

LEADER



END OF YEAR ISSUE

2020

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UPCOMING EVENTS

Chinese New Year
2021 Fresh Awards

February 12
July 21

CEO'S PERSPECTIVE

COVID-19 RESPONSE

Since March 2020 the COVID-19 pandemic global health crisis has necessitated extreme changes to Market operations. It has certainly been a challenging period.

On behalf of the Sydney Markets Board, Management and Staff I would like to express our sincere thanks to all Markets stakeholders who have shown remarkable resilience since the onset of the COVID-19 pandemic. It is with your cooperation and support that Sydney Markets has been able to effectively implement the ever-changing protocols introduced by the Government to keep the Market safe.

FUTURE MARKET OPPORTUNITIES

SML has continued discussions with Government centred around the Agribusiness Precinct planned for the new Western Sydney Aerotropolis. This has culminated in a proposal being submitted for a Sydney Markets presence within the proposed Agribusiness precinct. We will keep you informed as we progress through these exciting times.

INNOVATION & DIGITAL TECHNOLOGY INITIATIVES

SML has commenced implementing its Innovation and Digital Technology strategy for Sydney Markets. The next stage of the project includes a Customer Relationship Management (CRM) System, Trader Portal and Digital Devices for SML staff. The CRM System will enable our stakeholders to access information relating to their business and conduct various transactions with SML.

Information workshops will be held with Market stakeholders and updates will be provided as the plan progresses.

NEW WAREHOUSE Z

Construction of the new 4,550m² Warehouse Z adjacent to the service station on Parramatta Road has been completed. The new tenant, Tess Fresh, are currently finalising their internal fit-out and have already commenced operations. The new Warehouse Z building also includes two storeys (2,400m²) of commercial office space above the warehouse which is now available for lease.



SUPPORTING OUR COMMUNITY

Donation of New Firefighting Equipment to Rural Fire Service

On behalf of the entire Sydney Markets community, this year SML have donated \$150,000 towards a new fire truck for Batlow RFS Fire Station and new firefighting equipment for Bilpin RFS.

Our Partnership with FoodBank

SML is proud to continue our support to Foodbank, Australia's largest hunger relief organisation. In the past twelve months they collected approximately 2,200 tonnes of surplus edible fruit and vegetables that would otherwise be discarded from Market businesses.

Other food rescue charity organisations are also collecting from the Markets, including SecondBite, Sydney Care, Reach Out, St Merkorious Charity and various animal shelter organisations. These collaborations have seen relief brought to Australian families during COVID-19 and bushfire affected wildlife throughout NSW.

Produce Donations for Frontline Workers

Sydney Markets provided donations of fresh produce over a six-week period to support the healthcare workers at St Vincent's hospital and to Tierney and Stanford House – the homeless and mental health sections of St Vincent's Hospital.

Sydney Markets also donated boxes of fresh produce to the staff at St George Hospital in April 2020 on behalf of Joseph Tannous, a COVID-19 survivor, as a token of his appreciation for the exceptional care he received whilst in hospital.

Punnets of fresh strawberries were sent to guests in 275 hotel rooms at the Hilton Hotel, Sydney who had been placed in mandatory isolation after returning from overseas. These were accompanied with a message that the strawberries were from Sydney Markets and their local Greengrocer.

HEROES OF 2020

In light of the Sydney Markets Cherry Auction being postponed to next year, we are inviting the public to nominate someone important in their life as a Sydney Markets Hero of 2020. Those individuals who are nominated for their courage, resilience, leadership and perseverance during these tough times will go into the draw to win a box of cherries, donated by Sydney Markets, to commemorate their efforts throughout the year.



BRAD LATHAM CHIEF EXECUTIVE OFFICER

SYDNEY MARKETS COVID-19 RESPONSE

Sydney Markets has remained vigilant in our efforts to stop the spread of COVID-19 over the past year. The following initiatives have formed an effective strategy that continues to keep the Markets community safe.



50k



50,000 FACE MASKS

Made available to all Markets stakeholders

15k



15,000 GLOVES

Used for additional cleaning duties

5k



5000 SANITATION WIPES

Keeping our community safe at key touch points

3k L



3000L OF HAND SANITISER

Handed out across the Markets regularly

750



750 COVID SAFE SIGNS

To direct and inform stakeholders and consumers



100



TEMPERATURE READERS

Protecting the Markets from people with illness

25



CORONAVIRUS UPDATE MESSAGES

Keeping our stakeholders regularly informed

3



PPE VENDING MACHINES

Providing 24/7 access to protective equipment

1M



1 MILLION TEMPERATURE TESTS

RESCUING FRESH PRODUCE DURING COVID-19



FOODBANK'S 2020 APPROACH

Food wastage is one of the world's most pressing problems. Globally, this biggest challenge is paired with slowing down environmental degradation and stopping unsustainable practices, like growing food that no one eats. Foodbank is Australia's largest food and groceries provider to food relief charities, supporting over 2,400 charities nationwide. Foodbank NSW & ACT diverted 12.5 tonnes of rescued food in the last financial year, with 35% being purely rescued quality fresh produce. In 2020, Ben Cox, who is Fresh Produce and Sydney Markets Product Development Manager for Foodbank NSW & ACT, has observed substantial shifts in supply and demand happening across the Markets and at the on-site waste management facility, Green Point. The close relationship with Sydney Markets means that Foodbank can divert additional surplus of fresh produce. This includes fruit and vegetables that are either not to specification or incorrectly labelled, that would otherwise end up in landfill to

those who need it the most.

With the devastating effects of drought over the past few years affecting almost 100% of NSW, including the traumatic bushfire season the nation experienced, and now the uncertainties that have accumulated over the past year, it's been a matter of adaptation and quick thinking. 'When pubs, clubs and restaurants closed, that's when I think the Market really felt it. Traders all around were donating this new increase in surplus, so donations went through the roof!' Ben said. 'When Paddy's Markets stopped getting crowds and trading stopped for 8 weeks, it took a while for the supply side to slow down from the growers, so the quality increased significantly. We were accepting boxes of A Grade quality produce that had nowhere else to go! It's the strong partnership between Sydney Markets and Foodbank which also saw thousands of bushfire affected wildlife being fed fresh produce, scattered across bushland via helicopter. Sydney Markets CEO Bradley Latham expressed how valuable these types



of initiatives are in assisting the wider community when they need it most. 'Our partnership with Foodbank is just one example of our sustainability initiatives', Bradley said. 'This donated produce helps people in times of crisis. It helps families doing it tough and stops kids from going hungry'.

During the COVID-19 pandemic, operations at Foodbank have up-scaled and evolved dramatically to meet the changing needs. According to their recently released 2020 Hunger Report, almost 1 in 3 of those Australians currently experiencing food insecurity have never experienced it before. One of Foodbank's main goals is ensuring equity of access across all vulnerable groups and communities to fight hunger and eliminate poverty. In Australia, 1 in 3 parents living in food insecure households say their children experience not having enough food at least once a month due to financial pressures. There's been a dramatic spike in people who have never been to Foodbank before - newly unemployed, temporary VISA holders and students. Due to the rise in unemployment and the ineligibility of international students for government assistance, there has been a 78% increase in demand nationwide, with Foodbank now servicing almost 1.5 million individuals per month. Aligning their operations with the United Nations Sustainability Goals of Zero Hunger, No Poverty, Reduced Inequalities, Responsible Consumption and Production, and Partnerships for the Goals, Foodbank is working in close collaboration with Sydney Markets to

action these goals in what has been an incredibly challenging year.

This year more than ever, the entire world has been forced to look inward and focus on ways in which individuals can act in order to curb the damaging effects of climate change by supporting ethical and sustainable initiatives. When we think of pollution, we usually think of industrial waste from factories and farms, emissions from cars, trucks and planes, or oil spills and chemical runoff - we don't really think about all the excess food we throw away, and what it took to transport it to market, then to the customer, then to landfill when in excess or if unused. And when food decomposes, it can release potent greenhouse gases like methane into our atmosphere. Sydney Markets are subject to significant environmental regulations, all implemented and orchestrated by Environment Manager Con Kapellos and the team at Green Point. 'Produce is examined at Green Point and if it's fit for human consumption it gets passed onto Foodbank' said Con. COVID-19 has made life for vulnerable Australians even more difficult, but it's partnerships like the one between Sydney Markets and Foodbank that facilitates meaningful change in the fight against hunger.

For more information about food insecurity in Australia during the outbreak of COVID-19 and how Foodbank has managed the increase in demand, visit their website and check out the 2020 Foodbank Hunger Report.

TESS FRESH



Earlier in October, Sydney Markets sat down with Steve Tesoriero, the Owner and Director of TESS Fresh.

Joining him for the interview was Steve's daughter Chantelle, who is the Business Manager at TESS Fresh.

Steve: I started this business 25 years ago. Due to the quality of the product and the service we deliver, the business has grown massively over the years. My whole family eventually joined in, bringing a new and fresh vision.

Chantelle: Before we moved to Building Z, we operated out of Granville, with a small facility at Sydney Markets. It became necessary to expand and combine our operations and we started the move into our new facility here next to Sydney Markets in August 2020. It's been a huge challenge and very long days migrating all operations and equipment across, but seeing the end result has made it all worth it.

How did you get involved in this type of business?

Steve: It's been interesting. I have been in it for 30 years now. I grew up on a farm, and then I opened a fruit shop in Lithgow. From there I had a few stands in Paddy's Market then purchased a small factory then a bigger factory, then outgrew that factory and now we are in a larger factory just outside Sydney Markets.

Chantelle: I originally started in events management after I left school and about 5 years ago my dad invited me to join in the family business. I took the leap and joined, and it's been great. I have learnt a lot from him and at the markets. I think you grow and learn a lot about yourself when you work at the markets.

What does TESS Fresh do?

Chantelle: We expanded the brand so consumers can trust and rely on our quality produce, consistent supply and reliability of service. We serve fruit and vegetables, processed and packed, to retail, pubs and clubs, restaurants, food service and home delivery Australia wide. We take the raw vegetable and slice, dice, or chop it to customer requirements. We have a large range of machinery in our facility, so we have that flexibility to be able to package to customer needs.

Steve: We not only service large customers, but we also service the general public with products such as chopped parsley, diced onions & tomatoes making the preparation easier for working mums and dads who do not have the time to chop or slice fruit & vegetables. We go through a lot of produce here – some of our bigger lines we go through include 160 tonnes of potatoes, 80 tonnes of pumpkin, 40 tonnes of carrots and 40 tonnes of onions.

Chantelle: The facility is a total of 5,000m² split over 2 levels. The factory has a total of 8 production areas, with 5 medium care and 3 high care rooms, 2 receiving docks and 2 docks for dispatch, a warehouse and office mezzanine, which has our meeting rooms, accounts etc. Whether it's fresh produce or ready-to-eat we will determine where we process the produce. We will also soon be commissioning a development kitchen as well. It's almost already 24/7 here, but within the next 6 months we will be operating 24/7.

How has it been opening the new facility during COVID-19?

Chantelle: It has been challenging. For our staff we have introduced an online induction process,



where they complete all required documents on an employee portal and fill out a questionnaire relating to COVID-19. From there it is then approved by our HR team. Once they are on site, they are provided with an employee wristband for access control, enabling specific access to specific areas. Once staff go through the door into the factory, they are required to wear all required PPE such as gloves, hairnet and apron. All rooms have sanitising stations for regular sanitising of hands. All our staff, visitors and contractors are captured by our thermal-detection camera on entry. We have one of the only cameras in Australia that does this, and it can notify senior management automatically if someone comes in with a higher than normal temperature.

Although opening during COVID-19 has been challenging, it has enabled us to be able to create new employment with the opening of our facility. Our team is growing at a rapid rate, we started with 10 members and now have over 100.

Our point of difference at TESS Fresh is our quality and service. We have brought on a solid and committed Quality Assurance team to enable us to keep up with demand, and still deliver the best quality produce we are known for.

What's it like being part of the Sydney Markets community?

Steve: Being close to Sydney Markets is great, as we can service customers fast and efficiently. If they put an order in and need it in 15 minutes, we can get it done. Being close to Sydney Markets allows us to stay competitive on pricing but also be able to deliver the best service to all our customers.

Sydney Markets is like an extended family. This place keeps you on your toes, and if you aren't it will eat you alive. It's an exciting place to be. I have grown to love this place.

I enjoy challenges, and always challenge myself. Turning my thoughts into something tangible. I always think, how can I make what we do better? I always start by drawing it on paper, then talking it through with engineers and architects, and just making it happen. The fact that my kids are now part of the business means younger minds contributing to our successes. Chantelle, Josh and Krista are all involved in different parts of the business.

Chantelle: Dad takes a lot of calculated risks. One project will finish, and he has already got another in the pipeline. It keeps us all motivated. We really look up to Dad and his motivation and positive mindset.

Steve: We are going to expand again soon. This place will soon be too small. Interstate operations and avenues for exporting, there's a lot happening. I have a couple of ideas in the background, but don't want to hit the kids with anything too quick.

What's with the footy shorts that everyone sees Steve wearing around the Markets?

Chantelle: I think the footy shorts are Dad's trademark. Everyone in the Markets knows him for his footy shorts although we do sometimes need to remind him not to wear his shorts if we are having a meeting. One thing our team loves is Steve's ability to get involved – he'll clean the machines, hose down the floors, chop parsley if needed. We are a family and we all work as hard as each other.

80 YEARS AT THE MARKETS! YIP YIP HOORAY!



Brothers Roger and Neumann



Roger and his grandson

Part of an intricate tapestry of stories, characters and moments that occur every day at the Markets, the Yip family have achieved a milestone this year, reaching their 80th Anniversary at Sydney Markets. On September 4, the Sydney Markets community joined the Yip's in celebrating this significant moment in their family's history.

Henry Yip started trading in 1940 at what is now the site of Paddy's Markets in Haymarket after emigrating from Guangzhou in China. Originally built in 1909 as Sydney's first fruit and vegetable markets, the heritage significant red-brick building was where the Yip family were provided with the perfect environment to grow and develop their business. Brothers Neuman and Roger Yip have been carrying on their father's operations since 1953, including the move out to Flemington where they now reside in Building C at Sydney Markets. Yep Lum & Co provide buyers with hard vegetables, such as onions, pumpkin, garlic and what seems like an endless list of gourmet potatoes.

Now, it's Neuman and his wife Eileen, their four sons Darren, Randall, Glennon and Matthew, as well as Roger, his daughter, and his son, that orchestrate the day-to-day management of both their wholesaling and Paddy's stands. With three generations (almost four) helping out where needed, it truly is a family affair.

Neuman's son Darren reflected on his family's legacy while enjoying the festivities, and what it must have been like for his grandfather when it all started. 'I am grateful that my grandfather was able to come out to this country and start a life' Darren said. 'Now, we are here helping farmers sell their produce, helping shopkeepers maintain their businesses, and getting

food on the table to feed the nation. It's very rewarding to think about it that way.'

Joining the Sydney Markets community in celebration at Building C was John Pearson, Chairman of Sydney Markets, as well as Bradley Latham, CEO of Sydney Markets, and Leader of the NSW Opposition and Member for Strathfield Jodi McKay. 'Starting at Haymarket and then coming out to Flemington, it's very special' Mr Pearson said. 'Congratulations on 80 years, it's a wonderful achievement.'

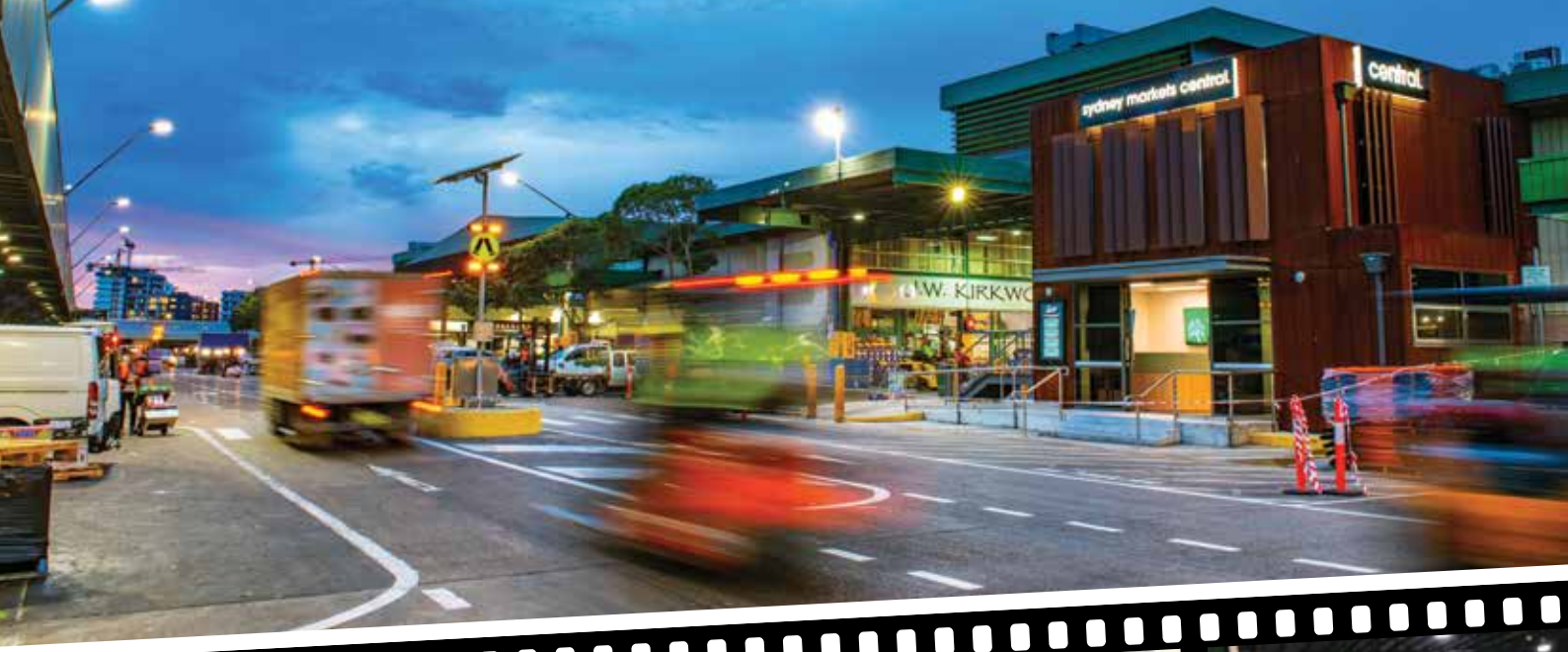
'I have known this family for a very long time. It's such a huge achievement', MP McKay said. 'This is what Australia is all about. We have this wonderful family who have established a business 80 years ago when we weren't considered a multi-cultural society and now we are, and this business is representative of what is so special about this country.'

'Huge congratulations to the Yip Family for their 80th Anniversary being part of the markets community. Good hard work can make a great business, and this is the best example of that' said Bradley.

Celebrating his 84th birthday this year, Neumann Yip, who was born at the markets at Haymarket, remembers what it was like way back then. 'I remember the first day we opened up, I don't think we sold a thing. I said to my brother that if this is the way it's gonna go, we'll be closing up very shortly!' he said, with a laugh.

On behalf of the entire Sydney Markets community, we would like to wish the Yip's a Happy 80th Anniversary and can't wait to witness the growth of their legacy into the future.

#throwbackthursday



Join us online every Thursday
as we look back at the stories
and characters of Sydney Markets

  **SYDNEYMARKETS**



PADDY'S MARKETS IN 2020

The globally recognised and celebrated Paddy's Markets has proven to evolve and adapt since establishing itself at the Haymarket complex in 1914. Paddy's is a long-standing market with a rich history, and with the updated new look we have been able to refresh the brand without losing its global recognition and thrifty charm. With events and activations planned for the Holiday Season, there's a lot to look forward to for the rest of this year and into the future. In the meantime, our efforts have been forced to shift due to social distancing regulations. This year, Sydney Markets have instead shifted focus to connect with our local communities in the digital space. Rethinking the way in which consumers are interacting with brands, we are increasing our social media efforts in order to attract new local audiences in the communities of Sydney.



FOLLOW US



PADDYSMARKETSFLEMINGTON
PADDYSMARKETSHAYMARKET

FARM TO MARKET is a series featuring our passionate local Paddy's Growers. The fresh produce supplied by our Paddy's Fresh Food Saturday Growers is grown and harvested within 250km of the Sydney CBD alongside produce from other regions of Australia. This campaign will continue to showcase growers, farms and produce, crafting meaningful stories that will invite consumers to connect with the Paddy's brand.

MARKETS MENU is a series presenting the freshest produce from Paddy's Markets, prepared in new and original recipes by reputable chefs and home cooks at the Paddy's Kitchen at Haymarket. Sydney Markets has invited Masterchef Australia stars Amina Elshafei and Audra Morrice, as well as home cook Nikoletta Nikolaou from Nikoletta's Kitchen to help celebrate the fresh produce Paddy's Markets can offer.

SHARED PLATES is an online blog currently being produced by the Sydney Markets Marketing Team. This collaborative initiative between Sydney Markets and local cafes and restaurants will aim to connect local Sydney chefs to the Markets, exploring unique produce and how it is prepared and utilised in the diverse dishes found across Sydney – exploring the spices of Sri Lankan cuisine to the flavours of Italian food and the communities who have shared their plates with our harbour city.



SITE SERVICES UPDATE



ROADWORKS & LINE MARKING

Signage and line markings are maintained on a regular basis to ensure safety for pedestrians and to provide clear directions for forklifts and vehicles on site. Sydney Markets has been divided into 4 precincts to manage a new program to re-draw line markings. Edwin Parrenas, our resident painter, continuously identifies line markings that need remarking and replaces faded signage.

PLAZA PRECINCT - FLEMINGTON

Repairs of Shop 13 have now been completed in preparation for the new tenants. These upgrades have given a new and inviting look to the premises. A new café is opening here soon.



WAREHOUSE Z

Construction of new 4,550m² Warehouse Z adjacent to the Service Station on Parramatta Rd is now fully complete. Occupation Certification (OC) was received on August 12, 2020 - internal fit outs have now been completed and the building is ready for full occupation. TESS Fresh has occupied the Warehouse and Mezzanine Office areas and have started their operations. There is also two storeys of commercial office space above the warehouse.

Design work commenced in February 2016 and Base Building Construction commenced in January 2018. Warehouse Z is the latest infrastructure achievement being celebrated by the Markets community.



W



FOOD & SPECIALTY RETAIL PRECINCT – PADDY'S HAYMARKET

Construction of the new Oyster Bar is now complete, as well as the construction and fit out of the Nail Salon.

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

Sydney Markets would like to remind all Market stakeholders to continue practicing good hygiene and safety measures to protect against the spread of COVID-19.

This includes:

- Washing hands frequently with soap and water, or alcohol-based hand sanitiser
- Covering your mouth when coughing or sneezing
- Avoiding close contact with others and adhering to social distancing protocols
- Staying home and seeking medical attention if you feel unwell or show signs of a fever, cough or difficulty breathing
- Wear a mask when attending Sydney Markets
- Download the COVIDSafe app from the government website, and the SML Trader app to receive up-to-date information

Sydney Markets will continue to adapt our COVID-19 Emergency Response Plan in line with advice from NSW Government and health authorities.

Market businesses that have recently employed new staff are strongly urged to require new employees to be tested for COVID-19. If an employee does show symptoms of the COVID-19 virus or the flu, businesses are permitted to ask them to stay home or leave work and seek medical attention and get tested immediately. All tenants are required to notify Sydney Markets immediately following identification of a suspected or confirmed case for the Emergency Response Plan to be activated. Please contact us 0407 325 295 or 0409 325 232

SAFE FORKLIFT OPERATIONS

Sydney Markets would like to remind forklift drivers about safe workplace practices, rules and regulations:

- Forklift Drivers must hold a current and valid RMS (Roads & Maritimes Services) Drivers Licence and HRW (High Risk Work) Licence from WorkCover/ SafeWork to drive on roads within the Markets site. These must be carried on drivers at all times
- RMS Road Rules must be adhered to at all times and as such, the roundabout at Austin Ave is to be used as per RMS Road Rules

- It is compulsory to wear a seat belt. Comply Notices will be issued for non-compliance. Forklifts without a seatbelt cannot be used until a seatbelt is fitted
- Forklift lights must be turned on when operating at night
- Directional signage and other road signage must always be followed
- Speed limits are enforceable (20km/hr in open areas, 10km/hr under canopies, 5km/hr on the forklift bridge) Forklifts should not be governed to more than 20km/hr. Forklift governors are randomly checked by SML staff to ensure they have not been tampered with
- Defective forklifts are to be reported to the business owner (Principal)
- Forklift drivers are not permitted to carry passengers, and no person is to travel or be lifted on the tines of a forklift
- Travel in a forward direction when not carrying a load. Only travel in reverse when carrying a load that would obstruct your vision if travelling forward
- 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 along the ground
- Be aware of pedestrian crossings and access ways
- No mobile phones or two-way radio devices to be used while operating a forklift
- Do not operate a forklift if under the influence of drugs (which may include some prescription drugs) or alcohol
- Do not smoke, eat, drink or use listening devices (eg. An iPod) while operating a forklift
- Do not leave the keys in the ignition of the forklift while the forklift is unattended
- No pushing or pulling other vehicles (including deliberate collision with other forklifts) while operating a forklift
- No 'hooning' or overtaking whilst operating a forklift

For further information and enquiries please contact Sydney Markets Operations Manager Adrian LaCava on 02 9325 6170

RESTRAINING LOADS ON TRUCKS

Sydney Markets would like to remind all truck owners and drivers to adhere to the following principles in maintaining a safer Market for all stakeholders"

- All loads must be secured with restraints on every truck (Tabletop & Curtains) before the vehicle is driven
- The driver of the truck must physically sight that the loading/unloading of the vehicle has been completed and they are responsible for ensuring the load is secured by correct restraints
- When applicable, curtains and doors on the vehicle must be secured before leaving the loading dock. No truck can be overloaded
- The vehicle must have a clear view when reversing – if not, have a person assist by directing the driver
- RMS Road Rules apply to all vehicles operating on the Markets sites
- It is good for businesses in the Market to conduct weekly Toolbox meetings with staff on WHS practices

All unsafe work practices need to be reported to a Market Officer or by calling the 24hr contact number on 0409 325 232 or WHS Manager Leighton Freney on 0417 325 171.

FRIDAY PADDY'S AND SATURDAY FRESH FOOD MARKET

Further changes have been made to Friday & Saturday trading at Paddy's Flemington. All gates around the General Trading Area are now open to vehicles and pedestrians as was the case pre-Covid.

Customers can now park closer to Building D where Paddy's operates.

Temperature testing will continue to be done at all external entry points to the markets to ensure everyone's safety.

Customers are reminded to observe social distancing rules while shopping at the markets.



ENVIRONMENT UPDATE

FISH WASTE RECYCLING

Our successful new initiative commenced in 2019 with our Seafood Traders at Paddy's Markets Flemington, where the separation of fish waste into plastic bins has enabled Sydney Markets to divert this waste to EarthPower. The fish waste is processed with our organic waste, producing green energy and a fertiliser product. We estimate over 100 tonnes will be recycled every year. This initiative has provided a much cleaner and safer environment in the Seafood Trading Area and has provided stakeholders with a better solution when disposing fish waste.

OUR WORK WITH THE REGIONAL ILLEGAL DUMPING SQUAD (RIDS)

Sydney Markets are continuing to refer incidents of illegal dumping of rubbish on site to the NSW Government Illegal Dumping Squad for prosecution to the offender. The fines are large and are in accordance with the relevant legislation. Recently, following an extensive investigation by Sydney Markets and RIDS, there have been several infringement notices issued to the offenders for dumping rubbish on site.

The following two fines were issued:

- \$750: Not Comply with Requirement under Chapter 7.
- \$2000: Owner Cause/Permit Transport of Waste to Unlawful Facility

These great outcomes have been a result of the joint efforts between Sydney Markets Environment Team and the Illegal Dumping Squad.

SYDNEY WATER - LEVEL 1 RESTRICTIONS

The NSW Government has announced that Level 1 Water Restrictions came into effect from 1 March 2020. Water restrictions target outdoor water use and apply to everyone, residential and industry. Exemptions are available for businesses and industries that rely on outdoor water use for critical activities as part of their business.

Sydney Markets holds an exemption for Markets operations and have notified all Stakeholders utilising contractors cleaning hard surfaces to also apply for a permit. Sydney Water will act against deliberate



breaches of restriction rules, which may include issuing infringement notices.

ASSISTING DROUGHT AFFECTED FARMERS

The Green Point Team is continuing to assist drought affected NSW farmers by supplying organic waste to feed livestock.

Farmers are taking all organic waste available, including products in individual packaging which are separated at the farms. We also have a regular farmer from Bathurst collecting 40 - 50 tonnes from Green Point twice per week. This farmer mixes the produce with hay resulting in a valuable stockfeed product. Over 8,000 tonnes of produce were diverted to our farmers over the last 12 months.

NSW CONTAINER DEPOSIT SCHEME

The Sydney Markets Reverse Vending Machine (RVM) located in the Plaza Shopper car park is working well, collecting eligible beverage containers for recycling in exchange for a refund of 10 cents per item.

Thus far, over 6.2 million containers have been deposited in the machine to date. This initiative will further promote Sydney Markets sustainability profile and benefit the environment by reducing the number of containers ending up in landfill.

PADDY'S MARKETS PICK-A-BOX AND BASKET INITIATIVE

Stallholders at Paddy's Markets Flemington and Haymarket are offering consumers a choice to either take a shopping basket or a free box to use while shopping for fresh produce. This initiative will further improve efforts to reduce the use of plastic bags.

OUR PARTNERSHIPS WITH CHARITIES

In the past 12 months, Foodbank and other charities have collected 2,200 tonnes of fruit and vegetables at Flemington. Foodbank continues to collect from the Rail Siding Area 4 days a week, with new charities Second Bite & St Merkorious also collecting. These partnerships are improving the reduction of food waste and helping those in need.

PROPERTY UPDATE

MD MEATS BUTCHER

SML welcomes MD MEATS Butcher to The Plaza.

MD Meats, with their extensive experience and quality products, are set to commence fit out of their store in November 2020.

Specialising in quality cut meats, MD Meats prides itself with providing only the finest in meat at prices the family can afford.

INTERNATIONAL MONEY EXCHANGE

Fit out is scheduled to commence late November on an International Money Exchange.

The Money Exchange service will provide Plaza customers and tenants with professional financial services, easy access to currency exchange, money transfer, and international remittances solutions.

The Money Exchange service will provide quality and affordable currency exchange rates.

CAFÉ MAMASITA'S (CAFÉ/BAKERY)

Sydney Markets are very happy to welcome the newest addition to our Plaza family. Beatrice, who has spent 10 years working alongside her husband, Carmelo, running a very successful Italian restaurant, brings her signature South American flavours to The Plaza.

Café Mamasita's will transport your taste buds straight to Italy, Spain and South America. Expect the menu to feature anything from pizza and burgers through to pulled pork rolls and delicious pastries.

Taking advantage of their location overlooking Sydney Markets, Café Mamasita's exciting new space will be vibrant, fresh and chic.

Fit out has now commenced with the café scheduled to open by the end of November.



STRATEGIC IMPERATIVES & PLANS



MAXIMISE THE EFFICIENCY & EFFECTIVENESS OF THE FLEMINGTON SITE.

1

- » Design of a new 2,600m² warehouse adjacent to Warehouse X is now complete. These upgrades will include the addition of 56 undercover parking spots for stakeholders and visitors.
- » Reconfiguration of Plaza Tenant parking area is now underway to facilitate future growth of the Flemington site.
- » SML are now seeking expressions of interest from all Stakeholders



INTRODUCE IMPROVEMENTS THROUGH INNOVATION & NEW TECHNOLOGIES.

2

- » SML are in the initial stages of selecting a Customer Relationship Manager (CRM) provider to develop a new stakeholder portal. This tool will allow users instant access to their accounts, statements and other important information.



ENSURE THE VIABILITY OF PADDY'S MARKETS.

3

- » The Paddy's Markets Haymarket Food & Entertainment Precinct is now complete. New tenants have already started taking up stands.
- » Our Fresh Produce Quality Assurance program has been implemented in order to enhance the trader produce displays and the overall shopper experience
- » A shift in focus to digital marketing initiatives to promote Paddy's Markets during social distancing measures



EXPLORE OPPORTUNITIES IN THE PROPOSED AGRI-BUSINESS PRECINCT.

4

- » SML have submitted a business case to Western Parkland City Authority in order to progress towards Stage 2 where a formal arrangement with NSW Government will be made.



MAXIMISE THE STRENGTH OF THE "SYDNEY MARKETS" BRAND.

5

- » SML has recently completed a stakeholder survey to measure the impact and values of the Sydney Markets brand
- » These results are currently being assessed for further action

EMPLOYEE UPDATES

EMPLOYEE OF THE MONTH



FRANK LACAVA
MARKET OFFICER

FEBRUARY

When changes came into place for GTA Passes, Frank was the key person managing this process. He has maintained a positive approach in all aspects of this new process, making sure it is a smooth experience for buyers. The success of this process is due to Frank's determination and professionalism when completing his work.



GUY WELLS
NIGHT SHIFT SUPERVISOR

MARCH

Implementing new protocols at a high standard, Guy is equipped with effective communication skills and is an excellent leader. He has received countless positive comments from stakeholders about new temperature testing and sanitisation protocols and continues to prove invaluable to the SML crew.



ABDUL AZIZ
ASSISTANT NIGHT SHIFT
SUPERVISOR

APRIL

Although he is fairly new to SML, Abdul has become very familiar with the operations of the Markets due to his background in security. He is a strong performer and his hands-on approach has lifted the performance of the entire team. All his duties are completed to a high standard as he continues to take on challenge after challenge.



UPAMA NANDY
PROPERTY OFFICER

MAY

Working at SML for almost 18 months now, Upama has consistently shown that she is a team player and has always followed through with any tasks given. She is prompt with all of her follow ups and has proven to be an asset to the company.



GINA CAKAR
PROPERTY MANAGER

JUNE

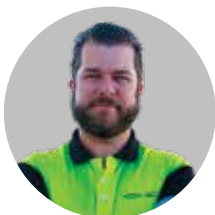
Since joining SML at the beginning of 2019, Gina has gone above and beyond in her duties as Property Manager. Working 6 days per week during operational changes due to COVID-19, Gina remained focused and dedicated to her team.



ZAK GUDELIJ
MARKET OFFICER

JULY

An experienced employee of Sydney Markets, Zak stepped up as Acting Team Leader during the recommencement of Paddy's Markets operations at Flemington. His past achievements and broad knowledge base assisted greatly in implementing new protocols and upholding the safety of the Markets.



ADAM BEATTIE
MARKET OFFICER,
GREEN POINT

AUGUST

Currently leading new sustainability initiatives, such as the Flemington Seafood Recycling operations which recycles approx. 100 tonne of fish per annum, and 'Paddy's Pick a Box', Adam is hardworking and innovative. His role in the Environment Team is to maintain SML's Waste Disposal Policy with our stakeholders and to control source separation of waste streams at the Green Point Facility.



GLENN RUSSELL
GTA TEAM LEADER

SEPTEMBER

A proactive and top performer in ensuring tenant requests are met and his staff are always safe when completing the diverse operational changes recently experienced. Glenn has continued to perform well under extremely tough conditions and has greatly assisted in keeping the Markets safe.

NEW EMPLOYEES



TODD MCHENRY
MARKETING COORDINATOR

Joining the Sydney Markets team in July 2020, Todd is assisting with communications and campaigns across the SML brands and is the new Editor of the LEADER Publication.

Stay tuned for the next LEADER in April 2021.

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TRADER
DIRECTORY



CALENDAR
OF EVENTS



TRANSLATED IN
ANY LANGUAGE



IMPORTANT
NOTIFICATIONS



HOW TO GET THE APP

- 1 On your device open the App store, Play Store or Windows store
- 2 Search for "SML app" and download the "SML traders app"

ENOUGH — IS — ENOUGH

**CIGARETTES +
FRESH PRODUCE
DON'T MIX.**



STARTING 1ST JULY!

**IF YOU ARE FOUND SMOKING IN
NON-DESIGNATED AREAS, YOU WILL HAVE YOUR
BUSINESS NAME PUBLISHED ON THE SMOKERS
HALL OF SHAME, AND COMPLY NOTICE DAMAGES
WILL INCREASE.**