendor who will process and distribute samples at market

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## EGG LICENSE

- Required for all vendors who produce and sell eggs

## INGREDIENTS LIST

- Required for all products that are processed off-site or prepared on-site

## Food Processor's License

- Required for all vendors who process food off-site

# GENERAL FARMERS MARKET REGULATIONS

## VENDOR FEES

Vendor fees are assessed for each season and are non-refundable. Fees are charged as a “per stall” daily rate. A stall is defined by a 10x10’ square of space. Vendors selling in multiple categories will be charged fees for the predominant category as determined by the Applications Committee.

Vendors who make mid-season changes that affect the predominant category or increase the number of stall square footage will be charged fees to reflect those changes.

- Vendor fees will be billed in full upon acceptance into the market and can be paid via check, credit card, or bank transfer.
- Vendor fees are due according to the following schedule:
  - o Due March 30: Minimum of 25% of total vendor fees for season
  - o Due April 30: Minimum of 50% of total vendor fees for season
  - o Due May 30: Minimum of 75% of total vendor fees for season
  - o Due June 30: 100% of total vendor fees for season
- Vendors with outstanding, past due balances will not be allowed to participate in the market until fees are paid in accordance with the payment schedule.

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- Vendors who face financial hardship and need to request a payment plan must do so in writing to [farmersupport@greencitymarket.org](mailto:farmersupport@greencitymarket.org) prior to falling behind in payments.

Vendor Type	WL Saturdays	LP Wednesdays	LP Saturdays
Farmers	\$25.00/stall/day	\$20.00/stall/day	\$30.00/stall/day
Ready-to-Eat/Prepared Food	\$35.00/stall/day	\$30.00/stall/day	\$40.00/stall/day

## VENDOR ATTENDANCE

Attendance is critical to the overall success of each vendor and the market as a whole. A consistent shopping experience is essential to maintaining a returning base of customers. We depend on and appreciate your commitment to consistent attendance.

- GCM operates rain or shine in all non-emergency weather conditions.
- GCM will be open on national holidays unless specifically noted.
- GCM Lincoln Park operates April - November from 7 am - 1 pm.
- GCM West Loop operates May - November from 8 am - 1 pm.
- GCM typically operates a winter indoor market between December - March from 8 am - 1 pm.
- Market operating hours are subject to change.
- Vendors who commit to the full core season (May - October) will be charged for the entire season according to the appropriate daily stall rate; regardless of attendance.
  - *With rare exception, vendors may be approved to participate for a portion of the core season. Vendors who commit a partial season will be charged for the dates for which they are approved to attend; regardless of attendance.*
- Vendors who commit to pre- (April), post-season (November), and/or indoor market (December - March) dates will be charged for the dates requested and approved during the application process, regardless of attendance.
- Whenever possible, vendors should provide at least seven days notice prior to a planned absence so that customers can be appropriately notified. Notice must be provided in writing to [farmersupport@greencitymarket.org](mailto:farmersupport@greencitymarket.org).
- Advance notice is not required for unplanned absences (for example due to illness, vehicle breakdowns, or other emergencies); however vendors should contact GCM via phone at their earliest ability.

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## ARRIVAL, DEPARTURE, AND SELLING TIMES

- All times are in Central Standard Time (CST).
- Vendors must arrive at specified times for each market location.
- Vendors must be set up 15 minutes prior to market start.
- Emergency situations that may result in late arrival must be communicated to GCM staff via phone as soon as possible. Late arrivals may be subject to special load-in procedures to ensure the safety of our community.
- Vendors may leave only after the market has closed and a safe exit can be made as determined by GCM Staff.
- Vendors may not depart early from GCM without prior approval.
- Vehicles must remain on the blacktop paths at ALL times; vehicles are EXPRESSLY PROHIBITED from driving off of the blacktop path at any time and for any reason. Vendor vehicles must yield to any pedestrians on the path.
- Vendors must use the appropriate entrance for the location of their setup at market.

### **Green City Market Lincoln Park**

- Core Season setup takes place between 5:00-6:45 a.m.
  - *Please note: due to City of Chicago permit restrictions, vendors cannot begin setting up prior to 4:30 a.m.*
- Vehicle must be unloaded and removed from the blacktop path prior to setup.
- All vehicles must be clear from the path by 6:45 a.m. during the Core Season.
  - All vehicles must be clear from the path by 6:45 a.m. during pre-season and season extension.
  - The traffic pattern on Path #1 runs west to east - Enter on Clark St
  - The traffic pattern on Path #2 runs from north to south - Enter at the northernmost entrance on Stockton St.
  - The southernmost pathway may only be used as an exit.
- Break-down takes place between 1:15-2:00 p.m.
  - Vehicles may not re-enter the path until 1:15 p.m.
  - You may not retrieve your vehicle until your setup is completely broken down, including tables and tents. All items should be ready to load and staged in a way that facilitates an expeditious loading of your vehicle.

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### **Green City Market West Loop**

- Set-up takes place between 6:00-7:45 a.m.
  - Please note: due to City of Chicago permit restrictions, vendors cannot begin setting up prior to 6:00 a.m.
  - Please note: to respect our neighbors, noise must be kept to a minimum during setup (e.g. no music may be played, no yelling, etc.)
- Vendor vehicles must yield to any pedestrians.
- All vendor vehicles must be legally parked by 7:45 a.m.
- Vehicles and property must be clear no later than 2:00 p.m.

## VENDOR PARKING

### **Green City Market Lincoln Park**

Vendors with box trucks or any vehicle with a trailer must apply for a street parking permit. Vendors may only apply for one (1) street parking space. Street parking spaces will be issued on a first come, first serve basis. Space is extremely limited and priority will be given only to vehicles that cannot fit in the Chicago History Museum parking lot. Street parking spaces are not guaranteed even if you have been granted one previously.

If approved, the vendor will pay a truck fee of \$15/market day to receive a permit for the GCM permitted parking area. Vendors will be issued and must display the GCM parking permit in their vehicles window. Reserved box truck parking is currently available from April - November. Vendors will be responsible for parking outside of those months.

Parking fees are due in full by March 31 and are non-refundable.

### **Green City Market West Loop**

Specific parking instructions will be provided with acceptance letters.

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## SANITATION

- All vendors agree to read, understand, and abide by the market's Public Health Safety Plans and any city, state, or federal public health requirements.
- Vendors must keep their area (including preparation/staging/storage areas) clean, tidy, and clear of produce trimmings, produce discards, and piles of boxes.
- Smoking, vapes, and e-cigarettes are not allowed in the market area or within 15 feet of any market entrance

### **Potentially Hazardous Foods**

It is the responsibility of the Vendor to follow the Department of Health guidelines regarding the sale of potentially hazardous products. If any vendor is deemed to be in violation of health codes pertaining to such products, the following measures will be taken by GCM: (1) The vendor and the vendor's products will be immediately removed from the Market for that day, and (2) The proper regulatory agency will be notified as soon as possible.

#### Product Temperature

Vendors are responsible for monitoring and maintaining proper temperatures according to health codes.

Uncooked meats used in prepared foods must be held at the correct temperatures in accordance with city and state regulations. Temperature logs must be kept in accordance with city and state regulations and available at market for review.

#### Transportation and Storage

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).

### **Product Sampling**

Vendors are encouraged to sample their product. When offering samples, vendors must adhere to the following guidelines:

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- Each vendor personnel providing the sample must have a City of Chicago Summer Sanitation License.
- Keep samples in clean, covered containers.
- Use compostable utensils to distribute the samples.
- Use clean, disposable plastic gloves when cutting products for samples.
- Use cutting boards that are smooth, non-absorbent, and easily cleaned.
- Keep control of samples at all times. Self-service by customers is prohibited.
- Provide a compostable waste container at the sampling area for public use.
- Do not prepare (except trimming) food products on site.

## ASSIGNMENT OF SELLING SPACE

Vendor locations are NOT permanent and may be changed at the discretion of GCM Staff for any market day during the season and/or annually. In making any determination in this regard GCM will consider the following:

- Safety
- Number of stall spaces needed
- Electricity needs
- Vendor's marketing ability and product promotion
- The quality of the vendor's product display and customer service
- The participation of owners at GCM

## ASSIGNMENT OF ELECTRICITY OUTLETS

Electricity at the market is managed by the Chicago Park District. Vendors must apply for electricity to be used at the market and access is extremely limited. Electricity privileges may be changed at the discretion of GCM Staff for any market day during the season and/or annually. If permitted, vendors may only use one outlet per market day. Vendors may not pull more than 20 amps of electricity per outlet. GCM cannot guarantee the availability of electricity at every market. Please report any electricity outages to GCM Staff to alert the Chicago Parks District to inspect the outlet and electricity source. Vendors should always be prepared with a backup source of electricity if crucial to the vendor's business operations.

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## TABLES, TARPS, TENTS, AND GENERATORS

- Vendors must supply their own tables, tents, chairs, display arrangements, and weather protection.
- All tents must be weighted with at least 25 lbs per tent leg; regardless of weather conditions
  - *Tents without proper weights are subject to immediate removal by GCM Staff*
- 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.
- Generators used to power coolers or cooking stations must be small, quiet, and out of the way. All use of generators must be approved in advance by GCM. Power cords may not present trip hazards.
- Fuel for generators must be stored separately from the generator itself.

## SIGNAGE AND PRODUCT INFORMATION

- All vendors must display a sign to be provided by GCM, clearly identifying the name of their establishment, city, and state where their production occurs.
- Each product for sale must have a clear, readable identification sign with the price per unit.
- All ready-to-eat and prepared foods must have ingredient lists available within the selling space, either on a board or product sign, including the source of the ingredients and common allergens.
- Hydroponic produce and plant production must be marked accordingly.

## PRODUCT DISPLAY

Vendors must display their produce in a clean, well-presented manner. GCM reserves the right to suggest improved displays.

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## WASTE MANAGEMENT

Each vendor must dispose of their refuse in the appropriate on-site receptacles. Compostable, recyclable, and landfill waste must be sorted into the appropriate receptacles. Any large amounts of waste must be removed from GCM and disposed of off-site by the vendor. Before leaving GCM, vendors must collect all matter and debris in their area, whether or not the litter originated in their area.

## LOST AND FOUND

Any found items should be turned in to the GCM Info Booth prior to the conclusion of the market. Refer any customers looking for lost items to the GCM Info Booth for assistance.

## GCM MARKET CURRENCY

All vendors must accept any market currency for which they are eligible. GCM reimburses vendors for products paid using market currency on a monthly basis via ACH deposits. Training will be provided on specific market currencies prior to the season.

All vendors and vendor representatives must accept SNAP (Supplemental Nutrition Assistance Program) benefits, known as Link in Illinois (for eligible products only) for approved products. Customers will conduct their SNAP transaction at the GCM Info Tent and will receive a variety of GCM For All and LinkUp Illinois market currency to be used on eligible products only.

Link benefits may not be used to purchase flowers, ornamental or decorative plants, plant starts, or ready-to-eat foods (e.g., tacos, sandwiches). Customers should be directed to the Info Booth to purchase vouchers using their Link Card (Illinois' SNAP program, formerly known as food stamps). Please direct any questions that you or customers may have regarding Link or gift tokens to GCM Staff.

Please note, GCM does not reimburse for Illinois Senior Farmers Market checks or WIC Farmers Market checks as a market. Vendors themselves must apply to accept this currency and are responsible for processing the funds. Vendors are welcome and

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encouraged to seek out other food access programs that serve those facing food insecurity in our community.

All vendors and vendor representatives must accept GCM Gift Certificate vouchers and Club Sprouts Coupons (for all products), and any other applicable voucher(s).

GCM will distribute market currency collection bags to all vendors at the beginning of each market day, and collect them at the end of each market day. GCM will reimburse vendors for redeemed market currency on a monthly basis.

## WEIGHTS AND MEASURES

Scales must be legal-for-trade commercial scales and may be certified annually by the City of Chicago. The face of the scale must be visible to the buyer. The use of a non-legal-for-trade scale at GCM is prohibited.

## COMPLAINTS

Any GCM community member may file a complaint with GCM if they suspect a vendor is violating market regulations.

Complaints should be directed in writing to Green City Market at [farmersupport@greencitymarket.org](mailto:farmersupport@greencitymarket.org) or by mail at 3057 N Rockwell St. Building 6, Floor 2, Chicago, IL 60618. The complaint must include:

- Complainant's Full Name
- Address
- Phone Number
- Vendor Business Name
- Date of Complaint
- Description Complaint

All complaints will be investigated by GCM.

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Complaints that are founded will be remedied through the Market Regulations Violations process outlined in the Market Regulations.

False, unfounded, or unsupported challenges made to GCM will result in the review of eligibility of the complainant to participate in GCM programs.

## MARKET REGULATION VIOLATIONS

These regulations govern the operation, administration, and management of Green City Market (GCM). These regulations are in place to ensure a successful and safe market experience for all. Regulations also ensure vendor compliance with Green City Market, City of Chicago, Chicago Park District, and Department of Cultural Affairs and Special Events permits, as well as federal, state, and city food safety standards. GCM will implement and enforce all regulations pertaining to the operation of the Market.

GCM may modify these Market regulations at any time. If a regulation modification is made, GCM will provide written notice by email to the contact provided by the vendor in a reasonable amount of time.

GCM offers an annual training session prior to the start of the outdoor season to provide vendors an opportunity to engage in education and gain a better understanding of the market regulations; however it is the responsibility of each vendor to understand and adhere to all market regulations.

All market regulation violations will be documented in writing in GCM's market management system.

Vendors who violate any regulation may be subject to an immediate review of eligibility to participate in the market program as violations have the potential to put the entire market program at risk. GCM reserves the right to take any reasonable action to enforce market regulations up to and including removal from the market.

Any fees incurred by GCM due to a vendor making a violation will be the responsibility of the vendor; regardless of the remediation process undertaken.

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773-217-0776  
[farmersupport@greencitymarket.org](mailto:farmersupport@greencitymarket.org)

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## TYPICAL REMEDIATION PROCESS

### **First Violation: Verbal Warning**

If the violation does not immediately pose a serious risk to the market's operation, the vendor will be offered a verbal warning. The violation will be clearly stated and will reference the relevant section(s) of the regulations that were breached. The required corrective action, including a timeline for remediation will be clearly articulated.

### **Second Violation: Written Notice**

If the violation persists after the verbal warning, the vendor will be informed through a formal written notice sent by email. The violation will be clearly stated and will reference the relevant section(s) of the regulations that were breached. A corrective action plan will be written and shared. The required corrective action, including a timeline for remediation will be clearly articulated. The timeline will include an evaluation, completed by GCM, to assess whether the corrective action plan was followed and if the vendor has made genuine efforts to comply.

The written notice will also include notice that if the vendor violates market regulations for the third time, a fine will be immediately assessed and will be due prior to the market immediately following the issuance of the notice.

### **Third Violation: Fine and Corrective Action Plan**

If the violation persists after the correction period, a \$100 fine will be assessed and a final formal written notice will be issued. The fine will be due prior to the market immediately following the issuance of the notice.

A corrective action plan will be written and shared. The required corrective action, including a timeline for remediation will be clearly articulated. The timeline will include an evaluation, completed by GCM, to assess whether the corrective action plan was followed and if the vendor has made genuine efforts to comply.

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The written notice will also include notice that if the vendor violates market regulations for the fourth time, a fine will be immediately assessed and will be due prior to the market immediately following the issuance of the notice. Additionally, the vendor will be notified that continued violations of the market program will result in the vendor's ability to participate in current and future market programs.

#### **Fourth Violation: Fine and Participation Assessment**

If the violation continues to persist, the vendor will be issued an additional \$250 fine as well as a final written warning. This final written warning will clearly state that any further violations will result in an assessment of the vendors' continued participation in the current market season and a possible termination of the ability to participate.

A vendor who is removed from GCM forfeits all monies paid to GCM for fees.

## **MARKET REGULATION VIOLATION APPEALS PROCESS**

Vendors have a fair opportunity to contest unfounded claims and address any misunderstandings or inaccuracies related to market regulation violations and the remediation process.

The appeals process outlined below aims to promote accountability, foster trust between vendors and GCM, and ultimately strengthen the integrity of our market program.

#### **Submission of Appeal**

If the vendor believes a market violation notice or community complaint claim is unfounded or based on misinformation, they may submit an appeal in writing to [exec@greencitymarket.org](mailto:exec@greencitymarket.org) within 14 days of receipt of the complaint.

The appeal must include:

- Detailed rebuttal of the claim, addressing each point individually
- Factual supporting evidence or documentation refuting the allegations
- Any relevant policies, procedures, or regulations that support the vendor's position

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## **Review of Appeal**

The GCM Board of Directors Executive Committee will conduct a fair, impartial, and thorough review of the appeal of the documentation of the complaint or violation as well as the appeals submission at its next scheduled meeting. The committee will take all reasonable measures to maintain confidentiality of sensitive information shared during the appeals process, protecting both the vendor's and Green City Market's best interests.

## **Appeal Decision and Notification**

The committee will make a decision based on the evidence presented and will make one of the following determinations:

- **Appeal Upheld:** If the committee finds in favor of the vendor, the claim is dismissed, and any penalties or sanctions will be lifted.
- **Appeal Denied:** If the committee upholds the original claim, the vendor will be notified of the decision along with reasons for the denial in writing via the email address provided in the application process.

The decision is final and marks the conclusion of the appeals process.

## **Implementation of Decision**

If the appeal is upheld, the vendor resumes normal operations without penalties. If the appeal is denied, the vendor must comply with any penalties or corrective actions outlined in the original claim.

## **Documentation and Record-Keeping**

Throughout the appeals process, GCM will maintain detailed records of all communications, appeals, decisions, and actions taken using the organization's market management system. This documentation ensures transparency, accountability, and serves as a reference for any future disputes.

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