

Fruit & Vegetable Wholesalers Advisory Committee

MMA Boardroom, Epping

10th June 2016

In attendance: Harry Kapiris (Chair), Brett Collins, Joseph Manariti, Grant Nichol, Shane Schnitzler, Mark Maskiell, David Whitchelo (Minute Taker), Matthew Elliott, Kirsty Harvison.

Item 1: Actions Airing

- **Access card common expiry date:** explanation was provided on the receipting of payments which caused some confusion on the notification of non-payment letters.
- **Pooling Accounts:** The MMA has been working with the retailers to ensure compliance with the operating rules. Approx. 140 retailers have been identified, with lock out occurring early July.
- **Music:** Music has been discontinued expect for in the Flower Market.
- **Fees for the disposal of pallets:** The MMA confirmed the fees only apply to pine pallets only. A disposal fee of \$10 is payable if delivered to the Recycle station and a fee of \$50 is payable if the pallet dumped on site.
- **Toilet Cleanliness:** All **AGREED** that the standard is better, however some amenities are being used as prayer rooms creating a slip hazard with excess water on the tiled surface. The advisory **REQUESTED** the cleaning schedule is increased during peak times and stronger deodoriser used.
- **Forklift on Buyers Walk Pre & Post Trade:** All **AGREED** that this component is working well following clearer communications to the MRO's and the tenant group.
- **Dust testing:** The MMA has shared the results of its dust testing with Fresh State. Fresh State is also undertaking its own testing, the results of which are not yet available. The MMA will continue to work with the City of Whittlesea re enforcement of dust controls at the Alex Fraser recycling facility.
- **Truck Curfew:** The MMA have not been notified of any disruptions to the market. The 12 month trial is due to conclude early September, however the MMA have not been notified of any updates or future plans.
- **Buyers swipe card data:** The MMA **AGREED** to make available monthly reports regarding buyer access data available to Fresh State.

Item 2: Green Grocer Support Program

A brief has been created and was circulated to Fresh State and the Chamber for their support. FMA have suggested that a National program would benefit all state markets, however the MMA are concerned that this will delay the delivery of the program. There is a meeting scheduled for 24 June 2016 between the CMAA and FMA where the MMA will request to lead the rollout.

Item 3: Market Hours

The MMA is currently in the process of engaging an independent consultant to undertake a review of Market hours. Management have been made aware that there is a group of tenants who represent that market which intend to submit a proposal regarding market hours. Historically the MMA were unable to define business types (eg: green grocer vs provedore), however with category subtypes attached to the access cards, usage patterns can be used to better understand usage patterns.

Item 4: Market Operations

- **Forklift Storage:** The EFS buildings are being relined following the reconfiguration of the EFS building to incorporate Toyota, Green Machine and East End Hire. The new bays will be wider and all wall adjacent bay will have power capabilities.
- **Recycling Transfer Centre (RTC):** The new centre opened on Monday 6th June 2016. MRO's have been placed on the Satellite stations for 2 weeks following the opening to help tenants achieve the best recycling outcomes and enforce the utilisation of the RTC. Detailed information about the separate and save campaign can be found online and via the customer service centre, including the process of signing up for bins and how to utilise the new facility.
- **Extras Post Trade Parking:** Additional passenger parking bays have been made available behind EFS 1 & 3 as unreserved bays post 7:30am.
- **Condensation in Stores:** This is still under investigation and solutions are being sought via DEDJTR.

- **Door seals:** Initial testing on a new seal for Tenancy 33 has provided positive improvement, a secondary solution will be trialled over the coming weeks to see if further improvements can be sought via a new service provider.
- **Traffic Management:** The MMA will consider governors on electric buggies and increasing the speed limit on the ring roads.

Item 5: Other Operational Items

- **Parking Bays used as selling space:** The MMA will commence discussions with Retailers to determine if covered parking bays are being used appropriately. Any users found to be in breach will have their bays reassigned to retailers on the waitlist who requested under covered bays
- **Office skylights:** The advisory **REQUESTED** that the MMA investigate if Office Skylights would be possible in the stores. The MMA will review this request.
- **Signage:** East End Hire (EFS1) has been notified that the signage is to be removed / modified as it currently in breach of the fit out guidelines
- **Buyers on the trading floor pre trade:** The MMA has committed to a greater presence of MRO's in the Trading floor pre trade to minimise the number of retailers operating outside the Operating Rules.

Item 6: Billing

- **West Melbourne Cleaning Bills:** The advisory **NOTED** that some tenants had been incorrectly billed for the cleaning of West Melbourne and that others are unsure of their current liability. The MMA confirmed that there is photographic evidence and detailed information on labour & waste components of charges available to any tenants that wish to dispute their bill.
- **Glycol:** The MMA is investigating a tenant portal where users could log on to the BMS and obtain their account data.
- **MMA Billing Cycle:** The advisory **NOTED** that the multiple ad hoc billing cycles are creating issues for tenants. The MMA will review and consolidate where possible.
- **Electricity:** The MMA is negotiating with suppliers for a reduction in electricity costs. Network and service charges are high due to location of the site.

Item 7. General Business

- **Children in the market:** The advisory **REQUESTED** that the MMA reconsider position regarding children in the market and to take into account that many businesses are family businesses.
- **Traffic Management in Buyer's Walk:** The MMA is reviewing the Traffic Management Plan for the Buyers Walk with the aim to increase parking areas and improve general movements around the area.