

Fruit & Vegetable Wholesalers Advisory Committee

MMA Boardroom, Epping

18th April 2018

In attendance: Harry Kapisir (Chair), Brett Collins, Joseph Manariti, Grant Nichol, Mark Maskiell, Matthew Elliott, Gis Marven & Georgie Christerson (Minute Taker)

Apologies: David Whitchelo & Shane Schnitzler

Confirmation of Minutes from Previous Meeting: The Advisory CONFIRMED the Minutes from 14th November 2017 were a true and accurate record of the meeting.

MATTERS ARISING

- **Glycol Billing Graphs** Glycol Billing graphs were discussed recently at the Fresh State Meeting and sample was issued during meeting. The discussion occurred about the issuing of 2 monthly invoices, where the MMA billed February & March glycol in the same envelope, date & common payment of 30th April. Communication was then issued by the MMA with an explanation of why this occurred. Discussion arose around the Glycol price increase as a direct impact of the increased power costs of the central plant. The MMA will confirm the price increase amount over the next few weeks & will issue communications. The increase is expected to commence as of 1st May, 2018. The Committee suggested to display the actual metre reading on each bill. MMA will follow up on this.
- **Glycol Usage Portal:** Is expected to be available mid-May.
- **Coolroom Temperature Variation notifications:** This was advised at the Fresh State Meeting, that a two week trial has commenced on the 16th April with 6 stores using this system. Notification will go directly to the tenant, rather than via MMA. Implementation is scheduled for mid-May.
- **Early Access Buyers:** The advisory again noted that the current enforcement process is not working. There are still buyers (providores and retailers) buying from 12am – 1am. Concerns are also raised about retailers in parking bays prior to trade as well. The Market Relationship Officers (MRO's) and Security teams are currently being restructured and are moving to a static observation platform instead of relying on vehicle, mobile and foot patrol operatives. CCTV cameras have been upgraded and will be monitored which will allow for the immediate deployment of resources to problem areas, accidents, medical emergencies and early buyers. Committee agreed that there isn't an easy solution, although we need to be smarter about it and the use of CCTV will be beneficial. MMA are looking into the option of financial penalties to deter people from early morning trading.
- **Overdue account notification:** The recent overdue parking notification which threatened lockout unless tenants paid, included some businesses that had already paid. Clearly, we still have some issues with the database that the MMA are aware of and are working through. In addition, the Events calendar will be populated with all significant accounting periods and payment dates.

MARKETING

- **Green Grocer National Brand Program:** Each state has confirmed their commitment to this program & funding. Feedback was well received after the Fresh State conference in Portsea recently. This generated the discussion on nominees to attend from a Wholesalers Advisory perspective. MMA to follow up discussions amongst group for a nominee.
- **Green Grocer Skills Training:** The Certificate II and Certificate III in Greengrocery has now been approved by the Victorian Registration & Qualifications Authority and can now be launched and available for 2018 enrolments. Each state has confirmed their commitment to the program & funding. It will be launched on 1st July, 2018.
- **Drug & Alcohol Education Program:** The MMA continues to receive anecdotal feedback regarding drug use in the Market. The MMA in partnership with Melbourne Polytechnic will continue to run information sessions for business owners on Drug & Alcohol policy implementation and how to manage and handle employee behaviour relating to substance abuse. Program was run last November for all Managers. The feedback from this training session was very well received, which resulted in an additional training session scheduled this week (Thursday 19th April, 2018). The MMA Drug & Alcohol policy has been reviewed & updated accordingly.

OPERATIONS

- **LED Lighting:** The LED project is now complete. An audit of the entire site was undertaken on the 9th April to determine any faults and low light areas. It was noted that two of the forklift crossover areas were identified as marginal and will be upgraded.
- **Ring Road Speed Limit:** The MRO's are monitoring the increase to the speed limit on the ring road, however it is noted that anyone who exceeds the new limit will be issued an infringement. The MMA will remove all 20km zone signs and will notify tenants when any minor roadworks will be undertaken. All done – zero tolerance.
- **Events Calendar:** The MMA has developed an Events calendar which is now available on the website, which highlights every significant event in the Market over a rolling 12-month period. The visibility of the calendar will be beneficial to the community.
- **Bollards:** The installation of bollards on the Market floor is now complete, with the exception of some additional hand rail sections adjacent to the buggy parking bays. The installation has been very well received from the Committee & Community. In warehouses 5 & 6, the final drawings for bollards were completed on the 16th April for consultation with the Warehouse tenant group. Installation is likely to occur by the end of April, 2018.
- **Operating Hours of Customer service centre:** From mid-late April, the CSO personnel will record and log phone activity 1 hour before trade Monday, Thursday and Friday to gauge the need to vary the Operating hours. In addition, we will station one CSO officer at the external of the Customer Service Office to assist with customer enquiries and again gauge the activity 1 hour before trade on Monday, Thursday and Friday. Our past experience has shown that the business principals and nominees are usually busy in the hours immediately prior to trade and the majority of transaction occur between the hours of 6am – 7:30am.
- **Customer service phone line:** From Monday 16th April, the customer service phone line will be manned between the hours of 4am – 12 noon. All calls will be entered in the Customer Feedback system to be actioned by the appropriate MMA operative and closed out within 24 hours.
- **Misuse of Parking Bays:** Previous attempts to eradicate the misuse of parking bays has not produced the required result. The restructuring of the MRO and security teams with the enhanced technology will assist in the identification of offenders who will receive notifications by mail with supporting photographic evidence, financial and demerit penalties will apply. The MMA is continuing to reallocate bays where tenants are not using them as they are intended. Trucks in bays pre-trade and during trade will be monitored closely as will trucks that are loading from the warehousing. Providers that were utilising space in the car parks to breakdown pallets now have warehousing space.
- **MRO's:** The Market Relationship Officers and Security teams are being restructured. We are moving to a static observation platform instead of relying on vehicle mobile and foot patrol operatives. CCTV cameras have been upgraded and will be monitored which will allow for the immediate deployment of resources to problem areas, accidents, medical emergencies and early buyers

GENERAL BUSINESS

- **Dandenong Market:** MMA understands that this Planning Application has been “called in” by the Victorian Planning Minister and the hearing is due to be heard in late May.
- **General Cleanliness of the Site:** The cleanliness of the site has been well received by the Committee, in particular the Cyclone machine, no issues.
- **Fire Sprinklers and fire protection work:** Hansen Yunckin are organising these works at the Market, however the MMA are waiting on a scope of work and rollout plan for Warehouses 5&6. On the 23rd April, they will be onsite to undergo these works. In addition, they will assist in the stock/ produce storage & help to move between sites. This will occur over two days. Communication regarding this was issued on the 11th April. A representative from Hansen Yuncken will be onsite to answer any queries.