

Miracle in Lincoln

Vendor Code of Conduct

1. PREAMBLE

Participating in the *MIRACLE in LINCOLN* event is a privilege which carries responsibilities and obligations. Vendors are held to a high standard and they are expected to become well informed on all aspects involving operations of the vendor market. They are also expected to carry out their duties in a fair and professional manner. It is the responsibility of vendors to educate and supervise employees such that they understand the importance of preserving the integrity of said event.

The key principles that underline the Code of Conduct provide as follows:

- 1) Vendors shall serve in a conscientious and diligent manner;
- 2) Vendors shall seek to avoid conflicts of interest;
- 3) Vendors are responsible for making honest statements and shall not make any statement when they know that statement is false, or with the intent to mislead others;
- 4) Vendors who wish to make a formal statement about the market or another vendor will do so in a professional manner by directly contacting event management.

2. DISCREDITABLE CONDUCT

- Vendors have a duty to treat all market participants appropriately and without abuse, bullying or intimidation. —
- All vendors shall ensure that their work environment is utterly free and completely devoid of discrimination and personal and sexual harassment.
- Vendors shall abide by the provisions of the Human Rights Code, and in doing so shall treat every person with dignity, understanding and respect.
- In accordance with the Human Rights Code, vendors shall not discriminate against anyone on the basis of their race, ancestry, place of origin, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability.
- In accordance with the Human Rights Code, harassment means engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.

Vendors shall not:

- 1) Make inappropriate comments or gestures to or about an individual where such conduct is known or ought reasonably to be known to be offensive to the person(s) to whom they are directed or are about;
- 2) Display materials or transmit communications that are inappropriate, offensive, insulting or derogatory;
- 3) Make threats or engage in any abusive activity or course of conduct towards others;
- 4) Vandalize the personal property of others;
- 5) Commit assault of any kind, including making unwanted physical contact, including touching, patting, or pinching;
- 6) Refuse to converse or interact with anyone based on any ground listed in the Human Rights Code.

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2025 VENDOR CODE OF CONDUCT — CONTINUED

3. CONDUCT RESPECTING EVENT MANAGEMENT STAFF

Vendors shall acknowledge that only the *MIL* planning committee has the authority to delegate or process policy. Vendors shall be respectful of the role of staff. Vendors shall remain professional and well-mannered when interacting with the market staff.

No vendor shall use, or attempt to use, their influence for the purpose of intimidating, threatening, coercing, or commanding any staff member with the intent of interfering with that person's duties.

4. COMMUNICATIONS/ COMPLAINTS

Informal and Formal Complaints

Vendors will respect the decision-making process of the event staff.

Upon reviewing these decisions if a vendor would like to communicate information related to the decision they are to remain in direct contact with the market management staff and not interfere with fellow vendors' business and sales.

Any individual who has identified or witnessed behaviour or activity by a fellow vendor that appears in contravention with the Code of Conduct may address his or her concerns in the following manner:

- 1) Advise the event management staff of the behaviour or activity contravenes the Code of Conduct;
- 2) If applicable, confirm to the market staff his or her satisfaction or dissatisfaction with the response to the concern identified.

Any individual filing a complaint should keep a written record of the incidents including dates, times, locations, other persons present and any other relevant information.

Vendors shall only speak on behalf of themselves and no other vendors or market participants.

Upon submitting a *MIRACLE in LINCON* vendor application all vendors are expected to follow the Code of Conduct.

****By checking off the box on the 2025 Vendor Application, I acknowledge that I have read and understood the Code of Conduct and so hereby agree to abide in good faith with the *MIL* planning committee and to co-operate with the other vendors.**