

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

**Meeting via Zoom and in attendance**

**MMA Conference Room**

**Tuesday 8<sup>th</sup> December 2020**

**9:30am – 10:20am**

**In attendance:** Brett Collins, Grant Nichol, Michael Barker, Thanh Truong, David Whitchelo, David Power, Malcolm Lum, Lauren Kitchener & Georgie Christerson (Minute Taker).

**Apologies:** Harry Kaporis (Chair) & Mark Maskiell.

**Confirmation of Minutes from Previous Meeting:** MMA COO welcomed all committee members to the final Wholesalers Advisory Committee Meeting for 2020. Minutes were approved from the previous meeting held on 8 September 2020.

### **OPERATIONS**

- **COVID-19 – Market updates and communications:** The MMA confirmed following the Premier’s advice of the restriction update. For the market community this includes allowing passengers to travel in market buggies and the easing of temperature screening soon. The MMA have continuously kept the Market community abreast of all Covid related communications, via the website, daily updates via text, daily announcements during the peak trading period and the weekly publication of This Week in the Market (TWITM).
- **Forklift Safety:** A number of accidents and near misses of late has sparked the increase in awareness of the safety in the market community.

### **MARKETING & BUSINESS DEVELOPMENT**

- **A Better Choice (ABC):** The MMA discussed the cooking demonstration by Thanh Truong, Aus Asia Produce (and finalist in the Plate of Origin reality series) on Thursday 10<sup>th</sup> December. Thanh will be cooking a delicious snack for the market community to enjoy. A Better Choice have launched a Christmas promotional campaign, including daily prize giveaways throughout December.  
**Market TV Screens:** The MMA confirmed the addition of a new market screen to be installed, located outside of the customer service office, measuring 4m x 1.2m. The display screen will be used for a variety of purposes including market communications, advertising and promotions. The screen will be easily accessible for all market tenants and be available for internal and external businesses to advertise on.
- **Greengrocer National Brand Program:** The MMA distributed all communications relating to the Greengrocer Program, Certificate III in Greengrocery. The MMA discussed the scholarships on offer for the program and how many currently registered their enrolments.
- **Customer satisfaction survey:** The MMA discussed the launch of the customer satisfaction survey with the committee and encouraged all market participants and the wider market community to submit their survey, which in-turn provides critical feedback provided to the MMA.

### **GENERAL BUSINESS**

- **Digital Transformation Customer Portal:** The Market community customer portal is currently in “test” mode and Management are continuously working on the portal to improve its capability. All market tenants will have visibility to invoices, customer accounts and liaise with the MMA directly.
- **Customer Service Phones:** The Committee discussed their frustrations and issues experienced when calling the MMA, calling the general reception number, in particular Customer service and the Accounts. The MMA will investigate this issue further and action accordingly.
- **Retailer Access:** As mentioned above, as of Monday 14<sup>th</sup> December, Gate 1 will be operating back to “normal” in which will hopefully ease the traffic congestion upon entering the market.
- **Epping Food Hub:** The Master planning is still underway at present for the future “Epping Food Hub”. Given this is a State Government project, the MMA are unaware of the status of the project at present.
- **Solar Canopies Project:** Commencing on the 9<sup>th</sup> of December 2020, drilling will be conducted on the rock levels in the ground and external fabrications will commence. In March 2021, the footings will be dug out to enable the structure for the canopies to be installed to make it a 4.95w of power.



Construction of the canopies is anticipated to be completed early 2022. The MMA will record the construction on time lapse videos which will be available to view on the web site.

#### **MATTERS ARISING**

- **Mask Wearing:** The Committee discussed the continuous wearing of masks within the market. Being a Government site, the MMA are bound to comply with mask wearing, particularly being an undercover enclosed area, given the environment we operate in which is difficult to social distance. The restrictions on mask wearing is anticipated to be reviewed again in early January.