

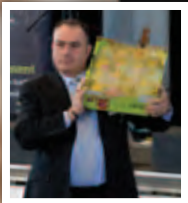
SYDNEY MARKETS

Leader

2013 ISSUE #1

Metropolitan Greengrocer of the year 2012

Norton St Grocer, Leichhardt



MANGO & CHERRY
AUCTION



HOMEMADE
WINE COMPETITION



Content

- 03** CEO's Perspective
- 04** Sydney Markets Foundation
- 06** 2012 Mango Auction
- 08** 2012 Cherry Auction
- 10** Annual Flower Ball 2012
- 12** Sydney Markets Annual Gala Dinner 2012
- 14** Florist of the Year Awards 2012
- 15** Florist Breakfast / Floristry Scholarship Competition
- 16** Greengrocer of the Year 2012
- 19** 2012 Annual Homemade Wine Competition
- 20** 2012 Employee/Team of the Year
- 21** 2012 Employee of the Month
- 22** Site Services Update
- 24** Property Update & Reminders
- 25** Operations Update / Market Security & Safety Awareness
- 26** Market Security & Safety Awareness Cont. / Environment Update
- 27** New Employees / Board Member Update

Upcoming Events

February

10 FEBRUARY

Chinese New Year
For Paddy's CNY events schedule visit
www.paddysmarkets.com.au

11 FEBRUARY

CNY Wholesaler Day @ Flemington from 6am

14 FEBRUARY

Valentine's Day

22 FEBRUARY

Race to Race Charity Night @ Canterbury

March

21 MARCH – 3 APRIL

Royal Easter Show

29 MARCH – 1 APRIL

Easter Long Weekend

April

20 APRIL

Victor Chang "Heart to Heart" Masked Ball

25 APRIL

ANZAC Day



CEO'S Perspective

The Year In Review

The past 12 months have been challenging for all in our community, from business owners to consumers. Sydney Markets has been conscious to assist wherever we can.

Assisting Market Tenants

With this in mind, the Board agreed not to increase rents, dues and fees for tenants for 2012/2013. In a further effort to assist, it was also agreed not to pass on increases in electricity tariffs to tenants for a period of 6 months from 1 July 2012. Sydney Markets Limited is currently absorbing that increase and is working on a number of energy saving initiatives to help tenants lower their energy costs and consumption.

Industry Briefing

During February 2012 the Sydney Markets Industry Briefing and Board meeting was held at the Food Basket of the Central West, Orange New South Wales. This provided us a fantastic opportunity to present to Industry Associations, Growers and Packing Sheds the benefits of the Central Markets System. It also provided a forum to hear the views of growers within this region and gain a better understanding of the overall supply chain.

Transshipping Addressed

Internally, we conducted an audit of produce that is unloaded on the Sydney Markets site. This audit highlighted the fact that whilst the majority of product received from Growers was consigned through a Sydney Markets Wholesaler, there was a growing percentage that was bypassing the Central Markets System, this practice is known as transshipping. Transshipping is at odds with the concept of the Central Markets System and has a detrimental effect on the Market itself.

This audit led to key recommendations that have now been implemented;

1. The practice of using the Sydney Markets site for transshipping product was to cease immediately
2. All product being delivered to Sydney Markets must be consigned through a Sydney Markets Wholesaler.
3. From early 2012 product deemed as 'transshipping' would attract a facility usage charge of \$200 per pallet, or part thereof. The fee is to be met by the transport company delivering the product.

The transshipping of product to Sydney Markets has decreased significantly due to this action. Our thanks to the transport companies for their co-operation. Many have advised this action has assisted them in organising their deliveries.

Achievements Recognised

At the World Union of Wholesale Markets Conference, held in Shenzhen China, SML was presented with an award of Merit. The award came from our submission on the theme of "Excellence in Developing Links between the Market and Local Producers". The submission outlined how we provide producers with an environment that supports competitive trade and effective distribution, maximising time efficiencies and minimising costs. During the conference, I was invited to present on our

Environmental portfolio, which was extremely well received by over 700 delegates.

It is testament to the work of our Environmental and Green Point Teams that during the year we continue to receive accolades in this area, some highlights include:

- An award from the United Nations of Australia Association (UNAA) World Environment Day Awards. SML received second place and received a "Special Commendation Award" in the category of Sustainability Leadership – Small to Medium Organisations.
- SML has been successful in reaching the "Silver Award" category in the Sustainability Advantage programme with the NSW Office of Environment and Heritage and has been a Bronze Partner in this programme since 2009.

Planning for the Future

The Strategic Plan that formalises the company's direction for the period 2010 to 2015 and Master Plan process is progressing extremely well. Some of the achievements to date include extensive roadway repairs, construction of forklift enclosures for Building D Growers with more earmarked for construction and advanced plans for consideration of construction and installation of an industrial passenger lift in the car park at the eastern end of the Market site. The Board and Senior Management team are meeting for a two-day workshop in March to refine plans for 2013-2018 and beyond.

Starting early 2013, a refurbishment of the Paddy's Haymarket Seafood Area is planned to commence. Also, our Local Environmental Plan submission is currently under consideration by Strathfield Council and it is expected that the Department of Planning will ratify Council's recommendation.

Safety is Paramount

In the last 6 months two serious accidents involving forklifts have occurred within the Markets site. It is vital to the safety and wellbeing of all Markets Stakeholders that rules pertaining to forklift safety are adhered to. Safety in and around the Markets is a responsibility of us all and essential to ensure a safe workplace.

Charity Fundraising

Thank you all who contributed and attended the Sydney Markets iconic annual Mango and Cherry Auctions, as well as the Race Day raising a combined total of \$204,000 for the Sydney Markets Foundation. The funds raised assisted the Westmead Children's Hospital, the Prostate Cancer Foundation of Australia and Save Our Sons. Congratulations to the Markets community on this outstanding achievement.

With the New Year comes new challenges and new opportunities and I look forward to keeping you informed on the exciting community that is Sydney Markets.

Brad Latham,
Chief Executive Officer

SYDNEY MARKETS JUSTICE OF THE PEACE

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Sydney Markets Foundation

Wholesaler Wins Prestigious Industry Award

Frank Petulla was very surprised when his name was announced as the recipient of the prestigious Industry Merit Award for 2012 at the recent Sydney Markets Annual Gala Dinner. The Award, now in its twentieth year, recognises those who have made a significant contribution to the Markets and the Fruit and Vegetable Industry.

Frank comes from a family who started in fruit and vegetable retailing several decades ago and then moved into fruit and vegetable wholesaling. From relatively modest beginnings, the business has grown significantly over the years and, as Profruit, is one of the best known businesses in the Markets. The Award citation recognised that: 'This growth has been largely due to the entrepreneurial endeavours of Frank who characteristically



thinks outside the square to come up with new and innovative ways of doing things'.

The Award specifically recognised Frank's commitment to the industry and the Markets. 'If it is for a good cause, he is at the forefront, ready to put his all into the effort. He has been the instigator

of many important Markets initiatives, not only in the area of operational improvements but importantly with our key promotional and charity endeavours'.

Frank selflessly gives up his time to serve on industry boards and committees. He is a long serving Vice President of the NSW Chamber and a Director of Sydney Markets Credit Services as well as chairing the Committee responsible for running the very successful Sydney Markets Cherry Auction.

It was very fitting that Frank was presented with his Award at the dinner by NSW Premier Barry O'Farrell.

On Monday 5th November outside J W Kirkwood's premises in Building B, the Directors of the Sydney Markets Foundation (SMF) presented a KIA Grande vehicle to the late Mr Filipe Hehea's wife and children. The vehicle was purchased from the proceeds of donations collected by the SMF for the Hehea family.

During the presentation the SMF acknowledged the generosity of the Sydney Markets community along with Brisbane, Perth and Adelaide Markets, as well as SML Market Officers for their efforts and assistance in collection of donations.

and progressive businesses in Sydney Markets.

Albert was joined by son Frank in 1972 and grandson Michael in 2002. Great grandson, Hayden, has been working in the business over the Christmas period and, while he still has school commitments, there is little doubt his involvement in the business will continue.

Pictured are Hayden, Albert, Michael and Frank.



Left: Foundation directors Michael Golden, Colin Gray & Lui Cicco organising the 2012 gift cards.

Below: Emerald Neighbourhood Centre volunteers and one of the recipients with her gift card.



Neighbourhood Centre for their distribution and fundraising. ' Mr A J R, Clemont Qld.

'I am writing to sincerely thank you for the very generous donation of the eftpos cards to the neighbourhood centre in Emerald. I wish I could convey to you the incredible, positive impact this donation has made to my family and the community.' Mr S B and family.

Sydney Markets Foundation was established in 2010 to take Sydney Markets charity activities to a new level by encouraging greater involvement both financially and through the voluntary commitment of the Markets community. The Sydney Markets community are very generous when it is for a good cause but they also like to see their donations distributed to those most in need.

As Foundation Chairman, Bill Chalk, said: 'Donations in support of our appeals have enabled us to help a wide variety of very worthwhile organisations and needy individuals. Our aim is to provide help today and to give hope that tomorrow will be better and brighter.'

A Helping Hand for Emerald

The Sydney Markets Foundation backed up again last Christmas to lend a helping hand to the people of the Emerald area who suffered so badly in the Queensland floods of 2011.

Although it has been two years, many families, particularly in country regions, are still suffering from the follow on effects of the floods. This was very obvious when we spoke to the hard working volunteers at the Emerald Neighbourhood Centre.

'After such a positive response to the gift cards we sent last year, we just had to give it another go.' Said Foundation President, Bill Chalk. 'The good part about this is we are not only helping needy families but also local businesses who need all the help they can get.' Added Bill.

The 150 gift cards were distributed in hampers by the Emerald Neighbourhood Centre volunteers.

'We are so grateful for the gift cards and the people who have received them so far are so pleased to be able to provide a cheerful Christmas for their families.' Said the Neighbourhood Centre ladies in their responding email.

The last words belong to the recipients. Excerpts from some of their recent letters tell it all:

'My husband and I were speechless, the generosity of your Foundation we will never forget... Thankyou very much for thinking and helping the people of the Emerald area.' Mrs M S M.

'I also praise you for the sending out of these gift cards. The \$200 will be used toward irrigation on my small farm here. As often as I can, fruit is delivered to the

Four Generations of Wholesaling

Sydney Markets boasts many family businesses; indeed family businesses are the backbone of the fruit and vegetable industry. So it is not unusual to find sons, daughters or other siblings working in family businesses here. Sometimes, with long established businesses, the involvement extends to a third generation.

However, to have four generations working together in the same business is very special.

Such is the case with the Petulla family who now have four generations actively involved in the family wholesaling business, Profruit.

Patriarch, Albert, started selling fruit in the old markets at Haymarket in the 1950's and together with wife Heather founded A & H Fruit Supply in 1985. The business expanded into Profruit in 2010 and is one of the prominent



WINNERS



MANGO AUCTION

Mango madness hit Sydney Markets Flemington on Wednesday 5th September when the first mangoes for the 2012 season went under the hammer to raise money for charity.

The 22nd Annual Sydney Markets Mango Auction raised over \$70,000 to support the Cancer Council NSW and the Prostate Cancer Foundation of Australia, two of Sydney Markets Foundation's charities of choice.

A record breaking bid of \$50,000 for the first box of Mangoes was made by 'Your Local Greengrocer' a consortium of independent greengrocers. The consortium is made up of over 100 members of the 'Your Local Greengrocer' campaign (yourlocalgreengrocer.com.au).

"The auction is a significant milestone in our yearly calendar, signifying the start of the mango season. Due to our position as the vital link of the fresh fruit and vegetable supply chain, Sydney Markets has always been a proud host to the Mango Auction and will for years to come" said Bradley Latham, CEO Sydney Markets Limited.



CHERRY AUCTION

Sydney Markets Cherry Auction raises over \$60,000 for charity

The 2012 Sydney Markets Cherry Auction was held bright and early on Wednesday 31st October at Sydney Markets Flemington. The 33rd Sydney Markets Cherry Auction was raising money for Sydney Markets Foundation and Save Our Sons.

“Sydney Markets would like to thank all the businesses and celebrities who donated their time and efforts today to make the event such a success. Without the generosity of the Markets community we would not be able to fulfil the tremendous community work we do through the Sydney Markets Foundation.” said Brad Latham, CEO Sydney Markets.

The winning bidders of the first box of Cherries were Lui and Ross Cicco, from Pony Express with a bid of \$30,000. Lui was on hand to be crowned the 2012 Cherry King donning the crown and robes for a third time. As the Cherry King Lui’s image greeted all visitors to Sydney Markets during November with his face adorning the large billboard on the entry at Austin Avenue.

Gracious winners, Lui and Ross donated the box of cherries to Save Our Sons for use in their ongoing plight to fight Duchenne Muscular Dystrophy.



Annual Flower Ball 2012

On Saturday 27th October people from all sectors of the Flower Industry community gathered at Le Montage Function Centre in Lilyfield for the 2012 NSW Flower Growers Ball.

This important annual event, which is highly regarded throughout the industry, brings together Growers, Wholesalers, Florists and those from associated floristry businesses after 12 months' hard work for a well-earned evening of enjoyment and celebration.

MC Paul Lahood did a great job of guiding the evening's proceedings and guests were entertained by the fantastic 7 piece band "The Shuffle" with many taking to the floor to kick up their heels.

The Flower Growers Ball also provides the opportunity to recognise the best in floristry from around New South Wales and the ACT with the presentation of the Sydney Markets Regional and Metropolitan Florist of the Year Awards and the Sydney Markets Floristry Scholarship. The 2012 award recipients were Flower Avenue, Epping (Metropolitan Florist of the Year) Native Botanical, Young (Regional Florist of the Year) and Andrew Angus (2012 Floristry Scholarship Winner) – see full details on page 14 –15.

Congratulations to Dennis Secco, President of the Flower Growers Group of NSW and the organising committee who made this night such a tremendous success.





2012 SYDNEY MARKETS ANNUAL GALA DINNER

Sydney Markets 2012 Greengrocer of the Year Awards culminated in the announcement of the winners on Saturday 1st December at the Sydney Markets Gala Dinner, held at Le Montage.

Glenn Wheeler was once again a wonderful MC, even joining Mark Vincent on stage for a comical rendition of John Farnham's You're the Voice which had everybody laughing. Rob Shehadie and Tahir kept the crowd in stitches making NSW Premier Barry O'Farrell the subject of many jokes. Enormous Horns had guests up on the dance floor till long into the night.

Congratulations to the Merit Award winner Frank Petulla from Profruit, and to the big winners on the night, Metropolitan Greengrocer of the Year Norton St Grocer, Leichhardt and Regional Greengrocer of the Year, once again for the fifth year in a row, Country Fruit, Bathurst.



Florist of the Year Awards

The much-anticipated 2012 Florist of the Year winners were announced at the annual NSW Flower Growers Ball on 27 October. Celebrating the tenth anniversary of the prestigious industry awards, florists from NSW and ACT had truly lifted their levels of professionalism to make this the most contested year yet. Florists who attended the ball agreed the programme continues to provide them with objective feedback on their service offering and delivers suggestions on how to further improve

and remain at the top of their industry. Florist of the Year winners each receive a trophy, and advertising package to the value of \$3000 and a \$1000 gift voucher from A&L Florist Sundries, major sponsor of the 2012 Florist of the Year Awards. Sydney Markets Limited would like to congratulate all participating florists in the 2012 Florist of the Year program and thank A&L Sundries for their continued support of the Florist of the Year program.

Flower Avenue, Epping 2012 Metropolitan Florist of the Year

Vincent and Annie Goh, owners of Flower Avenue with Ned Tesic, Bradley Latham and Paul Lahood.

Vincent and Annie Goh, owners of Flower Avenue located at Epping are thrilled to be named winner of the Metropolitan Florist of the Year for 2012. The business was established over 30 years ago and has been trading in the same corner store ever since, Vincent and Annie have owned it for 10 years. "This award will give Flower Avenue important business industry recognition and help promote our business profile," said Mr Goh. They believe that the advertising package, which is part of the prize, will help them re-energise their online presence with a revamped cyber store. "We hope our new online store with upgraded web functionality will allow us to attract more new customers and better service our existing ones," said Mr Goh.

Native Botanical, Young 2012 Regional Florist of the Year

Native Botanical owner Stephanie Cooke with Ned Tesic, Bradley Latham and Paul Lahood.

Located in the beautiful town of Young, Native Botanical, was awarded the honour of being the 2012 Regional Florist of the Year. Owned by Stephanie Cooke, Native Botanical commenced operations in 2007, quickly expanding in 2008 with the purchase of Temora Flower Centre. With a total of nine staff, including dedicated delivery drivers, Native Botanical flowers can travel up to 80km one-way, proving the truly 'regional' nature of participants in this category. Native Botanical has received much praise and recognition from their local customers and the community with the announcement of their win. "This award has energised the team," said Stephanie. The 2012 Regional Florist of the Year award reinforces Stephanie's vision of capturing the timeless beauty of flowers and the deep richness of nature.



Florist Breakfast

On Thursday 4 October, Sydney Markets hosted a special breakfast to acknowledge all 25 Award of Excellence recipients and to congratulate the 31 preliminary finalists for the 2012 Florist of the Year Awards. The presentation was well attended with florists, A&L Florist Sundries and Sydney Markets representatives. All florists were reminded that to determine the outright winners for the 2012 Florist of the Year Awards all preliminary finalist's stores would be visited for a fourth and final time by an anonymous shopper.



Floristry Scholarship Competition

The 2012 Sydney Markets Floristry Scholarship Competition was held on Wednesday morning 12th September in the Sydney Flower Market. 20 students, all in their third year of the TAFE Floristry Course, participated in the Scholarship Competition sponsored by Sydney Markets. Students came from a variety of TAFE Colleges across NSW such as Ryde, Hornsby, Richmond, Kurri-Kurri, Ultimo, Padstow, and Campbelltown. The theme for the competition, which was kept a secret until the morning, was 50 Years Golden Wedding Anniversary and students were given an assortment of flowers including roses, carnations, Snap Dragon and Dancing Lady Orchids. The students were given an hour to complete their creative and unique table centrepieces, which were then marked by three judges who were provided with strict marking criteria. Congratulation to Andrew Angus from Richmond TAFE who received the Sydney Markets Floristry Scholarship for 2012.





2012 GREENGROCER OF THE YEAR FINALISTS

RETAILER	SUBURB	RETAILER	SUBURB
Best Fresh Grocer	CARINGBAH	Katoomba Village Fruit Market	KATOOMBA
Country Fruit Bathurst	BATHURST	Metro Grocer	MARRICKVILLE
Farmer Bob's Fruit Market	TAMWORTH	Mountain Fresh Growers	WINMALEE
Ferraro's Boutique Grocer	DOUBLE BAY	Norton St Grocer	LEICHHARDT
Figtree Greengrocer	LANE COVE WEST	Norton St Grocer	BONDI JUNCTION
Highlands Fresh	MITTAGONG	Parisi's Food Hall	ROSE BAY
Jesmond Fruit Barn	JESMOND	Royal Randwick Fruit Market	RANDWICK
Kareela Fruit Market	KAREELA	Tom's Superfruit	BELCONNEN

★ WINNERS



METROPOLITAN GREENGROCER OF THE YEAR AWARD 2012

The long running Greengrocer of the Year awards program acknowledges best practices and plays an important role in increasing the levels of retail excellence year after year.

Retail champions are determined by multiple mystery shopper evaluations that measure businesses on store presentation, produce quality and freshness, range, customer service, visual merchandising, branding and marketing skills. In excess of 660 store visits were conducted throughout NSW and ACT, and covered stores from Port Macquarie to Tumut.

Brad Latham, Sydney Markets CEO said "The calibre of the finalists is exceptional and the results from this program plainly indicate that greengrocers are working overtime to ensure they provide an enjoyable and personalised shopping experience for their valued customers. I would like to acknowledge not only this year's finalists



REGIONAL GREENGROCER OF THE YEAR AWARD 2012

but all Greengrocers who participated in the 2012 program."

"With Australian households tightening their shopping budgets and being more selective about how and where they spent their shopping dollars, greengrocers have focused on lifting quality, value and connecting with their community to ensure they keep customers contentedly walking through the doors." said Latham

Many independent greengrocers are second and third generation businesses who offer a unique, nonhomogenised fresh fruit and vegetable shopping experience; they take into account the cultural and culinary needs of the community and listen to what their customers need. Independent greengrocers also play a pivotal role for growers, they handle specialised lines, perishable or flavoursome varieties and promote them to their customers ensuring a quick sale from the paddock to the plate.



Five time winners Country Fruit Bathurst Craig and Anna Sarah centre with Brad Latham, John Pearson, NSW Premiere Barry O'Farrell and Bill Chalk.

COUNTRY FRUIT, BATHURST 2012 REGIONAL GREENGROCER OF THE YEAR

165 GEORGE ST, BATHURST

From the moment you walk through the glass sliding doors, *Country Fruit Bathurst* is appealing. The décor is tasteful; the presentation spotless; the aromas enticing; and the atmosphere welcoming.

This award winning store has notched-up five consecutive Regional Greengrocer of the Year Awards, which is an outstanding achievement for owners Craig and Anna Sarah.

Country Fruit Bathurst carries a superb selection of quality fruits and vegetables, all of which are presented smartly. Most of the produce is sourced from the Sydney Markets but a percentage is sourced locally from orchards and farms in the region.

What started out as a wholesaling and providoring business has blossomed into a one stop shop that offers an exceptional shopping experience. Their attention to detail and consistently high retailing skills are what makes this country retailer a standout.



Claudio Guerrera and George Angelidis - Norton St Grocer

NORTON ST GROCER, LEICHHARDT 2012 METROPOLITAN GREENGROCER OF THE YEAR

SHOP B1 NORTON PLAZA, 51-57 NORTON STREET, LEICHHARDT, 2040

Since opening in 2000, *Norton St Grocer, Leichhardt* has built an uncompromising reputation for offering an exceptional range of quality fresh fruit and vegetables, spotless presentation and friendly, attentive customer service.

Owner George Angelidis is a second generation retailer who credits his late father, Con, with nurturing his passion for the industry and teaching him the essentials of good fresh produce retailing. With 27 years experience under his belt this humble greengrocer has not shied away from the hard slog; *Norton Street* opens 7 days a week. George still starts his days with a visit to Sydney Markets to undertake the buying for his store.

Whether you are a gourmet or simple cook, *Norton St Grocer* will inspire you with its exceptional produce quality and range, impressive well-stocked gourmet deli and countless continental groceries.

★
HIGHLY COMMENDED



Damian, Sam, Joe and Michael Cessario – Figtree Greengrocer, Lane Cove West, 2012 Metropolitan Highly Commended Award.

FIGTREE GREENGROCER, LANE COVE WEST
229 BURNS BAY ROAD, LANE COVE WEST

Proprietor Michael Cessario together with his sons Joe, Sam and Damian, renovated and reopened this new look store in 2009. Since opening their doors, this store has continued to improve their business aesthetically and by distinguishing themselves as providers of quality service and fruit and vegetables.

Figtree Greengrocer has a broad

range of market fresh produce and an impressive assortment of gourmet groceries. The atmosphere is friendly and the ambience relaxing. Nothing is too much trouble for this team; they deliver on service, quality, value for money, and total shopping experience. Figtree Greengrocer has ranked consistently and is a reliable source of produce knowledge.



Kylie and John Bradman of Highlands Fresh, Mittagong, 2012 Regional Highly Commended Award.

HIGHLANDS FRESH, MITTAGONG
92 MAIN ST, MITTAGONG

Located in the Southern Highlands township of Mittagong, regional greengrocer Highlands Fresh is a fabulous place to pick up seasonal fruit, vegetables and flowers. Since taking over this business in 2010, John and Kylie Bradman have worked tirelessly to raise the profile of their store by focusing on quality, offering value for money and providing a pleasant shopping experience

to their discerning customers. Online shopping is an added bonus and car delivery always on offer. Highlands Fresh also embraced social and traditional media to successfully promote their business and supports local growers by selling their produce when in season.

Autumn Recipe Cards and Seasonal Brochure in stores in early March



Sydney Markets latest recipe card collection together with the 10 page seasonal guide will be available at greengrocers from late February.

The 16 recipe cards offer quick and easy ways to enjoy autumn fruits and vegetables. Get baking with the Coconut and Lime syrup cake or Fig and grape cake. Toss together a healthy mid-week meal with

the Potato & tomato medley salad with steaks, Grape tomato, prawn, chilli & fennel linguine or the Pink grapefruit, rocket & pine nut salad with chicken. There are recipes for vegetable side dishes and four recipes developed especially for the kids.

These recipes are also available of the website at <http://www.sydneymarkets.com.au/recipes.asp>

**{ HOMEMADE }
WINE COMPETITION**



Ben Passarelli, Lorence Leonceno, Frank Mittiga, Tony Bagala, Shane Chester, winner Frank Bagala, Michael Golden, John Olivieri & Brad Latham



In December the Sydney Flower Market played host to the Annual Homemade Wine Competition. The competition, now in its tenth year, sees local flower growers go head to head to determine the best producer of homemade wines. Typically, red wines are entered; however this year saw a few white varieties creep into the competition.

The judges scored each wine on a scale of 1-10 in a blind tasting with the winners announced on the day.

This year's winner was local flower grower, Frank Bagala with his Red Wine achieving the highest score from the judges.

This is Frank's 3rd win in this event; he is narrowly ahead of his brother Tony who has two wins to his name.

Tony and Frank Bagala come from a rich wine making tradition with the family vineyards dating back over 160 years in Italy.

Runner up in this year's competition was John Mammoliti and in third place Ben Passarelli.

Congratulations to the winners, we look forward to next year's wine grape season.

2012 Employee /Team of the YEAR



TEAM OF THE YEAR – OPERATIONS SUPPORT TEAM

Congratulations to the Operations Support team for earning Sydney Markets Team of the Year! This team has performed strongly throughout the whole year. 2012 saw the introduction of the Transhipping Policy to Sydney Markets, the team who was mainly responsible for this, carried out their work in a professional manner, despite negative comments from stakeholders when it was first introduced. The team also introduced improvements to the HVA by moving all the private vehicles to the northern end of building N and making the area a loading and unloading area which has improved the traffic flow of the area.

The team members include; Danny Michael, Glenn Russell, Zak Gudelj, Bob Kini, John Kalavritinos, Shawn Freeburn, Darko Mraovic, Jason Gardner, Ross Brown, Wayne Wells and Brett Needham.



EMPLOYEE OF THE YEAR – TROY TUCKEY, GREEN POINT SUPERVISOR – GREEN POINT TEAM

Troy is a very well respected member of the Sydney Markets team. Taking on a new role as Green Point Supervisor during the year which he has really excelled in, Troy may not have one of the most glamorous jobs but is always willing to put in the extra effort to make sure the jobs get done. Recently Troy has been called upon to attend meetings with Managers and Directors, and although out of his comfort zone, Troy is always able to get his point across.

Troy is highly deserving of the Sydney Markets Employee of the Year for 2012. Congratulations Troy!

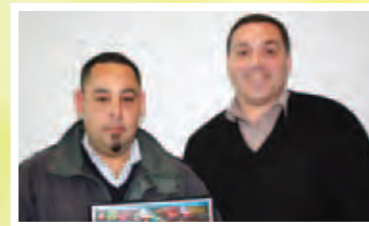


EMPLOYEE OF THE YEAR RUNNER-UP – DARKO MRAOVIC, MARKET OFFICER – OPERATIONS SUPPORT TEAM

Darko is a strong performer and achiever who has built upon his solid reputation in 2012. Highly regarded by both his peers and tenants, Darko is proactive and has constantly demonstrated an excellent work ethic, regularly taking on additional responsibilities. Darko's experience in all areas of the market is second to none and his knowledge and experience have been utilised to train new staff.

Darko is a valued member of the Sydney Markets staff and highly deserved the Runner-Up Employee of the Year Award.

Employee of the Month



June 2012 DANNY MICHAEL, TEAM LEADER - OPERATIONS SUPPORT TEAM

On Tuesday 26 June 2012

an employee of JW Kirkwood, Filipe Hehea was involved in a fatal forklift incident.

Danny Michael was one of the first Sydney Markets employees to attend the scene; once he arrived he took control of the situation.

Danny checked for vital signs but unfortunately Filipe was not responding, he then arranged for privacy screens and barricades to be placed around the scene of the accident to prevent onlookers and control the situation.

Danny arranged and took control of the incident from the start to finish and handed over to the NSW Police once they arrived.

Danny has been awarded the Employee of the Month for June for his professionalism in a very stressful and emotional situation and for the compassion he displayed to his team and external authorities.



July 2012 GLENN RUSSELL, ASSISTANT TEAM LEADER - OPERATIONS SUPPORT TEAM

Glenn Russell has been awarded the July Employee of the Month, for the way he also responded to the tragic forklift accident and particularly for the way he followed through with liaising with external authorities and the Markets community after the tragic incident.

Glenn spoke to the family of Filipe and arranged for flowers to be placed at the accident scene each week so that Filipe's children could visit the area and grieve.

Glenn together with other staff represented Sydney Markets at Filipe's funeral and was one of the organising Market Officers who coordinated and collected donations from the Markets community on behalf of the Sydney Markets Foundation - this effort saw over \$20K collected from the Markets community.

Glenn went the extra mile when dealing with Filipe's family and we have received positive comments from the relatives of Filipe on the way Glenn assisted them through these hard times.



August 2012 BOB KINI, MARKET OFFICER - GTA TEAM

During the month of August Bob put his hand up to fill in at

the Rail area while Wayne Wells was on leave.

Bob adjusted his start time to come in an hour earlier to deal with the semi's and B-doubles being unloaded in the rail to capture any transhipping that was occurring. Bob's experience and knowledge of the Markets assisted him with dealing with truck drivers and unloaders during the early hours of the Markets operation.

Since the transhipping policy started the number of transhipped pallets identified has dropped by 98% and this is a credit to all staff who are able to change areas and address these issues.



September 2012 PHI NGUYEN, PROPERTY OFFICER

During the recent absence of the Property Manager in the first two weeks of September,

Phi stepped up and assumed additional responsibilities by way of liaising and promptly providing information to Senior Management.

We only ever receive positive comments from customers about Phi. She deals with transfers and general enquires professionally and with the utmost courtesy.

Phi has a sincere and infectious personality; she is always willing to accept additional tasks and goes about her role with a genuine enthusiasm and she is an avid weekly shopper at Paddy's.



October 2012 ADRIAN LACAVA, OPERATIONS MANAGER

During the month of October, Adrian worked particularly well in re-arranging

working times for staff to assist in addressing the transhipping issues. Adrian is never afraid to make some tough decisions and always displays a high standard in leadership and communication.

Congratulations to our employee of the month for October, Adrian.



November 2012 FIROZ ALI-SHAH, SITE SERVICES SUPERVISOR

A major part of this year has been the challenge of the High Voltage Maintenance tasks

because additional shutdowns were required to accommodate extra works due to the 5 yearly service, and the discovery of main electrical switches that had to be replaced.

Without doubt, Firoz works in a demanding position, balancing the site's day-to-day maintenance with major projects.

Congratulations Firoz on being awarded the Employee of the Month for November 2012.

SITE SERVICES UPDATE

Roadworks

As part of the Road Maintenance program the following works have been completed in 2012:

- Building D South End Growers Road - 90 m² of concrete and additional fish truck drainage
- North Road – Work has been completed on the replacement of 767 m² of concrete and installation of subsoil drainage by ERP Concrete Services.
- Carpark 'V' - 75 m² Asphalt profiling repair
- Bridge on Bridge Road:

The bridge on Bridge Road was inspected by a structural engineer and was found to be in good condition, with only some minor repair works that has been completed. The pavement of the bridge was repaired around the expansion joints on the two incoming lanes. The transition from the bridge to the pavement of the road has now become very smooth and has improved the operation for forklifts.

Additional New Common Area Lighting

Two new 20 metre light poles have been erected; one in the HVA on the south western corner of Building 'N' and one in the HVA on the western side of the CHEP pallet compound. Additionally lighting was rearranged around Building 'P'. This lighting level increase improves the safety during night operation in these areas.

What's In the Pipeline? – Master Plan Works: Lift at Car Park 'Y'



Car Park Lift Location

A lift at Car Park 'Y' has been in the planning for some time, and a construction tender has now been awarded to Builtform Constructions Pty Ltd with Kone as the lift supplier.

Due to the long lead time and order process for the lift, actual work on site will commence in May 2013 and completion is anticipated in August 2013.

Providing a lift will improve parking convenience for buyers and shareholders during the week and for shoppers and the general public during Paddy's Market trading Friday to Sunday.

A promotional program will be implemented prior to the completion of the construction of the lift. We will keep you informed on the progress.

Building 'D' East Amenities

As part of the amenities refurbishment program, the upgrade of Building 'D' has been approved and work has been programmed in two stages by A2Z Complete Renovations':

	Start Date	Completion
Male Amenities	11th February 2013	22nd March 2013
Female Amenities	2nd April 2013	24th May 2013

The new design is modern and will incorporate a new baby change room, disable toilet accessible from the corridor and male and female 'Parent with Child' toilet.

A temporary toilet block will be located outside the building between Doorway numbers 7-8.



Water harvesting tanks installed to supply water for forklift wash down

Rainwater Harvesting

As previously indicated Sydney Markets has now installed 8 x 2,500 litre tanks on the northern side of the forklift wash bay and harvested rainwater can be used.

Subject to rainfall, the tanks can provide water to wash 2000 forklifts or more per year.

Freak Storm Damage



Roof Ridge Vent torn off on Building 'G'

A freak storm Friday 9th November caused havoc throughout the Markets. At Paddy's Market

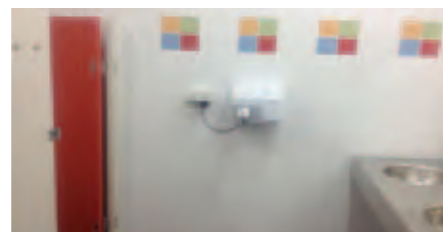
many shoppers and stand holders were affected by the sudden gusts and hail, which also scared children.

Two large roof ridge vent sections approx. 50m on Building 'G' were ripped out of its anchors. The areas were made safe immediately and repair works have been completed.

Following an inspection of all roofs by Sydney Markets plumbers some minor repairs were carried out. Fortunately all other buildings escaped major damage.

Should Tenants detect any roof leaks, they should be reported to the Operations Team on the 24hour contact number 0409 325 232 or to Site Services on 9325 6217.

Flower Market – Amenities Refurbishment



Refurbished Flower Market Amenities provide a fresh look

The female and disabled amenities have been successfully upgraded with a fresh look and positive feedback from all tenants and public.

Building 'D' Electrical Infrastructure Upgrade

The electrical and communication infrastructure in Building 'D' is being upgraded. Cable trays are being installed at high level. This will allow for the installation of additional security cameras and will reduce the cost for stand holders connection of power reels. The project tender was won by Fredon Electrical and completion is anticipated early 2013.

Recycling of Light Tubes & Batteries



Sydney Markets has implemented the recycling of high bay lamps and fluorescent lights in March 2012. Since then a total of 936 lights or 161kg have been recycled and amongst other resources have recycled 129 grams of harmful Mercury.

As you change over your lights please deliver all globes and tubes to the Site Services Workshop or contact Firoz Ali on 0418 401 881 for assistance.

Containers are located at Green Point for General E-Waste for computer towers, printers, keyboards etc and car, truck, forklift and phone batteries.

For Plaza tenants a small battery bucket is located at SML reception Level 3.

Haymarket Seafood Section Refurbishment



Paddy's Haymarket refurbishment layout plan

The existing seafood area will be reconfigured so that the top section will cater solely for fresh & frozen seafood. A purpose built freezer and ice machine will be installed as part of the upgrade. New automatic glass entry doors, non slip floor tiles and some new stainless steel display cabinets and stainless steel cashier counters will be installed.

Work is expected to commence early February 2013 with completion expected in March.

Communication Infrastructure

More and more tenants are taken up the opportunity to be connected to the SML's high speed communications network. This has enabled tenants to interconnect their premises here on site for their data or camera use or their external data transfer requirements.

Please contact Site Services on 9325 6225 for further information.

Essential Fire Services

- The replacement of 2 hydrant valves and one hydrant around Building 'J' has been completed.
- As part of the maintenance program, all smoke detectors are due for replacement in Paddy's Haymarket.
- A new Fire Hydrant pump is being installed in the Plaza for compliance with the requirements for hydrant water pressures and flows.



New hydrant pump set up adjacent to the existing sprinkler pump



Warning

The Energy Saving Scheme Operator (IPART) is investigating the installation and performance of fluorescent tube T5 Adaptors.

These adaptors are used for

shorter than normal fluorescent tubes.

IPART advises that safety incidents resulting from the installation of T5 Adaptors can cause fires and electric shocks from unsafe work practices. Please advise of any complaints, incidents or unsafe installations.

If you have recently completed any lighting upgrades where T5 Adaptors were installed, please contact Firoz Ali, Site Services Supervisor on 0418 401 881 or Marilyn Loch, Site Services Administrator on 9325 6225.

Building Alterations/New Cool Rooms

If you are planning to carry out improvements to your premises or install a new cool room please contact Site Services in the first instance to discuss the proposal and obtain a Building Application package.

As part of the Fire Safety regulations and the Building Code of Australia (BCA), in many non-sprinklered buildings there is a height restriction for any storage whereby storage is restricted to 4.0m and no additional floor space can be created without affecting the whole building.

Not complying with the Fire Safety Regulations will compromise the Annual Fire Safety Certification and SML's building insurance.

Contractors Working On Site

Tenants who engage contractors to work on site must provide the contractor's

- Current Workers Compensation Insurance
- Public Liability Insurance (min \$20 M)
- Risk Assessment and Safe Work Method Statement
- Appropriate Trade Licences

The contractors must also complete an induction by SML. Alternatively SML contractors can be engaged.

For further assistance please contact Firoz Ali-Shah on 0418 401 881.



PROPERTY UPDATES

Plaza Office Suites FOR LEASE

Plaza Office Suite B3 – 54m² (Approximately)

Positioned on Level 1 overlooking the central courtyard. This office has recently been freshly painted. **Available Now.**

Plaza Office Suite B13 – 55m² (Approximately)

Positioned on Level 1 overlooking the Markets. This Suite has open areas and also partitioned offices. This office has fresh paint and new carpet. **Available Now.**

Plaza Office Suite C10 – 48m² (Approximately)

Positioned on Level 2 overlooking the Markets. This Suite has open areas and also partitioned offices. This office has recently been freshly painted. **Available Now.**

Plaza Shops FOR LEASE

Shop 6 – 660m² (Approximately)

Located on the ground floor of the Sydney Markets Plaza opening onto the central courtyard, this shop has its own rear loading access. Operating as a Supermarket since the mid 1970's, this shop would suit a similar business. Sydney Markets Plaza has ample customer parking. Join existing tenants such as the CBA, Westpac, ANZ, BoQ, Australia Post, Newsagency, Subway, Tigers Leagues Club, Pet Store, Chiropractor, Bakery, Café, Mobile Phone Retailer and Butcher. **Available Now.**

Interested parties should contact the Property Manager on 9325 6240.

SYDNEY MARKETS CONFERENCE CENTRE

The Sydney Markets Conference Centre is also available for hire. The Centre can be used as one unit or divided into two.

For details and bookings please contact the Executive Assistant on (02) 9325 6298.

REMINDERS

SUBLETTING OF WAREHOUSE SPACE

The Sydney Markets Limited (SML) Memorandum of Lease for Warehouses does not permit the lessee to sublet their premises.

This helps to ensure that Sydney Markets can continue to maintain its Market operations and provide services to its shareholders while protecting your interest in Sydney Markets. SML also recognise that from time to time the needs of your business may change and your space requirements may not always remain the same. In light of this, SML has put in place a policy to allow Warehouse tenants to sublet part or whole of their Warehouse, providing that SML grants permission for the sublease and that a sublet fee is paid for the privilege.

However, an application must first be **completed, submitted and approved** by SML **before** any sublet can commence.

Sublet Application forms are available by contacting the Property Manager on 9325 6240 or the Operations Team Leader on 0417 325 232.

NO SMOKING

All Plaza tenants are reminded that **Shops** and **Office** suites are **SMOKE FREE ZONES**. Occupiers of any Market space are required under the **Smoke Free Environment Act** to see that persons do not smoke in their premises.

OPERATIONS UPDATE

Water Restrictions

All Market users are reminded water usage should be kept to a minimum. Please sweep up modules and warehouses where possible and only use high-pressure cleaning methods to reduce water consumption.

This means that **NO TAPS OR HOSES** should be left running and washing of motor vehicles on site is not permitted. **UNDER NO CIRCUMSTANCES** are Fire Hoses to be used for cleaning purposes. A \$2,200 (Sydney Water) fine applies to anyone caught in the act.



SML will not tolerate bad behaviour

SML is committed to protecting the safety and wellbeing of all people present in the Markets and reminds people that they must comply with the Sydney Markets Rules and Australian laws at all times within Market sites.

Tenants reminded to report all damage, theft or bad behaviour in the Market

In order to reduce the possibility of theft in the Market, always remember to **PROPERLY SECURE YOUR STORE, PRODUCE AND EQUIPMENT** when not in use.

If you have observed bad behaviour or noticed damage to property no matter how small the offence, please do not hesitate to contact our Market Staff or on-site Security 24 hours a day by calling **0409 325 232**.



Unregistered Vehicles

An occupier must not bring into, possess, control, drive or operate an unregistered vehicle in the Markets if that vehicle would be required to be registered under the *Road Transport (Vehicle Registration) Act 1997* in order to be driven on a road as defined under the Act.

Market Entry Passes

In accordance with the Sydney Markets Conditions of Entry, all vehicles must display one of the following valid passes whilst in the Markets:

- Daily Entry Pass
- Standard Entry Pass
- Premium Entry Pass
- Growers Truck Pass
- Warehouse Truck Pass

Failure to display a valid pass may result in a Comply Notice being issued under the Sydney Markets Rules (13.2) and the Terms and Conditions of Entry to Sydney Markets.

Copying of Market Entry Passes is prohibited

Copied passes and offenders' details will be handed to the NSW Police and may result in further action.

MARKET SECURITY & SAFETY AWARENESS

Roads & Maritime Services

SML Forklifts are to be mechanically inspected by a Roads & Maritime Services Authorised Inspection Station and an SML Inspection Report is to be obtained for each vehicle.



Forklift Safety

A reminder that NSW Road Rules apply within the Markets. Forklifts should be governed to no more than 20 kph, with regular safety checks to ensure they have not be tampered with or unsealed resulting in a Comply Notice. **ALL DEFECTIVE FORKLIFTS MUST BE REPORT TO PRINCIPALS.**

Forklift Safety Notice

Market businesses are required to inform their forklift drivers of the following information (which is also outlined in the Induction Booklet and DVD):

It is in everybody's interest to ensure compliance of the below. Safety is no accident.

- It is compulsory to wear a seat belt. Comply Notices will be issued. Forklifts without seatbelts will be given 24 hours to have one fitted.
- Directional signage and other road signage **MUST** be followed
- Speed limits are enforceable (10kph under canopies, 20kph in open areas, 5kph on the forklift bridge)
- Forklifts should be governed to no more than 20kph. Forklift governors are checked by SML staff to ensure they have not been tampered with
- Pedestrian safety (pedestrians have right of way) – be aware of pedestrian crossings and access ways
- Forklift drivers must have a current RMS driver's licence and WorkCover Certificate to drive on roads within the Market site. These must be carried
- When operating a forklift on site you are not permitted to carry more than 15 empty pallets or to push empty pallets or pallets of produce
- Defective forklifts are to be reported to the business owner (principal)
- Forklift operators are not permitted to carry passengers on forklifts
- Travel in a forward direction when not carrying a load. Only travel in reverse whilst carrying a load that would obstruct your vision if travelling forward.
- Forklift lights must be turned on when operating at night
- No mobile phones to be used while operating forklifts
- Do not operate any vehicle when under the influence of drugs or alcohol
- No vehicles are allowed inside the buyers walks or the end ramp ways of Buildings A, B and C from 6.00am opening until 8:30am
- RTA Road Rules must be adhered to at all times and as such, the roundabout at Austin Avenue is to be used as per RTA Road Rules

Work Health & Safety

Employers must provide site-specific and refresher training to maintain and enhance employees' skills and must ensure employees receive familiarisation training for any new forklift (which may have different controls or varying attachments).

Induction training for new or changed work environments, traffic management plans, policies and safe work procedures are also a must.

A register of licensed forklift operators must be maintained, and ensure all contractors and any other persons using a forklift at the workplace hold relevant forklift licences.

Employers should also look at providing forklift drivers with refresher training.



Security

There are 124 CCTV cameras in and around the Sydney Markets site. Cameras have been installed in the Eastern reserved truck parking area and in the open Eastern reserved parking area.

Cameras are monitored daily for various matters including unsafe forklift practices, damage to property and people dumping rubbish.

NOTE: All Wholesale tenants and Growers and their staff are required to hold a GTA (General Trading Area) Entry Pass. All GTA Tenants and their staff must use the turnstiles to access and exit the GTA before the Markets are open.

NSW Government Smoking Ban



All tenants are reminded that under the Smoke Free Environment Act 2000, **ALL MARKET BUILDINGS AND UNDERCOVER AREAS ARE SMOKING FREE ZONES.**

Market Officers will continue to issue Comply Notices to persons smoking inside Market Buildings and Structures; however we also seek the help of the Principals of the business to ensure that your employees do not smoke at your module/stand.

Saturday Parking

Traders and their employees are reminded that they are NOT permitted to park on Centre Road, Growers Road or between chains of A, B & C canopies. To restrict vehicles parking in Buildings A, B & C on Saturdays these buildings will now be closed at Banana Road and Centre Road, allowing only forklift access.

During Saturday Paddy's Fresh Market trading, forklifts are NOT allowed inside Building D at the following times:

- Growers section – between 8:30am and 3:00pm
- Retail section – between 6:00am and 3:00pm

Trucks are to park at the Southern end of A, B & C Buildings or the Eastern open car park (opposite Building K).

Safety in the Flower Market

To assist in keeping a safer work environment, we seek the cooperation of Flower Market Traders to:

- Empty all buckets over drains
- Sweep all excess water to the drains
- Any plastic or strapping belonging to tenants should be placed in the Sulo bins provided
- All waste cardboard is to be placed in the caged compound at the rear of the Market for recycling



Photo ID Operating Times – GTA Passes

Monday	09:00am – 10:30am
Tuesday	09:00am – 10:00am
Wednesday	09:00am – 10:00am
Thursday	09:00am – 10:30am
Friday	CLOSED

For further information please contact **Adrian LaCava, Operations Manager** on 02 9325 6170.

ENVIRONMENT UPDATE

WASTE RECYCLING HITS 68%



In December 2012, SML recycled a record 68 percent out of our total waste streams! This highlights the success of our waste strategy and improved waste diversion out of landfill.

KEEP OUR MARKETS CLEAN

Sydney Markets Limited is committed to providing a clean and safe environment. Tenants within the Growers & Wholesale areas are also responsible for keeping work areas clean including the buyer's walkways and common areas in all buildings within the Markets. Do not discard coffee cups and other litter on the ground. **Remember – do the right thing! Help keep our Market cleaner and safer!**

GREEN POINT OPERATION HOURS:

Wholesale & Growers:
Mon to Fri 8:30am – 2:30pm

Sydney's Paddy's Markets (between Buildings A & B):
Fri and Sun 3:00pm – 6:00pm

Sydney's Paddy's Markets (outside Building D – Door 4):
Sat ONLY 3:00pm – 6:00pm

For further information on how you could make a difference, contact the Environment Manager Mr Con Kapellos on 0417 325 173.

Board Member Update

DAVID HYNES was recently unanimously reappointed as Independent Director with the SML Board and will serve for a further term of three years effective from October 2012.



New Employees



Name: Luigi (Lou) Pelizzo
Position: Assistant Team Leader – Retail Markets Team
Department: Operations
Lou commenced working in the Retail Markets Team on 24th August 2012. Lou's interests are watching sports & movies and spending time with family and friends.



Name: Heath Moore
Position: Market Officer – GTA Team
Department: Operations
Heath commenced working in the GTA Team on 29th October 2012. Heath is a volunteer fire fighter; enjoys spending time with his kids and motor bike riding.



Name: Kristen Lilley
Position: Marketing Coordinator
Department: Marketing
Kristen commenced working with the Marketing Team on 5th November 2012. Kristen's interests include baking and watching movies.



Name: Adrian Weine
Position: Market Officer - Retail Markets Team
Department: Operations
Adrian commenced working with the Retail Markets Team on 28th December 2012. Adrian's interests are going to the movies and going to the gym.



Guess who's the number one forklift choice in the Australian markets?

It really is no surprise that Toyota Material Handling sells more forklifts than any other company in the Australian Fresh Fruit and Vegetable Markets. With Australia's biggest range of forklifts and the commitment to customer service and after-sales

support you'd expect from the market leader*, we guarantee to deliver the best quality material handling solutions all year round, no matter what the season. So give us a call and get a fresh forklift deal today.



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