



SECURITY

2021

Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			Total Hrs
Start	Finish	Total	Start	Finish	Total	Start	Finish	Total	Start	Finish	Total	Start	Finish	Total	Start	Finish	Total	Start	Finish	Total	
		0	6:00	16:00	10	6:00	18:30	12.5			0	6:00	18:30	12.5	6:00	18:30	12.5	6:00	19:00	13	60.5
6:00	18:30	12.5	6:30	18:00	11.5			0	6:00	18:30	12.5	6:00	18:30	12.5			0	6:00	18:30	12.5	61.5
6:00	18:30	12.5	6:30	18:00	11.5	6:00	18:30	12.5			0			0	6:00	18:30	12.5			0	49
		0			0	7:00	19:30	12.5	7:00	18:00	11	7:00	19:30	12.5	7:00	19:30	12.5			0	48.5
		0			0	7:30	18:00	10.5	7:30	18:00	10.5	7:30	18:00	10.5	7:30	18:00	10.5	7:30	18:00	10.5	52.5
		0			0			0	6:00	18:30	12.5				9:00	20:00	11	7:00	19:30	12.5	36
		0			0			0			0			0				6:00	18:30	12.5	12.5
		0			0	18:00	6:30	12.5	18:00	6:30	12.5	18:00	6:30	12.5	18:00	6:30	12.5	18:00	6:30	12.5	62.5
18:00	7:00	13	18:00	7:00	13	18:00	6:00	12	18:00	6:00	12			0			0			0	50
18:00	6:00	12	18:00	6:00	12			0			0			0	18:00	6:30	12.5	18:00	6:30	12.5	49
		0										18:00	6:00	12				15:00	21:00	6	18
		0			0			0			0			0			0			0	0
		50			58			72.5			71			72.5			84			92	500

SECURITY – PADDY’S MARKET HAYMARKET STANDING INSTRUCTIONS

CODE OF CONDUCT

1. Security Officers are to conduct themselves professionally at all times in their dealings with Sydney Markets Limited (SML), its staff, Paddy’s Management, standholders and members of the general public in a civil, obliging and inoffensive manner, providing a superior level of service.
2. All Security Officers are to wear a distinctive uniform in a neat and tidy condition and are to wear Security licences, name badges on display identifying themselves to standholders and the general public.
3. Security Officers are not permitted to accept gifts or benefits of any kind from Paddy’s Market stand holders or customers.
4. Security Officers are not permitted to leave the Paddy’s Market ground floor area whilst on duty without the permission of their supervisor.
5. Security Officers’ private vehicles are not to be parked on the Paddy’s Market floor at any time.
6. Security Officers are to take their meal breaks in the staff amenities room.
7. All enclosed rooms, including the main office and the market building itself, are “No Smoking” areas and therefore, Security Officers should not smoke in these areas.
8. Security Officers are responsible for the care of SML equipment, including portable radios
9. Rubbish truck from Flemington on site at any time will collect all Organic waste from Green-point (White/Blue bins) S/O is to count and note in Pallet count sheet

GENERAL INFORMATION

Paddy’s Trading Hours

- Wednesday 10:00 am to 6:00 pm
- Thursday 10:00 am to 6:00 pm
- Friday 10:00 am to 6:00 pm
- Saturday 10:00 am to 6:00 pm
- Sunday 10:00 am to 6:00 pm

Public holidays trading will be advised

Telephone Numbers

Paddy’s Haymarket Office	Telephone 9212 2428 Facsimile 9212 4879
Security – Market City Complex	Telephone 9281 2401 Facsimile 9211 8539 Mobile 0412 207 917
Flemington Security	Telephone 9325 6232 Mobile 0409 325 232
Adrian La Cava – Operations Manager	Telephone 9325 6170 Facsimile 9325 6175 Mobile 0420 936 710
Leighton Freney – WHS Manager	Telephone 9325 6171 Facsimile 9325 6175 Mobile 0417 325 171
Shawn Freeburn – Business Development Manager	Telephone 9325 6240 Facsimile 9325 6288 Mobile 0407 325 237
John Pascucci – Head of Operations	Telephone 9325 6203 Facsimile 9325 6300 Mobile 0417 325 240

See Emergency After Hours Contact Listing

Maintenance and Repairs

The Market City Complex is operated by Market City Properties (MCP).

Any major maintenance and/or repair problems such as loss of building power, telephones or a major water or drainage leak should be reported to MCP via Market City Security – telephone 0419 966 488.

Monday to Friday report any other items to SML Site Services on 9325 6217.

On weekends, any other maintenance matter that does not affect Paddy’s floor security or will not affect Paddy’s the next day should be passed on the Paddy’s Management.

Any matter such as smashed door glass or any items that will affect Paddy’s the next day should be referred to SML’s Site Services, contact via, Email, services@sydneymarkets.com (Monday & Tuesday)

Paddy’s Market Management

Sydney Markets Limited manages Paddy’s Markets on Wednesday, Thursday, Friday, Saturday and Sunday.

Team Leader (Market Manager): Phone: 0407 325 260 (24/7)

Assistant Team Leader: *Phone:* 0438 727 111 (only during working hours)

Cleaning

SML’s cleaning contractors are:

*Toilet Cleaners Main Office,
Fish Section, Deli, Meat,*

Poultry and Staff Amenities Cleaners: Quad Cleaning - Wednesday to Sunday nights
Complete check list for this work

Sydney Market Limited have the responsibility to clean the Market floor.

The office is to be alarmed and kept locked and secured at all times when not in use.

Table & Box Hire

Trestle tables, racks and storage boxes can be hired to traders for a fee. This operates each trading day, distributing items about the Market. Firoz Al-Chahal (0415 991 997) is the responsible person for this function.

The Market Manager, Sam Marturano can be contacted for instructions.

Sunday Night to Tuesday Night Storage

Regular traders are allowed to leave their stands and stock set up from 12:00 midnight Sunday to 6:00 pm Tuesday. Traders leave their goods and equipment on site at their own risk.

Wednesday Traders have the opportunity to re-stock their stands on Mondays from 10:30am to 9:00 pm, Tuesday 9.30am to 9.00pm. The arrangements for this special delivery period are as follows:

1. Access is through the Quay Street gate only.
2. This gate is to be kept closed after traders have been given access.
3. Traders should show the entry permit approved from the SML the reason for their visit to the market and driver’s licence. These details, along with RMS registration numbers of vehicles is to be recorded on the log sheet.
4. Traders are to be advised before they enter that they cannot remove any goods or merchandise from the building and that their vehicle must be searched on departure.
5. Traders do not have the right to enter the building outside the special delivery times.
- 6. Special note: Any person using FORK-LIFT must wear Hi-Vis vest, must have current WorkSafe Fork Lift licence and also an Australian Driver’s Licence, Note Fork Lift speed throughout the Market floor is 5 Km’s per hour speed gun to be used and note in register.**

Entry to Stands

It is not necessary to enter stand areas unless urgent repairs or cleaning have to be undertaken. If this is done, a record should be made and details given to Paddy’s Market Management for communication to the trader.

Monday	Paddy’s Market Closed
0600	2 S/O’s start, Rover & Supervisor – Supervisor converse with Night Team Leader
0630	Night shift 2 S/O’s off duty
0630	1 S/O on loading dock duty & Gate to remain closed when not in use
0630	Supervisor and S/O alternate continuous patrols of site – checking all doors, gates, refrigeration units etc
0630	All contractors need to sign in via Kiosk and also note in log book
1030	Allow Fruit & Veg traders on site to prepare orders. Inspect all Produce that is delivered if produce is of poor quality inform Trader of rejection and also note in Pallet count sheet
1030 To 2100	Any Retail Stand-Holders wishing to enter is to display After-Hours entry permit, if unable to show ask Stand-Holder to call SML Team Leader. Record name & vehicle registrations in log book. Inform motorist that vehicle will be inspected on departure. Retail Stand-Holders not permitted to remove large quantity of goods from premises.
1800	Night Team Leader and Rover start shift, T/L and Day T/L to discuss day events
1830	Day Rover & Supervisor of duty
1830 To 0600	Night patrols are continuous checking, gates, doors, refrigeration units, toilets etc. All person should be off site by 2100
2000	Loading dock gate secured
Tuesday	Paddy’s Market Closed
0600	Day Supervisor on site & 1 Night shift S/O off site
0630	Day shift T/L & Rover S/O on site
0700	Night shift T/L off site after discussing night events
Daily event	All contractors need to sign in via Kiosk and also note in log book
0700-1730	Continuous patrols of site are shared between all S/O’s
0700	Loading dock manned – Night shift T/L off site
1030	Allow Fruit & Veg traders on site to prepare orders. Inspect all Produce that is delivered if produce is of poor quality inform Trader of rejection and also note in Pallet count sheet
1030	Any Retail Stand-Holders wishing to enter is to display After-Hours entry permit, if unable to show ask Stand-Holder to call SML Team Leader. Record name & vehicle registrations in log book. Inform motorist that vehicle will be inspected on departure. Retail Stand-Holders not permitted to remove large quantity of good from premises.
Time unknown	Rubbish truck from Flemington on site at any time will collect all Organic waste from Green-point (White/Blue bins) S/O is to count and note in Pallet count sheet
0930-1600	Fruit & Veg trucks are permitted to unload their produce at Quay St, dock

	however parking is only for 30 mins, if they go over the time limit in form Trader that they will be issued with a Comply Notice
0930-2100	Allow Wednesday Retail Traders entry to re-stock and clean stand, note Traders must show After Hours entry permit and are not authorised to remove large quantity of goods unless stated on After-Hours entry permit
1600	Day Supervisor off site
1800	Night shift supervisor and Rover on site
1800	Night shift supervisor and Day Team T/L discuss day events
1800	Rover to man loading dock – gate to be secured at all times
1800	Day Team T/L & Day Rover off site
1830-0630	Continuous patrols of site are shared between Night T/L and Night Rover
1800-2359	During these hours you should receive a delivery from Flemington, documents for SML staff. If no delivery happens you are required to contact Security at Flemington on 0409 325 232 – Speak to Security T/L or SML Night Shift Supervisor who starts at 2200hrs
2000	Loading dock gate secured
2100	Start informing all Traders/Employees to leave
2100-0600	Continuous patrols of site are shared between S/O’s
Wednesday	
0450	1 S/O to man and open Quay St dock and allow regular trades this will be basically Fruit & Veg. Note casual traders are to wait until 7am. Also remind all motorist this area isn’t a parking station.
0600	1 Night shift S/O off duty
0600-1830	2 S/O’s - Day shift Supervisor & Team/Leader start
0600	Team/Leader man’s loading dock
0700	Night shift T/L off site after discussing night events with Day Supervisor
0700-1930	1 S/O - Day rover starts and man’s loading dock. Dock guard to inform drivers not to park longer 30mins or Comply Notice will be issued
0730-1800	1 S/O Cashier starts and prepares cashier office and assist other S/O’s throughout the shift
0730	Raise roller shutters 8,9,10 & 11 one S/O to remain at main entrance until 0830, allow only Traders & employees if unsure ask. Note Fruit & Veg start trading from 0800
0800	Open glass doors along Ultimo Rd, 23&24, 25&26 and also Seafood entrance door 27&28 located along Quay St. Note slowly push glass doors to magnetic holder
0930	Commencing opening Door 1 at Quay St, Gates and Doors along Hay St, Gate and Doors along Thomas St and roller shutters 1,2,3,4 & 5, when raising shutters ensure no objects are secured to these shutters
1000	Paddy’s Market is open for business
1000	NO PUBLIC ACCESS IS PERMISSABLE VIA LOADING DOCK AREA DIRECT ALL SHOPPERS TO SEAFOOD ENTRANCE OR DOOR 1 AT QUAY ST NEAR WILSON PARKING
1030	1 S/O to patrol Fruit & Veg area also Seafood area (ensure air curtain is switch on at both entrances) inform all Traders to be within boundaries at all times, issue Comply Notice after First warning also no doors to be obstructed. Cool room doors at F&V also loading dock to be closed inform used to do likewise
1030	1 S/O to patrol Retail area inform all Traders to be within boundaries at all times, issue Comply Notice after First warning
1030	Day Supervisor to arrange all meal breaks, handle all Security related situations, all Market floor matters

1030-1730	Front desk (Concierge) to be manned and shared by all including SML when possible
1800	2 Night shift S/O's on site – T/L discuss issues Day Supervisor
1800	1 Day shift S/O's off site
1800	All perimeter gates and glass doors to be secured
1830	2 Day shift S/O's off site
1830	Loading dock manned and secured, inspect all vehicles leaving site
1830	Night T/L to remove all person off site and inspect all gate and glass doors
1930	1 Day shift S/O off site
2000	Loading gate secured
2100	All Traders and employees to be off site
2100	Continuous patrols to be conducted throughout the night
Thursday	
0450	1 S/O to mann and open Quay St dock and allow regular trades this will be basically Fruit & Veg. Note casual traders are to wait until 7am. Also remind all motorist this area isn't a parking station.
0600	1 Night shift S/O off duty
0600-1830	2 S/O's - Day shift Supervisor & Team/Leader start
0600	Team/Leader man's loading dock
0700	Night shift T/L off site after discussing night events with Day Supervisor
0700-1930	1 S/O - Day rover starts and man's loading dock. Dock guard to inform drivers not to park longer 30mins or Comply Notice will be issued
0730-1800	1 S/O Cashier starts and prepares cashier office and assist other S/O's throughout the shift
0730	Raise roller shutters 8,9,10 & 11 one S/O to remain at main entrance until 0830, allow only Traders & employees if unsure ask. Note Fruit & Veg start trading from 0800
0800	Open glass doors along Ultimo Rd, 23&24, 25&26 and also Seafood entrance door 27&28 located along Quay St. Note slowly push glass doors to magnetic holder
0930	Commencing opening Door 1 at Quay St, Gates and Doors along Hay St, Gate and Doors along Thomas St and roller shutters 1,2,3,4 & 5, when raising shutters ensure no objects are secured to these shutters
1000	Paddy's Market is open for business
1000	NO PUBLIC ACCESS IS PERMISSABLE VIA LOADING DOCK AREA DIRECT ALL SHOPPERS TO SEAFOOD ENTRANCE OR DOOR 1 AT QUAY ST NEAR WILSON PARKING
1030	1 S/O to patrol Fruit & Veg area also Seafood area (ensure air curtain is switch on at both entrances) inform all Traders to be within boundaries at all times, issue Comply Notice after First warning also no doors to be obstructed. Cool room doors at F&V also loading dock to be closed inform used to do likewise
1030	1 S/O to patrol Retail area inform all Traders to be within boundaries at all times, issue Comply Notice after First warning
1030	Day Supervisor to arrange all meal breaks, handle all Security related situations, all Market floor matters
1030-1730	Front desk (Concierge) to be manned and shared by all including SML when possible
1800	2 Night shift S/O's on site – T/L discuss issues Day Supervisor
1800	All perimeter gates and glass doors to be secured
1800	2 Day shift S/O's off site
1830	Loading dock manned and secured, inspect all vehicles leaving site

1830	Night T/L to remove all person off site and inspect all gate and glass doors
1830	2 Day shift S/O's off site
2000	Loading dock secured
2100	All Traders and employees to be off site
2100	Continuous patrols to be conducted throughout the night
Friday	
0450	1 S/O to man and open Quay St dock and allow regular trades this will be basically Fruit & Veg. Note casual traders are to wait until 7am. Also remind all motorist this area isn't a parking station.
0600	1 Night shift S/O off duty
0600-1830	2 S/O's - Day shift Supervisor & Team/Leader start
0600	Team/Leader man's loading dock
0700	Night shift T/L off site after discussing night events with Day Supervisor
0700-1930	1 S/O - Day rover starts and man's loading dock. Dock guard to inform drivers not to park longer 30mins or Comply Notice will be issued
0730-1800	1 S/O Cashier starts and prepares cashier office and assist other S/O's throughout the shift
0730	Raise roller shutters 8,9,10 & 11 one S/O to remain at main entrance until 0830, allow only Traders & employees if unsure ask. Note Fruit & Veg start trading from 0800
0800	Open glass doors along Ultimo Rd, 23&24, 25&26 and also Seafood entrance door 27&28 located along Quay St. Note slowly push glass doors to magnetic holder
0930	Commencing opening Door 1 at Quay St, Gates and Doors along Hay St, Gate and Doors along Thomas St and roller shutters 1,2,3,4 & 5, when raising shutters ensure no objects are secured to these shutters
1000	Paddy's Market is open for business
1000	NO PUBLIC ACCESS IS PERMISSABLE VIA LOADING DOCK AREA DIRECT ALL SHOPPERS TO SEAFOOD ENTRANCE OR DOOR 1 AT QUAY ST NEAR WILSON PARKING
1030	1 S/O to patrol Fruit & Veg area also Seafood area (ensure air curtain is switch on at both entrances) inform all Traders to be within boundaries at all times, issue Comply Notice after First warning also no doors to be obstructed. Cool room doors at F&V also loading dock to be closed inform used to do likewise
1030	1 S/O to patrol Retail area inform all Traders to be within boundaries at all times, issue Comply Notice after First warning
1030	Day Supervisor to arrange all meal breaks, handle all Security related situations, all Market floor matters
1030-1730	Front desk (Concierge) to be manned and shared by all including SML when possible
1800	2 Night shift S/O's on site – T/L discuss issues Day Supervisor
1800	All perimeter gates and glass doors to be secured
1800	1 Day shift S/O's off site
1830	Loading dock manned and secured, inspect all vehicles leaving site
1830	Night T/L to remove all person off site and inspect all gate and glass doors
1830	2 Day shift S/O's off site
2000	Loading dock gate secured
2100	All Traders and employees to be off site

Saturday	
0450	1 S/O to man and open Quay St dock and allow regular trades this will be basically Fruit & Veg. Note casual traders are to wait until 7am. Also remind all motorists this area isn't a parking station.
0600	1 Night shift S/O off duty
0600-1830	2 S/O's - Day shift Supervisor & Team/Leader start
0600	Team/Leader man's loading dock
0700	Night shift T/L off site after discussing night events with Day Supervisor
0700-1930	1 S/O - Day rover starts and man's loading dock. Dock guard to inform drivers not to park longer 30mins or Comply Notice will be issued
0730-1800	1 S/O Cashier starts and prepares cashier office and assist other S/O's throughout the shift
0730	Raise roller shutters 8,9,10 & 11 one S/O to remain at main entrance until 0830, allow only Traders & employees if unsure ask. Note Fruit & Veg start trading from 0800
0800	Open glass doors along Ultimo Rd, 23&24, 25&26 and also Seafood entrance door 27&28 located along Quay St. Note slowly push glass doors to magnetic holder
0900-2000	1 S/O starts and assists with all duties
0930	Commencing opening Door 1 at Quay St, Gates and Doors along Hay St, Gate and Doors along Thomas St and roller shutters 1,2,3,4 & 5, when raising shutters ensure no objects are secured to these shutters
1000	Paddy's Market is open for business
1000	NO PUBLIC ACCESS IS PERMISSABLE VIA LOADING DOCK AREA DIRECT ALL SHOPPERS TO SEAFOOD ENTRANCE OR DOOR 1 AT QUAY ST NEAR WILSON PARKING
1030	1 S/O to patrol Fruit & Veg area also Seafood area (ensure air curtain is switch on at both entrances) inform all Traders to be within boundaries at all times, issue Comply Notice after First warning also no doors to be obstructed. Cool room doors at F&V also loading dock to be closed inform used to do likewise
1030	1 S/O to patrol Retail area inform all Traders to be within boundaries at all times, issue Comply Notice after First warning
1030	Day Supervisor to arrange all meal breaks, handle all Security related situations, all Market floor matters
1030-1730	Front desk (Concierge) to be manned and shared by all including SML when possible
1800	2 Night shift S/O's on site – T/L discuss issues Day Supervisor
1800	All perimeter gates and glass doors to be secured
1800	1 Day shift S/O's off site
1830	Loading dock manned and secured, inspect all vehicles leaving site
1830	Night T/L to remove all person off site and inspect all gate and glass doors
1830	2 Day shift S/O's off site
1930	1 S/O off site
2000	1 S/O off site
2000	Loading dock gate secured
2100	All Traders and employees to be off site
2100	Continuous patrols throughout the night

Sunday	
0450	1 S/O to man and open Quay St dock and allow regular trades this will be basically Fruit & Veg. Note casual traders are to wait until 7am. Also remind all motorist this area isn't a parking station.
0600	1 Night shift S/O off duty
0600-1830	2 S/O's - Day shift Supervisor & Team/Leader start
0600	Team/Leader man's loading dock
0700	Night shift T/L off site after discussing night events with Day Supervisor
0700-1930	1 S/O - Day rover starts and man's loading dock. Dock guard to inform drivers not to park longer 30mins or Comply Notice will be issued
0730-1800	1 S/O Cashier starts and prepares cashier office and assist other S/O's throughout the shift
0730	Raise roller shutters 8,9,10 & 11 one S/O to remain at main entrance until 0830, allow only Traders & employees if unsure ask. Note Fruit & Veg start trading from 0800
0800	Open glass doors along Ultimo Rd, 23&24, 25&26 and also Seafood entrance door 27&28 located along Quay St. Note slowly push glass doors to magnetic holder
0900-2000	1 S/O to start and assist Day shift & Night shift S/O's
0930	Commencing opening Door 1 at Quay St, Gates and Doors along Hay St, Gate and Doors along Thomas St and roller shutters 1,2,3,4 & 5, when raising shutters ensure no objects are secured to these shutters
1000	Paddy's Market is open for business
1000	NO PUBLIC ACCESS IS PERMISSABLE VIA LOADING DOCK AREA DIRECT ALL SHOPPERS TO SEAFOOD ENTRANCE OR DOOR 1 AT QUAY ST NEAR WILSON PARKING
1030	1 S/O to patrol Fruit & Veg area also Seafood area (ensure air curtain is switch on at both entrances) inform all Traders to be within boundaries at all times, issue Comply Notice after First warning also no doors to be obstructed. Cool room doors at F&V also loading dock to be closed inform used to do likewise
1030	1 S/O to patrol Retail area inform all Traders to be within boundaries at all times, issue Comply Notice after First warning
1030	Day Supervisor to arrange all meal breaks, handle all Security related situations, all Market floor matters
1030-1730	Front desk (Concierge) to be manned and shared by all including SML when possible
1500-2100	1 S/O start and assist with duties
1800	2 Night shift S/O's on site – T/L discuss issues Day Supervisor
1800	All perimeter gates and glass doors to be secured
1800	1 Day shift S/O's off site
1830	Loading dock manned and secured, inspect all vehicles leaving site
1830	Night T/L to remove all person off site and inspect all gate and glass doors
1830	2 Day shift S/O's off site
2100	Loading dock gate secured
2100	All Traders and employees to be off site
2100 onwards	S/O from Flemington will arrive to collect all documents that need to be delivered to Flemington management. If S/O hasn't arrived by 0001 Monday morning you are to contact Night Shift Supervisor on 0409 325 232

Side notes:

- All persons operating FLT’s must have a valid WorkSafe Fork Lift licence, valid Australian drivers licence must wear a Hi-Vis vest and also MUST use seat belt
- No public access via loading dock after 10am – Direct all person to use Seafood entrance or door 1 at the end of Quay St
- All Security Officers are to wear their Hi-Vis at all times
- Smoking isn’t permitted on site ‘
- Use of mobile phones not permitted whilst on duty, only Supervisor and Team Leader
- All S/O’s are to carry Two-Way radios, note pad, pen
- All major incidents need to be photograph (use of mobile phone permitted)
- When issuing Comply Notices (photographic evidence is required) attach to White copy
- All S/O’s to be in employer’s uniform at all times
- Any MINOR FLT’s incident (ie) Emergency Services not require, S/O to take photos, notes and inform both parties to exchange details also inform Supervisor
- Any MAJOR FLT incident, refresh yourself with FORKLIFT INCIDENT GUIDELINE CHECKLIST – Attached with SOP’s
- **All Paddy’s issues remain private**

- If you’re unsure ask