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Legal Responsibilities

Privacy

Nourish Knoxville publishes the participating Vendor roster as well as an interactive map on our website. The Vendor's website, social media outlets, email address, and/or phone number(s) provided in Manage My Market will be included with the roster & map for customer convenience, should the Vendor choose to share them.

The Vendor roster and contact information will not be shared with other organizations/ companies or sold by Nourish Knoxville.

Americans with Disabilities Act Compliance

The Americans with Disabilities Act (ADA) is a federal law that prohibits discrimination and ensures that people with a range of abilities can participate fully in American life. This law affects farmers markets, too.

At a minimum, Farmers Markets and Farmers Market Vendors should see that disabled visitors are not prevented from attending Market, shopping Market, or using a restroom. Nourish Knoxville strives to make all our Markets accessible to all people and will make layout adjustments as needed. Additionally, Vendors should offer assistance to disabled customers whenever needed.

Other resources:

- [Center for Agriculture & Food Systems: Farmers Market Legal Toolkit, Americans with](#)

Disabilities Act Compliance

- Department of Justice's ADA Website
 - ADA Guide for Small Businesses
 - ADA Update: A Primer for Small Business
- Department of Justice's ADA Information Line:
 - 800-514-0301
 - 1-833-610-1264 (TTY)

Workplace Harassment, Violence, & Discrimination

The safety of Nourish Knoxville's employees, customers, volunteers, Vendors, and visitors is of the utmost importance. Threatening behavior - verbal and/or physical - acts of violence, harassment, or discrimination of any kind at Nourish Knoxville Markets, offices, special events, or through electronic means will not be tolerated.

An individual who engages in such behavior may be removed from the premises immediately and prohibited from participating in Nourish Knoxville activities pending the outcome of an investigation. Following the investigation, Nourish Knoxville will take appropriate action, which may include - but is not limited to - suspension or termination of any business relationship and/or referral to law enforcement.

NONDISCRIMINATION

Nourish Knoxville prohibits discrimination of any kind, both against or by employees, customers, volunteers, Vendors, or visitors, on the basis of race, color, creed, ethnic origin, national origin (ancestry), religion, sex, age (over 40), disability, national origin, citizenship, marital status, sexual orientation, gender, gender identity, gender expression, genetic information, political beliefs, military or veteran status, economic status, or any legally protected status.

ANTI-HARASSMENT & -SEXUAL HARASSMENT

Nourish Knoxville prohibits harassment and sexual harassment of any kind. Such conduct is a violation of Nourish Knoxville policy and may also constitute a violation of state and/or federal law.

This policy applies to all employees, customers, volunteers, Vendors, contractors, and visitors, regardless of gender identity, and governs conduct at Nourish Knoxville Markets, offices, special events, and through electronic communications.

Harassment is prohibited in all forms and includes unwelcome conduct—verbal, physical, visual, or electronic—that creates an intimidating, hostile, or offensive environment.

Sexual harassment is a form of sex discrimination and includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when submission to such conduct is made explicitly or implicitly a condition of participation or

continued involvement, or when such conduct creates an intimidating, hostile, or offensive environment.

Examples of prohibited conduct include but are not limited to: overt displays or demonstrations of sexual activity; sexually abusive behavior; sexual touching or bodily contact; exhibitionism or voyeurism; inappropriate or overly familiar touching; sexual innuendoes; obscene gestures; and jokes or remarks of a sexual nature.

Harassment may also include unwelcome conduct based on an individual's protected status that contributes to a hostile environment.

REPORTING & ENFORCEMENT

Any employee, volunteer, or Vendor who witnesses, becomes aware of, or experiences harassment or sexual harassment is expected to report the incident as soon as possible so it can be addressed promptly.

Reports should be made to the Markets Manager, Markets Assistant, or their designee on duty that Market day. If the complaint involves the Markets Manager or designee, reports may be made to the Chief Operating Officer at zoe@nourishknoxville.org. If the complaint involves the Chief Operating Officer, reports may be made to the Chief Executive Officer or the Nourish Knoxville Board of Directors at board@nourishknoxville.org.

Nourish Knoxville will investigate all reports as quickly and discreetly as possible and expects full cooperation from all parties involved. Individuals who engage in conduct prohibited by this policy may be subject to disciplinary action, up to and including removal from the Market and termination of any role or business relationship.

ANTI-RETALIATION POLICY

Nourish Knoxville is committed to providing employees, volunteers, customers, Vendors, and visitors with a confidential and non-threatening way to raise their concerns without fear of retaliation. Retaliation against any individual for raising a concern, filing a complaint, or participating in an investigation/[Grievance Process](#) in good faith will not be tolerated.

No employee, volunteer, or Vendor may retaliate against any employee, customer, volunteer, Vendor, or visitor for reporting a concern or complaint, or for cooperating in an investigation/Grievance Process. Retaliation includes any adverse action taken because an individual raised or supported a concern in good faith.

Examples of prohibited retaliatory conduct include, but are not limited to:

- Disciplining, threatening, intimidating, or otherwise disadvantaging an individual for reporting a concern
- Providing false or misleading information or refusing to cooperate in an investigation
- Pressuring others to withhold information, deny misconduct, or conceal or attempt to

conceal prohibited conduct

Concerns or complaints protected under this policy include, but are not limited to:

- Safety concerns
- Product or Vendor-related concerns
- Harassment or discrimination complaints, including sexual harassment
- Participation in or cooperation with an investigation

All Vendors, employees, and volunteers are expected to comply with this policy. Individuals who violate this anti-retaliation policy may be subject to disciplinary action, up to and including removal from the Market and termination of any role or business relationship.

Any actual or suspected retaliation should be reported immediately to the Markets Manager, Markets Assistant, or their designee on duty that Market day. If the complaint involves the Markets Manager or designee, reports may be made to the Chief Operating Officer at zoe@nourishknoxville.org. If the complaint involves the Chief Operating Officer, reports may be made to the Chief Executive Officer or the Nourish Knoxville Board of Directors at board@nourishknoxville.org.

Vendor Conduct & Communications

CONDUCT

Vendors are expected to collaborate with each other and with Nourish Knoxville to create a safe, inclusive, and welcoming environment for all Market participants. Vendors must treat everyone—including customers, visitors, other Vendors, employees, volunteers, and entertainers—with courtesy, respect, and honesty.

Vendors must immediately notify Nourish Knoxville Staff of any unsafe conditions and cooperate to ensure the Market remains safe and welcoming.

All Vendors must:

- Promote physical and emotional safety in all Market activities
- Comply with all applicable laws
- Adhere to Nourish Knoxville policies, rules, regulations, and contracts
- Act honestly, fairly, courteously, and respectfully toward all employees, customers, volunteers, Vendors, and visitors
- Maintain the confidentiality of proprietary or sensitive information

Inappropriate actions include, but are not limited to:

- Creating an unsafe or hostile environment, including:
 - Fighting, threatening violence, or disruptive behavior

- Harassment or discrimination as defined in Nourish Knoxville policies
- Abuse, mistreatment, or bullying (including cyberbullying) of employees, Vendors, volunteers, customers, or visitors
- Rude, disrespectful, or offensive language, including in written or electronic communications
- Consumption of alcohol or illegal substances, or being under their influence on Market premises
- Malicious gossip, defamatory attacks, or disclosure of confidential information
- Falsifying records
- Negligence or misconduct resulting in property damage
- Repeated failure to follow reasonable requests from Nourish Knoxville Staff
- Gross misconduct

Failure to comply with these standards may result in disciplinary action, up to and including suspension or termination of the Vendor's business relationship with Nourish Knoxville.

COMMUNICATIONS

Vendors must uphold Nourish Knoxville's policies in all communications that reference or appear to be associated with Nourish Knoxville, the Markets, or any individuals connected with the Market. This includes internet postings, blogs, social media, and other public or electronic forums.

Vendors may **not**, under any circumstances, in any capacity related to their Vendor status:

- Violate the Vendor Handbook, other Market policies, or Nourish Knoxville policies
- Transmit offensive, fraudulent, libelous, or unsubstantiated claims or accusations
- Post pornographic or offensive content, off-color jokes, or harassing or discriminatory material
- Disclose information about current, ongoing, or past investigations conducted by Nourish Knoxville

Vendors responsible for inappropriate or disparaging communications may face disciplinary action, including suspension or termination of their business relationship, and may be subject to legal action.

Insurance

Vendors are responsible for carrying their own liability insurance in the amount they deem appropriate. Nourish Knoxville carries event liability insurance for each of our Markets but does not cover individual Vendors, their products, or their vehicles.

Additionally, all vehicles associated with a Vendor entering, parking within, or exiting a Market must be insured and driven by licensed drivers.

Property Loss/Damage

Vendors assume all responsibility for any losses of/damages to property or money at/from the Market site. Booths should never be left unattended and car doors should be locked (even if parked on site).