



Fruit & Vegetable Retailers Advisory Committee

Meeting held in the MMA Boardroom

8 December 2021

10:00am – 11:00am

In attendance: Leon Mugavin (Chair), Dean Lamb, David Power, Jacinta Carboon, Mark Maskiell, David Whitchelo, Malcolm Lum, Rob Rotondi, Lauren Kitchener & Georgie Christerson (Minute Taker)

Apologies: Des Hopwood, Amanda Flannery & Graham Gee

Confirmation of Minutes from Previous Meeting: MMA Chief Executive 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 Safety Committee meeting was held recently, and the minutes were distributed via market communications.
- **Safety Requirement: Pedestrian Crossing:**
 - Management have completed the shot blasting on the crossover areas in the market that were seen to be an issue.
- **Forklift Incident video:**
 - Management have confirmed they can obscure the forklift incident video footage for privacy reasons. Once completed, this will be distributed to the market community.
- **Pedestrian Crossings:**
 - Works have commenced on the painting of the pedestrian crossings.
- **Customer Portal:** Updates have been released via This Week in the Market communications.
 - Amanda Flannery has contacted all Advisory Committee Members to ensure they have all of the appropriate information to access the new customer portal.

OPERATIONS

- **Safety Issues and matters raised at safety committee meeting:** The first Safety committee meeting was held in mid-November, and the minutes were shared with the market community. Management discussed the Committee and encouraged new members to join.
- **Covid-19 – Market updates & Communications:** Management have continued to provide the market community with relevant updates on Covid-19 as they arise. The MMA have commenced an Access card audit, which will continue, on a random.
- **Solar Canopy Project – Update:** The construction works are due for completion by Christmas, and the solar panels will be in operation in early 2022. The construction is on schedule and progressing well.
- **Parking on hard stands:** Management are working through this process and the issues surrounding the large format warehouse hardstands. Chief Operations Officer has used a drone to assist in this process.
- **Forklift Crossovers Trading Stores:** Shot blasting is being undertaken.
- **Warehousing Development Eastern Boundary:** The MMA have received a large amount of interest in building additional warehousing on market land. The MMA are also working with the State Government on a project, known as MFiX (Melbourne Food and Innovation Export Hub) of the adjacent land to the MMA.

MARKETING & BUSINESS DEVELOPMENT

- **Cultural Transformation:** The MMA has released a tender seeking a consultant to assist in addressing issues and challenges surrounding Market Culture. The Advisory Committees will be briefed on progress of this project.
- **Longest Lunch:** The MMA is working on staging an event in November 2022 on the Buyers Walk to promote the Market and its participants,
- **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 will now be held in February 2022. The MMA welcome market tenants who might be interested to attend the exhibition and share the exhibit with the Melbourne Market.



- **Market Open Day:** The abovementioned event will then run into a Melbourne Market Open Day in April 2022 following school holidays.
- **Certificate III in Greengrocery:** The first round of students graduated on 7 December 2021, 3 students in total. The Course feedback was positive both from the students (employees) and employers, and the MMA and Melbourne Polytechnic are encouraging and promoting the course for enrolments for 2022.
- **A Better Choice – New Starter:** Zac Egan, State Program Coordinator commenced in his new role in mid-November with both the MMA and A Better Choice (FMA). Zac's aim is to visit 20 stores before Christmas and is the main point of contact in the A Better Choice Program. David Power (MMA), James Patrick (FMA) and Zac Egan to meet with Dean Lamb, to discuss Dean's concerns of the A Better Choice Program.

GENERAL BUSINESS

- **Customer Portal rollout:** The new customer portal has been released, and Amanda Flannery, MMA Operations has been assisting the market community in the onboarding of the customer portal. If anyone encounters any issues with the portal, to please contact Amanda Flannery directly at the MMA.
- **Café relocation:** Moon Bean Café has now relocated into the centre of the market, now known as Beanito's café.
- **Christmas Trading Hours:** The Christmas period market trading hours have been distributed to the market community over recent weeks and displayed in This Week in the Market.
- **Customer Service Satisfaction Survey:** The Customer Service Satisfaction survey will be released to the Market community later this week and encourage everyone to please complete the survey. Committee requested an incentive in completing the survey and Management will consider options. Previously we have given out complimentary coffee vouchers, although will consider a major prize option.
- **Advisory Committee Nominations 2022:** The Advisory Committee election will commence in early 2022. The MMA are requesting for any nominations for Committee members.

ADVISORY COMMITTEE ADVICE/ SUGGESTION

- **Concrete bollards & Forklift access:** Have been installed given people are parking near the bins,. The Committee suggested consideration of relocating the bins for easier access by forklifts. This item will be included as an agenda item in the next Safety committee meeting.
- **Future Advisory Committee Meetings:** Management confirmed a Zoom link will be sent for all future meetings, as a preferred option.

Chief Executive Officer closed meeting at 11:00am