

LEADER



COVID-19 COVERAGE



2020 SPECIAL ISSUE

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CEO'S

PERSPECTIVE

COVID-19 UPDATES

This year we mark forty-five years since Sydney Markets arrived at Flemington.

Under normal circumstances, we would take the time to mark the occasion and acknowledge the many milestones we have achieved.

However, we find ourselves in unprecedented times with a global health crisis forcing the most far-reaching changes to Market operations in Sydney Markets history.

I would like to send my sincerest thank you to all Markets stakeholders who have shown remarkable resilience throughout the last 2 months. It is with your cooperation that Sydney Markets has been able to effectively implement the ever-changing protocols introduced by the Government.

MARKET OPERATIONAL CHANGES

Sydney Markets operates one of the most unique and complex sites in Australia responsible for feeding over 7 million Australians every day. This important role has made it necessary to make some difficult decisions in order to meet our obligations to the wider community.

Our wholesale flower and produce operations have undergone an immense period of change including;

- No public access into the General Trading Area (GTA) and the Sydney Flower Market

- All commercial buyers are now required to register for a Market Entry Pass
- Promotion of effective social distancing and hygiene practices via digital and printed signage
- Installation of over 150 hand sanitisation units throughout the Sydney Markets site
- Mandatory temperature testing by professional paramedics and compulsory hand sanitisation of all stakeholders upon entering the Markets
- Increased deep-cleaning and disinfection of high traffic areas and shared surfaces throughout the Markets

It is reassuring to see how all Markets stakeholders are adhering to social distancing rules, hand sanitisation and hygiene protocols helping to mitigate the risks posed by the virus.

Please refer to the Operations Update on Pg. 18 for further operational changes.

TEMPORARY CLOSURE OF PADDY'S MARKETS

A temporary closure of our Retail Markets which includes, Paddy's Markets Flemington and Haymarket, Paddy's Swap & Sell and Paddy's Night Food Market was announced in late March 2020.

I'd like to assure our Paddy's Markets traders that we have developed scenarios for the return of trading as soon as Government guidance allows. Thank you all for your understanding and patience during this time.



BUSINESS INNOVATION DURING COVID-19

While many of these changes affect us all the same, some businesses have shown incredible ingenuity and entrepreneurship to transform their operations due to all of their customers closing their businesses overnight.

Providores and wholesalers previously supplying the hospitality industry have pivoted their businesses to address the flourishing home delivery market. So too, we have seen new retailers emerge to meet the unfulfilled demands of consumers looking for fresh product.

In this issue you will find coverage on businesses who have navigated through this crisis by adapting their current business model.

COMMUNICATION UPDATES

The necessity for delivering effective communication has been imperative throughout this crisis. Regular video updates have been released through the Sydney Markets Trader App and across Sydney Markets social media channels to keep stakeholders informed on all operational changes to the Markets.

On a corporate level, technology continues to be utilised through the use of video conferencing to avoid face to face meetings. Stakeholders have been encouraged to revert to contactless and digital payment methods which require less physical interaction.

Head office staff have been equipped with the tools to be able to work from home, where possible to limit the number of people in the office.

While we won't be celebrating our 45th Anniversary as we normally would we should all celebrate the way we have combined to meet these new challenges together.

DONATION TO ASSIST BUSHFIRE AFFECTED COMMUNITIES

Following the devastating bushfires faced by Australians over the Summer, on the 6th January 2020, the Sydney Markets Board agreed to provide a donation of \$150,000 to assist those in regions that were affected by the bushfires.

We are currently working through an overall strategy and will continue to work closely with the Sydney Markets Foundation on the application of proceeds.



BRAD LATHAM CHIEF EXECUTIVE OFFICER



IT'S WITH
YESTERDAY'S **OLD**
THAT WE BUILD
A NEW
TOMORROW



RETHINK
Sustainability.

We **rethink water** through reuse, **rethink waste** through recycling and **rethink energy** through regeneration. Committed to driving improved sustainability outcomes for ourselves, our customers and our communities, Veolia will succeed in our global mission to **Resource the World.**

NEW FEATURE AVAILABLE ON THE SML TRADERS APP. DOWNLOAD NOW.

A new feature has been added to the SML Traders App which enables business owners to login to a portal and update company contact information.

Simply search for your company name in the trader directory located on the main page of the App and apply the steps below if your company details require updating.



STEP 1

To request login details for your business please email our Property Department at pm@sydneymarkets.com.au with the trading name and primary email address of your company, ie;

Trading name: Fresh Fruit Group
Primary email address: info@freshfruitgroup.com.au

STEP 2

You will receive an email from news@sydneymarkets.com.au with a link, a user ID and password to sign into the portal.

STEP 3

Open the link, enter in the user ID and password and the below screen will appear.

Note: if you are using a mobile device to login you may need to scroll across to the right to access editing options.



-  EDIT COMPANY INFORMATION
-  EDIT CONTACT INFORMATION
-  EDIT PRODUCT INFORMATION
-  DELETE INFORMATION

Use the above icons to edit your business listing

TRADER DIRECTORY



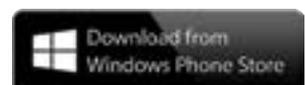
TRANSLATED IN ANY LANGUAGE



CALENDAR OF EVENTS



IMPORTANT NOTIFICATIONS



If you have any further questions or your company is not listed in the trader directory please email our Property Department at pm@sydneymarkets.com.au

SYDNEY MARKETS MEDIA COVERAGE

Sydney Markets continues to receive favourable coverage in the media.
The following highlights are examples of results achieved over the last few months.



DROUGHT & BUSHFIRE COVERAGE

2.04M

ESTIMATED COVERAGE VIEWS

4.89K

SOCIAL SHARES

HIGHLIGHTS

PRINT

Canberra Times - 1.02.2020

TELEVISION

Sunrise Weather Crosses - 26.08.2019

Today Show Weather Crosses - 19.12.2019

Channel 7 News - 7.01.2020



COVID-19 COVERAGE

3.15M

ESTIMATED COVERAGE VIEWS

151

SOCIAL SHARES

HIGHLIGHTS

PRINT

Sunday Telegraph - 5.04.2020

TELEVISION

Today Extra - 10.04.2020

Channel 9 News - 15.04.2020

SBS - 22.04.2020

KEEPING IT FRESH ON THE FRONTLINE!



The current Covid-19 pandemic is like nothing Australia's frontline healthcare workers have ever experienced before. Hospital staff have been working tirelessly around the clock to treat patients and provide adequate care, while trying to maintain a level of safety for themselves.

In times like these nothing keeps your immune system stronger and your energy levels higher than beautiful fresh Australian produce.

Through the generosity of the Sydney Markets community seasonal produce was delivered to frontline healthcare workers at St Vincent's Emergency Department and Tierney and Stanford House as well as St George hospital.

Sydney Markets would like to acknowledge and extend our gratitude to all the healthcare professionals continuing to risk their lives to protect our communities.

PRODUCE DONATION TO ST VINCENT'S HOSPITAL

In an effort to ensure frontline healthcare workers had access to fresh produce during these challenging times, Sydney Markets committed to a 6-week fruit delivery to the Emergency Department at St Vincent's Hospital and Tierney and Stanford House.

The produce delivery was covered by Channel 9 News, with reporter Mike Dalton highlighting the gratitude expressed by the staff at St Vincent's Hospital.

"It just feels like all the hard work that everybody's been doing for the last couple of months to prepare, is actually appreciated" said Emergency Registrar, Dr Adam White.



PRODUCE DONATION TO ST GEORGE HOSPITAL

In late March 2020, Joseph Tannous tested positive to COVID-19. In the days that followed, Joseph's condition worsened and he was admitted to the intensive care unit at St George hospital where he was diagnosed with COVID-19 related pneumonia.

Alongside the staff at St George hospital, his family remained hopeful despite Joseph being in an induced coma and requiring a ventilator to breathe.

On April 1st Joseph woke from his coma and was discharged from the hospital 6 days later.

Joseph attributes his recovery to the love of his family, the prayers from his church community and the compassion and dedication shown to him by the health professionals at St George Hospital.

When Joseph reached out to Sydney Markets to source boxes of fresh produce as a token of his appreciation to the team at St George Hospital for the exceptional care he received, Sydney Markets offered to donate the produce instead.

Sydney Markets Environment Manager, Con Kapellos and Mouhamad Dib from MD Provodores made the delivery of fresh produce to the thankful staff at St George Hospital with Acting General Manager Rebecca Tyson expressing the hospital's gratitude and commenting that the staff were thrilled to see Mr Tannous on the road to recovery.

The story was covered by reporter Mike Dalton on Channel 9 evening news which aired on Saturday 2nd May 2020.

LETTER OF THANKS FROM DR. FIONA MARTIN MP

"This is a wonderful idea and a great way to show appreciation to our frontline workers during this pandemic"



SYDNEY DIRECT FRESH PRODUCE



Luke Kohler, Owner of Sydney Direct Fresh Produce



A DIRECT PIVOT PRODUCING FRESH BUSINESS

When the full force of COVID-19 swept across the fresh produce industry, the Markets community was quick to react. Throughout these extremely challenging times, we've witnessed hardship and heartache, but we've also seen some incredible innovation and ingenuity.

Amongst the many 'pivot success stories' of the industry is Luke Kohler and his team at Sydney Direct Fresh Produce.

Like many providores, Luke saw a dramatic reduction in business when COVID-19 derailed the hospitality industry.

I saw 80 – 85 percent of business come to a halt almost immediately," Luke said.

Sydney Direct Fresh Produce employs 80 staff, runs a fleet of 25 trucks and operates from both Sydney Markets and a purpose-built facility in Huntingwood. With more than 18 years' experience, the business supplies over 400 restaurants, clubs, cafes, caterers and hotels across the state. Their impressive list of customers includes some of Sydney's top hatted restaurants, such as Aria and Icebergs.

As the full impact of this pandemic began to unfold, Luke said his main concern was for the welfare of his staff.

"I made a few calls to retail industry colleagues, local greengrocers and independent supermarkets knowing their businesses were struggling to keep up with demand. I was able to place 20 of my team straightaway who were able to assist with stocking shelves and sourcing produce," Luke said.

But, it was a conversation with Harris Farm Markets that proved the most prolific. The opportunity to leverage Luke's keen eye for produce, paired with the efficiency and experience of his team, their infrastructure and purpose-built facilities, was an offer they couldn't refuse. Within a matter of days, the Harris Farm Markets 'Essentials Box' was born and Sydney Direct Fresh Produce were the creators.

Essentials Boxes are filled with a week's worth of the best seasonal produce. They can be ordered online, home delivered or picked up in store. From the moment they were launched, hundreds of boxes were selling daily. The original 'fruit and vegetable' box was so successful, three additional offerings have since been added - protein, chilled and pantry essentials.

Luke's successful pivot not only saved his staff and his business, it also presented a new opportunity within the Sydney Markets community. In a show of community and mateship, Harris Farm and Sydney Direct Fresh Produce contacted the team at Sydney Markets Plaza Café, itself experiencing the impact of COVID-19 and a decline in trade. Nick and his café team were asked to supply meal packs to the many staff working tirelessly to ensure orders were filled. At its peak, Plaza Café were supplying packs to more than 250 workers daily.

Sydney Direct Fresh Produce are a credit to the industry. They have faced this crisis head-on, retained staff, kept almost half of their fleet on the road and have supported local and small businesses along the way. One can only hope that when normality ensues, Luke and his team will emerge stronger than ever, with a whole new offering to add to their already thriving business.

SYDNEY MARKETS PLAZA CAFÉ



Nick, Gianni and Frankie Gourlas, Owners of Sydney Markets Plaza Café

PLAZA CAFÉ CONTINUES TO THRIVE WITH THE SUPPORT OF THE MARKETS COMMUNITY

Very few businesses have been exempt from the impacts of COVID-19. But, during difficult times our Markets community is best at coming together and propping each other up. The Plaza Café has continued to keep us well fed and caffeinated throughout this crisis and they have gratefully welcomed support from businesses onsite.

Nick Gourlas from the Plaza Café has dealt with a lot of uncertainty since the Government restrictions were put in place. Although a well-established and experienced business, Nick and his team had to adapt and do it fast in order to continue its successful operation.

"In the beginning we were not sure what we were in for and how this would evolve. But one thing was certain, we were essential to feeding the Markets community," Nick said.

In late March, the Government advised that all food outlets were to cease dine-in trade and could only operate under tight restrictions limited to takeaway service. As with the majority of the hospitality industry, the Plaza Café swiftly made regulatory changes, implementing new systems and protocols to ensure the health and safety of their staff and customers.

Food outlets were forced to remove tables and chairs to limit customer interaction and minimise time spent in-store. Decals and signage were displayed to enforce social distancing measures and outline onsite restrictions. There has been an increased requirement for cleaning and sanitising of surfaces, handles and furnishings. Although the business has always operated under strict food handling guidelines, more diligent regulations have been put in place, including the wearing of gloves and masks during food preparation and handling.

"Sydney Markets has been very supportive during the COVID-19 crisis. The team have installed a complimentary hand sanitiser dispenser at our front counter for the use of customers," Nick said.

Plaza Café counts itself as one of the lucky businesses in this pandemic. Large shopping centres, restaurants, clubs and cafés have recorded a massive decline in trade over the past few months, many may not return from this slump.

"Although it has been quieter for us, the majority of our regular customers are still onsite, therefore our sales have not dropped too significantly. We do a lot of deliveries into the Markets, so the takeaway side of the business has always been big for us. We have had Uber Eats for over 2 years, but since the pandemic hit, our Uber Eats orders have doubled,"

A true testament to the comradery of our people, the Markets community has come together in support of one another during this uncertain time. Plaza Café has been approached by a number of traders including Sydney Fresh Direct Produce and Harris Farm Markets, to help feed and sustain its hardworking staff over the period. With the additional space in the café, Nick's team have been able to cater packed meals for close to 300 workers daily. This extra capacity has allowed the family business to retain all of its staff.

"Keeping our staff is very important to us as they are the heart and soul of the business. If we can keep them employed, then we are happy. My family has been involved in hospitality for many years. We have grown up in and around cafés and this experience has been fundamental in coping with this pandemic. We do not know how long it will last, however I think it will be a slow transition back to normality. Fofi, Gianni, Frankie and I would like to thank the Markets community for their ongoing support." Nick concluded.

KAREELA GROCER



Left to right - Sam Marando, Leanna Riccio, Robert Jurcevic and Store Owner - Paul Moraitis

GREENGROCERS BECOME COMMUNITY GO-TO FOR THE BEST PRODUCE DURING LOCKDOWN

2020 has been an unprecedented year for the Markets community. Australia has been hit with drought, fires, floods and now a global pandemic impacting the entire fresh produce supply chain. But, despite drastic changes and challenging regulations, local greengrocers have adapted their offerings and continued to thrive.

Many local greengrocers found themselves well equipped to adapt to the needs of the new consumer landscape. Over the years it has become increasingly common for greengrocers to offer grocery items, ready-to-eat meals, online ordering and home delivery. In the current climate, these offerings became imperative.

John Coutsoudes of Kareela Grocer, Sydney Markets Fresh Awards' Greengrocer of the Year, said there was a huge spike in demand for fresh produce, pantry essentials and groceries following the Government's lockdown measures.

"We always had a click-and-collect service with all the basics available online. Within days of the Government

announcement, we had almost all of our products visible online and saw record numbers of orders come through. Home delivery really took off," John said.

Local greengrocers have become a go-to for consumers, as supermarkets have struggled to keep up with demand. In-store changes have included the installation of additional hand sanitisers, floor decals to indicated distancing requirements and the enforcement of in-store capacity numbers.

Intuitive businesses, like Kareela Grocer, have managed to find ways to seize opportunities arising from this crisis.

"Being within a community shopping village, not a major shopping centre, has worked in our favour. During lockdown, we're meeting many more locals as the majority are working from home. It's enabled us to develop relationships within the community we may not have had the chance to otherwise. Through these new relationships and their experience shopping with us and supporting local, we will have customers for life," John said.

Small businesses are the backbone of our nation. Throughout this crisis, we have been proud to witness our network of greengrocers continuing to work tirelessly, overcome obstacles and adapt in order to continue serving their local communities.



**Toyota Material Handling is the
forklift leader in Australia's
fresh fruit and vegetable markets.**



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Trucks



Power Pallet
Trucks



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Pickers



Walkie
Stackers



Reach
Forklifts



Battery
Counterbalance



Engine
Counterbalance



Elevated
Work Platforms



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Scrubbers



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6. Stability of dealing with the world's largest forklift company

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SITE SERVICES UPDATE



WAREHOUSE Z

The High Voltage substation has now been commissioned by Ausgrid with the mains power connected to the Warehouse. Dalton Ave upgrade is now fully complete. The builder has now been issued "Practical Completion". Façade works is 30% complete. Tenancy fit out is in progress with expected completion by June 2020.

FOOD & SPECIALTY RETAIL PRECINCT - PADDY'S HAYMARKET

Work commenced on Monday 30th September 2019. The project is now fully complete and the Occupation Certificate (OC) has been received.

Graphics and signage are nearing completion and internal fit out of Retail tenancies is in progress.



BUILDING "A" SWITCH ROOM RELOCATION

Construction of the new Electrical switch room at the South side of Building "A" is now fully complete including removal of Electrical Bunkers from the Buyers walkway.

Sydney Markets wish to thank all tenants for their cooperation during the works.

WAREHOUSE K

A large section of the roof vent in Warehouse K was badly damaged during storms in February and required replacement. Repairs to the roof vent are now complete.



LED SCREENS - PARRAMATTA ROAD OPPOSITE MARKET PLAZA BUILDING

The installation of 2 new LED digital screens along Parramatta Road is now complete and fully operational.

WARNING: USE OF FIRE HOSE REELS

It is illegal to take water from a fire fighting hydrant or fire hose reel, unless it is taken for firefighting purposes. Please ensure that fire hoses are not used for wash down.

ROADWORKS

As part of the road maintenance program, failed concrete surfaces continue to be repaired or replaced including joint repairs on Centre Rd along D Shed, concrete slabs on South Rd and South West Rd behind Building Q.

IMPORTANT NOTICE

BUILDING ALTERATIONS & NEW COOL ROOMS

For any building work or cool room construction the Strathfield LEP (Local Environmental Plan 2012) (SLEP 2012) is applicable for Sydney Markets.

Strathfield Council or a Private Certifier must be contacted for any applications and approvals.

All details must also still be submitted to SML as it is still necessary for any applications to Council to be accompanied by the Owner's Consent, which must be obtained from SML.

OPERATIONS UPDATE

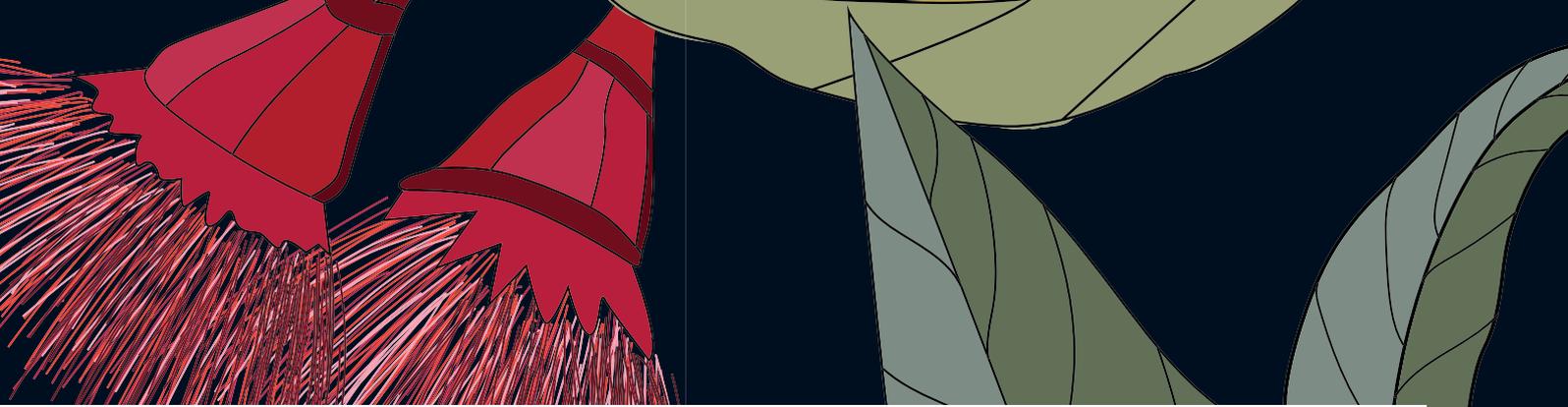


COVID-19 UPDATE

Since the onset of the COVID-19 pandemic, SML has undertaken a wide variety of preventative measures at both Flemington and Haymarket to mitigate the chance of the virus being transmitted.

Some of the measures taken include;

- Strong focus on sanitising all touch points such as toilets, handrails, lifts, door handles and access points.
- Introduction of registered buyers to the GTA and Flower Market.
- Temporary closure of Paddy's Markets at both Flemington and Haymarket, including the Swap & Sell Market at Flemington.
- Regular COVID-19 updates.
- Masks and gloves provided to all GTA and Flower Market traders.
- Mandatory temperature testing at all vehicle and pedestrian entry points including the railway bridge.
- Spraying of hand sanitiser on the hands of stakeholders when entering the GTA.
- Installation of over 150 hand sanitiser dispensers throughout the Market site.
- Distribution of individual hand sanitisers to all GTA and Flower Market traders, Unloaders and several warehouse tenants (SML is currently conducting an audit of warehouse tenants).
- Digital signs (all buildings) displaying correct hygiene and social distancing protocols.
- A-Frame signs placed at the entrances of buildings, advising stakeholders to adhere to social distancing protocols.
- Regular PA announcements conducted in buildings D & F reminding stakeholders to follow hygiene and social distancing protocols.
- Market Officers conducting toolbox talks, reminding stakeholders to remain vigilant regarding hygiene, social distancing protocols and keeping up to date with COVID-19 by utilising the SML Trader App.
- Barricading all seating areas throughout the Markets site, preventing individuals congregating and breaching social distancing protocols.
- Continual COVID-19 updates provided through the SML Trader App, toolbox talks and the distribution of flyers at toll booths.
- All tenants and their employees must ensure they hold valid GTA passes. The GTA Pass MUST be displayed on lanyards (available at all Market offices) or in a clear pocket on Hi-Vis vest or shirt.
- Forklift drivers must display and show their GTA pass on each entry to the GTA prior to pedestrian entry times (on a lanyard or clear pocket on Hi-Vis vest or shirt)
- All vehicle occupants (including passengers) entering the GTA must also hold a GTA pass.
- Forklifts are not permitted in the Buyers' walks between 3.00am to 8:00am on Monday & Friday and between 3:30am to 8:00am Tuesday to Thursday. This is required to provide safe areas for Buyers to walk through.



CONTINUE SOCIAL DISTANCING



- All stakeholders are advised to continue being vigilant with social distancing measures and personal and stand hygiene practices.
- Increased digital and printed signage has been implemented to remind all stakeholders to stand 1.5 metres or two arm lengths apart.

Your continued support and compliance with these measures is appreciated as we work to keep the Markets community safe.

We must all play our part to mitigate the risk from this virus together.

BUYERS GTA PASS

All **Buyers** are reminded that the new rules for **Buyer entry** into the Sydney Markets General Trading Area are in place.

Please factor in these changes when planning your next visit to the Markets. Sydney Markets staff are on hand to manage the transition and offer assistance where required.

We remain committed to acting in the best interest of all stakeholders and appreciate your cooperation during this time.



HOW TO REGISTER FOR A GTA BUYERS PASS?

Please fill out the Buyers GTA Market Entry pass form available on the Sydney Markets website (sydneymarkets.com.au) to register for your entry pass at the Sydney Markets Central Office (located opposite Building B)

BUYER GTA & PEDESTRIAN ACCESS TIMES

Monday and Friday at 3:00 AM
Tuesday to Thursday at 4:00 AM

BUYER VEHICLE ACCESS

Monday to Friday at 6:00 AM

THESE TIMES WILL BE STRICTLY ENFORCED

CHANGES TO THE SYDNEY FLOWER MARKET AT FLEMINGTON

1. **NO GENERAL PUBLIC ACCESS** to the Flower Market between Monday - Saturday. This commenced from Friday 27 March 2020.
2. **ONLY COMMERCIAL BUYERS** will be allowed access into the Flower Market but must register for a Flower Market entry pass which must be worn at all times.
3. All other stakeholders **MUST** wear a **LANYARD** displaying a valid entry pass



STAY UP TO DATE WITH ALL THE COVID-19 INFORMATION AND SYDNEY MARKETS UPDATES BY DOWNLOADING THE SML TRADER APP.

GTA PASSES MUST BE DISPLAYED ON A LANYARD OR CLEAR POCKET ON HI-VIS VEST OR SHIRT. "NO PASS NO ENTRY".



ENVIRONMENT UPDATE

INCREASED CLEANING PROCEDURES

Since the onset of the COVID-19 pandemic, SML has increased cleaning routines which include the following practices:

- Daily deep clean of the Market site with hospital grade sanitiser through pressure cleaning and water flushing.
- Daily cleaning of floor and weekly clean of walls within Building D.
- Cleaning frequency of touch points such as toilets, handrails, lifts, door handles and access points increased to every 30-minutes during trading, with an additional eight cleaners engaged to continue this process throughout the entire site after-hours.
- Introduction of specialised purple lid bins for discarding used disposable gloves and masks.

The bins are positioned in the following areas:

- Sydney Markets Central
- Building D (west)
- Flower Market (Cashier Office)
- Plaza Building (foyer entrance)

INCREASED FOOD DONATIONS TO CHARITIES

As a result of the COVID-19 pandemic and the temporary closure of Paddy's Markets, SML has increased diversions of fresh fruit and vegetables with several Charities including Foodbank, Oz Harvest and St Merkorious.

- Over 40 tonnes per week is being collected from Sydney Markets.
- SML is committed to assist the needy by donating as much as possible on a daily basis.







PROPERTY UPDATE

PLAZA PHARMACY - UNDER NEW MANAGEMENT

SML are very happy to welcome the new professional team at the Sydney Markets Pharmacy who are now settled in and open for business.

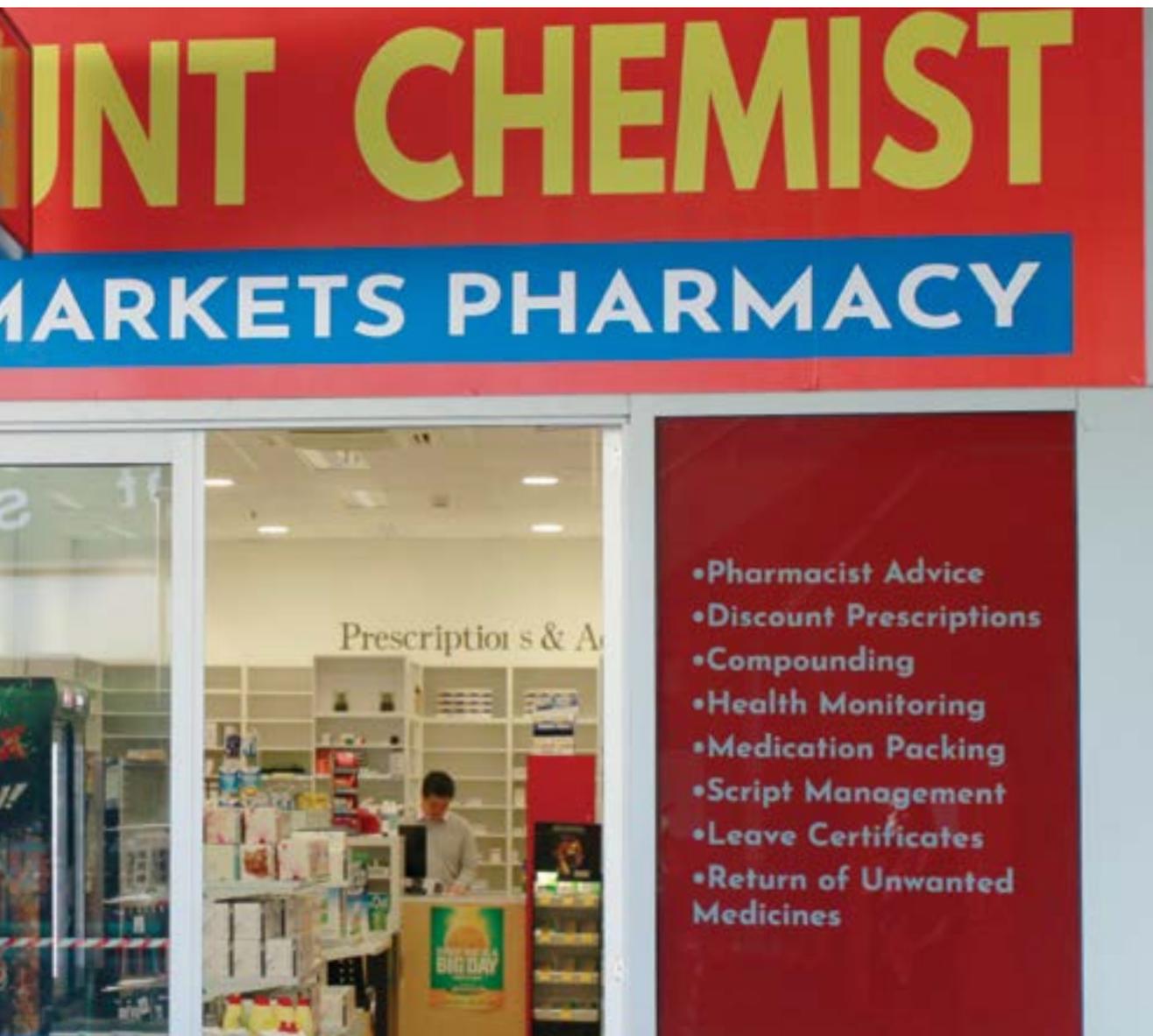
Trading times are as follows;

Monday – Friday: 8am to 3.30pm

SMS your scripts and product requests to 0413 118 390 ahead of time for ready-to-go pick up.



Pharmacist, Quoc Nguyen



**AVAILABLE FOR LEASE
- THE PLAZA BUILDING**

Become part of the resurgent Plaza retail community. New leases are now available for two premises.

Shop 5 – 130m² available now.

Shop 6a – 313m² available from May 15, 2020.

Please send all enquiries to SML Property Manager gina.cakar@sydneymarkets.com.au

WAREHOUSE Z UPDATE

Brand New Office Spaces available from 100m² – 1000m²

Ready to move in from May 2020.

Warehouse Z, 222-238 Parramatta Road, Homebush.

Please send all enquiries to SML Property Manager gina.cakar@sydneymarkets.com.au

A MARR-VEL OF NATURE'S ENGINEERING!



John Marr, Market Officer at Sydney Markets

Battling wildfires in arduous weather, suffering from smoke inhalation and sleep deprivation, whilst attempting to save lives and protect properties are all in a day's work for volunteer firefighters at the NSW Rural Fire Service.

The 2019-2020 Australian Bushfire season, commonly referred to as the 'Black Summer' resulted in the destruction of an estimated 18.6 million hectares of land, approximately 1 billion animals killed, and endangered species exposed to potential extinction.

But it didn't stop there, 34 human lives were lost, including those of volunteer firefighters as well as

properties across countless suburbs completely wiped out.

Whilst many of us followed the rapid progression of the Summer bushfires within the safe confines of our homes, Market Officer, John Marr, stood heroically in the frontline, apocalyptic skies hovering above, as sounds of the fires, likened to that of a highspeed freight train roared towards him and the rest of his brigade.

"It's scary stuff. Standing there just waiting, knowing that at any moment a blaze was about to hit, and you had no idea on the potential severity of it. The adrenaline you feel is indescribable." said John, as he reminisced the moments before intense



fires blazed through the back of several properties at Blackheath.

Initially intrigued by fire itself, like many boisterous young males, John made the decision to become a volunteer firefighter at the age of 18 and has worked with different brigades over the years.

Currently part of the Orchard Hills Rural Fire Brigade, John has attended weekly training sessions every Tuesday night for the last 2 years.

“When we’re not fighting bushfires, we still receive regular call outs for car accidents and house fires. Although I’m physically unable to attend every call out, due to other work commitments, I consistently participate in the weekly training sessions, to remain up to date with safety protocols and emergency procedures. Plus, being a firefighter requires an immense amount of physical endurance, so training with the guys keeps me fit at the same time.”

When asked about the role he played during the Summer bushfires, John said,

“Throughout the season, I was on the end of the hose a lot. Obviously, it was a long hard season and after a few months some of the guys just needed a break, so the number of response drivers decreased, so in the end I was driving the truck a fair bit.”

As the horrific bushfires continued to unfold well into the new year, John was deployed across multiple regions from Bilpin to Gospers Mountain, which later evolved into the largest forest fire ever recorded in Australia, burning more than 500,000 hectares, to Green Wattle Creek and Blackheath.

Like many volunteer firefighters, John quickly dismisses the notion of being hailed a hero. Instead he advises that,

“I wouldn’t be doing this if I didn’t enjoy it to some extent. Yes, it’s a risky job and you feel a sense of relief when you’re able to save a life or a home, but I can’t stress enough the importance of being vigilant ahead of bushfire season by doing simple things, like cleaning out gutters and removing

leaves and debris from your property. Often, that can be the defining factor on whether someone loses their home or not.”

Despite battling through exhaustion and the imminent danger John faced by risking his own life, when asked what the toughest part of volunteering as a firefighter was, he responded with,

“One of the toughest parts was knowing that my wife had to put up with the stress of it all. It took a toll on her, as I was either at work or at the fires and wasn’t home much. When I was finally home, I would pass out from fatigue, then wake up and do it all again. We’ve got a two-year old daughter and by the second month of fighting fires, it was clear that I needed a break. I’m grateful for the support I had from my wife and was glad to be able to spend some time with my family at the end of the season.”

John attributed much of his resoluteness throughout the bushfire season to his family and the camaraderie shared within his brigade.

“At the end of it when you sit around with the boys, have a beer and have a chat about it, that’s probably one of the highlights. Being able to enjoy a cold beverage once you’re done, knowing you’ve helped save the lives of people and protect their homes and at the end of it all you get to go home safely to your family. There’s nothing quite like that feeling.”

Despite the harrowing statistics of land and life lost in an unforgettable Summer, if not for volunteers like John Marr the devastation could be far greater.

Sydney Markets would like to commend John on his courageous contribution towards battling the devastating bushfires. John’s willingness to brave such brutal conditions is a testament to his character and will be held in high regard throughout the Markets community.

If you are interested in becoming a NSW Rural Fire Service volunteer, please visit www.rfs.nsw.gov.au for more information.

EMPLOYEE OF THE MONTH



JUNE 2019

ADAM BEATIE

MARKET OFFICER, GREEN POINT

Name a movie you've seen over a dozen times that still makes you laugh? - *Blues Brothers*

If you could learn any language fluently what would it be? - *Croatian*

Name one thing that really annoys you? - *Traffic*

If you could play any character in a movie who would it be and why?
- *Bandit from Smokey and the Bandit because I like the car*

What's one thing that always makes you smile? - *Family*

What's your go to karaoke song? - *Paint it black*

Do you consider yourself a good cook and if so what's your speciality? - *BBQ*

Best thing about working at Sydney Markets? - *The people I work with*



JULY 2019

GUY WELLS

NIGHT SECURITY SUPERVISOR

If you could learn to play any instrument what would you choose? - Ukulele

Would you rather have the ability to read people's minds or to be able to teleport? - Teleport

Name one item that is always in your fridge? - Milk

Would you rather have the option of unlimited sushi for life or unlimited tacos for life? - Tacos 100%

Name a movie you've seen over a dozen times that still makes you laugh? - *The Hangover*

What's the best gift you ever received as a child? - PS2

Name 3 people, living or dead who you would invite to dinner if you could?

- Kevin Hart, Seth Rogen and Will Ferrell

Best thing about working at Sydney Markets? - *The people I get to work with*

EMPLOYEE OF THE MONTH



AUGUST 2019

RINTU KURIAN

ACCOUNTS RECEIVABLES OFFICER

If you could only eat one food item for the rest of your life, what would it be?

- Chips and more chips!

If you owned a five-star restaurant what cuisine would you serve and what would the restaurant be called?

- No doubt... South Indian cuisine – 'Flavours of Kerala'

Would you rather have x-ray vision or the ability to always know when someone is lying to you?

- The ability to know when someone is lying

Who is the funniest person you know?

- My little munchkins... although not so little anymore

If you won a trip to anywhere in the world, where would you chose to go?

- Africa

If you could shop for free at one store, which one would you choose?

- The Bentley car showroom

As a child, what did you wish to become when you grew up?

- A pilot... less traffic in the sky!!

Best thing about working at Sydney Markets?

- Getting to know more fruit & veggie names and a good team of people to work with!



SEPTEMBER 2019

JOHN KALAVRITINOS

MARKET OFFICER, OPS SUPPORT TEAM

If you had to give up one thing that you do every day, what would it be? - *Smoking*

If you could start a collection of one kind of item, what would it be? - *Motorbike*

If you could invent a national holiday what would it be called? - *Day of Relaxing*

If you could pick up any accent in the world what would it be? - *Irish*

If you could be a cartoon character who would you be? - *Roadrunner*

If you could be a professional at any sport, what sport would it be? - *Golf*

Do you have a nickname and if so, what is it? - *Kala*

Best thing about working at Sydney Markets? - *The people the atmosphere the hustle and bustle.*

EMPLOYEE OF THE MONTH



OCTOBER 2019

RONALD BOOTH

TRADES ASSISTANT

If you could switch lives with someone for a day who would it be?

- Tom Cruise, so I could star in an action film

Would you rather star in a blockbuster movie or be the lead singer of a band? - Lead singer of a band

If you could start a collection of one kind of item, what would it be? - Stamps

Can you impersonate anyone famous? - No

Name one thing that really annoys you. - At the moment, not being able to go out anywhere

Have you ever met anyone really famous? If so, who? - Yes, Jimmy Barnes

If you had to choose to live without one of your five senses, which one would you give up? - Smell

Best thing about working at Sydney Markets?

- Meeting different people of different cultures, there's always a new face



NOVEMBER 2019

SHIRLENE BLOM

MARKETING & COMMUNICATIONS SPECIALIST

What's your favourite quote? - *'Some women fear the fire, others simply become it.'* - R.H. Sin

If someone made a movie of your life would it be a drama, a comedy, a romantic-comedy, action film, or science fiction? - *It would be a dramatic romantic-comedy full of action.*

If you could be a Disney character who would you be? - *Pocahontas*

If you could pick up any accent in the world what would it be? - *The Spanish accent*

What's one thing that always makes you smile? - *My dog Rumble*

What's something you've tried but will never ever try again? - *I tried Ricci de Mare (Sea Urchins) whilst in Sardinia, Italy but definitely won't be doing that again!*

What series have you binged watched lately? - *Money Heist on Netflix! Get ready to be hooked!*

Best thing about working at Sydney Markets? - *Being able to work with some great people and having the chance to be involved in a lot of different creative projects.*

EMPLOYEE OF THE MONTH



DECEMBER 2019

ANTOINETTE NEHME

EXECUTIVE ASSISTANT

Name one thing that makes you smile? - *My little family*

Who is the funniest person you know? - *Never a dull moment with my bestie Nedeljko*

Name 3 things you never leave the house without? - *iPhone, credit card and hand sanitiser these days!*

If you could be fluent in any language which one would you choose? - *Always wanted to be fluent in French*

Would you rather eat Spaghetti Bolognese or Mexican Tacos for the rest of your life? - *Pasta for life!*

What's the most interesting country you've ever visited? - *Cuba, it's a little country paused in time.*

Name one item that's always in your Friday? - *Champagne of course!*

Best thing about working at Sydney Markets? - *Definitely the people I get to work with everyday who have become my second family over the past 10 years!*

EMPLOYEE OF THE MONTH



JANUARY 2020

SAM MARTURANO

HAYMARKET TEAM LEADER

What would you most likely become famous for? - *Being a top guy!*

If someone made a movie of your life would it be a drama, a comedy, a romantic-comedy, action film, or science fiction? - *All of them because I am a top guy!*

What is the one food you would never give up? - *Pasta*

Do you consider yourself a good cook and if so what's your speciality? - *My mixed pasta sauce*

If you could learn a new skill what would it be? - *To be able to play a musical instrument*

What's something you've tried but will never ever try again? - *Escargots and Frog legs!*

Would you rather star in your own television series or be the lead singer of a pop band?
- *I could do both because I am a top guy!*

Best thing about working at Sydney Markets? - *Meeting a variety of humans!*

EMPLOYEE OF THE YEAR



SHAWN FREEBURN

QUALITY ASSURANCE/BUSINESS DEVELOPMENT MANAGER

The 2019 Employee of the Year Award was presented to Shawn Freeburn who has been part of the Sydney Markets team since June 2012. Described by his peers as one of the most resilient people working in the company, Shawn's willingness to take on critical feedback indicates his ongoing commitment to professional growth and development.

Since expanding his role to include Quality Assurance Management at Paddy's Markets, Shawn has led the clean up of the Paddy's Haymarket

fruit and vegetable area, often working weekends to ensure the quality control processes were implemented successfully.

Sydney Markets would like to congratulate Shawn Freeburn for his exceptional contribution throughout the year and acknowledge his achievement as the winner of the 2019 Employee of the Year. Well done Shawn!

TEAM OF THE YEAR



MARKETING

The 2019 Team of the Year award was presented to the creatively dynamic Marketing team led by Ned Tesic. Their consistent ability to execute multiple projects at the same time, whilst managing to lift the company's KPI's is to be highly commended.

Along with the organisation of several major events throughout the year, including the official launch of the Sydney Markets Central building, the Marketing team have also achieved over \$130,000 of media coverage for the annual Fresh Awards and millions of dollars' worth of coverage overall.

The Marketing team have initiated new programs aimed at enhancing the way Sydney Markets conducts business with stakeholders as well as the installation of new digital screens to support video communications.

Sydney Markets would like to applaud Ned Tesic and the Marketing Team on their continued efforts to raise the bar and congratulate them on an exceptional year.

Well done Marketing team!

STAFF UPDATE

NEW EMPLOYEES



JOHN MARR
MARKET OFFICER

John began with the Operations Support Team in August 2019 and is currently responsible for the Western carpark areas.



BRIAN FULLER
MARKET OFFICER

Brian started his role in the GTA team in October 2019. Brian is currently positioned in the Wholesale and Growers Markets.



VANESSA TSEROS
MARKET OFFICER

Vanessa joined the Retail Team at Paddy's Markets Haymarket in September 2019. Her role includes providing support to the Haymarket Team Leader in the daily operations of Paddy's Markets Haymarket.



ANGELO SCARCELLA
SITE MAINTENANCE
SUPERVISOR

Angelo was appointed to the role of Site Maintenance Supervisor in October 2019, overseeing all on-site maintenance scheduling.



ANTHONY D'ANGELO
MARKET OFFICER

Anthony commenced his role as Market Officer in the GTA team in September 2019 and looks after the Wholesale and Growers section of the Markets.



ABDUL AZIZ AHMED
ASSISTANT NIGHT SHIFT
SUPERVISOR

Abdul officially joined the SML GTA team as the Assistant Night Shift Supervisor in January 2020, making the transition from the Asset Security team. Abdul is currently responsible for the night time operations of the market



ZAK GUDELJ
MARKET OFFICER

Zak re-joined the Retail team at Paddy's Markets Flemington in October 2019 and will assist with the daily operations of Paddy's Markets Flemington.



AARON KELK
MARKET OFFICER

Aaron commenced his role as part of the Operations Support Team in February 2020 and is currently looking after the Eastern car park.

STAFF MOVEMENTS



SHAWN FREEBURN

**QUALITY ASSURANCE
/BUSINESS DEVELOPMENT MANAGER**

In September 2019, Shawn commenced his role as Quality Assurance Manager.

This new extension to his existing role as Business Development Manager enables Shawn to work with Paddy's Markets Traders to ensure the quality of produce and general goods are at the highest of standards.



LEIGHTON FRENEY

WORK HEALTH & SAFETY MANAGER

Leighton joined SML as a Market Officer in August 2019. He then stepped in as Acting WHS Manager in January 2020, before being offered a permanent role as WHS Manager in March 2020.

Leighton has extensive knowledge in Work, Health and Safety related matters across various industries with a speciality in incident investigations.

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Starting @ \$34,990 Driveaway - ABN Holders

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