



Market Code of Conduct

Market Shoppers are expected to exercise common sense and courtesy and to follow the rules set by The Market for the benefit of all clients, employees, volunteers, and the organization, as is respect for the safety and security of people and property.

The following are examples of unacceptable conduct, but this is not an exhaustive list.

- Arriving outside of scheduled hours (before 10:00 am)
- Parking on the road or neighboring business and parking lots
- Speeding down the road or on Food Bank premises
- Negligent, careless, or inconsiderate treatment of other shoppers or their information.
- Theft, misappropriation, or unauthorized possession or use of any property that does not belong to the shopper
- Willfully, negligently, or carelessly damaging, defacing, or mishandling property of the organization, a shopper, or an employee
- Entering organization premises without authorization
- Violating security or safety rules and regulations, or tampering with safety equipment
- Creating a disturbance, including any unwanted physical contact, aggressive or menacing behavior, Use of abusive language
- Use or possession of illegal drugs on PAFB premises at any time
- Unauthorized possession of a weapon on organization premises

Consequences for Violations: Access to food will never be denied

1. Initial violations: Prepacked food will be offered and you will be asked to return another day.
2. Repeat violations may lead to limited or no access to The Market facilities for a specified period, depending on the severity of the situation.

Please know that friendly and respectful behavior expectations go both ways here at The Market. If you feel that the treatment you received is not in line with our commitment to you, please let us know!

Complaint Procedure:

I. FIRST STEP: Submit in writing to Port Angeles Food Bank, PO Box 1885, Port Angeles, WA 98362, or email Market@portangelesfoodbank.org. Response within 21 days.

II. FIRST APPEAL: If dissatisfied, file a second complaint within 15 days to Executive Director, PO Box 1885, Port Angeles, WA 98362, or email director@portangelesfoodbank.org. Response within 21 days.

III. FINAL APPEAL: If still dissatisfied, file a third complaint within 15 days to Executive Committee, PO Box 1885, Port Angeles, WA 98362.