

LEADER



CONTENTS

2	CEO'S PERSPECTIVE
6	RECOGNISING THE DEFENDERS OF BATLOW
14	QUALITY ASSURANCE AT PADDY'S MARKETS
18	AN UPDATE FROM SITE SERVICES
28	ENVIRONMENT HIGHLIGHT
32	A FOCUS ON SAFETY
36	OPERATIONS HIGHLIGHT
42	STRATEGIC IMPERATIVES & PLANS
48	EMPLOYEE UPDATES



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UPCOMING EVENTS

2021 Fresh Awards

July 21

CEO'S PERSPECTIVE

Without a doubt, it has been an incredibly challenging period for the Markets community over the past 12 months due to the ongoing global pandemic. As a key component of the horticultural supply chain, the Sydney Markets team have worked to ensure our plans were adaptable and our communications to stakeholders and the public have remained clear and candid.

At the start of 2020, companies worldwide were ill-prepared for the uncertainties and challenges that COVID-19 presented. However, our swift adoption of processes, such as temperature testing all visitors, updating foot-traffic counters at both our sites, and enabling traders to register for Buyers Access Passes online as a contactless option, enabled Sydney Markets to effectively implement government protocols to keep the Markets safe.

Preliminary COVID-19 restrictions at both our Flemington and Haymarket sites are beginning to be rolled back and public access to both the Sydney Flower Market and the Sydney Growers Market have now been reinstated. This was only possible with the cooperation and support of the Sydney Markets stakeholders, and I would like to thank you all on behalf of the Sydney Markets Board, Management and Staff for your remarkable resilience.

Thank you for picking up our First Issue of the Leader for 2021. This issue may feel different, as it has been printed on 100% Australian sourced recycled paper. This decision further aligns with our dedication to waste redirection and recycling initiatives. In this issue you will be presented with insights from all departments and teams within the Markets, with a renewed focus on what truly matters for our Markets community. This is an opportunity to celebrate our staff, our partners, and our continued efforts to make our operations more efficient.

Checking in with the Retail Markets team regarding our Quality Assurance program,

you will be reading about what positive changes have occurred at both Paddy's Haymarket and Paddy's Flemington to create a better experience for our traders and their customers. We continue to develop options for a key tenant to enhance the shopping experience at Haymarket and ensure the longevity of the Paddy's Markets brand.

Sydney Markets WHS Manager, Leighton Freney, guides us through some of the short and long-term safety initiatives in place to make the Markets a safer place to visit, especially as our Market Officers welcome back the public to the General Trading Area and the Sydney Flower Market.

In our update from the Site Services team, Firoz Ali is celebrating 30 years at Sydney Markets. Firoz has been an integral part of the Markets community, and it's been incredible to watch him grow and develop from a young electrician to a resilient and competent leader.

Shane Chester, Head of Special Projects, has prepared an overview of our strategic plans and imperatives, with announcements regarding improvements to the Sydney Markets site, our progress towards creating an online tenant portal, and the opportunities we are pursuing at the NSW Agri-Business Precinct.

The Fresh Awards are back in 2021! We will be hosting the much-anticipated event on Wednesday July 21 at the International Convention Centre in Sydney and are excited to acknowledge the best and brightest in our industry. Another very special event that will be happening this year is Sydney Market's 40th Cherry Auction.

In 2021, we will be building stronger connections with our stakeholders and the wider community. Enjoy reading this issue, stay safe, and we hope to see you soon at the Markets.

BRAD LATHAM
Chief Executive Officer
Sydney Markets Limited





HAPPY LUNAR NEW YEAR 2021



RECOGNISING THE DEFENDERS OF BATLOW



FRESH



Westpac
FLEMINGTON MARKETS NSW

Pay *Batlow Rural Fire Serv*

The sum of *Two hundred and seven*

Sydney Markets Foundation
'Help for Today - Hope for Tomorrow'

409062

In 2020, Sydney Markets announced a \$150,000 donation towards a new fire truck for the Batlow RFS Fire Station. Over 12 months ago, intense bushfires ravaged many parts of Australia during what is now colloquially known as the Black Summer of 2019/2020. On March 9, 2020, the fire had already burnt through 18.6 million hectares, destroying over 5,900 buildings (including 2,779 homes) and costing over \$100 billion in property damage and economic losses. Believed to have been started by a lightning strike, the Dunns Road fire burnt south of the Snowy Mountains Highway burning over 130,000 hectares alone, causing mass evacuations and devastating local communities.

One of those communities was the town of Batlow in the South West Slopes region of New South Wales, on the edge of the Great Dividing Range. Batlow has a long and proud

history as one of New South Wales' most prominent growing regions. It is famous not only for its apples, and being home to the 'Big Apple', but also for producing some of the nation's finest pears, stone fruits and berries. Approximately 50 growers supply 1.6 million cases of apples, equating to 10% of the Australian apple crop.

A special presentation was held in December 2020 at the newly constructed Building Z at the Sydney Markets site, where members of the Batlow Fire & Rescue NSW Station 218 joined the Sydney Markets leadership team and representatives from the Sydney Markets Foundation to commemorate the efforts made to protect Batlow, recognise the impact the fires had on the wider Sydney Markets community, and how the fires made life especially tough for the growers.

for
KIDS

Paddy's

PADY'S
Swap & Sell
MARKET



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THIS NEW FIRE TRUCK ACTS AS A SYMBOL OF EVERYTHING BATLOW HAS ENDURED AND OVERCOME DURING THESE DIFFICULT TIMES.

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Sydney Markets Limited Chairman, John Pearson, said this donation recognises the bravery of Batlow's community firefighters who put their lives on the line to save the homes, properties, and businesses of their neighbours. "Growing communities like Batlow have endured some of the toughest conditions we've ever seen – severe drought and devastating fires that have impacted families, businesses and the fresh produce supply chain as a whole," John said. "This new fire truck acts as a symbol of everything Batlow has endured and overcome during these difficult times. It represents bravery, mateship, community and an ongoing battle with the elements."

The new purpose-built Category 7 Isuzu Single Cab Fire Truck has rolled into Batlow this year and is a welcome addition to the region, building its resilience against future fire threats. "This donation is made on behalf of the entire Markets community that watched on with sadness and a feeling of helplessness as bushfires devastated Batlow and surrounds," says Sydney Markets Limited CEO, Brad Latham. "The Sydney Markets community, particularly our growers and wholesalers, know all too well the devastating impacts natural disasters have on growing regions," Brad said. "We were determined to donate what was both practical and specifically targeted at helping Batlow build resilience against future bushfire threats."

The truck was supplied by Gilbert & Roach and is fitted out in alignment with government specifications by the Royal Fire Service. The high-end bespoke vehicle will ensure Batlow firefighters have the best resources available to do their jobs effectively. The new truck will increase their capacity to expand the types of situations they can respond to, such as fires, road accidents, and chemical spills, maintaining the safety and security of the local area. Sydney Markets Limited's \$150,000 donation is in addition to donations raised by the Sydney Markets Foundation, comprising a total of over \$200,000 for the new fire truck.



SYDNEY MARKETS CHERRY HEROES OF 2020



Amongst the chaos of 2020, Sydney Markets' iconic annual charity fundraiser, the Cherry Auction, was forced to postpone for the first time in 40 years due to COVID-19.

Normally, the season's first box of cherries is auctioned off in front of a crowd of eager spectators to raise money for a great cause. Instead, Sydney Markets delivered the season's first twenty boxes of cherries to deserving 'heroes' across New South Wales.

A tradition of crowning the king or queen of the auction was instead reappropriated to crown some of Australia's unsung heroes. These individuals were nominated by the community and recognised by the Cherry Auction Committee, receiving a box of cherries, a box of Paris's finest chocolate covered strawberries, and a fresh bunch of native flowers from the Sydney Flower Market. A tremendous number of nominations were received and it was extremely difficult to choose our 2020 heroes. Here at the Markets, we saw this as an opportunity to tell feel-good stories and bring about some much-needed positivity, honouring the community that has proven resilient during these trying times.



"We thought we would reach out to the community to seek nominations for someone special in your life, someone that has been amazing during these challenging times" says Sydney Markets Limited CEO Bradley Latham. "Some good stories have come out of this process and it's been humbling to see what people have done to overcome adversity during this period of time."



It is not hard to recognise that all the nominations received were truly heroes of 2020. There was a variety of front-line workers such as doctors, nurses, paramedics and volunteer firefighters receiving nominations. Some of the winners included Amar Singh from Turbans 4 Australia, Roslyn Gorman who has been battling a terminal illness and Dominic Goldman. All these individuals helped those around them in more ways than one.

As the president of Turbans 4 Australia, Amar coordinated water and grocery deliveries to fire-affected areas during the devastating bushfires that occurred during the summer of 2020 and has led COVID-19 Crisis Relief Centres across the country with his team of volunteers.



Dominic Goldman from Nutrano Produce Group gathered donations for families affected by domestic violence and produce boxes for charities across the state, receiving a nomination from his team.

Nominated by her loving family, Roslyn Gorman was terminally ill when she was invited to the Markets for a live cross with Karl Stefanovic on the Nine Network's 'Today Show' breakfast program. Unfortunately, Roslyn passed away in January 2021 after a long-suffering battle with emphysema and lung cancer. Our condolences go out to her family. The crown and hi-vis safety vest she received were cherished dearly and went with her after she passed.

Even though these brave individuals were experiencing their own hardships due to the pandemic, all of these remarkable people assisted those around them in need by providing whatever they could to show any kind of support. Dominic Goldman really captured the essence of the Market community: "It is one big family; we're all friends and we all do business together. We work really hard but when it comes to stuff like this, we all chip in and everyone makes it all worthwhile."



It is safe to say that 2020 was a hard year for everyone, and it is admirable that as a country we were able to pull through. But it is moments like these, where we sit back and appreciate one another, that really encourages us to keep moving forward. Cherries are only available for approximately 100 days per year, and according to our growers the 2020 season's cherries were particularly impressive – just like our Cherry Heroes.





This is a pre-boarding announcement for the 2021 Fresh Awards.

Sydney Markets is inviting passengers to

come fly

WITH US

DATE:

Wed, 21 July 2021

DEPARTURE TIME:

6pm - 10pm

DESTINATION:

Grand Ballroom, International Convention Centre Sydney

NOMINATIONS CLOSE ON 30 APRIL FOR THE FOLLOWING CATEGORIES:

Wholesaler of the Year

Produce Grower of the Year

Providore of the Year

Fresh Content Award

Flower Grower of the Year

Tickets are on sale from 1 May.

The ticket price includes allocated seating and all in-flight meals, beverages and entertainment.

Visit freshawards.com.au for more information and to book.



QUALITY ASSURANCE AT PADDY'S MARKETS

Paddy's Markets has a reputation for being the best place to buy quality fresh fruit and vegetables, seafood, general goods, plants and iconic souvenirs. Since implementing the Quality Assurance Program in late 2019, the Retail Team at Sydney Markets has observed significant improvements in the Fruit and Vegetable section at Paddy's Markets Haymarket and Paddy's Markets Flemington.

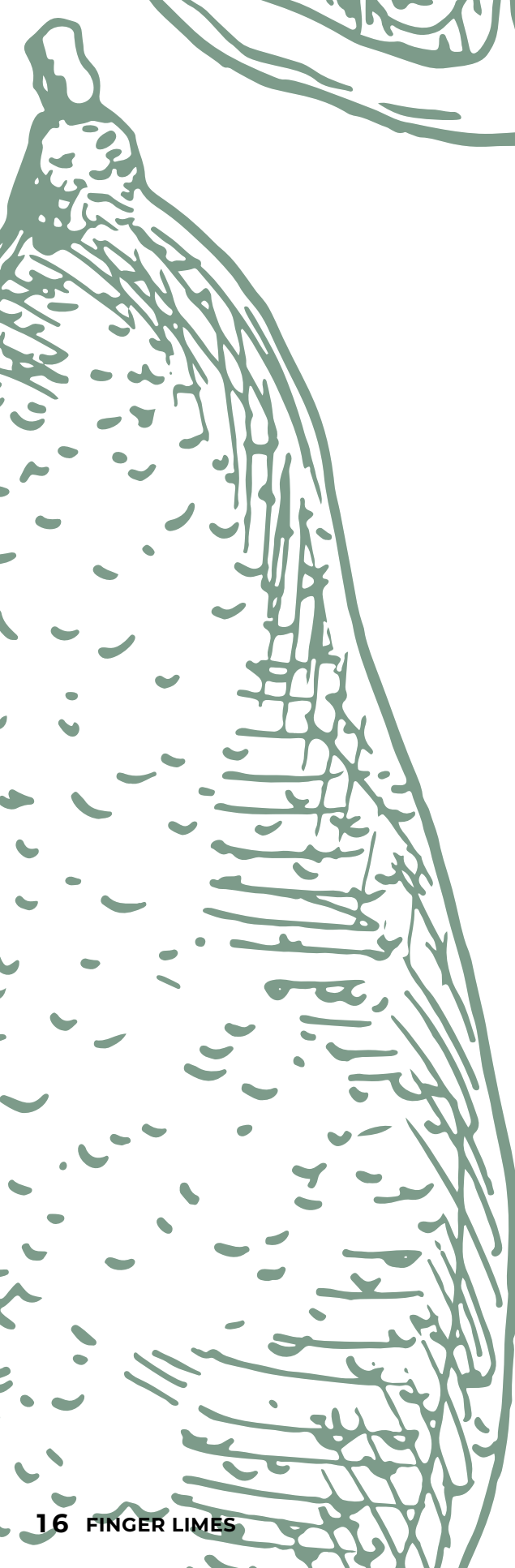
Our Paddy's traders have embraced these positive changes and continue to work with our teams to implement better practices. Businesses have done this by improving stand appearances and making efforts to always present their freshest produce on their displays. 'Overall, we are pleased to see a better offering in the quality of produce at both locations, as well as an increase in general cleanliness. At this stage, we couldn't be more impressed', says Shawn Freeburn, Quality Assurance and Business Development Manager. 'This coming quarter, we are rolling out a new auditing system that will allow us to identify areas of improvement from an operational and site services perspective, allowing us to maintain quality and look for ways to improve long term'.

Several initiatives have been introduced for the Quality Assurance Program within the fruit and vegetable, seafood and meat sections. This includes daily produce inspections by staff to remove damaged product from stands and a regular cleaning routine of cool rooms, freezers, and trading spaces to ensure a pleasant shopping experience for customers. We have received positive feedback from our customers after the release of this program, as they know that they are only purchasing goods of the highest and freshest quality.

We look forward to providing you with more updates through 2021.







FINGER LIMES

Australian native flavours are experiencing a resurgence in popularity, and it seems the finger lime, or caviar lime, is at the forefront. Although not part of the citrus family per se, it is in a related genus *Micro citrus*. The finger lime has been a valuable source of food and medicine for Australia's First Nations people for thousands of years, eaten for its delicious taste and its ability to ward off disease. The pulp and juice of Finger Limes were also applied as an antiseptic to infected sores and boils.

When European settlers cleared the bush for farming, many of the Finger Lime trees were destroyed. Fortunately, the tree survives in several isolated pockets of sub-tropical rainforest and in national parks, so they can be difficult to source. But that is yet to stop the Finger Lime from taking centre stage in bars and restaurants throughout Australia.

Finger limes are small, elongated fruits, with slender finger-like fruits (hence the name) and have also picked up a nickname which is the Caviar of Fruit: the pulp contains juice vesicles that resemble caviar. Bursting with zesty flavour, Finger Limes are rich in folate, potassium and Vitamin E and each Finger Lime contains three times the Vitamin C found in a mandarin.

Finger Limes are a brilliant addition to seafood, dessert or served with oysters, and are fast becoming a go-to ingredient in a bartender's arsenal, adding bright and zingy flavours to a classic cocktail.

If you head to the [Sydney Markets website](#), you are sure to find a recipe to try them out!



FINGER LIME & GINGER DRESSING ON OYSTERS

PREP 15 MINS | MAKES 12

First, combine lime juice, ginger, mirin, rice wine vinegar, soy sauce and sesame oil in a bowl. Whisk until well combined.

Then, arrange oysters on a bed of ice on a serving platter. Spoon dressing over oysters.

Finally, sprinkle with finger lime pulp and shiso or micro-herbs and serve.

1 tbs lime juice

1 tsp finely grated ginger

¼ cup mirin

1 tbs rice wine vinegar

2 tsp salt reduced soy sauce

1 tsp sesame oil

12 freshly-shucked oysters

4-6 finger limes (depending on size)

Micro-shiso or your choice of micro-herbs, to serve





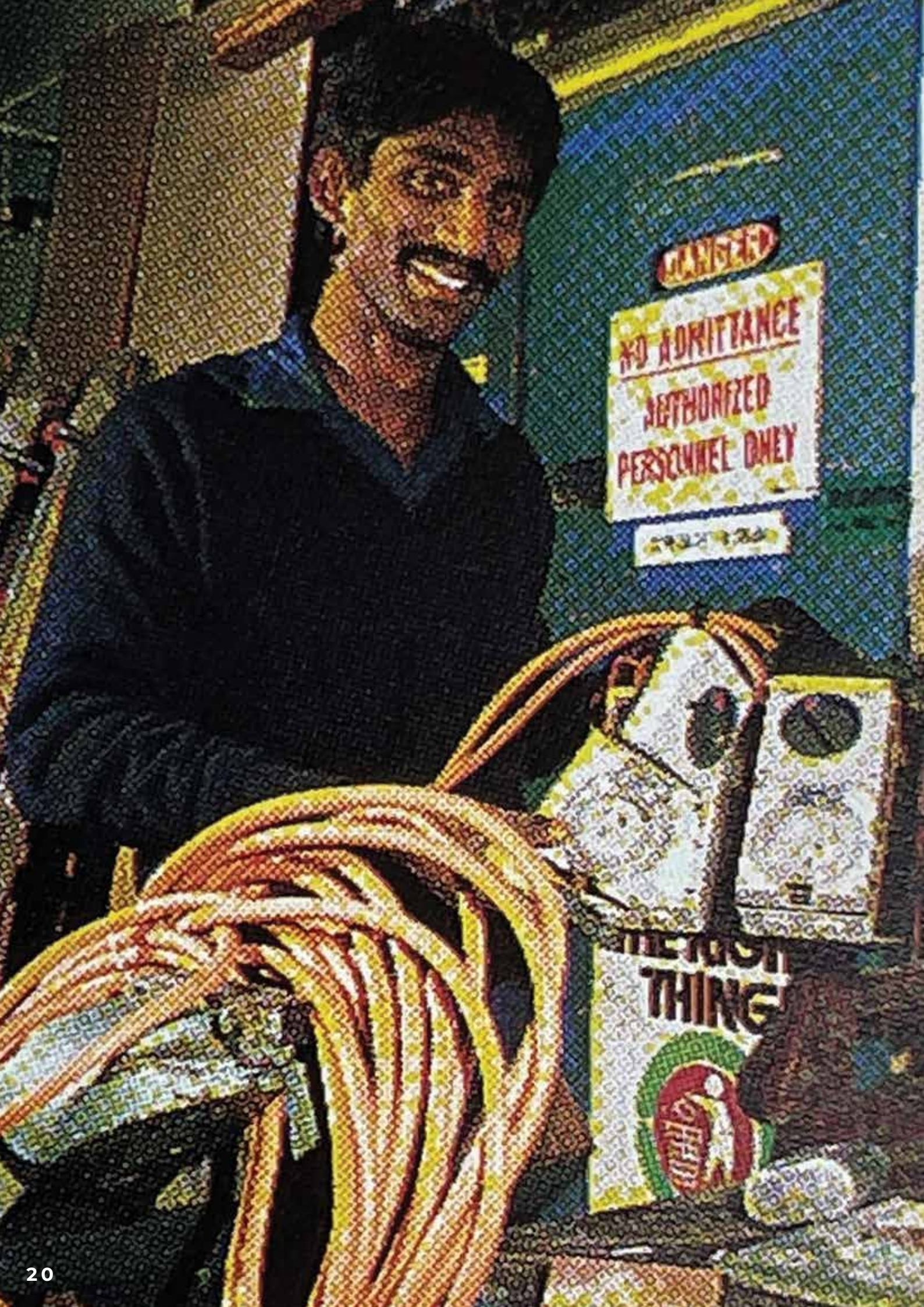


AN UPDATE FROM SITE SERVICES

Firoz Ali has been an integral part of the Sydney Markets community for 30 years this month. Starting out as a young electrician, he is now leading a small, dedicated team to realise large projects across the site, facilitating stakeholder activities and keeping the businesses on site running well.

Starting his journey at Sydney Markets, Firoz applied for the role of an on-site electrician in April 1991, back when Sydney Markets was the Sydney Market Authority. Then, he began taking on supervisory roles and responsibilities on different projects around the site, before accepting the role of Site Services Supervisor in July 1998. And since April 2019, Firoz has settled into his new senior role as Site Services Manager. For him, it has been a challenging yet rewarding 30 years.

Before joining Sydney Markets Limited, Firoz moved to Australia in February 1990, with his wife and young daughter. He was travelling from the town of Labasa, located on the second largest island of Fiji, after a coup broke out and the country destabilised. 'The government and the country were unstable for a few years, and lots of teachers and trades people tried to move away,' reflects Firoz. 'So, I moved out of the country to try and find better opportunities. For me, it was a very bold move because I didn't have anybody here to help me or guide me and the process to move here took years.' Firoz successfully obtained a special skill migration visa. 'I was very uncomfortable because I was the first one to leave out of my entire family and I didn't know where I was going, but I decided to make the move. I didn't have the money. I just had to try and find a place to rent, find a job, and survive.'





When Firoz first came to Australia, he started out working three jobs to provide for his young family – five days a week with a company called Straight Rail, weekends as an electrical contractor, and delivering pizzas every evening for Pizza Hut. 'By the time I finished all my jobs, I would get home at about 11pm, and I also started very early in the morning, so I didn't get to see my daughter,' says Firoz. 'I would spend time with my family on the weekends. It was hard work, but it definitely paid off. I am very comfortable and happy now because I made the move.'

As you can imagine, there has been a vast array of changes in the way Sydney Markets operates as an integral component of the horticultural supply chain, and it's because of the teams behind these improvements that he has decided to stick around for so long. For Firoz, he felt welcome as part of the Sydney Markets family immediately. 'To me, family life is very important. It is important to get along well with the people that you work with, and I work with a very good team of people,' says Firoz. 'It's been a blessing in a way that Sydney Markets Limited has such a positive and inclusive working environment. I've been well looked after here, by both the people I work with and the people who I've worked under. You get rewarded and appreciated for what you do here and for me coming into a new country has had a positive impact on my life.' Firoz is proud to know almost every tenant here personally because he has been working with them for so long. Recently, when visiting D Shed, he even noticed some lights hanging from the ceiling that he installed back in the 1990s. So he must be doing something right.

The most recent project Firoz oversaw to completion was the new Warehouse Z project. 'I learned a lot from that, taking on the full

responsibility was a big challenge for me. Now, I have been involved with the Master Plan projects for the next three to five years, so lots to look forward to', says Firoz. The Site Services team consists of our Site Services Administrator, Marilyn, our Trade Assistant Ron, and our long-standing Painter and line marker, Edwin.

In his spare time, Firoz likes to do volunteer work in his community, like participating in Clean Up Australia Day, engaging with the Red Cross Donor Appeal and Field Plantation Day. 'I like to spend time now with my family. I've got two daughters; one is 35 and she works in radiology and the other is 24 and she is a paramedic. My older daughter is married with a child, so I have one grandson.'

'You get challenged in different ways at Sydney Markets and it keeps you on your toes. I am an electrician by trade, but by being exposed to roles that require supervising teams and working with other contractors, Sydney Markets has provided me with a lot of learning opportunities. We have a very good team of people who work here, and I enjoy working with them. I've also never worked for a company that is so multicultural and diverse. It's been a good journey for me, I can't believe where I started and where I am at the moment. Especially the management having trust and faith in me over the years'.





DEPEND ON INNITI FOR IT SUPPORT

It's Latin for "Depend On" and that is what clients of information technology and services provider Inniti do – and it shows. Enjoying their newly renovated office on Level 1 of the Plaza Building at Sydney Markets, the team pride themselves on being an active and present part of the organisations they serve, and not just a faceless call centre.

Earlier this year, we sat down with the directors of Inniti: Gace Amado and TJ Bolat.

How did you guys meet and decide to start this business together?

Gace: We met about 20 years ago while working at the software company Unisys, which was both of our first real IT jobs. When we left Unisys, we both went our separate ways and I started working for Telstra doing network security and then I jumped into IT construction. Once I got into that field, I decided that there was not much quality around when it comes to supporting people, so we ended up reconnecting and starting something new together.

TJ: This conversation did go on for about 15 years however, going back and forth deciding if we should start something or not. My original goal was to go into electrical engineering, so I studied that but found I didn't like it, so I just decided to apply for a job in IT. We then

decided to try out a few things and we decided to just do IT. We started with a few contacts and from there it has been completely organic growth without any marketing or advertising. A big difference between us and our competitors is that we don't lock our clients in any contracts. We believe our work should be all that is needed to keep a client.

What kind of services would you be able to offer to Sydney Markets businesses?

TJ: There really is an untapped market in the Markets, from Wholesalers to Providers. We see lots of opportunities to make these businesses run smoother and more hands off. We do everything under the IT umbrella, so we are a one stop shop. We do your phone systems, servers, cloud solutions, fibre, CCTV, we do absolutely everything.

Gace: Right now, we aren't going out and actively advertising our services. We usually hear about a company through previous clients who have moved somewhere else, and they tell us about their lack of efficient IT, they recommend Inniti and then we take over from there. And we can proudly say we have never lost a client, so our retention rate is perfect.

TJ: Yes, we have a 100% retention rate, and it's all word-of-mouth clients and no contracts.

Where does the name "Inniti" come from?

TJ: It is Latin, it means "depend on" or "dependable"

Gace: "IT" was just in it as well, so that was not planned but it worked out well!

How long have you been in the Markets Plaza and where were you before here?

Gace: We have been a tenant here for about 5 years. Before this, we had a base in Edgecliff and that is pretty much where we started. We only had a couple of employees in Edgecliff, but it was TJ and I for about 3 years. We started up in Edgecliff in 2014.

TJ: We are slowly growing. We are taking steps now to start advertising and dedicate time to more marketing. Being involved in the technical side of things and administration, marketing unfortunately gets left behind. But our team has kept growing.

Gace: We have 9 team members now, but plan to grow well beyond that.

How many companies are you servicing currently?

Gace: Currently, it's about 35 businesses, and it's small to medium enterprises. We are also in the enterprise sector with a client that has over 1,000 end users.

What types of services do you guys specialise in?

Gace: Pretty much everything IT. We have 24/7 help desk teams, if anyone has issues, they can contact us, and we provide remote support. We have onsite technicians that go out to support too, as well as anything to do with servers, firewalls, switches, desktops, phone systems and CCTV cameras.

TJ: We try to be invisible to the business that we support because no one wants to muck around with IT. We just make sure everything works in the background and we avoid bombarding them with jargon.

Gace: Any issues, we are just one phone call away.



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Since the COVID-19 outbreak that happened in early 2020, how have you seen your business demands change?

TJ: Well, everyone did the whole 'work from home' thing, so that's one of our plans when we set up a new client. We basically ask about their recovery plan and the way we saw COVID 19 was a prime example of that kind of productivity disaster.

Gace: We were very busy from around March, it was crazy busy at one stage, setting up that remote access, the right security and the secure backend.

Besides the great networking opportunities with the Markets, what else do you like about being part of the Plaza?

TJ: It is the best location and it feels like one big happy family with lots of friendly and familiar faces.

Gace: Location wise, it's amazing for us. It is surprisingly central – the M4 and the new Westconnex tunnel are nearby. We are always bouncing around, with clients purchasing new sites they want us to go out there and set up whatever they need. Parking is great too because it is secure. Everyone here is friendly as well.

In a nutshell, what IT services can you offer to the Markets Tenants?

Gace: We can offer computers, phone systems, internet services, POS systems, printing, servers, new internet connections, hardware, software, CCTV – whatever they need, we can do everything. We are a one-stop shop, they call up and tell us what they need, and we just do it, no questions asked.

TJ: We've got all the big vendors on board as well; we can basically get any hardware or software and the like. We only use reliable commercial grade equipment, so we know reliability won't be a concern.

Special Offer: 10 Sydney Markets customers will be offered a no obligation 1-hour free onsite support call out – valued at \$180

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ENVIRONMENT HIGHLIGHT

The Sydney Markets Green Point Team have endeavoured to continue participating in a range of initiatives for 2021. These include keeping the Markets clean by reducing illegal dumping, recycling plain pallets and containers, adhering to recently updated Water Wise guidelines, diverting organic waste to drought affected farmers, and strengthening partnerships with Foodbank and other local charities. Sydney Markets Environment Manager, Con Kapellos, predicts 2021 will present plenty of opportunities to continue his team's initiatives, but this doesn't come without maintaining consistent effort, a dedication to sustainability and waste diversion, and the ability to adapt during times of uncertainty.

Keep our Markets Clean Campaign

Together with the NSW Environment Protection Authority (EPA) and Strathfield Council, Sydney Markets has commenced a litter reduction campaign to help promote "Keep Homebush West Clean! Don't be a Tosser" within the Markets. In addition, Strathfield Council will encourage Rangers and the Sydney Regional Illegal Dumping (RID) Squad to assist with illegal dumping of waste on site. 'There will also be a focus on trucks to cover their loads, so litter doesn't end up on our roadways,' says Con. 'Our aim of this campaign is to ultimately reduce illegal dumping and keep the Markets as clean as possible.'

Recycling at the Markets

Hundreds of plain pallets are collected around the Sydney Markets site by the Green Point team daily, but it takes a village. Every stakeholder on site is responsible for keeping the Markets clear of hazards and debris and have assisted Con and his team by collecting the pallets from where they leave their orders to re-use them. 'In addition to re-using the pallets again and again, the pallets can be used to build furniture such as outdoor tables and stools. The possibilities are endless,' says Con. 'Plain pallets are free to collect from Green Point, located behind Building E near the railroad.'

In addition to the pallet recycling scheme, Sydney Markets participates in the NSW Container Deposit Scheme, allowing us to utilise the Sydney Markets Reverse Vending Machine (RVM) located in the Plaza Shopper's Car Park. This collects eligible beverage containers for recycling in exchange for a refund of 10¢ per item. 'Over 7.5 million containers have been deposited in the machine to date,' says Con, who is particularly proud of this program. 'This initiative will further promote SML's sustainability profile and benefit the environment by reducing the number of containers ending up in landfill.'



Our Partnerships

In 2021, Sydney Markets aims to maintain long-lasting relationships with Foodbank and other charities including Second Bite, St. Merkorious and Serendib. In the past twelve months, Foodbank and other charities have collected over 2,000 tonnes of fruit and vegetables at Flemington. Foodbank continues to collect from Green Point 4 days per week, diverting food to those who are most in need.

Assisting NSW Farmers

Right now, there is a surplus of produce in the Markets because of the perfect growing conditions we are experiencing. Usually, at this time of year the organic waste tapers off, but instead it's still climbing for the first time ever. 'Out of the 25,000 tonnes of waste, only 9 tonne goes to landfill and it's the Class 2 and Class 3 produce that is in oversupply - and Class 1 isn't going overseas,' reflects Con. 'At the moment, we are servicing about 35 – 40 farmers, with 10 larger farmers regularly picking up sizeable quantities.'

The Green Point Team continually assists drought-affected NSW farmers by supplying organic waste to feed livestock. Despite the recent rainfalls, a portion of NSW continues to be drought-affected. Over 9,000 tonnes of produce were diverted to our farmers in the last 12 months, which is an incredible achievement.

Notice to Farmers in the Sydney Basin

Are you a farmer looking to pick up some FREE organic waste?

- Free pickup of organic waste at Sydney Markets Green Point.
- Must drive a roadworthy vehicle that accepts pallets via forklift.
- Must return pallets to Sydney Markets.

For anyone that is interested, please email Environment Manager Con Kapellos con.kapellos@sydneymarkets.com

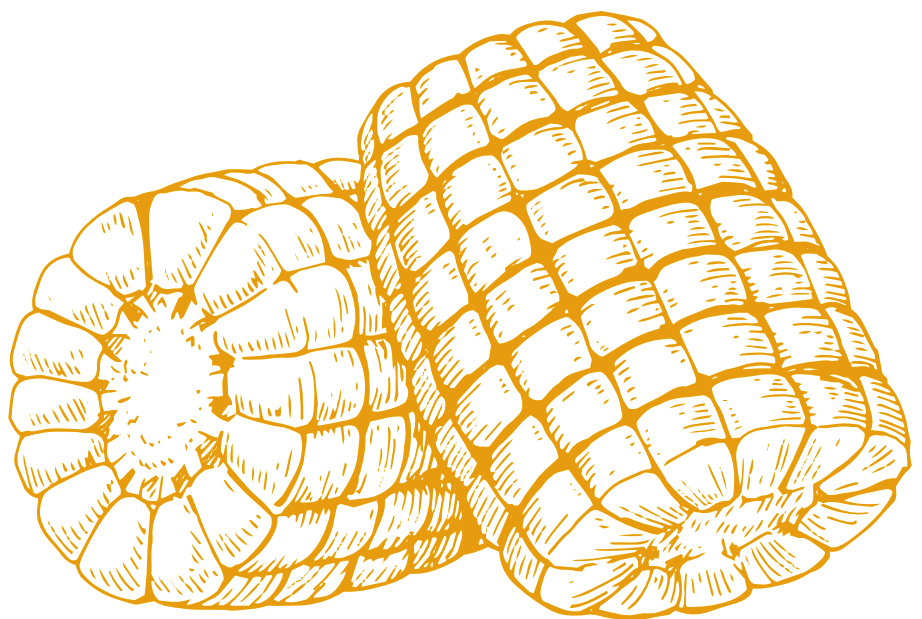
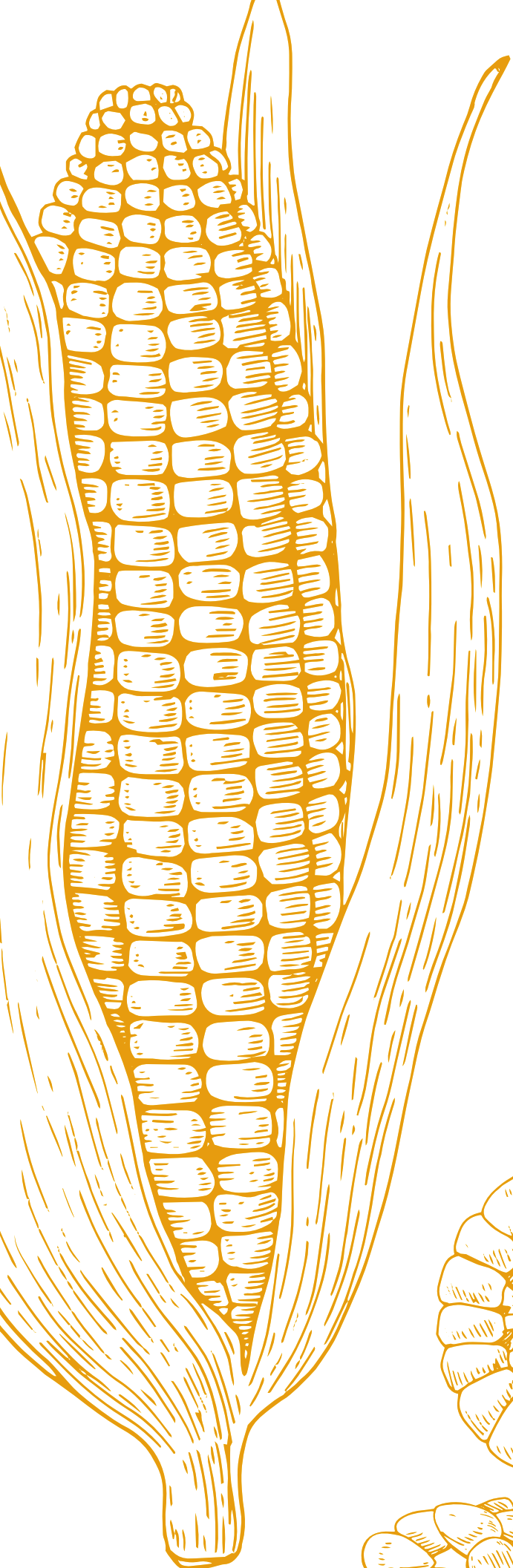
SWEET CORN

Sweet corn is anything but boring. It is a staple at Australian dinner tables, BBQs, picnics, and is extremely versatile as a side dish. Sweet corn is wind-pollinated, so it should be planted in blocks, rather than in single rows. Early, mid, and late-season varieties extend the harvest, but the best time to enjoy corn is Summer. In Australia, the majority of corn production occurs in New South Wales and Queensland, yielding approximately 30,000 tonne per year at a value of \$60-\$80 million AUD.

When harvesting, growers will twist the cob and pull it away. Sweet corn is grown from maize and is popular for its milky sweet kernels, it is an excellent source of dietary fibre and a good source of potassium. Cooking sweet corn increases levels of ferulic acid, which has anti-cancer properties. The kernels of sweet corn are firm on the outside and tender and juicy on the inside, even when raw. They become even softer when cooked and take on a slight chewiness.

In most of Latin America, sweet corn is traditionally eaten with beans; each food is deficient in two essential amino acids which happen to be abundant in the other, so together sweet corn and beans form a protein-complete meal. In Brazil, sweet corn cut off from the cobs is generally eaten with peas. In Malaysia, there exists a variety unique to the region of Cameron highlands named "pearl corn". The kernels are glossy white resembling pearls and can be eaten raw off the cob but are often boiled in water and salt.

For an incredible array of sweet corn recipes, head to sydneymarkets.com.au!



MEXICAN-STYLE SWEETCORN

PREP 20 MINS
COOKING 12-15 MINS
MAKES 6 COBS

6 fresh sweetcorn cobs (husks on)
1/3 cup extra virgin olive oil
2 tsp smoky paprika
1/2 cup finely grated Manchego cheese
1 small Jalapeno chilli, deseeded and finely chopped
Kewpie mayonnaise and lime wedges, to serve

Firstly, place unhusked corn in a large roasting pan and pour over boiling water to cover. Stand for 2 minutes. Drain. Pull back husks, remove the fine silks and tie back husks with kitchen string.

Secondly, combine oil, paprika and salt and pepper in a bowl. Mix to combine. Brush corn with the oil mixture. Combine coriander and chilli in a small dish and set aside.

Thirdly, preheat a greased hooded barbecue or char-grill pan over medium high heat. Place each cob onto the barbecue or char-grill so the husks protrude out to avoid burning them (see note). If using a barbecue, close the hood. Cook corn, turning every 4-5 minutes, for 12-15 minutes until corn is lightly charred and just tender.





A FOCUS ON SAFETY



Safety is everyone's responsibility, and Sydney Markets has a longstanding commitment to ensuring the safety and wellbeing of all our stakeholders and those who visit our Markets. That is why the position of a Work Health & Safety Manager was created, to better oversee WHS at both the Flemington and Haymarket sites and develop improved systems, like preparing Safe Operating Procedures (SOPs), initiating the SML Work Health & Safety Management Plan (WHSMP) and reviewing the current WHS Policy. In 2021, safety across our sites has never been better.



Leighton Freney, Sydney Markets WHS Manager, has an acute focus on a wide range of short- and long-term safety initiatives, including forklift safety, pedestrian safety, and a comprehensive approach to staff training. 'Our staff are reminding our tenants of the shared responsibility when it comes to safety, especially when it comes to keeping the site clean and tidy, and free of hazards,' says Leighton. 'We need to work together towards a safer and cleaner working environment so we can further our commitment to facilitating trade.'



The Sydney Markets site at Flemington is a large 43-hectare site, unique in its location and versatility. On any given day, up to 6000 people are working on site and over 1,000 forklifts. All the teams at Sydney Markets, from Operations to the Retail Team, have continued to prove vigilant when it comes to safety across the site, especially when welcoming back the public to the Sydney Growers Market and the Sydney Flower Market after lifting COVID-19 related restrictions. When Building D transforms into Paddy's Markets at 10am every Friday, and on weekends, Sydney Markets welcomes thousands of members of the public onto the site – pedestrian crossings and islands, as well as safety barriers and signage, have all played a major part in re-enforcing a comprehensive approach to WHS. On top of urging all Market stakeholders to practice social distancing, wash their hands regularly and to download the CovidSafe app, all visitors are prompted to register their visit by scanning the Service NSW QR codes that are also now available across both sites.

FORKLIFT SAFETY: HOW TO PASS A FORKLIFT INSPECTION

- Have you read the latest Forklift Safety Notice?
- Are you wearing a seatbelt?
- Is your gas bottle secured correctly?
- Do you have your current RMS and High Risk Work License?
- Are all lights operating properly?

Training Staff has also been at the top of Leighton's priority list, with a wide and diverse spread of Sydney Markets team members completing a Certificate IV in Work Health and Safety, and the planning and scheduling of regular First Aid training days. 'With our formally educated staff, they will now have practical and legislation-based knowledge, like how to identify and assess risks, monitor workplace compliance, and support the Markets organisational work health and safety goals,' says Leighton. 'There is so much that comes under the scope of WHS, like working with our Operations Team with traffic management, enforcing speed limits, educating truck drivers about proper loading policy, and even ergonomics when working at your desk – lots to work towards in 2021 and beyond.'







HO JIAK MALAYSIAN STREET FOOD

Paddy's Markets Haymarket is a melting pot of culture in the heart of Sydney's CBD, and the fresh fruit and vegetables section is unlike anything you have ever seen. When strolling the aisles shopping for the freshest fruit and vegetables, you will find loyal shoppers planning out their cooking for the week ahead, looking for a bargain. There are passionate foodies, shopping for seasonal produce, celebrating the opportunity to try something different and new. There seems to be an endless offering of all kinds of produce, including some unique Asian fruit and veggies you will not find at your average supermarket.

Across the tracks of the new light rail, Chef Jason Jiang from Ho Jiak Malaysian Street Food will frequent Paddy's Markets – just across the road – if he needs anything last minute for his lunch menu. "It's very fresh, and very well presented", says Chef Jason. "I come down here all the time if my team needs anything". Chillies and limes add explosive flavour to the extremely popular signature dishes – Char Kuey Teow, which is a spicy stir-fry with seafood and Chinese sausage, and the creamy coconut laksas on offer, one of which features crispy skin salmon belly, and another served with Hainan Chicken. Chef Jason uses a range of nutritious Asian vegetables, like Gai Lan, a dark-green vegetable with glossy stalks and a flavour like broccoli, as well as freshly picked curry leaves, fresh chives and fragrant shallots.

Alongside the signature dishes at Ho Jiak Haymarket, there is an extensive list of authentic dishes like Nasi Lemak, a rice dish cooked in coconut leaves and pandan leaf; Mi Goreng, a popular dish with fried noodles, and Garlic Kangkung, a popular side of Asian greens. If you are feeling like trying something different, they currently serve up Coca Cola Chicken Wings, Vegemite Pork Ribs and both hot and cold drinks with a scoop of classic Milo mixed in. With both a downstairs and upstairs dining area, eating here is an experience full of colour with beautifully designed wall murals on the street level, reminiscent of long lunches on the Malaysian island of Penang, where Junda Khoo, the founder and operator of Ho Jiak, was born and raised.

Like many businesses in and around Chinatown, the unique produce found at Paddy's Markets Haymarket is both convenient and refreshing. "It is one of Sydney's best kept secrets for local businesses", says Chef Jason.

So next time you visit Paddy's Markets Haymarket, keep an eye out for Chef Jason, and take a stroll through the hundreds of stands while you are there.



OPERATIONS HIGHLIGHT

To ensure operational efficiency at both the 43-hectare site at Flemington and the Haymarket location in the heart of Sydney's CBD, Sydney Markets requires a strong and cohesive Operations Team. John Pascucci, Head of Operations, leads such a team to ensure Market activity and operational practices can occur seamlessly in close collaboration with all departments and teams. Alongside Leighton Freney, Sydney Markets WHS Manager, the team have been able to plan and execute strategies in an orderly fashion and remain focused on facilitating the dynamic and challenging atmosphere that Sydney Markets presents.

Since our last update with the Operations Team late last year, there has been many improvements made throughout the Markets. On-site scavenging has been an ongoing issue at the Markets, and we have seen a large decrease in these illegal practices due to the vigilance of our Operations Team. We have also seen a decrease in customers bringing their vehicles into the General Trading Area before 6am, as well as an improvement in stakeholder cooperation when bringing their own personal vehicles into busy areas. 'We have a heavy focus now on eliminating overnight parking, as this will make our overnight processes safer and more efficient', says John Pascucci. 'It's about all stakeholders remaining accountable and being responsible when it comes to issues raised by our team. It's an ongoing collaborative effort which is much appreciated.'

Communication with Roads and Maritime Services (RMS) continues to remain open and dynamic regarding removal of vegetation at the Marlborough Road/Austin Avenue intersection. 'We will continue to communicate with the RMS to improve the intersection.', says John. 'We have also increased our security at Gates Q and K to eliminate customer parking in canopies before end of trade. This has minimised congestion and traffic around these areas, especially once everyone is exiting the premises at the end of the day.'

All holders of Buyers Passes need to renew their pass by July 1, 2021. The application process is now digital, meaning principal buyers and their staff can now go online and update their business details, designate what kind of access they require, and pay online before collecting their new pass in person at either Market Central or the Sydney Flower Market Office. Digitising this process allows the Operations Team to better manage Market access and implement new operational protocols. 'Our aim is to continue to evolve and update our approaches to adapt to the constant changes we experience. We are very pleased with what we have achieved so far this year regarding our operational processes, and we only hope to keep moving forward for the rest of 2021 and beyond.'





TULIPS

The Tulip was originally a wildflower growing in Central Asia. Tulip mania in Turkey struck in the 16th century, at the time of the Ottoman Empire, when the Sultan demanded cultivation of particular blooms for his pleasure. The name 'tulip' came from the Turkish word for turban.

The flowers were introduced into Western Europe and the Netherlands in the late 16th century, probably by Carolus Clusius, who was a biologist from Vienna. In the beginning of the 17th century, the tulip was starting to be used as a garden decoration instead of the former medicinal purposes. It soon gained major popularity as a trading product, especially in Holland. The interest for the flowers was huge and bulbs were sold for unbelievable high prices.

The common tulip description includes a cup-shaped blossom, with all tulip flowers having six petals. The petals can be smooth, fringed or ruffled. Blossoms may be single or double. The flowers come in nearly every colour except true blue. Some tulip blossoms are single-coloured, while others are striped, swirled, flamed from the bottom or margined. Their leaves are usually medium green in colour, with a lance or oval shape. Tulip plants range in size from 4 to 24 inches in height, with an upright form and the blossoms open during the day but close in the evening. These plants are phototropic, meaning they bend toward the light.

The most known meaning of tulips is perfect and deep love. As tulips are a classic flower that has been loved by many for centuries they have been attached with the meaning of love. They're ideal to give to someone who you have a deep, unconditional love for, whether it's your partner, children, parents or siblings. If you know someone who is going through some life changes, taking on new adventures and challenges or have

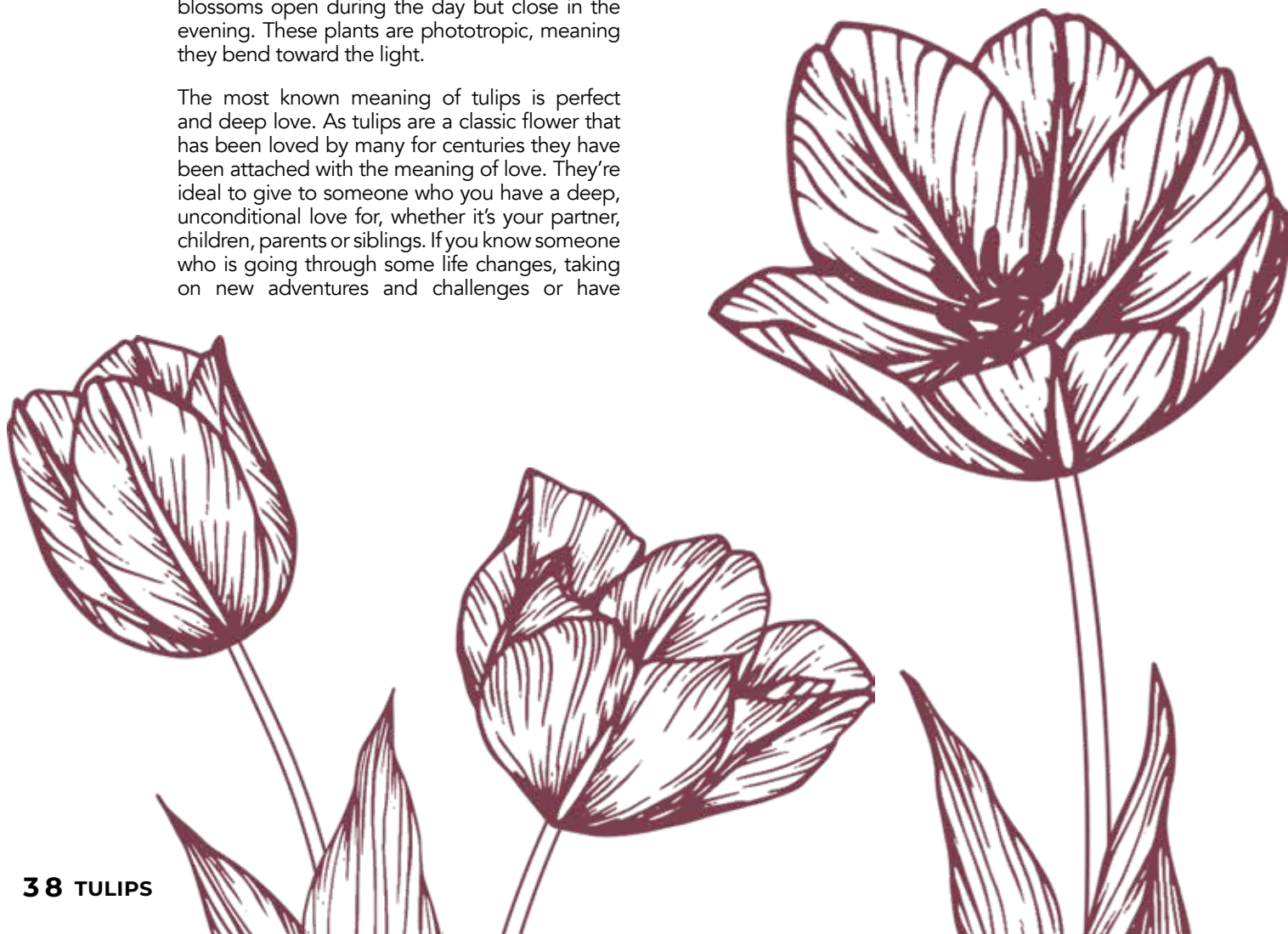
welcomed a new addition to the family, a lovely bouquet of tulips would make a wonderful gift.

Since the Victorian era tulips have also been a symbol of charity. With its cheerful nature and mark of a new season and new beginnings, many charities today still use the beloved tulip flower to represent them.

Most tulips will require full sun to flourish and can only tolerate part, or dappled, shade conditions. During their dormant period, however – after the flowers have died – they will require an extended length of cool temperatures and frosty conditions. Since most parts of Australia do not reach temperatures low enough to initiate flowering, creating a false 'winter' by placing the bulbs in the fridge may be necessary.

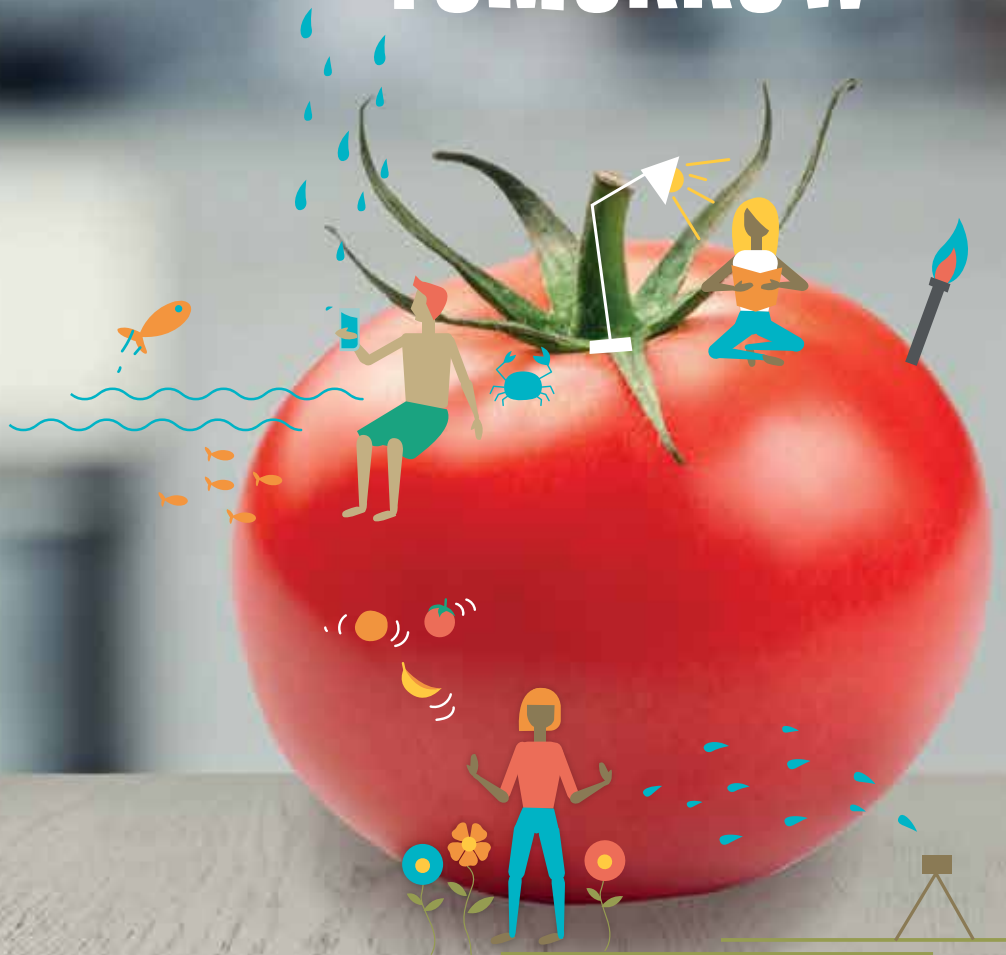
Don't put them with apples and other fruit. Apples and bananas give off ethylene gas, which helps fruit ripen but kills the flower bud inside any bulbs. If you don't have room in the fridge, don't put tulip bulbs in the freezer; it will kill them. Instead, keep the tulip bulbs dry and in a cool, well-ventilated area like an unheated garage.

Tulips are in season from the start of April, so head into your local florist and pick up a bunch.





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.**

PADDY'S SUNDAY FUNDAY

Every Sunday at Paddy's Markets Flemington
Open from 9am to 4:30pm
Fun activities for all ages!





STRATEGIC IMPERATIVES & PLANS



MAXIMISE THE EFFICIENCY & EFFECTIVENESS OF THE FLEMINGTON SITE

1

- » Plans for the new 2,600m² warehouse adjacent to Warehouse X are underway, with Perfection Fresh as the successful tenderer.
- » Sydney Markets are seeking DA approval from the Council, with construction commencing within the next 12 months.
- » An addition of 56 undercover parking spots will be provided to Plaza Shoppers.



INTRODUCE IMPROVEMENTS THROUGH INNOVATION & NEW TECHNOLOGIES

2

- » Key staff at Sydney Markets are currently involved in workshops with PwC Australia, analysing all departmental needs and areas to employ improved efficiencies.
- » Progressing towards a paperless operation is one of the main aims for this initiative
- » Launch of the new Customer Relationship Management (CRM) System is due in FY2021/2022. The CRM will assist in communications and interactions with Market stakeholders.



ENSURE THE VIABILITY OF PADDY'S MARKETS

3

- » Sydney Markets are currently securing a large key tenant at Paddy's Markets Haymarket to generate an increase in foot traffic, particularly due to the absence of overseas tourists.
- » Marketing initiatives continue to be digitally focused, with live public events beginning to be re-instated in 2021 now that COVID-19 restrictions are being lifted.



EXPLORE OPPORTUNITIES IN THE PROPOSED AGRI-BUSINESS PRECINCT

4

- » Formal arrangements between Sydney Markets, the Western Parkland City Authority and the NSW Government continue in 2021.

MAXIMISE THE STRENGTH OF THE "SYDNEY MARKETS" BRAND

5

- » Sydney Markets continue to work with all stakeholders to better understand the brand perception and recognition.
- » Sydney Markets aim to increase international brand recognition through an export hub, further supporting our stakeholders.





CAFÉ MAMASITAS

When you think Sydney Markets, you think fresh - so if you haven't heard the exciting news already, the Sydney Markets Plaza is welcoming a fresh new café on its ground level, *Café Mamasita's*. Brought to you by the same operators of the infamous Casa Bella Pizza in Concord West, you can expect high quality. Recently voted the best pizzeria in Sydney's inner west by readers of *The Daily Telegraph*, these guys have been making delicious food for almost 30 years, and they know what they're doing. We sat down with Carmelo and B to chat about their exciting new venture.

How did you get started?

C: 28 years ago, I found a shop that was available in Concord and I opened Casa Bella. It started as a small operation, but then grew when we started offering delivery – we had ten drivers at one stage, before opening a one hundred seat restaurant with takeaway as well.

B: I met Carmelo when the shop was basically a tiny hole in the wall. He just told me he was the delivery driver and nothing else, but he used to make the pizzas and deliver them himself.

C: It was 1992, I was only 21. I was pretty much doing everything even deliveries. It was hard work, but it did pay off.

B: I've been involved in the business since 1994, when we met. Originally, I was in banking and finance straight out of school, and I used to spend my weekends working there with Carmelo so that we had time to see each other. Then we went through a phase where we didn't have chefs and people let us down, so Carmelo said it was my choice to make the move to get involved more permanently.

What prompted the decision to open Mamasita's?

B: We saw it as a chance to do something different. It's a bit of a spin-off from what we usually do at Casa Bella, which is Italian food, that includes food that is from my background.

I'm Chilean and I was born in South America, but my parents immigrated when I was little. It brings me back to when I was growing up with my grandma cooking with her in the kitchen, all the smells and memories related to street food.

C: It's a mix – we will be bringing Chilean culture to Mamasita's as well as my specialty in Italian food. I grew up in the Markets, my Dad had a fruit shop for 35 years, so I've been coming here for many years and know a lot of people on the floor.

What can people expect from Mamasita's in terms of food?

B: People can expect a blend of flavours inspired by our Italian and Chilean culture. For example, we will be serving empanadas, which is like a "to – go" kind of food that will be perfect for people in a rush. There will also be a variety of slow -cooked meats and signature sauces like our pebre (coriander salsa). The food will be simple but fresh, bursting with flavour from our heritage. Our coffee supplier is called *Columbian Connection*, and we will be serving single origin coffee that we specifically chose for our café, and we've even tracked down a single origin milk.

C: We are running weekly specials, where I do a pasta one week and a pizza another week. It's very exciting and we think the people at the Markets are going to love it. We can't wait!

B: The café can be accessed from the front of the Plaza and the back, so for the side of the café facing the Markets, it will be a quick stop for people to grab a coffee and a snack. Around the other side, there will be a sandwich bar with hot food and a seating area.

CAFÉ MAMASITA'S IS OPEN NOW

Serving coffee and the freshest food around from 7:00am, Monday to Saturday.





EMPLOYEE UPDATES

EMPLOYEE OF THE MONTH



SHAWN FREEBURN
QUALITY ASSURANCE AND
BUSINESS DEVELOPMENT
MANAGER

OCTOBER

During the COVID-19 pandemic, Shawn played an integral role in ensuring safe and vigilant practices were taking place at the Markets. This included organising temperature testing, sanitisation stations and prompting patrons to download the Covid Safe app. Shawn facilitated the roll out of government mandated protocols efficiently and seamlessly.



EDWIN PARRENAS
PAINTER
- SITE SERVICES TEAM

DECEMBER

Edwin's performance has been of a high standard throughout the entire year. Although he is a quiet achiever, he completes assigned works such as line marking and painting in a timely manner. He prioritises his work with a good understanding of pedestrian safety and WHS compliance.



JIM BASETAS
TEAM LEADER -
OPERATIONS SUPPORT TEAM

FEBRUARY

During these challenging times, Jim has gone above and beyond in his role through taking his leadership to another level. He constantly ensures that tenants comply to site requirements, adapts to changes well and leads his team efficiently. Jim has taken on a lot of duties while maintaining good staff morale and leading by example.



VANESSA TSEROS
ASSISTANT TEAM LEADER -
HAYMARKET RETAIL
MARKETS TEAM

NOVEMBER

Vanessa constantly proves why she is such a valuable member of the Sydney Markets team. She is not afraid to get involved in whatever capacity is necessary to facilitate the operations at Paddy's Markets Haymarket. Proactive and conscientious, Vanessa shows initiative in all areas of her role.



TROY TUCKEY
GREEN POINT SUPERVISOR
- ENVIRONMENT TEAM

JANUARY

Despite the increase in workload due to excessive organic waste volumes at Green Point, Troy has remained committed to maintaining and improving our recycling targets. Due to favourable growing conditions and an oversupply of fruit and vegetables, Troy managed the extra volume by diverting to food charities such as Foodbank, farmers, and the EarthPower facility.

NEW EMPLOYEES



TERESSA HEKEIK
MARKETING COORDINATOR

Teresa joined the Sydney Markets team as a Marketing Coordinator in late February 2021. Working alongside Todd, she plays an active role in marketing activities for Paddy's through social media and is quickly becoming familiar with the demands of the role. Quick to learn and increasingly adaptive, we welcome Teresa to the Sydney Markets team.

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.

TRADER DIRECTORY



TRANSLATED IN ANY LANGUAGE



CALENDAR OF EVENTS



IMPORTANT NOTIFICATIONS



EDIT COMPANY INFORMATION

EDIT CONTACT INFORMATION

EDIT PRODUCT INFORMATION

DELETE INFORMATION



Use the above icons to edit your business listing

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

INTRODUCING



BUYERS PASS RENEWAL

Scan to apply



IT'S TIME TO RENEW YOUR BUYERS PASS!

RENEW YOUR PASS BY JULY 1, 2021.

Applications are now online! Simply scan the QR code, follow the prompts, pay online, and pick up your pass at the Markets!