

Fruit & Vegetable Wholesalers Advisory Committee Meeting

MMA Boardroom & Via Teams

Tuesday 19th March 2024

9:30am – 11:00am

In attendance: Adrian Antonello (Chair), Brett Collins (joined via teams at 9:54am), Thanh Truong (via teams), Jason Cooper, Michael Granieri, Mark Maskiell, Sue Friend, Lauren Kitchener, Syed Shahed, Malcolm Lum, Amy Dyer & Georgie Christerson (Minute Taker).

Apologies: Nil

Confirmation of Minutes from Previous Meeting: MMA CEO welcomed all committee members to the Wholesalers Advisory Committee Meeting. Minutes were approved from the previous meeting held in November 2023. The Management report was circulated prior to the meeting to all Committee members on market related topics. MMA CEO acknowledged the recent passing of market tenant John Latorre last week and send condolences to all.

MATTERS ARISING FROM PREVIOUS MEETING (NOVEMBER 2023)

- **Future Advisory Committee Meetings:** Management and Committee have decided to schedule all future Wholesale Advisory Committee meetings for 1.5 hours as opposed to the existing allocated 1 hour.
 - MMA have taken feedback onboard the feedback and have extended all Wholesale meetings to 1.5hours.
 - Management are working through the future structure of Advisory Committee meetings.

AGENDA ITEMS:

- **Modernisation of the Melbourne Market (including Market Hours):** Management confirmed working on compiling the modernisation of the market report. MMA discussed the market to become a “centre of excellence” and working through all aspects and facets of the market if the hours were to change, and the challenges and complexities that would need to be worked through to accommodate the requirements of market tenants. A good robust conversation occurred during the meeting and the Committee agreed that some additional information and “hard data” & further analysis would be required to assist an informative decision if the market hours were to change. I.e, if the hours were to change to perhaps a daytime market, will we have the increased foot traffic/ increase of tenants/ visitors in the market?
 - MMA CEO will call Brett Collins following the meeting to further discuss the report progress.
- **Facilities Management Contract – BGIS:** BGIS have been appointed as the new FM provider as of 1st March 2024 at the market, with all helpdesk, maintenance and project delivery onsite.
- **Gate 1 and National Flower Centre Traffic Management:** New signage has been installed at Gate 1 entry, to ease traffic flow and ease any congestion. Traffic Management changes are being designed at present and will be implemented in the near future. As part of the restructure, the MMA have appointed (& employed) Izzy Sarikaya in the role of Operations Manager, together with Amy Dyer, Customer Service Manager to increase service delivery. Management discussed working on implementing a new “Customer Service experience” as a hand-holding experience for all new access card holders who will be onsite to escort & guide new access card holders/ visitors around the market for the total experience.
 - Management will further investigate the area where a recent incident involving Midura Fresh, together with all areas of the market to ensure safety measures are all compliant.
- **Line Marking:** Committee mentioned the line marking to be more visible in the market, and Management will further investigate as a high priority.
- **Market Operations – MSS:** Management confirmed uniforms have been ordered and will be provided to the MRO’s in the coming weeks.
- **Market Satisfaction Survey – Results:** Marketing and Communications Manager provided an overview from the recent market survey results, mentioning the results were on par from previous years. 646 respondents from Fruit & vegetable market completed the survey. Management continue to take onboard all answers provided in the survey and are top of mind when drafting the following year market



satisfaction survey. The Committee agreed bringing any issues to the market community, and by displaying more posters around the market has further increased awareness of unacceptable behaviour and who to contact if the need arises.

- **Mobile phone use on forklifts (Raised by Thanh Truong):** Committee discussed the amount of forklift drivers using their mobile phones whilst driving forklifts. Management confirmed that this is a high priority and will continue to enforce market operating rules and will further investigate. Committee also mentioned some forklift drivers wearing noise cancelling headphones.
- **Recycle rubbish skips (overflowing) – Raised by Thanh Truong:** Management have further investigated cleaning overall in the market and will rectify the issue.

GENERAL BUSINESS

- **Drug & Alcohol Testing:** Management to implement a second test when a non-negative drug & alcohol test is recorded. This should be done with the upmost discretion during this process.
- **Carpark Lighting:** Management confirmed the carparking lighting has been upgraded and slight changes have been made.

ACTIONS ARISING FROM CURRENT MEETING:

- **Modernisation of the Melbourne Market (including Market Hours):**
 - MMA CEO will call Brett Collins following the meeting to further discuss the report progress.
- **Traffic Management:** Management will further investigate the area of the recent incident involving Midura Fresh, together with any other areas of concern in the market.
- **Line Marking:** Committee discussed the line marking visibility in the market and will ensure it is further investigated.
- **Mobile phone use on forklifts (Raised by Thanh Truong):** Management confirmed that this is a high priority to continue enforcing market operating rules and will further investigate any offenders.
- **Safety:** Management confirmed safety as the highest priority in the market. An MMA initiative moving forward is to prepare monthly communications on safety awareness, i.e., mobile phones usage whilst operating a vehicle, safety awareness etc. The communications will be provided to the market community, although to ensure business principals discuss the messaging with their employees.
- **Drug & Alcohol Testing:** Management to implement a second test when a non-negative drug & alcohol test is recorded. This should be done with the upmost discretion during this process.

The meeting was closed at 11:05am.