

NEOFTA Code of Conduct

The MISSION of the NEOFTA is to advocate for, educate and communicate with our members and the community we serve. We strive to bring credibility to and elevate our industry in accordance with our code of ethics.

We, the undersigned owners/operators of mobile food trucks in North East Ohio, in recognition of the duty we have as responsible business owners to respect the communities that we serve, hereby agree to abide by the following provisions in the operation of our businesses and vehicles:

- Abide by all laws, rules, regulations and county health ordinances as applicable to mobile food operations in and around North East Ohio. This includes but is not limited to the following of all local, county and state ordinances.
- Maintain the highest standards of business conduct by using only legal and ethical means in all business activity.
- Honoring our commitments to all NEOFTA events as well as private parties. If a NEOFTA member is a no call/no show at a NEOFTA event without a specific and valid reason (I.E.: Medical Emergency, Accident or Mechanical issues on the way to the event) there will be disciplinary action for the violating truck. Weather is not a qualifying reason to miss an NEOFTA event. Two no call/no shows will result in expulsion from NEOFTA
- Cooperate in every reasonable and proper way with other NEOFTA members and work with them toward the advancement of the Mobile Food Truck industry in North East Ohio.
- Hold a liability insurance policy to join and attend any event associated with NEOFTA. Minimum of \$1 Million Property Damage & Personal Injury and \$2 Million General Aggregate for each mobile food truck or trailer registered in NEOFTA.
- In addition, for NEOFTA vending locations and events, separate certificates of insurance may be required for each physical address.
- Selling of assigned event/vending location or giving away NEOFTA locations to NEOFTA or non-NEOFTA parties is prohibited. This is a Zero Tolerance Policy - One violation will result in expulsion from NEOFTA.
- Will not play music at a level that is not respectful to patrons and other food trucks.
- Will not smoke within 300 Feet of any mobile food operation (or in designated smoking areas if they are available).
- Keep the area around your mobile food vehicle clean and remove all trash at the end of the service period, leaving the location as clean if not better than when we arrived.
- Operation of food trucks for the purpose of selling is confined to a defined space that is no larger than 5 feet from the front and 5 feet from the rear of your truck.

- Maintain a friendly, professional, respectful, and courteous attitude towards customers, other business owners, event organizers, and regulatory and law enforcement officials.
- Recognize that other Members will compete for business within lawful, reasonable and customary practice.
- Never comment on a competitor's product without a good faith basis and will never make false statements about competitors
- Contribute to the communities that we serve through local business patronage, charitable giving, Community events, participating in fund-raising events for local charities and engaging in other community service activities.
- Respond/acknowledge within 48 hours any written communications from the NEOFTA Board that requires or asks for a response.
- Uphold our Code of Ethics & Adhere to the NEOFTA By-Laws.

Participation Policy:

Our association’s success is based on member participation. Therefore:

- All members are required to attend in person, or have a company representative attend in person at least fifty percent (50%) of all committee/membership meetings, as outlined in Article II Section 5 of the NEOFTA bylaws.
- A member that does not meet the participation requirements of this Section shall be subject to the Suspension of Membership provisions of Article II Section 8 of the NEOFTA bylaws.
- Compliance with this requirement may be reviewed and enforced at the end of each fiscal quarter at the discretion of the Directors.

Acceptance of, and adherence to this Code of Conduct is a condition of membership. Signing below is an indication of acceptance of this Code of Conduct.

NAME OF FOOD TRUCK

SIGNATURE, NEOFTA MEMBER

DATE
