

## **Fruit & Vegetable Retailers Advisory Committee**

### **Meeting via Microsoft Teams**

**8 September 2021**

**10:00am – 11:00am**

**In attendance:** Leon Mugavin (Chair), Graham Gee, David Power, Jacinta Carboon, Mark Maskiell, David Whitchelo, Malcolm Lum, Rob Rotondi, Amanda Flannery, Lauren Kitchener & Georgie Christerson (Minute Taker) – All via Microsoft teams.

**Apologies:** Dean Lamb & Des Hopwood

**Confirmation of Minutes from Previous Meeting:** MMA Chief Operating Officer welcomed all committee members to the Retailers Advisory Committee Meeting. Minutes were confirmed as true and correct from the meeting held on 9 September 2021.

### **MATTERS ARISING**

- **OH&S Committee Meeting:** The first OH&S Committee meeting will be held in the coming weeks, and minutes will be circulated following the meeting.
- **Safety Requirement: Pedestrian Crossing:** Management will investigate the concrete flooring preceding pedestrian crossings throughout the market Forklift crossovers and rectify as required.
- **Forklift Incident video:** Committee requested the forklift incident video to be circulated to all market principals to ensure safety is at the forefront of every market access card holder and adhere to Market operating rules. Communications team will work with IT to investigate the possibility of obscuring individuals' identity in the video prior to distributing.
- **Pedestrian Crossings:** Of the 72 external pedestrian crossings in the market, the painting works will be redone post trade, for completion by the end of October.
- **Customer Portal:** Committee requested for any additional information or updates to the customer portal be circulated via This Week in the Market.

### **OPERATIONS**

- **Market Incident – Traffic Management & Pedestrian Crossings:** Management discussed the tragic market fatality incident on 2<sup>nd</sup> August, and to reiterate the importance of safety onsite. During the month of August, there were an additional 3 WorkSafe reportable incidents that occurred. The MMA are committed to always providing a safe working environment.
- **OH&S Committee:** The MMA, in conjunction with Fresh State have established a Safety Committee. The meetings will be held monthly, first meeting scheduled in coming weeks. Management welcomes any guest attendees of whom would like to contribute to the discussion regarding OH&S requirements.
- **Forklift Safety CCTV Incident:** Management presented a video of a forklift incident, involving 2 forklifts, of which thankfully no one was seriously injured. From the CCTV footage, both forklift drivers failed to adhere to Market operating rules. Management have installed additional safety handrails, safety dividers/ barriers and are constantly looking at ways to increase safety measures throughout the market.
- **Pedestrian Crossing (concrete flooring):** The Committee mentioned the concrete surfacing leading up to pedestrian crossings onsite. Management will further investigate and rectify the issue. Noting: All 72 external pedestrian crossings will be redone post trade to avoid any interference with market tenants during trade, due for completion by the end of October. MMA confirmed that all surface areas preceding pedestrian crossings within the trading floor have now been shot blasted and re-surfaced.
- **COVID-19 – Market updates & Communications:** Management have kept the market community abreast of all Covid related communications.
- **Vaccine Hub – Feedback:** To date, Austin Health have administered 2500 Covid vaccinations in the Melbourne Market community. The MMA are in discussion with the State Government on the laws surrounding mandatory vaccinations for entry into the market. The MMA are negotiating an outcome with Austin Health to return onsite to administer the 2<sup>nd</sup> dose of the Pfizer vaccine.
- **Solar Canopy Project – Update:** The solar canopy construction is on schedule and progressing well. The first of the two solar canopies have solar panels installed (to be operational later in the year) and will inform the market community when this occurs. Parking allocations under the new canopies are a high

priority at present to ensure the best outcome for all involved. The third canopy construction will soon follow.

- **Parking Relocation:** Management are continuously working with market tenants to ensure a smooth transition of relocating parking bays, to minimise disruption and accommodate the solar canopy works.
- **Warehousing Development Eastern Boundary:** The MMA are finalising the designs and space allocations for additional warehousing onsite at the market. The Traffic Management plan will coincide with the entry/ exit areas to each warehouse, to ease traffic flow and accommodate warehouse tenants.
- **Drug & Alcohol testing:** Due to the current Covid lockdown restrictions, the MMA are conducting temperature screening upon entry into the market. Following the easing of lockdown restrictions, drug & alcohol testing will re-commence operations again in the market.

## **MARKETING & BUSINESS DEVELOPMENT**

- **A Better Choice National Brand Program:** The Spring campaign will go “live” in October, and the rollout will occur following the easing of restrictions. Merchandising material will be available from Rahul from Art & Style in the market. This campaign will involve supporting local sporting clubs surrounding the retail store, and \$5k has been allocated for state for prize giveaways. The A Better Choice program are looking to recruit a resource (2yr contract, 5 days per week) – to visit retail stores twice every 6 months to assist with their merchandising and provide support through the program.
- **Greengrocer Skills Training:** The course currently has 6 people partaking in the course, although would ideally like 15 enrolled in the course before January 2022. Management is encouraging anyone showing interest in the course to please enrol.
- **Market TV Advertising screens:** The large TV screens in the market will be utilised to provide statistics for all work safe incidents occurring onsite. The number of breaches will be provided on a weekly basis which will enforce the importance of safety onsite in the market.
- **Food Services Australia – Exhibition (February 2022):** The MMA in conjunction with Melbourne’s North Food Group (MNFG) will be sharing an exhibit at the Food Services Exhibition, originally scheduled in June 2021, although due to Victoria’s lockdowns, this will now be held in February 2022. The MMA welcome those market tenants who might be interested to attend the exhibition and share the exhibit with the Melbourne Market
- **Artwork Mural - Admin Building:** As a part of our placemaking project, the MMA have engaged an artist to paint a large mural on the side of the Admin building. The feedback has been positive and the artwork being visibly appealing. The artist has one day of work to complete the mural.
- **40 Year Celebration Wall – Feedback:** The new 40 Year Celebration wall has been installed and feedback has been positive. Unfortunately, due to lockdown restrictions, the unveiling celebration of the wall has been delayed.
- **Customer Portal demonstration:** The Customer portal is now complete and will be rolled out over the next 12-months. The portal will provide a vast array of services, including being a fully secure site, providing market tenants with visibility of their accounts, view online statements, liaise with the MMA directly and overall will provide a more efficient way for business. The MMA will provide any assistance to those transitioning over to the portal. Forklift registrations and parking bay allocations will also be included into the portal.
- **Café relocation:** Moon Bean Café are relocating from their current premises and will continue to operate via a “a pop-up café” outside the Deli location, being their new location. By the end of the first week in October, Moon Bean will be operating out of their new premises, which will consist of an onsite bakery.
- **Advisory Committee Nominations 2022:** The Advisory Committee election for 2022 will commence later this year. The MMA are requesting for any recommendations for Committee members would be appreciated.

## **ADVISORY COMMITTEE ADVICE/ SUGGESTION**

- **A Better Choice Spring campaign:** The Committee highlighted the A Better Choice Spring campaign and are keen to be involved with sponsoring local sporting groups.

Chief Operating Officer closed meeting at 11:00am