



Fruit & Vegetable Growers Advisory Committee
Meeting via Zoom & MMA Conference Room
Wednesday 9 September 2020
7:30am – 8:30am

In Attendance: Harry Huyskens (Chair), Anthony Pignataro, Ricky Mazaris, Nick Patsuris, David Whitchelo, Bryan Coyne, Lauren Kitchener, & Georgie Christerson (Minute Taker).

Apologies: Vince Doria, Mark Maskiell and Malcolm Lum

Confirmation of Minutes from Previous Meeting: MMA COO welcomed all committee members to the final Growers Advisory Committee Meeting for 2020. Minutes taken from the previous meeting on 9 September 2020 were confirmed as true and correct. Confirming the new time of 7:30am is suitable time for the Committee going forward.

OPERATIONS

- **COVID-19 – Market updates and communications:** The MMA are continuing to inform the market community on all communications regarding Covid-19. The MMA mentioned the changes that will come in effect as of close of business on Friday 11 December, including; all entry/ exit gates will now be operational again, temperature screening will still be available to those requesting it, and passengers are allowed once again to travel in market buggies. The Committee agreed that the actions and precautionary measures taken by the MMA were well received, to ensure the safety of the market community.
- **Line Marking:** Management discussed the commencement of works to re-paint all white lines in the market to an iridescent yellow, converting all parking bays and road areas.
- **Undercover Parking (Solar Canopy project):** The MMA confirmed the geo tech drilling commences today to find out the amount of rock in the area of the canopy construction works. In total, there will be 6 canopies installed, covering an area 2.2ha. Construction of the canopies will commence early in the new year. The market community will be impacted by the construction, approximately 30 parking bays will be affected and will need to be relocated at each stage of the construction. The MMA will be in continuous contact with the market community to help alleviate any issues or concerns over this period.
- The MMA confirmed securing a more efficient electricity provider (effective 1st January 2021), which will have a huge impact on all businesses, given off peak costs will reduce by almost 25%.

MARKETING & BUSINESS DEVELOPMENT

- **A Better Choice (ABC) - Greengrocer National Brand Program:** On Thursday 10th December, our fellow market tenant, reality TV star (Plate of Origin) Thanh Truong will be hosting a cooking demonstration (water spinach) for the market community to enjoy. Thanh will be located near the Customer service office. The demonstration will be filmed and the MMA and A Better Choice will provide live feeds on Facebook and Instagram. A Better Choice Christmas campaign has commenced, including daily giveaways during the month of December. The Committee discussed several ideas for marketing, ads and an idea for the MMA to meet with Dean Lamb, from Watts Fresh for some ideas.
- **Greengrocer Training Scholarship:** The MMA are continuously promoting the Certificate in Green Grocery, although confirmed the need to have at least 12 enrolled in the program, although to date, only 6 have enrolled. The course is due to commence in February and we're hopeful of being able to proceed.
- **Customer Satisfaction Survey:** The Customer Satisfaction survey was launched last week, and discussion amongst the committee meeting is to encourage market tenants to please have their say and submit the survey online, to assist the MMA with feedback on all market related topics.
- **All Advisory Committee Meeting:** The MMA will organise an All Advisory Committee Meeting in the near year and the MMA will organise and liaise with all committee members.

GENERAL BUSINESS

- **Digital Transformation- Update on Customer online portal:** The Customer portal is now in completion mode, although the MMA are still performing some final testing on the system. The new portal will allow all market tenants to view invoices pay invoices, contact the MMA directly and will be a more efficient way to perform business. Initially, the MMA will work with some larger businesses in the market, to ensure the portal is adequate and efficient for them to use, before rolling out to the remainder of the market community.
- **Fair Share:** Fair Share have commenced operating in the market. MMA confirmed that with the commencement of Fair Share operating in the market, it has had minimal to no impact on the amount of produce provided to Food Bank.
- **Café Relocation:** The MMA mentioned the relocation of Moon Bean café into the old delicatessen site. Once the relocation has been completed (April 2020), Moon Bean will then be converted into a store.

MATTERS ARISING

- **Growers Floor – Fans:** The Committee discussed the air circulation in the Growers trading floor and requested further air circulation. The MMA confirmed the air circulation and fans are a priority and has been included in the budget for FY21. The fans to be installed will increase air circulation and provide cooling in the warmer months.
- **Crossover Floors:** The Committee discussed the flooring area in the buyers walk that has been slippery. MMA confirmed the specific areas in question had been scabbled and treated, further investigation and action will be taken to ensure the safety for all market tenants, especially during wet weather. Market area “Loading West” is currently being resurfaced, once complete the treatment will be applied to the trading floor forklift crossovers.
- **Site Visits:** The MMA discussed given Covid restrictions are further easing, it will allow the MMA to again conduct offsite Grower visits. Another MMA initiative is to invite restaurant owners into the market for a produce tour. Management also discussed the regional Board meeting visits will recommence in early 2021.

Chair closed the meeting at 8:22am.