



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

**MMA Boardroom**

**7<sup>th</sup> December 2022**

**10:00am – 11:00am**

**In attendance:** Dean Lamb (Chair via teams), Graham Gee, Des Hopwood, Kara Maisano, Amy Dyer, Mark Maskiell (via teams), David Whitchelo, Angie Bradbury, Sarah Heyhoe, Rob Rotondi, Lauren Kitchener, David Power, Amanda Miceli & Georgie Christerson (Minute Taker – via teams).

**Apologies:** Andrew Sculli & Malcolm Lum.

**Confirmation of Minutes from Previous Meeting:** MMA Head of Projects welcomed all committee members to the Retailers Advisory Committee Meeting and especially a welcome to Angie Bradbury, Board Director to her first Advisory meeting. Minutes were confirmed as true and correct from the meeting held on 6 September 2022.

### **MATTERS ARISING FROM PREVIOUS MEETING (SEPT 2022):**

There were no matters arising from the previous meeting relevant to Retailers. Any outstanding items have been covered off previously.

### **OPERATIONS**

- **Cultural Transformation – “Stronger Together”:** HR Business Partner presented the Stronger Together Project and the timelines associated with the project. A project update to date was provided and training with market employees has occurred with more to follow. Future campaigns for the project were discussed and will commence rollout in early 2023. The project will provide the market community with the confidence to call out unacceptable behaviour. The MMA requested if anyone is interested in joining the Committee to please reach out.
- **Gate 1 Traffic Management – Update:** The MMA are continuously working through the updated traffic management plan. Gate 1 will consist of designated express lanes for compliant access card holders.
- **Market Trading Hours:** The MMA have appointed an external consultant, Fiona Whitworth on the market hours project. The project will consider all aspects of the market community, how it would work logistically and how the proposed changes would impact on people’s livelihoods. Once the project is complete, the MMA will be provided with a recommendation.
- **Flower Market – New traffic Management:** The MMA have updated the traffic management plan in the flower market, due to a few incidents that have occurred.
- **Access card policy:** The MMA proposed the new access card policy upon entering the market. The MMA will have three new types of access cards introduced including a permanent pass, visitor pass and temporary pass (enabling four Market entries). The MMA will perform a test on the new access cards, and once confirmed will communicate this to the market community.
- **WorkSafe Seatbelt initiative - Electric vehicles:** The MMA are working with Fresh State and WorkSafe on their directive to ensure all electric vehicles have a restraint fitted.
- **Eastern Boundary Development update:** The MMA discussed the eastern boundary development and the development plans have been submitted to the department. The MMA have proposed to increase the line and expand it an additional 100m to the east
- **Quayclean:** The MMA are continuing to work with our new cleaning contractors to ensure they continue with the high standards of cleaning.
  - Committee members to share cleaning photos with the MMA.
- **Toilets – Water tap temperature and automation:** The MMA will investigate temperature control valves to ensure all outlets are compliant.
- **Forklift Training:** Management are partnering with the City of Whittlesea and Syc Employment to arrange forklift training in conjunction with employment opportunities at the Melbourne Market. Ideally, each participant will have the opportunity to be employment by businesses in the Melbourne Market, or alternatively will go into a “pool” of qualified forklift drivers for further employment within the municipal area. The MMA requested if any Committee members are aware of market businesses that would like to be involved in the initiative.
  - Committee asked if they are able to enrol an existing employee from their business through the training program. MMA to further investigate.



## MARKETING & BUSINESS DEVELOPMENT

- **A Better Choice:** Zac Egan presented the new A Better Choice campaign, featuring Julie Goodwin and presented the video during the meeting. The Beyond Blue Wellness Run, and Victorian Strawberries campaign was discussed in thorough detail during the meeting. The first edition of A Better Choice magazine will be available soon and provided to all participating retail stores.
- **Market Industry Open Days & Fine Food Expo:** The Melbourne market participated in the Fine Food Expo in September (2022), which led into our Market open day in October (the second open day for 2022). Next Open day will be in March 2023 specifically focusing on the flower market, with a more generic one in June 2023.
- **Melbourne Market's Great Big Feast:** Event has been postponed due to several reasons, although will re-visit in mid-2023 to schedule in 2024.
- **Website and App Development – Overview and feedback:** The MMA presented an update on the new Melbourne market website and app soon to be rolled out. Access card information will be on the app and be a handheld digital tool. Businesses will have the ability to update their own information through the app.
  - Committee member suggested having an additional opportunity for businesses to add in what they specialise in, product line etc.
- **Market Customer Satisfaction Survey:** The MMA confirmed the refined survey will be rolled out via text/ email in the near future. The MMA encourage the Committee and market community to complete the survey.

## GENERAL BUSINESS

- **Trading Floor – Coolrooms:** Committee asked if the trading floor is planning to be turned into cool rooms, although the MMA confirmed this isn't occurring.

## NEW ACTIONS:

- **Market Buggies:** Management to follow up with Dean Lamb in regard to allowing electric vehicles in the flower market.

Chief Operating Officer closed meeting at 11:27am