

## **Fruit & Vegetable Wholesalers Advisory Committee**

**MMA Boardroom, Epping**

**14<sup>th</sup> November 2017**

**In attendance:** Harry Kapisiris (Chair), Shane Schnitzler, Brett Collins, Grant Nichol, Mark Maskiell, David Whitchelo, Matthew Elliott, Jenna Patan (Minute Taker)

**Apologies:** Joseph Manariti, Gisela Marven

**Confirmation of Minutes from Previous Meeting:** The Advisory CONFIRMED the Minutes from 27<sup>th</sup> June 2017 were a true and accurate record of the meeting.

### **MATTERS ARISING**

- **Office Skylights:** The MMA now have an agreed position on the warranty on the roof with the supplier. Vlax are onsite this week to survey a number of tenancies and to determine a design that is suitable and indicative costings. The MMA will be required to obtain approval from the State and an EOI will be issued to the tenants to inform the business case once the designs have been finalised.
- **Glycol Reporting & Temperature Monitoring:** The MMA now has a solution utilising existing site infrastructure to provide tenants with access to the BMS to reconcile glycol readings. The MMA will also be able to provide graphs with individual bills. In addition to this, the system will also be able to provide temperature monitoring and an alarm service through the installation of a cost effective unit on the tenant side. It is anticipated that there will be an individual unit cost of approx. \$550 per tenancy with minimal ongoing back to base monitoring fees. Fresh State are very supportive of this.
- **Early Access:** The advisory 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 MMA will continue to work with the MRO's to ensure the rules are enforced consistently and will adapt resourcing as required. They will also continue to reallocate bays where tenants are not using them as they are intended.
- **Site Cleaning (including upstairs bathrooms):** The bathroom cleaning schedule has been increased and the floors have been recoated. The cleaners are no longer closing the whole bank of toilets off at once. The changes have been well received.
- **Warehouse Floor Defect:** BCRC consulting were engaged to survey the site, whilst all agree it shouldn't surface, an outcome could not be determined because there are no Australian building standards for this application in the size of the area it was applied. It is currently with the State to follow up with Hansen Yunken.

### **MARKETING**

- **Green Grocer National Brand Program:** The collaboration by the central markets and the chambers is progressing well. All states have been asked to confirm their commitment to the program before the end of November 2017.
- **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.
- **WUWM Congress:** The Congress attracted 200 local and international delegates from approximately 30 markets from 22 countries. The MMA would like to thank all market tenants for their participation in the event and for showcasing our market to the rest of the world during the tour of the site.
- **Market Satisfaction Survey:** The survey launched this week and was sent to the Wholesaler group this morning. It will be open for 2 weeks and the MMA encourage all advisory members to communicate the importance of providing feedback.

### **OPERATIONS**

- **Christmas Public Holiday Trading Hours:** The Market will be closed on the following dates during Christmas and New Year - Saturday 23 December to Tuesday 26 December (Christmas) and Saturday 30 December to Monday 1 January (New Year). Access to the Market on Saturday 23 December is available for collection of produce to facilitate arrangements made between buyers and sellers. The market will not trade early and the visitation data from last year does not support a Sunday market.

- **LED Lighting:** The LED lighting project is running to schedule. The MMA confirmed additional lighting and adjustments to how high the lighting bays are around the canopy has been resolved to ensure that the lux lighting levels are appropriate for these areas.
- **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.

## GENERAL BUSINESS

- **Dandenong Market:** A briefing session was conducted by Dandy Fresh on 26 October 2017 to discuss current plans and to outline the management structure of the facility. Management understands there were approximately 6 F&V wholesalers and 6 flower representatives at the meeting. The South East defenders of the Green wedge are still proceeding with their objection which is due to be heard by VCAT in February 2018. The advisory noted that Fresh State were putting together a summary to release to members which will be shared with the MMA. There were only 30 people in attendance.
- **Ring Road Extension / Toll Increases:** The MMA requested the names of businesses that have been significantly impacted by the Citylink toll increases in 2017 to build a case to the Minister regarding the importance of North East Link for the Market community.
- **Combined Advisory Meeting (all groups):** As a result of feedback from the groups at the last meeting, Management will be hosting a Morning Tea with the Board for all Advisory Groups on Thursday 14<sup>th</sup> December to discuss market operations and industry wide issues
- **Buyers Walk (Worksafe):** On Thursday 5 October settlement was reached on the basis that flexible bollards adhered via an adhesive method (magnets) at not greater than 1.5m intervals, except in front of the Store doors would be installed before 18 April 2018. The MMA will also reinforce safe traffic management within the buyers walk via targeted communication to all market tenants. The advisory suggested that the MMA should run good behaviour programs with incentives and giveaways for tenants who are doing the right thing. It was also suggested that the Forklift challenge should be an annual event where an overall market star (reinforcing good behaviour / safety) should be acknowledged on a large scale.
- **General Cleanliness of the Site:** The advisory are concerned that the level of cleanliness is not being maintained. The message to keep the site clean needs to be reinforced with all the tenants and the cleaning schedule needs to be increased to maintain a higher standard.
- **Power Outage / MMA Communications:** The advisory expressed disappointment with the lack of communication from the MMA regarding the last power outage. They requested that no matter how long the outage was for all business principles should be notified so they are make arrangements if they wish to check their stores. The helpdesk was also called twice and there was no answer. Fresh State would be happy to forward MMA messaging directly to members if outages occur. The MMA will review communication protocols for such instances and will increase tenant communication moving forward.
- **Misuse of Parking Bays:** 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 advisory noted that the perception of the MRO's is that they do not consistently enforce the operating rules. The MMA and PAM are reviewing the resourcing of these roles and encourage any feedback regarding the MRO's and Security Staff.
- **Rat Traps:** These are constantly being knocked out of place, therefore the MMA will test 3 new sites by affixing them to the sold door frame.
- **Fundraising:** Representatives from a local primary school were in the market soliciting fundraising between 2am – 2.30am last week. The advisory are concerned about why they were allowed access to the market as it puts the wholesalers in an uncomfortable position if they do not wish to participate. The MMA will investigate.
- **Mail:** The advisory noted that the new collection and delivery arrangements are working well. Couriers also have better access and there has been less junk mail delivered to the market boxes.
- **Warehouse 7:** It is expected revised pricing will be received mid-December with another EOI undertaken in the new year with indicative pricing. The MMA confirmed construction would be approx. 12 months.