



GREEN CITY MARKET

2021-2022 RULES AND REGULATIONS FOR VENDORS

These rules govern the operation, administration, and management of Green City Market (GCM). GCM will implement and enforce all rules and regulations pertaining to the operation of the Market. GCM may modify these Market rules and regulations at any time, and take any reasonable action to enforce them. GCM requires all participants in the Market to be members in good standing as set forth in these rules and regulations.

Market Founder:	Abby Mandel (1932-2008)
Executive Director:	Mandy Moody
Board Chair:	Jenn Lejano

Administrative Office
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I. ABOUT THE MARKET

Green City Market, a 501(c)(3) not for profit organization, provides a marketplace for local farmers who raise their products in agriculturally, environmentally, and culturally sustainable ways. All of our farmers must have one of our approved third-party certifications (please see pages 6-7 for list of acceptable certifications) of their growing or animal husbandry practices to reflect their commitment to the Market's mission. GCM is a producer-only and food-only market.

MISSION:

Green City Market is paving a new path for the local food economy in the Midwest by deepening our support for small family farmers, educating consumers and the next generation of eaters, and increasing access to local, healthy, sustainable food.

2021/2022 MARKET DATES AND HOURS:

- GCM operates rain or shine.
- GCM will be open on National Holidays unless specifically noted.

2021 Outdoor Season

Green City Market Lincoln Park: Wednesdays and Saturdays, May 1 - October 30 from 7:00am to 1:00pm at the South end of Lincoln Park, approximately 1800 N. Clark Street.

Green City Market West Loop: Saturdays, June 5 - October 30 from 8:00am - 1:00pm in Mary Bartelme Park, 115 S. Sangamon St.

Pending permit approval, a November postseason (November 6, 13, and 20, 2021) will be offered as an optional season extension to all vendors accepted into the outdoor season. This market will take place in Lincoln Park and West Loop from 8:00am - noon.

2021/2022 Indoor Season

The Indoor Market for the 2021-2022 season is TBD.

2021 E-Commerce Season

GCM Delivered and GCM Curbside will operate on Wednesdays and Saturdays throughout 2021.

II. APPLICATIONS

APPLICATION INFORMATION

- Applications are accepted once per year for the outdoor and subsequent indoor market season. Any farmer or vendor who applies mid-season will be taken on a case by case basis. The decision to allow a mid-season application will be based on the current needs of the market. All of the criteria and fees of the normal application period apply during the mid-season review. Approval is at the sole discretion of Green City Market for admission.
- ***Applications will be accepted through the online application form only.***
- For an application to be considered, all requested materials and payment must be submitted together.
- For a list of required application components [click here](#).
- See below for a list of required Licenses, Certifications, & Supporting Documents

DEADLINES/FEES

- The 2021 / 2022 application will be posted online in January 2021.
- All application materials are due by 11:59pm CST on January 31, 2021. A \$75 application fee will be due with submission. Please note, incomplete applications will be assessed a late fee.
- Any applications received after 11:59pm CST January 31, 2021 will be accepted on a case by case basis. A \$200 late fee will be assessed for any late applications. The total due will be \$275.
- Application decisions will be sent no later than March 15, 2021.
- GCM Indoor Market date reservation application will be available August 2021. A \$50 application fee will be due with submission.
 - GCM Indoor Market date reservation application is due no later than August 31, 2021.
- Application fees are separate from, and not applied to, vendor dues, fines, or any other fees.
- Fees can be made payable by check made payable to Green City Market and sent to our office location at 2613 W Lawrence Ave. Chicago, IL 60625.

REQUIRED LICENSES, CERTIFICATIONS & SUPPORTING DOCUMENTS

The following required licenses, certifications, and supporting documents must be submitted with your application.

Requirement	Farmer	Prepared Food Vendor	Ready to Eat Vendor
Third-party certification verification	YES	IF APPLICABLE	NO
Commercial General Liability Insurance with Green City Market listed as additionally insured including our address (2613 W Lawrence Ave. Chicago, IL 60625)	YES	YES	YES
State Sales Tax License	YES	YES	YES
Egg license	IF APPLICABLE	NO	NO
Food processors license	IF APPLICABLE	YES	YES
Farmers Market Sampling certification (each employee doing sampling needs to have one)	IF APPLICABLE	IF APPLICABLE	IF APPLICABLE
Ingredients List *For new applicants only*	IF APPLICABLE	YES	YES
Non-Food Ingredients List *For new applicants only*	IF APPLICABLE	NO	NO
Understanding and compliance with the Illinois Cottage Food Law Understand the Illinois Cottage Food Law via IL Stewardship Alliance guide	IF APPLICABLE	IF APPLICABLE	IF APPLICABLE
Summer Sanitation License	NO	IF APPLICABLE	YES
Temporary Food License	NO	IF APPLICABLE	IF APPLICABLE

ACCEPTED THIRD-PARTY CERTIFICATIONS

American Grassfed Association

<https://www.americangrassfed.org/become-a-certified-producer/>

Animal Welfare Approved

<https://agreenerworld.org/certifications/animal-welfare-approved/>

Bloom Check

<http://www.bloomcheck.org/>

Certified Grass-Fed Organic Dairy

<https://www.organicvalley.coop/blog/organic-grass-fed-certification-seal-you-can-trust/>
<http://organicplustrust.com/>

Certified Humane

<https://certifiedhumane.org/>

Certified Naturally Grown

<https://www.cngfarming.org/>

Demeter

<https://www.demeter-usa.org/>

Food Alliance Certified

<http://foodalliance.org/>

Grain Millers

<https://www.grainmillers.com/our-company/certifications/>

Michigan Agricultural Environmental Assurance Program (MAEAP)

<https://maeap.org/>

USDA Organic Certification

United States Department of Agriculture -National Organic Program (USDA NOP)

<https://www.ams.usda.gov/about-ams/programs-offices/national-organic-program>

Other Resources in the Midwest

MOSES Guidebook for Certification

<https://mosesorganic.org/publications/guidebook-for-certification/>

III. ADMISSION OF VENDORS AND PRODUCTS

APPROVAL

GCM's approval of selling privileges is for a limited period of time, never exceeding one growing season. All products sold at the market are subject to restrictions by GCM.

ADMISSION CONSIDERATIONS

Admission is based on:

- A complete and timely submission of application, all applicable permits and licenses required for the retail sale of the vendor's products at GCM, and application fees.
- An understanding of and adherence to the GCM mission (see [here](#)).
- An understanding and adherence to GCM Rules and Regulations.
- An understanding and adherence to COVID safety guidelines.
- A product line and growing practices that comply with the GCM Rules and Regulations (see "Guidelines for Farmers" section page 12).
- The vendor's product knowledge and their ability to communicate it.
- Space availability at the market.
- Market needs / assortment.
- The vendor's positive history with GCM Markets (including adherence to market rules and regulations, market attendance, conduct, and timely payment of fees).
- Priority is given to farmers.
- Priority is given to unique and heirloom, heritage, or Arc of Taste items.

IV. VENDOR TYPES

FARMER

Includes: Fruit, vegetable, or flower grower; Raising animals for meat, dairy, or eggs; Cheese maker; Honey or maple syrup producer, Value added items produced using a farmers' own crops, i.e., pickles, jams, cider, etc.

PREPARED FOOD VENDOR

Produces foods to take home or eat on site. These foods are entirely prepared off-site. i.e., Breads, pastries, sandwiches, pizza, smoothies, etc. Vendors who wish to sell in multiple categories must follow the guidelines for each applicable category.

READY TO EAT FOOD VENDOR

Produces foods to eat on site. These foods are prepared on-site. i.e. Pizza, smoothies, tacos, etc. Vendors who wish to sell in multiple categories must follow the guidelines for each applicable category.

PRODUCER ONLY RULE

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 One Time and Associate Vendor policies (see below for explanation of these policies).

One Time Policy

In limited circumstances or to fill specific market needs, the One Time Policy allows GCM growers and producers to sell a product from growers and producers outside of GCM. Product from an outside grower or producer may be sold for a short period of time provided that:

- The farmer submits a request for the exemption in writing to GCM staff at operations@greencitymarket.org at least two weeks before the intended sale date **and** the exemption is approved by the Application Committee.
- The product fills a need within the marketplace assortment.
- A “farm of origin” label is displayed clearly with the product.
- The product must hold an approved third-party certification (see page 6-7).
- The grower or producer of the product shall be present a minimum of two market dates.
- The period of time the product is sold is no longer than 6 weeks.

Associate Vendor Policy

Farmers may sell a product from another farmer (Associate Vendor) for the entire season provided that:

- The Associate Vendor has an approved third-party certification for the product(s) (see page 6-7).
- The Associate Vendor also fills out the complete GCM application for their product(s), and is approved by the Application Committee.
- The Associate Vendor must list dates that they will be at-market with their application to be considered.
- The Associate Vendor pays the greater amount of either the appropriate tent fee per day for the season or \$150 for the season.
- A “farm of origin” label is displayed clearly with the product(s).
- The Associate Vendor is present in person at the GCM vendor's market stand to answer questions a minimum of two markets during the season.
- The GCM Vendor features no more than 3 Associate Vendors throughout the season, with no more than 8 products from these Associate Vendors at any one time.

V. VENDOR PRACTICES AND REQUIREMENTS

PROHIBITED PRODUCTS

- Live birds or animals for human consumption.
- Fresh meat and poultry.
- Products purchased by a seller that has not been approved by GCM.
- Hobby ware, art objects, crafts and clothing.
- Substandard products (see “Quality Review” page 12)
- GMOs.

PRODUCT REQUIREMENTS

All vendor products must:

- Be of the highest and freshest quality possible. Please see the “Quality Review” section page 12 for more information.
- Raw, uncooked meats 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.
- Be free of GMOs
- Be from Illinois, Indiana, Michigan, or Wisconsin and reflect Midwest seasonality.
- Be from a small farm or small-scale artisan food producer.
- Comply with all applicable federal, state, and local regulations.
- Not be labeled “organic” unless they have been certified by a USDA approved third-party certifying agency (see page 6-7).
 - Certified organic vendors must follow USDA Organic Labeling requirements.

PACKAGING REQUIREMENTS

In an effort to create a more environmentally sound marketplace, GCM is moving toward using all compostable disposables at market. Whenever possible, packaging materials should be compostable or recyclable. GCM offers on-site composting services at both the Lincoln Park and West Loop markets.

INSURANCE REQUIREMENTS

All GCM vendors must carry a Commercial General Liability Insurance Policy **listing Green City Market as additional insured**. It must have a **minimum coverage of \$1 million per occurrence and aggregate**. *Please make sure to use our current administrative address as the additional insured:*

**Green City Market
2613 W. Lawrence Avenue
Chicago, IL 60625**

FARM/BUSINESS VISITS AND INSPECTIONS

GCM representatives will visit and inspect farms and establishments used by its farmers and producers during normal business hours (8:00 AM – 4:00 PM CST) to verify compliance with GCM requirements. An inspection may include ownership information and any other information relevant to determining product legitimacy. Failure to allow such an inspection will constitute a violation of GCM rules.

PRODUCT VALIDITY

GCM reserves the right to question the validity of any product sold at GCM. GCM also 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 validity or site of production upon request. Failure to provide the necessary information will constitute a violation of GCM rules and may result in removal from the market.

PRODUCT QUALITY REVIEW

GCM reserves the right to undertake a quality review of any product sold at the market at any time. If GCM receives a complaint about a product's quality (i.e. taste, appearance, ingredients, place of origin) that product may be reviewed.

- Vendors will be notified if the Applications Committee decides to further review a product(s).
- The Application Committee will review/sample the product within a two-week period and do one of the following:
 - Allow the vendor to continue selling the product in its current state.
 - Recommend a specific change to the product to improve the quality, or the source/sourcing of the product or ingredient.
 - Ask the vendor to discontinue the product in question.
- If the vendor refuses to adapt or discontinue his or her products, a warning will be given and steps will be taken as per the complaint process described in section VIII.

GUIDELINES FOR FARMERS

- Third-party certification is required for all farmers (see page 6-7).
- Farmers must use sustainable farming practices, particularly practices that enhance the health of their soils.
- While we do not accept farmers who use hydroponic farming exclusively; vendors may use hydroponic farming to supplement their product. Hydroponic production must utilize nutrients that are OMRI approved for organic production. Farmers/vendors utilizing hydroponic growing techniques will be subject to approval by the GCM Applications Committee and GCM Board of Directors on a case by case basis.
- 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.
- A farm may be a sole proprietorship, partnership, or corporation.

- Family members and employees who assist in the production and marketing of the farm products are encouraged to attend GCM.
- The resale of agricultural products is not permitted.

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*.

Guidelines, Production & Sourcing of Ready-to-Eat and Prepared Food Items

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.
- Ready-to-eat and prepared food vendors may not sell goods for which they develop the recipe but have a third party produce the product.
- Vendors must be local, small-scale food artisans. They may only sell products they produce.
- Ready-to-eat and prepared food items must be produced within the four-state region of Illinois, Indiana, Wisconsin, and Michigan.
- Any ingredient that is available at GCM shall be sourced from GCM growers and producers.
 - *This includes vegetables, fruits, cheese, eggs, herbs, proteins, grains, bread, buns for sandwiches, sauces, jams, preserves, pickles, etc.*
- Individual recipes shall highlight or feature seasonal ingredients sourced from GCM growers and producers, and these ingredients shall be highlighted or used in a substantial way.
 - *Blueberries should be used during blueberry season; apples should be used during apple season. etc. Note: A single blueberry or basil flower placed on top of a pastry does not fulfill this requirement.*
- Oils, spices, vinegars, herbs, and other pantry staples are allowable. Preference will be given to items sourced from the market, and non-local ingredients that can be replaced with local items
 - *GCM reserves the right to ask that your recipe be amended to fulfill this requirement, Example: Swapping lemon zest with market-sourced lemon verbena, using fresh market herbs in place of dried herbs purchased from a store.*

- Non-locally grown items such as chocolate, citrus, banana, mango, avocado, rice, etc. are prohibited from use.
- Secondary and supporting ingredients that are not available from GCM growers and producers shall be sourced ethically, organically, and sustainably.
- Flour must be sourced from grain that is grown and milled locally and sustainably. [Click here for a list of acceptable sources.](#)
- Individual recipes must be submitted with your application to GCM via the Ingredients List Form.
- New recipes may be introduced throughout the season and must be submitted in writing to GCM Staff for review by the Applications Committee. ***New recipes must be submitted a minimum of two weeks prior to introduction at market.***

Regulation of Ingredients

- All vendor recipes and ingredients are subject to review or audit at any time by GCM. Vendors must submit any supporting documentation (invoices, receipts, etc) upon request.
- GCM reserves the right to prohibit a vendor from selling a product(s) whether or not it has been previously approved.
- All recipe ingredients used in products sold at market, and the source for those ingredients, must be listed and available for shoppers to review at market. This includes common ingredients like flour and spices. ***This is important for the health of your customers and your business' liability.***
- Common allergens must be clearly noted on recipes as well as on ***market displays and/or samples provided at GCM.***
- Vendors and/or anyone representing them at GCM, including market staff, are responsible for knowing where their ingredients are grown and/or sourced, production methods, how their products support local agricultural and sustainability, and common allergen information.

Seasonal Availability and Seasonal Shifting

All ready-to-eat and prepared food vendors are expected to know what is seasonally available from GCM growers and producers. Ready-to-eat and prepared food items and menus shall reflect the markets' seasonality. If a product is currently in-season, it should be featured in the ready-to-eat and prepared foods offered at market. E.g., blueberry scones during blueberry season, butternut squash soup during squash season.

Seasonally shifted items (jarred, pickled, canned, frozen) are acceptable in ready-to-eat foods when there is no available fresh product. E.g., blueberry muffins outside of blueberry season, jarred tomatoes outside of tomato season. 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.

Dried

Although dried fruit and herbs are allowed as secondary ingredients, they should be sourced from the market and dried. 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. The GCM Applications Committee reserves the right to approve or deny jarred and/or canned items based on current market needs and assortment.

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 the application committee with 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, and state requirements.** *Vendors are solely responsible for knowing and acquiring all necessary licenses (see "Required Licenses, Certifications & Supporting Documents" section page 5).*
- 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 (see definition above under "Guidelines, Production & Sourcing Of Ready-To-Eat and Prepared Food Items page 13).
- 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. **Examples of this documentation must be submitted with their GCM Application.**

NON-FOOD ITEMS

Non-food items are only allowed at GCM when they are the direct by-product of the primary agricultural product or practice. E.g., 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 (example: manure for crops; milk for feed). GCM reserves the right to limit the sale of non-food products.

VI. GENERAL FARMERS MARKET RULES

VENDOR ATTENDANCE

Attendance is critical to the overall success of each vendor. A consistent shopping experience is essential to maintaining a returning base of customers. Absences have a negative effect on not just the absent vendor but the market as a whole. We depend on and appreciate your commitment to consistent attendance.

- Farmers and proprietors shall personally attend the market at a minimum of twice per season. These dates shall be scheduled and coordinated with the Market staff. These appearances are meant to achieve high-level engagement with our shoppers; to enhance their market experience in an educational capacity, and to be used for promotion and marketing by GCM.
- Vendors must commit to the **entire market season** and will be charged for the entire season regardless of attendance.
- Unexcused absences will be assessed a \$250.00 fine. Fines must be paid prior to the vendor's return to the market. Two or more unexcused absences will result in a suspension from the market.
- Cancellations due to holidays or holiday weekends are **not** permitted.

ARRIVAL, DEPARTURE, AND SELLING TIMES

- 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 as soon as possible.
- 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.

Green City Market Lincoln Park

- Set-up 4:30am-6:45am
 - *Please note: due to City of Chicago permit restrictions, vendors cannot begin setting up prior to 4:30 a.m.*
- Vendor vehicles must yield to any pedestrians on the path.
- Vendors must use the appropriate entrance for the location of their setup at market.
- 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.

- No vehicle will be allowed to enter the path beginning at 6:15am
- All vehicles must be clear from the path by 6:45am.
- Vehicles may not re-enter the path until 1:15pm.
- Arrival: Vehicle must be unloaded and removed from the blacktop path prior to setup.
- Departure: 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.
- Vehicles and property must be clear from the park no later than 2:00pm.
- Vehicles must remain on the blacktop paths at all times, vehicles are prohibited from driving on grass or mulch. Any violation of this requirement will be assessed a \$100.00 fine.
- Any violation of GCM Lincoln Park Arrival, Departure, And Selling Times regulations will be assessed a \$100.00 fine.

Green City Market West Loop

- Set-up 6:00am-7:45am
 - *Please note: due to City of Chicago permit restrictions, vendors cannot begin setting up prior to 6:00 a.m.*
- Vendor vehicles must yield to any pedestrians.
- All vendor vehicles must be legally parked by 7:45am
- Vehicles and property must be clear from the park no later than 2:00pm.
Any violation of GCM West Loop Arrival, Departure, And Selling Times regulations will be assessed a \$100.00 fine.

Indoor Market - TBD

VENDOR FEES

Vendor fees are assessed for each outdoor and indoor season. Vendors selling in multiple categories will be charged fees for the predominant category as determined by the Application Committee. Farmers selling ready-to-eat or prepared foods will be charged the farmer rate. Vendors who make mid-season changes that affect predominant category or increase the number of tents will be charged fees to reflect those changes.

- Vendor fees will be billed in full upon acceptance into the market.
 - Due April 1, 2021: Minimum of 25% of total vendor fees for season
 - Due May 1, 2021: Minimum of 50% of total vendor fees for season
 - Due June 1, 2021: Minimum of 75% of total vendor fees for season
 - Due July 1, 2021: 100% of total vendor fees for season paid in full
- Fees may be paid by check made payable to Green City Market or by credit card. If paid by credit card a 3.0% fee will be charged.
- If a vendor participates in Lincoln Park Wednesdays and Saturdays, the vendor will receive a 10% discount on the total vendor fees for the season.

GREEN CITY MARKET: LINCOLN PARK

FARMERS - Fees are assessed for the entire outdoor market season and are calculated based on the following rates.

Wednesdays	Saturdays
\$10.00/tent/day	\$20.00/tent/day

READY-TO-EAT AND PREPARED FOOD VENDORS - Fees are assessed for the entire market season and are calculated based on the following rates.

Wednesdays	Saturdays
\$20.00/tent/day	\$30.00/tent/day

Truck fee for FULL OUTDOOR SEASON (GCM Lincoln Park only): Due in full May 1, 2020

Wednesdays	Saturdays
\$208/season	\$208/season

GREEN CITY MARKET: WEST LOOP

FARMERS - Fees are assessed for the entire outdoor market season and are calculated based on the following rates.

Saturdays
\$10.00/tent/day

READY-TO-EAT AND PREPARED FOOD VENDORS - Fees are assessed for the entire outdoor market season and are calculated based on the following rates.

Saturdays
\$20.00/tent/day

GREEN CITY MARKET: INDOOR MARKET

FARMERS/READY-TO-EAT/PREPARED - Fees are calculated based on the following rates and are due in full 2 weeks prior to the start of the indoor market season.

Saturdays
\$30.00/day + \$50 indoor application fee

PARKING

Green City Market Lincoln Park

- 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 trucks that cannot fit in the Chicago History Museum parking lot. Street parking spaces are not guaranteed even if you have been granted one previously.
- Vendors with box trucks or any vehicle with a trailer must apply for a street parking permit. If approved, the vendor will pay a truck fee (see above) to receive a permit for the GCM permitted parking area. Parking is currently only available from June - October. Vendors will be responsible for parking outside of those months.
- Vendors parking cars, small trucks (without trailers) or vans in the Chicago History Museum Parking Lot are eligible for an \$8 reimbursement each market day. Chicago History Museum Parking Lot placards and reimbursement forms may be picked up at the GCM info booth. Limit of one (1) reimbursement per vendor per market date. Parking lot receipts must be neatly stapled to a copy of the Vendor Parking Expense Report (Addendum 2) that clearly states the vendor's name, who the check is payable to, and the dates on which parking fees were paid and submitted to market staff at the Info Booth or by mail. Parking reimbursement will be paid between the conclusion of the outdoor market season and before December 31, 2021.

No receipts will be accepted after December 1, 2021.

Green City Market West Loop

- Specific parking instructions will be provided with acceptance letters.

Green City Market Indoor Market - TBD

SAFETY AND SANITATION

- All GCM markets are conducted in accordance with State, Federal, and local laws.
- Vendors must keep their area (including back area) clean, tidy, and clear of produce trimmings, produce discards, and piles of boxes.
- Smoking and e-cigarettes are not allowed in the market area.
- Vendors must comply with GCM Staff directions in all matters relating to safety and sanitation.
- Vendors must comply with City of Chicago [COVID-19 safety regulations](#).

Samples - if allowed under City of Chicago regulations

Vendors are encouraged to offer samples of their product when allowable by the city of Chicago. When offering samples, vendors should adhere to the following guidelines:

- Each vendor staff providing the sample must have a current sampling certification.
- Keep samples in clean, covered containers.
- Use toothpicks or 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 waste container at the sampling area for public use.
- Do not prepare (except trimming) food products on site.

Potentially Hazardous Foods

It is the responsibility of the Vendor to follow the Department of Health guidelines regarding the sale 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 GCM: (1)The vendor and the vendor's products will be immediately removed from the Market for that day. (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. Vendors who sell foods that must be kept refrigerated or frozen must have an accurate thermometer at the market. All vendors are subject to have the temperature of the products spot checked at any time.

- Meats and Poultry: must be held at 40 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.

If a Vendor is deemed to be in violation of this section pertaining to Product Temperature, the following measures will be taken by GCM:

- First violation: \$50 fine and product(s) in question will be immediately removed from GCM for that day.
- Second violation: \$100 fine and the vendor and the vendor's products will be immediately removed from GCM for that day.
- Third violation: The vendor's selling privileges will be revoked and the vendor will no longer be eligible to participate in GCM.

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).

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:

- Social distancing requirements.
- GCM product assortment and customer traffic flow.
- Priority is given to vendors who participate in both Wednesday and Saturday markets.
- Establishing an aesthetic to produce a positive shopper experience.
- Vendor's marketing ability and product promotion.

- The quality of the vendor’s product display and customer service.
- The participation of owners at GCM.

TABLES, TARPS, TENTS, AND GENERATORS

- Vendors must supply their own tables, tents, chairs, display arrangements, and weather protection.
- All tents must be weighted sufficiently to be secure and stable during rainy and windy conditions.
- **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.
- 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.**
- Vendors who have generators that emit excessive noise or block the flow of traffic will be asked to move or replace the generator.

SIGNAGE AND PRODUCT INFORMATION

- All vendors must display a sign, clearly identifying the name of their establishment, phone number, city, and state where their production occurs.
- All vendors must prominently display their Sustainability Statement.
- 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.
- All products sold as Organic must be prominently labeled as "Certified Organic" with the certificate displayed nearby. The use of the word organic is prohibited unless the product is certified.

PRODUCT DISPLAY

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

TRASH 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. Vendors must adhere to GCM’s plastic reduction initiative. Any large amounts of trash or unwanted product must be removed from GCM and disposed of off-site by the vendor. Compostables must be brought to the info booth prior to 1:00pm. Before leaving GCM, vendors must collect all matter and debris in their area, whether or not the litter originated in their area. Vendors who fail to clean up properly face fines of up to \$1,000 from the City’s Department of Sanitation. Repeat offenders face suspension or removal from GCM.

LOST AND FOUND

Any found items should be turned in to the Info Booth. Refer any customers looking for lost items to the Info Booth for assistance.

LINK, GIFT TOKENS, & VOUCHERS

All vendors and vendor representatives must accept GCM Link and Gift Certificate tokens, and any applicable voucher(s). GCM will distribute token / voucher collection bags to each eligible vendor at the beginning of each market day, and collect them at the end of each market day. GCM will reimburse vendors for redeemed tokens on a monthly basis.

Link benefits may **not** be used to purchase flowers, ornamental or decorative plants, plant starts, or ready-to-eat foods (e.g., pizza, sandwiches). Customers should be directed to the info booth to purchase tokens 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 are welcome and encouraged to seek out other food access programs that serve those facing food insecurity in our community.

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.

SPONSORSHIP

GCM may allow sponsors to present information at the market. All market sponsors will be vetted by GCM Staff.

VII. E-COMMERCE RULES

ONLINE PLATFORM

Vendors who are accepted into the physical farmers market are encouraged to participate in GCM's e-commerce program via WhatsGood to provide delivery and curbside pickup order options for customers on Wednesdays and Saturdays.

Please note, the rules and procedures listed below are subject to change to meet the needs of this growing program.

PRODUCT EXPECTATIONS

- **Product Availability** - If a product becomes unavailable outside of WhatsGood, it is the vendor's responsibility to ensure that it's reflected on WhatsGood. Vendors should regularly add or remove products as necessary.
- **Quality Expectations** - Damaged, spoiled, or expired products should not be brought to the hub and will not be accepted. If a customer reports a quality issue, we will contact you to determine the next step. If a customer reports to you directly, you must inform WhatsGood of any replacement delivery refund necessary. Repeat issues concerning the quality of products will result in vendor dismissal from the program.
- **Product Pricing** - It is the vendor's responsibility to ensure that prices on WhatsGood must be in line with vendor's retail sales

ORDER EXPECTATIONS

- **Customer Order Cutoff Time** - Orders for Saturday delivery and pickup will be cutoff on the Thursday prior at 11pm. Orders for Wednesday delivery and pickup will be cutoff on the Monday prior at 12pm.
- **Receiving Order Notification** - Vendors will receive a notification within their vendor profile and email. Team members with access to the vendor WhatsGood account will also receive these notifications and emails.
- **Order Messaging** - Once a customer places an order, it opens the availability for vendors to message them. Please use this function at vendor discretion. If a customer messages a question, vendors will be notified by push notification (if enabled on vendor's phone) and email. Please respond to any questions in a timely manner.
- **Accepting Orders** - Vendors are expected to review, revise (if necessary), and accept customer orders by the time of check-in to the aggregation hub, at minimum.
- **Cancelling Orders** - If an order is unable to be filled, it is the vendor's responsibility to utilize the order messaging feature to communicate with the customer in order to rectify the situation. Vendors may arrange for an alternative product or simply agree to refund the requested products. Any arrangements must be then coordinated through WhatsGood to facilitate a new delivery, etc. and vendors may be charged an additional delivery fee to customers if necessary.

PREPARING ORDERS AND PAYOUTS

- **Packing Orders** - All orders must be neatly packed for each individual customer and clearly labeled with the correct customer's FIRST and LAST NAME. Oversized bags should be neatly folded over and labeled after folded. Please do not seal the package. Please refrain from using non-compostable or non-vegetable-derived plastic bags. Paper, compostable materials or reusable containers are ideal.
- **Order Summary Report** - Order summary reports must be accessed within vendor's web profile. This is not available on the mobile application. If vendor's products are available within multiple markets, please be sure to check each market and delivery day to ensure no orders are missed.
- **Pickup & Delivery Fee** - To participate, vendors must agree to pay WhatsGood and Green City Market up to a 12% commission of each sale. This percentage includes all credit card and payment processing fees. There are no other fees to participate in this program
- **Receiving Payment** - WhatsGood payment processor, Stripe, will pay out vendors on a weekly basis. Payment will be deposited into the bank account vendor has connected to their WhatsGood account.

STANDARD PACKING PROCEDURES

Green City Market and WhatsGood reserve the right to refuse to distribute any item due to a concern for customer safety or quality.

- **Pre-portioned, sealed products only** - Vendors are responsible for portioning products to fulfill customer orders. Under no circumstances will WhatsGood re-package or handle unpackaged food. Products must arrive at the aggregation site in paper bags (or other packaging) labeled with customers' first and last names. Exemptions include produce, which is too large or cannot feasibly be packaged (ex. pumpkins, watermelons, etc.)
- **Meat/Poultry** - All meat is to be transported and delivered frozen to the aggregation hub. Raw meat/poultry products must arrive at the aggregation site frozen, with no evidence of thawing or leaking. Frozen meat products with a processing date of more than 12 months prior to the date of delivery should not be delivered to the hub and will be refused. Repeated issues will result in vendor dismissal from the program.
- **Seafood** - All seafood must be packed with a frozen ice pack and below 40 degrees Fahrenheit upon arrival to the aggregation hub, as well as to the customer. Frozen seafood must be indicated as frozen within the WhatsGood platform. Frozen seafood must arrive frozen with no evidence of thawing or leaking. On WhatsGood, "fresh" seafood is defined as never having been frozen.
- **Refrigerated Items** - Refrigerated items should not exceed 40.9 degrees Fahrenheit when checked-in at the hub. In order to ensure these items will stay below the temperature danger zone, products should arrive below 38 degrees Fahrenheit. Dairy and Prepared food items must be pre-cooled prior to delivery to the aggregation hub and delivered in a cooler with ice or refrigerated vehicle. Items will

be subject to temperature checks and any items arriving at 41 degrees or above will be refused.

- Check-in procedure for cold/refrigerated items:
 - Upon arrival, vendor must inform WhatsGood of temperature sensitive items.
 - WhatsGood will direct the vendor to where to unload, and may ask the vendor to wait before removing products from coolers until there is a WhatsGood member available to check-in orders.
 - Unload the orders in alphabetical order, in order to expedite the check-in process and minimize the amount of time temperature sensitive items are exposed to room temperature.
 - The first available member of the check-in team will promptly verify order names and immediately place checked orders in cooler bags with ice packs in order to keep them below 41 degrees Fahrenheit
- **Packaging and Labeling** - All cold items must be marked by the vendor, with a colorful sticker or large "R" to indicate to check-in team members that these items are to be placed in cold storage. It is the responsibility of WhatsGood to ensure that items marked for cold storage remain in cold storage until they reach the customer. Eggs should be packaged separately from other items. WhatsGood will inspect eggs for damage and will pack eggs with care. WhatsGood team members will pack eggs by themselves or on top of other items and transported into cooler bags with ice. Bags will be marked either with a sticker or labeled as "fragile"

LATE VENDOR POLICY

Vendors are expected to check-in to the aggregation hub with orders at their designated time. If a vendor is running late, they must call the aggregation hub manager. If the vendor does not arrive during these time frames, WhatsGood cannot guarantee that the products will be dispatched by the driver. If the vendor's product is missing from a customer's order due to tardiness, the vendor may explore the following options:

1. Deliver the products directly to the customer(s)
2. Cancel the order and communicate with the customer(s) about re-ordering - note, this can be used once since it is not the best interest of customer satisfaction
3. Be charged the delivery fee to have it delivered (\$5.99 per customer drop) - note, WhatsGood does not have multiple drivers going to the same areas. This fee covers cost to bring in an additional driver

VIII. CODE OF CONDUCT

STANDARDS OF CONDUCT FOR VENDORS, VENDOR REPRESENTATIVES, VOLUNTEERS, AND GCM STAFF

- Each Vendor and Vendor Representative must be well versed in their product line; knowledgeable about how their products are used, grown, and produced; and able to answer questions and clearly communicate this information to the customers. This includes:
 - Growing methods and animal husbandry practices
 - Pest control
 - Certifications and licensing
 - Sustainability practices
 - Production methods
 - Ingredient sourcing
- Farming practices must be fully and truthfully disclosed when customers inquire. Failure to do so may result in the revocation of selling privileges.
- Products must be displayed in a sanitary, presentable, and attractive manner.
- Be courteous, professional, and practice clean personal hygiene at all times.
- Drinking alcohol, yelling, hawking, throwing objects, swearing, name-calling, slanderous remarks, amplified sound (including but not limited to radio playing), and other inappropriate behaviors are not permitted at GCM.
- Treat other vendors, customers, GCM Staff, and public officials with respect.
- Refer difficulties with customers to GCM Staff.
- Make complaints about other vendors, GCM Staff, or the Green City Market Rules and Regulations in writing to GCM.
- Do not advertise items not related to GCM approved products.
- Do not display printed material other than GCM and GCM vendor promotional brochures and literature. This includes, but is not limited to, petitions, political advertisements, and issue appeals.
- GCM encourages cross-promotion with other GCM vendors.
- Committing a criminal act at GCM will cause immediate expulsion from GCM. GCM will immediately contact the appropriate authorities.

GROUNDINGS FOR DISCIPLINE OR REMOVAL

Vendors and their representatives may be removed or suspended from GCM or may have their selling privileges limited, or revoked by GCM Application Committee for any of the following reasons:

- Failure to obey and conform to State of Illinois, health code regulations, and City of Chicago regulations and laws.
- Failure to follow GCM Market Rules and Regulations.
- Failure to follow GCM's Standards of Conduct.
- Causing or maintaining unsafe or unsanitary conditions at GCM.
- Failure to attend GCM according to scheduled dates and times.

- Behavior that obstructs a vendor or other vendors' ability to transact business at GCM.
- Any violation of Cook County Weights and Measures regulations.
- A verifiable complaint about the validity of any product sold at GCM.

COMPLAINTS

- A vendor or a consumer may file a challenge and/or complaint with GCM if they suspect a vendor is violating market rules and regulations.
- False, unfounded, or unsupported challenges made to GCM will result in a fine to the challenging vendor in the amount of \$250.00
- Complaints should be directed to Green City Market, 2613 W. Lawrence Chicago, IL 60625, (773) 880-1266, or operations@greencitymarket.org
- A site inspection triggered by a complaint may be conducted without prior notice.

COMPLAINT PROCESS

- If GCM receives a complaint (including the complainant's name, address, and phone number) pertaining to quality, conduct, or unfair practices of a vendor, GCM Staff will immediately contact and/or visit the Vendor and request that the complaint be remedied. GCM Staff will follow up to ensure compliance.
- Vendors are required to satisfy any customer complaint under any circumstances. They must accept returned product and dispose of it off-site. Failure to accept product returns from customers will be considered a violation of the GCM rules and regulations.
- If the complaint is not remedied immediately to the satisfaction of GCM and GCM determines that the offense being complained about is detrimental to other vendors' sales or to GCM as a whole, the following actions will be taken:
 - A written warning will be given to the offending vendor, including the date, time and nature of complaint, with the expectation that the offense will be remedied.
 - A second complaint may result in disciplinary action being imposed by GCM Application Committee, the severity of which will be directly related to the gravity and/or repetition of the offense.
 - A third complaint will result in GCM staff asking the Application Committee to impose a 90-day suspension and/or permanent removal from the market.
- A vendor who is removed from GCM forfeits all monies paid to GCM for fees.
- Vendors disciplined or removed from a market by the action of GCM Applications Committee shall have the right of appeal and review by GCM's Board of Directors at their next scheduled Board Meeting. The decision by the GCM Board of Directors shall be considered final.

Ready-To-Eat and Prepared Food Vendors

- All vendor recipes and ingredients are subject to review or audit at any time by GCM. Vendors must submit any supporting documentation (invoices, receipts, etc) upon

request. If ready-to-eat food vendors do not follow the guideline of sourcing from GCM growers and producers the following action(s) will be taken.

- First offense: Non-compliant items will be removed from sale.
- Second offense: Vendor will incur a \$50 fine & non-compliant items will be removed from sale.
- Third offense: Vendor will incur a \$100 fine and potential suspension or removal from the market.

GRIEVANCES AND DUE PROCESS

GCM has adopted a grievance/due process procedure that provides a fair and reasonable procedure for vendors aggrieved by GCM staff's actions and decisions. This procedure is as follows:

- In the case of a fine, expulsion, suspension or termination, a written notice indicating the reasons for such action will be provided within 15 days of the action to take place.
- A vendor may appeal, in writing, the action to be taken at least 5 days prior to the effective date of the fine, expulsion, suspension, or termination.
- A vendor may file a grievance with GCM if they believe any GCM staff member, Officer, or Board Member is acting arbitrarily or violating GCM's Standards of Conduct or Rules and Regulations.
- Any grievance by a vendor shall be put in writing and submitted directly to the GCM office, 2613 W. Lawrence Ave, Chicago, IL 60625, (773) 880-1266, operations@greencitymarket.org.
- GCM staff, in consultation with members of the GCM Applications Committee, will immediately address the grievance.
- The response to the grievance will be provided in writing to the vendor by GCM within 15 days of filing the grievance.

IX. COVID-19 RESPONSE PLAN

BOOTH SET-UP

Sanitizing

- Vendors must supply their own masks, gloves, cleaning supplies, and hand-washing stations.
- We encourage vendors to set up an empty table in front of their product table to create a 6' barrier between shoppers and vendors.
- No cloth tablecloths are permitted. Consider using a plastic/vinyl tablecloth, or none at all for easy cleaning.
- All surfaces in vendor booths must be wiped down every 30 minutes.
- Each vendor needs to provide its own hand washing station.

Transaction Guidelines

- We encourage vendors to limit staff to only what is essential to be efficient.
- Vendors should choose one staff member to handle money if at all possible.
- There should be NO handling payment and product at the same time.
- We encourage contactless payment if possible, as well as pre-orders via GCM Delivered, powered by What's Good.
- We encourage accepting all forms of payment, including cash.

FOOD SAFETY

- At this time, the City of Chicago will NOT allow the cooking or preparing of any kind at the market. This pertains to food and beverage.
- As previously shared, there will be NO sampling of ANY kind allowed in ANY booth.
- There will be no on-site consumption of any kind. If you offer "prepare-to-order" foods/beverages in addition to "grab-and-go" products; you CANNOT sell any "prepare-to-order food/beverage items at the market.
- There will be NO food/beverage sampling of any kind. To-go/covered samples will not be allowed.
- Customers can NOT touch items prior to purchase.
- Vendors will not handle reusable bags.

VENDOR HEALTH REQUIREMENTS

CDC Guidelines

- Establish employee screening policy and protocol
- Follow CDPH and CDC guidance for testing and tracing protocols:
- Self-screening sample questionnaire

- Have you recently developed a complete loss of smell or taste?
- Do you have new shortness of breath that you cannot attribute to another health condition?
- Do you have a new or worsening sore throat that you cannot attribute to another health condition?
- Do you have a new cough that you cannot attribute to another health condition?
- 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?
- Require any employee who has contracted COVID-19 to follow all CDC guidelines before returning to work
- Require any employee who has had close contact with any person diagnosed with COVID-19 should self-quarantine according to CDC guidelines
- Follow CDC guidelines for cleaning and disinfecting for any employee identified as COVID-19 positive through testing
- Prohibit employees from reporting to or remaining at work if exhibiting COVID-19 symptoms
- All vendors/market staff must wear a mask/face covering and gloves. No exceptions.